



Citizens' / Clients' Charter

for the

Department of Youth Affairs

- Address - Shastri Bhawan, Dr. R.P. Road, New Delhi.
- Website ID - yas.nic.in
- Date of Issue - 16.04.2019
- Next Review - 16.04.2024
- Nodal Officer - Sh. Gaurav Agarwal,
Director,
Department of Youth Affairs
Ground Floor, Jeevandeep Building (NYKS Office),
Sansad Marg, New Delhi.
E-mail: gaurav.agar@nic.in
Tel.No.: 011-23442801

Vision Mission

Vision

To provide opportunities for development and empowerment of Youth so as to enable them to achieve their full potential and involve them in nation-building activities.

Mission

- Developing the personality of youth
- Involving youth in nation-building activities.
- Helping to inculcate qualities of good citizens and dedication to community service amongst the Youth.

Main Services / Transactions

Sl.No.	Service / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Timely release of grants under Nehru Yuva Kendra Sangathan	15	Smt. G.S. Chitra, Deputy Secretary	gs.chitra@nic.in	011-23073206	Calling of proposals from stake holders – NYKS	Utilization Certificate as per General Financial Rules	N/A	N/A	N/A
						Issue of sanction order and release of grant	Utilization Certificate as per General Financial Rules	N/A	N/A	N/A
						Seeking approval of Competent Authority and concurrence of Integrated Finance Division.	N/A	N/A	N/A	N/A
2.	Timely release of grants under National Youth Corps	5	Smt. G.S. Chitra, Deputy Secretary	gs.chitra@nic.in	011-23073206	Calling of proposals from stake holders – NYKS	Utilization Certificate as per General Financial Rules	N/A	N/A	N/A
						Issue of sanction order and release of grant	Utilization Certificate as per General Financial Rules	N/A	N/A	N/A

Main Services / Transactions

Sl.No.	Service / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Seeking approval of Competent Authority and concurrence of Integrated Finance Division.	N/A	N/A	N/A	N/A
3.	Timely release of grants under National Young Leaders Programme	5	Smt. G.S. Chitra, Deputy Secretary	gs.chitra@nic.in	011-23073206	Calling of proposals from stake holders – NYKS	Utilization Certificate as per General Financial Rules	N/A	N/A	N/A
						Issue of sanction order and release of grant	Utilization Certificate as per General Financial Rules	N/A	N/A	N/A
						Seeking approval of Competent Authority and concurrence of Integrated Finance Division.	N/A	N/A	N/A	N/A
4.	Timely release of grants under Rajiv Gandhi National Institute of Youth Development	10	Sh. N. Raja, Director	n.raja60@gov.in	011-23073508	Calling of proposals from stake holders – RGNIYD, Sriperumbudur, Tamil Nadu	Utilization Certificate as per General Financial Rules	N/A	N/A	N/A

Main Services / Transactions

Sl.No.	Service / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Issue of sanction order and release of grant	Utilization Certificate as per General Financial Rules	N/A	N/A	N/A
						Seeking approval of Competent Authority and concurrence of Integrated	N/A	N/A	N/A	N/A
5.	Timely release of grants under National Service Scheme	15	Sh. N. Raja, Director	n.raja60@gov.in	011-23073508	Calling of proposals from stake holders – NSS Directorate/ State NSS Office	Utilization Certificate as per General Financial Rules	N/A	N/A	N/A
						Issue of sanction order and release of grant	Utilization Certificate as per General Financial Rules	N/A	N/A	N/A
						Seeking approval of Competent Authority and concurrence of Integrated Finance Division.	N/A	N/A	N/A	N/A

Main Services / Transactions

Sl.No.	Service / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
6.	Release of honorarium to Managers and Wardens of Youth Hostels	10	Sh. Gaurav Agarwal, Director	gaurav.agar@nic.in		Payment of honorarium of Managers and Wardens of Youth Hostels into their Bank Account.	As per the prescribed application format	N/A	N/A	N/A
7.	Repair/Renovation of Youth Hostels	5	Sh. Gaurav Agarwal, Director	gaurav.agar@nic.in		Calling of proposals from stake holders – Youth Hostel/H.M.C	Utilization Certificate as per General Financial Rules	N/A	N/A	N/A
						Issue of sanction order and release of grant	Utilization Certificate as per General Financial Rules	N/A	N/A	N/A
						Seeking approval of Competent Authority and concurrence of Integrated Finance Division.	N/A	N/A	N/A	N/A
8.	Timely release of grant under NPYAD Scheme	5	Sh. Jeetendar Chadha, Deputy Secretary	Jitendra.chadha25@nic.in	011-23073302	Calling of proposal from stake holders	As per the prescribed application format	N/A	N/A	N/A

Main Services / Transactions

Sl.No.	Service / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Issue of Sanction for Grant and release of grants	Utilization Certificate as per General Financial Rules	N/A	N/A	N/A
						Placing the proposal before Project Appraisal Committee.	N/A	N/A	N/A	N/A
						Scrutiny of proposal	N/A	N/A	N/A	N/A
9.	Reimbursement of TA to Delegates nominated for International Youth Exchange Programme	5	Sh. S.K. Pandey, Under Secretary	sudhanshu@nic.in	011-23386580	Processing of TA Bills	Complete Bills along with Passport	N/A	N/A	N/A
10.	Prompt Grievance Redressal	5	Smt. Debanjana Ray, Deputy Secretary	debanjana.ray@gov.in	011-23381644	Grievance can be submitted both electronically or in writing	Representation along with necessary enclosure	N/A	N/A	N/A

Main Services / Transactions

Sl.No.	Service / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Grievance should be as specific as possible and must relate to the functioning of the Department.	N/A	N/A	N/A	N/A
11.	Prompt Acknowledgement of Receipt of letter from clients	3	Smt. Debanjana Ray, Deputy Secretary	debanjana.ray@gov.in	011-23381644		N/A	N/A	N/A	N/A
12.	Timely Response to letters from clients	2	Smt. Debanjana Ray, Deputy Secretary	debanjana.ray@gov.in	011-23381644		N/A	N/A	N/A	N/A

Main Services / Transactions

Sl.No.	Service / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
13.	Prompt answer to telephone calls between 09:30 AM to 05:30 PM	5	Smt. Debanjana Ray, Deputy Secretary	debanjana.ray@gov.in	011-23381644		N/A	N/A	N/A	N/A
14.	Prompt Response to a request for appointment with appropriate officer after receiving a written request.	5	Smt. Debanjana Ray, Deputy Secretary	debanjana.ray@gov.in	011-23381644	request written request must be made stating the purpose for which the meeting is sought and why a meeting is required.	N/A	N/A	N/A	N/A
15.	Prompt payment to vendors for invoices submitted	5	Sh. Jeetendar Chadha, Deputy Secretary	Jitendra.chadha25@nic.in	011-23073302	All documents desired by the Department must be submitted	Bills/Invoices	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
1	Timely release of grants under Nehru Yuva Kendra Sangathan	15	Calling of proposals from stake holders – NYKS	3	working days	5	Ministry record
			Issue of sanction order and release of grant	6	Working days	5	Ministry record
			Seeking approval of Competent Authority and concurrence of Integrated Finance Division.	7	working days	5	Ministry record
2	Timely release of grants under National Youth Corps	10	Calling of proposals from stake holders – NYKS	3	working days	5	Ministry record
			Issue of sanction order and release of grant	6	Working days	3	Ministry record
			Seeking approval of Competent Authority and concurrence of Integrated Finance Division.	7	working days	2	Ministry record
3	Timely release of grants under National Young Leaders Programme	5	Calling of proposals from stake holders – NYKS	3	working days	2	Ministry record

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			Issue of sanction order and release of grant	6	Working days	1	Ministry record
			Seeking approval of Competent Authority and concurrence of Integrated Finance Division.	7	working days	2	Ministry record
4.	Timely release of grants under Rajiv Gandhi National Institute of Youth Development	10	Calling of proposals from stake holders – RGNIYD, Sriperumbudur, Tamil Nadu	3	working days	5	Ministry record
			Issue of sanction order and release of grant	6	Working days	2	Ministry record
			Seeking approval of Competent Authority and concurrence of Integrated Finance Division.	7	working days	3	Ministry record
5.	Timely release of grants under National Service Scheme	15	Calling of proposals from stake holders – NSS Directorate/ State NSS Office.	3	working days	5	Ministry record
			Issue of sanction order and release of grant	6	Working days	5	Ministry record
			Seeking approval of Competent Authority and concurrence of Integrated Finance Division	7	working days	5	Ministry record

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6.	Release of honorarium to Managers and Wardens of Youth Hostels	5	Payment of honorarium of Managers and Wardens of Youth Hostels into their Bank Account.	7	working days	5	Ministry record
7.	Repair/Renovation of Youth Hostels	5	Calling of proposals from stake holders – Youth Hostel/H.M.C	3	working days	2	Ministry record
			Issue of sanction order and release of grant	6	Working days	1	Ministry record
			Seeking approval of Competent Authority and concurrence of Integrated Finance Division.	7	working days	2	Ministry record
8	Timely release of grant under NPYAD Scheme	5	Average time taken to inform deficiencies in the proposal from the date of receipt of the	30	Working days	2	Ministry record
			Average time taken for Submitting of the complete proposal before the PAC after receipt of the complete	60	Working days	2	Ministry record
			Average time taken for issue of sanction and release of grant from the date of approval of the proposal by PAC.	30	Working days	1	Ministry record
9	Reimbursement of TA to Delegates nominated for International Youth Exchange Programme	5	Processing of TA Bills	30	Working days	5	Ministry record

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
10	Prompt Grievance Redressal	5	Average time taken to acknowledge grievance received electronically through CPGRAMS portal	3	Working days	0.40	CPGRAM report
			Average time taken to acknowledge grievance received through registered post	7	Working days	0.40	Ministry record
			Average time taken to send communication for additional information	15	working days	1.40	CPGRAM and Ministry report
			Average time taken for grievance settlement	60	Working days	2.80	Ministry record
11	Prompt Acknowledgement of Receipt of letter from clients/citizen	2	Average time taken to acknowledge receipt of letters from clients/citizen	3	Working days	5	Ministry record
12	Timely Response to letters from clients/citizen	5	percentage of letters replied within the time limit promised in the acknowledgement letter.	95	%	5	Ministry record
13	Prompt answer to telephone calls between 10.00 AM to 6.00 PM	3	Percentage of calls answered within two minutes of calling the designated number	95	%	3	Third party inspection

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
14	Prompt Response to a request for appointment with appropriate officer after receiving a written request	5	percentage of responses given with in seven working days.	95	%	5	Ministry record
15	Prompt payment to vendors for invoices submitted	5	Average time taken to inform deficiency in the documents submitted in writing	7	Working days	2	Ministry record
			Average time taken to sanction for payment from the date of receipt of complete documents	25	Working days	3	Ministry record

Grievance Redress

Website url to lodge <http://pgportal.gov.in/>

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Smt. Debanjana Ray, Deputy Secretary	011-23381644	debanjana.ray@gov.in	9810166628

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	State Governments/UT Administration
2	Empanelled/recognised Organisations of the Department including Adventure institutions
3	NYKS/NSS/RGNIYD/State NSS Office
4	Youth of the country between the age of 15 to 29 years of age.

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organisations	Landline Number	E-mail	Contact Number	Address
1	National Service Scheme(NSS)	011-23384513	pacell-nss@nic.in / pacnss@gmail.com	011-23384513	12/11, Jamnagar House, New
2	Nehru Yuva Kendra Sangathan(NYKS)	011-23442801	dg@nyks.org / dgnyks2016@gmail.com	011-23442801	4, Jeevandeep Building, Sansad Marg, New Delhi
3	Rajiv Gandhi National Institute of Youth Development (RGNIYD).	044-27163942	ac.mohan@gov.in	9884116094	Post Box No. 6, Sriperumbudur-602105

Indicative Expectations from Service

S.No.	Indicative Expectations from Service Recipients
1	Submit duly completed proposals in all respect
2	The empanelled organisations and state Govt./UT administration should properly utilize the grand in aid released to them as per the sanction
3	Show courtesy to Ministry's officers
4	Always keep proper records of their letters and communications with the Department.
5	To arrive atleast fifteen minutes prior to an appointment with the Department's officers.
6	Send reports in the prescribed format as per the prescribed timeline.
7	To check the Departments website regularly for updates on policy, programmes and procedures.
8	Give their suggestions/inputs on draft policies placed on the Department's website.