

Y-CDN

F.No.F.11011/69/2020-CDN
Government of India
Ministry of Youth Affairs & Sports
Department of Youth Affairs
(Coordination Section)

Shastri Bhawan, New Delhi
Dated: 4th March, 2021

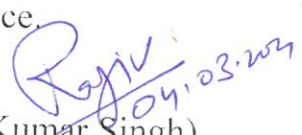
OFFICE MEMORANDUM

Subject: Audit of proactive disclosure under RTI Act 2005 of Ministry of Youth Affairs & Sports-regd.

The undersigned is directed to refer RTI/PG Section OM dated 7.01.2021 on the above cited subject and to say CDN(YA) Section is concerned with preparation of Annual Report and Citizen's Charter of the Ministry under Section 4(b,c & d) of the RTI Act in connection with Transparency Audit.

The last published Annual Report i.e 2019-20 and revised Citizen's Charter of the Ministry till date (in bilingual form) have been uploaded on the website of the Ministry. The hard copies of both the documents are enclosed herewith. The soft copies have also been mailed to RTI/PG Section for ready reference.

Encl: As above


(Rajiv Kumar Singh)

Under Secretary to the Government of India

To

US (RTI/PG)

Copy for information to:





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 - 04.03.2021
- Next Review - 31.03.2022
- Nodal Officer - Sh. Saurav Kumar Shah, Deputy Secretary
Department of Youth Affairs
Room No. 501, B-Wing,
Shastri Bhawan, New Delhi.
E-mail: saurav.shah@ips.gov.in
Tel.No.: 011-23383292

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

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
						Issue of sanction order and release of grant	Utilization Certificate as per General Financial Rules	N/A	N/A
						Seeking approval of Competent Authority and concurrence of Integrated Finance Division.	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
						Issue of sanction order and release of grant	Utilization Certificate as per General Financial Rules	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

3.	Timely release of grants under National Young Leaders Programme	Smt. G.S. Chitra, Deputy Secretary	gs.chitra@nic.in	011-23073206	Seeking approval of Competent Authority and concurrence of Integrated Finance Division.	N/A	N/A	N/A
					Calling of proposals from stake holders – NYKS	Utilization Certificate as per General Financial Rules	N/A	N/A
					Issue of sanction order and release of grant	Utilization Certificate as per General Financial Rules	N/A	N/A
4.	Timely release of grants under Rajiv Gandhi National Institute of Youth Development	Smt. G.S. Chitra, Deputy Secretary	gs.chitra@nic.in	011-23073508	Seeking approval of Competent Authority and concurrence of Integrated Finance Division.	N/A	N/A	N/A
					Calling of proposals from stake holders – RGNID, Sriperumbudur, Tamil Nadu	Utilization Certificate as per General Financial Rules	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
5. Timely release of grants under National Service Scheme	15	Sh. Jeetendar Chadha, Director	jitendra.chadha25@gov.in	011-23073302	Issue of sanction order and release of grant	Utilization Certificate as per General Financial Rules	N/A	N/A
					Seeking approval of Competent Authority and concurrence of Integrated	N/A	N/A	N/A
					Calling of proposals from stake holders – NSS Directorate/ State NSS Office	Utilization Certificate as per General Financial Rules	N/A	N/A
					Issue of sanction order and release of grant	Utilization Certificate as per General Financial Rules	N/A	N/A
					Seeking approval of Competent Authority and concurrence of Integrated Finance Division.	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. Sunder Singh, Deputy Secretary			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. Sunder Singh, Deputy Secretary	sundar.singh25@nic.in	011-23073508	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. Saurav Kumar Shah, Deputy Secretary	sk.shah@ips.gov.in	011-23383292	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
					Placing the proposal before Project Appraisal Committee.	N/A	N/A	N/A
					Scrutiny of proposal	N/A	N/A	N/A
9. Reimbursement of TA to Delegates nominated for International Youth Exchange Programme	5	Sh. Ravi Kumar Sinha, Under Secretary	sinharavikumar511@gov.in	011-23386580	Processing of TA Bills	Complete Bills along with Passport	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

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
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
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

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 Issue of sanction order and release of grant	3 6	working days Working days	5 5	Ministry record 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 Issue of sanction order and release of grant	3 6	working days Working days	5 3	Ministry record 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

			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 – RGNID, 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

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

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

Grievance Redress

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	pace-nss@nic.in / pace-nss@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 (RGNID).	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.

Revised Citizen's Charter Department Of Youth Affairs

From : Rajiv Kumar Singh <rajivk.singh@nic.in>

Fri, Feb 26, 2021 12:49 PM

Subject : Revised Citizen's Charter Department Of Youth Affairs

1 attachment

To : Dheeraj Mishra <mishra.dheeraj@nic.in>, Dr.(Ms.)
Harsh Bhushan Khattar <harsh.k@nic.in>

Cc : saurav shah83 <saurav.shah83@gmail.com>

Madam/Sir

The revised and approved citizen Charter as on 25.02.2021 of Department of Youth Affairs is attached. It is requested to kindly upload the same immediately on the Ministry's website.

Regards

Rajiv Kumar Singh
Under Secretary
Department of Youth Affairs
Ministry of Youth Affairs & Sports

 **Citizens' charter 2019-20.pdf**
733 KB

Nodal Officer for Citizen's Charter of Department of Youth Affairs

From : Rajiv Kumar Singh <rajivk.singh@nic.in>
Subject : Nodal Officer for Citizen's Charter of Department of Youth Affairs

Fri, Feb 26, 2021 03:09 PM

1 attachment

To : Kumar Sanjeet <kumar.sanjeet@gov.in>, ashutoshmyas <ashutoshmyas@gmail.com>, Secretary Youth Affairs <secy-ya@nic.in>

Cc : saurav shah83 <saurav.shah83@gmail.com>, cdnsec <cdnsec@gmail.com>

Sir/Madam

It is informed that Sh. S K Shah, Deputy Secretary has been nominated as Nodal Officer for Citizen's Charter of Department of Youth Affairs.
Please find attachment.

Regards

Rajiv Kumar Singh
Under Secretary
Department of Youth Affairs
Ministry of Youth Affairs & Sports

Nodal Officer for Citizen's Charter.pdf
623 KB

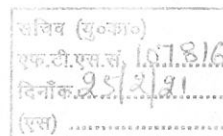
[Secy-goi] Request for inform the name and contact no. of Nodal Officer of Citizens' Charter

From : Kumar Sanjeet <kumar.sanjeet@gov.in> ✓

Tue, Feb 23, 2021 05:59 PM

Subject : [Secy-goi] Request for inform the name and contact no. of Nodal Officer of Citizens' Charter

To : secy-goi <secy-goi@lsmgr.nic.in>



Sir,

It is requested to kindly inform the name, designation and contact no. (telephone no and email id) of the Nodal Officer of the Ministry as well all the Departments under your control so that it could be updated on website.

Regards,
(Kumar Sanjeet)
Under Secretary,
Public Grievances(Citizens' Charter)
DARPG,
23401427

Secy-goi mailing list -- secy-goi@lsmgr.nic.in
To unsubscribe send an email to secy-goi-leave@lsmgr.nic.in

JS (FA)

ह
उपा रर्मा
सचिव (युवा कार्यक्रम)

As sent
through email
details of Nodal
officer

20/02/21
Raj
20/02/21
Din
US (cont)
US (cont)