



## 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	-	<b>May, 2025</b>
Next Review	-	<b>May, 2026</b>
Nodal Officer	-	<b>Sh. Rakesh Kumar, Deputy Secretary</b> <b>Department of Youth Affairs</b> <b>Room No.102, C-Wing,</b> <b>Shastri Bhawan, New Delhi.</b> <b>E-mail: rakesh.kumar72@nic.in</b> <b>Tel.No.: 011- 23387034</b>

## **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	Shri Subrata Hazra, Deputy Secretary	subrata.hazra@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	Shri Subrata Hazra, Deputy Secretary	subrata.hazra@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	Shri Subrata Hazra, Deputy Secretary	subrata.hazra@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	Shri Subrata Hazra, Deputy Secretary	subrata.hazra@nic.in	011- 23073206	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 Finance Division.	N/A	N/A	N/A	N/A
5.	Timely release of grants under National Service Scheme	15	Smt. Vandita Pandey, Director	Vandita.pandey@nic.in	011-23363324	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	Smt. Madhavi Mohan, Deputy Secretary	Madhavi.mohan70@nic.in	011-23073508	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	Smt. Madhavi Mohan, Deputy Secretary	Smt. Madhavi Mohan, Deputy Secretary	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	Smt. Madhavi Mohan, Deputy Secretary	Smt. Madhavi Mohan, Deputy Secretary	011-23073508	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	Smt. Sarah Jayal Sawkmie, Director	sarah.sawkmie@gov.in	011-23073302	Processing of TA Bills	Complete Bills along with Passport	N/A	N/A	N/A
10.	Prompt Grievance Redressal	5	Shri Rakesh Kumar, Deputy Secretary	Rakesh.kumar72@nic.in	011-23387034	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	Shri Rakesh Kumar, Deputy Secretary	Rakesh.kumar72@nic.in	011-23387034		N/A	N/A	N/A	N/A
12.	Timely Response to letters from clients	2	Shri Rakesh Kumar, Deputy Secretary	Rakesh.kumar72@nic.in	011-23387034		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	Shri Rakesh Kumar, Deputy Secretary	Rakesh.kumar 72@nic.in	011-23387034		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	Shri Rakesh Kumar, Deputy Secretary	Rakesh.kumar 72@nic.in	011-23387034	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	Shri Rakesh Kumar, Deputy Secretary	Rakesh.kumar 72@nic.in	011-23387034	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

			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

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	<b>Average time taken to inform deficiencies in the proposal from the date of receipt of the proposal.</b>	Immediately *	Working days	2	Ministry record
			<b>Average time taken for Submitting of the complete proposal before the PAC after receipt of the complete proposal</b>	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	21	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 within 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.	Shri Rakesh Kumar, Deputy Secretary	Rakesh.kumar72@nic.in	011- 23387034	9868153233

## 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.



## Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organisations	Landline Number	E-mail	Contact Number	Address
1.	National Service Scheme(NSS)	011-23363324 / 011-23363324	<a href="mailto:pacell-nss@nic.in">pacell-nss@nic.in</a> / <a href="mailto:vandita.pandey@nic.in">vandita.pandey@nic.in</a> <a href="mailto:KamalKumar.kar@gov.in">KamalKumar.kar@gov.in</a>	011-23363324 / 011-23363324	Directorate of NSS, Annexe Building, Shivaji Stadium, Ground Floor, Shaheed Bhagat Singh Marg, Connaught Place, New Delhi- 110001
2.	Nehru Yuva Kendra Sangathan(NYKS)	011-23442800	<a href="mailto:dg@nyks.org">dg@nyks.org</a> / <a href="mailto:dgnyks2016@gmail.com">dgnyks2016@gmail.com</a>	011-23442800	Nehru Yuva Kendra Sangathan,4, Jeevandeep Building, Sansad Marg, New Delhi- 110001
3.	Rajiv Gandhi National Institute of Youth Development (RGNIYD).	044-27163127	<a href="mailto:ac.mohan@gov.in">ac.mohan@gov.in</a>	9884116094	Post Box No. 6, Sriperumbudur Post, Tamil Nadu-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.