

F.No.J-17011/28/2019-CDN
Government of India
Ministry of Youth Affairs and Sports
Department of Youth Affairs
(Coordination Section)

Shastri Bhawan, New Delhi
Dated the 22nd April, 2022

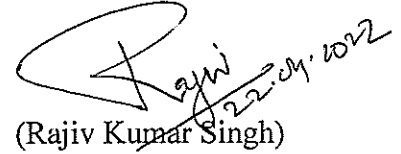
OFFICE MEMORANDUM

Subject: The Citizen's/Client's Charter for the Department of Youth Affairs uploading on website - reg.

The undersigned is directed to above subject and to request that the enclosed updated the Citizen's/Client's Charter for the Department of Youth Affairs may be uploaded on the website of the Ministry of Youth Affairs and Sports i.e. yas.nic.in

2. This issue with the approval of Competent Authority.

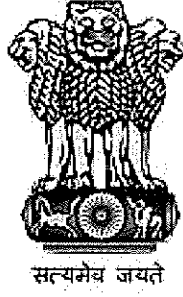
Encl.: As Above


(Rajiv Kumar Singh)

Under Secretary to the Govt. of India
Email: rajivk.singh@nic.in

To

1. Sr. Tech. Director, NIC Cell, Ministry of Youth Affairs & Sports
2. Ministry of Personnel, Public Grievances and pensions,
Department of Administrative Reforms and Public Grievances,
[Kind Attention: Shri Satish K. Jadhav, Director (PG)]
5th Floor, Sardar Patel Bhawan, Sansad Marg,
New Delhi



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	-	April, 2022
Next Review	-	April, 2023
Nodal Officer	-	Sh. Devashish Bhardwaj, Deputy Secretary Department of Youth Affairs Room No. 501, B-Wing, Shastri Bhawan, New Delhi. E-mail: dev.bhardwaj@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

·Citizens' / Clients' Charter for Department of Youth Affairs

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
2.	Timely release of grants under National Youth Corps	5	Smt. G.S. Chitra, Deputy Secretary	gs.chitra@nic.in	011-23073206	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
						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

.Citizens' / Clients' Charter for Department of Youth Affairs

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							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	
						Calling of proposals from stake holders – RGNID, Sriperumbudur, Tamil Nadu	Utilization Certificate as per General Financial Rules	N/A	N/A	N/A
4.	Timely release of grants under Rajiv Gandhi National Institute of Youth Development	10	Smt. G.S. Chitra, Deputy Secretary	gs.chitra@nic.in	011-23073206					

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	Sh. Pankaj Kumar Singh, Director	pankajkumar.sin.gh08@ips.gov.in	011-23073302	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. Pankaj Kumar Singh, Director	pankajkumar.sin@h08@ips.gov.in	011-23073302	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. Pankaj Kumar Singh, Director	pankajkumar.sin@h08@ips.gov.in	011-23073302	Calling of proposals from stake holders – Youth Hostels/H.M.C Issue of sanction order and release of grant Utilization Certificate as per General Financial Rules	Utilization Certificate as per General Financial Rules N/A N/A	N/A	N/A	N/A
8.	Timely release of grant under NPYAD Scheme	5	Sh. Sunder Singh, Deputy Secretary	sunder.singh25@nic.in	011-23073508	Seeking approval of Competent Authority and concurrence of Integrated Finance Division. Calling of proposal from stake holders	N/A 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. Pankaj Kumar Singh, Director	pankajkumar.singh08@ips.gov.in	011-23073302	Processing of TA Bills	Complete Bills along with Passport	N/A	N/A	N/A
10.	Prompt Grievance Redressal	5	Sh. Sunder Singh, Deputy Secretary	sunder.singh25@nic.in	011-23073508	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	Sh. Sunder Singh, Deputy Secretary	sunder.singh25@nic.in	011-23073508		N/A	N/A	N/A	N/A
12.	Timely Response to letters from clients	2	Sh. Sunder Singh, Deputy Secretary	sunder.singh25@nic.in	011-23073508		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	Sh. Sunder Singh, Deputy Secretary	sundar.singh25@ nic.in	011-23073508		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	Sh. Sunder Singh, Deputy Secretary	sundar.singh25@ nic.in	011-23073508	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. Dayanand, Director	dstg-yas@nic.in	011-23073507	All documents desired by the Department must be submitted	Bills/Invoices	N/A	N/A	N/A

Citizens' / Clients' Charter for Department of Youth Affairs

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 Seeking approval of Competent Authority and concurrence of Integrated Finance Division.	3 6 7	working days Working days working days	5 5 5	Ministry record Ministry record 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 Seeking approval of Competent Authority and concurrence of Integrated Finance Division.	3 6 7	working days Working days working days	5 3 2	Ministry record Ministry record 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

Citizens' / Clients' Charter for Department of Youth Affairs

		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	3	working days	5	Ministry record
		Calling of proposals from stake holders – RGNID, Sriperumbudur, Tamil Nadu				
		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	3	working days	5	Ministry record
		Calling of proposals from stake holders – NSS Directorate/ State NSS Office.				
		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

Citizens' / Clients' Charter for Department of Youth Affairs

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 NPVAD Scheme	5	Average time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	Immediate y*	Working days	2	Ministry record
			Average time taken for Submitting of the complete proposal before the PAC after receipt of the complete proposal	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

Citizens' / Clients' Charter for Department of Youth Affairs

13

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

Citizens' / Clients' Charter for Department of Youth Affairs

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

Citizens' / Clients' Charter for Department of Youth Affairs

15

Grievance Redress

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

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Sh. Sunder Singh, Deputy Secretary	sunder.singh25@nic.in	011-23073508	9711116359

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/RGNVD/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 / 011-23364513	pacell-nss@nic.in / pankajkumar.singh08@ips.gov.in / KamalKumar.kar@gov.in	011-23363324 / 011-23364513	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	dg@nyks.org / dgnyks2016@gmail.com	011-23442800	Nehru Yuva Kendra Sangathan, 4, Jeevandeeep Building, Sansad Marg, New Delhi- 110001
3	Rajiv Gandhi National Institute of Youth Development (RGNID).	044-27163127	ac.mohan@gov.in	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 grant 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.