

CITIZEN'S CHARTER FOR SPORTS & YOUTH WELFARE DEPARTMENT.

1. Introduction:

The Aim/Purpose of this Charter is to work for better quality in public service

The Department of Sports & Youth Welfare was set up by the Government of Assam to promote sports, build and maintain sports related infrastructure and also to promote the welfare of the youth through various programmes which are implemented through the Directorate of Sports & Youth Welfare, Assam which was set up in 1976. Today's youth is tomorrow's citizen. If they can be groomed properly they can lead the country and build the Nation. The Citizen's Charter is prepared to help them to achieve a healthy body and mind and contribute to the overall development of the state and nation.

2. Vision:

All round development of body, health and mind of people of Assam in general and students and youth of the State in particular.

3. Mission:

The Department of Sports & Youth Welfare, Assam is committed to develop Sports & Sports related infrastructure and to work for the welfare of sports persons as well as the youths to promote all-round development of the people of Assam.

4. Business Transacted:

I.

- a. Prepare annual financial statement.
- b. Prepare annual Plan
- c. Organizing annual meeting
- d. Organizing sports events

II. We deliver the following services through the Directorate of Sports & Youth Welfare, Assam.

- a. Sports Pension
- b. One time financial assistance
- c. Sports Talent Search Scholarship
- d. Coaching on request.

5. Clients:

- a. Directorate of Sports & Youth Welfare.
- b. National Service Scheme
- c. National Cadet Corps
- d. Bharat Scouts & Guide
- e. All Citizen/ Sportsperson
- f. All suppliers

6. Service Provided:

Sl No	Service	Condition	Timeline Flow	Fee	Officer Concerned	Remarks
1	Issuing Administrative Approval	a. Budget Provision b. Priority List c. Plan & Estimate	1 month	NIL	Smti. K Talukdar, Joint Secretary	
2	Issuing Financial Sanction	a. Copy of Administrative Approval b. Budget Provision c. Utilization Certificate d. Priority List e. Copy of Technical Sanction	1 month	NIL	Smti. K Talukdar, Joint Secretary	
3	Issuing FOC	a. Copy of Sanction b. Copy of Administrative Approval c. Budget Provision d. Photographs f. Progress Report/ Completion Certificate	1 month	NIL	Sri. M. C. Borah, Under Secretary	
4	Issue of sanction of Leave	a. Formal Application b. Leave admissibility report c. Certificate relevant with the nature of leave	1 month	NIL	Smti. D. Devi, Joint Secretary	
5	Sending Pension papers to Accountant General	Relevant documents	15 days	NIL	Smti. D. Devi, Joint Secretary	
6	Uploading Acts/ Rules/OMs/Circulars		15 days	NIL	Sri. S. Sonowal, Deputy Secretary	
7	Updating of website		Weekly	NIL	Sri. S. Sonowal, Deputy Secretary	
8	Issuing information under RTI Act.		1 month	Rs.10/-	Sri. M. C. Borah, Under Secretary	
9	Issuing order for additional service under RTPS Act.		1 month	NIL	Sri. M. C. Borah, Under Secretary	

7. Complaint Redressal Systems. Grievances may be lodged online at www.sywassam.org

Courteous and helpful service will be extended by all the staff. If you have any complaints to make in the delivery of the above standards you are welcome to register your complaints with the following officers

Name and Designation of the officer	Address for correspondence	Telephone/Fax/e-mail
Smti. Monalisha Goswami, IAS Secretary to the Govt. of Assam Sports & Youth Welfare Department	Block- D, 3 rd Floor Assam Secretariat , Dispur, Ghy-06	

If not satisfied he/she may apply to:-

Name and Designation of the officer	Address for correspondence	Telephone/Fax/e-mail
Ajay Tewari IAS, Commissioner & Secretary ,	Sports & Youth Welfare Department , Assam, Dispur, Ghy-06	Tel/Fax-0361-2237234,

All complaints will be acknowledged by us within 20 days and final reply on the action taken will be communicated within 30 days.

8. Consultation with our users/stakeholders

- We welcome suggestions from our users.
- We hold periodical review meetings with users/user representatives and if you wish to be associated with this please contact the Nodal Officer for Citizen Charter at Department of Sports & Youth Welfare, Block-E, 3rd Floor, Assam Secretariat.

9. We seek your co-operation on the following:

Citizen's Charter is a joint effort between us and you to improve the quality of service provided by us and we request you to help us in the following way.

We always welcome suggestions/views regarding the quality of the service provided by our Department so that we can make further improvement. The Citizen's Charter will be reviewed annually

We are committed to constantly revise and improve the services being offered under the Charter.

10. Review:

This citizen charter will be reviewed annually. Any suggestion in this regard may be sent to Sri Surajit Sonowal, ACS, Deputy Secretary to the Govt. of Assam, Sports & Youth Welfare Department and Nodal officer for Citizen Charter, Department of Sports & Youth Welfare.
