

CITIZENS CHARTER OF SPORTS AND YOUTH WELFARE DEPARTMENT, ASSAM

INTRODUCTION :

The Department of Sports & Youth Welfare was created in the year 1988-89, with the objective of bringing about all round development in the field of Sports & Youth Welfare. With the creation of the Sports & Youth Welfare Department, a boost was given to the development of Sports & Youth Welfare activities. Since its inception the Department has been organizing various sports competitions in recognized Olympic sports disciplines at District and State level. Accordingly, the State has also been consistently participating in various recognized Sports Competitions organized by School Games Federation of India (SGFI) and other sports competitions such as Subroto Mukherjee Cup Football Tournament, Jawaharlal Nehru Hockey Tournament etc. Another major objective for creation of the Sports & Youth Welfare Department was to vigorously pursue and implement the scheme of Physical Education training which was introduced earlier in some of the Schools of the State. The Department also gave emphasis on scouting of talents and imparting coaching programmes for the budding sportsmen in different sports disciplines for improvement of their skills. Overall the vision of Sports & Youth Welfare Department, Assam is to provide opportunities for sports person and sports enthusiasts of the state to develop sporting skills as well as to excel the personality of youth for achieving their full potential in various nation-building activities and also broad basing of excellence in sports activities at National and International levels.

ORGANIZATION & STRUCTURE :

The Department of Sports & Youth Welfare, Assam is headed by the Hon'ble Chief Minister of the state of Assam. The administrative set up of the department has the Commissioner & Secretary of Sports & Youth Welfare Department at the helm who is assisted by Secretary, Joint Secretary, Deputy Secretary, Under Secretary, Superintendent and Assistants.

Service Provided :

Sl. No.	Service	Condition	Officer Concerned
1.	Issuing Administrative Approval	a. Budget Provision b. Priority List c. Plan & Estimate	<u>Branch Officer:</u> Shri Ranuj Kr. Borkotoky, ACS, Joint Secretary to the Govt. of Assam, Sports & Youth Welfare Department
2.	Issuing Financial Sanction	a. Copy of Administrative Approval b. Budget Provision c. Utilization Certificate d. Priority List e. Copy of Technical Sanction	<u>Branch Officer:</u> Shri Ranuj Kr. Borkotoky, ACS, Joint Secretary to the Govt. of Assam, Sports & Youth Welfare Department
3.	Issuing FOC	a. Copy of Sanction b. Copy of Administrative Approval c. Budget Provision d. Photographs e. Progress Report / Completion Certificate	<u>Branch Officer:</u> Shri Ranuj Kr. Borkotoky, ACS, Joint Secretary to the Govt. of Assam, Sports & Youth Welfare Department

4.	Issue of Sanction of Leave	a. Formal Application b. Leave Admissibility Report c. Certificate relevant with the nature of leave	<u>Branch Officer:</u> 1/Shri Ranuj Kr. Borkotoky, ACS, Joint Secretary to the Govt. of Assam, Sports & Youth Welfare Department 2/ Shri JwngsarUzir Under Secretary to the Govt. of Assam, Sports & Youth Welfare Department
5.	Sending Pension Papers to Accountant General	Relevant Documents	<u>Branch Officer:</u> 1/Shri Ranuj Kr. Borkotoky, ACS, Joint Secretary to the Govt. of Assam, Sports & Youth Welfare Department 2/ Shri JwngsarUzir Under Secretary to the Govt. of Assam, Sports & Youth Welfare Department
6.	Uploading Acts / Rules / OMs / Circulars		<u>Branch officer:</u> Shri SurajitSonowal, ACS Deputy Secretary to the Govt. of Assam, Sports & Youth WelfareDepartment
7.	Updating of Website		<u>Branch officer:</u> Shri SurajitSonowal, ACS Deputy Secretary to the Govt. of Assam, Sports & Youth Welfare Department
8.	Issuing Information under RTI Act.		SPIO –Tuphel Ahmed, Deputy Secretary to the Govt. of Assam, Sports & Youth Welfare Department

1. Directorate of Sports & Youth Welfare

Sl. No.	Name of Post	Total Strength
1)	Director	1
2)	Joint Director	1
3)	Deputy Director	4 (3- Technical, 1-BTC)
4)	Assistant Director	3
5)	Finance & Accounts Officer	1
6)	District Sports Officer	33
7)	Deputy State Liaison Officer	1
8)	Internal Auditor	1
9)	Sub Divisional Sports Officer / Inspector of Physical Education	24 (SDSO – 12, IPE – 12)
10)	Assistant Liaison Officer	1
11)	Physical Instructor	435
12)	Coach	66
13)	Senior Assistant (HQ)	7
14)	Junior Assistant (HQ)	12
15)	Junior Assistant (District)	34
16)	Senior Assistant (NCC)	99
17)	Junior Assistant (NCC)	89
18)	Driver (HQ)	9
19)	Grade – IV (HQ)	15
20)	Driver (NCC)	65
21)	Grade – IV (NCC)	368
22)	Grade – IV (District)	23

Service Provided :

Sl. No.	Service	Condition	Officer Concerned
1)	Proposal for Administrative Approval	a. Budget Provision b. Priority List c. Plan & Estimate	<u>Branch Officer:</u> Shri Partha Pegu, ACS Joint Director, Sports & Youth Welfare, Assam
2)	Proposal for Issuing Financial Sanction	a. Copy of Administrative Approval b. Budget Provision c. Utilization Certificate d. Priority List e. Copy of Technical Sanction	<u>Branch Officer:</u> Shri Partha Pegu, ACS Joint Director, Sports & Youth Welfare, Assam
3)	Issue of Sanction of Leave	a. Formal Application b. Leave Admissibility Report c. Certificate relevant with the nature of leave	<u>Branch Officer:</u> Shri Partha Pegu, ACS Joint Director, Sports & Youth Welfare, Assam
4)	Sending Pension Papers to Accountant General	Relevant Documents	<u>Branch Officer:</u> Shri Partha Pegu, ACS Joint Director, Sports & Youth Welfare, Assam
5)	Uploading Acts / Rules / OMs / Circulars		<u>Branch officer:</u> Smti. Antara Gogoi, ACS Deputy Director, Sports & Youth Welfare, Assam
6)	Updating of Website		<u>Branch officer:</u> Smti. Antara Gogoi, ACS Deputy Director, Sports & Youth Welfare, Assam
7)	Issuing Information under RTI Act.		SPIO – Smti. Antara Gogoi, ACS Deputy Director, Sports & Youth Welfare, Assam

DETAILS OF CLIENTS :**a. National Service Scheme**

The National Service Scheme is an Indian government-sponsored public service program conducted by the Ministry of Youth Affairs and Sports of the Government of India. Popularly known as NSS, the scheme was launched in Gandhiji's Centenary year in 1969.

Present Status of NSS in Assam:

Sl. No.	Name of the University under NSS	Total College	Total NSS Volunteer	Projected Target	To be enrolled in +2 Schools
1)	Gauhati University	156	15600	46900	13600
2)	Dibrugarh University	118	11800		
3)	Assam Agricultural University, Jorhat	5	500		
4)	Assam University, Silchar	27	2700		
5)	Central University, Tezpur	-	1000		
6)	Bodoland University, Kokrajhar	17	1700		
	TOTAL NSS :	333	33300		

b. National Cadet Corps (NCC) :

National Cadet Corps (NCC) is one of the Flagship programmes under the Ministry of Defence, Govt of India. There are 5 NCC Group Headquarters and 27 NCC Units under the Group Headquarters in Assam. The Sports and Youth Welfare Department, Govt. of Assam has been extending financial assistance annually to the NCC Authorities for conducting various programmes for NCC Cadets of the State such as holding of Republic Day Camp, ThalSainik Camp, Vayu Sanik Camp, Nau Sanik Camp. The NCC cadets on completion of their training are conferred “B” & “C” Certificates.

SL. NO	NAME OF NCC GROUP HQS
1)	NCC Group HQ. Guwahati
2)	NCC Group HQ. Dibrugarh
3)	NCC Group HQ. Silchar
4)	NCC Group HQ. Tezpur
5)	NCC Group HQ. Jorhat
NCC UNITS	
1)	1 Assam Bn. NCC, Guwahati
2)	7 Assam Bn. NCC, Dhubri
3)	27 Assam Sainik School, Goalpara
4)	30 Assam Bn. NCC, Guwahati
5)	47 Assam Bn. NCC, Guwahati
6)	48 Assam Naval Unit, Guwahati
7)	50 Assam Bn. NCC, Guwahati
8)	60 Assam Bn. NCC, Guwahati
9)	5 Assam Bn. NCC, Tezpur
10)	8 Assam Bn. NCC, Nagaon
11)	72 Assam Bn. NCC, Lakhimpur
12)	73 Assam Bn. NCC, Tezpur
13)	9 Assam Bn. NCC, Jorhat
14)	12 Assam Compo Tech. NCC, Golaghat
15)	33 Assam, Jorhat
16)	64 Assam Bn. NCC, Jorhat
17)	74 Assam Girls (I) Coy NCC, Golaghat
18)	3 Assam Bn. NCC, Silchar
19)	4 Assam Bn. NCC, Karimganj
20)	62 Assam Bn. NCC, Silchar
21)	10 Assam Bn. NCC, Dibrugarh
22)	11 Assam Girls (I), NCC, Sivasagar
23)	26 Assam Bn. NCC, Digboi
24)	46 Assam Bn. NCC, Dibrugarh
25)	49 Naval Unit, NCC, Sivasagar
26)	63 Assam Bn. NCC, Dibrugarh
27)	51 Assam Air (T), Jorhat

c. Bharat Scouts & Guide

The Bharat Scouts and Guides Assam was formed in the year 1916. The HQ Was in Shillong. It had State Training Centre in Umtingar. After the State of Meghalaya was created, The BS&G, Assam was shifted to Panbazar, Guwahati in 1973. The Purpose of the Movement is to contribute to the development of young people in achieving their full physical, intellectual, emotional, social and spiritual potentials as individuals, as responsible citizens and as members of the local, National and International communities.

Present Strength of The Bharat Scouts and Guides, Assam:

Sl. No	SCOUT WING	MEMBERS
1)	Cubs (Boys – Primary Level)	240
2)	Scouts (Boys – High School Level)	8,644
3)	Rovers (Boys – College Level)	248
4)	Unit Leaders	318
5)	Vol. Commissioner's	62
	Total	9,512
Sl. No.	Guide Wing	Members
1)	Bulbuls (Girls – Primary Level)	483
2)	Guides (Girls – High School Level)	5,615
3)	Rangers (Girls – College Level)	189
4)	Unit Leaders	224
5)	Vol. Commissioner's	17
	Total	6,528
	Grand Total S + G (WING)	16,040

d. All Citizen / Sports person

The services of Sports & Youth Welfare encompass all citizens, sports persons and sports enthusiasts of the State of Assam. The aim of the services is to identify budding sports talents and to develop their sports potentialities among the youths of the State by holding various kinds of sports coaching programmes and sports competitions.

e. Sports Associations / Sports Clubs / Youth Clubs / Schools / Colleges

The Sports & Youth Welfare extend services by providing various kinds of financial assistance / grants and sports equipment for the development of sports activities based on the priority of the schemes.

SCHEMES & EVENTS:

Sl. No.	Programmes
1)	Structured training for all students in various sports disciplines at Primary & Secondary level Govt. Schools as a Pilot Run
2)	Observance of International Day of Yoga
3)	State Level Residential Summer Coaching Camp
4)	District Level School Football Tournament for U-14 Years Boys, U-17 Years Boys/Girls and U-19 Years Boys and Hockey (U-17 years Boys & Girls)
5)	Pilik Choudhury Memorial Inter District School U-14 Years Boys Football Tournament 2020-2021
6)	Dewkon Memorial Inter District School Football U-17 Years Boys Tournament 2020-2021
7)	Observance of National Sports Day
8)	Nripendra Narayan Singha Memorial Inter District School Girls (U-17 Years) Football Tournament
9)	Indu Hazarika Memorial Inter District School U-19 Years Boys Football Tournament 2020-2021
10)	Distribution of sports goods to active sports clubs/ youth clubs of 126 LAC's of the state
11)	Celebration of 150 th Birth Anniversary of Mahatma Gandhi
12)	District Level School Games 2019-2020 (Athletics, Boxing, Swimming, Badminton, Table Tennis, Taekwondo, Archery and Weight Lifting)

13)	Observance of State Sports Day
14)	U-17 Years Boys & Girls Inter District School Hockey Tournament
15)	Preparation and participation of Assam State School Team in Jawaharlal Nehru Hockey Tournament, 2020-2021
16)	Employment generation and sports skill development
17)	State School Olympic: Block, District & State Level
18)	Athletics (U-14 & U-17 Years Boys & Girls), Boxing (U-14 & U-17 Years Boys & Girls), Volleyball (U-17 Years Boys) and (U-19 Years Girls)
19)	Holding of State Level Coaching Camp in Olympic Sports Disciplines
20)	State Level Front Ranking Coaching Camp 2020-2021
21)	Traditional Boat Race and Sports Festival
22)	Border Outreach Program 2020-2021
23)	Preparation and participation of Assam State School Team in Subroto Mukherjee Cup Football, 2019-20 Tournament (U-14 & U-17 Boys, U-17 Girls)
24)	State Women Sports Festival (Mukhya Montrir Mohila Kriya Pratiyogita) 2020-2021
25)	Preparation and participation of Assam state team Khelo India Youth Games
26)	State Level Dibyanjan Sports Meet 2020-2021 as per Paralympics norms
27)	Inter District School Volleyball Tournament for U-17 Years Boys & U-19 Years Girls 2020-2021
28)	Holding of Selection Trail and Coaching Camps for participation at tournaments organized by School Games Federation of India (SGFI)
29)	Holding of National School Games under the aegis of School Games Federation of India
30)	Indigenous and Traditional Games Festival 2020-2021
31)	Grass-Root coaching in the games of Athletics, Volleyball, Football & Kho-Kho at Block level and District level
32)	Chief Minister's Gaon Panchayat Level Sports Competition (Mukhya Montrir Gaon Panchayat Parjayar Krida Pratiyogita) 2020-2021
33)	Khakan Ahmed Inter District Cricket Tournament (U-19 yrs Boys)
34)	Regular Sports Pension and One Time Financial Assistance (Ex-Gratia) to the sports persons for remarkable performance in the field of sports
35)	Sports Talent Search Scholarship to the student players
NEW SCHEMES	
1)	Mission Grassroot Olympic in GP, Block, and District Level Coaching
2)	Development of Playground at Tea Garden areas
3)	Conduct of Xohudor
4)	Conduct of FIFA U 17 Women World Cup 2020
5)	Grants for registered Youth Clubs
6)	Governors Girls volleyball Mission
7)	Construction of Olympic Size Swimming Pool in 5 (five) Districts of Assam

Sports University:

- ❖ Sri Sri Anirudhadeva Sports University, Chabua, Dibrugarh

State Sports School:

- ❖ Bhogeswar Baruah State Sports School, Sarusajai Sports Complex, Guwahati

State Sports Academy :

- ❖ State Boxing Academy, Sarusajai Sports Complex
- ❖ State Football Academy, Sarusajai Sports Complex

Completed Infrastructure Schemes:

- ❖ Mini Stadium at Bihaguri, Dist: Sonitpur under NEC
- ❖ Development of Jorhat Stadium at Jorhat under NLCPR
- ❖ Barapujia Anchalik Krida Santhar Khel Pathar, Morigaon
- ❖ Gupteswar Mini Stadium, Sonitpur
- ❖ Repair / Renovation of Barpeta Road Stadium

Ongoing Sports Infrastructures Schemes:

- ❖ Construction of the Theme Park in the name of “TIKHAR”, the official mascot of 12th South Asian Games, 2016 has started near Gauhati University and By-pass Road leading to Airport.
- ❖ Construction of State of the Art Sports Complex with Football Stadium, Indoor Stadium, Lawn Tennis Court at Lakhsminath Play ground, Sualkuchi, Kamrup.
- ❖ Construction of State of the Art Sports Complex with Athletic Stadium, Cricket Stadium, Swimming Pool, Indoor Stadium, Tennis & Volleyball Court at Saboti, North Lakhimpur.
- ❖ Installation of Flood Lights in 7 (Seven) stadia of the State viz: Kamrup (M), Dibrugarh, Tinsukia, Jorhat, Mangaldai, Sonitpur and Karimganj.
- ❖ Construction of Swimming Pool and Indoor Stadium at North Kamrup Stadium, Nalbari.
- ❖ Construction of Football Stadium at Gandhiya, Dhemaji.
- ❖ Construction of Rajib Gandhi Sports Complex at JDSSB School, Barpeta.
- ❖ Construction of Chandkhira Football Field at Karimganj.
- ❖ Construction of Indoor Stadium, Dhemaji.
- ❖ Construction of Sports Complex, Jonai, Dhemaji.
- ❖ Construction of Indoor Stadium at Nasatra, Barpeta.
- ❖ Dhekiajuli Sports Complex and Indoor Hall, Sonitpur.
- ❖ International Hockey Arena Sonaribali, Bajiagaon, Nagaon.
- ❖ Construction of Arya Vidyapeeth College Playground.
- ❖ Construction of Boundary Wall and Earth Filling at Lal Singh High School, Kamrup.

List of Ongoing Central Sector Schemes:

- ❖ Multi Disciplinary Sports Complex at Khanikar in Dibrugarh District, Assam under NLCPR.
- ❖ Construction of RCC Gallery of District Sports Association (Stadium Complex) Hailakandi under NLCPR
- ❖ Construction of Chandi Baruah Stadium at Howly, Dist: Barpeta under NLCPR
- ❖ Construction of Sports Complex at Jhagrapar in Dhubri, District under NLCPR
- ❖ Construction of Titlagarh Sports Complex (Sonari), Dist: Charaideo under NEC
- ❖ Construction of Multipurpose Indoor Hall at SAI SAG Centre, S.S Stadium, Tinsukia under USIS

Sports Wings :

a. Board of Sports of Assam

- The Board of Sports of Assam is governed by a governing body constituted by Government of Assam headed by Hon'ble Chief Minister of Assam. The objective of the creation of the said Club was to provide means for improving the health and physique of the youth of Assam through the medium of sports and games of all kinds. The National Sports Club of Assam (Taking over of Management and Control) Act, 1977 was enacted to provide temporary transfer of the management and control of National Sports Club to a Board namely Board of Sports of Assam on 2nd May, 1977. The Board is constituted under Section-3 of the said Act.

➤ **Employees Strength:**

Regular → 13 : Jr. Asstt. – 01, Life Guard – 01, Trainer – 03, Chowkidar – 02, Asstt. Supervisor – 01, Plumber – 01, Electrician – 01, Helper – 01, Line Marker – 01, Peon -01
Casual → 09 : Helper – 02, Recorder – 01, Trainer – 04, Chowkidar – 02
Wages → 07 : Trainer – 02, Labour – 02, Sweeper – 03
Contractual → 01: Trainer – 01

➤ **Sports Infrastructure under Board of Sports of Assam**

- R G Baruah Sports Complex
 - ❖ Nehru Stadium
 - ❖ AABITA Indoor Stadium
 - ❖ Kanaklata Indoor Stadium (Badminton)
 - ❖ Basketball Court
 - ❖ Nurul Amin Tennis Court
 - ❖ Bimala Prasad Chaliha Swimming Pool
 - ❖ R.G.Baruah Guest House (Land Mark Hotel)
- New Field Commercial Complex (Hotel Hornbill)
- Jorhat Stadium

b. Sports Authority of Assam (SAA)

- It is a Society registered under the Society Act 1860. SAA was formed in the year 2010 after the National Games held at Guwahati in 2007 to maintain and upgrade the Sports Infrastructure (both Civil and Equipment) created for holding the 33rd National Games in the State. In addition, the sports infrastructure those already existed and likely to come up in future shall also come within the purview of Sports Authority of Assam.
- SAA have its own Governing Body where Chief Minister of the State is the President of the Body.

➤ **Employees Strength :**

Sl. No.	Designation	Man in position
1)	Director General	1
2)	Head of Engineering Cell	1
3)	Estate Manager	1
4)	Assistant Engineer	1
5)	Liaison Officer	1
6)	Estate Officer	2
7)	Junior Engineer	1
8)	Office Assistant	2
9)	Supervisor	15
10)	Yoga Instructor	2
11)	Archery Trainer	1
12)	Life Saver (Swimming).	1
13)	Trainer (Swimming).	7
14)	Life Guard (Swimming)	2
15)	Life Saver (Swimming).	1
16)	Trainer (Table Tennis).	1
17)	Yoga Consultant	1
18)	Fitness Trainer	1
19)	Badminton Coach	1
20)	Talent Searcher	1
21)	Driver	2
22)	Electrician	3
23)	Plumber	3
24)	Grade-IV/Peon	24
25)	Mali	1
26)	Cleaner	5
	TOTAL	82

➤ **Sports Infrastructure under Sports Authority of Assam**

- ❖ Indira Gandhi Athletic Stadium, Sarusajai Sports Complex.
- ❖ Dr. Zakir Hussain Aquatic Complex, Sarusajai Sports Complex.
- ❖ Nabin Chandra Bordoloi Indoor Stadium, Sarusajai Sports Complex.
- ❖ Rajiv Gandhi Indoor Stadium, Amingaon.
- ❖ Deshbhakta Tarun Ram Phukan Indoor Hall, R.G. Baruah Sports Complex.
- ❖ Moullana Md. Tayabullah Hockey Stadium, Bhetapara.
- ❖ Bhogeswari Phukanani Indoor Stadium, Rudra Singha Sports Complex, Dispur, Guwahati.
- ❖ Shooting Range, 4th APBN, Kahilipara.
- ❖ Charan Beel, Morigaon.

State Level Advisory Committee for Students and Youth Welfare (SLAC)

The **State Level Advisory Committee for Students and Youth Welfare, Assam (SLAC)** was constituted in the year 1994 vide Govt. Notification No. SYW.10/94/3 dated 1st February 1994. So far SLAC had six Member Secretaries from 1994 as follows :

Sl. No.	Name of Member Secretary
1)	Dr. Himanta Biswa Sarma
2)	Shri Pranab Goswami
3)	Shri Kalyan Gogoi
4)	Shri Rekibudding Ahmed
5)	Shri Manab Deka
6)	Shri Debabrata Saikia
7)	Shri Lakhya Konwar

The SLAC functions under the Chairmanship of Hon'ble Chief Minister, Assam. The Member-Secretary of State Level Advisory Committee (SLAC) is appointed by the Govt. and others Members are nominated by the Govt.

The State Level Advisory Committee for Students and Youth Welfare, Assam (SLAC) has implemented the following Schemes : -

Distribution of Sports Goods to Sports Clubs / Organizations / Youth Clubs etc., Self Defence Programmes for Girls, Training / Coaching for All India Civil Service Examination, APSC, CEE and NEET, State Youth Festival, Financial Assistance to participants / Medal Winners in International Level Sports Events, Financial Assistance to State Sports Associations for participating in National Level Competitions, Financial Assistance to Candidates clearing UPSC (Prelims) and Financial Assistance to NGO / Registered Clubs etc.

The role of SLAC to promote and enhance the activities of students and youth of the state in all spares of life by way of providing training, incentives and required sports equipments etc.

Members of the Committee:

(As per Govt. Notification vide No.: SYW.125/2017/5, dated 28th April, 2017)

Sl. No.	Name of Member	Designation
1)	Sri Sarbananda Sonowal Hon'ble Chief Minister, Assam	Chairman
2)	Shri Naba Kumar Doley Minister of State (Ind.), Sports and Youth Welfare, Assam etc.	Vice – Chairman
3)	Dr. Himanta Biswa Sarma Minister, Health & Family Welfare, Education etc., Assam	Member
4)	Shri Rihon Daimari Minister, PHE etc.	Member
5)	Shri Satyabrata Kalita, MLA	Member
6)	Shri Rituparna Baruah, MLA	Member
7)	Shri Teros Goala, MLA	Member
8)	Shri Krishnendu Paul, MLA	Member
9)	Dr. Nomal Momin, MLA	Member
10)	Shri Ashok Singhi, MLA	Member
11)	Secretary, Sports & Youth Welfare, Government of Assam	Member
12)	Director, Sports & Youth Welfare, Assam	Member
13)	Shri Lakhya Konwar	Member Secretary
14)	Shri Mriganka Barman	Member

15)	Shri Bibhashree Kalita	Member
16)	Shri Santanu Kalita	Member
17)	Shri Rupanjit Das	Member
18)	Shri Prakash Chetry	Member
19)	Shri Pulak Gohain	Member
20)	Shri Manjit Rabha	Member
21)	Shri Nilamoni Nath	Member
22)	Dr. Pratap Kalita	Member
23)	Shri Pritam Goswami	Member
24)	Shri Udit Deb	Member
25)	Shri Achyut Chatradhara	Member
26)	Shri Amal Narayan Patowary	Member

**Complaint Redressal System, Grievances may be lodged online at
<https://pgportal.gov.in>**

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 & Designation of the Officer	Address for Correspondence	Telephone / Fax / e-mail
Shri Surajit Sonowal, ACS Deputy Secretary to the Govt. of Assam, Sports & Youth Welfare Department	3 rd Floor, E-Block, Sports & Youth Welfare Department	Email: surajit.sonowal@gov.in Phone: +91-9365481586

If not satisfied he / she may apply to :

Name & Designation of the Officer	Address for Correspondence	Telephone / Fax / e-mail
Shri Dulal Chandra Das, ACS Secretary to the Govt. of Assam, Sports & Youth Welfare Department	2 nd Floor, D-Block, Sports & Youth Welfare Department	0361- 2237227

All complaints and suggestions will be acknowledged by us and action taken will be communicated accordingly.

We seek co-operation on the followings :

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.

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

Review :

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

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