



Government of India

Citizens'/Clients' Charter (CCC)
for
Directorate General of Employment
Ministry of Labour & Employment
(2016-17)

Address: Shram Shakti Bhawan, Rafi Marg, New Delhi-110001

Website ID: www.labour.nic.in

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Vision

Enhancing Employability through employment services on a sustainable basis and motivating Employers for job creations.

Mission

Laying down and implementing policies/programmes/Schemes/Projects in collaboration with states and Institutions for employment related services.

Main Services / Transactions

National Career Service Centre for SC/STs (NCSC for SC/STs)

Sl. No.	Services / Transaction*	Weight %	Responsible Person (Designation)	Email	Phone No.	Process	Document Required	Fees		
								Category	Mode	Amount
1.	To channelize the Educated SC/ST job seekers into appropriate Vocation through a) Vocational guidance and career information,	12	Sub-Regional Employment Officer of respective NCSC for SC/STs	As given in RC and subordinate organization	As given in RC and subordinate organization	Officers and Staffs of NCSC for SC/ST providing vocational guidance and career counseling to the SC/ST job seekers.	Prescribed assessment proforma.	NIL	NIL	NIL
	b) Coaching /Training	13	Sub-Regional Employment Officer of respective NCSC for SC/STs	As given in RC and subordinate organization	As given in RC and subordinate organization	Coaching/Training imparted through NIELIT and reputed institutes	Referral letter from NCSC for SC/STs	NIL	NIL	NIL

*Services / Transactions include services that are being provided on a regular basis to the Organization's service recipients. Organizational Services rendered occasionally under exceptional or extraordinary circumstances should not be a part of Main Services. These should also be aligned with the Grievance Redress Mechanism (GRM) processes.

Service Standards

Sl. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
1.	To channelize the Educated SC/ST job seekers into appropriate Vocation through a) Vocational guidance and career information,	12	Numbers of candidates attended Vocational guidance and career information activities.	1 Days	Days	15	NCSC for SC/STs Record
	b) Coaching /Training	13	Numbers of candidates admitted in Coaching/ Computer Training Programmes	11/12 Months	Month	15	NCSC for SC/STs Record

Responsibility Centres and Subordinate Organizations

Sl. No.	Responsibility Centres and Subordinate Organizations	Landline Number	E-mail	Address
1	National Career Service Centre for SC/STs. Aizwal.	0389-2327599	ledmizoram@yahoo.com lalhmaidqueen@gmail.com	National Career Service Centre for SC/STs 1 st Floor, Remkunga Building, Tuikahatuang, Aizwal-796001 (Mizoram)
2	National Career Service Centre for SC/STs, Bengaluru.	080-26636192	cgc.bengaluru@gmail.com , cgcempbg@nic.in ,	National Career Service Centre for SC/STs I.T.I. Campus, Behind Kausalya Bhavan, D.E.T., Dairy Circle, Bengaluru.-560 029. (Karnataka)
3	National Career Service Centre for SC/STs, Guwahati	033-23572008	cgc.kolkata@gmail.com ,	National Career Service Centre for SC/STs VRC(H) Building, Block- EN/81, Sector –V, Salt Lake City, Kolkata-700091 (West Bengal)
4	National Career Service Centre for SC/STs, Guwahati	0361-2735011	cgc.guwahati@gmail.com , cgc.guw-as@nic.in	National Career Service Centre for SC/STs Rehabari, (Old ITI Campus) Guwahati-781008 (Assam)
5	National Career Service Centre for SC/STs, Karkardooma,	Ph.22372705	cgc.newdelhi@gmail.com	National Career Service Centre for SC/STs V.R.C. Building, 9-10-11, Main Vikas Marg Extension (Near Shakti Mukund Hospital) Karkardooma, Delhi-110092 (Delhi)
6	National Career Service Centre for SC/STs, Hyderabad	040-27408555	cgchydap@gmail.com cgchyd@ap.nic.in	National Career Service Centre for SC/STs ATI Campus, Vidyanagar, Hyderabad- 500007 (Andhra Pradesh)

7	National Career Service Centre for SC/STs, Kuil Thottam, Chennai.	044-24615112	cgc.chennai@gmail.com	National Career Service Centre for SC/STs Tamil Nadu Slum Clearance Board Building 3 rd Floor, 140/56, Santhome High Road Kuil Thottam, Chennai-600004 (Tamil Nadu)
8	National Career Service Centre for SC/STs, Thiruvananthapuram	0471-2332113	cgctvmkerala@gmail.com	National Career Service Centre for SC/STs "GAYATRI", TC-25/849, Thycaud P.O (Trivandrum) Thiruvananthapuram-695014 (Kerala)
9	National Career Service Centre for SC/STs, , Imphal	(0385) 2414337	cgc.imphal@gmail.com,	National Career Service Centre for SC/STs Employment Exchange Complex, Lamphelpet, Imphal-795004 (Manipur)
10	National Career Service Centre for SC/STs, Gandhi Nagar	0191 – 2455521	cgcofjammu@gmail.com, cgc.jmu-dget@nic.in	National Career Service Centre for SC/STs 34-D/C, Gandhi Nagar Jammu-180004
11	National Career Service Centre for SC/STs, Jalandhar City	0181-2232839	cgc.jal-dget@nic.in	National Career Service Centre for SC/STs D.C. Complex, 1 st Floor, Room No. 124 Jalandhar City –144001 (Punjab)
12	National Career Service Centre for SC/STs, Bhubaneswar	0674-2392216	cgc.bhubaneswar@gmail.com, sreo@bsnl.in	National Career Service Centre for SC/STs Door No. 2, Barrack No. 4, Unit – 5, Bhubaneswar –751001 (Odisha)
13	National Career Service Centre for SC/STs, Kohima	03866-2387 2241373, 0370- 2801556,	cgc.kohima@gmail.com,	National Career Service Centre for SC/STs C/o Directorate of Employment & Craftsmen Building, ITI Complex, High School Road, Kohima – 797 001.

14	National Career Service Centre for SC/STs, Kanpur.	0512-2217445	cgc.kanpur@gmail.com, sreoknp@gmail.com	National Career Service Centre for SC/STs Regional Employment Exchange Campus G.T. Road, Kanpur-208002 (Uttar Pradesh)
15	National Career Service Centre for SC/STs, Jabalpur.	0761-2423987	cgc.jabalpur@gmail.com, sreojbp@gmail.com	National Career Service Centre for SC/STs Jabalpur Development Authority Complex, Block No.-2, II nd Floor, Madan Mahal Chowk Jabalpur-482002 (Madhya Pradesh)
16	National Career Service Centre for SC/STs, Jaipur.	0141-2618775	cgc.jaipur@gmail.com,	National Career Service Centre for SC/STs Employment Exchange Building, Shri Ramchander Mandir Compus, Opposite Old Vidhan Sabha, Sirehdyodhi Bazar, Jaipur-302002 (Rajasthan)
17	National Career Service Centre for SC/STs, Surat.	0261-2654699	cgc_surat@rediffmail.com,	National Career Service Centre for SC/STs Room No.15/16, Theory Building, I.T.I. Campus, Majura Gate, Surat-395002 (Gujarat)
18	National Career Service Centre for SC/STs, Hisar.	01662-235928	sreo.hissar-hry@nic.in, cgchissar@yahoo.com	National Career Service Centre for SC/STs House No. 14, B & R Colony, Opposite Guru Jambeshwar School, Near Sector-16, Hisar-125001 (Haryana)
19	National Career Service Centre for SC/STs, Nagpur.	0712-2521468	cgc nagpur@rediffmail.com,	National Career Service Centre for SC/STs New Administrative Bldg. No. 1, 5 th Floor, ZilaParishad Premises, Civil Lines, Nagpur-440001 (Maharashtra)
20	National Career Service Centre for SC/STs, Mandi.	01905-235522	sreocgmandi@gmail.com,	National Career Service Centre for SC/STs Regional Employment Exchange Building, Mandi-175001, (Himachal Pradesh).

21	National Career Service Centre for SC/STs, Ranchi.	0651-2512040	cgc.ranchi@gmail.com,	National Career Service Centre for SC/STs ITI Campus, Itki Road, Hehal, Ranchi-834005 (Jharkhand)
22	National Career Service Centre for SC/STs, Jowai, Meghalaya.	03652-20623	cgc.jowai@gmail.com	National Career Service Centre for SC/STs C/o Employment Exchange Building, Jaintia Hills, Jowai (Meghalaya)
23	National Career Service Centre for SC/STs, Itanagar.	0360-20623 (Telefax)	cgc.naharlagun@gmail.com, bhaskarjyoti82@gmail.com,	National Career Service Centre for SC/STs Old Deputy Commissioner's Building, Near Tax & Excise Office, 'C' Sector , Itanagar-791111, (Arunachal Pradesh)
24	National Career Service Centre for SC/STs, Puducherry.	0413-2200115,	cgcpondy@gmail.com,	National Career Service Centre for SC/STs Villupuram Main Road, opposite Kumaram Store, Pavazakaran Chavady , Puducherry-605 009

Main Services / Transactions

National Career Service Centre for Differently Abled (NCSCDA)

Sl. No.	Services / Transaction*	Weight %	Responsible Person (Designation)	Email	Phone No.	Process	Document Required	Fees		
								Category	Mode	Amount
1.	Evaluation of capacities of PWDs by NCSC-DAs	12	Assistant/Deputy Director Employment of respective NCSC-DAs	As given in RC and subordinate organization	As given in RC and subordinate organization	PWDs are subjected to functional assessment to unfold their Vocational Capacities	Prescribed assessment proforma	NIL	NIL	NIL
2.	Referring PWDs by NCSC-DAs to service providers	13	Assistant/Deputy Director Employment of respective NCSC-DAs	As given in RC and subordinate organization	As given in RC and subordinate organization	Based on the findings of assessment, PWDs are referred for various services	Referral letter from NCSC-DAs	NIL	NIL	NIL

*Services / Transactions include services that are being provided on a regular basis to the Organization's service recipients. Organizational Services rendered occasionally under exceptional or extraordinary circumstances should not be a part of Main Services. These should also be aligned with the Grievance Redress Mechanism (GRM) processes.

Service Standards

Sl. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
1.	Evaluation of Residual capacity of PWDS by NCSC-DAs	12	Preparation of rehabilitation plan by NCSC-DAs	30 Days	Days	15	NCSC-DA record
2.	Referring PWDS by NCSC-DAs to service providers	13	Referring of PWDS to various service providers	15 Days	Days	15	NCSC-DA record

Responsibility Centres and Subordinate Organizations

Sl. No.	Responsibility Centres and Subordinate Organizations	Landline Number	E-mail	Address
1	National Career Service Centre for Differently Abled, Hyderabad.	040-27427381	vrchyd@ap.nic.in	National Career Service Centre for Differently Abled ATI Campus, Vidya Nagar, Hyderabad-500 007, (A.P)
2	National Career Service Centre for Differently Abled, Bhubaneswar	0674-2352317	vrchbbsr@gmail.com	National Career Service Centre for Differently Abled, Plot No. 1,2, 5 & 6, adjacent to Indira Gandhi Ayurvedic College & Satya Sai Women's College At: Jagamara, PO: Khandagiri, Bhubaneswar-751030.(Orissa)
3	National Career Service Centre for Differently Abled, Guwahati	0361-2471009,	vrcguwahi@gmail.com	National Career Service Centre for Differently Abled, A.K.Azad Road, Gopinath Nagar (Near ITI Guwahati) Guwahati-781 016. (Assam)
4	National Career Service Centre for Differently Abled, Ludhiana	0161-2490883	vrcldh@yahoo.com	National Career Service Centre for Differently Abled ATI Campus, Gill Road, Near Arora Talkies, Ludhiana-141 003,(Punjab)
5	National Career Service Centre for Differently Abled, Patna	0612-2250213	patnavrc@gmail.com	National Career Service Centre for Differently Abled VRC for Handicapped, A/84, Plot No.1, Gandhi Vihar Police Colony, Anisabad, Patna-800002. (Bihar)

6	National Career Service Centre for Differently Abled, Jaipur.	0141-2652232	vrc-jaipur-rj@gmail.com	National Career Service Centre for Differently Abled VRC for Handicapped, 4S-A/23, Jawahar Nagar, Jaipur-302004. (Rajasthan)
7	National Career Service Centre for Differently Abled, Vadodara	0265-2782857	vrchw@rediffmail.com	National Career Service Centre for Differently Abled After Care Hostel Building, Pension pura, Vadodara-390002.(Gujarat)
8	National Career Service Centre for Differently Abled, Chennai	044-22501534	vrcchennai.tn@gmail.com	National Career Service Centre for Differently Abled CTI Campus, Guindy, Chennai-600 032.(T.N.)
9	National Career Service Centre for Differently Abled, Ahmedabad	079-22811629	vrcahmd@nic.in	National Career Service Centre for Differently Abled ITI Campus, Kuber Nagar, Ahmedabad-382340. .(Gujarat)
10	National Career Service Centre for Differently Abled, Agartala	0381-2325632	Agartala-vrch@gmail.com	National Career Service Centre for Differently Abled Abhoy Nagar, Agartala-799 005, Tripura (West)
11	National Career Service Centre for Differently Abled, Bengaluru.	080- 28392907	vrchblr.ka@gmail.com	National Career Service Centre for Differently Abled A-4171 st -B-Main, 1 st Cross, 1 st Stage, Behind Peenya Police Station, Peenya, Bangalore-560 058.(Karnataka)
12	National Career Service Centre for Differently Abled, Kanpur	0512-2296005	vrch-kanpur@gmail.com	National Career Service Centre for Differently Abled ATI Campus, Udyognagar Nagar, Kanpur-208022.(U.P.)

13	National Career Service Centre for Differently Abled, Trivandrum	0471-2531175	vrctvm@nic.in	National Career Service Centre for Differently Abled, Nalanchira, Thiruvananthapuram -695 015.(Kerala)
14	National Career Service Centre for Differently Abled, Kolkata	033- 23576489	vrchkol.wb@gmail.com	National Career Service Centre for Differently Abled Block: EN/81, Sector-V, Salt Lake City,, Kolkata-700 091.(W.B.)
15	National Career Service Centre for Differently Abled, Jabalpur	0761-2405581	vrcjabalpur@rediffmail.com	National Career Service Centre for Differently Abled Napier Town, Near Bus Stand and Nab Bharat Press, Jabalpur-482 001,(M.P)
16	National Career Service Centre for Differently Abled, Srinagar	0194- 2310658	vrCSRinagar@gmail.com	National Career Service Centre for Differently Abled Gogji Bagh, Government Polytechnic Building, Srinagar- 190008(Jammu & Kashmir)
17	National Career Service Centre for Differently Abled, Mumbai	022-24052707	vrc.mumbai@yahoo.com	National Career Service Centre for Differently Abled ATI Campus, V. N. Purav Marg, Sion, Mumbai-400 022. (Maharashtra)
18	National Career Service Centre for Differently Abled, Puducherry	0413- 2228046	vrcpondy@rediffmail.com	National Career Service Centre for Differently Abled 116, Lazar Koil Street, Dubrayapet, Puducherry- 605 001

19	National Career Service Centre for Differently Abled, Delhi	011- 22372704	delhivrc@yahoo.com	National Career Service Centre for Differently Abled Plot No. 9-11, Karkardooma, Vikas Marg, Delhi-110092
20	National Career Service Centre for Differently Abled, Una	01975- 227157	vrchuna@yahoo.com	National Career Service Centre for Differently Abled VRC for Handicapped, Mohalla Bagh Mataji, Near Rotary Chowk, Una-174 303 (Himachal Pradesh)
21	National Career Service Centre for Differently Abled, Ranchi	0651-2512040	ranchivrc@gmail.com	National Career Service Centre for Differently Abled C/o Coaching cum Guidance Centre for SC/STs, ITI camous, Itki Road,Hehal,, Ranchi-834005, Jharkhand

Service Standards

NATIONAL CAREER SERVICE (NCS)

Sl. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
1.	Employment Assistance to Job Seekers	30	1. No. of job seekers registered. 2. Vacancy mobilisation 3. Job fairs.	Online matching of jobs with job seekers	No.	40	NCS Portal

Main Services / Transactions

Pradhan Mantri Rojgar Protsahan Yajana (PMRPY)

Sl. No.	Services / Transaction*	Weight %	Responsible Person (Designation)	Email	Phone No.	Process	Document Required	Fees		
								Category	Mode	Amount
1.	Reimbursement of Employers contribution of 8.33% of EPS.	20	Shri A. K. Mandal, Regional Provident Fund Commissioner-I/ Nodal Officer, CIAU.	rpfc.caiu@epfindia.gov.in	011-26183245		Statement Released by EPFO	NIL	NIL	NIL

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Pradhan Mantri Rojgar Protsahan Yajana (PMRPY)

Sl. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
1	Reimbursement of Employers contribution of 8.33% of EPS.	20	Number of Unique Establishments	10 Days	Days	10	EPFO Statements
			Number of Unique Beneficiaries	10 Days	Days	10	EPFO Statements