



Government of India

Citizens'/Clients' Charter (CCC)

for

Directorate General of Employment
Ministry of Labour & Employment
(2022-23)

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 Responsibility Centre and subordinate organization	As given in Responsibility Centre and subordinate organization	Officers and Staffs of NCSC for SC/ST providing vocational guidance and career counseling to the SC/ST job seekers.	Prescribed 1. Caste certificate 2. Educational certificate	NIL	NIL	NIL
	b) Coaching /Training	13	Sub-Regional Employment Officer of respective NCSC for SC/STs	As given in Responsibility Centre and subordinate organization	As given in Responsibility Centre and subordinate organization	Coaching/Training imparted through NIELIT and reputed institutes	Referral letter from NCSC for SC/STs	NIL	NIL	NIL

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	12	NCSC for SC/STs Record
	b) Coaching /Training	13	Numbers of candidates attended Coaching/ Computer Training Programmes	11/12 Months	Month	13	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	sreoncsc-azl-mole@gov.in	National Career Service Centre for SC/STs District Employment, Exchange Building, Upper Republic Aizwal-796001 (Mizoram)
2	National Career Service Centre for SC/STs, Bengaluru.	080-26636192	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, Kolkata	033-23572008	scst.kol-mole@gov.in	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.guw-as@nic.in ,	National Career Service Centre for SC/STs, Gopinath Nagar, AK Azad road, NCSC for DA Building, Behind ITI. Guwahati-781016 (Assam)
5	National Career Service Centre for SC/STs, Delhi	011-22372705	sreoncsc.del-dget@gov.in ,	National Career Service Centre for SC/STs V.R.C. Building, 9-10-11, Main VikasMarg Extension (Near Shakti Mukund Hospital) Karkardooma, Delhi-110092 (Delhi)
6	National Career Service Centre for SC/STs, Hyderabad	040-27408555	cgchyd@nic.in	National Career Service Centre for SC/STs ATI Campus, Vidyanagar, Hyderabad- 500007 (Andhra Pradesh)

7	National Career Service Centre for SC/STs, KUILThottam, Chennai.	044-24615112	cgcchennai.216@gov.in	National Career Service Centre for SC/STs TamilNadu Slum Clearance Board Building 3 Floor, 140/56, Santhome HighRoad KUILThottam, Chennai-600004 (Tamil Nadu)
8	National Career Service Centre for SC/STs, Thiruvananthapuram	0471-2332113	sreo.cgc-ker@nic.in	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	sreo.imp-mole@gov.in	National Career Service Centre for SC/STs Employment Exchange Complex, Lamphelpet, Imphal-795004 (Manipur)
10	National Career Service Centre for SC/STs, Jammu	0191 – 2455521	ncsc.jammu-dget@gov.in	National Career Service Centre for SC/STs 34-D/C, Gandhi Nagar-180004
11	National Career Service Centre for SC/STs, Jalandhar	0181-2232839	cgc.jal-dget@nic.in	National Career Service Centre for SC/STs D.C. Complex, 1 Floor, Room No.124 Jalandhar City –144001 (Punjab)
12	National Career Service Centre for SC/STs, Bhubaneswar	0674-2392216	sreo.bbsr@gov.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	0370-2241373, 2801556,	sreo.kohima@ncsc.gov.in	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.	0512-2242222	sreokn-up@nic.in	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	cgcjbp-mp@gov.in	National Career Service Centre for SC/STs Room No. 21-22, PSM College Campus, In front of Collectorate Jabalpur-482001 (Madhya Pradesh)
16	National Career Service Centre for SC/STs, Jaipur.	0141-2618775	cgcjaipur-rj@nic.in	National Career Service Centre for SC/STs Room No. 131-132, First Floor, Block-B, EMI Campus, RSLDC Bhawan, J-8A Govt. Jhalana Institutional Area Jaipur-302004 (Rajasthan)
17	National Career Service Centre for SC/STs, Surat.	0261-2654699	amandeep.singh46@gov.in	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	National Career Service Centre for SC/STs House No. 14, B & R Colony, Opposite Guru Jambheshwar School, Near Sector-16, Hisar-125001(Haryana)
19	National Career Service Centre for SC/STs, Nagpur.	0712-2521468	cgc.ngp-dget@nic.in	National Career Service Centre for SC/STs New Administrative Bldg. No. 1, 5 th Floor, ZilaParishad Premises, Civil Lines,
20	National Career Service Centre for SC/STs, Mandi.	01905-235522	cgcmandi@nic.in	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	sreo-cgcranchi@gov.in	National Career Service Centre for SC/STs ITI Campus, Itki Road, Hehal, Ranchi- 834005 (Jharkhand)
22	National Career Service Centre for SC/STs, Jowai.	03652-20623	sreoncsc.jowai-mole@gov.in	National Career Service Centre for SC/STs C/o Employment Exchange Building, Jaintia Hills, Jowai(Meghalaya)
23	National Career Service Centre for SC/STs, Naharlagun.	0360-20623 (Telefax)	ncsc-nlg-arn@gov.in ,	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,	sreo-dcgc.py@gov.in	National Career Service Centre for SC/STs Villupuram Main Road, opposite Kumaram Store, Pavazakaran Chavady , Puducherry-605 009
25	National Career Service Centre for SC/STs, Vishakhapatnam.	0891-2788700	sreo.vpt-dget@gov.in	National Career Service Centre for SC/STs, Govt. ITI Campus (Girls) Industrial Estate, Kancharpalem, Vishakhapatnam- 530007 (Andhra Pradesh)

National Career Service Centre for Differently Abled(NCSCDA)

Sl. No.	Services / Transaction*	Weight %	Responsible Person (Designation)	Email	PhoneNo.	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 RC and subordinate organization	As given in RC and subordinate organization	PWDs are subjected to functional assessment to unfold their Vocational Capacities	Prescribed 1. Disability certificate 2. Educational certificate	NIL	NIL	NIL
2.	Referring PWDs by NCSC-DAs to service providers	13	Assistant/Deputy Director Employment 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	Prescribed 1.Disability certificate 2.Educational certificate	NIL	NIL	NIL

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	12	NCSC-DA record
2.	Referring PWDS by NCSC-DAs to service providers	13	Referring of PWDS to various service providers	15 Days	Days	13	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	NationalCareerService 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.od@gov.in	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,	vrcguwahati@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	iatnavr@gmail.com	National Career Service Centre for Differently Abled, 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-jaip-rj@nic.in	National Career Service Centre for Differently Abled 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	044-24615112	cgcchennai.216@gov.in	National Career Service Centre for SC/ST Tamil Nadu slum Clearance Board Building, 3 rd Floor, 140/56, santhome High Road, kuil Thottam, Chennai-600 004.(T.N.)
9	National Career Service Centre for Differently Abled, Ahmedabad	079-22811629	vrcahmd@nic.in rajasekar.32@gov.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@gov.in vrcagartala@nic.in	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	dydirvrch.blr-dget@gov.in	National Career Service Centre for Differently Abled A-4171 -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 -695015 (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	adrncsda.jbp-mole@gov.in	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	vrksrinagar@gmail.com	National Career Service Centre for Differently Abled GogjiBagh, Government Polytechnic Building, Srinagar- 190008(Jammu & Kashmir)
17	National Career Service Centre for Differently Abled, Mumbai	022-24052707	vrkmumbai@yahoo.com	National Career Service Centre for Differently Abled ATI Campus, V. N. PuravMarg, Sion, Mumbai-400 022. (Maharashtra)
18	National Career Service Centre for Differently Abled, Puducherry	0413- 2228046	vrpondy@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	vrcdelhi92@gmail.com	National Career Service Centre for Differently Abled Plot No. 9-11, Karkardooma, VikasMarg, Delhi-110092
20	National Career Service Centre for Differently Abled, Una	01975- 227157	vincuna@yahoo.com	National Career Service Centre for Differently Abled MohallaBaghMataji, Near Rotary Chowk, Una-174 303 (Himachal Pradesh)
21	National Career Service Centre for Differently Abled, Ranchi	0651-2511949	ranchivrc@gmail.com	National Career Service Centre for Differently Abled C/o Coaching cum Guidance Centre for SC/STs, ITI camous, ItkiRoad,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 & Employers	30	<ol style="list-style-type: none"> 1. No. of job seekers registered. 2. No. of Employers registered. 3. Vacancy mobilisation. 4. Job fairs conducted. 	Online matching of jobs as per qualification & experience	No.	30	NCS Portal (www.ncs.gov.in)

Main Services / Transactions

Aatmanirbhar Bharat Rojgar Yojana (ABRY)

	Services /Transaction*	Weight %	Responsible Person (Designation)	Email	Phone No.	Process	Document Required	Fees		
								Category	Mode	Amount
1	<p>Disbursement of employees & employer's contributions i.e. 24% of wages in r/o new employees in establishments employing up to 1000 employees & only employee's EPF contributions i.e. 12% of wages in r/o new employees in establishments employing more than 1000 employees.</p> <p>Registration of eligible employers and new employees under the ABRY was open from 1st October 2020 up to 30th June 2021. However, the Government of India has extended the window of registration under the ABRY by another 9 months till 31st March 2022.</p> <p>The benefit is provided for 24 wage month from the date of registration of new employees.</p>	20	<p>Shri Shishir Kant Jha</p> <p>(Regional Provident Fund Commissioner-I / Nodal Officer, ABRY)</p>	<p>rpfc.abry@epfindia.gov.in</p>	011-26174202	Implemented by EPFO	As per terms & conditions provided in ABRY guidelines	NIL	NIL	NIL

Aatmanirbhar Bharat Rojgar Yojana (ABRY)

Sl No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
1	<p>Disbursement of employees & employer's contributions i.e. 24% of wages in r/o new employees in establishments employing up to 1000 employees & only employee's EPF contributions i.e. 12% of wages in r/o new employees in establishments employing more than 1000 employees.</p> <p>Registration of eligible employers and new employees under the ABRY was open from 1st October 2020 up to 30th June 2021. However, the Government of India has extended the window of registration under the ABRY by another 9 months till 31st March 2022.</p> <p>The benefit is provided for 24 wage month from the date of registration of new employees.</p>	20	Number of benefitted Establishments	The service happens in real time. The amount of benefit is reduced from the challan payable by establishment.	NIL		EPFO National Data Centre
			Number of Beneficiary employees		NIL		EPFO Statements

