



Government of India

Citizens'/Clients' Charter (CCC)

for

Directorate General of Employment
Ministry of Labour & Employment
(2023-24)

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 channelizetheEducatedSC/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

S.No.	Responsibility of Organization and Subordinate Office	Landline Number	E-mail	Address
1.	National Career Service Centre for SC/STs Aizwal	0389-2327599	sreoncsc.azl-mole@gov.in	Sub-Regional Employment Officer National Career Service Centre for SC/STs Directorate of LESDE, C-Clivara Building, Tuikhuahtlang, Aizwal-796001 (Mizoram)
2.	National Career Service Centre for SC/STs Bengaluru	080-26636192	cgcempbg@nic.in	Sub-Regional Employment Officer National Career Service Centre for SC/STs I.T.I. Campus, Behind Kausalya Bhavan, D.E.T., Dairy Circle, Bangalore-560 029. (Karnataka)
3.	National Career Service Centre for SC/STs Kolkata	033-23572008	scst.kol-mole@gov.in	Sub-Regional Employment Officer 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	Sub-Regional Employment Officer National Career Service Centre for SC/STs NCSC for DA Building, Gopinath Nagar, Guwahati-781016 (Assam)
5.	National Career Service Centre for SC/STs Delhi	011-22372705	sreoncsc.del-dget@gov.in	Sub-Regional Employment Officer National Career Service Centre for

				SC/STs V.R.C. Building, 9-10-11, Main Vikas Marg Extension (Near Shanti Mukund Hospital) Karkardooma, Delhi-110092 (Delhi)
6.	National Career Service Centre for SC/STs Hyderabad	040-27408555	cgchyd@nic.in	Sub-Regional Employment Officer National Career Service Centre for SC/STs ATI Campus, Vidyanagar, Hyderabad-500007 (Telangana)
7.	National Career Service Centre for SC/STs Chennai	044-24615112	sreo.chn-dget@gov.in	Sub-Regional Employment Officer, National Career Service Centre for SC/STs No- 42, Ground Floor, State Employment Exchange Building, Thiru-vi-ka Industrial Estate, Allandur Road, Guindy, Chennai-600032 (Tamil Nadu)
8.	National Career Service Centre for SC/STs Thiruvananthapuram	0471-2332113	sreo.cgc-ker@nic.in	Sub-Regional Employment Officer 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- 2950992	sreo.imp-mole@gov.in	Sub-Regional Employment Officer National Career Service Centre for SC/STs Employment Exchange Complex, Lamphelpet, Imphal-795004 (Manipur)
10.	National Career Service Centre	0191 –	ncsc.jammu-dget@gov.in	Sub-Regional Employment Officer

	for SC/STs Jammu	2455521		National Career Service Centre for SC/STs 34-D/C, Gandhi Nagar, Jammu-180004 (J&K)
11.	National Career Service Centre for SC/STs Jalandhar	0181-2232839	cgc.jal-dget@nic.in	Sub-Regional Employment Officer 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	sreo.bbsr@gov.in	Sub-Regional Employment Officer, National Career Service Centre for SC/STs Room No. 805-807, Block No. A-2, 8 th floor, Toshali Bhawan, Satya Nagar, Bhubaneswar –751007 (Odisha)
13.	National Career Service Centre for SC/STs Kohima	0370-2241373, 2801556,	sreo.kohima@ncsc.gov.in	Sub-Regional Employment Officer 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	Sub-Regional Employment Officer National Career Service Centre for SC/STs Regional Employment Exchange Campus G.T. Road, Kanpur-208002 (Uttar Pradesh)
15.	National Career Service Centre	0761-2423987	cgcjbp-mp@gov.in	Sub-Regional Employment Officer,

	for SC/STs Jabalpur			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	0141-2708915	cgcjaipur-rj@nic.in	Sub-Regional Employment Officer, 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	cgcseo.surat-gj@gov.in	Sub-Regional Employment Officer National Career Service Centre for SC/STs Ground Floor, AVTS Building, I.T.I. Campus, Majura Gate, Surat- 395001 (Gujarat)
18.	National Career Service Centre for SC/STs Hissar	01662-235928	sreo.hissar-hry@nic.in	Sub-Regional Employment Officer National Career Service Centre for SC/STs House No. 14, B & R Colony, Opposite Guru Jambeshwar School, Near Sector- 16, Hissar-125001 (Haryana)
19.	National Career Service Centre for SC/STs Nagpur	0712-2521468	cgc.ngp-dget@nic.in	Sub-Regional Employment Officer National Career Service Centre for SC/STs New Administrative Bldg. No. 1,5 th Floor, Zila Parishad Premises, Civil Lines, Nagpur-440001 (Maharashtra)
20.	National Career Service Centre	01905-235522	cgcmandi@nic.in	Sub-Regional Employment Officer

	for SC/STs Mandi			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	Sub-Regional Employment Officer 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	Sub-Regional Employment Officer 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	Sub-Regional Employment Officer 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-cgc.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	8700157960 9868153230	sreo.vpt-dget@gov.in	National Career Service Centre for SC/STs Govt. ITI Campus (Girls), Industrial

				Estate, Kancharapalem, Visakhapatnam -530007 (Andhra Pradesh)
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Main Services/Transactions

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.			Assistant/Deputy		As given in	Based on the findings of	Prescribed 1.Disability	NIL	NIL	NIL

Referring PWDS by NCSC-DAs to service providers	13	Director Employment respective NCSC-DAs	As given in RC and Subordinate organization	RC and subordinate organization	assessment, PWDS are referred for various services	certificate 2.Educational certificate			
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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 Organization	Landline Number	Email Id	Address
1	National Career Service Centre for Differently Abled, Agartala	0381-2325632	vrcagartala@nic.in	National Career Service Centre for Differently Abled, Abhoy Nagar, Agartala-799 005, Tripura (West)
2	National Career Service Centre for Differently Abled, Ahemdabad	079-22811629	vrcahmd@nic.in	National Career Service Centre for Differently Abled, ITI Campus, Kuber Nagar, Ahmedabad-382340. .(Gujarat)
3	National Career Service Centre for Differently Abled, Bangalore	080- 28392907	dydirvrch.blr-dget@gov.in	National Career Service Centre for Differently Abled, A-417, 1 st -B-Main, 1 st Cross, 1 st Stage, Behind Peenya Police Station, Peenya, Bangalore-560 058.(Karnataka)
4	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 & SatyaSai Women's College At: Jagamara, PO: Khandagiri, Bhubaneswar 751030. (Orissa)
5	National Career Service Centre for Differently Abled, Chennai	044-22501534	vrcchennai.tn@nic.in	National Career Service Centre for Differently Abled, CTI Campus, Guindy, Chennai-600032. (T.N.)

6	National Career Service Centre for Differently Abled, Dehradun	0135-2989207	ncscdadehradun@gmail.com	National Career Service Centre for Differently Abled, Regional Employment Office Campus 4 Convent Road, Dehradun, Uttarakhand Pin 248001
7	National Career Service Centre for Differently Abled, Delhi	011 22372704 01122372243	vrcdelhi92@gmail.com	National Career Service Centre for Differently Abled, Plot No. 9-11, KarkarDooma, VikasMarg, Delhi-110092
8	National Career Service Centre for Differently Abled, Dimapur	-	ncscda.dimapur@gmail.com	National Career Service Centre for Differently Abled, 797115, At District Employment Office, Assistant Labour Commissioner Building, Purana Bazaar, Jorapukhuri, Dimapur - 797115
9	National Career Service Centre for Differently Abled, Guwahati	03612964053	vrcguwahati@gmail.com	National Career Service Centre for Differently Abled, A.K.Azad Road, Gopinath Nagar (Near ITI Guwahati) Guwahati-781 016. (Assam)
10	National Career Service Centre for Differently Abled, Hyderabad	040-27427381	vrchyd.ap@nic.in	National career service centre for differently abled NSTI campus , Shivam road, opposite Shivam temple, Vidyanagar Hyderabad-500007 Telangana.
11	National Career Service Centre for Differently Abled, Jabalpur	0761-2405581	adrncscda.jbp-mole@gov.in	National Career Service Centre for Differently Abled, Dana Godam Building, Nr.Old Bus stand, Napier Town, Jabalpur (M.P)
12	National Career Service Centre for Differently Abled, Jaipur	0141-2652232	vrc-jaip-rj@nic.in	National Career Service Centre for Differently Abled, 4-SA-23, Surya Path, Jawahar Nagar, Jaipur-302004, Rajasthan

13	National Career Service Centre for Differently Abled, Kanpur	0512-2970100	vrch.kanpur@gmail.com	National Career Service Centre for Differently Abled, N.S.T.I., Campus, Udyog Nagar Kanpur-208022 U.P
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-700091. (W.B.)
15	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)
16	National Career Service Centre for Differently Abled, Mumbai	022-24052707, 9029573962	vrc.mumbai@yahoo.com	National Career Service Centre for Differently Abled, NSTI Campus, V.N. Purav Marg, Chunabhatti, Sion Mumbai-400022
17	National Career Service Centre for Differently Abled, Patna	0612-2250213	patnavrc@gmail.com	National Career Service Centre for Differently Abled, A/84, Plot No.1, Gandhi Vihar Police Colony, Anisabad, Patna-800002. (Bihar)
18	National Career Service Centre for Differently Abled, Puducherry	0413- 2228046	vrch.py@gov.in	National Career Service Centre for Differently Abled, Behind ECR over head water tank, Old Cuddalore main road, Ariyankuppam, Puducherry- 605 007
19	National Career Service Centre for Differently Abled, Ranchi	0651-2952025	ranchivrc@gmail.com	National Career Service Centre for Differently Abled, ITI campus, Itki Road, Hehal, Ranchi-834005, Jharkhand

20	National Career Service Centre for Differently Abled, Shillong	-	ncscda.shillong2022@gmail.com	National Career Service Centre for Differently Abled. Grove side, Keating Road, DECT building Shillong, Meghalaya -793001
21	National Career Service Centre for Differently Abled, Srinagar	0194- 2310658	vrCSRinagar@gmail.com	National Career Service Centre for Differently Abled, Kashmir Government Polytechnic Campus, Gogji Bagh, Srinagar-190008, Jammu and Kashmir
22	National Career Service Centre for Differently Abled, Thiruvananthapuram	0471-2531175	vrctvm@nic.in	National Career Service Centre for Differently Abled, Nalanchira, Trivandrum - 695 015.(Kerala)
23	National Career Service Centre for Differently Abled, Una	01975- 227157	ncsc-una-hp@gov.in	National Career Service Centre for Differently Abled, Chander Lok Colony Una-174303 (Himachal Pradesh)
24	National Career Service Centre for Differently Abled, Vadodara	0265-2782857	vrchw@rediffmail.com	National Career Service Centre for Differently Abled (Women), Samaj Suraksha Sankul Campus, Pensionpura, Nizampura Road, Vadodara- 390002

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	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 Umesh Kumar</p> <p>(Regional Provident Fund Commissioner-II / Nodal Officer, ABRY)</p>	<p>rpfc.abry@epfindia.gov.in</p>	<p>011-26182754</p>	<p>Implemented by EPFO</p>	<p>As per terms & conditions provided in ABRY guidelines</p>	NIL	NIL	NIL

Aatmanirbhar Bharat Rojgar Yojana (ABRY)

SI 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