

DIRECTORATE OF EMPLOYMENT

GOVT. OF NCT OF DELHI

CITIZEN CHARTER

Mission/Vision:-

To provide employment services to jobseekers for gainful employment through

- 1) Registering and sponsoring of the jobseekers
- 2) Organizing Job Fair / Job Summit district and head quarter level
- 3) Providing career guidance and career counseling to students / jobseekers
- 4) To collect employment market information under Employment Exchange
Compulsory Notification of Vacancies Act 1959

Allocation of business:-

Functions of the Directorate of Employment, Delhi basically envisage the following aspects:-

- 1) To maintain data of jobseekers and employers
- 2) Sponsoring the name of jobseekers against the notified vacancies of public and private sector employers
- 3) To contact prospective Private Employers to obtain job requirements to organize Job Fairs / Job Summits
- 4) To provide vocational guidance students and job seekers
- 5) To co-ordinate with Govt. authorities/autonomous bodies/N.G.O. and general public in exchanging necessary information/data about employment marketing and the job-seekers, Govt. policies etc.

Duties to be performed to achieve the mission:-

With the view to provide better services at the door step of the job-seekers and employers with a good transparency, on-line services has been launched in the Directorate w.e.f. 15.06.2009. After on-line services of this Directorate registration/updation and sponsorship as well as information relating to Vocational Guidance, Government policies on different subject, job opportunities and other facilities will also be available on line.

Details of service rendered:-

- 1) Online registration of jobseekers
- 2) Online service for notification of vacancies by the employers
- 3) Sponsoring of jobseekers against notified vacancies
- 4) Online service for employers to select skilled jobseeker for short term jobs
- 5) Organizing Job Summit / Job Fairs

Citizens interaction:-

With a view to let the citizens informed about the working of the Directorate a 'Citizen Charter' has been prepared. Feed back forms are made available to the visitors at all District Employment Exchanges and Headquarter of the Department and 'Suggestion Box' is kept in these offices to invite their suggestions about the working, cleanliness and other basic facilities for general public visiting the Exchanges/office. Necessary action is being taken to put all relevant information/material pertaining to employment opportunities, registration of job seekers on 'Website' of the Department, so that any citizen can get required information online.

Working hours both for office and public:-

S.No	Name of the Office	Working Hours for Office	Working Hours for Public
1	O/o Special Commissioner Employment, 5 Sham Nath Marg, Delhi-110054	9.30 AM to 6.00 PM	9.30 AM to 6.00 PM
2	Head Quarter, IARI PUSA COMPLEX, NEW DELHI-110012	9.30 AM to 6.00 PM	9.30 AM to 6.00 PM
3	Data Centre, DEE BUILDING, VISHWAS NAGAR SHAHDARA, DELHI-110032	9.30 AM to 6.00 PM	9.30 AM to 6.00 PM
4	O/o Employment Market Information, DEE BUILDING, VISHWAS NAGAR SHAHDARA, DELHI-110032	9.30 AM to 6.00 PM	9.30 AM to 6.00 PM
5	All District Employment Exchanges/Special Employment Exchanges/Bureaus	9.30 AM to 5.00 PM	9.30 AM to 5.00 PM

Public Interaction, if any:-

Grievances redress mechanism:- When any candidate is facing any kind of problem/grievances regarding his registration/updating etc. in any District Employment Exchange related to him, he may first contact the concerned Employment Officer to sort out the solution of grievances/problem. If not satisfied, he may contact the Special Commissioner (Emp.) / Joint Director (Emp.) for further solution of his grievances.

Time Frame for various services of the Directorate of Employment

S.No.	Department	Service	SLA Disposal Days
1	Directorate of Employment	Online registration of job-seekers	Instant
		Notification Of vacancies by the Employers covered under CNV Act	Instant
		Notification Of vacancies by the Employers not covered under CNV Act	Instant
		Registration of jobseekers	Instant
		Sponsoring of jobseekers for Notified vacancies	15
		Sponsorship for short term / daily wage jobs	Instant
		Updation/deletion of Educational qualification	Instant
		Online Registration of Employers	Instant