



CITIZEN'S CHARTER

Department of Sports & Youth Affairs

Government of Goa

Campal, Panaji, Goa

Landline: 0832 – 2463212/2463245/2465704

Email: dir-spor.goa@nic.in

Website: www.dsya.goa.gov.in

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OUR VISION

- To provide National Level Sports Infrastructure, and incentives to the Sportspersons to achieve optimum results at the National and International level.

OUR MISSION

To ensure that every Boy & Girl studying in Schools participates in Sports

- To create standard Sports Infrastructure
- To ensure that all Citizens benefit from the Schemes of the Department

STAKEHOLDERS CONSULTED

Students studying in Schools from 1st to XII th Standard

- Youth up to 35 yrs of age
- Sportspersons in Indigent circumstances
- Government Departments participating in Civil Service Tournaments
- Public utilizing Sports Infrastructure

SERVICE STANDARDS

Sr. No.	Service	Service standard
1.	Issue of Form IV Sports persons certificate	Within 3 working days of receipt of application complete in all respects
2.	Provision of Financial Assistance to Sportspersons in Indigent Circumstances	Within 30 working days of receipt of application complete in all respects
3.	Grant – in – Aid to Aided Institutions for Construction of Sports Halls/Playfields	Within 30 working days of receipt of application complete in all respects

1: SCHEMES

Sr.No	Scheme	Service Standard
1.1	Providing Funds and Kit for Diet Coaching Camp	Receipt of Application from Institution 45 working days prior to the Camp
2.1	Setting up of Gymnasium in jurisdiction of local bodies for the benefit of Youth	Receipt of application from Institutions desiring to avail the facility 90 working days prior to setting up the Gymnasium from the date of Press release.
3.1	Scheme for issue of the Sports Equipment/Kit/Costume to meritorious Sportspersons, and to Government and Government Aided Educational Institutions in the State	i. Application from individual Sportsperson who has excelled at National/International level requiring Sports Kit/Equipment to be received 30 working days prior to requirement. ii. Application from Educational Institution requiring Sports Equipment/Kit to be received 45 working days prior to requirement.
4.1	Incentive Scheme for promotion of Sports & Games through Prize Money	On receipt of the mandate form and Pre – receipt from Eligible Schools Prize Money is released.
5.1	Conduct of Annual Inter – School Tournaments, Deputation of State School Teams for National participation and Hosting of National School Games	On receipt of Initial Entry from eligible Schools.
6.1	Scheme for implementation of the Goa State Youth Policy, 2015	Financial Assistance will be provided 60 working days from the receipt of applications in response to Press releases /advertisements/circulars.
7.1	Organisation /Establishment of Adventure Institution in the State	Within 90 working days from the receipt of application from the Institutions eligible under the Scheme.

8.1 Organisation of State Youth Festival at Zonal level As per the time line detailed in the Press release.

1: SCHEMES

Sr. No.	Scheme	Service Standard
9.1	Implementation of the Goa State Youth Policy through the organisation of various programs for the benefit of the Youth	As per the time lines detailed in the Press releases and Circulars.
10.1	Availing Sports Merit Marks as per the Goa State Sports Policy	Sports Merit Marks shall be issued by the Goa Board of Secondary and Higher Secondary Education along with the X th and XII th Results.

2. Presentation of Awards

Sr. No.	Scheme	Service Standard
2.1	Presentation of the Dilip Sardesai Sports Excellence Award	Receipt of applications before 31 st May every year for performance of preceding year ending 31 st March Presentation of Award on 29 th August of every year
2.2	Presentation of State Awards for Physical Education Teachers	Receipt of Applications from heads of recognised Institutions by first week of June every year. Presentation of Awards in September of every year
2.3	Presentation of State Youth Awards	i. Receipt of applications from eligible individuals/organisations within stipulated time from the date of publication of news release. Awards shall be presented every year during State Youth Week.

EXPECTATION FROM SERVICE RECIPIENT

For availing any benefits detailed in the Charter, the Individuals/Sportspersons/Institutions/Organizations concerned must submit the required application complete in all respects.

Prior to filling and submitting any application, the details of the Scheme may be referred to, which will be available on the Department Website www.sports.gov.in

GRIEVANCE HANDLING MECHANISM

All grievances pertaining to the non – adherence to the timelines & Service standards detailed in the Charter should be registered through the Public Grievance Portal: www.goaonline.gov.in

The Registered grievances will be addressed as per the timeline mentioned in the Portal.

Details of the Public Grievance Officers:

State level:

Name : Shri. V.M. Prabhu Desai

Designation : Director

Mobile : 9822149524

Landline : 0832 – 2463245/2465704

Fax : 0832- 2464787

Email : dir-spor.goa@nic.in

North District:

Name : Smt. Jennifer Ferrao e Gonsalves

Designation : Asstt. Director (Physical Education – North)

Mobile : 9822112237

Email : dir-spor.goa@nic.in

South District : Shri. Gurudas Vernekar

Designation : Asstt. Director (Sports)

Mobile : 9423820165

Email : dir-spor.goa@nic.in

This has the approval of Government of Goa U.O. 5431/F dated 01/08/2017

By Order and in the Name of the

Governor of Goa

Sd/-

(V.M. Prabhu Desai)

Director & Ex – Officio

Jt. Secretary(Sports & Youth Affairs)

