



**RAJIV GANDHI NATIONAL INSTITUTE OF YOUTH DEVELOPMENT**

(Institute of National Importance by an Act of Parliament No.35/2012)  
Ministry of Youth Affairs & Sports, Govt. of India, Sriperumbudur – 602 105

**Citizen / Client Charter**  
**(2016-2017)**

**Services/ Facilities Offered**

S.No	Services/Facilities Offered	Description	Contact Person	Contact Number	Duration	Fees
1.	Application for MA courses	Application called online and Print Media	Shri. A. Velu Assistant Registrar RGNIYD	044 - 27163932	Mon-Friday	Rs.200 (Gen / OBC)  Rs.100 (SC/ST)
2.	Application for Ph.D.	Application called online and Print Media	Registrar	044-27163942	Mon- Friday 9.30 am to 6.00pm	Rs.500
3.	Training and Capacity Building	As per action Plan	Training Coordinators	044-27163117	Mon- Friday 9.30 am to 6.00pm	NA
4.	Library	Central Library houses 20000 books and Subscribes to 70 Print Journals	Library Documentation Officer	9942636660	Mon-Friday 9.30am to7.00pm	NA
5.	Student Hostel	RGNIYD has separate Hostels for Boys and Girls	Warden	044 - 27163117		Rs.300/- (sharing)
6.	Computer Lab	Air Conditioned Computer Lab	Technical Officer	9444271779	Mon-Saturday 9.30am to7.00pm	NA
7.	Wi-fi	Entire RGNIYD Campus is wi-fi enabled	Technical Officer	9444271779	Round the Clock	NA
8.	Web based services	Online applications and Content	Programmer	9944481770	Monday-Friday	NA

9.	Mess	Mess charges-dividing system	Warden/ Student Mess management Committee	08527537803		
10.	Gymnasium & Sports		Mr.Mohan Raj Physical Instructor	978930669	Morning 6.30-8.00 Evening 4.30-6.30	
11.	Guest House Accommodation		Section Officer (A)	044-27163127	Mon-Friday 9.30-6.00	
12.	Seminar/Conference hall		Section Officer (A)	044-27163127	Mon-Friday 9.30-6.00	
13.	Maintenance	RGNIYD Campus	Section Officer (A)	044 -27163127	Mon-Friday 9.30-6.00	
14.	Prompt Grievance Redressal	-	Registrar	044-27163942	Mon-Friday 9.30-6.00	
<b>Transactions</b>						
15.	Prompt Acknowledgement of receipt of letter from clients/ Citizen		Section Officer (A)	044 -27163127	Mon-Friday 9.30-6.00	
16.	Timely to response letters from Clients' / Citizen's		Section Officer (A)	044 -27163127	Mon-Friday 9.30-6.00	
17.	Prompt Answer to telephone calls between 9.30 am- 6.00pm		Telephone Operator	044-27163127	Mon-Friday 9.30-6.00	
18.	Prompt response to a request for appointment with appropriate officer after receiving a written request		P.S to Director	27163705	Mon-Friday 9.30-6.00	
19.	Prompt payment to vendors for invoice submitted		Section Officer (F)	044 -27162741	Mon-Friday 9.30-6.00	