

# **CITIZEN CHARTER**

## **Preamble**

A new Department of Employment Generation and Training has been carved out of the Department of Labour and Employment vide Govt Notification No. 18/16/2007-GC(2)/7219 Dated 11-04-2007 and 31-07-2007.

This citizen charter aims at making the services rendered by the Department of Employment Generation and Training, Punjab accessible, quick, utility based and user friendly.

## **I. Our objectives**

- a) To develop a vision, strategy & policy framework for employment generation & training
- b) To suggest measures to derive synergy of the plans and programmes of various departments working directly or indirectly for employment generation and vocational training.
- c) To advise on institutional and organizational mechanism for effective implementation of the action plan for employment generation and the vocational training to make the youth really employable by enhancing their skills and competencies.
- d) To regularly plan, implement, monitor and oversee employment generation action plans in the State and advise on the future steps to be taken.
- e) To facilitate manpower planning and vocational training in all the key sectors of the economy.
- f) Bringing out critical gaps in various services sectors and facilitate addressing these gaps as per the requirement of the national and international market.
- g) To identify and advise on the regulatory aspects of job oriented training policies.
- h) Facilitate establishing more job oriented vocational institutions in the Public Private Partnership Mode in line with the requirement of skilled manpower and enhancing the capacity of the existing institutions.
- i) Harnessing the potential of various self help youth groups and educational organisations of repute.

## **II. Our functions**

1. Register names of those unemployed persons who visit Employment Exchange to get assistance for obtaining gainful employment/ self-employment.
2. Add qualification after experience whenever they approach after obtaining additional after the basic registration.
3. Issue an identify card which is to be renewed during same month every year.
4. Provide individual guidance about enhancement of skills in order to improve chances of getting employment or start own venture.
5. Inform about employment opportunities available in the job market to a group of unemployed persons coming to Employment Exchange for making use of various services offered.
6. Conduct English & Punjabi shorthand and typewriting tests for those who want to be registered with employment exchange as a steno or a typist.
7. Booking of vacancies by the Employment Exchange Immediately after receiving from the employer.
8. Prepare a list of candidates for those vacancies as per employers' requirements of educational qualification, experience, age, sex & place of work etc. on the basis of first – come first serve.
9. Send interview calls to all the eligible candidates in a specified ratio to the vacancies.
10. Send a list of submitted candidates to the employer to hold an interview on the proposed date.
11. Get names and number of those selected by the employer.
12. Cancel names of selected candidates on their joining a job and also those who did not get their names renewed in time.
13. Deliver lectures on educational and vocational guidance in schools and colleges to students, teachers and parents.
14. Organise career conference and exhibitions for the benefit of students and job-seekers.
15. Celebrate guidance week in each District HQ.
16. Motivate students and job seekers to be a good and successful entrepreneur.
17. Popularise concept of Rozgar Melas where various agencies involved in accepting, sanctioning & granting loans for self-employment schemes take part to perform their respective roles.
18. Provide maximum information on raw material available, viability of a project as per demand and shortage, facilities of marketing, human resources etc in the area where such a project is to be started.
19. Guide and persuade employers of public sector & private sector (who have employed were than 25 persons) to notify vacancies to Employment Exchange under Compulsory Notification of Vacancies Act, 1959.
20. Penetrate into private sector in the present state of shrinking public sector.
21. Check records of private & public employers as regards notification of vacancies and submitting of quarterly and biennial returns.

22. Receive forms of eligible candidates for obtaining unemployment allowance fulfilling conditions of being for three years on our rolls, between age of 17-40, whose family income doesn't exceed Rs.12000/- per year.
23. Disburse unemployment allowance quarterly through money orders to the candidates.
24. Register names on the web-site for overseas employment in the Overseas Employment Cell.
25. Display particulars of such candidates on web for the use of employers all over the world.
26. Co-operate with foreign employers in holding interviews, in case required.
27. Contact foreign embassies & High Commission in India to equip ourselves with information on employment opportunities, visa rules regulations etc.
28. Publish career literature for the use of students and academicians.
29. Translate such literature produced by various agencies into Punjabi for the use of readers of our state.
30. Publish quarterly career magazine comprising of articles and information on courses & careers.
31. Distribute above magazine to schools, libraries and institution for the use of students, teachers, counsellors and other guidance seekers.

In addition to the present functions, the Department will be performing following new functions:

- i) Enhance the employability of Punjab Youth by improving their Vocational and soft skills
- ii) Vocationalisation of education system at school and college level and to facilitate Vocational training for school drop-outs and informal sector
- iii) Promote Entrepreneurship and self-employment
- iv).Prepare Punjab Youth, through rigorous trainings, for employment in Defence services and other jobs based on competitive examinations.
- v).Fully prepare Punjab youth for overseas opportunities through enhancement of vocational skills and foreign language skills and by providing emigration assistance.
- vi).Upgrade Existing Employment Exchanges to Electronic Employment & Training Bureaus
- vii). To make available some of the employment services through Suwidha Centres at District/Subdivision level and Kiosks at village/ town level.
- viii).Every University, deemed university and selected institutions to be notified as an e-employment exchange in their respective areas to make their services easily accessible.
- ix) Conduct Manpower Survey and Job Survey to assess skill and competency gaps.

- x). Vocational Awareness, Counselling and Guidance to Punjab Youth, administering profiling tests.
- xi). Identification, Fine Tuning and Design of Training programmes
- xii). Apprenticeship training to be effectively administered and monitored
- xiii). Active involvement of C-PYTE in every district for training of youth is important.
- xiv). Make it compulsory for all the institutions and selected schools to establish at least 20% to 30% seats on Vocational Education by addition/ conversion
- xv). Examination and certification of training and skills
- xvi). Liaison for placement of Youth with corporate, recruitment agencies
- xvii). Organise Job festivals, job melas, seminars, conferences etc. for job placements
- xviii). Foreign Training and Employment Bureau for providing employment assistance, guidance, and training to the Punjab Youth desirous of going abroad for employment and business opportunities in the foreign countries like Canada, USA, Europe, Australia, Middle East etc.
- xix). Liaison with foreign manpower ministries and employers
- xx). Check on the activities of unregistered agents.
- xxi). Pre-Departure cum orientation programme

### **III. Our Users**

- A) Unemployed persons who want to be gainfully employed in Private & Public sector.
- B) Employers in public sector for whom it is mandatory to notify the occurring of vacancy and employers in private sector who in addition to above are free to make use of data without any hassle.
- C) Educational & vocational guidance seekers.
- D) Planners, academicians, statisticians, researchers and related institutions.
- E) Educated unemployed persons who get Unemployment allowance.
- F) People desirous of going abroad for employment. G) People who want to adopt self employment as a way of life.

### **IV. Our special users**

- 1) Ex-Servicemen
- 2) Persons with disabilities
- 3) Widows
- 4) Discharged/ retrenched govt. employees
- 5) Professional & Executive Candidates

**V. Our Commitments**

- 1) To be available and accessible during office timings i.e. 9 AM to 5PM.
- 2) To be polite and be a guide to the registrants.
- 3) To act promptly on receiving vacancies from employers.
- 4) To redress grievances and look into public complaints, if any.
- 5) To guide people in detail about world of work as shortage and surplus trades.

**VI. Users' Rights**

- 1) Avail our services any time, free of cost.
- 2) Approach office incharge in case of any problem.
- 3) Use suggestions/ complaints box kept in the Employment Exchange.

**VII Users' Duties**

- 1) Be fair & true about documents while getting registration done.
- 2) Don't insist on doing things which are beyond rules & regulations.

**VIII Our future plans**

- 1) Computerise all the employment exchanges.
- 2) Widen the scope of quarterly magazine.
- 3) Popularise Overseas Employment Cells to negate the efforts of unscrupulous travel agents.
- 4) To provide web services to employers & job seekers.

**IX Time frame**

**A). For us**

|                                           |                        |
|-------------------------------------------|------------------------|
| Registration of candidate in person       | On the spot, by turn   |
| Postal registration of candidates         | Within 24 hours        |
| Transfer the registration card            | Within 24 hours        |
| Booking of vacancy after having received. | Within 24 hours        |
| Submission of candidates                  | Immediately            |
| Evaluation of employment exchanges        | Once in a year atleast |
| Holding of a career conference            | One in a year atleast  |
| Celebrating career guidance week          | Once in a year atleast |

**B) For Candidates**

|                                                                |                        |
|----------------------------------------------------------------|------------------------|
| Get registration card renewed                                  | Every year, same month |
| Inform Employment Exchange after getting placed/ self-employed | Immediately            |

|                                                                                                |             |
|------------------------------------------------------------------------------------------------|-------------|
| Inform Employment Exchange if not attending an interview to avoid cancellation of registration | Immediately |
|------------------------------------------------------------------------------------------------|-------------|

**C) Employers**

|                                                                                                                                                                                           |                                 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| Time gap between notification of the vacancy & interview date                                                                                                                             | 20 days clear notice            |
| Informing Employment Exchange about outcome of interview                                                                                                                                  | Immediately after the interview |
| Submitting ER-I return sending details about total No of employers                                                                                                                        | Quarterly                       |
| Submitting ER-II return sending details about occupational break-up educational and technical qualifications of employees and no. of vacancies likely to occur during next calendar year. | Biennial                        |