

சேவையிடு கறவெலு - சூர்வகி அடிகித் சூர்கிது  
அர்ப்பணிப்புடன் சேவையாற்றுவோம் - பிரஜைகளின் உரிமைகளைக் காப்போம்  
LETS DEDICATE TO SERVICE FOR PROTECTING THE RIGHTS OF CITIZEN



# சூர்வகி/சேவாலாகி சூரூசீகிய பிரஜைகள் சேவை பெறுனர் பட்டயம் CITIZENS CLIENT CHARTER



சூதிக ஡ூவூத் சேனாங்க  
தேசிய இளைஞர் பட்டையணி  
National Youth Corps

லிள  
ஒழுக்கம்  
DISCIPLINE

ளையகீலி  
தலைமைத்துவம்  
LEADERSHIP

சூர்சூச  
ஆளுமை  
PERSONALITY

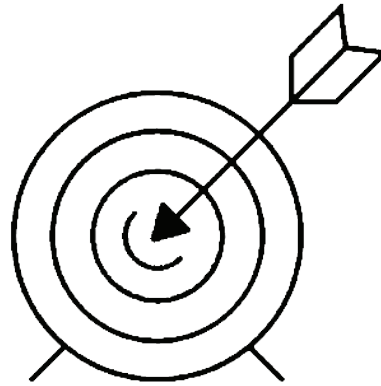


## **National Youth Corps**

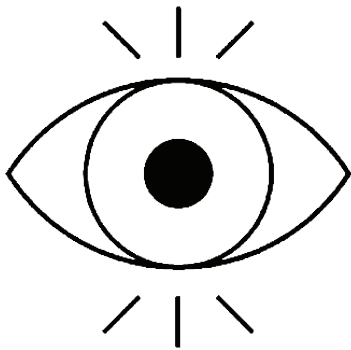
“You find yourself entering the precincts of the only state institution of its kind ready for endowing the nation a dignified vibrant youthfulness”

## Our Vision

A Sri Lankan youth who embodies pride and poise, well suited for integration into global society.



## Our Mission



As an internationally recognized leading service provider, strive to strengthen the target community by achieving life skills optimally and sustainably, contribute significantly to social development through the promotion of an innovative culture to achieve national development.

## Ethics of the Youth Corps

- Discipline
- Leadership
- Personality
- Responsibility
- Accountability
- Subject Expertise
- Efficiency and Productivity
- Qualitativeness
- Direction
- Constant Training and Keeping Updated

The staff of the National Youth Corps is committed to provide services honouring the ethics of the highest order.

## Our Role

The role of the National Youth Corps enshrines the youth development, career training and vocational education. National Youth Corps has identified the life skill development in youth as the foremost strategy towards the development of youth.

## Institutional Expectations and Benefits

- The six-month course focuses on discipline, leadership and personality for developing life skills and fostering social cognizance in the youthfulness.
- The ability of the trained youth to face up to the career and day-to-day life challenges with self-confidence, at the conclusion of the course.
- The ability of the young generation who has developed life skills to work resolutely in the local and international job market.
- Opportunity for showcasing the hidden talents such as music, art of drama, eloquence and creative abilities through training courses.
- Provision of accommodation for "Youth Cadets" to interact with prominent intellectuals in Sri Lanka and learn from their experiences.
- Institutions approved by the University Grants Commission will issue Advanced Certificates for English and Information Technology courses, thus opening up higher education opportunities for related subjects.
- Evincing heightened interest in the trainees for learning other languages (Japanese / Chinese) by providing them with opportunities to pursue studies on foreign languages in addition to the mother tongue.
- Referral of 30 highly talented trainees each selected at the center level from among the training centers across the island to the external vocational training institutions with a scholarship grant subject to a maximum of Rs.100,000.00.(Conditions Apply)
- Youth Cadets who participate in various community and voluntary projects organized during the course duration of six months achieving higher excellence in terms of knowledge and experience while gaining social exposure.
- Extending support and encouragement necessary for the youth who have the ability and interest in sports to reach out to its national level in pursuit of their dreams and achieve their future goals.
- Provision of necessary space for young male and female youth who have the ability to dance, sing and act to be brought on to the national level after having them mobilized and giving them necessary training under a competent and experienced panel of instructors.
- To provide guidance to the young male and female youth who are keener in entrepreneurship such as agriculture and self-employment in order to equip themselves with advice, financial provision and credit facilities needed by them, under the auspices of the Small Enterprise Business Development Division affiliated to the Ministry of Sports and Youth Affairs.
- To develop self-confidence and determination to cope with natural calamities and disaster emergencies.
- Creating the necessary attitudinal development to lend a hand to the needy in the society.
- Introduction of courses suitable for the young generation in transformation.
- Building the collaborations in conjunction with the internationally recognized training institutes.

## "Benefits to the "Youth Cadets"

1. Opportunity to study the life skills training course free of charge.
2. Certificates awarded to the "Youth Cadets" on completion of the course :
  - i. Life Skills Certificate
  - ii. Advanced Certificate in Information Technology
  - iii. Advanced Certificate in English Language
  - iv. Outbound Adventure Training Certificate
  - v. Special Talent Evaluation Certificates
3. Opportunity to receive a scholarship for vocational training, subject to a value of Rs.100,000.00 (Conditions Apply) (a bond is required to be signed.)
4. Guidance for professional employment.
5. Opportunity to obtain an internationally recognized certificate.
6. Entitlement to a full insurance cover during the training period.

} from a university approved by the University Grants Commission.

**Our Bond**

Service provided	Youth Corps Act, Standing Orders and circulars and regulations issued from time to time	Service delivery standards (Hours/Weeks/Days)	Documents, forms and other details to be submitted	Officers from whom you can seek help
Establishment matters of the officers of the National Youth Corps				
To open and maintain the personal file of an officer on the first appointment.	An officer who is turning up with a new appointment, subject to the conditions as set out in the letter of appointment, should submit the relevant documents to be attended to within two weeks of the completion of the said documents.	Time that can be spent to update the file is 01 week.	<ul style="list-style-type: none"> <li>• Letter of appointment.</li> <li>• Letter of acceptance of the appointment.</li> <li>• Letter informing of the assumption of duties.</li> <li>• Curriculum Vitae (CV).</li> <li>• Certificate of Birth (Original).</li> <li>• Educational certificates.</li> <li>• Article 157 of the Constitution.</li> <li>• Oath / Pledge (General 278).</li> <li>• Agreement (General 160).</li> <li>• Medical Report (General 169).</li> <li>• Assets and Liabilities.</li> <li>• Certificate of Marriage.</li> <li>• Photocopy of the National Identity Card.</li> <li>• Documents required for the pay sheet processing.</li> <li>• ABH Card for registration in the Employees Provident Fund.</li> <li>• Statement of Assets and Liabilities.(General 261).</li> <li>• Marital Status (General 176).</li> </ul>	<p>Additional Director (Administration and Finance) 071-4957300</p> <p>Administrative Officer (Human Resources) 011-2670281</p>

Confirmation in service at the end of the probation period.	<p>Passing of the conditions to be fulfilled before confirmation.</p> <ol style="list-style-type: none"> <li>1) Completion of all preliminary documents to be submitted along with the letter of appointment.</li> <li>2) Ascertainment that the basic qualifications relevant to the appointment are correct.</li> <li>3) Having had earned two salary increments.</li> <li>4) No charges and punishments against the officer.</li> <li>5) Absence of complaints regarding dereliction of duty and against due diligence.</li> </ol>	The time taken to obtain the approval of the relevant officers for these documents and the recommended letters is 02 weeks.	<p>Letter requesting confirmation in service.</p> <p>Details of the efficiency bars, if any, to be passed prior to confirmation in service.</p>	
Grant of salary increments	Submission of performance reports.	Time spent for obtaining approval is 02 weeks.	The relevant form - General 232 should be completed and submitted with necessary recommendations and approvals.	
Provision of staff scholarships	Submission of written requests for availing scholarships before a calendar month.	Time spent for obtaining approval is 02 weeks.	Application form for availing scholarships (submission with recommendations of superior officers).	
Applying for EPF / ETF benefits	Conditions necessary for availing EPF / ETF benefits should have been met.	If the resignation is duly made, the necessary forms will be completed on the same day.	EPF / ETF Application Form, Copies of NIC, Copies of Bank Account, Final Statement of Accounts of the ETF.	
Resignations from service	Should give written notice before one calendar month. Carrying out of the proper clearances.	Notification of acceptance of the resignation is within one week	<p>Submission of the letter of resignation in writing to the Director.</p> <p>Submission of clearances in writing and obtaining recommendations thereon.</p>	



Payment of gratuity	Should have completed 05 years of continuous service.	Within one month after completion of the matters involving clearance	Formal letter of resignation. Letter of acceptance of the resignation. Completed clearance report.	
Service provided	Youth Corps Act, Standing Orders and circulars and regulations issued from time to time	Service delivery standards (Hours/Weeks/ Days)	Documents, forms and other details to be submitted	Officers from whom you can seek help
<b>Establishment matters pertaining to enlisting trainees</b>				
Personal file of the trainees enrolled for the course	Documents referred to in the recruitment application form of the trainees enlisted for the course should be fully completed and submitted.	Time spendable to update the relevant file - 01 week.	Enrollment Form.  True copies of the educational certificates.  A copy of the birth certificate.  Two photographs.  School leaving certificate  Grama Niladharicertificate.  Photocopy of the National Identity Card.	Additional Director (Training and Development) 071-4811859 Assistant Director (Training) 011-2670378 Assistant Director (Sabaragamuwa Province) 033-2215863 Assistant Director (Eastern Province) 026-3135885 Assistant Director (Uva Province) 057-2052393 Assistant Director (Nothern Province) 024-2054751 Assistant Director (Western Province) 033-2215863 Assistant Director (North Central Province) 025-2264180 Assistant Director (Southern Province) 047-2257243 Assistant Director (Central Province) 081-2077158 Assistant Director (North Western Province) 037-2268980

<b>Availing lecture hall and playground facilities</b>				
Lecture hall facilities	To have a check on the ability to provide facilities and inform about the availability. Institution's Collection Account- Account Number - 7040885 – BOC Torrington Branch (453). Account Name : Chairman, National Youth Corps. Credit money to the above account and send a copy of the receipt to the email address finance@youthcorps.lk	Notification in writing on the date of the application	Intimation by telephone until such time a written request is forwarded as per the prescribed forms.	Additional Director (Administration and Finance) 071-4957300  Assistant Director (All Provinces)  Chief of the Center
<b>Service provided</b>	<b>Youth Corps Act, Standing Orders and circulars and regulations issued from time to time</b>	<b>Service delivery standards (Hours/Weeks/ Days)</b>	<b>Documents, forms and other details to be submitted</b>	<b>Officers from whom you can seek help</b>
<b>Other courses of training (on personal provisions / for facilitation work)</b>				
Conducting other courses as per the requests of external parties	Submission of their requirements in writing to the Director / Chairman.	The timing is determined by the needs of the parties requesting the training. (½ day, 03 days, 14 days, 03 months)	Obtaining Training Requirement Letter. Submission to Chairman / Director for approval. Informing the relevant parties in writing through the Training Division. Recruitment. Execution by request. Monitoring and follow-up.	Additional Director (Training and Development) 071-4811859  Assistant Director (Training) 011-2670378

Publication of advertisements for recruitments				
<p>Making recruitments using social media</p> <p>Going out to the field and make it known</p>	<p>Raising awareness through social media by the Media Division as per the request of the Training Division.</p> <p>Raising awareness among social groups by the respective training centers.</p>	<p>Advertising gets underway before one month of the completion of courses to which enrollments have been made.</p> <p>Educating the social groups is undertaken at the level of provincial offices and training centers one month before the commencement of the courses.</p> <p>It is made public in the Government Gazette one month before the commencement of the recruitment.</p>	<p>Videos containing course details.</p> <p>Television briefings.</p> <p>Government Gazette.</p> <p>Posters / Banners / Hand Bills.</p> <p>Through the trainees.</p>	<p>Additional Director (Training and Development) 071-4811859</p> <p>Assistant Director (Training) 011-2670378</p> <p>Head of the Media Division 011 -2688885 – 283 077-2010439</p>
<p>Making recruitments using electronic and print media</p>	<p>Raising awareness through electronic and print media by the Media Division as per the request of the Training Division.</p>	<p>Advertising is done through electronic and print media one month before the commencement of the courses.</p>	<p>Print media advertisements.</p> <p>Advertisements over radio.</p> <p>TV interviews.</p>	

## Establishments providing the services



### National Youth Corps Headquarters

Address :- National Youth Corps Headquarters,  
No. 420, Baudhaloka Mawatha, Colombo 07.  
Telephone No :- 011-2688885



### Training Centres

S. No.	Province	District	Training Center	Address	Tel. No.	
1	Western;	Colombo	Rajagiriya	Bandaranayake Pura, Rajagiriya.	071 0491784	
2		Gampaha	Attanagalla	Wathupitiwala, Attanagalla, Nittambuwa.	033 2282232	
3			Divulapitiya	Walpita, Divulapitiya.	033 2272875	
4			Katunayake	Dhammaloka Mawatha, Walana, Katunayake.	011 2260020	
5			Yakkala	Werellawatta, Yakkala, Gampaha.	033 2233534	
6		Kalutara	Bulathsinhala	National Youth Corps Training Center, Bulathsinhala.	034 2282322	
7	Central	Kandy	Senkadagala	Sirimaluyana, Augustawatta, Kandy.	081 2389134	
8			Yatinuwara	Muruthalawa.Road, Dehideniya.	081 2410026	
9			Gampola	Nawalapitiya Road, Kudamake, Gampola.	081 2078177	
10		Nuwara Eliya	Nuwara Eliya	Meepilimana, Ambewela, Nuwara Eliya.	052 2237416	
11			Walapane	Harasbedda, Walapane.	052 2050010	
12		Matale	NaulaAB Training Center	Arangala, Naula.	066 2246225	
13			Naula	Arangala, Naula.	066 2246204	
14			Dambulla Hotel Training School	Inamaluwa, Dambulla.	066 2286177	
15		Southern	Galle	Galle	Wekunugoda Road, Bope, Galle.	091 2233182
16				Akmeemana	Chinese Friendship Village, Kurunduwatta, Akmeemana.	091 3121736
17	Neluwa			Abalgedara, Neluwa.	091 3098911	
18	Matara		Akuressa	Poramba, Akuressa.	041 3131216	
19			Dikwella	Urugamuwa, Dikwella.	041 2255055	
20	Hambantota		Suriyawewa	Venivel Ara, Suriyawewa.	047 3133800	
21			Weerawila	Thissapura, Weerawila.	047 3128444	
22			Lunugamvehera	Lunugamvehera.	047 2239292	
23			Weeraketiya	Naigala, Weeraketiya.	047 2257143	

24	Eastern	Trincomalee	Kuchchaweli	Salapearu, Kuchchaweli.	026 2228709	
25			Seruwawila	Siriduwa, Seruwawila.	026 4549439	
26			Gomarankadawala	Vilpanakulama, Gemunupura, Gomarankadawala	026 4549428	
27			Trincomalee	Sardhapura, Chia Bay.	026 4549432	
28		Ampara	Dehiattakandiya	Lihiniyagama,Dehiattakandiya.	027 2056723	
29			Ampara	Divisional Education Office,Uhana Road, Ampara.	063 2224810	
30		Madakalapuwa	Valachchena	14th Post,Palamuthiracholai Road, Kalkuda, Valachchena.	065 3121085	
31	North Central	Anuradapura	Medirigiriya	New Town Road, Medirigiriya.	027 2050477	
32			Kekirawa	Mahaweli Side, Olukaranda, Kekirawa.	025 2263297	
33			Kalawewa	Galnewa, Bulnewa, Kalawewa.	025 2269946	
34			Galenbindunuwewa	Yakkala,Galenbindunuwewa.	025 2258355	
35			Anuradhapura	Mapaladikulam, Anuradhapura.	052 3852809	
36	Northern	Mannar	21. Mannar	Mannar.	023 2251917	
37		Mullaitivu	22. Mullaitivu	Adduakkal, Mullaitivu.	021 2290428	
38		Vauniya	23. Vauniya	Irattaperiyakulam, Vauniya.	024 2054558	
39	North Western	Kurunegala	Alawwa	Wiligamuwa, Vennoruwa, Alawwa.	037 2067885	
40			Panduwasnuwara	Nugawela Junction, Thutturipitigama, Panduwasnuwara.	037 2291803	
41			Dodangaslanda	Alakolamada, Maduragoda, Dodangaslanda.	037 2252655	
42			Mawathagama	Denvore Watta, Mawathagama.	037 2298668	
43			Wariyapola	Courts Road, Wariyapola.	037 2268375	
44			Nattandiya	Sagaragama, Nattandiya.	032 2050815	
45		Puttalam	Wennappuwa	Ranaviru Kamalasiri Mawatha, Bolana, Waikkala.	031 2277199	
46			Kuliyapitiya	Degammedda, Wewagama, Kuliyapitiya.	037 2283680	
47		Uva	Ratnapura District	Embilipitiya	'Gamuda' Bhumiya, Yodhagama, Embilipitiya.	047 2262399
48				Balangoda	Batugamma, Balangoda.	045 3129898
49	Nivithigala			Ambaladeniya, Watapotha Road, Nivithigala.	045 2279970	
50	Kegalla		Galigamuwa	Asideniya, Galigamuwa Town,Galigamuwa.	035 2282993	
51			Dehiovita	Kanangama, Dehiovita.	036 2267671	
52			Kegalle	Gangodawatta, Kegalle.	035 2223260	
53	Badulla		Mahiyanganaya	Mapakadawewa, Mahiyanganaya.	055 2257118	
54			Bandarawela	Bindunuwewa, Bandarawela.	057 2222214	
55	Moneragala District		Monaragala	Near GA Residence, Hulandawa, Monaragala.	055 2055741	
56			Wellawaya	Yalabowa, Wellawaya.	055 2274157	
57			Thanamalwila	Sarvodaya Center Mawatha, Thanamalwila.	047 3220529	
58			Siyambalenduwa	Mahakalugolla, Pothuvil Road, Siyambalenduwa.	070 3538292	

## Our Expectation

We thank you for the trust you have reposed in our institution and would like to remind you that you could extend your cooperation to us by submitting your requests for our services in a fair and reasonable manner and in prescribed timeframes and by providing very complete and accurate information and having an adequate understanding on what you can and cannot expect from us.

## Our Standards

- ✓ We will respond promptly to all written requests from you. (In case a final reply cannot be sent, you will be given an interim reply acknowledging the receipt of the relevant letter within one week and a final reply within four (04) weeks.)
- ✓ Also, for the letters received via e-mail, action will be taken to furnish replies to them on the same day, and in the event that it is not possible to give such answers, arrangements are also afoot to inform that the particular letter has been received by us and a reply there to will be given within a reasonable time.
- ✓ In regard to telephone calls received in the office relating to matters which cannot be answered instantaneously or found to be not facile, the officers concerned will also take action to provide you answers thereto within a reasonable time.
- ✓ We are bound to provide you with the service requested by you within the time frame notified by us.
- ✓ In the event that the final decision might get delayed or definitely delayed or whenever there arises a problematic situation, we will forthwith inform you of the reason concerning it.

The staff of our institution will provide you a courteous service at all times. Please be informed that your complaints related to the above-mentioned standards can be reported to the following officers.

## Contact us for complaints and redress

The staff of our institution will provide you a courteous service at all times. Please be informed that your complaints related to the above-mentioned standards can be reported to the following officers.

Name :- Brig. R. M. S. P. Ratnayaka, USP Psc IG  
Designation :- Director  
Place of Location :- National Youth Corps Headquarters  
Tel. / Fax / Email :- 071-8550554 / director@youthcorps.lk

Name :- AAL. R. Nishantha Pushpakumara  
Designation :- Additional Director (Administration and Finance)  
Place of Location :- National Youth Corps Headquarters  
Tel. / Fax / Email :- 071-4957300 / adlaf@youthcorps.lk

Name :- Saman Kulasuriya  
Designation :- Additional Director (Training and Development)  
Place of Location :- National Youth Corps Headquarters  
Tel. / Fax / Email :- 071-4811859 / adltd@youthcorps.lk

All complaints will be acknowledged within 03 days and the final reply will be intimated within 07 days.

Designated Officer :- Brig. R. M. S. P. Ratnayaka, USP Psc IG

## Officers furnishing direct replies

(Director)  
No. 420, Bauddhaloka Mawatha, Colombo 07.  
011-2697622 / 071-8550554  
director@youthcorps.lk

Information Officer :- AAL. R. Nishantha Pushpakumara  
Additional Director (Administration and Finance)  
No. 420, Bauddhaloka Mawatha, Colombo 07.  
071-4957300  
adlaf@youthcorps.lk

D.M.T.M. Ranasingha  
Assistant Director (Operations)  
No. 420, Bauddhaloka Mawatha, Colombo 07.  
011-3152664 / 071-4957340  
adoperation@youthcorps.lk

We welcome suggestions from you, the public clientele.

- a.) We would like to communicate regularly with you or your representatives receiving our services. If you wish to contact us, please call us over the Tel No. 011-2688885.
- b.) Please send your details to our e-mail address [info@youthcorps.lk](mailto:info@youthcorps.lk) expressing your willingness to provide your comments and suggestions on matters included in this charter.
- c.) Forward your comments and suggestions in writing to the following address.  
National Youth Corps Headquarters,  
No. 420, Bauddhaloka Mawatha, Colombo 07.

Information about our institution can be found by visiting the website [www.youthcorps.lk](http://www.youthcorps.lk) Citizens Charter is a joint effort between you and us in order to improve the quality of the services we provide. We would like to inform you that your feedback will help us to improve the services provided by us.

**We are duty bound to make amends and improvements to the services delivered by us under this Charter at all times!**