

MINUTES OF THE O&M MEETING OF THE MINISTRY OF LABOUR
(MAIN SECTT.) TAKEN BY THE LABOUR SECRETARY ON
09.03.2004

The O&M Meeting of the Ministry of Labour (MS) for the quarter ended 31st December, 2003 was chaired by the Labour Secretary at 11.30 AM on 09.03.2004 in the Committee Room, 'C' Wing, Shram Shakti Bhawan.

2. The list of Officers, who participated in the Meeting, is enclosed at Annexure-I.

3. At the outset, the Chairman welcomed all the officers present. He stated that perusal of Action Taken Statement shows that there has been substantial progress & improvement in performance of the Ministry. There is sufficient progress in utilizing the funds under both Plan and Non-Plan heads alongwith physical progress on the ground. It was appreciated that references received from MPs/VIPs are being replied to regularly but still a large number of references from MPs/ex-MPs need to be complied with. Though there is progress in redressal of grievances, the pendency in some Divisions/Wings may be liquidated on priority. The division under DGLW is leading in pending Parliament Assurances. Thirty-five (35) each are pending in Lok Sabha and Rajya Sabha. Major chunk of references pertain to unorganised workers. The Pilot Scheme for unorganised workers has been approved by the Cabinet. 50 Districts have been selected and the Scheme launched by the Hon'ble PM. **The Chairman urged DGLW that the Lok Sabha and Rajya Sabha Secretariat may be consulted for procedure, strategy and technique to be adopted for liquidating these assurances. He was requested to**

make personal efforts in this direction. The replies to parliament assurances may be structured in a way that is acceptable to Lok Sabha and Rajya Sabha Sectts.

(Action: DGLW/RW/LW/BL)

4. The Chairman noted that there is some progress in framing of award/reward schemes. However, some organisations are left behind in finalizing the award/reward scheme. It was stressed that units should use the opportunity to prepare the award/reward scheme and structure it properly. A circular has been received from the Cabinet Sectt. as well as Deptt. of Personnel as to what steps should be taken to improve functioning of the Government Deptts. One of the suggestion given by Secretary is the introduction of prizes/incentive/award and reward scheme. The Chairman directed to complete the task of structuring the scheme and setting up of impartial committees to decide and determine who should receive award; what should be its periodicity, what should be the quality and quantity of work and other indicators. The indicators may be visible and measurable so that there is no criticism that the awards have gone to undeserving. The Chairman, further, directed that the Wing Heads may follow up the matter with respective heads of all attached/Subordinate offices and autonomous bodies for finalisation of similar award/reward schemes after defining various parameters peculiar to their organisation and ensure implementation of the same by respective organisation in a time bound manner. DGE&T, CLC (C), VVG NLI, Labour Bureau and DGMS may also finalise list of awardees.

(Action: (i) All Bureau Heads/JS/DGE&T/CLC(C)

(ii) DG, Labour Bureau/DG, FASLI/DG, MS.

(iii) DG, ESIC/CPFC, EPFO.

(iv) Director, VVG NLI/Director, CBWE.

- (v) DGLW in r/o Offices of WCs.
- (vi) PGE in r/o Offices of POEs.
- (vii) JS (P) in r/o CGITs)

5. The Chairman enquired about pendency in respect of ESIC relating to public grievances received from Prime Minister's Office (PMO) and the Cabinet Secretariat. The representative from ESIC informed that 6 references from PMO and 2 from Cabinet Secretariat are pending. **The Chairman impressed upon the need for strict monitoring of all pending public grievances in ESIC.**

(Action: DG, ESIC)

6. The chairman enquired about pendency of public grievances received from PMO and the Cabinet Secretariat in respect of EPFO. It was pointed that some body should have attended the meeting. Dir (KCJ) explained that pendency at the end of the quarter has reduced. The pending public grievances from PMO and the Cabinet Secretariate have reduced to 43 and 61 respectively. **The Chairman directed that the EPFO representative should invariably attend the O&M Meetings.**

(Action: CPFC, EPFO)

7. The Chairman noted that only 5 sections have so far sent nominations for the award scheme of "Best Organised Section" for the year 2003-04. **The Chairman directed that the Deputy Secretaries/Directors might ensure that their sections in the Ministry (Main Sectt.) participate in the award scheme for the year 2003-04.**

(Action: (i) All Deputy Secretaries/Directors)

(ii) All Sections/IWSU)

8. The Chairman recalled that the EPFO had, nearly a year ago, introduced the Incentive/Award/Reward Scheme . The award scheme applies to all classes of employees. It was assured to him that every staff member of EPFO would have a copy of the scheme and that the

scheme would be available in neatly printed form in English, Hindi and major regional languages. However, during his visit to EPFO Office, Patna, it was learnt that many employees did not have the copy of same. Every staff member is eligible to participate in the scheme. Therefore, he/she should know that a scheme is in existence. The employees shall get motivated/inspired when they go through it. **The Chairman directed that the copies of the scheme should be made available by EPFO to each and every staff member of Regional/Sub-regional office in English/Hindi or the major regional languages known to employees and that the scheme should be implemented, monitored and reviewed sincerely in EPFO and action-taken report and names of award winning Officers and the Officials finalised immediately. A copy of the scheme may also be made available in Social Security Division of the Ministry.**

(Action: CPFC, EPFO)

9. The Chairman enquired about status of implementation of Incentive/Award Scheme in ESIC. ESIC representative informed that the Award/Incentive Scheme is being finalised. **The Chairman directed that the ESIC should, without any further delay formulate and circulate the schemes for both Insurance and Medical side after identifying necessary activities, parameters and yardsticks prevalent in the organisation. A copy of the scheme may also be made available in Social Security Division.**

(Action: DG, ESIC)

10. The Chairman stated that he visited EPFO Office, Patna where it was found that phenomenal progress is shown in rate of settlement of claim cases and issue of accounts slips etc., rooms of RPFC/APFC are kept

neat and clean but the rooms of all sections are very dirty. There was sheer accumulation of dust & papers. **The Chairman directed that improvement in such areas are urgently required.**

(Action: CPFC, EPFO)

11. The Chairman recalled that during his visit to ESIC Hospital, Patna it was painful to see that though the hospital has 50 beds, not a single bed was occupied. Surrounding was so filthy that it may generate diseases. Operation Theatre was well equipped but not a single operation is being performed although five specialist doctors are there. **The Chairman directed the DG, ESIC/Medical Commissioner, ESIC may initiate necessary action for gainfully utilizing the infrastructure available in ESIC Hospital at Patna and elsewhere.**

(Action: DG, ESIC)

12. The Chairman was informed that another training programme for the Group 'D' staff of the Ministry of Labour is being organized from 15th to 19th March, 2004. He desired to know the impact of training. **The Chairman directed the training should result in change in attitude, behaviour and presentability of the group 'D' staff. The training may also include canteen staff so that there is improvement in wearing of proper uniforms, cleanliness and politeness.**

(Action: DS(B)/CMT Section)

(ii) Canteen Secretary/US(RGS)

(iii) Canteen Manager)

13. The Chairman directed that all the officers might make a habit to dictate a couple of letters/notes to the stenographers regularly so that their stenography skills are used and refined.

(Action: All Officers)

14. The Chairman noted that officers/staff in some of our attached/subordinate offices/autonomous organisations and even some of our senior officers have not got chance to participate in the training programmes whether National and International ones. We need to see that they get such opportunities. It was informed that training courses are circulated as and when received from ISTM/DOP&T. **The Chairman desired that officers/staff in our attached/subordinate offices etc. may be nominated for training in human resource development. CR Unit may ensure that the circulars reach all concerned including Jaisalmer House.**

**(Action: (i) All Bureau Heads/JS/DGE&T/CLC®
(ii) DG, Labour Bureau/DG, FASLI/DG, MS.
(iii) DG, ESIC/CPFC, EPFO.
(iv) Director, VVG NLI/Director, CBWE.
(v) DGLW in r/o Offices of WCs.
(vi) PGE in r/o Offices of POEs.
(vii) JS (P) in r/o CGITs)**

15. The Chairman enquired about the benefit derived by the officers who participated in Yoga and the Art of Living Courses. The Officers who have undergone it mentioned that there is improvement in concentration level, stress management and increased fulfilment in work. **The Chairman pointed that he is personally convinced that it is the low cost solution to a large number of personal problems and benefit can be seen by a regular practitioner. He requested all to have a look at these courses and see if they are interested in using them.**

(Action: All Officers/Staff)

16. The Chairman noted that during the quarter ended 31.12.2003, the number of cases pending over 2 years and between 1-2 years are 18 and 16 respectively. Sections under JS (P) with 17 (12 and 5) cases and those

under LEA with 12 (3 and 9) cases contribute majority of such pending cases. All the Divisional Heads explained progress in each case. **The Chairman directed that the senior officers might meet the appropriate officers in other departments & hold discussions for expeditious disposal of such cases.**

(Action: (i) LEA/WB/ESA/Coord/IR(PL))

(ii) JS (P)/CLS-I/CLS-II/Vigilance)

(iii) JS (DSP)/Emigration)

(iv) JS (KCM)/ISH-II)

17. The Chairman expressed his surprise that the number of **references received from Members of Parliament** pending disposal for over 3 months as on 31.12.2003 is 123. Out of this, Sections under **JS (P) with 29** and under **JS (DSP) with 66** contribute the majority of such pending cases. **The Chairman reiterated the need for strict monitoring of such cases and directed for the expeditious disposal of such references.**

(Action: (i) JS (P)/CLS-II/IR (Imp.II)/IR (PG)

(ii) JS (DSP)/SS-I/SS-II)

18. The Chairman noted that the number of **letters/references received from PMO**, which are pending disposal for over 3 months as on 31.12.2003 is 3. One of these references is pending in **IR (Imp-II) Section** and two in **Coordination Section**. **The Chairman directed that the pending PMO references may be disposed of within next couple of weeks.**

(Action: (i) JS (P)/IR (Imp.II)

(ii)LEA/Coord.)

19. The Chairman noted that total number of **assurances** pending disposal for over 3 months as on 31.12.2003 is 125. Out of these **63** pertain to the **Lok Sabha** and **62 to the Rajya Sabha**. DGLW with 35 assurance each in Lok Sabha and the Rajya Sabha leads the list. **The Chairman directed that RW section with 30 assurances each in Lok Sabha and the Rajya Sabha, should make special efforts for implementation of the assurances made on the floor of the house. IR (Imp.II) and Emigration Section with 11 and 5 Lok Sabha Assurances respectively should also make similar efforts.**

(Action (i) DGLW/RW/LW/BL)
(ii) JS (P)/IR (Imp.II)
(iii) JS (DSP)/Emigration)

20. The Chairman noted that total number of Court Cases pending is 81. Out of which, Sections under **LEA contribute 32** and Sections under **DGLW contribute 48**. He directed to take timely action so as to avoid any contempt proceedings.

(Action: (i) LEA/ESA/WC/Coord.)
(ii) DGLW/LW/W-I)

21. The Chairman noted that total number of outstanding inspection reports of audit by AG office is 95. **Majority of these (91) pertain to DGLW where 13 cases are 15 to 20 years old, 11 cases are 10 to 15 years old, 7 cases are 5 to 10 years old and 60 cases are less than 5 years old.** It was mentioned that recently a large number of paras have been settled. However, pendencies are still huge. In respect of Adm-II Section, 4 cases are less than 5 years old. **The Chairman directed DGLW for close monitoring of such long pending inspection reports of audit by AG office.**

(Action: (i) DGLW/Audit Cell)
(ii) JS (DSP)/Adm-II)

22. The Chairman was informed that total number of outstanding Internal Audit Paras is **2106 as on 31.12.2003**. Out of which **DGET with 615, CLC (C) with 511 and DGLW with 277** contribute majority of this. As many as 1204 Internal Audit Paras have been settled from 01.04.03 to 31.12.03 thereby reducing the number of Paras upto 31.03.03 and outstanding as on 31.12.03 from 2631 to 1427. However, still total number of Internal Audit Paras outstanding as on 31.12.03 is 2106. No ATN is pending for initial reply. Seven ATNs are pending for vetting by DGACR. In respect of DGLW, 28 paras relating to Statutory Audit have been settled. As a result, the number of outstanding Statutory Audit Paras have come down to 91 as on 31.12.03. **The Chairman impressed upon need for more attention and expeditious compliance of internal audit paras so that position is further improved.**

(Action: (i) All Bureau Heads/JS (DSP) in r/o Main Sectt. New Delhi

(ii) DGLW in r/o Offices of WCs.

(iii) Adm.III in r/o Board of Arbitration

(iv) JS (P) in r/o CGITs

(v) JS (DSP) in r/o POEs

(vi) FA (Labour)

(vii) DGET

(viii) CLC®

(ix) DGFASLI, Mumbai

(x) DGMS, Dhanbad

(xi) DGLB, Chandigarh

(xii) VVGNLI, Noida

(xiii) JS (KCM) in r/o Grantee Units for C&WL

(xiv) Dir (HS) in r/o Grantee Units under Plg.

(xv) Dy. CA in r/o PAOs)

23. The Chairman hoped the Wing Heads might be particular in holding regular O&M meetings, in respect of their divisions wherein the Court Cases, PMO references, MP letters, Parliament Assurances and the other

cases pending over 2 years and between 1 to 2 years may be effectively reviewed.

(Action: JS (DSP)JS (KCM)/JS(P)/DGLW/DGE&T/CLC®)

24. **The Chairman directed that Directors/DS-in-charge of the sections may kindly supervise that work relating to recording and weeding out of files** is attended to regularly by their respective sections and that weeding out should not result in destroying important files which might be required in near future and that any unwanted record is not kept just for sake of keeping it.

**(Action: (i) All Directors/DSs
(ii) All Sections)**

25. **The Chairman asked that a letter may go from DGLW to all State Labour Commissioners who may like to visit Sholapur Housing Scheme** where more than five thousand houses have been built, so that they can consider formulating similar schemes in their respective states.

(Action: DGLW)

26. The Chairman noted the analysis done in the Note appended as Agenda Item No. 13 which related to allocation of work among PG Cell, Coordination Section, IR Division, Office of CLC(C) which have not been specifically brought out in the Brochure 'Organisation of Ministry of Labour (MS).

27. It was explained that the Brochure on the "Organisation of the Ministry of Labour" shows allocation of receipt/work to different sections/ units/cells of this Ministry. However, **in the recent past, the number of disputed receipts marked to the IWSU for allocation/adjudication has increased considerably.** The Chairman invited Comments/views in the matter. The Chairman agreed that the

differences on allocation of receipts/cases falling in grey area may be resolved through the clarification given below: -

(i) **PUBLIC GRIEVANCE (PG) CELL:**

28. A Public Grievance (PG) Cell is functioning in the Ministry. The PG Cell, which is not an independent cell itself, has no machinery to directly answer the query/complaint. It is a central place where anyone and everyone can address their complaint/ representation/ suggestion. It forwards such references to the appropriate section/desk/unit/cell for direct disposal or call for a report depending upon the necessity. Although the PG Cell acts as a single window for the general public to approach, it is an additional stage in the settlement of the problem. All those representations where the subject matter relates to a particular Section in the Ministry are sent to that Section. It may, accordingly, be clarified that:-

- (a) **all such public grievances marked by the CR Unit to the concerned Section directly should be handled by that concerned Section without referring it to the PG Cell.** This would definitely reduce the delay in its disposal and therefore such a practice should be encouraged.
- (b) **Where a public grievance is marked by the CR Unit to PG Cell, it will not refuse to accept all such receipts.** They will continue to accept them and forward them to the concerned Section. For this, the criterion adopted is to **identify the main thrust of the representation and accordingly send it to the concerned Section.**
- (c) **PG Cell, which at present is part of the Social Security Division, will handle all representations relating to**

Employees Provident Fund and Employees State Insurance, itself.

- (d) **All those public grievances which are generic in nature and which do not relate to implementation of Labour Laws including those which do not pertain to this Ministry but nevertheless addressed to us will be handled by PG Cell.**

(ii) **COORDINATION SECTION:**

29. At present, Coordination Section in the Ministry is required to handle work concerning more than 2 Sections in respect of references received from MPs/VIPs, PM's Office and President's Sectt, summons from Courts, Resolutions/ Representations/ Memorandum from Trade Unions and other Associations/Federations. In such references there can be **two possibilities - the reference may pertain to more than two Sections in more than one Division, or it may pertain to more than two Sections in the same Division.** It may, therefore, be clarified that :-

- (a) **If a reference pertains to more than two Sections in more than one Division, it may be handled by the Coordination Section.**
- (b) **In other cases, the matter may be dealt with by one of the Sections in the Division to which the main thrust of the receipt lies.**
- (c) **Here it is further clarified that the work relating to policy matters and specified implementation work (as given in the brochure), concerning more than two Divisions will be referred to Coordination Section.**

- (d) **The Coordination Section will come into picture only when the matter relates to more than two Sections falling in two or more Divisions.**

(iii) IR DIVISION AND OFFICE OF CLC(C):

30. **The IR Division is responsible for implementation of Labour Laws whether it is Central Sphere or State Sphere. It may be clarified that: -**

- (a) **All matters relating to implementation of Labour Laws other than those specifically indicated under different Sections in the Brochure, will be dealt with in the IR Division. In respect of State Sphere cases, they may liaise with the concerned State(s) and in case of Central Sphere, they shall liaise with o/o CLC(C). Office of the CLC(C) is an attached office of the Ministry and is entrusted with the work of enforcement and implementation of Labour Laws in the Central Sphere. It is also involved in the prevention and settlement of industrial disputes in the Central Sphere. The IR Division shall, as such, deal with references concerning Central Sphere.**
- (b) **However, in case of references pertaining to Central Sphere which are addressed to the head of an attached or subordinate office, it should be replied to by the addressee himself. In routine matters, he may send an appropriate reply on his own. In policy matters, however, the officer should have prior consultation with higher authorities before sending a reply. It should, however, be ensured that minimum level at which such**

replies are sent to Members of Parliament is the **level of Secretary** and that also in letter form.

(iv) **MP/VIP REFERENCES:**

31. In case of MP/VIP references the importance to the receipt is more, and rightly so. The person to whom it is addressed should reply to the MP letter. In cases where the MP/VIP references is addressed to the Hon'ble LM, it should, as far as practicable, be replied to by the Minister himself. In other cases, a reply should normally be issued over the signature of an officer of the rank of Secretary only. It may, therefore, be clarified that **all references from MPs/VIPs addressed to Hon'ble Labour Minister should be handled by a Section of the Ministry, not by an attached/subordinate office. The concerned Section of the Ministry may obtain the details from the office concerned and submit the file for approval of Hon'ble LM.**

(v) **PARLIAMENTARY MATTERS:**

32. In case of Parliament matters, **specific clarifications have been issued by the Parliament Unit keeping in view the requirement of the Lok Sabha/ Rajya Sabha Secretariat.** All parliament matters demand urgent action. Parliament Questions, etc, is sent to the Section of the Ministry to which it concerns. It may, therefore, be clarified that **the Section to which it has been marked should invariably attend to it.** If it concerns more than one Section, then the main thrust of the matter is assessed for identifying the Section, which should handle it. Therefore, **the Section to which it originally marked shall remain**

responsible for its final disposal till it obtains acceptance from another section.

(Action: (i) LEA/JS(DSP)/JS(P)/Dir(HS)
(ii) PG Cell/Coord./IR (Imp.I)/II)/PU
(iii) All other Sections, for information.

The meeting ended with a vote of thanks to the chair.
