



Citizen's / Client's Charter for

(Ministry of Labour and Employment)
(2011-2012)

Address

Shram Shakti Bhawan, Rafi Marg, New
Delhi-110001

Website ID

www.labour.nic.in

Date Of Issue

December 2011

Next Review

December 2012

Vision Mission

Vision

Decent working conditions and improved quality of life of workers, ensuring India without child labour in hazardous sectors and enhancing employability through employment services and skill development on a sustainable basis.

Mission

Improving the working conditions and the quality of life of workers through laying down and implementing policies / programmes / schemes / projects for providing social security and welfare measures, regulating conditions of work, occupational health and safety of workers, eliminating child labour from hazardous occupations and processes, strengthening enforcement of labour laws and promoting skill development and employment services.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Guiding State Nodal Agencies in formulating the project proposals for implementing Rashtriya Swasthya Bima Yojana (RSBY)	5	Shri S.R. Joshi (Deputy Director General)	sr.joshi@nic.in	(23384891)	Review of guidelines / documents	NA	NA	NA	0
2	Issuing of approval to the project proposal to launch RSBY in the State / District after approval by the Approval & Monitoring Committee	5	Shri S.R. Joshi (Deputy Director General)	sr.joshi@nic.in	(23384891)	Take approval of Approval & Monitoring Committee	Proposal in prescribed for Tender Document, Minutes of the Technical & Financial Committee at the State Level Evaluation	NA	NA	0
3	Release of Central Share of Premium in implementing RSBY after receipt of proposal from the State Governments	5	Shri S.R. Joshi (Deputy Director General)	sr.joshi@nic.in	(23384891)	a) Send proposal to RW Section in Directorate General of Labour Welfare (DGLW)	Annual Statement of Account and Utilization Certificate for year to previous financial year	NA	NA	0
						b) Issue of sanction order	NA	NA	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						c) Release of premium	NA	NA	NA	0
4	Release of Central Assistance to States on receipt of proposal under the scheme of Rehabilitation of Bonded Labour	5	Shri S.R. Joshi (Deputy Director General)	sr.joshi@nic.in	(23384891)	a) Send proposal to BL Section in DGLW	Utilization Certificate for year to previous financial year	NA	NA	0
						b) Issue of sanction order	NA	NA	NA	0
						c) Release of Central Assistance	NA	NA	NA	0
5	Taking administrative decision on legislative proposals received from Employees' State Insurance Corporation (ESIC) and Employees' Provident Fund Organization (EPFO)	4	Shri Animesh Bharti (Director)	a.bharti@nic.in	(23719054)	Send proposal to Social Security Division	Proposal complete in all respect	NA	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Take approval of competent authority	Proposal complete in all respect	NA	NA	0
6	Taking decision on proposals for amendment in rules, regulations and schemes of ESIC and EPFO	4	Shri Animesh Bharti (Director)	a.bharti@nic.in	(23719054)	Send proposal to Social Security Division	Proposal complete in all respect	NA	NA	0
						Take approval of competent authority	Proposal complete in all respect	NA	NA	0
7	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by ESIC and EPFO	4	Shri Animesh Bharti (Director)	a.bharti@nic.in	(23719054)	Send proposal to Social Security Division	Proposal complete in all respect	NA	NA	0
						Take approval of competent authority	Proposal complete in all respect	NA	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
8	Conveying decision on miscellaneous items such as clarifications required by State Governments or individuals on Social Security matters	4	Shri Animesh Bharti (Director)	a.bharti@nic.in	(23719054)	Send proposal to Social Security Division	Proposal complete in all respect	NA	NA	0
						Take approval of competent authority	Proposal complete in all respect	NA	NA	0
9	Timely release of grants to the National Child Labour Project (NCLP) Society (First Instalment)	5	Shri Goutam Roy (Director)	goutam.roy@nic.in	(23766904)	Issue of Sanction Order	Annual Statement of Account, Utilization Certificate for year to previous financial year and QPR upto march end for previous financial Year and the NCLP school is operational	NA	NA	0
						Release of first instalment	Annual Statement of Account, Utilization Certificate for year to previous financial year	NA	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							and QPR upto march end for previous financial Year and the NCLP school is operational			
10	Timely release of grants to the National Child Labour Project (NCLP) Society (Second Instalment)	5	Shri Goutam Roy (Director)	goutam.roy@nic.in	(23766904)	Issue of Sanction Order	Annual Statement of Account, Utilization Certificate for previous financial year and QPR upto September end for present financial year and the NCLP school is operational	NA	NA	0
						Release of second instalment	Annual Statement of Account, Utilization Certificate for previous financial year and QPR upto September end for present financial year and the NCLP school is	NA	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							operational			
11	Timely release of Grants-in-Aid to the Child Labour Schools run by NGOs (First Instalment)	5	Shri Goutam Roy (Director)	goutam.roy@nic.in	(23766904)	Take approval of GIA Committee	Agreement Bond from the recipients and receipt of NOC for NE State's NGOs	NA	NA	0
12	Timely release of Grants-in-Aid to the Child Labour Schools run by NGOs (Second instalment)	5	Shri Goutam Roy (Director)	goutam.roy@nic.in	(23766904)	Issue of Sanction Order	Quarterly Progress Report, Audited Statement of Accounts, Utilization Certificate and Inspection Report of an Officer nominated by the Ministry	NA	NA	0
13	Referring disputes for adjudication to Central Government Industrial Tribunal-cum-Labour Courts (CGITs-cum-LCs) on receipt of Failure of Conciliation (FOC) Reports under Industrial Disputes Act 1947	4	Shri Animesh Bharti (Director)	a.bharti@nic.in	(23719054)	Take approval of competent authority	Failure of Conciliation (FOC) Reports	NA	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
14	Notification of awards of Central Government Industrial Tribunal-cum-Labour Courts (CGITs-cum-LCs) on disputes raised under Industrial Disputes Act 1947	4	Shri Animesh Bharti (Director)	a.bharti@nic.in	(23719054)	Send award to IR Division	Award from CGITs-cum-LCs	NA	NA	0
15	Conveying decision of the Government on the application made for lay off / retrenchment of worker or closure of establishment under provisions in chapter V B of Industrial Disputes Act 1947	4	Shri Animesh Bharti (Director)	a.bharti@nic.in	(23719054)	Send application to IR (PG) Section	Application complete in all respect as per the relevant provisions of the Industrial Disputes Act 1947	NA	NA	0
						Take approval of competent authority	Application complete in all respect as per the relevant provisions of the Industrial Disputes Act 1947	NA	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
16	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by Directorate General of Factory Advice Service & Labour Institutes (DGFASLI) and Directorate General of Mines Safety (DGMS)	4	Smt. Vandana Sharma (Director)	ds-ish@nic.in	(23717275)	Send proposal to ISH Division	Proposal complete in all respect	NA	NA	0
						Take approval of competent authority	Proposal complete in all respect	NA	NA	0
17	Conveying opinion / decision on administrative / personnel matters referred to Ministry by Directorate General of Labour Bureau	4	Shri T.K. Basu (Deputy Director General)	tkbasu58@rediffmail.com	(23710222)	Send proposal to ESA Section	Proposal complete in all respect	NA	NA	0
						Take approval of competent authority	Proposal complete in all respect	NA	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
18	Conveying opinion / decision on administrative / personnel matters referred to Ministry by Chief Labour Commissioner (Central) and Central Government Industrial Tribunal-cum-Labour Courts (CGITs-cum-LCs)	4	Shri Animesh Bharti (Director)	a.bharti@nic.in	(23719054)	Send proposal to CLS-II section	Proposal complete in all respect	NA	NA	0
						Take approval of competent authority	Proposal complete in all respect	NA	NA	0
19	Conveying opinion / decision on administrative / personnel matters referred to Ministry by Welfare Commissioner	4	Shri Balbir Singh (Deputy Secretary)	singh.balbir@nic.in	(23389081)	Send proposal to DGLW	Proposal complete in all respect	NA	NA	0
						Take approval of competent authority	Proposal complete in all respect	NA	NA	0
20	Conveying opinion / decision on administrative / personnel matters referred to Ministry by Central Board for Workers' Education (CBWE) and VV Giri National Labour Institute (VVGNI)	4	Shri Ranbir Singh (Director)	ranbir.singh@nic.in	(23714820)	Send proposal to ESA Section	Proposal complete in all respect	NA	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Take approval of competent authority	Proposal complete in all respect	NA	NA	0
21	Prompt Grievance Redressal	4	Shri Animesh Bharti (Director)	a.bharti@nic.in	(23719054)	a) Grievance should be as specific as possible and must relate to the functioning of the Ministry	Petition / Request complete in all respect	NA	NA	0
						b) Grievance relating to the jurisdiction of the Ministry can be submitted both electronically (via http://pgportal.gov.in or http://labour.nic.in) or in writing via post	Petition / Request complete in all respect	NA	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
22	Prompt acknowledgement receipt of letters from citizen's / client's	2	Shri Animesh Bharti (Director)	a.bharti@nic.in	(23719054)	NA	Petition / Request complete in all respect	NA	NA	0
23	Timely response to letters from citizen's / client's	2	Shri Animesh Bharti (Director)	a.bharti@nic.in	(23719054)	NA	Petition / Request complete in all respect	NA	NA	0
24	Prompt response to a request for appointment with appropriate officer after receiving a written request	2	Shri Animesh Bharti (Director)	a.bharti@nic.in	(23719054)	Written request must be made stating the purpose for which the meeting is sought	Petition / Request complete in all respect	NA	NA	0
25	Prompt answer to telephone calls between 09:30 AM and 05:30 PM on a central enquiry number (011-23473399)	2	Shri Goutam Roy (Director)	goutam.roy@nic.in	(23766904)	NA	NA	NA	NA	0

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
1	Guiding State Nodal Agencies in formulating the project proposals for implementing Rashtriya Swasthya Bima Yojana (RSBY)	5.0	Updating of documents on website (www.rsby.gov.in)	35	Days	5.00	Ministry Records
2	Issuing of approval to the project proposal to launch RSBY in the State / District after approval by the Approval & Monitoring Committee	5.0	Average time taken for issue of approval letter after the project proposal is approved by the Approval & Monitoring Committee	10	Days	5.00	Ministry Records
3	Release of Central Share of Premium in implementing RSBY after receipt of proposal from the State Governments	5.0	Average time taken for release of Central Share of Premium after receipt of fully completed proposal in all respect	20	Days	5.00	Ministry Records
4	Release of Central Assistance to States on receipt of proposal under the scheme of Rehabilitation of Bonded Labour	5.0	Average time taken for release of Central Assistance after receipt of fully completed proposal in all respect	35	Days	5.00	Ministry Records
5	Taking administrative decision on legislative proposals received from Employees' State Insurance Corporation (ESIC) and Employees' Provident Fund Organization (EPFO)	4.0	Average time taken for taking administrative decisions from date of receipt of fully completed proposal in all respect	180	Days	4.00	Ministry Records
6	Taking decision on proposals for amendment in rules, regulations and schemes of ESIC and EPFO	4.0	Average time taken for taking decisions from date of receipt of fully completed proposal in all respect	95	Days	4.00	Ministry Records
7	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by ESIC and EPFO	4.0	Average time taken to convey opinion / decision from date of receipt of fully completed proposal	35	Days	4.00	Ministry Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
			in all respect				
8	Conveying decision on miscellaneous items such as clarifications required by State Governments or individuals on Social Security matters	4.0	Average time taken in conveying decision from date of receipt of fully completed proposal in all respect	35	Days	4.00	Ministry Records
9	Timely release of grants to the National Child Labour Project (NCLP) Society (First Instalment)	5.0	Average time taken to inform deficiencies in the documents from the date of receipt of documents / request	35	Days	2.50	Ministry Records
			Average Time taken to release first instalment of grant after receipt of mandatory documents complete in all respect subject to the society not having large unspent balance from previous year and dues of all the components of the grant-in-aid are paid regularly by the society	105	Days	2.50	Ministry Records
10	Timely release of grants to the National Child Labour Project (NCLP) Society (Second Instalment)	5.0	Average time taken to inform deficiencies in the documents from the date of receipt of documents / request	35	Days	2.50	Ministry Records
			Average time taken to release second instalment of grant after receipt of mandatory documents complete in all respect subject to the society not having large unspent	105	Days	2.50	Ministry Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
			balance from previous year and dues of all the components of the grant-in-aid are paid regularly by the society				
11	Timely release of Grants-in-Aid to the Child Labour Schools run by NGOs (First Instalment)	5.0	Average time taken for seeking approval of GIA Committee after inspection clearance	105	Days	2.50	Ministry Records
			Average time taken to release first instalment of grant after approval of GIA Committee, receipt of Acceptance Bond and receipt of No Objection Certificate of the Society from Ministry of Home Affairs for NE State's NGOs	50	Days	2.50	Ministry Records
12	Timely release of Grants-in-Aid to the Child Labour Schools run by NGOs (Second instalment)	5.0	Average time taken to inform deficiencies in the Utilization Certificate from the date of receipt of Utilization Certificate	35	Days	2.50	Ministry Records
			Average time taken to release second instalment of grant after receipt of mandatory documents from the NGOs, RLC office / State Government	50	Days	2.50	Ministry Records
13	Referring disputes for adjudication to Central Government Industrial Tribunal-cum-Labour Courts (CGITs-cum-LCs) on receipt of Failure of Conciliation (FOC) Reports under Industrial Disputes Act 1947	4.0	Average time taken in referring the dispute from date of receipt of Failure of Conciliation (FOC) Report	65	Days	4.00	Ministry Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
14	Notification of awards of Central Government Industrial Tribunal-cum-Labour Courts (CGITs-cum-LCs) on disputes raised under Industrial Disputes Act 1947	4.0	Average time taken in sending award to the press for notification from date of receipt of the award	18	Days	4.00	Ministry Records
15	Conveying decision of the Government on the application made for lay off / retrenchment of worker or closure of establishment under provisions in chapter V B of Industrial Disputes Act 1947	4.0	Average time taken in conveying decision of the Government after receipt of application complete in all respect	60	Days	4.00	Ministry Records
16	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by Directorate General of Factory Advice Service & Labour Institutes (DGFASLI) and Directorate General of Mines Safety (DGMS)	4.0	Average time taken to convey opinion / decision from date of receipt of fully completed proposal in all respect	35	Days	4.00	Ministry Records
17	Conveying opinion / decision on administrative / personnel matters referred to Ministry by Directorate General of Labour Bureau	4.0	Average time taken to convey opinion / decision from date of receipt of fully completed proposal in all respect	35	Days	4.00	Ministry Records
18	Conveying opinion / decision on administrative / personnel matters referred to Ministry by Chief Labour Commissioner (Central) and Central Government Industrial Tribunal-cum-Labour Courts (CGITs-cum-LCs)	4.0	Average time taken to convey opinion / decision from date of receipt of fully completed proposal in all respect	35	Days	4.00	Ministry Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
19	Conveying opinion / decision on administrative / personnel matters referred to Ministry by Welfare Commissioner	4.0	Average time taken to convey opinion / decision from date of receipt of fully completed proposal in all respect	35	Days	4.00	Ministry Records
20	Conveying opinion / decision on administrative / personnel matters referred to Ministry by Central Board for Workers' Education (CBWE) and VV Giri National Labour Institute (VVGNI)	4.0	Average time taken to convey opinion / decision from date of receipt of fully completed proposal in all respect	35	Days	4.00	Ministry Records
21	Prompt Grievance Redressal	4.0	Average time taken to acknowledge grievance received electronically through CPGRAMS portal	5	Working Days	1.00	CPGRAMS Report
			Average time taken to acknowledge grievance received through post	8	Working Days	1.00	CPGRAMS Report & Ministry Records
			Average time taken to send communication for additional information	18	Working Days	1.00	CPGRAMS Report & Ministry Records
			Average time taken for grievance settlement	70	Working Days	1.00	CPGRAMS Report & Ministry Records
22	Prompt acknowledgement receipt of letters from citizen's / client's	2.0	Average time taken to acknowledge receipt of letters	9	Working Days	2.00	Ministry Records
23	Timely response to letters from citizen's / client's	2.0	Percentage of letters replied within the time limits promised in the acknowledgement letter	90	%	2.00	Ministry Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
24	Prompt response to a request for appointment with appropriate officer after receiving a written request	2.0	Percentage of response given within 10 working days	90	%	2.00	Ministry Records
25	Prompt answer to telephone calls between 09:30 AM and 05:30 PM on a central enquiry number (011-23473399)	2.0	Percentage of call answered within 2 minutes of calling the central number (Including holding time)	90	%	2.00	Third Party Inspection

Grievance Redress

Website url to lodge <http://pgportal.gov.in/>

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri Animesh Bharti	23719054	a.bharti@nic.in	9873233060

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	Central Ministries / Departments
2	State Governments / UT Administrations
3	Attached Offices:- Directorate General of Employment & Training (DGE&T), Chief Labour Commissioner (Central), Directorate General of Factory Advice Service & Labour Institutes (DGFASLI) and Directorate General of Labour Bureau
4	Subordinate Offices:- Labour Welfare Organization and Directorate General of Mines Safety (DGMS)
5	Autonomous Organizations:- Employees' State Insurances Corporation (ESIC), Employees' Provident Fund Organisation (EPFO), V.V. Giri National Labour Institute (VVGNI) and Central Board for Workers' Education (CBWE)
6	Central Government Industrial Tribunal-cum-Labour Courts (CGITs-cum-LCs)
7	All Workers / Central Trade Union Organizations
8	All Employers / Employers Organizations

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1	Directorate General of Employment & Training (DGE&T)	01123320953	rmannewar@yahoo.com	9711114710	Shram Shakti Bhawan, Rafi Marg, New Delhi-110001
2	Chief Labour Commissioner (Central)	01123710447	prasad.nk@nic.in	9868829332	Shram Shakti Bhawan, Rafi Marg, New Delhi-110001
3	Directorate General of Factory Advice Service & Labour Institutes (DGFASLI)	02224074358	cli@dgfasli.nic.in	9833965676	Central Labour Institute Building, N.S. Mankikar Marg, Sion, Mumbai-400022
4	Directorate General of Labour Bureau	01722704611	dg-lb@nic.in	9478559222	S.C.O., 28-31, Sector-17/A, Chandigarh-160017
5	Labour Welfare Organization	01123383684	anil.swarup@nic.in	9899982388	Ministry of Labour & Employment, Jaisalmer House, Mansingh Road, New Delhi
6	Directorate General of Mines Safety (DGMS)	03262221000	aspuri2002@gmail.com	9471191239	Jagjeevan Road, Dhanbad-826001
7	Employees' State Insurance Corporation (ESIC)	01123234092	esic-hqrs@esic.in	9868536593	Panchdeep Bhawan, Comrade Inderjeet Gupta (CIG) Marg, New Delhi-110002
8	Employees' Provident Fund Organisation (EPFO)	01126172672	acc.compliance@epfindia.gov.in	9810891514	Bhavishya Nidhi Bhawan, 14, Bhikaji Cama Place, New Delhi-110066
9	V.V. Giri National Labour Institute (VVGnLI)	01202411470	directorvvgnli@gmail.com	9818418555	V.V. Giri National Labour Institute, Sector-24, NOIDA
10	Central Board for Workers' Education (CBWE)	07122233313	director@cbwe.nic.in	9935202740	V.R.C.E. Gate, North Ambazari Road, Nagpur

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address

Indicative Expectations from Service

S.	Indicative Expectations from Service Recipients
1	Submit duly completed application forms in all respects.
2	The central financial assistance released should be used as per the guidelines of the schemes and within the prescribed timelines.
3	Please show courtesy to Ministry's officers.
4	Always keep proper records of your letters and communications with Ministry.
5	If you have an appointment with an officer in the Ministry, please arrive 15 minutes prior to the appointment.
6	If you want to cancel an appointment, please give a written notice via fax or email at least two days in advance.
7	Send reports in the prescribed format as per prescribed timelines.
8	Check the website regularly for updates on policies, programmes and procedures.
9	Give their suggestions / inputs on drafts placed on Ministry's website / those circulated to them.
10	The participants to the meetings / conferences should attend the meetings / conferences with complete information.