

5	Pradhan Mantri Shram Yogi Maandhan (PMSYM) Yojana	177.24	29.42	15.24
6	National Pension Scheme (NPS) for Traders and Self Employed Persons	0.01	0.00	0.00
7	e-Shram Portal - National Database of Unorganized Workers (NDUW)	176.84	27.70	17.85
8	Aatmanirbhar Bharat Rojgar Yojana (ABRY)	150.00	24.90	14.90
9	New Employment General Scheme (NEGS) - Employment Linked Incentive (ELI) Scheme	10000.00	1660.00	860.00
10	Rehabilitation of Bonded Labour	6.00	1.00	0.52
11	National Career Service Centres (NCSC) for SC / ST	20.60	16.83	1.77
12	National Career Services (NCS)	58.00	9.63	5.00
Total		21705.57	3605.12	1867.38

15.4 In compliance with the Government directives, this Ministry has earmarked Rs. 3605.12 (16.60% of total allocation) for DAPSC and Rs. 1867.38 Crore (8.60% of total allocation) for DAPST under CS schemes during the FY 2024-25 as per details given in Table 15.1.

15.5 Further, 10% of allocation (Rs. 2191.07 Crore) has been earmarked specifically for North-Eastern Region (NER) during the FY 2024-25 under 10% Gross Budgetary Support (GBS) for NER.

Central Sector Schemes, Centrally Sponsored Schemes, Establishment and Other Central Sector Expenditure

15.6 Ministry of Labour & Employment implements 12 Central Sector Schemes. Ministry also gives Grant-in-aid to Autonomous Bodies viz., V.V.Giri National Labour Institute & Dattopant Thengadi National Board for Workers Education and Development. List of the schemes along with budget estimates, revised estimates and expenditure are given in **Table No 15.2 and 15.3**.

Table 15.2

MINISTRY OF LABOUR & EMPLOYMENT							
(Rs. in crores)							
BUDGET PROVISION AND EXPENDITURE							
Sl.No.	Name of the Scheme	BE 2023-24	RE 2023-24	Actual 2023-24	BE 2024-25	RE 2024-25	Exp. Upto 31 st Dec, 2024
I. Establishment Expenditure of the Centre							
1	Secretariat	89.31	96.59	89.47	104.46	98.05	73.25
2	Labour Bureau	31.65	28.39	25.68	30.07	26.09	20.51
3	Other Expenditures related to CLC(C), CGIT & IT	117.77	118.04	110.98	124.52	111.18	85.31
4	Directorate General of Factory Advice Services (DGFASLI)	39.1	40.03	34.34	39.34	34.08	24.11
5	Directorate General of Mines Safety (DGMS)	109.08	120.93	113.33	119	116.36	89.56
6	International Cooperation	27	42.8	41.64	43.14	41.87	41.84
7	Directorate General of Employment	70.22	74.96	68.21	76.86	79.48	56.32
8	DG Labour Welfare (Establishment)	175.78	157.33	150	156.36	152.17	121.16
Total-Establishment Expenditure of the Centre		659.91	679.07	633.65	693.75	659.28	512.06
II. Social Security Schemes/Projects for Workers							
1	Labour and Employment Statistical System (LESS)	110.00	44.80	33.76	50.00	26.58	7.79

2	Labour Welfare Scheme	75.00	102.00	81.3	50.68	50.68	11.33
3	Employees' Pension Scheme, 1995	9167.00	9760.00	9127	10950.00	10235.00	7718.08
4	Social Security for Plantation Workers in Assam	60.00	59.94	59.87	66.20	63.39	48.25
5	Pradhan Mantri Shram Yogi Mandhan Yojana	350.00	205.21	162.51	177.24	242.73	94.86
6	National Pension Scheme for Traders and Self Employed Persons erstwhile Pradhan Mantri Karam Yogi Maan-Dhan Yojana	3.00	0.10	0	0.01	0.01	0.00
7	Aatmanirbhar Bharat Rojgar Yojana	2272.82	1350.00	1221.06	150.00	0.00	0.00
8	National Data Base for Unorganised Workers	300.00	102.96	28.96	176.84	26.93	12.88
9	National Child Labour Project	10.00	6.00	0.68	0.00	0.68	0.00
10	Rehabilitation of Bonded Labour	10.00	6.98	1.34	6.00	6.00	0.34
11	Coaching and Guidance for SC, ST and Other Backward Classes	25.00	25.00	23.89	20.60	20.60	13.59
12	National Career Services	52.00	52.00	46.9	58.00	58.00	28.21
13	New Employment Generation Scheme				10000.00	6799.43	0.03
Total-Central Sector Schemes/ Projects		12434.82	11714.99	10787.27	21705.57	17530.03	7935.36
Autonomous Bodies							
1	Dattopant Thengadi National Board for Workers Education	113.10	113.10	105.12	117.00	103.26	87.75

2	National Labour Institute	13.90	13.90	13.58	15.15	14.65	10.85
Total-Autonomous Bodies		127.00	127.00	118.70	132.15	117.91	98.60
Grand Total		13221.73	12521.06	11539.62	22531.47	18307.22	8546.02

Table 15.3

Last Five Year BE, RE and Expenditure of the Ministry of Labour & Employment

(Rs. In crore)

Year	BE	RE	Expenditure
2019-20	11184.09	11184.09	10085.02
2020-21	12065.49	13719.56	12920.37
2021-22	13306.50	14248.72	24036.34
2022-23	16893.68	16117.65	14797.95
2023-24	13221.73	12521.06	11539.62

Chapter-16

WELFARE OF SCHEDULE CASTES & SCHEDULE TRIBES

NATIONAL CAREER SERVICE CENTRES FOR SCHEDULED CASTES AND SCHEDULED TRIBES

16.1 National Career Service Centres (NCSCs) for Scheduled Castes and Scheduled Tribes (erstwhile Coaching-cum- Guidance Centres for SC/ST) were established by Directorate General of Employment & Training (now Directorate General of Employment), Ministry of Labour & Employment, Govt. of India. These Centres provide services to educated SC/ST job seekers registered with Employment Exchanges for enhancing their employability through coaching, counseling and related training programmes. Some of the programmes organized by these Centres cover confidence building, individual guidance, mock interviews, training and practice

in typing, shorthand and computer, etc.

The applicants are provided guidance at the time of their registration with the Employment Exchange and also when they are sponsored against notified vacancies. The Centre also follows up with the employers for placement against vacancies reserved for the Scheduled Caste and Scheduled Tribe candidates. For further details on NCSC-SC/STs refer chapter24.

Representation of SCs and STs the Ministry of Labour and Employment

16.2 Data on the representation of Schedule Caste (SC) and Scheduled Tribe (ST) employees in the Ministry of Labour and Employment is as under :-

Table 16.1							
REPRESENTATION OF SCs/STs IN THE MINISTRY OF LABOUR & EMPLOYMENT INCLUDING ITS ATTACHED / SUBORDINATE OFFICES / AUTONOMOUS BODIES							
Group	Total No. of Employees	Due as per reservation norms		In position		Surplus(+) Shortfall(-)	
		SC (15%)	ST (7.5%)	SC	ST	SC	ST
Group 'A'	4997	747	373	724	316	-23	-57
Group 'B'	9823	1490	745	1539	670	91	-75
Group 'C' (including erstwhile Group 'D' also)	30860	4637	2318	5319	2108	682	-210
Total	45680	6874	3436	7582	3094	750	342

16.3 As per the requirement of the Rights of Persons with Benchmark Disabilities Act, 2016, 4% posts are to be reserved for Person with

Disabilities. The data and number of posts held by Persons with Disabilities (PWDs) in the Ministry of Labour and Employment is as under:-

REPRESENTATION OF PERSONS WITH DISABILITIES (DIFFERENTLY ABLED) IN THE MINISTRY OF LABOUR & EMPLOYMENT INCLUDING ITS ATTACHED / SUBORDINATE OFFICES / AUTONOMOUS BODIES		
Category of Employees	Total Number of Employees	Number of posts held by differently abled person
Group 'A'	4997	54
Group 'B'	9823	126
Group 'C' (including erstwhile Group 'D' also)	30860	746
Total	45680	926

**Data on the representation of Other Backward Classes (OBC) employees in the
Ministry of Labour and Employment is as under**

Category of Employee	Total No. of employees	Due as per Reservation norms	in Position	Surplus(+) / Shortfall (-)
		OBC (27%)	OBC	OBC
Group 'A'	4997	1307	1037	-270
Group 'B'	9823	2684	1813	-871
Group 'C' (including erstwhile Group 'D' also)	30860	8348	7644	-704
Total	45680	12339	10494	-1845

Chapter-17

LABOUR STATISTICS

17.1 Labour Statistics under the Factories Act, 1948 and Trade Unions Act, 1926

Labour Statistics under the Factories Act, 1948 and Trade Unions Act, 1926 are collected, compiled and disseminated at all India basis for the formulation of labour policies. The data is received in the form of consolidated annual/half yearly Returns under the Factories Act, 1948 and annual Returns under the Trade Unions Act, 1926. These returns are received from the Chief Inspector of Factories and the Labour Commissioners of the States/UTs. The States/UTs consolidate these returns and send annual returns to the Labour Bureau in the prescribed proformae. The Bureau, in turn, tabulates these returns and consolidates the data at all-India level and brings out Reports viz. Annual Review on Statistics of Factories and Biennial Review on Trade Unions in India. These statistics are supplied to various agencies which include I.L.O., C.S.O., DGFASLI etc. Besides, the data is also disseminated through the various publications.

17.2 Achievements

1. Report of Annual Review on “Statistics of Factories” for the year 2021 has been released.
2. Report on “Trade Unions in India” for the Year 2021 has been released.

17.3 Future Plans

Scrutiny, Posting and Tabulation of data for the Annual Review on Statistics of Factories for the year 2022 and for the Report on “Trade Unions in India” for the Year 2022 are being carried out during 2024-25.

17.4 Consumer Price Indices

The Consumer Price Indices are compiled & maintained by Labour Bureau on a regular monthly basis as under:-

(a) Consumer Price Index Numbers for Industrial Workers (CPI-IW) on base 2016=100

17.5 Consumer Price Index Numbers for Industrial Workers (CPI-IW) measure the rate of change in prices of a fixed basket of goods and services consumed by the working class population. It is being compiled and maintained by Labour Bureau since 1946.

- i. The index on base (2016=100) was released in September, 2020. Indices up to the month of November, 2024 have been compiled and released.
- ii. The weighting diagram for the series has been derived on the basis of the Working Class Family Income and Expenditure Survey conducted during the year 2016. The weights for broad groups are presented in **Box 17.1**.
- iii. The index numbers are released through Press Release and Monthly Index Letter.
- iv. Three statements on CPI (IW) showing Annual Percentage Variations, Monthly Percentage Variations and Y-o-Y Inflation are presented at **Table 17.1, 17.2 and 17.3** respectively.
- v. These Index Numbers are utilized for revision of wages, determination of variable dearness allowance, measuring inflationary trends and policy formulation.

(b) Retail Price Index for 31 Essential Commodities

17.6 Retail Price Index of 31 Essential Commodities are also compiled every month and supplied to the Ministry of Consumer Affairs, Food and Public Distribution to facilitate monitoring of movement in prices of these selected commodities. These indices are compiled on the basis of weighting diagram derived from the weights determined under Consumer Price Index Numbers for Industrial Workers and Price data collected under the series. Indices upto the month of October, 2024 were compiled and disseminated to concerned agencies.

(c) Housing Index

17.7 As a corollary to the main Working Class Family Income and Expenditure Survey, Repeat House Rent Survey has been conducted at 88 centres and Housing Indices have been compiled for all 88 centres. This survey is conducted twice in a year on an interval of six months to compile housing indices @2 indices per centre per year. These indices are used in compilation of CPI (IW).

17.8 As per the recommendation of the ILO, the Family Income and Expenditure Survey should be conducted at intervals not more than 10 years. This survey is conducted under the guidance of the Technical Advisory Committee on Statistics of Prices and Cost of Living (TAC on SPCL). Accordingly, Labour Bureau conducted a fresh Working Class Family Income & Expenditure Survey in the year 2016 with a view to update the series of CPI-IW to a new base. The new series of index with base 2016=100 has been released w.e.f. September, 2020.

(d) Consumer Price Index Numbers for Rural Labourers and for Agricultural Labourers [CPI (RL and AL)] (Base: 1986-87=100)

17.9

- i. Based on the retail price data collected

from 600 sample villages, CPI Numbers for Rural Labourers and its subset Agricultural Labourers are being compiled for 20 States and All-India on base 1986-87=100 on a monthly basis.

- ii. Labour Bureau has compiled & released CPI Numbers for Agricultural & Rural Labour (Base 1986-87=100) up to the month of November, 2024. The comparative statement of annual variation in CPI-AL and CPI-RL is presented in **Box 17.2**.
- iii. The Monthly indices and annual rate of inflation are presented respectively in **Tables 17.4 (AL & RL) & 17.5 (AL & RL)**.
- iv. These index numbers are, inter alia, used for revision and fixation of minimum wages in respect of the employments in agriculture under the Minimum Wages Act, 1948, revision of wages under MGNREGA, fixation of procurement/support prices of agricultural crops by CACP and updation of material cost under PM-POSHAN scheme.

(e) Wage Rate Data:

17.10 Collection of wage rate data for 25 agricultural and non-agricultural occupations from 600 sample villages is being done regularly on monthly basis. Wage rate statistics up to the month of October, 2024 have been compiled and published.

(f) Wage Rate Index

17.11 Wage Rate Index (WRI) is one of the prominent economic indicators which measures the relative changes in wages of manual worker in selected occupations of selected industries over a period of time. Labour Bureau has been compiling WRI since 1969. Recently, the base year of WRI has been revised from 1963=100 to 2016=100 by Labour Bureau. Under the New

WRI Series, half-yearly wise (point-to-point) WRI data for selected 37 industries in three sectors viz. Manufacturing, Plantation and Mining, from July 2016 (base year) are compiled.

(g) Quarterly Employment Survey (QES)

Objective of QES

17.12 QES is an establishment-based survey and provides information on change in employment of the establishments having 10 and more workers from the 9 selected sectors of the economy.

Nine Sectors covered under QES:

Manufacturing, Construction, Trade, Transportation, Education, Health, Accommodation & Restaurants, IT/BPO and Financial Service activities.

Sample Size allocation of QES

The sample size taken for first four rounds of the QES was around 12000 establishments in each round. Thereafter, from 5th round onwards of QES the sample size was approximately 15000 establishments.

The reports of six rounds of QES starting from April-June, 2021 to Jul-Sep, 2022 have been released.

(h) Training in Labour Statistics.

17.13 Training programme for 29 probationers of the 46th batch of Indian Statistical Service (ISS) was organised during 18th to 20th July, 2024 at Labour Bureau Chandigarh.

Box 17.1	
WEIGHTS FOR BROAD GROUPS UNDER CPI-IW ON BASE: 2016=100	
Group(s)	Weight(s)
Food & Beverages	39.20
Pan, Supari, Tobacco & Intoxicants	1.80
Clothing & Footwear	5.95
Housing	17.75
Fuel & Light	5.49
Miscellaneous	29.81
Total	100.00

Table 17.1

Comparative Statement of variations in Consumer Price Index for Industrial Workers (CPI-IW) on Base: 2001=100 and 2016=100.

Base	Financial Year	Index	Percentage variation (annual)
I. 2001=100	2006-07	125	6.83
	2007-08	133	6.40
	2008-09	145	9.02
	2009-10	163	12.41
	2010-11	180	10.43
	2011-12	195	8.33
	2012-13	215	10.26
	2013-14	236	9.77
	2014-15	251	6.36
	2015-16	265	5.58
	2016-17	276	4.15
	2017-18	284	2.90
	2018-19	300	5.63
	2019-20	322	7.33
	2020(Apr, 20 - Aug, 20)	333	5.19
	II. 2016=100 2020-2021(Sep,20 – Mar,21)	119.0	
	2021-2022	123.6	5.14
	2022-2023	131.1	6.07
	2023-24	137.9	5.19

Note: i) Index values are annual average of respective financial year.

- ii) The percentage variation for the year 2020-21 w.e.f. September, 2020 have been derived from the figures of base 2016=100 by using conversion factor of **2.88**. The converted figure for 2020-21 (September, 2020 to March, 2021) is 342.7.

Table 17.2

Monthly variation in CPI-IW (Base: 2001=100& 2016=100)

FY	2018-19		2019-20		2020-21		2021-22		2022-23		2023-24		2024-25	
	Index	Percentage variation	Index	Percentage variation	Index	Percentage variation	Index	Percentage variation	Index	Percentage variation	Index	Percentage variation	Index	Percentage variation
April	288	0.35	312	0.97	329	0.92	120.1	0.42	127.7	1.35	134.2	0.68	139.4	0.36
May	289	0.35	314	0.64	330	0.30	120.6	0.42	129.0	1.02	134.7	0.37	139.9	0.36
June	291	0.69	316	0.64	332	0.61	121.7	0.91	129.2	0.16	136.4	1.26	141.4	1.07
July	301	3.44	319	0.95	336	1.20	122.8	0.90	129.9	0.54	139.7	2.42	142.7	0.92
August	301	0.00	320	0.31	338	0.60	123.0	0.16	130.2	0.23	139.2	-0.36	142.6	-0.07
September	301	0.00	322	0.63	118.1	0.62	123.3	0.24	131.3	0.84	137.5	-1.22	143.3	0.49
October	302	0.33	325	0.93	119.5	1.19	124.9	1.30	132.5	0.91	138.4	0.65	144.5	0.84
November	302	0.00	328	0.92	119.9	0.33	125.7	0.64	132.5	0.00	139.1	0.51		
December	301	-0.33	330	0.61	118.8	-0.92	125.4	-0.24	132.3	-0.15	138.8	-0.22		
January	307	1.99	330	0.00	118.2	-0.51	125.1	-0.24	132.8	0.38	138.9	0.07		
February	307	0.00	328	-0.61	119.0	0.68	125.0	-0.08	132.7	-0.08	139.2	0.22		
March	309	0.65	326	-0.61	119.6	0.50	126.0	0.80	133.3	0.45	138.9	-0.22		

Note: (i) Index from September, 2020 is on New Base 2016=100.

(ii) The percentage variation for September, 2020 has been derived by converting the figure of 2016=100 by using linking factor of **2.88**.

Table 17.3

ANNUAL RATE OF INFLATION BASED ON ALL INDIA CONSUMER PRICE INDEX NUMBERS FOR INDUSTRIAL WORKERS
(Base: 2001=100 & 2016=100)

Year/ Month	2018		2019		2020		2021		2022		2023		2024	
	Index	Rate of Inflation	Index	Rate of Inflation	Index	Rate of Inflation	Index	Rate of Inflation	Index	Rate of Inflation	Index	Rate of Inflation	Index	Rate of Inflation
January	288	5.11	307	6.6	330	7.49	118.2	3.15	125.1	5.84	132.8	6.16	138.9	4.59
February	287	4.74	307	6.97	328	6.84	119.0	4.48	125.0	5.04	132.7	6.16	139.2	4.90
March	287	4.36	309	7.67	326	5.50	119.6	5.64	126.0	5.35	133.3	5.79	138.9	4.20
April	288	3.97	312	8.33	329	5.45	120.1	5.13	127.7	6.33	134.2	5.09	139.4	3.87
May	289	3.96	314	8.65	330	5.10	120.6	5.25	129	6.97	134.7	4.42	139.9	3.86
June	291	3.93	316	8.59	332	5.06	121.7	5.57	129.2	6.16	136.4	5.57	141.4	3.67
July	301	5.61	319	5.98	336	5.33	122.8	5.26	129.9	5.78	139.7	7.54	142.7	2.15
August	301	5.61	320	6.31	338	5.62	123.0	4.80	130.2	5.85	139.2	6.91	142.6	2.44
September	301	5.61	322	6.98	118.1	5.62	123.3	4.40	131.3	6.49	137.5	4.72	143.3	4.22
October	302	5.23	325	7.62	119.5	5.91	124.9	4.52	132.5	6.08	138.4	4.45	144.5	4.41
November	302	4.86	328	8.61	119.9	5.27	125.7	4.84	132.5	5.41	139.1	4.98		
December	301	5.24	330	9.63	118.8	3.67	125.4	5.56	132.3	5.50	138.8	4.91		

Note: (i) Rate of inflation has been calculated as percentage increase over the figure of the corresponding month of the previous year.

ii) Index from September, 2020 is on New Base 2016=100.

(iii) Inflation from September, 2020 has been derived by converting the figure of 2016=100 by using linking factor of **2.88**.

Box 17.2: Comparative Statement of variation in Consumer Price Indices for Agricultural Labourers (CPI-AL) and Rural Labourers (CPI-RL) on base 1986-87=100

Year	CPI-AL	CPI-RL	Annual percentage variation	
			CPI-AL	CPI-RL
1995-1996	237	238	-	-
1996-1997	256	256	8.02	7.56
1997-1998	264	266	3.13	3.91
1998-1999	293	294	10.98	10.53
1999-2000	306	307	4.44	4.42
2000-2001	305	307	-0.33	0.00
2001-2002	309	311	1.31	1.30
2002-2003	318	321	2.91	3.22
2003-2004	331	333	4.09	3.74
2004-2005	340	342	2.72	2.70
2005-2006	353	355	3.82	3.80
2006-2007	380	382	7.65	7.61
2007-2008	409	409	7.63	7.07
2008-2009	450	451	10.02	10.27
2009-2010	513	513	14.00	13.75
2010-2011	564	564	9.94	9.94
2011-2012	611	611	8.33	8.33
2012-2013	672	673	9.98	10.15
2013-2014	750	751	11.61	11.59
2014-2015	800	802	6.67	6.79
2015-2016	835	839	4.38	4.61
2016-2017	870	875	4.19	4.29
2017-2018	889	895	2.18	2.29
2018-2019	907	915	2.02	2.23
2019-2020	980	986	8.05	7.76
2020-2021	1034	1040	5.51	5.48
2021-2022	1075	1084	3.97	4.23
2022-2023	1148	1160	6.79	7.01
2023-2024	1229	1240	7.05	6.90

Note: - (i) The average for the year 1995-96 is based on five months i.e. November, 1995 to March, 1996.

(ii) Index values are annual averages of the respective financial year.

(iii) The series of CPI-AL/RL on base 1986-87=100 were released w.e.f. the index for the month of November, 1995. In the case of CPI-AL, the linking factor between old (1960-61) and new (1986-87) series is 5.89 while the series of CPI-RL was introduced for the first time w.e.f. November, 1995 index.

Source: Labour Bureau, Chandigarh

Table: 17.4 (AL) :Monthly Variation in CPI (AL) (Base 1986-87=100)

Month	2018-2019		2019-2020		2020-2021		2021-2022		2022-2023		2023-2024		2024-2025	
	Index	Percentage variation over previous month	Index	Percentage variation over previous month	Index	Percentage variation over previous month	Index	Percentage variation over previous month	Index	Percentage variation over previous month	Index	Percentage variation over previous month	Index	Percentage variation over previous month
1	4	5	6	7	8	9	14	15	12	13	14	15	14	15
April	888	0.11	932	0.87	1014	0.70	1041	0.58	1108	0.91	1180	0.43	1263	.032
May	891	0.34	940	0.86	1019	0.49	1049	0.77	1119	0.99	1186	0.51	1269	.048
June	894	0.34	950	1.06	1018	-0.10	1057	0.76	1125	0.54	1196	0.84	1280	0.87
July	902	0.89	958	0.84	1021	0.29	1061	0.38	1131	0.53	1215	1.59	1290	0.78
August	907	0.55	965	0.73	1026	0.49	1066	0.47	1140	0.80	1224	0.74	1297	0.54
September	910	0.33	976	1.14	1037	1.07	1067	0.09	1149	0.79	1226	0.16	1304	0.54
October	913	0.33	987	1.13	1052	1.45	1081	1.31	1159	0.87	1241	1.22	1315	0.84
November	914	0.11	1000	1.32	1060	0.76	1092	1.02	1167	0.69	1253	0.97	1320	0.38
December	913	-0.11	1014	1.40	1047	-1.23	1097	0.46	1167	0.00	1257	0.32		
January	915	0.22	1016	0.20	1038	-0.86	1095	-0.18	1170	0.26	1258	0.08		
February	917	0.22	1010	-0.59	1037	-0.10	1095	0.00	1171	0.09	1258	0.00		
March	924	0.76	1007	-0.30	1035	-0.19	1098	0.27	1175	0.34	1259	0.08		

Source: Labour Bureau, Chandigarh

Table: 17.5 (AL): Annual Rate of Inflation based on all-India Consumer Price Index for Agricultural Labourers (Base: 1986-87=100)

Month	2018-2019		2019-2020		2020-2021		2021-2022		2022-2023		2023-2024		2024-2025	
	Index	Rate of i nflation @	Index	Rate of i nflation @	Index	Rate of i nflation @	Index	Rate of i nflation @	Index	Rate of i nflation @	Index	Rate of i nflation @	Index	Rate of i nflation @
1	4	5	6	7	8	9	10	11	12	13	14	15	14	15
April	888	2.07	932	4.95	1014	8.80	1041	2.66	1108	6.44	1180	6.50	1263	7.03
May	891	2.18	940	5.50	1019	8.40	1049	2.94	1119	6.67	1186	5.99	1269	7.00
June	894	1.94	950	6.26	1018	7.16	1057	3.83	1125	6.43	1196	6.31	1280	7.02
July	902	2.04	958	6.21	1021	6.58	1061	3.92	1131	6.60	1215	7.43	1290	6.17
August	907	1.45	965	6.39	1026	6.32	1066	3.90	1140	6.94	1224	7.37	1297	5.96
September	910	1.90	976	7.25	1037	6.25	1067	2.89	1149	7.69	1226	6.70	1304	6.36
October	913	1.33	987	8.11	1052	6.59	1081	2.76	1159	7.22	1241	7.08	1315	5.96
November	914	0.99	1000	9.41	1060	6.00	1092	3.02	1167	6.87	1253	7.37	1320	5.35
December	913	1.44	1014	11.06	1047	3.25	1097	4.78	1167	6.38	1257	7.71		
January	915	2.23	1016	11.04	1038	2.17	1095	5.49	1170	6.85	1258	7.52		
February	917	3.15	1010	10.14	1037	2.67	1095	5.59	1171	6.94	1258	7.43		
March	924	4.17	1007	8.98	1035	2.78	1098	6.09	1175	7.01	1259	7.15		

@Percentage increase over the figures of the corresponding month of the previous year.881

Source: Labour Bureau, Chandigarh.

Table: 17.4 (RL) :Monthly Variation in CPI (RL) (Base 1986-87=100)

Month	2018-2019		2019-2020		2020-2021		2021-2022		2022-2023		2023-2024		2024-2025	
	Index	Percentage variation over previous month	Index	Percentage variation over previous month	Index	Percentage variation over previous month	Index	Percentage variation over previous month	Index	Percentage variation over previous month	Index	Percentage variation over previous month	Index	Percentage variation over previous month
1	4	5	6	7	8	9	14	15	12	13	14	15	14	15
April	896	0.22	939	0.75	1019	0.59	1049	0.58	1119	0.90	1192	0.51	1275	0.39
May	899	0.33	948	0.96	1025	0.59	1057	0.76	1131	1.07	1197	0.42	1281	0.47
June	902	0.33	957	0.95	1024	-0.10	1065	0.76	1137	0.53	1207	0.84	1292	0.86
July	910	0.89	965	0.84	1028	0.39	1070	0.47	1143	0.53	1226	1.57	1302	0.77
August	915	0.55	972	0.73	1033	0.49	1074	0.37	1152	0.79	1234	0.65	1309	0.54
September	917	0.22	983	1.13	1043	0.97	1076	0.19	1161	0.78	1237	0.24	1316	0.54
October	920	0.33	993	1.02	1057	1.34	1090	1.30	1170	0.78	1251	1.32	1326	0.76
November	921	0.11	1006	1.31	1065	0.76	1101	1.01	1178	0.68	1262	0.88	1331	0.38
December	921	0.00	1019	1.29	1053	-1.13	1106	0.45	1179	0.08	1267	0.40		
January	923	0.22	1021	0.20	1045	-0.76	1105	-0.09	1181	0.17	1268	0.08		
February	925	0.22	1016	-0.49	1044	-0.10	1106	0.09	1182	0.08	1269	0.08		
March	932	0.76	1013	-0.30	1043	-0.10	1109	0.27	1186	0.34	1270	0.08		

Source: Labour Bureau, Chandigarh.

Table: 17.5 (RL): Annual Rate of Inflation based on all-India Consumer Price Index for Rural Labourers (Base: 1986-87=100)

Month	2018-2019		2019-2020		2020-2021		2021-2022		2022-2023		2023-2024		2024-2025	
	Index	Rate of inflation@	Index	Rate of inflation@	Index	Rate of inflation@	Index	Rate of inflation@	Index	Rate of inflation@	Index	Rate of inflation@	Index	Rate of inflation@
1	4	5	6	7	8	9	14	15	12	13	14	15	14	15
April	896	2.28	939	4.80	1019	8.52	1049	2.94	1119	6.67	1192	6.52	1275	6.96
May	899	2.39	948	5.45	1025	8.12	1057	3.12	1131	7.00	1197	5.84	1281	7.02
June	902	2.04	957	6.10	1024	7.00	1065	4.00	1137	6.76	1207	6.16	1292	7.04
July	910	2.25	965	6.04	1028	6.53	1070	4.09	1143	6.82	1226	7.26	1302	6.20
August	915	1.67	972	6.23	1033	6.28	1074	3.97	1152	7.26	1234	7.12	1309	6.08
September	917	2.00	983	7.20	1043	6.10	1076	3.16	1161	7.90	1237	6.55	1316	6.39
October	920	1.43	993	7.93	1057	6.45	1090	3.12	1170	7.34	1251	6.92	1326	6.00
November	921	1.21	1006	9.23	1065	5.86	1101	3.38	1178	6.99	1262	7.13	1331	5.47
December	921	1.66	1019	10.64	1053	3.34	1106	5.03	1179	6.60	1267	7.46		
January	923	2.44	1021	10.62	1045	2.35	1105	5.74	1181	6.88	1268	7.37		
February	925	3.24	1016	9.84	1044	2.76	1106	5.94	1182	6.87	1269	7.36		
March	932	4.25	1013	8.69	1043	2.96	1109	6.33	1186	6.94	1270	7.08		

@Percentage increase over the figures of the corresponding month of the previous year.

Source: Labour Bureau, Chandigarh.

Chapter-18

LABOUR RESEARCH & TRAINING

LABOUR RESEARCH AND TRAINING

18.1 V. V. Giri National Labour Institute (VVGNI), an autonomous body of the Ministry of Labour and Employment, Government of India was set up in July 1974 and has grown into a premier Institute of labour research and training. Since its inception, the Institute has endeavoured through its research, training, education and publications to reach out to diverse groups concerned with various aspects of labour in the organised and unorganised sectors. The focus of such endeavours is the concern to transfer academic insights and understanding for application to policy formulation and action, so as to ensure a just place for labour in an egalitarian and democratic society.

18.2 Vision

A globally reputed institution and centre of excellence in labour research and training committed to enhancing the quality of work and work relations

18.3 Mission

- Bring Labour and Labour Relations as the Central Feature in Development Agenda through:
- Addressing issues of transformations in the world of work;
- Disseminating knowledge, skills and attitudes to major social partners and stakeholders concerned with labour and employment;
- Undertaking research studies and training interventions of world class

standards, and

- Building understanding and partnerships with globally respected institutions involved with labour.

Objectives and Mandate

18.4 The Memorandum of Association spells out clearly a wide range of activities that are essential to fulfill the objective of the Institute. It mandates the Institute:

- (i) To undertake, aid, promote and coordinate research on its own or in collaboration with other agencies, both national and international;
- (ii) To undertake and assist in organising training and education programmes, seminars and workshops;
- (iii) To establish wings for :
 - (a) Education, training and orientation;
 - (b) Research, including action research;
 - (c) Consultancy; and
 - (d) Publication and other such activities as may be necessary for achieving the objectives of the society;
- (iv) To analyze specific problems encountered in the planning and implementation of labour and allied programmes and to suggest remedial measures;
- (v) To prepare, print and publish papers, periodicals and books;
- (vi) To establish and maintain library and information services;

(vii) To collaborate with other institutions and agencies in India and abroad which have similar objectives; and

(viii) To offer fellowships, prizes and stipends.

Structure

18.5 The General Council, the apex governing body of the Institute, with Union Labour and Employment Minister as its President, lays down the broad policy parameters for the functioning of the Institute. The Executive Council with Secretary (Labour & Employment) as Chairperson monitors and guides the activities of the Institute. Both the General Council and the Executive Council are tripartite in nature and consist of members representing the government, trade union federations, employers' associations and also eminent scholars and practitioners in the field of labour. Director General of the Institute is the Principal Executive Officer and manages and administers the activities of the Institute. Director General is aided in the day-to-day functioning by a team of faculty members consisting of professionals from different disciplines and a team of administrative officials and staff.

MAJOR ACTIVITIES

Research

18.6 Research on labour and related issues constitutes one of the core mandates of the Institute. The Institute has been actively engaged in undertaking policy research and action research, covering a wide range of labour related issues viz. new forms of employment, future of work, structural transformation and its implications, skill development, labour laws, industrial relations, informal economy, social security, child labour, labour migration, decent work and agrarian relations. The Institute also

provides research and technical support to the Ministry of Labour and Employment and other policy making bodies of the Government. The research activities of the Institute are carried out under the aegis of specialized research centres. Each research centre has a Research Advisory Group comprising eminent scholars and practitioners to provide relevant advice and direction.

18.7 Research Projects/Papers/Case Studies completed and ongoing during January 2024 to December 2024 under different research centers of the Institute are listed below:

Centre for Employment Relations and Regulations

Completed Research Project/Case Study

- ✓ Comparative Analysis of Rules made by States under Labour Codes

Centre for Social Protection and Health Studies

Completed Research Projects

- ✓ Internal Migrants and Portability of Social Security Benefits
- ✓ Study under BRICS Network of Labour Research on 'Ensuring Social Security for All country Report : India'
- ✓ Social Security Benefits to Plantation Workers: A Case Study of Tea Gardens in West Bengal

Ongoing Research Projects

- ✓ Developing a Training Module on Fundamental Principles and rights at Work (FPRW) for Trainers to Create Awareness on FPRW in Cotton Industry
- ✓ Integrated Development and Labour Welfare: Evaluating Outcomes of

Housing, Sanitation, and Water Programmes

Centre for Agrarian Relations, Rural and Behavioural Studies

Completed Research Project/Case Study

- ✓ Social Security through Green Jobs: A Case Study of Government Policies and Programmes

Ongoing Research Projects

- ✓ Sugarcane Farming in Uttar Pradesh with special reference to conditions of workers and pattern Employment in District Muzaffarnagar: At Farming Level.
- ✓ Sugarcane Farming in Uttar Pradesh with special reference to conditions of workers and pattern Employment in District Muzaffarnagar: At Manufacturing Level

Centre for Gender and Labour Studies

Completed Research Projects

- ✓ Paid and Unpaid Work of Urban Working Women in the Organized Manufacturing Sector: A Study of Time Use Patterns in the National Capital Region
- ✓ Gender and Social Security for BRICS Nations"- Research for BRICS Network of Labour Research Institutions for 2023
- ✓ Vulnerability Mapping and Identification of Alternative Livelihood for Beedi Workers in Telangana
- ✓ The Implementation of the Maternity Benefit Act in India
- ✓ Policy brief on Employment and Skill Development – A Case Study
- ✓ Gender and Social Security for BRICS

Nations

Ongoing Research Projects/ Papers

- ✓ Impact Assessment of Flagship Schemes on the Lives of Labour i.e.ü
 - ⇒ Saksham Anganwadi and Poshan 2.0,
 - ⇒ Deendayal Antyodaya Yojana - National Rural Livelihood Mission: Ajeevika
 - ⇒ Pradhan Mantri Ujjawala Yojana
- ✓ Mapping of Social Welfare Schemes for Domestic Workers in the State of Bihar and study on Accessibility Assessment of the Schemes in collaboration with the ILO, New Delhi
- ✓ Designing Flexible Working Hours Policy: A Case of NCR -Government sector
- ✓ Designing Flexible Work Arrangements- A Case of NCR- I.T Sector

Centre for Labour Market Studies

Completed Research Projects

- ✓ A Research Study on 'e-formality Practices' (under the aegis of BRICS Network of Labour Research Institutes)
- ✓ Research Study on *Gig and Platform Workers: Vision 2047*"

On-going Research Projects

- ✓ E-Platform Employment: Role in the Labour Market and Problems of Platform Workers Labour Regulation
- ✓ Navigating the Gig Economy: An Intersectional Investigation into the Experiences and Challenges of Women in the Indian Gig Economy

Centre for North East India

Completed research Projects

- ✓ Review of Social Protection Financing System in India (ILO)
- ✓ Sustainable Financing of Social Security in G20 Countries

Ongoing Research Projects

- ✓ Navigating Sustainable Sources of Funding for Social Security of Gig & Platform Workers in India
- ✓ Impact Assessment of Flagship Schemes on the Lives of Labour i.e.
 - ⇒ Atal Beemit Vyakti Kalyan Yojana (ABVKY)
 - ⇒ Pradhan Mantri Jan Arogya Yojana (PM-JAY)
 - ⇒ Pradhan Mantri Suraksha Bima Yojana (PMSBY)
 - ⇒ Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY)

Integrated Labour History Research Programme (ILHRP)

Completed Research Project

- ✓ Role of Labour Movement in Social Security and Social Protection in Pre-Independence India
- ✓ Labour Movement's Relationship with the Development of Technology, Skills and Enterprises

Networking (National and International)

18.8 VVGNI is mandated to forge professional collaborations with major international and national institutions involved with labour and related issues. The Institute over the years has been working in collaboration with international

institutions like International Labour Organisation (ILO), United Nations International Children's Emergency Fund (UNICEF), United National Development Programme (UNDP) and National institutions like Indian Institute of Management, Lucknow (IIM-L), National Institute of Rural Development & Panchayati Raj, Hyderabad (NIRD&PR-H); Tata Institute of Social Sciences, Guwahati (TISS-G), Late Narayan Megha ji Lokhande Maharashtra Institute of Labour Studies Mumbai (LNML MILS-M), Mahatma Gandhi Labour Institute, Ahmadabad (MGLI-A), Dashrath Manjhi Institute of Labour and Employment Studies, Patna (DMIL&ES-P), Gujarat Institute of Development Research, Ahmedabad, National Institute of Agricultural Extension Management (MANAGE), Hyderabad, Indian Institute of Forest Management and State Labour Institutes. The Institute signed the following three MoUs with various Organisations during the period to facilitate collaborative training, research and academic activities related to labour and employment issues

- (i) National Law University, Delhi – 27.03.2024
- (ii) Bennett University, Greater Noida- 16.12.2024
- (iii) Indian Navy – 29.04.2024

18.9 V. V. Giri National Labour Institute has been recognized by the Government of India as the Nodal Labour Institute of the country to network with other Labour Institutions of four BRICS countries. One of the major objectives of this Network is to undertake research studies on contemporary concerns related to the world of work. The following research studies have been completed under the aegis of BRICS Network of Labour Research Institutes:

- ✓ Research Study on 'e-formality Practices'
- ✓ Research Study on 'Ensuring Social

*Security for All country Report : India'***Training and Education (2024-25)**

18.10 V.V. Giri National Labour Institute is committed to promote a better understanding of labour problems and to find the avenues and means to tackle them. To achieve this, the Institute, through its varied activities attempts to provide education with regard to labour issues in an integrated manner. While research activities, among other things explore the basic needs of different groups, such data as are generated in research activities are used for designing new and modifying existing training programmes. Constant feedback from the trainees participants is used for updating the training curriculum as well as redesigning training modules and as taken as inputs for further research activities.

18.11 Educational and training programmes of the Institute may be viewed as potential vehicles of structural change in labour relations. They can help to generate a more positive attitude for the promotion of harmonious industrial relations. In the rural areas, the programmes are attempted to develop leadership at the grassroots level that can build and support independent organisations to look after the interests of the rural labour. Training programmes equally

emphasize attitudinal change, skill development and enhancement of knowledge.

18.12 The training programmes use an appropriate mix of audio-visual presentation, lectures, group discussions, case studies, field visits and behavioural science techniques. Apart from the Institute's faculty, renowned guest faculty are also invited to strengthen the training programmes.

18.13 The Institute offers education and training to the following groups:

- Labour Administrators and officials of the Central and State Governments,
- Managers and Officers of the Public and Private Sector Industries,
- Trade Union Leaders, Industrial Relations Managers, Social Activists and different stakeholders of organised and unorganised sectors, and
- Researchers, Trainers, field workers and others concerned with labour issues.

18.14 During the year from January – December, 2024, the Institute conducted 153 training programmes including 04 international programmes and attended by 3506 participants.

Training Programmes Conducted from 01.01 2024 to 31.12. 2024

Name of the Programme	No. of Progs.	No. of Participants
Special Training Programme	0	0
Labour Administration Programmes	13	214
Industrial relations Programmes	21	299
Capacity Building Programmes	64	1454
Research Methods Programmes	07	122
International Programmes	04	109
Child Labour Programmes	06	109

North East Programmes	10	219
Collaborative Programmes	04	342
Thematic Training Programmes	08	157
In-House Programmes	16	481
TOTAL	153	3506

Training Programme to be conducted (01.01.2025 to 31.03. 2025)

S.No	Name of the Programme	No. of Progs.
1.	Special Training Programmes	0
2.	Industrial Relations Programmes	06
3.	Capacity Building Programmes	09
4.	Research Methods Programmes	0
5.	International Programmes	03
6.	Child Labour Programmes	05
7.	North East Programmes	01
8.	Collaborative Programmes	07
9.	Thematic Training Programme	02
10.	Inhouse Programme	02
	TOTAL	35

Workshops/Webinars/Study Visits

Institute has also conducted Workshops/ Webinars/ Special Events/ Study Visits on different topics. The details are as given below:

18.15 Apart from training programmes, the

SI No.	Name of the Workshop/Seminar/ Events/ Study Visits	No. of days	No. of Participant	Coordinator
1.	One day training for ISEC participants - January 10, 2024	01	20	P. Amitav Khuntia
2.	Workshop on Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 - February 14, 2024	01	70	Shashi Bala

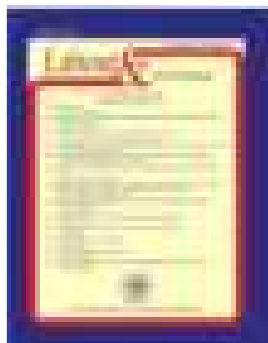
3.	Workshop on “Towards a Framework For Strengthening Social Protection System for Sri Lankan Delegates’ as a part of Study Visit- 13-15 March 2024	03	08	Otojit Kshetrimayum
4.	Workshop “Investing in Women: Inspiring Inclusion” on the occasion of International Women's Day 2024 – March 8, 2024	01	70	Ellina Samantroy
5.	International workshop on "Work from Home: Designing Flexible Working Hours" – March 15, 2024	01	20	Shashi Bala
6.	National Seminar on” Labour Law Reforms and New Labour Codes in India: Issues and Challenges” – March 20, 2024	01	25	Sanjay Upadhyaya Ellina Samantroy
7.	Vision @ 2047: Workshop on ‘Training & Capacity Building Labour Reforms: Code on Wages, 2019’ for the Officials of Ministry of Labour and Employment- May 16, 2024	01	70	Ellina Samantroy
8.	Workshop on “Labour and Development” for Students of NSSTA – May 17, 2024	01	32	Amitav Khuntia
9.	Special Lecture on “Future of Employment: Challenges and Opportunities” – July 03, 2024	01	25	Manoj Jatav
10.	Workshop on "Internal Migration and Research" - August 01, 2024	01	50	Ruma Ghosh
11.	Workshop on ‘Social Security Schemes – Provident Fund and New Pension Schemes” – August 8, 2024	01	20	Ruma Ghosh
12.	Orientation Workshop on “Labour issues, Labour Laws and Labour Codes” for Indian Postal Service Probationers - August 09, 2024	01	06	Sanjay Upadhyaya
13.	Virtual Master class on “The Maternity Benefit (Amendment) Act, 2017” collaborative Workshop with ASSOCHAM – September 24, 2024	01	61	Ellina Samantroy

Publications

18.16 VVGNI has a dynamic publishing programme for dissemination of various labour related information in general and its research findings and experiences in particular. In order to fulfill this task, the Institute brings out journals, occasional publications, books and reports.

Labour & Development

18.17. *Labour & Development* is a biannual academic journal. It is dedicated to advancing the understanding of various aspects of labour through theoretical analysis and empirical investigations.



The journal publishes articles of high academic quality in the field of labour and related areas with emphasis on economic, social, historical as well as legal aspects and also publishes research notes and book reviews on them particularly in the context of developing countries. The Journal is a valuable reference for scholars and practitioners specialising in labour studies.

Awards Digest: Journal of Labour Legislation

18.18 *Awards Digest* is a quarterly journal which brings out a summary of the latest case laws in the field of labour and industrial relations. The decisions rendered by the Supreme Court, High Courts and Central Administrative Tribunals are reported in the Journal. It includes articles, amendments to labour laws and other relevant information. The journal is a valuable reference for personnel managers, trade union leaders and workers, labour law advisors, educational institutions,



conciliation officers, arbitrators of industrial disputes, practicing advocates and students of labour laws.

Indradhanush

18.19 It is a quarterly Newsletter brought out by the Institute which captures Institute's multifarious activities in the area of research, training and education, workshops, seminars etc.



The Newsletter brings out brief details about different events organized by the Institute. It also highlights major professional engagements of the Director General and faculty members along with profiling the visits of the distinguished persons who visit the Institute.

Child Hope

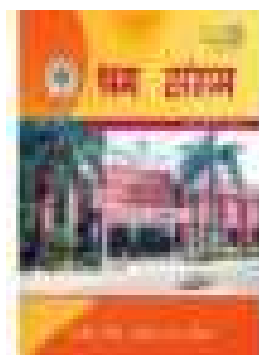
18.20 *Child Hope* is a quarterly Newsletter of the Institute. It is being brought out to pave the way for ending child labour by reaching out to different sections of society. The Newsletter also documents



the initiatives and best practices of the different social partners in their effort to eradicate the problem.

Shram Sangam

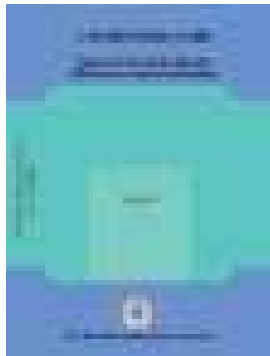
18.21 *Shram Sangam* is a biannual official language magazine brought out by the Institute to orient the employees towards progressive use of Hindi and to make use of their creativity in its expansion. Apart from poems, essays



and stories written by the employees, it contains informative and motivational articles on art & culture, science, current events, sports, and biographies of great men/authors.

NLI Research Studies Series

18.22 All research studies carried out by the Faculty members are published in the form of *NLI Research Studies Series*, in order to disseminate the findings of the research activities of the Institute. So far the Institute has published 166 research studies in the form of NLI Research Studies Series.



N.R. De Resource Centre on Labour Information (NRDRCLI)

18.23 N.R. De Resource Centre on Labour Information (NRDRCLI) is one of the most reputed library cum documentation Centre in the area of labour studies in the country. The Centre was renamed in memory of late Shri Nitish R. De, the founder Dean of the Institute on July 01, 1999 to commemorate the Silver Jubilee Celebration of the Institute. The Centre is fully computerized and offers the following services and products to its users.

Physical Achievements

Books/Journal/Services - The library has acquired 12 books/reports/bound volumes of journals / CDs/ AV/ VC during January 2024 to December 2024, thereby enlarging the stock of books/reports/bound volumes of journals / slides / audio visual / videos / CDs /photographs/ Posters/ banners/clippings/ panels etc. to 65690. The library regularly subscribed to 102 professional journals, magazines and newspapers in printed and electronic forms during the period.

This Knowledge Centre provides services to users: Selective dissemination of information (SDI); Current awareness service; Bibliographical service; On-line search; Article indexing of Journals; Newspaper clippings service; Micro-fiche search and printing; Reprographic Service; CD-ROM Search; Audio/Visual Service; Current Content Service; Article Alert Service; Lending Service and Inter-Library Loan Service.

Products

The library provides following products in printed forms to users populations;

- Guide to periodical literature – Quarterly in-house publication providing bibliographical information of articles from over 102 selected journals / magazine.
- Current Awareness Bulletin – Quarterly in-house publication providing bibliographical information on acquisition in NRDRCLI.
- Article Alert – Weekly publication providing bibliographical information of important articles in all subscribed journals/magazines.
- Current Content Service – Monthly publications. It is the compilation of content pages of subscribed journals.
- Article Alert Service – This weekly service is hosted on the Institute's web site for public access.
- e-Newspaper Clipping Service – A weekly service of scan copy of all major news pertaining to labor & related subjects.

Maintenance of specialized resource centre

The following two specialized resource centers have been created and maintained for reference purpose:

- National Resource Centre on Child Labour
- National Resource Centre on Gender Studies

18.24 MAJOR ACHIEVEMENTS

- During January to December 2024, V.V. Giri National Labour Institute conducted 153 training programmes including 04 international programmes for various social partners and 21 workshops attended by 3503 participants and 477 participants respectively.
- VVGNI has completed 16 Research Projects/Paper/Case Studies during January to December, 2024 on various facets of labour and employment.
- The Institute is accredited 'Very Good' by Capacity Building Commission.
- One Day Workshop on **Gender & Labour Issues** for ISEC Participants of 'Official Statistics and Related Methodology'



conducted by National Statistical Systems Training Academy-NSSTA on January 10, 2024 in the Institute. 14 Officers from different countries namely, Bangladesh, Botswana, Burundi, Cote d'Ivoire, Democratic Republic of Congo, Ethiopia, Fiji, Gambia, Kenya, Madagascar, Malawi, Myanmar, and Niger visited with Dr. J.S. Tomar, Director, NSSTA. Mr. P. Amitav Khuntia, Associate

Fellow of VVGNI coordinated the workshop.

- One Day Workshop on **Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013** was organized on February 14, 2024. The workshop aimed at enhancing the understanding of strategies needed to combat sexual harassment in the workplace. The workshop was attended by 80 employees of V. V. Giri National Labour Institute, Noida. Dr. Shashi Bala, Senior Fellow was the Course Director.
- To commemorate the International Women's Day, 2024, the Institute organised a Workshop on the theme **Investing in Women: Inspiring Inclusion** on March 08, 2024. The workshop was inaugurated by Dr. Arvind, Director General, VVGNI. Shri B. S. Rawat, Senior Hindi Translator introduced the guest speakers. The Keynote address was delivered by Prof. Vivek Kumar, Professor, Centre for the Study of Social Systems, School of Social Sciences, JNU. Prof. Kumar reflected on Dr. B. R. Ambedkar's contribution towards women empowerment. A special lecture was delivered by Mr. Charu Tiwari, Freelance Journalist. He spoke about the relevance of folk tradition



towards women empowerment. The

programme also included poetry recitation by Mr. P. Amitav Khuntia, Shri B. S. Rawat, Mrs. Manju Singh, Mrs. Nidhi Agarwal and Dr. Ellina Samantroy on the issues of gender equality. The vote of thanks was delivered by Dr. Ellina Samantroy, Fellow. The workshop was co-ordinated by Dr. Ellina Samantroy and Mr. B. S. Rawat.



- VVGNI – ILO Workshop on ***Towards a Framework for Strengthening Social Protection System*** for Sri Lankan delegates as part of study visit was organised at the institute from 13-15 March 2024. Mr. Satoshi Sasaki, Deputy



Director, ILO Decent Work Team for South Asia and Country Office for India and Dr. Arvind, Director General of the Institute inaugurated the workshop. Eight representatives from Government, industry, Unions and ILO from Sri Lanka participated in the workshop. Dr. Otojit Kshetrimayum, Fellow was the Course Director.

- The Institute conducted an International Workshop on ***Work from Home: Designing Flexible Working Hours Policy*** on March 15 2024 in which all the stakeholders discussed broadly the following points to undertake detailed inclusive research for framing flexible work hour policies in the future: (i) Working-time laws and regulations on



maximum daily hours of work and statutory rest periods for better life satisfaction; (ii) Experience in working time and flexibility during the COVID-19 crisis; and (iii) The impact on female labor force participation, healthy work-life balance, productivity, and incentive for men to participate in unpaid care work may be examined. The workshop was attended by 41 participants from NGO's, Universities students, representatives of Government offices, Employers' Organisations and Trade Unions. Dr. Arvind, Director General, VVGNI welcomed the participants and Dr. Shikha Anand, Director (Employment), MoL&E inaugurated the workshop. Dr. Shashi Bala, Senior Fellow was the Coordinator of the workshop.

- The V. V. Giri National Labour Institute (VVGNI) in collaboration with Dr. B. R. Ambedkar National Law University (DBRANLU), Sonapat organized a One-Day National Seminar on ***Labour Law Reforms and New Labour Codes in***

India: Issues and Challenges on March 20, 2024 at its campus, Sonapat, Haryana. The seminar was inaugurated by the Hon'ble Vice Chancellor & Patron-in-Chief Prof. (Dr.) Archana Mishra. The Chief Guest for the occasion was Shri



Ved Prakash Yajurvedi, Former Director General, VVGNNLI. Shri Pawan Kumar, Zonal Head (Northern Zone), Bhartiya Mazdoor Sangh; Shri Rahul Sharma, Advocate, Delhi High Court and Dr. Ramphool, Registrar, NLU were the guest speakers at the inaugural session. The vote of thanks was delivered by Dr. Balwinder Kaur, Director, Centre for Labour Studies, DBRANLU. Dr. Sanjay Upadhyaya, Senior Fellow, Dr. Ellina Samantroy, Fellow and Dr. Manoj Jatav, Fellow from VVGNNLI chaired different technical sessions in the seminar. 64 papers were presented in the seminar by scholars from university, practitioners, legal experts etc. An Abstract book was

released by the dignitaries. Dr. Balwinder Kaur and Dr. Ellina Samantroy were the Editors-in-Chief of the book. The programme was coordinated by Dr. Ellina Samantroy from VVGNNLI and Dr. Balwinder Kaur from DBRANLU.

- V.V. Giri National Labour Institute in collaboration with National Law University Delhi organised a Workshop on **Level Playing Field for Gig Workers: Law and Policy Discourse** on March 27, 2024 at National Law University Delhi in which academics, policy makers, trade unions, employers and research scholars participated and made contribution with their rich and insightful deliberations. The Workshop was coordinated by Dr. Ruma Ghosh, Senior Fellow, VVNNLI and Dr. Sophy K.J., NLUD.



- The Institute organised an Orientation Workshop on **Transformation in the World of Work cum Study visit** for the



Students of Centre for the Study of Social Systems, School of Social Sciences, Jawaharlal Nehru University, Delhi on May 04, 2024. The programme aimed to make the participants understand the dynamics of work, technological development and its impact, and acquaint with the policy/ legislative initiatives with reference to Labour Codes. A Panel Discussion on Policy/Legislative Initiatives for Social Protection, Safety and Health with reference to Gender was conducted. Dr. Elina Samantroy, Dr. Otojit Kshetrimayum Fellows of the Institute were panellists and Dr. Sanjay Upadhyay, Senior Fellow was the discussant moderated by the Course Director. Twenty two Master Degree and Ph.D students along with Professor Manoj Kumar Jena, participated in this workshop at VVGNNLI, Noida. Dr. Arvind, Director General VVGNNLI interacted with participants and delivered valedictory address. Mr. P. Amitav Khuntia, Associate Fellow, VVGNNLI was the Course Director.

- The VVGNNLI organised a panel discussion on **Addressing Skill Gap** on May 10, 2024 at the Institute. The discussion aimed at equipping the participants with emerging issues and concerns in women's sustainable skill development. The event

was attended by 18 participants representing central trade unions representatives, skill development institutes, NGOs. Dr. Shashi Bala, Senior Fellow was the Course Director.

- V. V. Giri National Labour Institute organised Vision@2047: Workshop on **Training & Capacity Building for Labour Reforms** on May 16, 2024. The workshop was chaired by Smt. Sumita Dawra, Secretary, M/o Labour & Employment, Gol with the participation of 70 senior officers of Employees' Provident Fund Organisation, Employees' State Insurance Corporation, Directorate General Labour Welfare, Labour Bureau, Office of the Chief Labour Commissioner, Directorate General Factory Advice Service and Labour Institutes, VVGNNLI, Shramik Shiksha DTNBWED, Directorate General Of Mines Safety (DGMS). Dr. Ellina Samantroy, Fellow coordinated the workshop.



- The V.V. Giri National Labour Institute organised a Special Lecture on **Future of Employment: Challenges and Opportunities** on July 03, 2024 at its campus. The keynote address was

delivered by Prof. Sanjai Bhatt from the Delhi School of Social Work. The lecture was followed by an engaging discussion featuring a distinguished panel of experts, including Prof. Onkar Mal, Dr. Sashi Bala, Mr. Ashwini Kumar, and Ms. Deepika Jajoria. Dr. Arvind, Director General of the V.V. Giri National Labour Institute, chaired the event and delivered an insightful address. He underscored the increasing volatility, uncertainty, complexity, and ambiguity in the contemporary world and highlighted the pivotal role of technology in enabling smarter and more efficient ways of working amidst these challenges.

- A policy workshop on **Internal Migration and Research** was organized on August 01, 2024 to discuss research studies that would facilitate migrant-inclusive infrastructure and institutions which would enable the connectivity in the existing machinery among the different states, thereby safeguarding the labour rights of the migrant workers and promoting inclusive development. The workshop was attended by 38 participants representing academicians, research scholars and government officials. Dr. Ruma Ghosh, Senior Fellow was the Course Director.



- A workshop on **Social Security Schemes – Provident Fund and New Pension Schemes** was organized on August 08, 2024 which aimed at strengthening the

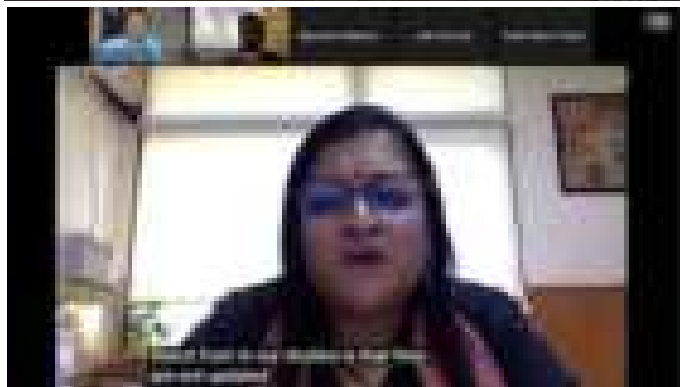
understanding of participants on the different pension schemes for workers in the organized and the unorganised sector. The workshop was attended by 20 employees of the V.V. Giri National Labour Institute. Dr. Ruma Ghosh, Senior Fellow was the Course Director.

- An Orientation Workshop on **Labour issues, Labour Laws and Labour Codes** for Indian Postal Service Probationers organized on August 09, 2024. The workshop aimed at providing an understanding and orientation to the Indian Postal Service Probationers on labour issues, labour laws and labour codes. The programme was attended by 09 officers from Indian Postal Service undergoing induction training at Rafi Ahmed Kidwai National Postal Academy, Ghaziabad. Dr. Sanjay Upadhyaya, Senior Fellow was the Course Director.
- V. V. Giri National Labour Institute was conferred with the **Second Prize** by the Town Official Language Implementation Committee (Office), Noida in its 47th meeting held on August 23, 2024 at National Council for Hotel Management and Catering Technology, Sector-62, Noida on 23.08.2024 for its excellent performance in the implementation of Official Language Policy during the year.



Dr. Arvind, Director General, VVGNI receiving the award from Shri Vijay Kumar, Chairman, Town Official Language Implementation Committee (Office), Noida

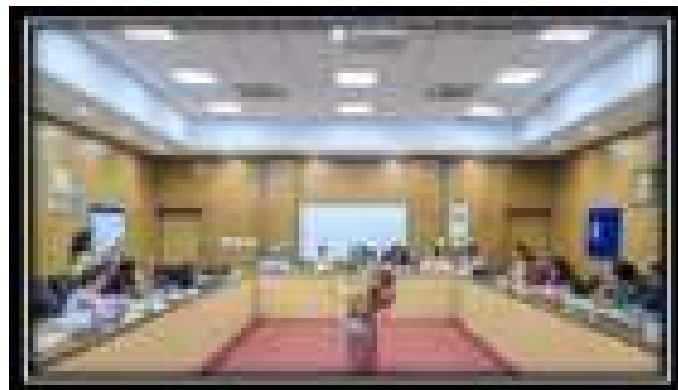
- The Institute organised a Webinar on ***The Maternity Benefit (Amendment) Act, 2017: Provisions, Policies and Practices*** in collaboration with the Associated Chambers of Commerce and Industry of India (ASSOCHAM) on September 20, 2024. The webinar discussed the challenges in implementing



the Maternity Benefit (Amendment) Act, 2017 and suggested pathways forward. The webinar emphasised the positive impact of the act on women's workforce participation while highlighting the need for improved awareness and targeted training to address ongoing implementation issues. Dr. Rajan Verma, Dr. Rohit Mani Tiwari, Mr. Manoj Kumar Sharma, Dr. Ellina Samantroy, Dr. Anadi N Sinha, Ms. Pooja Ramchandani and Basudev Mukherjee delivered the lectures in the webinar. The webinar was attended by 61 participants. The webinar was jointly coordinated by Mr. Santosh Parashar,

Director, ASSOCHAM and Dr. Ellina Samantroy, Fellow, VVGNI.

Study Visits



- The VVGNI organised a study visit for the students of MAB Institute of Judicial Science, Domkal, Murshidabad, West Bengal on April 22, 2024. The programme was attended by 22 Students and Faculty of 5-Year B.A.LLB Course who visited the institute. Mr. P. Amitav Khuntia, Associate Fellow coordinated the visit.
- An Awareness Workshop on Labour Studies was organized on September 20, 2024 with an aim to educating participants about key concepts and trends in labour studies, fostering a deeper understanding of the labour market and its dynamics. The workshop was attended by 40 participants representing Masters' students from Tamil Nadu Institute of Labour Studies (TILS), Tamil Nadu. Dr. Dhanya MB, Fellow was the Course Director.



- A Workshop on ***Prevention of Sexual Harassment of Women at the Workplace*** for the employees of Tata Electronics Pvt Ltd was organised on 25th November 2024 with an objective to discuss the legal framework for addressing sexual harassment and the strategies needed to combat sexual harassment at the workplace.



- A Workshop on ***Prevention of Sexual Harassment of Women at the Workplace*** for the officials of Indian Navy at Nau Sena Bhawan, Delhi Cantt, Delhi was organised on December 12, 2024 with an objective to understand the significances of Gender Sensitization and the legal framework for addressing sexual harassment at the workplace.

EVENTS

- 52nd Meeting of the General Council of VVGNNLI was held on 29th January, 2024 chaired by Shri Bhupender Yadav, Hon'ble Union Minister for Labour & Employment and President, General Council. Ms. Arti Ahuja, Secretary, Ministry of Labour & Employment and Vice-President, General Council; Shri Ramesh Krishnamurthi, Additional Secretary, Ministry of Labour & Employment; Ms. G. Madhumita Das, JS & FA, Ministry of Labour & Employment; Shri Kamal Kishore Soan, Joint Secretary; Ms.



Shri Bhupender Yadav, Hon'ble Union Minister for Labour & Employment chairing the meeting of the General Council

Amarjeet Kaur, General Secretary, AITUC; Shri Mukesh Kumar Jain, All India Manufacturers' Organisation; and Dr. Arup Mitra, Professor, South Asian University attended the meeting, coordinated by Dr. Arvind, Director General, VVGNNLI & Member Secretary, General Council, VVGNNLI.

- An MoU has been signed between V.V. Giri National Labour Institute and Indian Navy on April 29, 2024 at the VVGNNLI Campus. The MoU signifies a landmark



moment in nurturing cooperation between defence and labor sectors, paving the way for synergistic efforts in workforce development and capacity building.

- V.V. Giri National Labour Institute (VVGNNLI) signed an MoU with the Bennett University on December 16, 2024 at the Bennett University, Greater

Noida. A welcome address was delivered by Prof. (Dr.) Pradeep Kulshreshtha, Dean, School of Law, Bennett University. The MoU was signed by Dr. Arvind, DG, VVGNI and Prof. (Dr.) Ajith Abraham, Vice Chancellor, Bennett University. The event was graced by Mr. Senthil Kumar, Chief Operating Officer, Bennett University. The event was coordinated by

Dr. Ellina Samnantroy, Fellow from VVGNI and Dr. Priyanka Chatterjee, Assistant Professor from Bennett University. The programme was attended Dr. Sanjay Upadhyaya, Senior Fellow from VVGNI. A vote of thanks was delivered by Ms. Nupur Kumari, Assistant Professor, Bennett University.



Dr Arvind, Director General, VVGNI, Noida and Rear Admiral Aditya Hara, ACOP (AC) of the Indian Navy exchanging

Chapter-19

INFORMATION TECHNOLOGY (IT) / MEDIA RELATED INITIATIVES / E-GOVERNANCE

19.1 The National e-Governance Plan regarding cause list, tenders, date of (NeGP) is an initiative by the government of India to connect eGovernance systems throughout the country and create a nation- wide network for electronic delivery of government services. The National eGovernance Plan (NeGP) was conceptualized to focus on e-Governance initiatives at the national level with an aim to "Make all Government services accessible to the common man in his locality, through common service delivery outlets, and ensure efficiency, transparency, and reliability of such services at affordable costs to realize the basic needs of a common man".

19.2 Ministry of Electronics & Information Technology (MeitY), Government of India has put in place various mechanisms aimed at preventing cyber attacks and to guide organizations in responding to cyber related incidents. The guidelines are aimed in different security domains such as Network Security, Applications Security, Data Security, Auditing, Third Party Outsourcing etc.

19.3 Ministry of Labour and Employment has nominated a senior level Officer as Chief Information Security Officer (CISO) along with separate CISOs for subordinate/attached offices. A team of officers under the CISOs has also been put in place for taking appropriate steps.

19.4 Ministry of Labour & Employment has selected a CERT-In empanelled agency through GeM for the Security audit of various web applications/Portals of MoLE for a period of 3 years. Regular audit is being conducted by

Security Auditor for the websites/portals of MoLE. The subordinate/Attached Offices of MoLE also conduct the cyber security audit from CERT-in empaneled organizations through their IT team. Necessary action has been taken well in advance for conducting cyber security audits wherever required.

19.5 Considering the importance of National e-Governance Plan, the Ministry of Labour and Employment and various organisations under it carried out the following activities:

A. Activities in the Ministry:

- i. Several IT initiatives were taken up in the Ministry for e.g. Development of Ministry's internal dashboard, upgradation of Ministry's dashboard on the official website, integration of Invest India Portal with Ministry's Shram Suvidha Portal.
- ii. The functions of Ministry's SAMADHAN (Software Application for Monitoring and Disposal, Handling of Apprehended/ Existing Industrial Dispute) portal were stabilized.
- iii. Implemented e-Office as one of the Mission Mode Projects (MMPs) under the Digital India Programme. Use of e-office in official transactions helps in bringing transparency, accountability and expeditious decision making. E-office also provides additional advantages like real time tracking, location agnostic disposal, universal search-ability and retrieval of files.
- iv. PENCIL (PLATFORM FOR Effective

Enforcement of No Child Labour) Portal was launched for better monitoring & reporting system, to ensure effective implementation of the provisions of the amended Child Labour (Prohibition & Regulation) Act, 1986 and National Child Labour Project (NCLP) Scheme. PENCIL Portal has five components namely (i) Complaint Corner (ii) District Nodal Officer (DNO), (iii) National Child Labour Project (NCLP) data, (iv) State Government and (v) Central Government.

The NCLP Scheme has been assimilated with "Samagra Shiksha Abhiyan" Scheme of Ministry of Education, Department of School Education and Literacy in phased manner after 01st April 2021.

- v. Ministry issued Notification dated 21st February, 2017 for ease of compliance of Labour Laws, reducing the number of Registers to be maintained to 5 in place of 56 Registers which were provided under the Central Labour Laws/Rules. To facilitate the compliance by the establishments further, a software was developed for maintenance of these registers by the Establishments and uploaded for free download on the Ministry's website [https:// labour.gov.in/eRegister](https://labour.gov.in/eRegister).

B. The Directorate General of Employment (DGE) has launched the initiative to bring together employers, trainers, and jobseekers on a single platform through the National Career Service (NCS) Portal (www.ncs.gov.in). As on December 31, 2024, the NCS platform has registered 5.17 crore jobseekers, 38.64 lakh employers, and mobilized more than 4.1 crore vacancies through the portal. On an average, around one million active

vacancies were available on NCS portal.

The NCS portal has been integrated with several Government platforms including the e-Shram portal, Udyam portal, and Skill India Digital Hub (SIDH). Additionally, it has partnered with the employment portals of 23 States/UTs, while 7 states/UTs directly use the platform for jobseeker registration. The portal also collaborates with prominent private job portals such as Quikr Jobs, Foundit (formerly Monster.com), FreshersWorld, Cassius Technologies Pvt. Ltd., HireMee, TCS iON, TMI etc. These integrations have helped to mobilize a larger number of vacancies from private employers. The NCS portal also offers an International Jobs module, which enables MEA-registered agents to post international job opportunities.

The employability assessment tool available on the platform helps jobseekers assess their skills and readiness for employment. Furthermore, the DigiSaksham program offers free digital skills training in areas like Excel, Azure, and Security Fundamentals. Additionally, the "Career Skill Training" section equips jobseekers with essential soft skills. These programmes are conducted in association with industry partners.

C. DGMS has taken many IT initiatives during the year 2024 which including the following:

- i. The website of DGMS has been redesigned and customized for providing better user interface and transparency for different stakeholders. DGMS website was undergone Security audit successfully on 28.02.2023 and STQC

website quality certification was issued on 13.07.2023 which is valid up to 12.07.2026.

- ii. In line with the Digital India initiative, software modules namely “Approval System”, Permission / Exemption / Relaxation | System” have been developed and made live for use by the user industry. As on 31.12.2024 total of 32807 applications for Permission / Exemption / Relaxation has been received online and 31807 has been dealt accordingly. During the calendar year total of 7876 applications for Permission/Exemption/ Relaxation has been received online and 7973 (including those received in 2023) has been dealt accordingly. As on 31.12.2023 total of 1778 applications for Approvals have been received online and 1699 has been dealt accordingly. During the calendar year total of 337 applications for Approvals have been received online and 325 has been dealt accordingly.
- iii. National Safety Award (Mines) System” software module has been made live for online submission of applications for the NSA (Mines), evaluation and verification of data and preparation of awardees list. This has brought transparency and accountability in the system. For the contest years 2021 and 2022, 619 and 498 applications respectively have been received online.
- iv. “Accidents & Statistics System” software module has been developed and made live on 01.08.2020. This system has enabled online, sending of accident intimation by the mine user, filing of accident inquiry reports by the inspecting officers of DGMS, follow up of the accident reports, finalization of action and dissemination of the relevant information

and alerts to the mining industry for improving safety standards. Additionally, the system provides platform for online filing of statistical details by the mine users. Since the system was enabled online, total of 460 fatal accidents, 851 serious accidents and 184 dangerous occurrences have been reported on the web portal as on 31.12.2024.

- v. Module for online logging of daily activity by the officers has been developed to generate details of inspection, inquiry, follow up actions, promotional initiatives taken up on daily basis. This will facilitate online generation and reporting of monthly summary work by the officers and real time updating of dash board on the DGMS web site.
- vi. For online generation for inspection, the modalities for “Risk-based inspection System” for coal mines have been developed and incorporated in the Shram Suvidha portal (SSP). For making 100% inspections through the SSP, all the Directors of Mines Safety (Mining posted in the Regions, Electrical and Mechanical posted in Zones) were also included in the system since 03.12.2024.
- vii. All statutory examinations under Coal Mines Regulations, 2017 and Metalliferous Mines Regulations, 1961 are being conducted on Computer Based Test (CBT) mode. The computer-based test (CBT) for Manager's, Overman's, Foreman's, Surveyor's, Sirdar's, Mate's, Blaster's and Gas Testing Competency Examination, under the Coal Mines Regulations, 2017 and Metalliferous Mines Regulations, 1961 was held all over India in the month of December 2024. A total of 17070 candidates appeared in the aforesaid

examinations. Highlights of 2024 include multilingual CBT in six regional languages, examinations held in 14 cities (including new canter in Chennai, Varanasi, and Bilaspur), online certificate verification, and issuance of over 11,500 competency certificates, streamlining the process and enhancing accessibility.

- viii. Implementation of e-Office & SPARROW – A meeting was held on 04.11.2024 regarding implementation of e-office and e-SPARROW, chaired by Joint Secretary, MoLE, in which fresh data of employees were asked to submit in desired format, which was already submitted on Friday on 01.11.2024.
- ix. Online portal for Annual General Transfer of Group A officers has been made functional since September 2022 and all Group A officers' transfers were carried out through the portal in the year 2023. The process is continued.
- x. For dissemination of information and awareness to the stakeholders on the DGMS OHS measures, the social media platforms - X (496.7K followers) handle <https://twitter.com/DGMS1902> and YouTube channel <https://www.youtube.com/@DGMSINDIA> (127 videos, 96,540 views) are being actively used.

Safety alerts and updated information are shared regularly, enhancing transparency and awareness.

D. DGFASLI has taken many IT initiatives during the year 2024 which including the following:

- i. The E-office has been implemented and is fully functional in all DGFASLI offices.
- ii. The E-Sparrow system has been

implemented for APAR filing of all Group A, B, and C employees of DGFASLI.

- iii. The DGFASLI transfer portal has been implemented and is functional.
- iv. The DGFASLI official website has been updated and is regularly maintained.
- v. The official social media handles of DGFASLI (Facebook, Instagram, and X) have been created and are maintained regularly.

E. IT initiatives in EPFO

- **Online Member profile correction facility provided in Member Portal:** To correct profile of the member and thereby reduce rejection of the claim form, a user friendly facility has been provided to members on 25th February 2024 in their member portal login to initiate the joint declaration required as per the Standard Operating Procedure (SOP).

This facility will reduce the dependency of a member on his or her employer to initiate the process and track the progress of profile correction and will help EPFO to reduce and monitor the issues relating to profile correction.

- **Establishments e-report:** for providing various details like number of members mapped with UAN, number of UAN with missing details, Pending KYC to be approved, Total PF contributions, Total Pension contribution for a particular month, etc. in the open domain for all the stakeholders. It will improve transparency and ease of living.
- Facility developed to send 7Q and 14 B intimations online & submission of response by employers.

- **MIS 3.0** - The revamped version of MIS i.e. MIS 3.0 has been launched for providing efficient and relevant dashboards to the management of EPFO. Some of the proposed fruitful results are Enhanced User Interface Experience, Better Navigation, Self-Customizable Reports, User-Oriented Reports Extraction and Download, Insights at a glance, Convenient reports searching facility etc.
- **EDLI:** Online return filing facility for EDLI exempted establishments.
- **Deployment of Online System for Surrender of Exemption and Transfer of Past Accumulations:** A new online system concerning the surrender of exemption and the transfer of members' previous accumulations has been launched. This system can be accessed through the Employer's Login of the Unified Portal. It is designed for employers from exempted establishments to file their applications and necessary documents online, which will then be processed by the Regional Offices.
- **Other IT Reforms**
 - Facility to employers for submitting Joint Declaration for profile/service correction where member does not have UAN based login.
 - Deployment of functionality in EPFO Software to provide Facility to Regional Offices for Freezing/De-freezing of UAN/ MIS/ Establishment..
 - A primary rejection reason of Aadhaar matching in death cases has been done away with.
 - Annual Member Accounts for the year 2023-24 is updated for 31.5 Crore (99.60%) Member Accounts (as on 31.12.2024).
- **Software Module Development:**
 - i. Surrender of exemption Module has been developed and has gone live.
 - ii. CPPS successfully pilot tested with pension disbursement of Rs 11 crore for Oct'24 to more than 49,000 EPS Pensioners of Jammu, Srinagar and Karnal. Nationwide rollout of CPPS in all ROs was done in December, 2024 and Rs. 1,572 Cr disbursed as pension to more than 68 lakh pensioners.
 - iii. User Management Module has been developed.
 - iv. Re-engineered ECR returns module has been developed.
 - v. Development of all other modules are in progress.
- **Ease of doing business:**

To ensure ease of doing for its members, EPFO has simplified the process for transfer of PF account on change of jobs wherein the requirement to route online transfer claims through either the previous or current employer has been removed in majority of cases. With the introduction of the revised process, it is expected that in future over 1.20 crore out of 1.30 crore total transfer claims i.e. 94% of the total claims would be directly forwarded to EPFO without requiring the employer's intervention. Presently, transfer claims in certain situations do not require any approval from the employer when a member leaves an employment and joins another establishment. From

1st April 2024 till date, around 1.30 crore transfer claims have been received by EPFO in the online mode out of which approx. 45 lakh claims are auto-generated transfer claims which account for 34.5% of the total transfer claims. This simplified process will result in a considerable reduction of the turnaround time as the claim on submission by members. It will also greatly reduce the member grievances considerably (presently 17% of the total grievances pertain to transfer related issues) along with the corresponding rejections. Large employers who have a large workload of approving such cases will have significant improvement in the ease of doing business.

- **CITES 2.0:** The IT infrastructure & environment setup for Staging is fully functional now. All Servers, Storage, Network components have been delivered and configured. Most Security components have also been delivered and are being configured.
- **Project 3.0:** The EPFO 3.0 'AS-IS' workshop was organised on 12 Dec 2024. Workshop aimed to analyze the current state of the EPFO ecosystem, focusing on identifying challenges and inefficiencies within existing workflows, business processes and technology.

F. IT initiatives in ESIC

1. **PANCHDEEP 1.0:** ESIC'S E-GOVERNANCE PROJECT

'Project Panchdeep' stands as one of the largest e-governance initiatives in India, designed to offer comprehensive online services for a wide array of stakeholders, including employers,

insured persons, ESIC staff, third-party service providers, government agencies, and suppliers. The project facilitates critical ESIC functions such as Employer & Beneficiary Registration, Contribution Deposits, Disbursement of Cash Benefits, Documentation of Medical Services, Management of assets and inventories, etc.

ESIC's ICT initiatives have led to the digitization of key processes, reducing paperwork and administrative burden for all stakeholders including the Insured Persons, Employers and staff. The introduction of online portals and mobile applications has empowered beneficiaries to conveniently access their benefit and healthcare related information, promoting transparency and accessibility. ESIC's commitment to leveraging technology has also resulted in improved data analytics capabilities, enabling data-driven decision-making to enhance the effectiveness and sustainability of the provisions of the scheme and e-Governance.

The Employees' State Insurance Corporation (ESIC) has successfully upgraded its flagship IT system, **Project Panchdeep** recently. This significant upgrade encompasses improvements of the entire IT infrastructure, including hardware, middleware, software, and network systems, resulting in a faster, more secure, and user-friendly platform for all stakeholders across ESIC.

The upgraded system ensures seamless registration and contribution deposit processes, thereby promoting ease of doing business for employers and insured persons. With a focus on improving operational efficiency, ESIC has transitioned to a new environment with enhanced connectivity, robust security measures, and upgraded database servers.

Measure to improve the Dhanwantari Application/Module

Dhanwantri Module (Health Information System application software) includes all services related to Hospitals, Dispensaries, OPD, IPD, Laboratories, Imaging Services. It enhances hospitals and dispensaries by improving access to patient records, including previous case histories, thereby facilitating more efficient patient management. It is now being used/adopted more widely in ESIC hospitals and dispensaries, with a 50% growth in adoption since the beginning of the year 2024 and is on linear rise.



The connection pool for the concurrent users of the Dhanwantari Module and the Insurance Module has been significantly increased in September 2024. The number of incidents/issues reported by the users pertaining to the functioning of modules has decreased to one third in comparison to the last year. Beside that against the total transaction count of more than 1.5 Cr the incident reported were only 93 in the number.

2. Salient Features of IT Project 'Panchdeep'

2.1 ESIC e-governance structure has five components which are as follows: -

Pehchaan which includes all services related to identification, authentication and verification of Insured Persons (Ips). It initially included

capturing of biometrics (for de-duplication) and issuance of two Smart Identity Cards (one for IP and one for the family) for availing benefits from any ESI institution, anywhere in the country, anytime. Later, with inclusion of the e- Pehchan, these were discontinued. Now, Aadhaar can be used for identification and authentication of Insured Persons (IPs). IPs can also generate ABHAIDs using their IP Numbers.

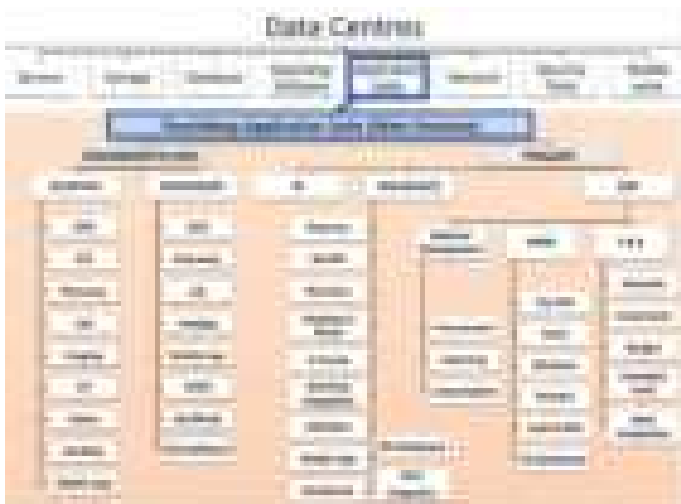
- **Milaap** comprises of all services related to provisioning network and bandwidth.
- **Pashaan** consists of services related to hardware for Data Centre, Disaster Recovery Center, desktops /PCs and Middleware.
- **Dhanwantri includes** all services related to Hospitals, Dispensaries, OPD, IPD, Laboratories & Imaging Services.
- **Pragati** for all services related to ERP, Insurance, Benefit, HRMS, Material Management and Finance.



Panchdeep Application Suite

The suite of applications is a centralized web-based solution that enables users of various ESI offices to access the applications from web browsers. The solution is driven by a flexible &

configurable workflow engine to ensure it meets all workflow requirements of ESI scheme such as administration, requirement of medical facilities, contribution made by employers and administration of ESIC employees. The solution also consists of a self-service portal for the employees covered under the scheme. The key application system is captured in the diagram below: -



Recent Value-added changes in the modules/application

i) Fortification of AAA+ Mobile App

- Initially Ask An Appointment mobile app (AAA+ mobile app) was developed for providing the facilities to Insured Persons and beneficiaries to book the doctors appointment at the click of the button, thus, eliminating the requirement for standing in the queue of OPD appointment. The AAA+ mobile app has been fortified with enhanced services designed to improve accessibility, and convenience for Insured Persons (Ips), ESIC employees, and ESIC pensioners. The app now offers the following key features for Insured Persons:
- Self-Check-In Generation-** The app user (IP/Beneficiary/Staff) shall now be

able to generate a check-in for a booking on the day of the appointment by themselves. She/he shall not be required to stand a queue in the Dispensary/ hospital for OPD check-in creation.

- IP Personal Details:** Insured Persons can access and view their personal information and can track the status of requests for update to their personal details.
- Entitlement to Benefits:** A user-friendly interface enables IPs to easily check their eligibility for various ESIC benefits.
- E-Pehchan Card:** IPs can directly download their E-Pehchan card onto their mobile devices for instant access.
- Contribution Details:** IPs can view a detailed summary of their contributions linked to their IP number.
- Claim Intimation Request Status:** IPs can monitor the status of their submitted claim intimation requests.
- Home Sample collection:** Request generation facility.
- Aadhaar Seeding-** Provision added for the Aadhaar number seeding and ABHA number generation for the Insured Persons and their dependents through the Insured Persons itself and through ESIC Staff Members.

Additionally, the app has undergone significant improvements to provide a more user-friendly experience. The number of online appointments has seen a significant rise, with a 177% increase from 2023 to 2024. These efforts reflect ESIC's continued commitment to modernizing its IT infrastructure,

enhancing operational efficiency, and improving the overall beneficiary experience.

ii) **Aadhaar Seeding for Beneficiaries:**

ESIC has given provision for seeding of Aadhaar card through AAA+ mobile app, IP Portal, Employer portal and staff login. ESIC has been seeding Aadhaar through various modes viz. Biometric, OTP or face authentication. To expedite the process, a provision has been given for bulk Aadhaar seeding for the employers and in the staff login.

Besides that, to ease the process of Ayushman Bharat Health Account (ABHA) details generation, a provision has also been added along with Aadhaar seeding.

iii) **Automated Email Notifications for Defaulters-**

A new feature has been introduced to automatically send emails to monthly defaulting employers (D1, D2, D3), ensuring prompt communication and follow-up actions.

iv) **Photograph Capture for Beneficiaries**

In line with the proposed convergence of ESIC and PMJAY, ESIC has initiated the process of capturing photographs of Insured Persons and their dependents.

v) **Dashboards**

Several new dashboards have been provided to senior management for analytics such as dashboard for DO letters, internal and external audit para and CCTV surveillance of medical colleges and ESIC Hospitals.

vi) **Vigilance Clearance Module**

An online vigilance clearance module has

been developed to reduce processing time and streamline the vigilance clearance process. This system ensures that clearance reports are readily accessible to the Competent Authority.

vii) **Bank Integration**

ESIC has integrated with multiple banks, expanding the payment options available to over 8 lakh employers who generate challans for their monthly contributions. This integration enhances convenience and streamlines the payment process for employers.

viii) **Inter/Intra-Region Transfer Module-**

A new module has been implemented to facilitate the transfer process as per new policy for various ESIC cadres. This module ensures greater transparency by allowing employees to seek transfer options and track the progress of their requests within the system.

These initiatives are part of ESIC's ongoing efforts to modernize its services, improve operational efficiency, and ensure a seamless experience for all stakeholders, including Insured Persons, employees, pensioners, and employers. Through these continuous advancements, ESIC reaffirms its commitment to providing better healthcare and social security services for the welfare of its beneficiaries.

G. Media Cell

Media Cell in MoLE was formed in July, 2014 in view of the growing emphasis on efficient and effective use of various platforms including websites and other digital media to disseminate information of Schemes/Policies/ Initiatives and Achievements of the Ministry of Labour

and Employment to common worker of the country.

Activities /Achievements by Media Cell in the Year 2024

- i) Media Cell undertakes publicity of the initiatives and efforts of the Ministry in print, electronic as well as digital media through Press Releases, social media posts, programmes & Interviews on DD and AIR etc. Creative infographics, short videos/ reels, awareness videos/gifs are used in social media posts.
- ii) National and International events organised by the Ministry are also publicised on all media platforms.
- iii) Media cell also highlights positive & negative news related to this Ministry on daily basis. Media cell regularly monitors social media content to counter fake news.
- iv) Media Cell covers all media activities of this Ministry as well as the O/o Hon'ble LEM & MoS (L&E).
- v) Media Cell monitors and coordinates with media units of all subordinate organisations and attached offices to ensure harmony and cross publicity of all activities/schemes/programmes of the Ministry and its organisations. Media Cell also facilitates all the Divisions/ Organizations with regard to Press Briefs/Press Releases, organizing Press Conferences to ensure wider publicity through PIB etc.
- vi) Media Cell coordinates with CBC, Prasar Bharti, National Film Development Corporation of India (NFDC) and other media agencies to develop effective media related strategies.

Chapter-20

VIGILANCE & REDRESSAL OF PUBLIC GRIEVANCES

20.1 Role and Functions of Chief Vigilance Officer

Background – The Primary responsibility for maintenance of purity, integrity and efficiency in the organisation vests in the Secretary, Ministry of Labour and Employment. The Chief Vigilance Officer assists the Secretary in the discharge of his/her vigilance functions. The CVO acts as a special assistant/advisor to the chief executive and reports directly to him/her in all matters relating to vigilance. CVO heads the Vigilance Division of the Ministry and provides a link between Ministry and Central Vigilance Commission and also the Central Bureau of Investigation. The Chief Vigilance Officer is appointed with the prior consultation of Central Vigilance Commission and no person whose appointment in that capacity is objected to by the Commission can be so appointed.

The Vigilance functions of CVO are of wide sweep and include collecting intelligence about the corrupt practices committed, or likely to be committed by the employees of his/her organisation; investigating or causing an investigation to be made into verifiable allegations reported to him/her; processing investigation reports for further consideration of the disciplinary advice wherever necessary, taking steps to prevent commissioning of improper practices/misconducts, etc. It can broadly be divided into three parts – (i) Preventive vigilance, (ii) Punitive vigilance & (iii) Surveillance and detection.

20.2 An over view of the performance during the year 2024-25

Punitive vigilance

Complaints – Actions were taken on the complaints received during the year 2024-25 (as on 15.12.2024) as per the extant rules and procedures.

Departmental Proceedings – Sincere efforts were made to expeditiously finalise the pending Departmental Proceedings by issuing necessary directions to the concerned Inquiring Authorities.

Prosecution Sanctions - All the Prosecution Sanctions as sought by the CBI/ACB were accorded within the stipulated time. No Prosecution Sanction case is pending for more than three months.

Preventive Vigilance – Annual Immovable Property Returns for the year 2023 submitted by the employees of the Ministry were properly scrutinized. All the intimations given regarding acquiring/disposing of the movable/immovable property were also properly examined in the light of known sources of income of the concerned employees.

Vigilance Awareness Week was observed in the Ministry from 28.10.2024 to 03.11.2024. Officer and members of staff in the Ministry took an Integrity Pledge on 30.10.2024.

GRIEVANCE REDERESSAL IN MAIN SECRETARIAT

20.3 The Public Grievances are received in the Ministry mainly in two modes, viz. online through the **CENTRALISED PUBLIC GRIEVANCE REDRESS AND MONITORING SYSTEM (CPGRAMS)** portal (<https://pgportal.gov.in>)

and also in off-line (physical) from various sources. Of late, many aggrieved persons/parties are also raising their grievances to the Ministry through e-mail and social media.

20.4 The work of Public Grievance redressal is given high importance by the Ministry and it is regularly reviewed under chairmanship of Secretary/Additional Secretary (Labour & Employment). **As per the report generated on 31/12/2024 in the CPGRAMS portal account of the Ministry, the average Disposal Time of**

the grievances received on PG Portal (CPGRAMS) by the Ministry of Labour and Employment for the period 01/01/2024 to 31/12/2024.

20.5 A comparative table with year-wise figures of Public Grievances received and disposed of in the CPGRAMS portal by the Ministry of Labour and Employment and percentage of disposal of such Grievances during the period 2020 to 2024 (viz. from 01.01.2020 up to 31.12.2024) are shown in **Table 1.1**

Table 1.1 Year-wise break up of Public Grievances received and disposed of in the online CPGRAMS portal (<https://pgportal.gov.in>) by the Ministry of Labour and Employment from 2020 onwards-

Sl. No. (col. 1)	Year (col. 2)	No. of Grievances Brought forward from previous year (col. 3)	No. of Grievances received during the year (col. 4)	Total No. of Grievances received for the year (col. 5) [col. 3+col.4]	Cases disposed of during the year (col. 6)	Cases pending at the end of the year (col. 7) [col. 5-col. 6]	Percentage of Disposal (col. 8) [col. 6/col. 5]X100
1.	2020	1338	58862	60200	58637	1563	97.40%
2.	2021	1527	96378	97905	93900	4005	95.91%
3.	2022	4063	137327	141390	138478	2912	97.94%
4.	2023	3032	165053	168085	163224	4861	97.11%
5.	2024	4920	179830	184750	177809	6941	96.24%

N.B: 1. The above figures are as per reports generated on 31.12.2024 in the CPGRAMS Portal.

2. The figures shown in the reports generated in the CPGRAMS portal are dynamic in nature, i.e. some of these figures may change slightly from time to time depending on the date and time of generation of the reports and their disposal/pendency etc.

Redressal of Public Grievances

20.6 The ESI Corporation being a premier social security organization is providing social security cover to more than 13.50 crores of ESI Beneficiaries i.e. about 10% of the population of the country. ESIC is handling numerous Public grievances / queries from its stake-holders throughout the year.

20.7 In pursuance of the instructions issued by the Directorate of Public Grievances, Govt. of India, the Corporation is making all out efforts for

qualitative and speedy redressal of all the Public Grievances received through various modes. Public Grievances are received through various channels like Telephone, Postal, Email, CPGRAMS, social media etc.

20.8 The Corporation monitors Public Grievances through a vast network of 143 designated Public Grievance Officers posted in all the field offices/ESIC hospitals.

20.9 To provide guidance/ information to the stake holders/ beneficiaries and making the

grievance filing easy and convenient, the Corporation has set up a 24-hour multi-lingual Toll-Free helpline number 1800-11-2526 through which Stakeholders & public can register their grievances telephonically and get a grievance registration number for the same. They can also seek status of their grievance from this helpline by providing such grievance registration number. This facility has helped those IPs/IWs who are

either illiterate or lacking writing/computer skills.

20.10 Grievances are redressed timely and qualitatively within the maximum time limit of 21 days. ESIC has settled the grievances received on CPGRAMS portal satisfactorily during the period 01-04-2024 to 31-12-2024 as per following:

Year	Brought forwarded	Received	Settled	Pending as on 31/12/2024
01-04-2024 to 31-12-2024	436	18772	18744	464

Pending as on 31/12/2024	Pending 0-10 Days	Pending 11-21 Days	Pending 22-30 Days	Pending 31-45 Days	Pending 46-60 Days	Pending 61-90 Days	Pending 91-180 Days
464	367	96	0	1	0	0	0

20.11 For quick and on the spot redressal of Grievances of beneficiaries Suvridha Samagams are also periodically arranged at Regional Offices/ Sub-Regional Offices/ Divisional Offices on second Wednesday (AN) (If holiday, then next working day) of each month and at Branch offices on 2nd Friday of each month regularly. Medical Superintendent of the ESIC/ESIS Hospitals, where the ESIC and ESIS Hospitals are located in the same town/city are also part of these Suvridha Samagam organized by the Regional Offices/Sub-Regional Offices/ Divisional offices and on the spot medical related grievances are settled through them.

- In many cases where telephone numbers are available, feedback/ Satisfaction level is also obtained from the complainant and in case of any dissatisfaction remedial measures are taken promptly.
- A detailed Standard Operating Procedure (SOP) for timely redressal of public

grievances at each level with timelines has also been issued directing all offices to redress all the public grievances following the procedure.

- Video conferences are also held periodically to monitor speedy and appropriate disposal of grievances received at various ESIC offices/ Hospitals.

VIGILANCE ACTIVITIES IN ESIC

20.12 Vigilance activities refer to the systematic efforts and processes adopted by organizations to detect, prevent and address misconduct, corruption as well as unethical behaviour. These activities are essential for maintaining transparency, fairness and integrity in organizations. Vigilance activities *inter-alia* encompass a wide range of proactive measures, aimed not only at identifying malpractices but also at creating an environment where

misconduct is deterred. These activities are vital for the smooth functioning of organizations and ensure that they operate ethically and efficiently. Adoption of a proactive approach to detect, prevent and correct unethical practices enables organizations, to maintain trust with employees and public. A robust vigilance framework helps create a culture of accountability and integrity. The Vigilance branch of ESIC is headquartered at New Delhi with four Vigilance Inspection Units located at New Delhi, Kolkata, Mumbai and Chennai.

During 2024, six charge sheets were issued and penalty orders were passed in thirty-two disciplinary cases. Prosecution sanction is granted in all the nine cases within the prescribed time limit. Further, no case of prosecution sanction remained pending for more than three months. One thousand three hundred and eighty annual property returns were scrutinized. Scrutiny of super specialty treatment bills was done regularly. Further, all the quarterly structured meetings were held in time and monthly/quarterly/annual reports to Central Vigilance Commission (CVC) were sent in time.

Vigilance Awareness Week (VAW) 2024 was observed by the ESI Corporation at its Headquarters and the field offices throughout the country with enthusiasm as per the direction of the Central Vigilance Commission (CVC) from 28th October to 3rd November, 2024. The theme for the Vigilance Awareness Week this year was 'Culture of Integrity for Nations Prosperity'. The Vigilance Awareness Week commenced with the Integrity Pledge on 28th October 2024. In addition, various activities as well as outreach programmes like Essay Writing Competition, Poster Making Competition, Quiz Competition, Suvidha Samagam and Extempore Competition were organized at the Headquarters and field units during the week wherein the candidates participated with enthusiasm.

The Closing Ceremony was organized in the Headquarters office on 13.11.2024 which was graced by Director General, ESIC, Financial Commissioner, CVO and other senior officers. The winners of various competitions which were held during the Vigilance Awareness Week were awarded for their outstanding performances.

In addition, a three-month campaign was undertaken from 16.08.2024 to 15.11.2024 on Preventive Vigilance with focus on the following areas:

- I. Capacity Building Programs
- II. Identification and Implementation of Systemic Improvement Measures
- III. Updation of Circulars/Guidelines/Manuals
- IV. Disposal of Complaints received before 30.06.2024
- V. Dynamic Digital Presence

All the above activities were carried out and complaints received before 30.06.2024 were disposed off.

REDRESSAL OF PUBLIC GRIEVANCES (Customer Service Division-EPFO)

20.13 EPFO, in tune with its objectives, lays strong emphasis on customer service and the redressal of grievances of all stakeholders. The Organization has a robust mechanism to handle the grievances of its stakeholders i.e. employers, employees and pensioners through a network of its offices spread throughout the country. The Customer Service Division existing in the Employees' Provident Fund Organization, Headquarters, New Delhi and field formations in 21 Zones and 139 Regional Offices across the country are equipped with full-fledged Facilitation Centres, Public Relation Officers and supporting staff with an aim to provide quality service to all stakeholders of the organisation.

The various modes of registering and resolving grievances are-

1. CPGRAMS
2. Grievance Appeals
3. EPFiGMS
4. Call Center
5. Whatsapp Business Helpline
6. Twitter and FB account of EPFO & MoL&E
7. FAQs
8. Facilitation Centers

20.14 Grievances are received from subscribers, pensioners, account holders of EPFO and from employers of establishments both exempted and unexempted, directly and also through President's Secretariat, Prime Minister's Office (PMO), Directorate of Public Grievances (DPG), Directorate of Administrative Reforms and Public Grievances (DARPG), Ministry of Labour and Employment, National Human Rights Commission (NHRC) and Social Media like Twitter and Facebook.

CENTRALIZED PUBLIC GRIEVANCE REDRESSAL AND MONITORING SYSTEM (CPGRAMS):

20.15 Centralized Public Grievance Redressal and Monitoring System (CPGRAMS) is available on PG portal of Govt of India. (www.pgportal.gov.in). This is an online web-enabled system over NICNET developed by NIC, in association with Directorate of Public Grievances (DPG) and Department of Administrative Reforms and Public Grievances (DARPG). CPGRAMS is the platform based on web technology which primarily aims to enable submission of grievances by the aggrieved citizens from anywhere and anytime (24x7) basis to

Ministries/Departments/Organisations who scrutinize and take action for speedy and favorable redressal of these grievances which has been successfully implemented in EPFO. All the offices are regularly using CPGRAMS to monitor & redress the grievances.

20.16 Monitoring of grievances received under CPGRAM Portal:

- The grievances under CPGRAMS Portal are received by Customer Service Division (CSD) in EPFO Head Office through Ministry of Labour and Employment. After receipt of grievances, they are forwarded to the concerned field office as well as ACC's of the concerned division in Head Office for redressal. However after implementation of CPGRAMS 7.0 for all the Regional offices of EPFO, grievances received through MoLBR category directly falls into the login of the concerned Regional Offices and speedup the process of resolution of grievances leading to better service delivery.
- The field offices redress the grievances within the stipulated time and upload their replies on the CPGRAMS Portal of Customer Service Division at Head Office.
- The customer service division in turn forwards the reply to Ministry of Labour and Employment for its final disposal. The Ministry of Labour and Employment then replies to the citizen except in case of grievances pertaining to DPG which are disposed by DPG itself.
- Vigorous monitoring of grievances is done at all levels. Reports of pendency and disposal are generated regularly and followed up with field offices and different sections of Head Office through multiple

modes like Emails, whatsapp, calls etc

- Disposal of Public Grievances is reviewed by the Ministry of Labour and Employment every month and feedback also taken over calls from randomly

selected complainants from Ministry every month to know the quality of redressal of grievances on CPGRAMS portal.

20.17 Receipt and disposal of grievances through CPGRAMS:

Year	Opening balance	Number of Grievance received	Number of Grievance disposed	Percentage of disposal	Average time taken
(01.01.2024 to 31.12.2024)	4239	159184	157452	96.34	8

During the period from 01.01.2024 to 31.12.2024, in CPGRAMS portal, during the period 01.04.2023 to 31.03.2024, within 30 days, 97.11% of grievances were redressed. 28.72% redressed within 3 Days, 29.20% between 4 to 7

Days, 26.69% between 8 to 15 Days and 12.48% redressed between 16 to 30 Days.

20.18 Disposal of grievances received from various offices of Government of India:

S. No.	Grievance Source	Total receipt	Disposed	Disposal percentage
1	DPG	11234	10706	95
2	DARPG	801	776	97
3	Direct from complainant	136649	131870	97
4	President Secretariat	1393	1376	99
5	DOPPW(Pension)	4737	4539	96
6	PMO	8609	8185	95

20.19 REGULAR REVIEW MEETINGS:

Disposal of Public Grievances is reviewed by the Ministry of Labour & Employment every month.

20.20 Qualitative Analysis of top 10 categories in CPGRAMS for the period 01.01.2024 to 31.12.2024:

S. No.	Grievance Category	Brought forward	Received during	Total receipts	Disposed
1	Withdrawal Final settlement of 19 20 10C 31	1401	60396	61797	59936
2	KYC updation/Correction/Joint Declaration issue	1070	43258	44328	42982
3	Transfer of PF and Pension Service/Form 13 issue	575	22219	22794	21867
4	Category not assigned / Auto forward	613	9771	10384	9974
5	Establishment/Employer Grievance	119	9377	9496	9363
6	PENSION RELATED GRIEVANCE	86	4177	4263	3821
7	UAN DISABLED /deactivated	81	3082	3163	2843
8	COMPLIANCE/Coverage/Evasion	21	1576	1597	1552
9	Member passbook /service related issue	28	1072	1100	972
10	Higher Pension	43	698	741	691