



Citizen's / Client's Charter
For
LABOUR WELFARE ORGANISATION

GOVERNMENT OF INDIA

MINISTRY OF LABOUR & EMPLOYMENT

(2018-19)

Address: Jaisalmer House, New Delhi-110011

Website ID: _____ <http://labour.gov.in/dglw> _____

Date of Issue: _____ 30.04.2018 _____

Next Review: _____ **30.04.2019** _____

VISION:

Enhancing Welfare & Social Security measures for Unorganized Sector Workers.

Uplift of the workers engaged in Beedi, Cine and certain Non-coal Mining Industries.

Mission

Improving the living conditions of the workers and their families by providing them various welfare facilities.

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Phone No.	Process	Document Required	Fees		
								Category	Mode	Amount
1.	Providing Scholarships / Financial assistance under the Educational Schemes.	35	DDG	wchq_dglw@nic.in	(011-23386620)			NA	NA	NA
			WC, Ajmer,	wcajmer-rj@nic.in	(0145-2425121)	Issue guidelines / schemes formulated by the Ministry.	Not Applicable			
			Ahmedabad,	wcc.ahd-mole@gov.in	(0792-7682888)	Receive online applications through head of institution to concerned welfare commissioner.	Application with supporting documents.			
			Allahabad,	wcald@rediffmail.com	(0532-2250275)					
			Bangalore,	wclwoblr-ka@nic.in	(080-22257491)					
			Bhubaneswar	lwobbsr.od@gov.in	(0674-2557220)					
			Hyderabad,	wclwohyd@nic.in	(040-24601233)	Examination /scrutiny of the applications by concerned WC. Authenticated data will be uploaded on NeSP.	Not Applicable			
			Jabalpur,	sbd2020@rediffmail.com	(0761-2678595)					
			Ranchi ,	wcrlwo-jhr@nic.in	(06534-222536)					
			Patna,	wclwo.pat-mole@gov.in	(0612-2270333)					
			Kolkata,	wcc.lwokol-wb@gov.in	(033-22836412)					
			Raipur,	wcraipur.cg@nic.in	(0771-2282409)	After Account validation by NSP/PFMS, payment files will be pushed by WCs.	Not Applicable			
			Nagpur,	wcngp-labour@nic.in	(0712-2510474)					
			Dehradun,	wccddn@gmail.com	(0135-2752787)	DGLW Office will process payment file for payment and DDO will pass online bills Thereafter, PAO will pass payment directly to the beneficiaries account through DBT.				
Guwahati,	wc.guwahati@gmail.com	(0361-2222133)								
Tirunelveli,	dwclwotvl@gmail.com	(0462-2578266)								
Chandigarh,	dyclcchandigarh@nic.in	(0172-2741673)								
Cannanore,	wckannur.ker@nic.in	(0497-2705012)								

2.	To provide health care facilities to beedi workers and their family member	25	Same as above	Same as above	Same as above	Issue guidelines /schemes formulated by the Ministry.	Not Applicable	NA	NA	NA
						Provide treatment to the beneficiaries in dispensaries/hospitals in the area.				
						Reference from dispensary to Govt. recognized hospitals				
						Permission by concerned WC's on reference from dispensary to Govt. recognized hospitals for undergoing treatment of beneficiary under health schemes for operations in referral /specialized hospitals	The application and documents			
						Reimbursement of the expenditure	Payment receipt			

3.	To provide housing assistance to beedi workers	20	Same as above	Same as above	Same as above	Issue guidelines of Revised Integrated Housing Scheme 2007 and Revised Integrated Housing Scheme-2016 formulated by the Ministry.	Not applicable	NA	NA	NA
						(1) Receipt and examination of proposal by the concerned Welfare Commissioner.	All documents prescribed as per check list under the scheme.			
						(2) Issue of sanction order by the concerned Welfare Commissioner. (3) Release of subsidy to applicant(Beedi, Cine, and Non coal mine workers)	Utilization Certificate /Completion Certificate by the WC concerned.			

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
1.	Providing Scholarships/ Financial assistance under the Educational Schemes.	30	Number of Scholarships sanctioned for children of beedi, LSDM, IOMC, CINE and MICA workers	90	Days	30	WC's Records
2.	To provide health care facilities to beedi workers and their family members	40	Number of patients availed health care facilities in the LWO Hospitals and Dispensaries.	30	Days	40	WC's Records
3	(a) To provide housing assistance to beedi LSDM, IOMC, CINE and MICA workers (First instalment)	30	Average time taken for release of subsidy after receipt and examination of proposals complete in all respect	120	Days	30	WC's Records
	90						
	90						
	(c) Third instalment						

Grievance Redress Mechanism

S. No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1.	Welfare Commissioner, AHMEDABAD B.D. Patel House, 5 th Floor, 'B' Wing, Naranpura Road, Ahmedabad-380 014 (GUJARAT).	(0792-7682888)	wcc.ahd-mole@gov.in	9822493309
2.	Welfare Commissioner, AJMER Ajmer Region, B-114, Jatiya Hills, Datanagar, Ajmer-305006 (RAJASTHAN).	(0145-2425121)	wcajmer-rj@nic.in	9314419296
3.	Welfare Commissioner, ALLAHABAD 555-A/2, Mumfordganj, Allahabad-211 002 (UP).	(0532-2250275)	wcald1@rediffmail.com	9324293157
4.	Welfare Commissioner, BENGALURU Shram Kalyan Sadan, 3 rd Cross, 3 rd Main, 2 nd Stage, Yeshwanthpur Industrial Suburb, Tumkur Road, Bengaluru-560 022 (KARNATAKA).	(080-22257491)	wclwoblr-ka@nic.in	8072992127
5.	Welfare Commissioner, BHUBANESWAR Kendriya Shram Kalyan Sadan, Plot No. N-7/6 & 7(Ground & 1 st Floor), IRC Village, Behind ISKCON Temple, Bhubaneswar-751 001 (ODISHA).	(0674-2557220)	lwobbsr.od@gov.in	9178902500
6	Welfare Commissioner, CHANDIGARH O/o Dy. Chief Labour Commissioner, Kendriya Sadan, Sector-9/A, Chandigarh-160 004 (UT).	(0172-2741673)	dyclcchandigarh@nic.in	9810679034
7	Welfare Commissioner, DEHRADUN 109/1, Gali No. 4, Rajender Nagar, Kaulagarh Road, Dehradun-248 001 (UTTRAKHAND).	(0135-2752787)	wccddn@gmail.com	7579245233
8	Welfare Commissioner, GUWAHATI 39, Sapta Swahid Path, Sarumotoria, Dispur,	(0361-2222133)	wc.guwahati@gmail.com	9678626905

	Guwahati-781 006 (ASSAM).			
9	Welfare Commissioner, HYDERABAD Kendriya Sadan, Sultan Bazar, Koti, Hyderabad-500 095.	(040-24601233)	wclwohyd@nic.in	8072992127
10	Welfare Commissioner, JABALPUR 797, Shanti Kunj, South Civil Lines, Rani Durgavati University Road, Jabalpur-482 001 (MP).	(0761-2678595)	Sbd2020@rediffmail.com	8349964128
11	Welfare Commissioner, KANNUR MT/7/371, Post Thana, Kannur-670 012 (KERALA).	(0497-2705012)	wckannur.ker@nic.in	9495646225
12	Welfare Commissioner, KOLKATA 2nd M.S.O. Building, 5th Floor, Nizam Palace, 234/4, A.J.C. Bose Road, Kolkata-700 020 (WB).	(033-22836412)	wcc.lwokol-wb@gov.in	8986913311
13	Welfare Commissioner, NAGPUR CGO Complex, Block 'C', 2nd Floor, Seminary Hills, Nagpur-440 006 (MAHARASHTRA).	(0712-2510474)	wcnpg-labour@nic.in	9545700312
14	Welfare Commissioner, PATNA Karpuri Thakur Sadan, 5th Floor (D-Wing), Kendriya Karyalaya Parisar, GPOA, Aashiyana Digha Road, Patna-800 025 (BIHAR).	(0612-2270333)	wclwo.pat-mole@gov.in	8902367466
15	Welfare Commissioner, RAIPUR R-16, Anupam Nagar, Near T.V. Tower, Raipur- 492 007(CG)	(0771-2282409)	wcraipur.cg@nic.in	8264367692
16	Welfare Commissioner, RANCHI Shram Bhawan, P.O. Doranda, Distt., Ranchi- 834 002 (JHARKHAND).	(06534-222536)	wclwo-jhr@nic.in	7044376998
17	Welfare Commissioner, TIRUVELVELI 8/2A, St. Thomas Road, High Grounds, Maharaja Nagar Post, Tirunelveli-627 011 (TN).	(0462-2578266)	dwclwotvl@gmail.com	9444168146

List of Stakeholders / Clients

S. No.	Stakeholders / Clients
1.	State Governments / UT Administrations
2.	Autonomous Organizations- Employee's Provident Fund Organization (EPFO), Employee's State Insurances Corporation (ESIC), V.V. Giri National Labour Institute (VVGnLI) and Central Board for Worker's Education (CBWE)
3.	All Workers / Central Trade Union Organizations
4.	All Employers / Employers Organizations
5.	Beneficiaries

Indicative Expectations from Service Recipients

S. No.	
1.	Submit duly completed application forms in all respects under the various schemes
2.	The central financial assistance released should be used as per the guidelines of the schemes and within the prescribed timelines
3.	Please show courtesy to Ministry's officers/Labour welfare organization
4.	Always keep proper records of letters and communications with Ministry/ Labour welfare organization
5.	If you have an appointment with an officer in the Ministry, Please arrive 15 minutes prior to the appointment
6.	If you want to cancel an appointment, please give a written notice via fax or email at least two days in advance
7.	Send reports in the prescribed format as per prescribed timelines
8.	To check the webpage of DGLW on Ministry's website regularly for updates on policies, programmes and procedures
9.	Give their suggestions / inputs on drafts placed on Ministry's website/ web page of DGLW those circulate to them
10.	The participants to the meetings / conferences should attend the meetings / conferences with complete information