



**Citizen's / Client's Charter
For**

(DIRECTOR GENERAL LABOUR WELFARE)

GOVERNMENT OF INDIA

MINISTRY OF LABOUR & EMPLOYMENT

(2011-12)

Address: Jaisalmer House, New Delhi _____

Website ID: _____ www.lab.nic.in _____

Date of Issue: _____ 09/09/2011 _____

Next Review: _____

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 in the field of health, education, housing, recreation and social security.

Main Services / Transactions

S. No.	Services / Transaction*	Weight %	Responsible Person (Designation)	Email	Phone No.	Process	Document Required	Fees		
								Category	Mode	Amount
1.	Guiding State Nodal Agencies in formulating the project proposals for implementing RashtriyaSwasthyaBimaYojana (RSBY)	4	ShriS.R.Joshi (Deputy Director General)	sr.joshi@nic.in	(23384891)	Review of guidelines / documents	Not Applicable	NA	NA	NA
2.	Issuing of approval to the project proposal to launch RSBY in the State / District after approval by the Approval & Monitoring Committee	4	ShriS.R.Joshi (Deputy Director General)	sr.joshi@nic.in	(23384891)	Take approval of Approval & Monitoring Committee	Proposal in prescribed for Tender document, Minutes of the Technical and financial committee at the state level evaluation	NA	NA	NA
3.	Release of Central Share of Premium after implementing RSBY after receipt of proposal from the State Governments	4	ShriS.R.Joshi (Deputy Director General)	sr.joshi@nic.in	(23384891)	Send proposal to RWsection in Directorate General Labour Welfare (DGLW)	Annual Statement of Account and Utilization Certificate for year to previous financial year	NA	NA	NA
						Issue of sanction order	Not Applicable	NA	NA	NA
						Release of Premium	Not Applicable	NA	NA	NA

4.	Release of Central Assistance to States on receipt of proposal under the scheme of Rehabilitation of Bonded Labour	4	ShriS.R.Joshi (Deputy Director General)	sr.joshi@nic.in	(23384891)	Send proposal to BL section in DGLW	Utilization Certificate for year to previous financial year	Not Applicable	NA	NA
						Issue of sanction order	Not Applicable	Not Applicable	NA	NA
						Release of Central Assistance	Not Applicable	Not Applicable	NA	NA
20	Conveying opinion / decision on administrative/ personnel matters referred to Ministry by Welfare Commissioner	4	Sh. Balbir Singh (Deputy Secretary)	Singh.balbir@nic.in	(23389081)	Sent complete proposal to DGLW	Not Applicable	Not Applicable	NA	NA

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
1.	Guiding State Nodal Agencies in formulating the project proposals for implementing RashtriyaSwasthyaBimaYojana (RSBY)	4.0	Updating of documents on website (www.rsby.gov.in)	30	Days	4.0	Ministry Records
2.	Issuing of approval to the project proposal to launch RSBY in the State /District after approval by the Approval & Monitoring Committee	4.0	Average time taken for issue of approval letter after the project proposal is approved by the Approval & Monitoring Committee	7	Days	4.0	Ministry Records
3.	Release of Central Share of Premium in implementing RSBY after receipt of proposal from the State Governments	4.0	Average time taken for release of Central Share of Premium after receipt of fully completed proposal in all respect	15	Days	4.0	Ministry Records
4.	Release of Central Assistance to States on receipt of proposal under the scheme of Rehabilitation of Bonded Labour	4.0	Average time taken for release of Central Assistance after receipt of fully completed proposal in all respect	35	Days	4.0	Ministry Records

5.	Conveying opinion / decision on administrative/ personnel matters referred to Ministry by Welfare Commissioner	4.0	Average time taken to convey opinion/decision from date of receipt of request	35	Days	4.0	Ministry Record

