



(Government of India)

**Citizens' / Clients' Charter (CCC)
for
Ministry of Labour and Employment**

Address : Shram Shakti Bhawan, Rafi Marg, New Delhi-110001
Website ID : www.labour.gov.in
Date of Review : August, 2019
Next Review : March, 2020

Vision and Mission Statements

Vision

Decent Working Conditions and Improved Quality of Life of Workers, Ensuring India without Child Labour and Enhancing Employability on a Sustainable Basis.

Mission

Formulating and Implementing Policies / Programmes / Schemes / Projects for Providing Social Security and Welfare, Regulating Conditions of Work, Occupational Health and Safety of Workers, Eliminating Child Labour, Promoting Harmonious Industrial Relations, Ensuring Enforcement of Labour Laws and Promoting Employment Services.

SERVICES / TRANSACTIONS

Sl. No.	Service(s) / Transaction(s)	Weight [%]	Responsible Person [Designation]	E-mail [@nic.in OR @gov.in]	Phone Number [011-]	Process	Document(s) Required	Fees (Rs.)
1	Release of Central Share of Contribution to Life Insurance Corporation of India (LIC) for implementing Pradhan Mantri Shram Yogi Maan-dhan (PM-SYM) Yojana and Pradhan Mantri Laghu Vyapari Maan-dhan (PM-LVM) Yojana	6	Shri Manoj Kumar Gupta [Director]	(manojk.gupta@nic.in)	23384891	Examination of proposal by O/o DGLW and approval of competent authority Issue of Sanction Order and release of Contribution to LIC	Proposal from LIC complete in all respect and details of beneficiary list and Utilization Certificate	Nil
2	Release of Central Share of Premium to Life Insurance Corporation of India (LIC) for implementing Aam Aadmi Bima Yojana (AABY)	5	Shri Manoj Kumar Gupta [Director]	(manojk.gupta@nic.in)	23384891	Examination of proposal by O/o DGLW and approval of competent authority Issue of Sanction Order and release of Premium to LIC	Proposal from LIC complete in all respect and details of beneficiary list and Utilization Certificate	Nil
3	Release of Scholarships to the beneficiaries under Aam Aadmi Bima Yojana (AABY) through Direct Benefit Transfer (DBT)	4	Shri Manoj Kumar Gupta [Director]	(manojk.gupta@nic.in)	23384891	Inviting applications through National Scholarship Portal (NSP) as per the timelines fixed by the DBT Mission, Cabinet Secretariat Verification / scrutiny of the applications by concerned State Nodal Offices and Bank Account validation by NSP / PFMS Issue of Sanction Order and release of Scholarships through DBT	Application from the beneficiary complete in all respect	Nil
4	Release of Central Assistance to States on receipt of proposal under the scheme of Rehabilitation of Bonded Labour	4	Shri Surendra Patel [Deputy Secretary]	(surendra.patel@nic.in)	23387603	Examination of proposal by O/o DGLW and approval of competent authority Issue of Sanction Order and release of Central Assistance to State Governments	Proposal from State Government complete in all respect and Utilization Certificate for year to previous financial year	Nil

SERVICES / TRANSACTIONS

Sl. No.	Service(s) / Transaction(s)	Weight [%]	Responsible Person [Designation]	E-mail [@nic.in OR @gov.in]	Phone Number [011-]	Process	Document(s) Required	Fees (Rs.)
5	Taking administrative decision on Legislative Proposals received from Employees' State Insurance Corporation (ESIC) and Employees' Provident Fund Organization (EPFO)	6	Shri Rahul Bhagat [Director - EPFO] Shri V. Srikanth [Joint Director - ESIC]	(rahul.bhagat@ips.gov.in) (v.srikanth@nic.in)	23473379 23719054	Examination of proposal by Social Security Division and approval of competent authority	Proposal complete in all respect	Nil
6	Taking decision on proposals for amendment in Rules, Regulations and Schemes of ESIC and EPFO	6	Shri Rahul Bhagat [Director - EPFO] Shri V. Srikanth [Joint Director - ESIC]	(rahul.bhagat@ips.gov.in) (v.srikanth@nic.in)	23473379 23719054	Examination of proposal by Social Security Division and approval of competent authority	Proposal complete in all respect	Nil
7	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by ESIC and EPFO	5	Shri Rahul Bhagat [Director - EPFO] Shri V. Srikanth [Joint Director - ESIC]	(rahul.bhagat@ips.gov.in) (v.srikanth@nic.in)	23473379 23719054	Examination of proposal by Social Security Division and approval of competent authority	Proposal complete in all respect	Nil
8	Conveying decision on miscellaneous items such as clarifications required by State Governments or Individuals on Social Security Matters	5	Shri Rahul Bhagat [Director - EPFO] Shri V. Srikanth [Joint Director - ESIC]	(rahul.bhagat@ips.gov.in) (v.srikanth@nic.in)	23473379 23719054	Examination of proposal by Social Security Division and approval of competent authority	Proposal complete in all respect	Nil
9	Timely release of Grants to the National Child Labour Project (NCLP) Society (First Instalment)	6	Shri Arun Kumar Singh [Deputy Secretary]	(arun.kumar66@nic.in)	23717275	Examination of proposal by Child Labour Division and approval of competent authority Issue of Sanction Order and release of First Instalment	Annual Statement of Account, Utilization Certificate and QPR upto March end of previous Financial Year, uploading of correct and accurate data of the beneficiaries (children) for release of stipend and other related documents and the NCLP School is operational	Nil

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10	Timely release of Grants to the National Child Labour Project (NCLP) Society (Second Instalment)	6	Shri Arun Kumar Singh [Deputy Secretary]	(arun.kumar66@nic.in)	23717275	Examination of proposal by Child Labour Division and approval of competent authority Issue of Sanction Order and release of Second Instalment	Annual Statement of Account, Utilization Certificate of previous Financial Year and QPR upto September end of present Financial Year, uploading of correct and accurate data of the beneficiaries (children) for release of stipend and other related documents and the NCLP School is operational	Nil
11	Referring Disputes for Adjudication to Central Government Industrial Tribunal-cum-Labour Courts (CGITs-cum-LCs) on Receipt of Failure of Conciliation (FOC) Reports under Industrial Disputes Act, 1947	5	Ms. Vayaila Rungsung [Deputy Secretary]	(r.vayaila@nic.in)	23737510	Examination of FOC Reports by IR (C-I), IR (C-II) & IR (M) Desks and approval of Competent Authority	Failure of Conciliation (FOC) Reports	Nil
			Shri Manjit Singh Nayar [Deputy Secretary]	(ms.nayar@nic.in)	23708136	Examination of FOC Reports by IR (B-I), IR (B-II) & IR (DU) Desks and approval of Competent Authority		
12	Notification of Awards of Central Government Industrial Tribunal-cum-Labour Courts (CGITs-cum-LCs) on Disputes raised under Industrial Disputes Act, 1947	5	Ms. Vayaila Rungsung [Deputy Secretary]	(r.vayaila@nic.in)	23737510	Examination of Award by IR (C-I), IR (C-II) & IR (M) Desks and approval of Competent Authority	Award from CGITs-cum-LCs	Nil
			Shri Manjit Singh Nayar [Deputy Secretary]	(ms.nayar@nic.in)	23708136	Examination of Award by IR (B-I), IR (B-II) & IR (DU) Desks and approval of Competent Authority		
13	Conveying decision of the Government on the application made for Lay Off / Retrenchment of Worker or Closure of Establishment under Provisions in Chapter V B of Industrial Disputes Act, 1947	5	Ms. Vayaila Rungsung [Deputy Secretary]	(r.vayaila@nic.in)	23737510	Examination of application by IR (M) Desk and approval of Competent Authority	Application complete in all respect as per the relevant provisions of the Industrial Disputes Act, 1947	Nil
			Shri Manjit Singh Nayar [Deputy Secretary]	(ms.nayar@nic.in)	23708136	Examination of application by IR (PG) Section and approval of Competent Authority		

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14	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by Directorate General of Factory Advice Service & Labour Institutes (DGFASLI) and Directorate General of Mines Safety (DGMS)	4	Shri (Dr.) Mahendra Kumar [Director]	(mahendrakumar.rb@nic.in)	23731574	Examination of proposal by ISH Division and approval of Competent Authority	Proposal complete in all respect	Nil
15	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by Labour Bureau	4	Shri Sunil Prakash Bhardwaj [Deputy Director General]	(bhardwaj.sunil@nic.in)	23710222	Examination of proposal by ESA Section and approval of Competent Authority	Proposal complete in all respect	Nil
16	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by Welfare Commissioners (WCs)	4	Ms. Shashi Negi [Deputy Director General]	(shashi.negi@nic.in)	23386620	Examination of proposal by O/o DGLW and approval of Competent Authority	Proposal complete in all respect	Nil
17	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by O/o Chief Labour Commissioner (Central) and Central Government Industrial Tribunal-cum-Labour Courts (CGITs-cum-LCs)	4	Shri Raj Kumar [Deputy Secretary]	(rajkumar.ship@nic.in)	23753079	Examination of proposal by CLS-II Section and approval of Competent Authority	Proposal complete in all respect	Nil
18	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by V.V. Giri National Labour Institute (VVGNI) and Dattopant Thengadi National Board for Workers Education & Development (DTNBWED)	4	Shri Rahul Bhagat [Director - DTNBWED]	(rahul.bhagat@ips.gov.in)	23473379	Examination of proposal by ESA Section and approval of Competent Authority	Proposal complete in all respect	Nil
			Ms. Vayaila Rungsung [Deputy Secretary - VVGNI]	(r.vayaila@nic.in)	23737510			

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Sl. No.	Service(s) / Transaction(s)	Weight [%]	Responsible Person [Designation]	E-mail [@nic.in OR @gov.in]	Phone Number [011-]	Process	Document(s) Required	Fees (Rs.)
19	Prompt Grievance Redressal	4	Shri J.K. Singh [Deputy Secretary]	(dirpg-mole@gov.in)	23711120	Grievance should be as specific as possible and must relate to the functioning of the Ministry Grievance relating to the jurisdiction of the Ministry can be submitted both electronically (via www.pgportal.gov.in or www.labour.gov.in) or in writing via post	Petition / Request complete in all respect	Nil
20	Prompt acknowledgement receipt of letters from Citizens' / Clients'	2	Shri J.K. Singh [Deputy Secretary]	(dirpg-mole@gov.in)	23711120	N/A	Petition / Request complete in all respect	Nil
21	Timely response to letters from Citizens' / Clients'	2	Shri J.K. Singh [Deputy Secretary]	(dirpg-mole@gov.in)	23711120	N/A	Petition / Request complete in all respect	Nil
22	Prompt response to a request for appointment with appropriate Officer after receiving a Written Request	2	Shri J.K. Singh [Deputy Secretary]	(dirpg-mole@gov.in)	23711120	Written request must be made stating the purpose for which the meeting is sought	N/A	Nil
23	Prompt answer to telephone calls between 09:30 AM and 05:30 PM on a Central Enquiry Number (011-23473399)	2	Shri Manjit Singh Nayar [Deputy Secretary]	(ms.nayar@nic.in)	23708136	N/A	N/A	Nil

SERVICE STANDARDS

Sl. No.	Service(s) / Transaction(s)	Weight [%]	Success Indicator(s)	Service Standard	Unit	Weight	Data Source
1	Release of Central Share of Contribution to Life Insurance Corporation of India (LIC) for implementing Pradhan Mantri Shram Yogi Maan-dhan (PM-SYM) Yojana and Pradhan Mantri Laghu Vyapari Maan-dhan (PM-LVM) Yojana	6.0	Average time taken for release of Central Share of Contribution after receipt of fully completed proposal in all respect	30	Days	6.0	Ministry Records
2	Release of Central Share of Premium to Life Insurance Corporation of India (LIC) for implementing Aam Aadmi Bima Yojana (AABY)	5.0	Average time taken for release of Central Share of Premium after receipt of fully completed proposal in all respect	30	Days	5.0	Ministry Records
3	Release of Scholarships to the beneficiaries under Aam Aadmi Bima Yojana (AABY) through Direct Benefit Transfer (DBT)	4.0	Average time taken for release of scholarship after verification of application received through National Scholarship Portal (NSP) subject to availability of sufficient fund	60	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	Taking administrative decision on Legislative Proposals received from Employees' State Insurance Corporation (ESIC) and Employees' Provident Fund Organization (EPFO)	6.0	Average time taken for taking administrative decision from date of receipt of fully completed proposal in all respect	180	Days	6.0	Ministry Records
6	Taking decision on proposals for amendment in Rules, Regulations and Schemes of ESIC and EPFO	6.0	Average time taken for taking decision from date of receipt of fully completed proposal in all respect	95	Days	6.0	Ministry Records
7	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by ESIC and EPFO	5.0	Average time taken to convey opinion / decision from date of receipt of fully completed proposal in all respect	35	Days	5.0	Ministry Records
8	Conveying decision on miscellaneous items such as clarifications required by State Governments or Individuals on Social Security Matters	5.0	Average time taken in conveying decision from date of receipt of fully completed proposal in all respect	35	Days	5.0	Ministry Records

SERVICE STANDARDS

Sl. No.	Service(s) / Transaction(s)	Weight [%]	Success Indicator(s)	Service Standard	Unit	Weight	Data Source
9	Timely release of Grants to the National Child Labour Project (NCLP) Society (First Instalment)	6.0	Average time taken to examine the documents from the date of receipt of documents / request	20	Days	1.50	Ministry Records
			Average time taken to inform deficiencies in the documents after examining the documents	10	Days	1.50	
			Average time taken, to process the proposal for release of first instalment of grant after receipt of mandatory documents complete in all respects subject to the NCLP society not having large unspent balance from previous year and dues of all the components of the grant-in-aid are paid regularly by the society, in obtaining approval of the Competent Authority	30	Days	1.50	
			Average time taken to generate sanction and release of fund for first instalment of grant after approval of IFD	15	Days	1.50	
10	Timely release of Grants to the National Child Labour Project (NCLP) Society (Second Instalment)	6.0	Average time taken to examine the documents from the date of receipt of documents / request	20	Days	1.50	Ministry Records
			Average time taken to inform deficiencies in the documents after examining the documents	10	Days	1.50	
			Average time taken, to process the proposal for release of second instalment of grant after receipt of mandatory documents complete in all respects subject to the NCLP society not having large unspent balance from previous year and dues of all the components of the grant-in-aid are paid regularly by the society, in obtaining approval of the Competent Authority	30	Days	1.50	
			Average time taken to generate sanction and release of fund for second instalment of grant after approval of IFD	15	Days	1.50	
11	Referring Disputes for Adjudication to Central Government Industrial Tribunal-cum-Labour Courts (CGITs-cum-LCs) on Receipt of Failure of Conciliation (FOC) Reports under Industrial Disputes Act, 1947	5.0	Average time taken in referring the dispute from date of receipt of Failure of Conciliation (FOC) Report	45	Days	5.0	Ministry Records
12	Notification of Awards of Central Government Industrial Tribunal-cum-Labour Courts (CGITs-cum-LCs) on Disputes raised under Industrial Disputes Act, 1947	5.0	Average time taken in sending Award to the press for notification from date of receipt of the Award	10	Days	5.0	Ministry Records

SERVICE STANDARDS

Sl. No.	Service(s) / Transaction(s)	Weight [%]	Success Indicator(s)	Service Standard	Unit	Weight	Data Source
13	Conveying decision of the Government on the application made for Lay Off / Retrenchment of Worker or Closure of Establishment under Provisions in Chapter V B of Industrial Disputes Act, 1947	5.0	Average time taken in conveying decision of the Government after receipt of application complete in all respect	60	Days	5.0	Ministry Records
14	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by Directorate General of Factory Advice Service & Labour Institutes (DGFASLI) and Directorate General of Mines Safety (DGMS)	4.0	Average time taken to convey opinion / decision from date of receipt of fully completed proposal in all respect	35	Days	4.0	Ministry Records
15	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by Labour Bureau	4.0	Average time taken to convey opinion / decision from date of receipt of fully completed proposal in all respect	35	Days	4.0	Ministry Records
16	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by Welfare Commissioners (WCs)	4.0	Average time taken to convey opinion / decision from date of receipt of fully completed proposal in all respect	35	Days	4.0	Ministry Records
17	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by O/o Chief Labour Commissioner (Central) and Central Government Industrial Tribunal-cum-Labour Courts (CGITs-cum-LCs)	4.0	Average time taken to convey opinion / decision from date of receipt of fully completed proposal in all respect	35	Days	4.0	Ministry Records
18	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by V.V. Giri National Labour Institute (VVGNI) and Dattopant Thengadi National Board for Workers Education & Development (DTNBWED)	4.0	Average time taken to convey opinion / decision from date of receipt of fully completed proposal in all respect	35	Days	4.0	Ministry Records
19	Prompt Grievance Redressal	4.0	Average time taken to acknowledge grievance received electronically through CPGRAMS portal	3	Working Days	1.0	CPGRAMS Report and Ministry Records
			Average time taken to acknowledge grievance received through post	4	Working Days	1.0	
			Average time taken to send communication for additional information	10	Days	1.0	
			Average time taken for grievance settlement	40	Days	1.0	

SERVICE STANDARDS

Sl. No.	Service(s) / Transaction(s)	Weight [%]	Success Indicator(s)	Service Standard	Unit	Weight	Data Source
20	Prompt acknowledgement receipt of letters from Citizens' / Clients'	2.0	Average time taken to acknowledge receipt of letters	9	Days	2.0	Ministry Records
21	Timely response to letters from Citizens' / Clients'	2.0	Percentage of letters replied within the time limits promised in the acknowledgement letter	90	%	2.0	Ministry Records
22	Prompt response to a request for appointment with appropriate Officer after receiving a Written Request	2.0	Percentage of response given within 10 working days	90	%	2.0	Ministry Records
23	Prompt answer to telephone calls between 09:30 AM and 05:30 PM on a Central Enquiry Number (011-23473399)	2.0	Percentage of calls answered within 2 minutes of calling the central number (Including holding time)	90	%	2.0	NA

GRIEVANCE REDRESSAL MECHANISM

Name [Designation]	Helpline Number	E-mail	Website url to Lodge Grievances
Public Grievance Officer			
Shri J.K. Singh [Deputy Secretary]	011-23711120	(dirpg-mole@gov.in)	(www.pgportal.gov.in)
Public Grievance Cell			
Shri Vijay Kumar [Section Officer]	011-23473241	(pgcell-labour@gov.in)	(www.pgportal.gov.in)

LIST OF STAKEHOLDERS / CLIENTS

Sl. No.	Stakeholders / Clients
1	Central Ministries / Departments
2	State Governments / UT Administrations
3	Attached Offices:- Directorate General of Employment [DGE], Chief Labour Commissioner (Central) [CLC (C)] Organization, Directorate General of Factory Advice Service & Labour Institutes [DGFASLI] and Labour Bureau [LB]
4	Subordinate Offices:- Directorate General of Mines Safety [DGMS] and Labour Welfare Organization [LWO]
5	Autonomous Organizations:- Employees' State Insurance Corporation [ESIC], Employees' Provident Fund Organization [EPFO], V.V. Giri National Labour Institute [VVGNLI] and Dattopant Thengadi National Board for Workers Education & Development [DTNBWED]
6	Central Government Industrial Tribunal-cum-Labour Courts [CGITs-cum-LCs]
7	All Workers' / Central Trade Union Organizations
8	All Employers / Employers' Organizations

RESPONSIBILITY CENTRES (RCs)

Sl. No.	Name of the Responsibility Centre	Landline Number	E-mail	Address
Attached Offices				
1	Directorate General of Employment [DGE]	011-23350896	(ddg-dget@nic.in)	Shram Shakti Bhawan, Rafi Marg, New Delhi-110001
2	O/o Chief Labour Commissioner (Central) [O/o CLC (C)]	011-23710447	(clc-mole@nic.in)	Shram Shakti Bhawan,, Rafi Marg, New Delhi-110001
3	Directorate General of Factory Advice Service & Labour Institutes [DGFASLI]	022-24074358	(fasli@dgfasli.nic.in)	Central Labour Institute Building, N.S. Mankikar Marg, Sion, Mumbai-400022
4	Labour Bureau [LB]	0172-2704611	(dglb@nic.in)	S. C. O. 28-31, Sector-17/A, Chandigarh-160017
Subordinate Offices				
5	Labour Welfare Organization [LWO]	011-23386620	(shashi.negi@nic.in)	Ministry of Labour & Employment, Jaisalmer House, Mansingh Road, New Delhi-110011
6	Directorate General of Mines Safety [DGMS]	0326-2221000	(dg@dgms.gov.in)	Jagjeevan Road, Dhanbad-826001
Autonomous Organizations				
7	Employees' State Insurance Corporation [ESIC]	1800-11-2526 (011-23234092)	(dir-gen@esic.nic.in) (pg-hqrs@esic.nic.in)	Panchdeep Bhavan, Comrade Inderjeet Gupta (CIG) Marg, New Delhi-110002
8	Employees' Provident Fund Organization [EPFO]	011-26172671 011-26172677	(cpfc@epfindia.gov.in) (acchq.pension@epfindia.gov.in)	Bhavishya Nidhi Bhavan, 14, Bhikaji Cama Place, New Delhi-110066
9	V.V. Giri National Labour Institute [VVGNI]	0120-2411470	(dg.vvgnli@gov.in)	V.V. Giri National Labour Institute, Sector-24, Noida-201301
10	Dattopant Thengadi National Board for Workers Education & Development [DTNBWED]	0712-2233313	(director@cbwe.nic.in)	V.R.C.E. Gate, North Ambazari Road, Nagpur-440033

Indicative Expectations from Service Recipients
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Sl. No.	Indicative Expectations from Service Recipients
1	Submit duly completed application forms in all respects.
2	The central financial assistance released should be used as per the guidelines of the schemes and within the prescribed timelines.
3	Please show courtesy to Ministry's Officers.
4	Always keep proper records of your letters and communications with Ministry.
5	If you have an appointment with an Officer in the Ministry, please arrive 15 minutes prior to the appointment.
6	If you want to cancel an appointment, please give a written notice via fax or e-mail at least two days in advance.
7	Send reports in the prescribed format as per prescribed timelines.
8	Check the website regularly for updates on policies, programmes and procedures.
9	Give their suggestions / inputs on drafts placed on Ministry's website / those circulated to them.
10	The participants to the meetings / conferences should attend the meetings / conferences with complete information.