



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.nic.in
Date of Issue: October, 2018
Next Review: January, 2019

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.

Main Services / Transactions

Sl. No.	Service / Transaction	Weight %	Responsible Person [Designation]	E-mail	Phone Number	Process	Document Required	Fees		
								Category	Mode	Amount
1	Release of Central Assistance to States on receipt of proposal under the Scheme of Rehabilitation of Bonded Labour	6	Shri J.S. Sidhu [Deputy Secretary]	js.sidhu@nic.in	23387603	Examination of proposal by BL Section	Utilization Certificate for year to previous financial year	N/A	N/A	N/A
						Issue of Sanction Order	N/A	N/A	N/A	
						Release of Central Assistance	N/A	N/A	N/A	
2	Taking administrative decision on Legislative Proposals received from Employees' State Insurance Corporation (ESIC) and Employees' Provident Fund Organization (EPFO)	5	Shri V. Srikanth [Joint Director - ESIC]	v.srikanth@nic.in	23719054	Examination of proposal by Social Security Division	Proposal complete in all respect	N/A	N/A	N/A
			Shri Vinod Kumar [Director - EPFO]	vinodk@nic.in	23473379	Take approval of Competent Authority	Proposal complete in all respect	N/A	N/A	N/A
3	Taking decision on proposals for amendment in Rules, Regulations and Schemes of ESIC and EPFO	5	Shri V. Srikanth [Joint Director - ESIC]	v.srikanth@nic.in	23719054	Examination of proposal by Social Security Division	Proposal complete in all respect	N/A	N/A	N/A
			Shri Vinod Kumar [Director - EPFO]	vinodk@nic.in	23473379	Take approval of Competent Authority	Proposal complete in all respect	N/A	N/A	N/A
4	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by ESIC and EPFO	5	Shri V. Srikanth [Joint Director - ESIC]	v.srikanth@nic.in	23719054	Examination of proposal by Social Security Division	Proposal complete in all respect	N/A	N/A	N/A
			Shri Vinod Kumar [Director - EPFO]	vinodk@nic.in	23473379	Take approval of Competent Authority	Proposal complete in all respect	N/A	N/A	N/A
5	Conveying decision on miscellaneous items such as clarifications required by State Governments or Individuals on Social Security Matters	5	Shri V. Srikanth [Joint Director - ESIC]	v.srikanth@nic.in	23719054	Examination of proposal by Social Security Division	Proposal complete in all respect	N/A	N/A	N/A
			Shri Vinod Kumar [Director - EPFO]	vinodk@nic.in	23473379	Take approval of Competent Authority	Proposal complete in all respect	N/A	N/A	N/A

Sl. No.	Service / Transaction	Weight %	Responsible Person [Designation]	E-mail	Phone Number	Process	Document Required	Fees		
								Category	Mode	Amount
6	Timely release of Grants to the National Child Labour Project (NCLP) Society (First Instalment)	6	Shri S.K. Kalra [Deputy Secretary]	sk.kalra@nic.in	23766904	Examination of proposal by Child Labour Division	Annual Statement of Account, Utilization Certificate for Year to previous Financial Year and QPR upto March end for previous Financial Year and the NCLP School is Operational	N/A	N/A	N/A
						Issue of Sanction Order		N/A	N/A	N/A
						Release of First Instalment		N/A	N/A	N/A
7	Timely release of Grants to the National Child Labour Project (NCLP) Society (Second Instalment)	6	Shri S.K. Kalra [Deputy Secretary]	sk.kalra@nic.in	23766904	Examination of proposal by Child Labour Division	Annual Statement of Account, Utilization Certificate for previous Financial Year and QPR upto September end for present Financial Year and the NCLP School is Operational	N/A	N/A	N/A
						Issue of Sanction Order		N/A	N/A	N/A
						Release of Second Instalment		N/A	N/A	N/A
8	Timely release of Grants-in-Aid to the Child Labour Schools run by NGOs (First Instalment)	5	Shri S.K. Kalra [Deputy Secretary]	sk.kalra@nic.in	23766904	Examination of proposal by Child Labour Division	Agreement Bond from the Recipients and Receipt of NOC for NE State's NGOs	N/A	N/A	N/A
						Take approval of GIA Committee		N/A	N/A	N/A
						Release of First Instalment		N/A	N/A	N/A
9	Timely release of Grants-in-Aid to the Child Labour Schools run by NGOs (Second Instalment)	5	Shri S.K. Kalra [Deputy Secretary]	sk.kalra@nic.in	23766904	Examination of proposal by Child Labour Division	Quarterly Progress Report, Audited Statement of Accounts, Utilization Certificate and Inspection Report of an Officer nominated by the Ministry	N/A	N/A	N/A
						Issue of Sanction Order		N/A	N/A	N/A
						Release of Second Instalment		N/A	N/A	N/A

Sl. No.	Service / Transaction	Weight %	Responsible Person [Designation]	E-mail	Phone Number	Process	Document Required	Fees		
								Category	Mode	Amount
10	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 Rungung [Deputy Secretary]	r.vayaila@nic.in	23737510	Examination of FOC Reports by IR Division [IR (C-I), IR (C-II) & IR (Misc.)]	Failure of Conciliation (FOC) Reports	N/A	N/A	N/A
						Take approval of Competent Authority		N/A	N/A	N/A
11	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 Rungung [Deputy Secretary]	r.vayaila@nic.in	23737510	Examination of Award by IR Division [IR (C-I), IR (C-II) & IR (Misc.)]	Award from CGITs-cum-LCs	N/A	N/A	N/A
						Take approval of Competent Authority		N/A	N/A	N/A
12	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	Shri Manjit Singh Nayar [Deputy Secretary]	ms.nayar@nic.in	23708136	Examination of application by IR (PG) Section	Application complete in all respect as per the relevant provisions of the Industrial Disputes Act, 1947	N/A	N/A	N/A
						Take approval of Competent Authority		N/A	N/A	N/A
13	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)	5	Shri Suresh Singh [Director]	suresh.sin gh25@nic .in	23731574	Examination of proposal by ISH Division	Proposal complete in all respect	N/A	N/A	N/A
						Take approval of Competent Authority	Proposal complete in all respect	N/A	N/A	N/A
14	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by Labour Bureau	5	Shri N.K. Santoshi [Deputy Director General]	nk.santoshi@nic.in	23710222	Examination of proposal by ESA Section	Proposal complete in all respect	N/A	N/A	N/A
						Take approval of Competent Authority	Proposal complete in all respect	N/A	N/A	N/A

Sl. No.	Service / Transaction	Weight %	Responsible Person [Designation]	E-mail	Phone Number	Process	Document Required	Fees		
								Category	Mode	Amount
15	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by Chief Labour Commissioner (Central) and Central Government Industrial Tribunal-cum-Labour Courts (CGITs-cum-LCs)	5	Shri Raj Kumar [Deputy Secretary]	rajkumar.s hip@nic.i n	23753079	Examination of proposal by CLS-II Section	Proposal complete in all respect	N/A	N/A	N/A
						Take approval of Competent Authority	Proposal complete in all respect	N/A	N/A	N/A
16	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by Welfare Commissioners (WCs)	5	Shri J.S. Sidhu [Deputy Secretary]	js.sidhu@ nic.in	23387603	Examination of proposal by DGLW	Proposal complete in all respect	N/A	N/A	N/A
						Take approval of Competent Authority	Proposal complete in all respect	N/A	N/A	N/A
17	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)	5	Ms. Vayaila Rungsung [Deputy Secretary]	r.vayaila @nic.in	23737510	Examination of proposal by ESA Section	Proposal complete in all respect	N/A	N/A	N/A
						Take approval of Competent Authority	Proposal complete in all respect	N/A	N/A	N/A
18	Prompt Grievance Redressal	4	Shri Vinod Kumar [Director]	dirpg- mole@go v.in	23473379	Grievance should be as specific as possible and must relate to the functioning of the Ministry	Petition / Request complete in all respect	N/A	N/A	N/A
						Grievance relating to the jurisdiction of the Ministry can be submitted both electronically (via http://pgportal.gov.in or http://labour.nic.in) or in writing via post	Petition / Request complete in all respect	N/A	N/A	N/A

Sl. No.	Service / Transaction	Weight %	Responsible Person [Designation]	E-mail	Phone Number	Process	Document Required	Fees		
								Category	Mode	Amount
19	Prompt acknowledgement receipt of letters from Citizens' / Clients'	2	Shri Vinod Kumar [Director]	dirpg-mole@gov.in	23473379	N/A	Petition / Request complete in all respect	N/A	N/A	N/A
20	Timely response to letters from Citizens' / Clients'	2	Shri Vinod Kumar [Director]	dirpg-mole@gov.in	23473379	N/A	Petition / Request complete in all respect	N/A	N/A	N/A
21	Prompt response to a request for appointment with appropriate Officer after receiving a Written Request	2	Shri Vinod Kumar [Director]	dirpg-mole@gov.in	23473379	Written request must be made stating the purpose for which the meeting is sought	Petition / Request complete in all respect	N/A	N/A	N/A
22	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	N/A	N/A	N/A

Service Standards

Sl. No.	Service / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
1	Release of Central Assistance to States on receipt of proposal under the Scheme of Rehabilitation of Bonded Labour	6.0	Average time taken for release of Central Assistance after receipt of fully completed proposal in all respect	35	Days	6.0	Ministry Records
2	Taking administrative decision on Legislative Proposals received from Employees' State Insurance Corporation (ESIC) and Employees' Provident Fund Organization (EPFO)	5.0	Average time taken for taking administrative decision from date of receipt of fully completed proposal in all respect	180	Days	5.0	Ministry Records
3	Taking decision on proposals for amendment in Rules, Regulations and Schemes of ESIC and EPFO	5.0	Average time taken for taking decision from date of receipt of fully completed proposal in all respect	95	Days	5.0	Ministry Records
4	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
5	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
6	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	Ministry Records	
Average time taken to process the proposal for release of first instalment of grant after receipt of mandatory documents complete in all respect 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 and obtaining approval of the Competent Authority			50	Days	1.50	Ministry Records	
Average time taken to generate sanction and release of fund for first instalment of grant after approval of IFD			15	Days	1.50	Ministry Records	

Sl. No.	Service / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
7	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	Ministry Records
			Average time taken to process the proposal for release of second instalment of grant after receipt of mandatory documents complete in all respect 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 and obtaining approval of the Competent Authority	30	Days	1.50	Ministry Records
			Average time taken to generate sanction and release of fund for second instalment of grant after approval of IFD	15	Days	1.50	Ministry Records
8	Timely release of Grants-in-Aid to the Child Labour Schools run by NGOs (First Instalment)	5.0	Average time taken for seeking approval of GIA Committee after Inspection Clearance	60	Days	2.50	Ministry Records
			Average time taken to release first instalment of grant after approval of GIA Committee, receipt of Acceptance Bond and receipt of No Objection Certificate (NOC) of the Society from Ministry of Home Affairs	20	Days	2.50	Ministry Records
9	Timely release of Grants-in-Aid to the Child Labour Schools run by NGOs (Second Instalment)	5.0	Average time taken to inform deficiencies in the Utilization Certificate from the date of receipt of Utilization Certificate	20	Days	2.50	Ministry Records
			Average time taken to release second instalment of grant after receipt of mandatory documents from the NGOs, RLC Office / State Government	30	Days	2.50	Ministry Records
10	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	65	Days	5.0	Ministry Records
11	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	18	Days	5.0	Ministry Records

Sl. No.	Service / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
12	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
13	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)	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
14	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by Labour Bureau	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
15	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by Chief Labour Commissioner (Central) and Central Government Industrial Tribunal-cum-Labour Courts (CGITs-cum-LCs)	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
16	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by Welfare Commissioners (WCs)	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
17	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)	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

Sl. No.	Service / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
18	Prompt Grievance Redressal	4.0	Average time taken to acknowledge grievance received electronically through CPGRAMS portal	3	Working Days	1.0	CPGRAMS Report & Ministry Records
			Average time taken to acknowledge grievance received through post	4	Working Days	1.0	CPGRAMS Report & Ministry Records
			Average time taken to send communication for additional information	10	Days	1.0	CPGRAMS Report & Ministry Records
			Average time taken for grievance settlement	40	Days	1.0	CPGRAMS Report & Ministry Records
19	Prompt acknowledgement receipt of letters from Citizens' / Clients'	2.0	Average time taken to acknowledge receipt of letters	9	Days	2.0	Ministry Records
20	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
21	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
22	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 Redress Mechanism

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

Sl. No.	Name of the Public Grievance Officer	Helpline Number	E-mail
1	Shri Vinod Kumar [Director]	011-23473379	dirpg-mole@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)], 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 [VVG NLI] 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 and Subordinate Organizations

Sl. No.	Responsibility Centres and Subordinate Organizations	Landline Number	E-mail	Address
1	Directorate General of Employment [DGE]	011-23350896	ddg-dget@nic.in	Shram Shakti Bhawan, Rafi Marg, New Delhi-110001
2	Chief Labour Commissioner (Central) [CLC (C)]	011-23710447	jk.sagar58@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
5	Labour Welfare Organization [LWO]	011-23386620	mandal.nihar@nic.in	Ministry of Labour & Employment, Jaisalmer House, Mansingh Road, New Delhi
6	Directorate General of Mines Safety [DGMS]	0326-2221000	dg@dgms.gov.in	Jagjeevan Road, Dhanbad-826001
7	Employees' State Insurance Corporation [ESIC]	1800-11-2526 (011-23234092)	esic-hqrs@esic.in	Panchdeep Bhavan, Comrade Inderjeet Gupta (CIG) Marg, New Delhi-110002
8	Employees' Provident Fund Organization [EPFO]	011-26185580	acc.compliance@epfindia.gov.in	Bhavishya Nidhi Bhavan, 14, Bhikaji Cama Place, New Delhi-110066
9	V.V. Giri National Labour Institute [VVG NLI]	0120-2411470	dg.vvg nli@nic.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

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.