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भारत सरकार के सचिव  
HEERALAL SAMARIYA, I.A.S.  
Secretary to Govt. of India



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**D.O. No.Z-20012/09/2020-BOCW**

**July 14, 2020**

Dear Chief Secretary,

As you are aware, the Building and Other Construction Workers (BOCW) are facing unprecedented tribulation due to outbreak of Covid-19 and consequent lockdown.

2. Hon'ble Minister of State (I/C), Ministry of Labour & Employment vide his D.O. letter of even number dated 6th July, 2020 has requested the Chief Ministers/Lt. Governors/Administrators of States/UTs to implement the **Mission Mode Project** to register all the left-out BOC workers. This time-bound project relies on easing out the processes, doing away with the physical presence of workers for registration & renewals, reposing trust on workers by self-certification and giving due benefits to all eligible construction workers in terms of universal social security and welfare schemes by optimally utilising cess fund.

3. Accordingly, I request you to implement the Mission Mode Project to register all the left-out BOC workers and other associated tasks as detailed in Para 6 of the Advisory Guidelines (Copy enclosed) in a time bound manner which will ensure that all deserving and eligible Construction Workers get the benefits of welfare schemes of the Government.

With regards,

Yours sincerely,

  
(Heeralal Samariya)  
14/7/2020

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## MISSION MODE PROJECT FOR BUILDING AND OTHER CONSTRUCTION WORKERS (BOCW) ADVISORY GUIDELINES

### ABSTRACT

A fast-track time bound Mission Mode Project has been triggered by the plight of the construction workers created by COVID-19 pandemic and consequent inevitability to take extra-ordinary and collective endeavor with a view to mitigate their miseries. The central idea is to provide an umbrella of Social Security to all eligible BOCW workers and to empower them to withstand the onslaught of such calamities in future.

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## 1.0 Overview

- 1.1 The construction workers constitute one of the largest categories of workers in the unorganised sector. Based on the sample survey conducted by National Sample Survey Organisation (NSSO) in 2011-12, about 5 crore workers are engaged in the construction activities in the country. In order to safeguard the interest of the workers of this sector, popularly known as Building and Other Construction Workers (BOCW), the government has enacted exclusive and comprehensive labour legislations, viz.,
- a. The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996
  - b. The Building and Other Construction Workers' Welfare Cess Act, 1996.
- 1.2 Further, the BOCW Central Rules, 1998 and Building and Other Construction Workers Welfare Cess Rules, 1998 were also notified vide notification dated 19.11.1998 & 26.3.1998 respectively. The Act enlists the Building and Other Construction Work at Section 2(d) and also defines the meaning of Building and other Construction Worker at Section 2(e). These legislations regulate the employment and conditions of service, safety and health measures for the construction workers through State Welfare Boards constituted at the State Level. Welfare measures are financed by levy of Cess on all construction works at rates between 1% to 2% of the construction cost of the building/ project (presently Government has notified Cess to be levied @ 1%). The funds so collected are to be used for providing financial assistance to the families of registered workers in case of accident, old age pension, housing loans, payment of insurance premium, children's education, medical and maternity benefits etc. as envisaged at Section 22 of the 1996 Act. Further the State Governments are also empowered to make necessary rules in regard to the introduction and implementation of the welfare schemes in accordance with the provision under Section 62.

- 1.3** At Chapter V, Section 11 and 12 of the 1996 Act, the construction workers are to be registered as beneficiaries to avail the benefits provided by the Board from its fund constituted as per Section 18 of the Act subject to the conditions mentioned therein.

## **2.0 Estimation of BOCW in India**

- 2.1** Generally available estimates of population of BOCW indicate towards a figure of 4.5 to 5.5 crore such workers in the entire country who are engaged in construction activities in public as well as in private sector. Taking a cue from NSSO survey, a figure of at least 5 crore BOCW in the country can be considered as largely genuine and commonly accepted estimate. Out of an estimated total workforce of 50 crore in the country, it can be seen that 10% of the total workforce is engaged in the construction activities. Therefore, BOCW is considered as a big chunk of the workforce. Not only that, it is also the most important workforce, a major player in nation-building and yet the most neglected lot.
- 2.2** It is pertinent to mention that this workforce needs Social Protection the most and therefore should be registered with the State Welfare Boards as per the Act, in order to avail the benefits of Social Security. Unfortunately, it is noticed that out of the 5 crore estimated construction workers, only 3.48 crore workers have been registered as on date. This means that about 30% workers are still left-out of the perimeter of Registration process in the states.
- 2.3** More importantly, only 2.57 crore BOCW are found to be 'live' registered workers as on date. It indicates that only half of the estimated BOCW are 'live', whose registration have been renewed up-to-date. This actually means that only five in ten workers in the field are live-registered and eligible for benefits under the cess fund. A state wise figure of estimated, registered and live workers is appended in the

form of Table A. This situation needs correction and hence necessitates drastic measures.

- 2.4** A critical reading of the figures of cash assistance to BOCW in Table A drives home the point that only 1.8 crore beneficiaries could avail financial assistance through Direct Benefit Transfer (DBT) during the COVID-19 pandemic. It was mainly due to non-availability of Aadhaar and Bank Details of individual workers. A handful of states could not disburse a single rupee due to absence of any such records of bank details and non-digitisation of data.

### **3.0 Cess Collection & Expenditure**

- 3.1** The respective States Welfare Boards (SWB) has been collecting the welfare Cess from the employers/ builders in accordance with the provision of BOCW Welfare Cess Rules since 1988. The details are as follows:

- Cumulative Cess Collected (till 31.05.2020) – Rs.61,049 crores
- Cumulative Expenditure (till 31.03.2020) – Rs.22,167 crores
- Expenditure during Covid-19 (till 15.06.2020) – Rs.4905 crores
- Cess Fund Balance Available with all SWBs as on date – Rs.38,000 crores (approx.)

- 3.2 Supreme Court Directives:** It is apparent that the welfare fund constituted for the purpose of promoting welfare measures for the benefit of the construction workers are not optimally utilised to the desired extent. The functioning and effectiveness of the Building and Other Construction Workers Welfare Cess Act 1996 and Rules 1998 came under the close scrutiny of the Hon'ble Supreme Court in Writ Petition (Civil) No.318 of 2006 in which Hon'ble Court gave very important directions. Following which, the advisory was issued by the Central Ministry to all SWBs to frame schemes in the lines of Model Welfare Schemes for the construction workers. Further, an action plan was also given to the States/ SWBs for strengthening implementation machinery. The respective Governments and its Boards have been

trying to over-come several constraints in identifying, registering and ensuring the flow of benefits of the fund to the construction workers and their wards. The challenges such as low-level of education among the workers, lack of awareness about the welfare schemes, temporary nature of their employment and hazy employee-employer relationship and indefinite periods of employment, among others are encountered while implementing.

**3.3 Plight of construction workers during Covid-19:** The problems of the migrant construction workers during the COVID-19 pandemic brought to the fore, the attention of all concerned authorities, especially about the pathetic conditions in which the construction workers have lived and compelled to come on to the streets as the required assistance were not forthcoming timely. The lacunae and the shortcomings in the delivery mechanism and lapses on the part of the agencies/ SWBs were identified as the chief reasons for partial failure of delivery system.

## **4.0 Objectives of Mission Mode Project (MMP)**

In the light of the above, the Mission Mode Project for Building and Other Construction Workers (MMP for BOCW) has been designed with five-fold objectives, so that all the construction workers are registered as beneficiaries to avail the entitled benefits without any hassles. These objectives are:

### **4.1 Registration Coverage to All Construction Workers:**

As can be seen from para 2.2 and 2.3 above, it is sufficiently clear that all the estimated 5 crore workers are not yet registered on the rolls of State Welfare Boards (SWB). Out of 5 crore workers, in fact, less than 3.5 crore are actually registered with the Boards. It indicates that about 1.5 crore workers (30% of the total workers) are still out of the perimeter and have no scope to get the welfare scheme benefits unless registered quickly. Hence the first and foremost objective is to bring all

the left-out workers in the fold by taking direct action and increase registration to 5 crore mark.

#### **4.2 Social Security Umbrella to All Construction Workers:**

The enactment of Unorganised Workers' Social Security Act in 2008 and similar other Acts/ provisions have resulted in formation of various social security schemes by the respective departments of states as well as by the central government. The BOCW Welfare Boards of the respective States may take initiative to enroll the construction workers in such schemes and pay the stipulated subscription/ premium/ contribution on their behalf from the cess fund. This will fulfill a long-standing necessity of BOCW workers.

#### **4.3 Subsistence allowance during emergencies:**

The country, in the recent past, has witnessed several calamities, disasters and the unprecedented Pandemic wherein the construction workers have borne the maximum brunt. They are the most affected lot due to their financial and occupational vulnerability. They are not in a position to bear the loss of employment and the consequent sufferings. The boards shall strive to provide subsistence allowance to such category of workers to withstand such loss or damage, by granting a subsistence allowance, fixation of rates and its revision from time to time.

#### **4.4 Optimal Utilisation of Cess Fund:**

It is evident from above, that the welfare cess levied and collected to promote welfare and social security measures for the benefit of construction workers, have remained under-utilized for various reasons. This has necessitated the supervision by the Hon'ble Supreme Court and further expanded, in view of the inhuman sufferings of workers during COVID-19 pandemic. MMP will therefore have Optimal Utilisation of cess funds as its third objective. The State Welfare Boards (SWBs) may take decisions to undertake such welfare measures and such social security schemes on behalf of the construction workers and

act on behalf of the workers and be instrumental in providing the benefits as mandated by law. It may venture into forming encouraging housing and co-operative society, transit accommodation, hostels, dispensaries, crèche, payment of premiums for social security schemes, mobile dispensaries, subsidised canteens, library, skill centres, seva-kendras, Toll free helplines, training, counselling, de-addiction centres, transportation, accommodation facilities at important pilgrimage, tourists centres and excursions to the state-of-the art construction sites, exposure visits etc.

#### **4.5 Creation of Data Base of construction workers:**

Another objective of this MMP is to have a proper, updated, dynamic, shareable and usable database of all BOCWs. It is noticed that many of the benefits of the welfare schemes are not reaching to the construction workers and their families, although they are the intended target group/ beneficiaries. Therefore, it is advisable that a dynamic data base of all the construction workers is readied by all the SWBs in electronic form which can be pooled and shared among the agencies, which are promoting and managing the respective welfare schemes. The boards may liaise, borrow, exchange the information, data base of the construction workers available with the different agencies, organisations such as ESIC, EPFO, MNREGA, Shram-Suvidha Portal of the Ministry of Labour & Employment, registration of contract workmen, interstate migrant workmen and from the Labour Bureau of the states and render legal assistance to claim the benefits under the Employees Compensation Act 1923.

## **5.0 Features of Mission Mode Project**

### **5.1 Simplification of Processes:**

Section 11 and 12 of the BOCW Act, 1996 envisage the requirements for Registration of beneficiaries to avail benefits of the cess fund in accordance with conditions stated therein. As the construction workers are constrained to register themselves as beneficiaries due to often complex processes, hence the process of Registration should be

simplified to overcome the same. The Registration Form needs to be revisited and simplified to the extent that only essential information is asked. Unnecessary details need to be culled from the registration as well as from the renewal form. These forms should be in e-form to allow online registration/ renewal only so that a robust database is built overtime and becomes an easy process for the workers to get themselves registered.

## **5.2 Inclusiveness:**

To include all the estimated 5 crore workers into the fold of registration is the second most prominent feature of the MMP. As on today, due to several systemic weaknesses outlined above, about 1.5 crore workers (30%) are still left-out. The MMP seeks to bring all of them under the registration process by change of mindsets, simplification of processes, and adopting new technologies.

## **5.3 Expeditious e-renewal:**

The State Welfare Boards shall introduce appropriate measures to timely alert the registered beneficiaries for approaching renewal date by using effective electronic devices. Renewal process should be fully electronic, based on self-certification of 90-days work and delivered on mobile by SMS/ E-certificates without insisting upon physical presence at all.

## **5.4 Enrolment of all BOCW in Social Security Schemes:**

Of late, new social security measures have been introduced by the central/ state governments as flagship schemes of Hon'ble Prime Minister for the workers of unorganised sector such as Prime Minister Shram-Yogi Maan Dhan (PMSYM) for life long pension, Prime Minister Jeevan Jyoti Bima Yojana (PMJJBY) for life insurance coverage, Prime Minister Suraksha Bima Yojana (PMSBY) for accidental insurance, Prime Minister Jan Arogya Yojana (PMJAY)/ Ayushman Bharat for family health insurance. The idea is that all registered workers should be enrolled necessarily in the above three schemes to provide full

social security cover to each one of them and their family members/ dependents. The premium in those schemes needs to be paid from the cess fund.

#### **5.5 Ensuring delivery of benefits:**

Just enrolling the workers in the social security schemes shall not serve the purpose until and unless the benefits are actually delivered to the beneficiaries or their family members. The e-database with alerts on mobile apps and through SMS for claim processes and help from helpline numbers/ call centres will be required as tools. Hence, one of the main key features is to ensure delivery of benefits to the deserving.

#### **5.6 Switching to fully online processes:**

Needless to say, that in order to give effective services and to ensure that the benefit reaches the genuine beneficiaries, the SWBs will have to adopt the latest technology tools and switch to entirely online processes with supporting services of a call centre, toll free helpline numbers, missed call link forms, e-registration, e-renewal, DBT and do away with physical presence and manual data. All the delivery functions of the Boards to be switched to automated processes.

## **6.0 Components of Mission Mode Project (MMP)**

The MMP for BOCW comprises three components, as detailed below;

#### **6.1 Registration of left-out BOCW:**

The first component envisages registration of all left-out 1.5 crore construction workers in the country within three months' time-period. Table-A gives the figures of estimated BOCW workers State-wise, which is the target for each State/ UT. Therefore, in order to register the remaining 1.5 crore not-yet-registered Building and Other Construction Workers as beneficiaries of the fund, a Special Drive, campaign may be held during the next three months. The following activities may be undertaken in order to include all BOCW workers;



- i. Special Drive with campaign in the workers colonies, labour chowks, real estate hubs and similar other places to be held by involving the officials of SWBs and labour department with online registration facilities to be set up in the field.
- ii. The State Governments/ UTs may engage District/ ULB/ Panchayat machinery for door to door campaign component of Special Drive. District Machinery up to Village/ Mohalla level (Panchayats, Patwaries, BDOs, Tahsildars, ULBs) to be utilised by States in Special Drive.
- iii. Increase registrations to achieve the target of estimated figures as provided in the Table A by three months. The new registrations should be done online (or in offline mode if not possible to do online but subsequently to be entered in the main database the next day).
- iv. Self-Registration through portal/ app/ missed call linked registration forms to be made the normal route of registration. Assisted registration can be provided through State level Call Centre/ Helpline or physical Helpdesk at prominent places.
- v. Give online/ Missed Call link for registration & renewal through CSC/ State CSC/ e-seva kendras, mobile apps, portal, Web links etc. Assist in filling the e-forms by helpdesks/ helplines.
- vi. Self-declaration by the workers in the matter of Aadhar/ Mobile/ Bank details/ 90 days to be the basis for registration.
- vii. No Documents from workers except Aadhar & Bank details be asked for. It is suggested that the practice of self- registration, self-certification relying upon the Aadhar, Mobile, Bank Details of the worker concerned may be adopted by utilising advanced technological support.
- viii. The particulars/ information furnished by the Building and Other Construction workers may be verified over telephone call or video call if so required, without insisting on his/ her physical presence.

- ix. Conscious inclusion of migrant BOCW workers in destination states by providing them language support, if required, through helpline and helpdesks.
- x. Adequate publicity/ IEC campaign in relevant areas among BOCW in vernacular may be undertaken. The prominent personalities from the field of politics, Sports, Cinema and of Local importance, volunteers, NGOs, authorized agents etc. may be roped in for the noble cause especially in the wake of COVID-19 situation. IEC activities such as Street Play, Film shows and TV / AIR Advertisement may be resorted, depending on funds.
- xi. SWBs may decide to incentivise new registrations. This shall not only motivate the new entrants to show their interest in the registration process, but also compensate their lost-wages of the day and help verify the correctness of their bank details.
- xii. Seva-Bandhus/ NGOs/ volunteers may be engaged to augment the process of new registrations. It is advisable to share the data/ information of registered beneficiaries with the Trade Unions/ Federations/ NGOs of the Building Workers concerned in order to ensure new registration, proper and timely renewal & also revival of the lapsed registration.

Time Line: 3 months

## **6.2 Renewal and Portability:**

**6.2.1** It is evident from the data at Table A that only 2.57 crore workers are actually live-registered workers out of total registered 3.48 crore registered workers. This means that only about 74% registered workers have renewed their registration in time and can avail the benefits therein. Therefore, this MMP envisages the second component to ease the renewal process for the workers. Therefore, the SWBs will take the following steps under the second component;

- (i) Portal based/ App based Online/ Missed Call link / System  
Generated e-forms for renewal to be made available

- (ii) No Physical presence should be insisted for renewal. If required, physical verification can be done over voice call/ video call by the authorities through their call-centre.
- (iii) Whole process has to be online renewal process or hassle-free telephonic process
- (iv) 90 Days work requirement on self-certification should be sufficient
- (v) Alongwith the bank details, the mobile number should also be collected/ updated during renewal.
- (vi) E-certificate of renewal to be delivered on the App/ portal/ mobile phone/ SMS instantly.
- (vii) SWBs may decide to incentivise renewals. This shall not only motivate the workers to show their interest in the renewal process, but also compensate their lost-wages of the day and help verify the correctness of their bank details once more.
- (viii) Seva-Bandhus/ NGOs/ Volunteers may be engaged to augment the process of renewal. It is advisable to share the data/ information of registered beneficiaries with the Trade Unions/ Federations/ NGOs of the Building Workers concerned in order to ensure new registration, proper and timely renewal & also revival of the lapsed registration.

Time Line: 3 months

**6.2.2** The portability on Migration from one state to another has been a challenging issue always. It is to be understood that the benefits to be continued on migration and the expenditure to be borne by the destination/ host state welfare board where the worker is working and contributing to the prosperity of that state. At present there is no dynamic all-India portal and every state has its individual database which may or may not be able to transfer his/ her data from other database. To sort out the issue, a simple system of Migration Certificate (available in e-form on mobile) needs to be put in place quickly. The SWBs shall develop and operationalise as follows;

- (i) Online application/ telephonic application from registered mobile number for Migration Certificate
- (ii) SWB to issue online Migration Certificate (MC) automatically and instantaneously on his/ her Registered Mobile without asking any reason or without denying
- (iii) SWB will de-register him/ her from their register and shift his/her data to Migrated category
- (iv) Destination States/ SWB to honour MC on uploading and issue re-registration number counting him as their own registered worker
- (v) Destination States/ SWB to honour all his benefits and to continue them until further migration/ renewal
- (vi) States/UTs to upload on existing National BOCW portal for inter-state cross-checking/ veracity of claim

Time Line: 3 months

It may be noted that, this is only a temporary measure till the national portal is not available. Once the dynamic portal of National Database of Unorganised Workers is ready, the issue of portability will be taken care of by exporting all data from here to the new database.

### **6.3 Universalisation of Social Security :**

Each State Welfare Board may strive to provide comprehensive social security to their all registered construction workers in terms of pension, life & disability cover, and health benefits. There are already existing Central Government schemes along-with certain State Government Schemes. The SWBs shall enrol each worker in the following schemes and will pay the required premium to the government/PSU service providing agency as per the norms either in a group basis or to each individual beneficiary by way of regular reimbursement into his/ her bank account. There are four pillars on which the social security of the workers rests; these are

### **6.3.1 Health Insurance:**

Ayushman Bharat/ Pradhan Mantri Jan Arogya Yojana (AB PM-JAY), launched on 23rd September 2018, aims at providing health insurance cover of INR 5 lakhs per family per year for secondary and tertiary care in case of hospitalization. The scheme provides cashless health care services and allows eligible patients to avail benefits at any of the 22000 empanelled Government and Private hospitals across the country (portability of services). National Health Authority and the Ministry of Labour & Employment through State Welfare Boards are collaborating to extend PM-JAY benefit to all registered BOCW. In essence, the Boards shall extend health insurance cover of Rs 5 lakhs per family per year for secondary and tertiary care hospitalizations to the Building and Other Construction Workers across all States & UTs, under PM-JAY in collaboration with the National Health Authority (NHA). The SWBs are advised that they should enrol each registered worker in this scheme and pay the requisite premium from their cess fund. The whole exercise may be completed in three months' time. SWBs may contact their State Health Authority (SHA) and sign the agreements with them. For any further clarifications one may contact Ms Aastha Arora ([aastha.arora@nhaindia.in](mailto:aastha.arora@nhaindia.in), [+919650775506](tel:+919650775506)), who is the nodal person from National Health Authority for this project.

Time Line: 3 months

### **6.3.2 Life And Disability Cover:**

Life and Disability Cover is being addressed through Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY) and Pradhan Mantri Suraksha Bima Yojana (PMSBY). It is being implemented by Government of India through national insurer Life Insurance Corporation of India. Benefits under the scheme is Rs 2.0 lakh given on death due to any cause, Rs 4.0 lakh on Accidental death, Rs 1.0 lakh on partial disability and Rs 2 lakh on permanent disability. The annual premium under the schemes is of ₹342 (330+12) per annum per beneficiary. Any person of aged 18-50 years having a saving account on his/ her name is eligible for the PMJJBY scheme. Under the PMSBY persons of aged 18-70 are

eligible for the scheme. The annual premium amount is deducted from the bank accounts of the subscriber and claims are also settled through their bank accounts only. BOCW boards may approach state LIC units in the state headquarters for finalising the modalities/ agreement between them for direct group payment of premium. The SWBs should put in a robust mechanism for claims on death/ disability and advertising separate toll free number for processing their claims via State level Call Centre.

Time Line: 3 months

### **6.3.3 Life-Long Pension:**

In order to provide old age protection to the Unorganised workers, Government of India has launched a Pension Scheme named as “Pradhan Mantri Shram-Yogi Maandhan (PM-SYM)” for the workers in the unorganised sector working as street vendors, rickshaw pullers, construction workers, domestic workers, rag-pickers, agricultural workers, fishermen, fish farmers, beedi workers, cobblers, washer-men, SHG workers and Anganwadi workers or engaged in similar other occupations and whose monthly earnings are Rs.15,000/- or less. It is being implemented through Life Insurance Corporation (LIC) of India and Common Service Centres. LIC is the Fund Manager and responsible for pension pay-out. CSC under Digital India is responsible for enrolment of the beneficiaries through its 3.50 Lakhs Centres located in each Panchayat/ Ward. The Pension Scheme is a voluntary contributory pension scheme. Any Construction worker who is between 18-40 years of age with monthly income Rs.15,000/- or less, shall be eligible to enter PM-SYM pension scheme. Under the scheme, he shall receive an assured minimum monthly pension of Rs.3,000/- after attaining the age of 60 years. The monthly contributions range from Rs.55 to Rs.200 depending on the entry age. The Central Government also deposits equal matching share of monthly subscription in his pension account. In order to provide monthly assured pensions to the

BoC workers after the age of 60 years, BOCW Boards may consider covering them under PM-SYM scheme as given below:

(i) Through Bulk route: Ministry of Labour and Employment has already issued Bulk guidelines dated 06-11-2019 to facilitate the bulk enrolments of BOCW Workers under the pension scheme.

(ii) If a BOCW worker has already enrolled himself under PMSYM and his/ her subscription has already been deducted from his/ her linked Bank account. Such workers may be reimbursed of their annual premium. Board may provide the details of such subscribers to the Ministry to get-changed their future monthly subscription directly from BOCW bank accounts.

Time-Line: 3 months

#### **6.3.4 Subsistence Allowance:**

The Building and other Construction workers are one of the most vulnerable segments of the Unorganised Labour in India characterized by their inherent risk to the life and limb. The work is also characterized by inadequate health, welfare and safety measures due to which the incidents of occupational hazards, accidents causing disabilities, loss of earning capacity and deaths are noticed. This has necessitated payment of Subsistence Allowance for his survival. The provision in Section 62 of the BOCW Act 1996 empowers the Board to grant subsistence allowance to the worker concerned. The rate of subsistence allowance may be decided and revised from time to time.

It is noticed that the Building and other Construction workers were also the worst affected and victims in terms of loss of earnings, life and livelihood during this COVID-19 pandemic. Accordingly, it is suggested that they may be provided with the subsistence allowance during such crisis, periods of unemployment, loss of work owing to natural calamities. A scheme, if not already in place, may be approved and operationalized by the Boards.

Timeline: 3 months

## **7.0 Implementation Tools**

### **7.1 Deploy latest technology tools**

- 7.1.1** State/UTs will develop their own Portal, App and Call Centre. It should have facilities for Individual registration on Portal/ App, or through CSCs/ e-seva kendras, or through help desks. Toll Free number shall be publicized for extending help, which will be received at the call centre to help them in all queries. States should appoint trained staff at the call centre. Since missed call is very popular with this class, so Missed Call with Web links may also be provided. Grievance Redressal through call centre and Apps should be encouraged. SWBs should also use National BOCW Portal also for portability.
- 7.1.2** The Registered beneficiaries are to be provided with pamphlets, brochures and handbills, either in hard copy or through mobile apps by the Board at the time or after the registration or renewal. A time schedule may be drawn with the description of the welfare activities and required time to grant the benefits claimed also make it known to the beneficiaries. An SMS alerts to the registered mobile phone of the beneficiaries to be sent as soon as the claimed benefits are due for delivery, sanctioned or dispatched.
- 7.1.3** Necessary measures may also be taken to ascertain that the benefit of the welfare schemes have reached to the beneficiaries concerned by utilizing the technological support and ascertaining by physical verification as and when the benefits are delivered.
- 7.1.4** Self-registration on links be provided on missed call, Toll free helplines, Automated voice call support, physical verification on voice/ video call may be set up.
- 7.1.5** Mobile Application may be developed immediately so that the worker can seek registration/ renewal/ migration certificate/ re-registration at any time and place. The authorities empowered to issue employment



certificates especially the labour inspectors and enforcement officers to be provided with electronic devices so that registration certificates are issued and renewed on the spot also during camps.

## **7.2 Extensive IEC Activities**

**7.2.1** Already developed creative(s) in the local language should be used in App/ Portal/ Posters/ Wall writings to maintain consistency.

**7.2.2** The relatively cheaper methods of IEC activities may be resorted such as Posters/ wall writings/ SMS/ Social Media/ TV talk shows/Toll Free/ Helplines/ Portals/ Apps

**7.2.3** Sufficient number of Helpdesks with banner may be planned during the MMP period of three months, at the junction of public importance such as labour chowks, bus terminals, and railway stations.

**7.2.4** The address and contact numbers of officials, authorities and offices of the State BOCW Boards, Government Departments and Agencies to be displayed at prominent places like railway stations, bus stand, District, Taluk and at Village Panchayat offices, CSCs and State e- Seva Kendras.

## **7.3 Monitoring Formats at State/District/ Block/ ULB level**

As per the formats to be decided in consultation with SWBs.

## **8.0 Implementation Mechanism**

### **8.1 State/UTs to appoint a Nodal Officer**

There shall be nodal officers appointed at the State Level or in the Union Territory by the respective State administration/ Principal Secretary (Labour) to execute the targets of MPP. The details of the State Nodal Officers shall be sent to the Joint Secretary, Ministry of Labour & Employment at email address: [dglw-mole@gov.in](mailto:dglw-mole@gov.in)

### **8.2 State/ District Targets for new Registration & Renewal**

**8.2.1** The state-level targets can be seen in the Table A in the column number (3) where it shows the estimated number of BOCW in the state. The Column number (4) shows the number of presently registered workers and therefore the gap between col (3) and (4) represents left-out BOCW workers and is to be filled by new registrations during the campaign period under this MMP.

**8.2.2** Further the col (5) of the Table A represents the presently live BOCW workers that is the workers who have timely renewed their registrations. Hence the gap between Col (4) and Col (5) shows the numbers who have not been able to renew timely. This gap between col (4) and (5) is to be filled/ achieved by renewals, preferably online without making the physical presence mandatory.

**8.2.3** Moreover, the Col (6) shows the numbers of BOCW workers who could be assisted during COVID crisis by DBT, which means their bank account details were available. Hence the difference between Col (4) and (6) will set the target for updating bank account details (account no and IFSC) of each individual worker. This should be achieved very quickly so as to release the assistance to the remaining registered workers.

**8.2.4** These targets can be broken down to district level by the State/ UT/ SWB and monitored accordingly.

**8.2.5** All eligible construction workers are to be given/ extended above-mentioned social security schemes by enrolling them. This may be achieved within a time frame provided therein.

**8.3 District Administrative Machinery to be utilised for Registration/ Renewal/ IEC activities**

All the activities in accordance with the above guidelines have to be executed by the State Welfare Boards. But in so far as this time-bound Mission Mode Project for construction worker is concerned, it is

specifically aimed at the welfare and social security of construction workers, outcome of which has a direct bearing with the present crisis of pandemic, therefore the State/ District machinery has to assist the Board authorities in monitoring and achieving the targets. The State/ UT may constitute District Level Implementation Committee headed by the Deputy Commissioner/ District Magistrate and State Level Monitoring Committee headed by Additional Chief Secretary/ Principal Secretary (Labour). The district administrative machinery may involve field level functionaries of Labour Department/ ULB officials/ Block & Panchayat officials.

#### **8.4 Monitoring for States/ Districts**

- 8.4.1** The Additional Chief Secretary/Principal Secretaries (Labour)/ State Nodal Officer shall hold review meeting of the District Officers of the State at-least once in a fortnight/ month through Video Conference.
- 8.4.2** The State Welfare Boards/ Nodal Officer of MMP shall hold review meeting of the District Officers of the State on a fixed day every week to monitor weekly progress towards the target, preferably through Video Conference.
- 8.4.3** The Secretary (Labour)/ Central Nodal Officer shall hold a review Video Conference monthly and also follow through existing Whatsapp group.
- 8.4.4** The monitoring formats will be prepared in consultation with the States/ SWBs and sent accordingly.

## 9.0 Contact Information

Central Coordinator for the Mission Mode Project for BOCW can be queried for details regarding anything at –

**Email:** [dglw-mole@gov.in](mailto:dglw-mole@gov.in)

**Website** <https://labour.gov.in>

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2. **Shri. Surendra Patel**  
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3. **Shri S.K Srivastwa**  
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**TABLE A****State-wise Data on Building and Other Construction during Covid-19**

Sl. No.	Name of State/UT	No. of estimated BOCW workers (Target)	No. of Total Register BOCW Workers ( as on date)	No. of Live registered BOCW Workers/ up-to date renewal	Total no of BoCW workers who could be given assistance through DBT
(1)	(2)	(3)	(4)	(5)	(6)
1	Andhra Pradesh	2828876	1967484	1967484	1967484
2	Arunachal Pradesh	63459	44136	3000	3000
3	Assam	357830	248871	270000	270000
4	Bihar	2487104	1729781	1342185	0
5	Chhattisgarh	2878471	2001977	1891334	0
6	Goa	7357	5117	5117	5117
7	Gujarat	982027	683000	638000	348000
8	Haryana	1232178	856980	507804	350621
9	Himachal Pradesh	251571	174968	131267	114632
10	J&K (including Laddakh)	588299	409162	176515	155975
11	Jharkhand	1349676	938700	968727	0
12	Karnataka	2217730	1542432	2180394	1362438
13	Kerala	2876065	2000304	1517081	454124
14	Madhya Pradesh	1815966	1263005	895224	891850
15	Maharashtra	2315771	1610619	1329959	822090
16	Manipur	200132	139192	64234	41114
17	Meghalaya	41461	28836	25794	24730
18	Mizoram	76128	52947	54342	51451
19	Nagaland	31574	21960	16072	16072
20	Odisha	4170163	2900349	2083288	2083288
21	Punjab	832799	579212	302096	289237
22	Rajasthan	3597323	2501939	2344000	2230000
23	Sikkim	55156	38361	38361	7836
24	Tamil Nadu	4322099	3006021	1681211	1370601
25	Telangana	327548	227810	830324	830324

26	Tripura	143439	99762	35631	35631
27	Uttar Pradesh	8152466	5670042	1919306	1807404
28	Uttarakhand	420362	292362	236004	226629
29	West Bengal	4459182	3101362	2198349	2198349
30	Delhi	789028	548769	39600	39600
31	A&N Islands	21976	15284	10397	10397
32	Chandigarh	34102	23718	6670	6670
33	Dadra & Nagar Haveli	3129	2176	346	0
34	Daman and Diu	7403	5149	954	0
35	Lakshadweep	253	176	1114	1114
36	Puducherry	61894	43047	43047	0
		50000000	34775010	25755231	18015778