



GOVERNMENT OF INDIA

Citizen's / Client's Charter (CCC) for Ministry of Labour and Employment

Address : Shram Shakti Bhawan, Rafi Marg, New Delhi-110001
Website ID : www.labour.gov.in
Month of Review : October, 2021
Next Review : December, 2021

Vision and Mission

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)	Responsible Person [Designation]	E-mail	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 National Pension Scheme (NPS) for Traders & Self Employed Persons	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 respects and details of beneficiary list and Utilization Certificate	Nil
2	Release of Central Assistance to States on receipt of proposal under the scheme of Rehabilitation of Bonded Labour	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 respects and Utilization Certificate for earlier Sanctions	Nil
3	Release of Grants to the National Child Labour Project (NCLP) Society (First and Second Instalment)	Shri Shivkant Kumar [Deputy Secretary]	(shivkant.kr@gov.in)	23753079	Examination of proposal by Child Labour Division and approval of competent authority Issue of Sanction Order and release of First / Second Instalment	Furnishing of all requisite documents and data complete in all respects by the Project Societies	Nil
4	Referring industrial disputes for Adjudication to Central Government Industrial Tribunal-cum-Labour Courts (CGITs-cum-LCs) or declining disputes for reference on receipt of Failure of Conciliation (FOC) Reports under Industrial Disputes Act, 1947	Ms. Vayaila Rungung [Deputy Secretary]	(vayaila.r@nic.in)	23737510	Examination of FOC Reports by IR Desks and approval of Competent Authority	Failure of Conciliation (FOC) Reports complete in all respects	Nil
5	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	Shri Rohit Mani Tiwari [Deputy Director]	(rohittiwari.17@gov.in)	23473313	After due examination of application and related documents, the competent authority grants permission or declines to give permission according to the eligibility of the case	Application complete in all respects as per the relevant provisions of the Industrial Disputes Act, 1947	Nil

SERVICES / TRANSACTIONS

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6	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)	Shri C.S. Rao [Deputy Secretary]	(rao.cs@nic.in)	23708136	Examination of proposal by CLS-I Section [i.r.o. CLC (C)] and CLS-II Section [i.r.o. CGIT-cum-LCs] and approval of Competent Authority	Proposal complete in all respects	Nil
7	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by Labour Bureau	Shri Gopal Prasad [Economic Adviser]	(ea-labour.gov.in)	23710446	Examination of proposal by ESA Section and approval of Competent Authority	Proposal complete in all respects	Nil
8	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by Directorate General of Factory Advice Service & Labour Institutes (DGFASLI)	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 respects	Nil
9	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by Welfare Commissioners (WCs)	Shri Surendra Patel [Deputy Secretary]	(surendra.patel@nic.in)	23387603	Examination of proposal by O/o DGLW and approval of Competent Authority	Proposal complete in all respects	Nil
10	Taking administrative decision on references from States seeking approval of the Central Government for inclusion of any other category of establishment / class of establishments for applicability of the Maternity Benefit Act, 1961	Shri Rupesh Kr. Thakur [Director]	(rp.thakur25@nic.in)	23710222	Examination of proposal by Social Security-I Division and approval of competent authority	Proposal from State Government complete in all respects	Nil
11	Taking administrative decision on proposals from factories / establishments etc. for granting exemptions from the applicability of Employees' State Insurance (ESI) Act, 1948 / ESI Scheme	Shri Rupesh Kr. Thakur [Director]	(rp.thakur25@nic.in)	23710222	Examination of proposal by Social Security-I Division and approval of competent authority	Proposal from the applicant entity complete in all respects	Nil
12	Conveying administrative decision on references from State Government / UT seeking approval of the Central Government to their State Society framed for release of funds by the Employees' State Insurance Corporation (ESIC)	Shri Rupesh Kr. Thakur [Director]	(rp.thakur25@nic.in)	23710222	Examination of proposal by Social Security-I Division and approval of competent authority	Proposal from State Government / UT complete in all respects	Nil

SERVICES / TRANSACTIONS

Sl. No.	Service(s) / Transaction(s)	Responsible Person [Designation]	E-mail	Phone Number [011-]	Process	Document(s) Required	Fees (Rs.)
13	Conveying clarification to Ministries / Departments / Organizations seeking clarification on Social Security Acts [Employees' State Insurance (ESI) Act, 1948, Maternity Benefit Act, 1961, Payment of Gratuity Act, 1972 and Employees' Compensation Act, 1923]	Shri Rupesh Kr. Thakur [Director]	(rp.thakur25@nic.in)	23710222	Examination of proposal by Social Security-I Division and approval of competent authority	Reference from the Ministry / Department / Organization complete in all respects	Nil
14	Taking administrative decision on Legislative Proposals received from Employees' Provident Fund Organization (EPFO)	Shri Rahul Bhagat [Director]	(rahul.bhagat@ips.gov.in)	23473379	Examination of proposal by Social Security-II Division and approval of competent authority	Proposal complete in all respects	Nil
15	Taking decision on proposals for amendment in Rules, Regulations and Schemes of EPFO	Shri Rahul Bhagat [Director]	(rahul.bhagat@ips.gov.in)	23473379	Examination of proposal by Social Security Division-II and approval of competent authority	Proposal complete in all respects	Nil
16	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by EPFO	Shri Rahul Bhagat [Director]	(rahul.bhagat@ips.gov.in)	23473379	Examination of proposal by Social Security Division-II and approval of competent authority	Proposal complete in all respects	Nil
17	Conveying decision on miscellaneous items such as clarifications required by State Governments or Individuals on Social Security Matters	Shri Rahul Bhagat [Director]	(rahul.bhagat@ips.gov.in)	23473379	Examination of proposal by Social Security Division-II and approval of competent authority	Proposal complete in all respects	Nil
18	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by V.V. Giri National Labour Institute (VVG NLI)	Ms. Vayaila Rungung [Deputy Secretary]	(vayaila.r@nic.in)	23737510	Examination of proposal by ESA Section and approval of Competent Authority	Proposal complete in all respects	Nil
19	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by Dattopant Thengadi National Board for Workers Education & Development (DTNBWED)	Shri Rahul Bhagat [Director]	(rahul.bhagat@ips.gov.in)	23473379	Examination of proposal by ESA Section and approval of Competent Authority	Proposal complete in all respects	Nil

SERVICES / TRANSACTIONS

Sl. No.	Service(s) / Transaction(s)	Responsible Person [Designation]	E-mail	Phone Number [011-]	Process	Document(s) Required	Fees (Rs.)
20	Prompt Grievance Redressal	Shri V. Srikanth [Director]	(v.srikanth@nic.in)	23719054	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 respects	Nil
21	Prompt acknowledgement of receipt of letters from Citizens / Clients	Shri V. Srikanth [Director]	(v.srikanth@nic.in)	23719054	N/A	Petition / Request complete in all respects	Nil
22	Timely response to letters from Citizens / Clients	Shri V. Srikanth [Director]	(v.srikanth@nic.in)	23719054	N/A	Petition / Request complete in all respects	Nil
23	Prompt response to requests for appointment with appropriate Officer(s) after receiving Written Requests	Shri V. Srikanth [Director]	(v.srikanth@nic.in)	23719054	Written request must be made stating the purpose for which the meeting is sought	N/A	Nil
24	Prompt answer to telephone calls between 09:30 AM and 05:30 PM on a Central Enquiry Number (011-23473399)	Shri (Dr.) Mahendra Kumar [Director]	(mahendrakumar.rb@nic.in)	23731574	N/A	N/A	Nil

SERVICE STANDARDS

Sl. No.	Service(s) / Transaction(s)	Success Indicator(s)	Service Standard	Unit	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 National Pension Scheme (NPS) for Traders & Self Employed Persons	Time taken for release of Central Share of Contribution after receipt of fully completed proposal in all respects	30	Days	Ministry Records
2	Release of Central Assistance to States on receipt of proposal under the scheme of Rehabilitation of Bonded Labour	Time taken for release of Central Assistance after receipt of fully completed proposal in all respects	35	Days	Ministry Records
3	Release of Grants to the National Child Labour Project (NCLP) Society (First and Second Instalment)	Time taken to examine the documents from the date of receipt of documents / request	20	Days	Ministry Records and PENCIL Portal
		Time taken to inform deficiencies in the documents after examining the documents	10	Days	
		Time taken, to process the proposal for release of first / 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	
		Time taken to generate sanction and release of fund for first / second instalment of grant after approval of IFD	15	Days	
4	Referring industrial disputes for Adjudication to Central Government Industrial Tribunal-cum-Labour Courts (CGITs-cum-LCs) or declining disputes for reference on receipt of Failure of Conciliation (FOC) Reports under Industrial Disputes Act, 1947	Time taken in referring the dispute or declining disputes for reference from date of receipt of Failure of Conciliation (FOC) Report complete in all respects	20	Days	Ministry Records and SAMADHAN Portal
5	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	Time taken for conveying decision of the Government after receipt of application complete in all respects	60	Days	Ministry Records
6	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)	Time taken for conveying opinion / decision from date of receipt of fully completed proposal in all respects	35	Days	Ministry Records
7	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by Labour Bureau	Time taken for conveying opinion / decision from date of receipt of fully completed proposal in all respects	35	Days	Ministry Records

SERVICE STANDARDS

Sl. No.	Service(s) / Transaction(s)	Success Indicator(s)	Service Standard	Unit	Data Source
8	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by Directorate General of Factory Advice Service & Labour Institutes (DGFASLI)	Time taken for conveying opinion / decision from date of receipt of fully completed proposal in all respects	35	Days	Ministry Records
9	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by Welfare Commissioners (WCs)	Time taken for conveying opinion / decision from date of receipt of fully completed proposal in all respects	35	Days	Ministry Records
10	Taking administrative decision on references from States seeking approval of the Central Government for inclusion of any other category of establishment / class of establishments for applicability of the Maternity Benefit Act, 1961	Time taken for taking administrative decision from date of receipt of fully completed proposal in all respects	90	Days	Ministry Records
11	Taking administrative decision on proposals from factories / establishments etc. for granting exemptions from the applicability of Employees' State Insurance (ESI) Act, 1948 / ESI Scheme	Time taken for taking administrative decision from date of receipt of fully completed proposal in all respects	90	Days	Ministry Records
12	Conveying administrative decision on references from State Government / UT seeking approval of the Central Government to their State Society framed for release of funds by the Employees' State Insurance Corporation (ESIC)	Time taken for conveying administrative decision from date of receipt of fully completed proposal in all respects	90	Days	Ministry Records
13	Conveying clarification to Ministries / Departments / Organizations seeking clarification on Social Security Acts [Employees' State Insurance (ESI) Act, 1948, Maternity Benefit Act, 1961, Payment of Gratuity Act, 1972 and Employees' Compensation Act, 1923]	Time taken for conveying clarification from date of receipt of fully completed proposal in all respects	60	Days	Ministry Records
14	Taking administrative decision on Legislative Proposals received from Employees' Provident Fund Organization (EPFO)	Time taken for taking administrative decision from date of receipt of fully completed proposal in all respects	180	Days	Ministry Records
15	Taking decision on proposals for amendment in Rules, Regulations and Schemes of EPFO	Time taken for taking decision from date of receipt of fully completed proposal in all respects	95	Days	Ministry Records
16	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by EPFO	Time taken for conveying opinion / decision from date of receipt of fully completed proposal in all respects	35	Days	Ministry Records
17	Conveying decision on miscellaneous items such as clarifications required by State Governments or Individuals on Social Security Matters	Time taken for conveying decision from date of receipt of fully completed proposal in all respects	35	Days	Ministry Records
18	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by V.V. Giri National Labour Institute (VVG NLI)	Time taken for conveying opinion / decision from date of receipt of fully completed proposal in all respects	35	Days	Ministry Records

SERVICE STANDARDS

Sl. No.	Service(s) / Transaction(s)	Success Indicator(s)	Service Standard	Unit	Data Source
19	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by Dattopant Thengadi National Board for Workers Education & Development (DTNBWED)	Time taken for conveying opinion / decision from date of receipt of fully completed proposal in all respects	35	Days	Ministry Records
20	Prompt Grievance Redressal	Time taken to acknowledge grievance received electronically through CPGRAMS portal	3	Working Days	CPGRAMS Report and Ministry Records
		Time taken to acknowledge grievance received through post	4	Working Days	
		Time taken to send communication for additional information	10	Days	
		Time taken for grievance settlement	30	Days	
21	Prompt acknowledgement of receipt of letters from Citizens / Clients	Time taken to acknowledge receipt of letters	9	Days	Ministry Records
22	Timely response to letters from Citizens / Clients	Percentage of letters replied within the time limits given in the acknowledgement letter	90	%	Ministry Records
23	Prompt response to requests for appointment with appropriate Officer(s) after receiving Written Requests	Percentage of response given within 10 working days	90	%	Ministry Records
24	Prompt answer to telephone calls between 09:30 AM and 05:30 PM on a Central Enquiry Number (011-23473399)	Percentage of calls answered within 5 minutes of calling the central number (Including holding time)	90	%	NA

GRIEVANCE REDRESSAL MECHANISM

Name [Designation]	Helpline Number	E-mail	Website url to Lodge Grievances
Public Grievance Officer			
Shri V. Srikanth [Director]	011-23719054	(v.srikanth@nic.in)	(www.pgportal.gov.in)
Public Grievance Cell			
Shri R.S. Meena [Under Secretary]	011-23473349 011-23473241	(pgcell-labour@nic.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]	0172-2683001 0172-2683002	(dglb@nic.in)	Shram Bureau Bhawan, Block No. 2, Institutional Area, Sector 38 West, Chandigarh-160036
Subordinate Offices				
5	Labour Welfare Organization [LWO]	011-23389688	(ajaytewari93@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.