

Secretary, Ministry of Labour and Employment Chairs Monthly Review Meeting on Public Grievance Disposal

Emphasises on Quality of Grievance Disposal

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Ms. Sumita Dawra, Secretary, Labour and Employment chaired the Public Grievance Disposal monthly review meeting held on 12.02.2025 at 11.00 AM to discuss and review the quality of disposal of the pending grievances received in the Ministry. The meeting was attended by senior officers of MoLE and the subordinate offices under the Ministry such as Employees' Provident Fund Organisation (EPFO), Employees' State Insurance Corporation (ESIC), Chief Labour Commissioner (CLC), etc.

Secretary (Labour & Employment) specially discussed about the quality of the disposal of pending grievances pertaining to the subordinate organisations under the Ministry. The concerned offices gave a brief description regarding the process being followed for quick and qualitative disposal of grievances.

Secretary gave directions on the mechanism to be adopted by various organisations of the Ministry, including EPFO, ESIC, office of CLC, to ensure qualitative and timely redressal of grievances. She underscored the need for structured, weekly reviews with zonal, regional and sub-regional offices, on key parameters such as grievances received, time taken for disposal, percentage of pendency and percentage of appeals received on the disposals made.

It was emphasized that all appeals received w.e.f. April, 2024 in respect of the attached organisations should be analysed. Further, video conferencing is to be conducted by Head of Offices in cases where more grievances are noticed and more time is being taken for disposal of the grievances and appeal.

Secretary stressed that third party evaluation mechanism is to be adopted to analyse categories of grievances and quality of disposal. Further, all organisations should categorise the zonal & regional offices with respect to grievance redressal disposal.

Training and workshops to impress upon the employees for quality disposal of grievances may be conducted periodically and also assistance of Govt. call centres may be taken for getting the feedback from the complainant.

Further, root-cause analysis of grievances received is very important as it reflects need for systemic reforms. Such an approach, as is being already adopted in EPFO, will consistently improve governance and bring down the grievances, it was emphasized.

Himanshu Pathak

