

INTRODUCTION

18.1 V.V. Giri National Labour Institute (VVGNI), an autonomous body of the Ministry of Labour and Employment, Government of India, set up in July, 1974, is a premier Institute of Research, Training and Education in the area of Labour.

Objectives and Mandate

18.2 The Memorandum of Association spells out clearly a wide range of activities, which are essential to fulfill the objectives of the Institute. It mandates the Institute:

- to undertake and assist in organising training and educational programmes, seminars and workshops;
- to undertake, aid, promote and coordinate research on its own and in collaboration with other agencies, both national and international;
- to establish wings for:
 - Education, training and orientation;
 - Research, including action research;
 - Consultancy; and
 - Publication and other such activities as may be necessary for achieving the objectives of the society.
- to analyse specific problems encountered in the planning and implementation of labour and allied programmes and to suggest remedial measures;
- to establish and maintain library and information services; and
- to collaborate with other institutions and agencies in India and abroad which have similar objectives.

Structure

18.3 The General Council, the apex governing body of the Institute, with Union Labour and Employment Minister as its President, lays down the broad policy parameters for the functioning of the

Institute. The Executive Council with Secretary (Labour and Employment) as Chairman, monitors and guides the activities of the Institute. Both the General Council and the Executive Council are tripartite in nature and consist of members representing the government, trade union federations, employers' associations and also eminent scholars and practitioners in the field of labour. Director of the Institute is the Principal Executive and is responsible for management and administration. Director is aided in the day to day functioning by a faculty consisting of 11 professionals representing a wide range of disciplines and support by administrative staff.

FUNDING

18.4 During the year 2006-2007, the Government sanctioned the grant-in-aid as indicated below:

Non-Plan	-	Rs.250 lakh
Plan	-	Rs.330 lakh

The Institute generated an annual income of Rs.105.19 lakh from its internal resources and from this amount, a sum of Rs.25.15 lakh has been transferred to Corpus Fund duly created after government's approval. During the current year (2007-2008) the sanctioned amount are as follows:

Non-Plan	-	Rs.285 lakh
Plan	-	Rs.500 lakh** (including 50 Lakh for North East)

MAJOR ACTIVITIES

RESEARCH

18.5 Research occupies a primary place in the activities of the Institute. The subject of research comprises a broad spectrum of labour related problems, in both the organised and the unorganised sectors. Priority is accorded to analyse the problems and issues of labour in the unorganised sector such

as bonded labourers, working children, women workers, migrant workers, landless agricultural workers, etc. The Institute undertakes action research projects in rural areas to study the problems of rural workers with a view to explore possible ways, means and methods to organise rural labourers.

ON GOING RESEARCH PROJECTS

18.6 Some of the on going research projects of the different research centres of the Institute are listed below:

CENTRE FOR AGRARIAN RELATIONS AND RURAL LABOUR

- Agrarian Structure, Social Relations and Agricultural Development: A Case Study of Ganganagar and Jodhpur Districts of Rajasthan
- Employment, Income and Livelihoods: A Study of Rural Households in Orissa
- Rural Transformation, Non-Farm employment and Skill assessment
- A Study of Welfare Measures for Iron Ore, Manganese ore and Chrome Ore Mines (Labour Welfare Fund) in Jabalpur Region (Madhya Pradesh and Chhattisgarh State).

CENTRE FOR LABOUR MARKET STUDIES

- International Migration, Remittance Utilization & Development: Inter-State variations in India
- Augmentation of Avenues & Opportunities for Meaningful Employment of the Physically Challenged
- Decent Work in Global Production Systems: A Study of IT & ITES Sector in India
- Youth Unemployment in India: Trends, Patterns and Policy Options

- Employment Exchanges in India: Relevance, Operational Efficiency and Outreach
- Growth, Employment and Labour Markets in a Globalising Asia: An Inter-Country Analysis

CENTRE FOR EMPLOYMENT RELATIONS AND REGULATIONS

- Contract labour and Judicial Trend.
- A Study of Welfare Measures for Beedi Workers in Bangalore and Hyderabad
- Towards Evolving Suitable Measures for Enhancing Road Transport Workers Living and Working Conditions with Special Reference to Improving the Road Transport System in India: A Study
- Writing Book on Labour Leaders
- Strengthening of Labour Laws to Prevent Violations

INTEGRATED LABOUR HISTORY RESEARCH PROGRAMME

- Collection of Documents relating to Centre of Indian Trade Unions
- Accidents and Work: The Everyday Lives at Jharia Coalfield and Oral History Documents
- Contested Streets: Mapping Street Vending in Delhi
- Documents of the Records and Materials of Bharatiya Khet Mazdoor Union Federation (BKMU-F), State and Local Khet Mazdoor Organizations, and of the Agricultural Labourers' Movement- Phase II (Pre and Post-Independence period)
- Labour in the Indian Textile & Apparel Industry: Understanding the Impact of Government Policies

NATIONAL RESOURCE CENTRE ON CHILD LABOUR (NRCCL)

- Linkages between HIV/AIDS and Child Labour : Developing an Integrated Approach towards Effective Policy Formulation
- Convergence of Services Towards Prevention and Elimination of Child Labour: A Case Study of Nizamabad District of Andhra Pradesh
- Evaluation of National Child Labour Project 2007
- Sensitization and Capacity Building towards Eliminating Child Labour in Uttar Pradesh
- Insecurities and Vulnerabilities of Informal Sector Vendor with special focus on Street Vending Children of NOIDA

CENTRE FOR LABOUR AND HEALTH

- Prevention of HIV/AIDS in the World of work: A Tripartite Response- Phase-II, Part-III
- Health Insecurities of Workers Informal Employment A Study of Existing and Possible Interventions
- Insecurities and Vulnerabilities of Informal Sector Workers: A Study of Street Vendors of Delhi

CENTRE FOR GENDER AND LABOUR

- Migrant Tribal Women Domestic Workers

TRAINING AND EDUCATION

18.7 Organising training programmes for different target groups associated with various aspects of labour is an important activity of the Institute. Top priority is accorded to organize training programmes for target groups like:

- Labour Administrators of the Central and State Government
- Industrial Relations Managers
- Trade Union Leaders of Organised and Unorganised sectors
- Social partners associated with the Elimination of child labour
- Representatives of the Panchayati Raj Institutions
- Researchers on labour studies.

18.8 The Details of Training Programmes organised by the Institute during April 2007 – October, 2007 are given in **Table 18.1** and details of training Programmes proposed to be organized during November, 2007 to March, 2008 are given in **Table 18.2**.

18.9 A number of new initiatives were undertaken during the period under review. Highlights of these initiatives include:

Networking with State Labour Institutes/other Institutes in conducting training programmes:

18.10 The Institute has taken a number of steps to institutionalize the networking mechanisms with State Labour Institutes, CBWE, Labour Bureau and other institutions with similar objectives to adequately attend the entire problems of labour giving due attention to Regional and Sectoral disparity of the Labour Market.

18.11 In view of this, the Institute in collaboration with Maharashtra Institute of Labour Studies, State Labour Institute, Orissa, Tamil Nadu Institute of Labour Studies and Kerala Institute of Labour & Employment has been conducting training programmes on subjects like Labour Law Enforcement, Convergence of Services on Child Labour etc.

Emphasis on Health Issue Programmes:

18.12 There is growing evidence which indicates that HIV / AIDS epidemic is having a significance impact on the world of work. To evolve strategies

for a wider participation of social partners in the effort towards addressing these issues, the Institute has initiated organising training programmes on Health Issues in the World of Work for various target groups such as trade union leaders, NGOs and other social partners.

Emphasis on Capacity Building programmes

18.13 The Institute has initiated organizing training programmes on Capacity Building of Resource Persons Development and Rural Labour. The objectives of these programmes are to prepare the resource persons who in turn would impart training to their cadre so as to have multiplier effects.

Exclusive programmes for North-east region

18.14 The Institute lays great emphasis on these programmes, as there are inadequate training facilities available in this region. It has been observed that in the area of Rural Development, no major organised efforts have been made in this region. To fill this gap, the Institute has decided to include various programmes every year in the training schedule.

International Training Programme

18.15 The Institute organizes International Training Programmes also sponsored by Ministry of External Affairs, Govt. of India under ITEC/SCAAP programmes of the Ministry. This year the Institute has organized / would be organising following programmes:



Hon'ble Minister of State for Labour & Employment (Independent Charge) distributing certificates and mementos to the international participants

- Prevention of HIV/AIDS during 10-28 September, 2007
- Leadership Development for Government Officials , Industrial & Service Sector during 8-26 October, 2007
- Labour Administration and Employment Relations in a Global Economy under ITEC/ SCAAP during 12-30 November, 2007
- Seventh International Conference on Labour History during 27-29 March, 2008

PUBLICATIONS

18.16 V.V.Giri National Labour Institute has a publishing programmes for dissemination of various labour related information in general and the Institute's research findings and experience in particular. In order- to fulfill this task, the Institute beings out journals, occasional publications, books and reports. Some of the important periodically are

Labour & Development

18.17 Labour and Development is a bi-annual journal. It is dedicated to advancing the understanding of various aspects of labour through theoretical and empirical investigations. The journal is a valuable reference for scholars and practioners specializing in labour studies.

Awards Digest Journal of Labour Legislation

18.18 Awards Digest is a monthly journal, which brings out summary of latest case laws in the field of labour and industrial relations. It includes articles, amendments to labour laws, know your labour laws, consumer price index for industrial workers and other relevant information on labour.

Shram Vidhan

18.19 *Shram Vidhan* is a bi-monthly Hindi journal which brings out on the basis of Awards Digest with almost same contents.

NLI Research Studies Series

18.20 - The Institute is also publishing a series entitled, NLI Research Studies Series, to disseminate the findings of the research activities of the Institute. So far the Institute has published 83 NLI Research Studies which includes the following 12 Research Studies published during 2007-08:

- (1) Impact of Privatization on Labour : A Study of BALCO Disinvestment- Babu P. Ramesh
- (2) Migrant Women and Wage Employment: Exploring issues of Work and Identity Among Health Care Professionals- Sumangala Damodaran, Krishna Menon
- (3) Impact of Technological Change on the Demand for Child Labour in Brassware Industry of Moradabad- Helen R. Sek Rural Non-Farm Employment in Arunachal Pradesh- Growth Composition and Determinants – Deepak K. Mishra
- (4) Rural Non-Farm Employment in Arunachal Pradesh- Growth Composition and Determinants – Deepak K. Mishra
- (5) Employment and Earnings in Urban Informal Sector. A Study on Arunachal Pradesh- Vandana Upadhyay
- (6) Operation of Welfare Fudn for Beedi Workers in Madhya Pradesh- M.M. Rehman
- (7) A Study of Janshree Bima Yojana- M. M. Rehman
- (8) Changing Rural Landscape: A Study of Village Bujhawar- Poonam S. Chauhan, Shashi Tomar
- (9) Fishery Sector and Fish Workers in India: An Overview- K.Manjit Singh, M.M. Rehman, Poonam S. Chauhan
- (10) Construction Workers of Guwahati City: Employment, Employability and Social Security – Kalyan Das

(11) Operation of the Limestone and Dolomite Mines labour Welfare Fund in Madhya Pradesh: A Study- M.M. Rehman. Shashi Tomer

(12) Migration Remittances and Development: Lessons from India- S.K. Sasikumar & Zakir Hussain 18.20 NLI Research Studies Series is being published to disseminate the findings of the research activities of the Institute. So far the Institute has published 71 research findings in this series.

Other Occasional Publications

18.21 In addition to our regular publications, the Institute has published the following occasional publications during 2007-08

1. Train the Trainer: A Manual on Child Labour- English & Hindi
2. Handbook of Women Labour in India- English & Hindi
3. Child Labour at Health Risk-English & Hindi
4. Child Labour: Situation and Strategies for Elimination-English & Hindi
5. Child Labour Legislation in Select Countries of South Asia- English & Hindi
6. Annual Report 2005-06- English & Hindi
7. Training Calendar 2007-08- English & Hindi

For and on behalf of Ministry of Labour & Employment

18.22- Shram Samachar, an in-house magazine of the Ministry of Labour & Employment has been revived since October 2007. This magazine is being published in Hindi as well as in English. The first issue of Shram Samachar (October 2007-March 2008) in Hindi has been published and released by Hon'ble Union Minister of State for Labour and Employment (Independent Charge).

N.R. De Resource Centre on Labour Information (NRDCLI)

18.23 N.R.De Resource Centre on Labour Information (NRDCLI) is one of the most reputed library-cum-documentation centre in the area of labour studies in the country. The centre was renamed in memory of late Shri Nitish R.De, the founder Dean of the Institute on July 01, 1999 to commemorate the Silver Jubilee Celebration of the Institute. The centre is now fully computerized and offers the following services and products to its users.

Services:

- Selective Dissemination of Information (SDI)
- Article-Indexing of Journals
- Newspaper Article Clippings
- Micro-fiche Search and Printing
- Reprographic Service
- CD-ROM Search
- Audio/Visual Service
- Current Content Service
- Article Alert Service
- Lending Service
- Inter-Library Loan Service.

Products

- Guide to Periodical Literature. Quarterly in-house publication providing bibliographical information of articles in 200 selected journals/magazines.
- Current Awareness Bulletin. Quarterly in-house publication providing bibliographical information on acquisition in NRDRCLI.
- Newspaper Article Clipping Monthly publication providing bibliographical information of articles in major dailies newspaper.
- Current Awareness Service

- Bibliographical Service
- On-line Search
- Article Alert Service (New). This Weekly service hosted on the Institute's web site for public access.
- Article Alert. Weekly publication providing bibliographical information of important articles in select Journals / magazines.
- Current Content Service- Monthly Publications. it is the compilation of content pages of subscribed journals

18.24 The NRDRCLI also houses a separate Documentation Centre on Child Labour, Gender Studies and Resource Centre on HIV / AIDS. During April 2006 till September 2006, the NRDRCLI has acquired 648 books / reports, thereby enlarging the stock of books / reports / bound volume of journals etc., to 53476. In addition to these, the documentation Centre regularly subscribes to 238 professional journals / magazines in printed and electronic form.

Table-18.1				
Details of Training Programmes organised by the Institute during April 2007- October, 2007				
Sl.No	Name of the Programme	Number of Programmes	Number of Days	Number of participants
1	Labour Administration Programmes	07	32	143
2	Industrial Relations Programmes	09	33	277
3	Capacity Building Programmes	28	126	922
4	Child Labour Programmes	20	65	643
5	Research Methods Programmes	01	08	23
6	Health issue Programmes	03	15	70
7	International Programmes	02	38	31
8	Collaborative Programmes	04	14	134
	TOTAL	74	331	2243

Table-18.2			
Training Programmes proposed during November, 2007 to March 2008			
Sl.No	Name of the Programme	Number of Programmes	Number of Days
1	Labour Administration Programmes	06	33
2	Industrial Relations Programmes	05	19
3	Capacity Building Programmes	09	44
4	Child Labour Programmes	17	62
5	Research methods programmes	04	58
6	Health issue Programmes	03	14
7	International Programmes	02	24
8	Collaborative Programmes	03	12
	Total	49	266

19.1 To ensure implementation of Government agenda on e-governance, the Plan Scheme of Information Technology is under implementation for bringing transparency in the functioning of Government the main purpose of the Scheme is to initiate a drive towards improving computerization in various programmes of the Ministry and to improve its efficacy. The following aims and objectives have been identified for the scheme:-

- **Expansion / upgradation of LAN connectivity in the Ministry.**
- **Computerization of all the Sections of the Ministry**
- **Connectivity of DG (LW) Office with its nine regional offices across the country.**
- **Introduction of Video conferencing system.**
- **Procurement of software to run & manage the network and create & manage the database.**
- **Upgrading the technical skills of the users.**
- **Provide multifunctional printers to all officers and administrative and important Sections of the Ministry.**

19.2 This is an on going scheme formulated on the directives of Planning Commission for making a provision of 2-3% of the plan funds for programmes / Schemes relating to Information Technology. This scheme intends to initiate a drive towards improving computerization in various programmes of the Ministry and to improve their efficacy. During 10th plan an outlay of Rs.800 Lakh was provided for the scheme. An amount of Rs.128 Lakh was incurred for providing infrastructure in the Ministry during 2006-2007.

19.3 The progress of scheme is regularly monitored by Senior Officers. There is IT Manager to assist, manage planning, execution and review of the scheme. The IT Manager also ensures that uniformity of standards and development tools are

used in the development of application modules in the Ministry.

19.4 Considering the importance of e-governance, Ministry of Labour & Employment has initiated/completed following activities:-

- (i) Networking of various offices under the jurisdiction of Directorate General of Labour Welfare has been initiated.
- (ii) To inter-act with our counter-parts in States & UTs and other remote areas, a Video Conferencing System has been installed in the Ministry. It is being used frequently.
- (iii) Most of the Sections of the Ministry have been computerized and LAN (Local Area Network) system is working properly.
- (iv) Training-cum-awareness programmes are being carried out to promote the use of computer and Video Conferencing.
- (v) PGRAMS (Public Grievances Redressal and Monitoring System), an online web enabled system which enable the citizens to lodge grievances on line and also to follow the actions taken by the Government has been put on operation.
- (vi) Document Management Information System (DMIS) enable to track the files and receipt and to monitor pendency of papers effectively by Sections/Division within a Ministry/Department. The DMIS has been integrated with Record Management Information System (RMIS). The RMIS enables the authorized officers to view the files/records kept in the Record Room in their PCs.
- (vii) Efforts are on to revamp the Ministry's website with the help of NIC so as to make it more dynamic and interactive.
- (viii) The computerization of library of the Ministry is also in process.

VIGILANCE

20.1 The areas, which have potential for corruption and malpractice, have been identified.

20.2 Preventive and corrective measures are being taken to prevent recurrence of corrupt practices to instil confidence in the minds of people about the objectivity and impartiality in the functioning of the Ministry and to create conditions, which can spread the signal of probity, rectitude and orderliness in public dealings.

20.3 Instructions have been issued to all autonomous bodies and attached/ subordinate offices of the Ministry to the effect that for handling sensitive posts at all levels only such of the Officers should be posted whose integrity is beyond doubt. They have also been advised to introduce greater transparency and openness in the functioning of the offices in general and in the offices having extensive dealing with public in particular.

20.4 All the public dealing offices under the control of the Ministry have been advised to simplify the work procedures at the cutting edge level so as to avoid delays in decision-making, as it is the delay at this level that generally breeds corruption.

20.5 Vigilance awareness week was observed in the Ministry from 12.11.2007 to 16.11.2007. All Officers and staff in the Ministry took a pledge on 12.11.2007 to maintain absolute integrity, transparency in all spheres of activities and to work unstintingly for eradication of corruption in all spheres of life.

20.6 The Chief Vigilance Officer held meetings with the Inquiring Authorities to review the progress of enquiries pending with them. All Inquiring Authorities were asked to hold hearings at regular intervals and complete the enquiry within the given time frame. All Vigilance Units in the Attached/ Subordinate Offices were also asked to review the enquiries pending with them and submit a report to the Ministry.

20.7 As part of the current drive against corruption, Prime Minister's Office (PMO) forwards complaints received from various quarters containing allegations of corruption against individuals and organizations. Such complaints received from the Prime Minister's Office were pursued with promptitude and thoroughness at senior levels. Proper inquiry was conducted in each case in a time bound manner and feedback sent to the PMO.

20.8 The Employees Provident Fund Organization (EPFO) have adopted a multi pronged strategy to contain, control and curb corruption and ensure prompt, effective and hassle free service to the subscriber members. In an attempt to adopt a well-defined strategy, the corruption prone areas have been duly identified. The emerging situation, therefore, calls for evolving and maintaining an effective system to arrest corruption and malpractices. The system envisaged in the modernisation programme of EPFO would greatly address these issues.

20.9 With a view to ensuring that the possible corrupt practices or malpractices in the area relating to coverage of establishments under the Employees State Insurance (ESI) Scheme, recovery of ESI dues from the defaulting establishments, purchase of land and readymade flats, construction of hospitals/ dispensaries, investment of ESI funds, grant of medical benefits on forged medical certificates and purchase of inferior quality medicines and equipments for use in hospitals and dispensaries are checked, the following instructions have been issued by Employees' State Insurance Corporation (ESIC) :-

- (i) **Assessment of dues decided by the Officers may be reviewed at random basis.**
- (ii) **The Officers found to be lacking in their efforts to make recovery of ESI dues should be transferred and necessary action be taken against them for not performing their duties efficiently.**

- (iii) **A definite time schedule for disposal of various types of cases may be prepared and officers/officials not adhering to the time schedule should be severely dealt with.**
- (iv) **The nexus between the employees of the ESIC and the suppliers of medicines, if found, should be broken at the earliest and necessary action taken against those found to be involved in such deals.**
- (v) **A quick assessment regarding integrity of the persons holding sensitive positions may be made and such of the officers/officials whose integrity is suspect should be immediately transferred out and such positions should be manned only by officers whose integrity is beyond doubt.**

REDRESSAL OF PUBLIC GRIEVANCES

20.10 A system of ventilation and redressal of grievances from employers, trade unions and subscribers/ members is in place in Ministry of Labour & Employment, EPFO and in ESIC.

20.11 A Facilitation Centre has been set up in the Ministry to receive applications for redressal of grievances and to provide necessary information to the members of the public on various matters dealt in the Ministry. The e-mail ID of the Public Grievance Cell, Ministry of Labour and Employment is **pglabour.nic.in**.

REDRESSAL OF PUBLIC GRIEVANCES IN EPFO

20.12 EPFO Headquarters office at New Delhi and all the field offices comprising 32 regional offices and 77 sub-regional centres across the country are equipped with full-fledged facilitation centres, public relation officers and supporting staff from where the members can obtain the relevant information as well as get their grievances redressed. The organization in tune with its objectives lays considerable

importance to the redressal of grievance of the members of the fund. Public Relation Officers at the Reception Counters are available on all working days of the week to handle the grievances of the visiting members. The initiative has resulted in ensuring prompt service given by the field officers to the members.

20.13 There is a two-tier organizational structure for handling and redressal of public grievances. One at Head Office level called Customer Service Division which is headed by Additional Central Provident Fund Commissioner and assisted by Regional Provident Fund Commissioner, Assistant Provident Fund Commissioner and Public Relations Officer. Another at Field Offices level headed by Regional Provident Fund Commissioners and Assistant Provident Fund Commissioners assisted by Public Relations Officers.

20.14 The details of grievances received and redressed during the last five years are given in **Table-20.1**.

20.15 The Regional Provident Fund Commissioner of the regions and Officer-in-Charge of Sub Regional Offices/Sub Accounts Offices are available in person even without any prior appointment to the members of the Fund for redressal of their grievance on all working days during office hours. Besides the Regional P.F. Commissioners, In-charge of the Customer Service Division in the Head Office attends to the grievances of the members of the Fund in person on all working days during office hours. The members who are not satisfied, can see the Additional Central Provident Fund Commissioner (Customer Service Division) or the Central Provident Fund Commissioner.

20.16 All grievances received by the Head Office in the Customer Service Division are monitored fortnightly with system support and acknowledgement is sent to the member. The Public Relation Officer in the Head Office also attends to

the grievances of the members every day and initiates action to redress the grievances.

20.17 The grievances received from the members of the Fund through various sources relating to the settlement of claims, issue of account slips, matters arising out of non compliance etc., are required to be redressed by the field offices. Feedback of all such grievances obtained from field offices is promptly communicated to the members with the status/disposal of the petitions.

20.18 The Public Relation Officers in the Regional/ Sub Regional Offices redress the grievances of the members who visit the offices for redressal. The Public Relation Officer provides information about the status of the claim as well as the status of the complaints filed by the members.

20.19 The Facilitation Centres have been set up in all the offices of the organization. All the prescribed forms for the members of the Fund are available free of cost during working hours. The salient features of a Facilitation Centre are as below:

- o **To provide information regarding schemes and procedures through brochures, booklets, reports, etc.**
- o **To provide information regarding status of claims/complaints.**
- o **To receive complaints, issue acknowledgements letters.**
- o **Officer of the level of Assistant P.F. Commissioner / Assistant Accounts Officer / In-charge of the Facilitation Centre with appropriate orientation capable of attending visitors redress the grievances at Facilitation Centres.**
- o **Time limits for settlements of claims/petitions, meeting hours of the senior officer are notified through display boards.**

- o **Physical facilities have been provided for sitting, drinking water, etc. for the members.**
- o **All Field Offices conduct Bhavishya Nidhi Adalats for redressal of complex nature of grievances of members of the Fund. The Bhavishya Nidhi Adalats are held on 10th of every month and if 10th happens to be a holiday Bhavishya Nidhi Adalats are conducted on the next working day. The numbers of complaints filed before the Bhavishya Nidhi Adalats and cases decided are given in Table-20.2**
- o **The grievances, which are appearing in various newspapers, are also being registered and the concerned field office is advised to redress the grievance**

20.20 As a step to popularise fast track facility of internet/e-mail, the grievances received in the websites of EPFO are immediately acknowledged at Corporate Headquarters through email and forwarded to the concerned officer-in-charge of the field office on the same day. Regular monitoring ensures speedy disposal of such grievance.

20.21 To reduce the public grievances the organization has taken various measures for creating the awareness about the provisions of The Employees Provident Funds (Miscellaneous Provisions) Act, 1952 among the members and employers. Brochures and pamphlets on schemes under the Act are provided. Seminars are arranged to educate employers, employees and various representatives. Functions are organized by field offices to provide a copy of Pension Payment Order (PPO) and related papers to retiring employee members on the day of retirement. Death cases are settled on priority and widows are requested to attend the function and get the pension papers.

20.22 The organization plans to have radical changes in existing “Business Procedure and Process” through Re-inventing EPF India. This is

intended to retool the accounting procedure from single to double entry to meet international accounting system and enable the process with Information and Communication Technology to set up a country wide information system layer

20.23 Generally, the nature of grievances received for redressal by the Organization pertains to the:

- o **Settlement of the claims of Provident Fund.**
- o **Employees' Pension Scheme.**
- o **Employees' Deposit Linked Insurance Scheme.**
- o **Transfer of Provident Fund Account.**
- o **Advances.**
- o **Issue of Annual Statement of Accounts.**
- o **Non-coverage of employee for EPF benefits.**
- o **Non-compliance by employers.**
- o **Non-receipt of Annexure-K by transfer office.**
- o **P.F. settled is incorrect.**
- o **Pension released is lesser than entitlement.**
- o **Pension arrear not remitted.**
- o **Pension not released from due date.**

20.24 The analysis of grievances has revealed that the delay in settlement of claims is mainly due to the following deficiencies: -

- ✓ **Attestation of forms by un-authorized officials.**
- ✓ **Absence of addresses of the attesting authority other than the employer.**

- ✓ **In-correct Provident Fund Account Number.**
- ✓ **Difference in name of member and his/her parentage in official records.**
- ✓ **In-complete postal address.**
- ✓ **In-complete information regarding Saving Bank Account and address of Bank.**
- ✓ **Non-affixing of Revenue Stamp on the advance receipt.**
- ✓ **Contribution details not submitted through 3A and 6A form by the establishment.**
- ✓ **Non-furnishing of relevant documents prescribed for advance.**
- ✓ **Non-submission of relevant documents with application for Pension.**
- ✓ **Non-signing across the revenue stamp on the Advance Receipt.**
- ✓ **The Establishment is in liquidation.**

REDRESSAL OF PUBLIC GRIEVANCES IN EMPLOYEES STATE INSURANCE CORPORATION

20.25 The Corporation monitors public grievances received from various quarters including Important Persons, their family members, employers and their Association, employees and their Unions, VIPs/MPs/Legislators through a network of Public Grievance Officers posted in various offices of the Corporation. Grievances received from the Prime Minister's Office and the Cabinet Secretariat are directly monitored by a senior officer in the Hqrs. Office of the Corporation for their effective redressal and periodical weekly and monthly reports are sent to the Ministry of Labour and Employment every week/every month. In so far as disposal of other PG cases for various institutions of the Corporation, i.e., Regional Offices / Sub-Regional Offices / ESI

Hospitals / Dispensaries is concerned a consolidated quarterly report is sent to the Ministry of Labour at the end of every quarter.

20.26 The monitoring of public grievances received in the Regional Offices, Sub-Regional offices, ESI Hospitals / Dispensaries is done by a designated Public Grievance Officer. Apart from this, periodic Shikayat Adalats / open house meetings are conducted in the respective Regions at regular intervals by the Regional Directors themselves. Such meetings are generally presided over by the Regional Director or a senior officer who decides and redress the grievances across the table.

20.27 In the states where the ESI Scheme has been implemented, the grievances relating to the medical benefits are taken up with the State Government authorities by Regional Directors as well as Senior State Medical Commissioners / State Medical Commissioners for timely redressal of grievances at regional level.

20.28 The Corporation has opened facilitation Centres in all the Regional offices / Sub Regional Offices / ESI Hospitals in order to have a better interaction with the beneficiaries of the Scheme. In addition to this, the Corporation conducts workshops and seminars on public grievances for its officers and staff.

20.29 Details of grievances processed during the period from 01.10.2006 to 30.09.2007 is as under:

Balance of unsettled grievances as on 30.09.2006	950
Grievances received from 01.10.2006 to 30.09.2007	3799
Total	4749
Grievance settled during the period from 01.10.2006 to 30.09.2007.	3758
Unsettled grievances as on 30.09.2007	991

20.30 Training programmes / workshops for staff & officers on Public Grievances are conducted at regular intervals. More than 150 officers all over India attended the training programmes on Public Grievances.

20.31 To make the Scheme user-friendly and to give necessary guidance to stake holders and beneficiaries Toll Free Help Line bearing no. 1800-11-2526 has been activated (since 7th December, 2006). From 7-12-06 to 30-9-07, 1518 calls were received. These calls are varied in nature i.e. starting from seeking information to registering complaints.

20.32 All the complaints received online are registered immediately and also replies are sent online.

Table 20.1					
Details of grievances received and redressed by Employees' Provident Fund Organisation during the last five years					
	2002-03	2003-04	2004-05	2005-06	2006-07
Grievances pending at the beginning of the year.	3,839	4,692	2,389	5,171	2,964
Received during the year.	87,784	61,449	48,412	38,982	44,685
Total	91,623	66,141	50,801	44,153	47,649
Disposed of during the year.	86,931	63,752	45,630	41,189	44,937
Balance at the end of the year.	4,692	2,389	5,171	2,964	2,712
Percentage of disposal.	94.87%	96.39%	90.00%	93.29%	94.30%

Table 20.2					
The number of complaints filed before the Bhavishya Nidhi Adalats and cases decided					
	2002-03	2003-04	2004-05	2005-06	2006-07
Number of Bhavishya Nidhi Adalats organized	1,186	1,209	1,244	1,259	1,306
Number of grievances registered before Bhavishya Nidhi Adalats.	3,586	2,844	1,976	2,145	2,110
Number of grievances disposed of by Bhavishya Nidhi Adalats	3,483	2,820	1,968	2,105	2,087
Performance/Disposal Percentage	97.12 %	99.15 %	99.59 %	98.14 %	98.90 %
