

CITIZENS' CHARTER

Vision: Conflict free Industrial Relations in the Central Sphere through improved conciliation services and enforcement of labour laws.

Mission: Improving Conciliation services and enforcement of Labour Laws through training and strengthening of enforcement machinery.

Objectives:

1. Enforcement of Labour Laws and Rules made thereunder in the Central Sphere.
2. Prevention and settlement of industrial disputes.
3. Training and strengthening of enforcement machinery.

Functions:

1. To secure payment of minimum wages for workers in scheduled employments.
2. To inspect the establishments in the central sphere for enforcing the labour laws.
3. To discharge quasi-judicial functions under various labour laws.
4. To prosecute the defaulters for non-compliance of labour laws.
5. To train the personnel in the enforcement machinery for better delivery of services.
6. To strengthen the enforcement machinery by computerization etc.

Details of Citizens or Clients :-

All principal employers, employers, contractors, trade unions, workers, NGOs, any voluntary organisation or citizen involved in redressal of grievances of workers.

Statement of Services including standards, quality, time frame and how / where to get services:-

S.No.	Service/transaction	Service standard Time Frame	Responsible Officer/Authority
1.	Inspection on complaints of violations of labour laws	Within 10 days	Concerned Inspector {LEO(C)}
2.	Receipt of Industrial Dispute and fixing of date for joint discussion / conciliation proceeding (public utility services)	Within 7 days	Concerned Conciliation Officer {ALC(C) / RLC(C) / Dy. CLC(C)}
3.	Receipt of Industrial Dispute and fixing of date for joint discussion / conciliation proceeding (non-public utility services)	Within 15 days	Concerned Conciliation Officer {ALC(C) / RLC(C) / Dy. CLC(C)}
4.	Receipt of application under Payment of Gratuity Act and fixing date for hearing	Within 15 days	Concerned Controlling Authority {ALC(C)}
5.	Receipt of appeal under Payment of Gratuity Act and	Within 15 days	Concerned Appellate Authority {RLC(C)}

	fixing date for hearing		
6.	Receipt of claim application under Minimum Wages Act and fixing of date of hearing	Within 15 days	Concerned Authority {RLC(C)}
7.	Receipt of claim application under Minimum of application / claim under Payment of Wages Act and fixing of date for hearing	Within 15 days	Concerned Authority {RLC(C)}
8.	Receipt of complaint / claim under Equal Remuneration Act and fixing of date of hearing	Within 15 days	Concerned Authority {ALC(C)}
9.	Receipt of appeal under Equal Remuneration Act and fixing of date of hearing	Within 15 days	Concerned Appellate Authority {RLC(C)}
10.	Receipt of draft Standing Orders / modifications and calling for comments	Within 15 days	Concerned Certifying Officer {RLC(C)}
11.	Receipt of application for license / registration / Amendment under Contract Labour (Regulation & Employment) Act, 1970 / Inter-state Migrant Workmen (Regulation of Employment & Conditions of Service) Act, 1979 / Building & Other Construction Workers (Regulation of Employment & Conditions of Service) Act, 1996	Within 7 days	Concerned Licensing Officer / Registering Officer {ALC(C) / RLC(C)}
12.	Receipt of application for refund under Contract Labour (Regulation and Abolition Act, 1970) and Inter-state Migrant Workmen (Regulation of Employment & Conditions of Service) Act, 1979	Within 60 days	Concerned Licensing Officer / Registering Officer {ALC(C) / RLC(C)}
13.	Application under Rule 25(2)(V)(a)/25(2)(V)(b) of the Contract Labour (Regulation & Abolition) Central Rules, 1971 and fixing of date of hearing	Within 15 days	Concerned Dy. CLC(C)

Details of Grievances Redressal Mechanism :-

If any of the aforesaid service standards is not maintained within the time schedule as mentioned above, the concerned aggrieved person or organization can make a representation to the concerned Regional Head (RLC(C) / Dy. CLC(C) } or for item No. 13 to the CLC(C) who shall respond to the complaint within 7 days.

No. 14(47)2010-Coord
Government of India
Ministry of Labour & Employment
Office of Chief Labour Commissioner (C)

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Shram Shakti Bhawan, New Delhi – 110 001
Dated the 26th September, 2011

OFFICE MEMORANDUM

Subject: Follow up action on 12th Report of 2nd Administrative Reforms Commission titled “Citizens’ Centric Administration - Heart of Governance” – regarding.

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The Second Administrative Reforms Commission has made recommendations in their 12th Report relating to “Citizen Centric Administration – the Heart of Governance”. Now the Secretary, Labour & Employment has also approved the following three recommendations contained in the 12th Report for implementation for Result Framework Document (RFD).

- (i) Making Citizen Charter effective – an agenda for Reform Citizens’ Charter should be made effective (Para 4.6.2).
- (ii) Citizen’s Participation in Administration (para 5.7.4).
- (iii) Evolving an Effective Public Grievances Redressal System (para 7.9.3.3).

Accordingly all the Regional Heads are requested to ensure that the Service Standard time frame mentioned in the enclosed Citizens’ Charter are adhered to by every field officer in their respective region.

All the Regional Heads may also ensure to position suitable suggestion boxes in every field Office for receiving the suggestions from the citizens / all stakeholders for due consideration by the field Office / Regional HQs.

All the Regional Heads may also ensure that there is a fool proof system in every field Office for registration of complaints with proper monitoring and mechanism.

All the Regional Heads are further requested to hold periodical consultation meetings with the stakeholders for reviewing the existing procedures and processes for efficient relief to the workers.

This issues with the approval of Chief Labour Commissioner (C)

The receipt of this may be acknowledged.

Encl: As above

(B.K. Sanwaria)
Dy. Chief Labour Commissioner (C)

To
All the Regional Heads

Copy to PS to CLC (C) for information