

No 115/1/2019-C&E
Government of India
Ministry of Labour & Employment
Labour Bureau

SCO 28-31, Sector 17-A,
Chandigarh-160017
Dated : 23.04.2019

To

The Under Secretary,
ESA Section,
Ministry of Labour & Employment,
Shram Shakti Bhawan,
Rafi Marg, New Delhi.

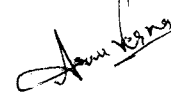
Subject: Citizen's / Client's Charter (CCC) and Public Grievances Redress Mechanism of all Responsibility Centres (Attached Offices, Subordinate Offices, Autonomous Organizations) of the Ministry of Labour & Employment- regarding.

Sir,

The undersigned is directed to refer to Ministry's Note No. Z-20025/01/2018-RFD dated 11th April, 2019 on the above subject and to send as enclosed the Citizen's / Client's Charter (2019-20) in respect of Labour Bureau for information and further necessary action please. Soft copy of this information has also been sent on esa@nic.in.

Encl: As above

Yours faithfully,



(ANU VERMA)
ASSISTANT DIRECTOR

Copy to:

Shri A.S. Tanda (EDPM) with the request that the Citizen's / Client's Charter (2019-20) may please be uploaded on Labour Bureau's website. Soft copy of this information has also been sent on astanda@nic.in.





Citizen's/Client's Charter

For

Labour Bureau

(2019-20)

Address: Labour Bureau, Ministry of Labour and Employment, Government of India, SCO 28-31, Sector 17-A, Chandigarh-160017.

Website ID: <http://labourbureaunew.gov.in>

Date of Issue: 01/04/2019

Next Review: 01/04/2020

Vision

Making Labour Bureau a premier agency in the field of Labour and Price Statistics.

Mission

- (i) Compilation and timely release of Indices (Consumer Price Index Number for Industrial workers and Agricultural Labourers/ Rural Labourers, Retail Price Indices).
- (ii) To serve as the storehouse in the field of Labour Statistics by making the latest Labour Statistics available to stakeholders.

Main Services / Transactions

S. No.	Services/ Transaction	Weight %	Responsible Person (Designation)	Email	Phone No.	Process	Documents Required	Fees		
								Cat egor y	Mo de	A
1.	<p>Construction and Release of:</p> <p>(i) Consumer Price Index Numbers for Industrial Workers (CPI-IW) for a month at item-level, sub-group and group level, centre-specific and all India index.</p>	8.0	Shri. I.S. Negi, DDG	is.negi@nic.in	0177-2806747	<p>(i)(a) Scrutiny and compilation of monthly/weekly retail price data collected from 289 markets spread across 78 selected industrial Centres in 25 States/UT's.</p> <p>(i)(b) To construct and release the Sub-Group, Group, Centre-specific and all India indices every month.</p> <p>(i)(c) Regular collection of House Rent data from approx.7980 selected dwellings per month.</p> <p>(i)(d) Compilation of 78 centre-specific House Rent Indices every six months.</p>				

	(ii) Release of Annual Report on Consumer Price Index Numbers for Industrial Workers (2019) for a year in the subsequent year.	2.0				(ii) Preparation and release of Annual Report on CPI-IW.			
2.	Training of Price Collectors and Price Supervisors: (i) Every year in the month of September at Shimla. (ii) In response to requests received from various states/UTs.	5.0	Shri. I.S. Negi, DDG	is.negi@nic.in	0177-2806747	(i) Conduct of training programmes. (ii) Conduct of training programmes.			
3.	Base updation of consumer price index numbers for industrial workers (CPI-IW) of 2001 series to a new recent base period.	10.0	Shri Bharat Bhushan, DDG	bharat.jassal@gov.in	0172-2771293	(i) Regular Collection of prices in respect of 317 Markets in 88 Centres across the country and price audit thereon. (ii) Parallel comparison of CPI-IW indices of existing series and new series will be completed. (iii) Finalization of linking factor at Centre/ All India Level. (iv) Approval from Standing Tripartite			

					<p>Committee, Technical Advisory Committee on Statistics of Prices and Cost of Living and National Statistical Commission</p> <p>(v) Approval by National Tripartite Committee represented by Apex level Trade Union, Employers Association, Senior level officers from Central Ministries/ Departments and also State Governments.</p> <p>(vi) Release of New CPI-IW.</p>				
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4.	<p>Construction and Release of:</p> <p>(i) Consumer Price Index Numbers for Agricultural Labourers and Rural Labourers (CPI-AL/RL) separately for 20 states and release of Indices every month. Index for a month is released on 20th day of subsequent month.</p> <p>(ii) Preparation and release of Annual Report on CPI (AL/RL) (2018-19) in the subsequent year.</p>	8.0 2.0	Shri I.S. Negi DDG	is.negi@nic.in	0177-2806747	<p>(i)(a) Scrutiny and tabulation of price data received in respect of 20 states every month.</p> <p>(i)(b) Construction and release of state-specific indices and all India index every month.</p> <p>(ii) Drafting, finalisation and release of such reports on annual basis.</p>			
5.	Base Updation of CPI-AL/RL.	8.0	Shri I.S. Negi DDG	is.negi@nic.in	0177-2806747	<p>(i) Selection of States and finalization of sample villages in consultation with TAC on SPCI.</p> <p>(ii) Conduct of market survey for selection of markets / outlets.</p> <p>(iii) Preparation of price collection schedule and related instructions.</p> <p>(iv) Examination of Consumer</p>			

						Expenditure Data and Finalization of price collection schedule on the basis of the CES results. (v) Collection of price data from the selected markets / outlets by the NSSO and its examination for working out the base year prices separately for AL and RL.			
6.	Area Frame Enterprise Survey (AFES)	5.0	Shri Sunil Chaudhry, DDG	sunilchaudhry2006@hotmail.com	0172-2725311	(i) Planning and conduct of the surveys. (ii) Scrutiny and tabulation of data. (iii) Analysis and interpretation of data. (iv) Drafting, finalization and release of reports.			
7.	Release of reports on Sixth Annual Employment-Unemployment Survey.	2.0	Shri Sunil Chaudhry, DDG	sunilchaudhry2006@hotmail.com	0172-2725311	(i) Release of reports.			
8.	Compilation/Analysis of Annual Survey of Industries (ASI) data for the year 2015-16 and bringing out reports prior to March, 2020.	5.0	Shri Bharat Bhushan, DDG	bharat.jassal@gov.in	0172-2771293	(i) Obtaining data from CSO. (ii) Scrutiny, tabulation and analysis of data.			

	Processing of Annual Survey of Industries (ASI) data for the year 2016-17.					(iii) Drafting and release of report.			
9.	Organising one Central Training Programme in the month of January every year in the field of labour statistics for each of the following target Groups: (i) ISS/IES Probationers. (ii) Trainees sponsored by Central Statistics Office (CSO). (iii) Officers from State/UT Labour Departments/ Directorate of Economics and Statistics (DES).	6.0	Shri I.S. Negi DDG	is.negi@nic.in	0177-2806747	(i) Processing of nominations. (ii) Finalisation of lecture topics and schedule of delivery. (iii) Imparting training.			

10.	Dissemination of labour statistics pertaining to the year 2017 collected through statutory and voluntary returns under various Labour Acts as received from State Governments. The data for 2017 relating to 10 Labour Acts and for 2018 for Minimum Wage Act will be disseminated/ published prior to March, 2020.	10.0	Shri Bharat Bhushan, DDG for following Acts: (i) Minimum wages Act, 1948 (ii) Payments of wages Act, 1936. (iii) Factories Act, 1948. (iv) The Trade unions Act, 1926. (v) The Plantations labour Act, 1951 (vi) The Motor Transport Workers Act, 1961. (vii) The Shops & Commercial Establishments Acts (viii) The Industrial Employment (Standing Orders) Act, 1946. (ix) The Workmen's Compensation Act, 1923. (x) The Maternity Benefits Act, 1961. (xi) Industrial Disputes Act.	bharat.jassal@gov.in	0172-2771293	(i) Obtain/collect returns from Central and State agencies in prescribed formats. (ii) Scrutiny of returns and obtaining clarifications. (iii) Tabulation of data. (iv) Analysis/ interpretation of data. (v) Drafting, finalization and release of report on relevant Act.			
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11.	<p>Dissemination of Labour Statistics through following regular publications of Bureau:</p> <p>(i) Indian Labour Journal (Monthly)</p> <p>(ii) Indian Labour Year Book (2018) will be released in the month of March, 2020.</p> <p>(iii) Indian Labour Statistics (2018) will be released in the month of March, 2020.</p> <p>(iv) Pocket Book of Labour Statistics (2018) will be released in March, 2020.</p> <p>(v) Wage Rates in Rural India (2018-19) will be released in the month of March, 2020.</p>	10.0	Sh. I.S. Negi, DDG	is.ncgi@nic.in	0177-2806747	<p>Bringing out one issue of following publications every month/every year:</p> <p>(i) Indian Labour Journal (Monthly)</p> <p>(ii) Indian Labour Year Book (2018).</p> <p>(iii) Indian Labour Statistics (2018).</p> <p>(iv) Pocket Book of Labour Statistics (2018).</p> <p>(v) Wage Rates in Rural India (2018-19).</p>			
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12.	Base Updation of Wage Rate Index	3.0	Sh Kailash G. Sharma, Director	kail2505@gmail.com	0172-2703584	(i) The 7 th round of OWS has been completed & the data results are under consideration for utilization in WRI Series with new base i.e. 2016=100. (ii) Selection of industries for the base updation exercise of WRI series.				
13.	Prompt Grievance redressal as per laid down guidelines.	4.0	Sh Kailash G. Sharma, Director	kail2505@gmail.com	0172-2703584	Examination of Grievances received online or through post and their redressal.				
14.	Prompt acknowledgement receipt of letters from clients / citizens	3.0	Sh Kailash G. Sharma, Director	kail2505@gmail.com	0172-2703584	Acknowledgement of letters online or through post				
15.	Timely response to letters from clients / citizens.	3.0	Sh Kailash G. Sharma, Director	kail2505@gmail.com	0172-2703584	Responding in time to letters online or through post				
16.	Prompt response to a request for appointment with appropriate officer after receiving a written request.	3.0	Sh Kailash G. Sharma, Director	kail2505@gmail.com	0172-2703584	Examination of request made and taking appropriate decision.				

17.	Prompt answer to telephone calls between 09:30 AM and 05:30 PM on a central enquiry Number (0172-2728969)	3.0	Sh Kailash G. Sharma, Director	kail2505@gmail.com	0172-2703584	To ensure placement of appropriate mechanism.			
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Service Standards

S. No.	Services/Transactions	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
1.	Construction and Release of: (i) Consumer Price Index Numbers for Industrial Workers (CPI-IW) for a month at item-level, sub-group and group level, centre-specific and all India index.	8.0	Release of index on last working day of subsequent month.	Index is compliant of Special Data Dissemination Standard (SDDS).	Time	8.0	Labour Bureau website and Indian Labour Journal.
	(ii) Release of Annual Report on Consumer Price Index Numbers for Industrial Workers (2019) for a year in the subsequent year.	2.0	Release of report.	Information at disaggregated level for the whole year at one place to facilitate data analysis.	Time	2.0	Labour Bureau website and Report on CPI IW.
2.	Training of Price Collectors and Price Supervisors: (i) Every year in the month of September at Shimla. (ii) In response to requests received from various states/UT's.	5.0	Timely conduct of training.	Training imparted by experienced resource persons from within Labour Bureau.	Time	5.0	Labour Bureau records.

3.	Base updation of Consumer Price Index Numbers for Industrial Workers (CPI-IW) of 2001 series to a new recent base period.	10.00	<p>(i) Regular Collection of prices in respect of 317 Markets in 88 Centres across the country and price audit thereon.</p> <p>(ii) Parallel comparison of CPI-IW indices of existing series and new series will be completed.</p> <p>(iii) Finalization of linking factor at Centre/ All India Level.</p> <p>(iv) Approval from Standing Tripartite Committee, Technical Advisory Committee on Statistics of Prices and Cost of Living and National Statistical Commission.</p> <p>(v) Approval by National Tripartite Committee represented by Apex</p>	Index to be compiled as per the latest practices and under the overall supervision of Technical Advisory Committee of MOSPI. The index shall be Special Data Dissemination Standard (SDDS) compliant.	Time	10.00	Labour Bureau Website.
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			level Trade Union, Employers Association, Senior level officers from Central Ministries/ Departments and also State Governments. (vi) Release of New CPI-IW.				
4.	(i) Construction and release of Consumer Price Index Numbers for Agricultural Labourers and Rural Labourers (CPI-AL/RL) separately for 20 states and release of Indices every month. Index for a month is released on 20 th day of subsequent month. (ii) Preparation and release of Annual Report on CPI (AL/RL) in the subsequent year (2018-19) in the month of March 2020.	8.0 2.0	Release of index every month. Release of Report.	Index is compliant of Special Data Dissemination Standard (SDDS). Information at disaggregated level for the whole year at one place to facilitate data analysis.	Time Time	8.0 2.0	Labour Bureau website and Indian Labour Journal.

5.	Base Updation of CPI-AL/RL	8.0	<p>(i) Selection of States and finalization of sample villages in consultation with TAC on SPCL.</p> <p>(ii) Conduct of market survey for selection of markets / outlets.</p> <p>(iii) Preparation of price collection schedule and related instructions.</p> <p>(iv) Examination of Consumer Expenditure Data and Finalization of price collection schedule on the basis of the CES results.</p> <p>(v) Collection of price data from the selected markets / outlets by the NSSO and its examination for working out the base year prices separately for AL and RL.</p>	Index to be compiled as per the latest practices and under the supervision of Technical Advisory Committee of MOSPI.	Time	8.0	Labour Bureau Website.
6.	Area Frame Survey	5.0	Conduct of surveys and release of reports thereon.	Data collection, compilation and analysis by expert	Time	5.0	Labour Bureau website and Survey Reports.

				officers of Labour Bureau.			
7.	Release of reports on Sixth Annual Employment-Unemployment Survey.	2.0	Release of reports.	Release of reports under the guidance and supervision of Expert Group constituted by Ministry of Labour & Employment.	Time	2.0	Labour Bureau website and Survey Reports.
8.	Compilation/Analysis of Annual Survey of Industries (ASI) data for the year 2015-16 and bringing out reports prior to March, 2020. Processing of Annual Survey of Industries (ASI) data for the year 2016-17.	5.0	Compilation of data and release of report.	Technical guidance provided by Standing Committee on Industrial Statistics.	Time	5.0	ASI reports and Labour Bureau website.
9.	Organizing one Central Training Programme in the month of January every year in the field of labour statistics for each of the following target Groups: (i) ISS/IES Probationers. (ii) Trainees sponsored by CSO. (iii) Officers from State/UT Labour Departments/DES.	6.0	Imparting training to the participants sponsored by the sponsoring authorities.	Training imparted by experienced resource persons from within Labour Bureau.	Time	6.0	Labour Bureau Records.

10.	Dissemination of labour statistics pertaining to the year 2017 collected through statutory and voluntary returns under various Labour Acts as received from State Governments. The data for 2017 relating to 10 Labour Acts and for 2018 for Minimum Wage Act will be disseminated/published prior to March, 2020.	10.0	Compilation of data and release of reports/reviews.	Requisite training to officers from Offices of Chief Labour Commissioner, Labour Commissioners, Chief Inspector of Factories and staff from Industrial Units as well as rigorous scrutiny and validation of data before its release.	Time	10.0	Labour Bureau website and Reports/Reviews
11.	Dissemination of Labour Statistics through following regular publications of Bureau: (i) Indian Labour Journal (Monthly) (ii) Indian Labour Year Book (2018) will be released in the month of March, 2020. (iii) Indian Labour Statistics (2018) will be released in the month of March, 2020. (iv) Pocket Book of Labour Statistics (2018)	10.0	Timely release.	Timely release of reports and publications.	Time	10.0	Labour Bureau website and publications.

	will be released in March, 2020. (v) Wage Rate in Rural India (2018-19) will be released in the month of March, 2020.						
12.	Base Updation of Wage Rate Index	3.0	(i) The 7 th round of OWS has been completed & the data results are under consideration for utilization in WRI Series with new base i.e. 2016=100. (ii) Selection of industries for the base updation exercise of WRI series.	Index to be compiled as per the latest practices.	Time	3.0	Labour Bureau website.
13.	Prompt Grievance redressal as per laid down guidelines.	4.0	Average time taken in Acknowledging grievance received electronically through Centralized Public Grievance Redress And Monitoring System (CPGRAMS) portal.	5 Working Days	Time	1.0	CPGRAMS Report
			Average time taken to acknowledge grievance received through post.	8 Working Days	Time	1.0	CPGRAMS Report and Labour Bureau Records.
			Average time taken in obtaining information needed for redressing grievance	18 Working Days	Time	1.0	CPGRAMS Report and Labour Bureau Records.

			Average time taken for grievance redressal.	70 Working Days	Time	1.0	CPGRAMS Report and Labour Bureau Records.
14.	Prompt acknowledgement receipt of letters from clients / citizens	3.0	Average time taken to acknowledge receipt of letters.	9 Working Days	Time	3.0	Labour Bureau Records.
15.	Timely response to letters from clients / Citizens.	3.0	Percentage of letters replied within two months of their receipt.	90 %	Proportion	3.0	Labour Bureau Records.
16.	Prompt response to a request for appointment with appropriate officer after receiving a written request.	3.0	Percentage of response given within 10 working days.	90 %	Proportion	3.0	Labour Bureau Records.
17.	Prompt answer to telephone calls between 09:30 AM and 05:30 PM on a central enquiry Number (0172-2728969)	3.0	Percentage of calls answered within 2 minutes of calling the central number (Including holding time)	90 %	Proportion	3.0	Call records.

Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1.	Sh Kailash G. Sharma, Director	0172- 2703584	kail2505@gmail.com	9501106427

List of Stakeholders / Clients

1.	Central Ministries
2.	State/UT Governments
3.	National Sample Survey Organisation (NSSO)
4.	Central Statistical Organisation (CSO)
5.	Industrial/Workers Associations/Federations/Unions
6.	Research Institutions/Researchers

Responsibility Centres and Subordinate Organizations

Sl. No.	Responsibility Centres and Subordinate Organizations	Landline Number	E-mail	Address
1.	Labour Bureau (Main Wing), Ministry of Labour & Employment, Govt. of India, Chandigarh.	0172-2728969, 2543797	lb-chd@nic.in	Labour Bureau, S.C.O. -28-31, Sector- 17/A, Chandigarh-160017.
2.	Labour Bureau (Main Wing), Ministry of Labour & Employment, Govt. of India, Shimla.	0177-2653157, 2653158, 2653138, 2652918	dg-lb@nic.in, dglb@nic.in	Labour Bureau, Cleremont, Shimla – 170004, H.P.
3.	Labour Bureau (W.R.), Regional Office, Ahmedabad.	079-27558069, 27556106	lbahd@yahoo.com	Labour Bureau (W.R.), First floor, Govind Plaza Block "A", Near Kiran Park Bus Stand, Vijay Nagar Railway Crossing, Nava Wadaj, Ahmedabad-380013.
4.	Labour Bureau (E.R.), Regional Office, Kolkata.	033-22480715, 22480051	lbcal08@gmail.com	Labour Bureau (E.R.), 8, Esplanade East, Rear Block, First floor, Kolkata – 700069.
5.	Labour Bureau (S.R.), Regional Office, Chennai.	044-24914012	lb_tn.tn@nic.in	Labour Bureau (S.R.), A-Block, E-Wing (Ground floor), Rajaji Bhawan, Besant Nagar, Chennai – 600090.
6.	Labour Bureau (N.R.), Regional Office, Kanpur.	0512-2212334, 2212121	labourbureaukanpur@gmail.com	Labour Bureau (N.R.), D5 to D8 (Old), ATI Campus, Udyog Vihar, Kanpur- 208022.
7.	Labour Bureau (NER), Regional Office, Guwahati.	0361-2490104	lbguwahati@gmail.com	Labour Bureau (NER), 2 nd floor, VRC-H Building ITI Guwahati, AK Azad Road, Gopinath Nagar, Guwahati-781016
8.	Labour Bureau (W.R.), Sub-Regional Office, Mumbai.	022-25210178, 25210133	lbmum@bom.nic.in	Labour Bureau (W.R.), 2 nd floor, 71-B, Shram Safalaya Building, N.G. Acharaya Marg, Chembur (East), Mumbai-400071.

Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from Service Recipients
1.	Cross-checking of information or the latest position on a matter on the Bureau's website before raising a query or a grievance etc.
2.	Suggestions for further improvement in standard of services delivered by the Labour Bureau and for constant upgradation of Labour Bureau's website.