



**Citizen's/Client's Charter**

**For**

**Labour Bureau**

**(2021-22)**

**Address: Labour Bureau, Ministry of Labour and Employment, Government of India, Shram Bureau Bhawan, Sector 38 (West), Chandigarh-160036.**

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

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**Next Review: 01/04/2022**

## **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		
								Category	Mode	Amount
1.	<b>Construction and Release of:</b> (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	Shri. S.S. Negi, DDG	shyams.negi@nic.in	0177-2808246	(i)(a) Scrutiny and compilation of monthly/weekly retail price data collected from 317 markets spread across 88 selected industrial Centres in 28 States/UTs.  (i)(b) To construct and release the Sub-Group, Group, Centre-specific and all India indices every month.  (i)(c) Regular collection of House Rent data from selected dwellings.  (i)(d) Compilation of 88 centre-specific House Rent Indices every six months.				

	(ii) Release of Annual Report on Consumer Price Index Numbers for Industrial Workers (2021) for a year in the subsequent year.	2.0				(ii) Preparation and release of Annual Report on CPI-IW.				
2.	<b>Training of Price Collectors and Price Supervisors:</b>  (i) Every year in the month of September at Shimla.  (ii) In response to requests received from various states/UTs.	5.0	Shri. S.S. Negi, DDG	shyams.negi@nic.in	0177-2808246	(i) Conduct of training programmes.  (ii) Conduct of training programmes.				

3.	<p><b>Construction and Release of:</b></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 20<sup>th</sup> day of subsequent month.</p> <p>(ii) Preparation and release of Annual Report on CPI (AL/RL) (2020-21) in the subsequent year.</p>	<p>8.0</p> <p>2.0</p>	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>				
4.	Base Updation of CPI-AL/RL	8.0	Shri I.S. Negi DDG	is.negi@nic.in	0177-2806747	<p>(i) Examination / processing of price data and compilation of State-wise and All-India index separately for AL and RL on month to month basis.</p> <p>(ii) Derivation of Linking Factor.</p>				

5.	Four New All-India Surveys : (a) All-India Survey on Migrant Workers (b) All-India Survey on Domestic Workers (c) All India Survey on Employment generated by Professionals and (d) All India Survey on Employment generated in Transport Sector	10.0	Shri H. S. Chopra DDG	hardeepchopra76@gmail.com	0172-2683007	The Four All-India Surveys on Migrant Workers, Domestic Workers, Employment generated by Professionals and Employment generated in Transport Sector will be conducted and reports thereon will be released.				
6.	All India Quarterly Establishment based Employment Survey (AQEES)	5.0	Shri H. S. Chopra DDG	hardeepchopra76@gmail.com	0172-2683007	(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.	Compilation/Analysis of Annual Survey of Industries (ASI) data for the year 2018-19 and bringing out reports prior to March, 2022.	5.0	Shri Bharat Bhushan, DDG	<a href="mailto:bharat.jassal@gov.in">bharat.jassal@gov.in</a>	0172-2683005	(i) Obtaining data from CSO.  (ii) Scrutiny, tabulation and analysis of data.  (iii) Drafting and release of report.				

8.	<p>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:</p> <p>(i) ISS/IES Probationers.</p> <p>(ii) Trainees sponsored by Central Statistics Office (CSO).</p> <p>(iii) Officers from State/UT Labour Departments/ Directorate of Economics and Statistics (DES).</p>	6.0	Shri I.S. Negi DDG	is.negi@nic.in	0177-2806747	<p>(i) Processing of nominations.</p> <p>(ii) Finalisation of lecture topics and schedule of delivery.</p> <p>(iii) Imparting training.</p>				
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9.	Dissemination of labour statistics pertaining to the year 2019 collected through statutory and voluntary returns under various Labour Acts as received from State Governments. The data for 2019 relating to all 11 Labour Acts will be disseminated/ published prior to March, 2022.	10.0	<b>Shri Bharat Bhushan, DDG for following Acts:</b> (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.	<a href="mailto:bharat.jassal@gov.in">bharat.jassal@gov.in</a>	0172-2683005	(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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10.	Dissemination of Labour Statistics through following regular publications of Bureau: (i) Indian Labour Journal (Monthly) (ii) Indian Labour Year Book (2020) will be released in the month of March, 2022. (iii) Indian Labour Statistics (2020) will be released in the month of March, 2022. (iv) Wage Rates in Rural India (2020-21) will be released in the month of March, 2022.	10.0	Sh. I.S. Negi, DDG	is.negi@nic.in	0177-2806747	Bringing out one issue of following publications every month/every year:  (i) Indian Labour Journal (Monthly)  (ii) Indian Labour Year Book (2020).  (iii) Indian Labour Statistics (2020).  (iv) Wage Rates in Rural India (2020-21).				
11.	Base Updation of Wage Rate Index	5.0	Sh Kailash G. Sharma, Director	kail2505@gmail.com	0172-2683015	(i) Analysis of wage rate data with a view to derive the weighting diagram. (ii) Initiation of regular collection of occupation specific employment and wage rate data. (iii) Compilation of WRI on base 2016=100.				

12.	Prompt Grievance redressal as per laid down guidelines.	4.0	Sh Kailash G. Sharma, Director	kail2505@gmail.com	0172-2683015	Examination of Grievances received online or through post and their redressal.				
13.	Prompt acknowledgement receipt of letters from clients / citizens	3.0	Sh Kailash G. Sharma, Director	kail2505@gmail.com	0172-2683015	Acknowledgement of letters online or through post				
14.	Timely response to letters from clients / citizens.	3.0	Sh Kailash G. Sharma, Director	kail2505@gmail.com	0172-2683015	Responding in time to letters online or through post				
15.	Prompt response to a request for appointment with appropriate officer after receiving a written request.	3.0	Sh Kailash G. Sharma, Director	<a href="mailto:kail2505@gmail.com">kail2505@gmail.com</a>	0172-2683015	Examination of request made and taking appropriate decision.				
16.	Prompt answer to telephone calls between 09:30 AM and 05:30 PM on a central enquiry Number (0172-2683015)	3.0	Sh Kailash G. Sharma, Director	kail2505@gmail.com	0172-2683015	To ensure placement of appropriate mechanism.				

## Service Standards

S. No.	Services/Transactions	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
1.	<b>Construction and Release of:</b> (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 (2021) 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.	<b>Training of Price Collectors and Price Supervisors:</b> (i) Every year in the month of September at Shimla. (ii) In response to requests received from various states/UTs.	5.0	Timely conduct of training.	Training imparted by experienced resource persons from within Labour Bureau.	Time	5.0	Labour Bureau records.

3.	<p>(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<sup>th</sup> day of subsequent month.</p> <p>(ii) Preparation and release of Annual Report on CPI (AL/RL) in the subsequent year (2020-21) in the month of March 2022.</p>	8.0	Release of index every month.	Index is compliant of Special Data Dissemination Standard (SDDS).	Time	8.0	Labour Bureau website and Indian Labour Journal.
		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-AL/RL.
4.	Base Updation of CPI-AL/RL	8.0	<p>(i) Examination / processing of price data and compilation of State-wise and All-India index separately for AL and RL on month to month basis.</p> <p>(ii) Derivation of Linking Factor.</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.

5.	Four New All-India Surveys : (a) All-India Survey on Migrant Workers (b) All-India Survey on Domestic Workers (c) All India Survey on Employment generated by Professionals and (d) All India Survey on Employment generated in Transport Sector	10.0	The Four All-India Surveys on Migrant Workers, Domestic Workers, Employment generated by Professionals and Employment generated in Transport Sector will be conducted and reports thereon will be released.	Data collection, compilation and analysis will be undertaken by officers of Labour Bureau under the guidance of the Expert Group.	Time	10.0	Labour Bureau website and Survey Reports.
6.	All India Quarterly Establishment based Employment Survey (AQEES)	5.0	Conduct of surveys and release of reports thereon.	Data collection, compilation and analysis will be undertaken by officers of Labour Bureau under the guidance of the Expert Group.	Time	5.0	Labour Bureau website and Survey Reports.
7.	Compilation/Analysis of Annual Survey of Industries (ASI) data for the year 2018-19 and bringing out reports prior to March, 2022.	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.
8.	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:	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.

	(i) ISS/IES Probationers. (ii) Trainees sponsored by CSO. (iii) Officers from State/UT Labour Departments/DES.						
9.	Dissemination of labour statistics pertaining to the year 2019 collected through statutory and voluntary returns under various Labour Acts as received from State Governments. The data for 2019 relating to all 11 Labour Acts will be disseminated/published prior to March, 2022.	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.
10.	Dissemination of Labour Statistics through following regular publications of Bureau: (i) Indian Labour Journal (Monthly)  (ii) Indian Labour Year Book (2020) will be released in the month of March, 2022.  (iii) Indian Labour	10.0	Timely release.	Timely release of reports and publications.	Time	10.0	Labour Bureau website and publications.

	Statistics (2020) will be released in the month of March, 2022. (iv) Wage Rate in Rural India (2020-21) will be released in the month of March, 2022.						
11.	Base Updation of Wage Rate Index	5.0	(i) Analysis of wage rate data with a view to derive the weighting diagram. (ii) Initiation of regular collection of occupation specific employment and wage rate data. (iii) Compilation of WRI on base 2016=100.	Index to be compiled as per the latest practices and under the supervision of Technical Advisory Committee.	Time	5.0	Labour Bureau website.
12.	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	18 Working Days	Time	1.0	CPGRAMS Report and

			needed for redressing grievance				Labour Bureau Records.
			Average time taken for grievance redressal.	70 Working Days	Time	1.0	CPGRAMS Report and Labour Bureau Records.
13.	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.
14.	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.
15.	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.
16.	Prompt answer to telephone calls between 09:30 AM and 05:30 PM on a central enquiry Number (0172-2683015)	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- 2683015	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.	0172-2683002	dglb@nic.in	Shram Bureau Bhawan, Sector- 36 (West), Chandigarh-160036.
2.	Labour Bureau (Main Wing), Ministry of Labour & Employment, Govt. of India, Shimla.	0177-2653157, 2653158, 2653138, 2652918	<a href="mailto:dg-lb@nic.in">dg-lb@nic.in</a> , 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	lbcsl08@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 <sup>nd</sup> 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 <sup>nd</sup> 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.