Citizen's/Client's Charter

For

Labour Bureau

(2026-27)

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

Website ID:http://labourbureau.gov.in

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Next Review:01/04/2027

Vision and Mission

Vision

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

Mission

Compilation and release of Indices i.e., Consumer Price Index Number for Industrial Workers (CPI-IW) and Consumer Price Index Number for Agricultural Labourers/ Rural Labourers (CPI-AL/RL), Conduct of Surveys and dissemination of Labour Statistics pertaining to important Acts.

SERVICES / TRANSACTIONS

Sl. No.	Service(s)/ Transaction(s)	Responsible Person (Designation)	Email	Phone No.	Process	Document(s) Required	Fees (Rs.)
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. (ii) Release of Annual Report on Consumer Price Index Numbers for Industrial Workers for the year 2022, 2023, 2024 and 2025.	Shri Virender Singh, DDG	virender.justa@nic.in	0172-2683010	(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) Preparation and release of Annual Report on CPI-IW.	--	Nil

Sl. No.	Service(s)/ Transaction(s)	Responsible Person (Designation)	Email	Phone No.	Process	Document(s) Required	Fees (Rs.)
2.	**Training of Price Collectors and Price Supervisors:** (i) Central Training Programme for Price Collectors/Supervisors (CPI-IW) to be conducted in 2026-27.	Shri Virender Singh, DDG	virender.justa@nic.in	0172-2683010	(i) Conduct of training programmes.	--	Nil

Sl. No.	Service(s)/ Transaction(s)	Responsible Person (Designation)	Email	Phone No.	Process	Document(s) Required	Fees (Rs.)
3.	Compilation and Release of Consumer Price Index Numbers for Agricultural Labourers and Rural Labourers [CPI-AL/RL] (Base 2019 = 100) (ii) Compilation and Release of Wage Rates in Rural India. (iii) Release of Annual Report on CPI (AL/RL) for the year (July 2025 - Dec 2026). (iv) Release of Annual Report on Wage Rate in Rural India for the year (2025-26).	Shri Anil Kumar Sharma, DDG	anilk.sharma@nic.in	0172-2683004	(i) (a) Scrutiny, validation and processing of retail price data received every month from 34 States/UTs. (b) Compilation, construction and release of State/UT-wise and All-India CPI-AL/RL indices on the 20th day of the succeeding month. (ii) (a)Scrutiny, validation and processing of wage rates for selected 25 agricultural and non-agricultural occupations (b) Compilation, and release of All-India Wage Rates in Rural India on the last working day succeeding month. (iii) Preparation, compilation, analytical review, drafting and publication of the Annual Report on CPI-AL/RL for the year 2025–26, (iii) Preparation, compilation, detailed statistical analysis, drafting and publication of the Annual Report on Wage Rates in Rural India for the year 2025–26.	--	Nil

Sl. No.	Service(s)/ Transaction(s)	Responsible Person (Designation)	Email	Phone No.	Process	Document(s) Required	Fees (Rs.)
4.	Base updation of Consumer Price Index Numbers for Industrial Workers (CPI-IW)	Shri Anil Kumar Sharma, DDG	anilk.sharma@nic.in	0172-2683004	i). Ministry has mandated Labour Bureau for base year revision of Consumer Price Index Numbers for industrial workers (CPI-IW) and accordingly Labour Bureau has initiated the process of base updation of the existing series (2016=100) of CPI-IW to a more recent base year. ii) Labour Bureau has collected employment data of the industrial workers from the State/UT authorities and various central agencies/departments in respect of seven industrial sectors in the existing series (2016=100) namely Factories, Mines, Plantations, Railways, Public Motor Transport Undertakings, Electricity Generating & Distributing Establishments and Port & Docks and determined the Centres across the country. iii) An Expert Group (EG) has been constituted under the Chairmanship of Shri A.K. Sadhu, former DG, NSO and former	--	Nil

Sl. No.	Service(s)/ Transaction(s)	Responsible Person (Designation)	Email	Phone No.	Process	Document(s) Required	Fees (Rs.)
					member of the National Statistical Commission to provide the technical guidance to Labour Bureau in the process of base year revision. Similarly, a Standing Tripartite Committee (STC) comprising of the members from Employers' Association, Employees Association and Government has also been constituted. iv) Further, on the advice of the EG and the STC, Bureau is in the process to explore the possibility of extending the scope beyond the hitherto covered seven sectors. In this context, intensive consultations and meetings with States/ UTs authorities and stakeholders is under way. v) In line with past practice, Labour Bureau requested the National StatisticalOffice, MoSPI to allocate a time slot for conducting of Working-Class Family Income and Expenditure Survey (WCFI&ES).		

Sl. No.	Service(s)/ Transaction(s)	Responsible Person (Designation)	Email	Phone No.	Process	Document(s) Required	Fees (Rs.)
					vi) Taking the cognizance of 140th meeting of NSC held on 24.03.2026 at New Delhi, Labour Bureau has proposed the constitution of Index Review Committee (IRC) for CPI-IW.		
5.	Processing/Tabulation/Analysis of Annual Survey of Industries (ASI) data for the year 2023-24 and release of publication '2023-24 – Annual Survey of Industries – Abstract on Employment, Labour Cost, Absenteeism & Labour Turnover'.	Shri Kailash G. Sharma, DDG	kailash.gs@nic.in	0172-2683005	Processing/Tabulation/Analysis & Release ofthe ASI publication '2023-24 – Annual Survey of Industries – Abstract on Employment, Labour Cost, Absenteeism & Labour Turnover'.	--	Nil
6.	Wage Rate Index (WRI) (2016=100)	Shri Kailash G. Sharma, DDG	kailash.gs@nic.in	0172-2683005	(i) Scrutiny and tabulation of data. (ii) Analysis and interpretation of data. (iii) finalization of Index.	--	Nil

Sl. No.	Service(s)/ Transaction(s)	Responsible Person (Designation)	Email	Phone No.	Process	Document(s) Required	Fees (Rs.)
7.	Occupational Wage Survey (OWS)	Shri Kailash G. Sharma, DDG	kailash.gs@nic.in	0172-2683005	(i) Sending reminders to concerned office/departments. (ii)Scrutiny and tabulation of received data. (iii) Analysis and interpretation of data.	--	Nil
8.	Dissemination of labour statistics collected through statutory and voluntary returns under various Labour Acts as received from State Governments. (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	Shri Anil Kumar Sharma, DDG	anilk.sharma@nic.in	0172-2683004	(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.	--	Nil

Sl. No.	Service(s)/ Transaction(s)	Responsible Person (Designation)	Email	Phone No.	Process	Document(s) Required	Fees (Rs.)
	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 1947.						
9.	(i) Indian Labour Journal (Monthly) released. (ii) Indian Labour Year Book (Annual)	Shri Kailash G. Sharma, DDG	kailash.gs@nic.in	0172-2683004	Indian Labour Journal (Monthly). Indian Labour Year Book 2023 and 2024 (combined)	--	Nil

Sl. No.	Service(s)/ Transaction(s)	Responsible Person (Designation)	Email	Phone No.	Process	Document(s) Required	Fees (Rs.)
10.	Prompt Grievance redressal.	Shri. Virender Singh	ad1lb.chd@nic.in	0172-2683000 Extn-312	Examination of Grievances received online or through post and their redressal.	Petition / Request complete in all respects.	Nil
11.	Prompt acknowledgement receipt of letters from clients / citizens	Shri Naresh Kumar	n.kumar12@nic.in	0172-2683018	Acknowledgement of letters online or through post	Petition / Request complete in all respects.	Nil
12.	Timely response to letters from clients /citizens.	Shri Naresh Kumar	n.kumar12@nic.in	0172-2683018	Responding in time to letters online or through post	Petition / Request complete in all respects.	Nil

Sl. No.	Service(s)/ Transaction(s)	Responsible Person (Designation)	Email	Phone No.	Process	Document(s) Required	Fees (Rs.)
13.	Prompt response to a request for appointment with appropriate officer after receiving a written request.	Shri Naresh Kumar	n.kumar12@nic.in	0172-2683018	Examination of request made and taking appropriate decision. Written request must be made stating the purpose for which the meeting is sought.	--	Nil
14.	Prompt answer to telephone calls between 09:30 AM and 05:30 PM on a central enquiry Number (0172-2683000)	Shri Naresh Kumar	n.kumar12@nic.in	0172-2683018	To ensure placement of appropriate mechanism.	--	Nil

SERVICE STANDARDS

S. No.	Service(s)/Transaction(s)	Success Indicator(s)	Service Standard	Unit	Data Source
1.	**Construction and Release of:** (i) Consumer Price Index Numbers for Industrial Workers (CPI-IW) at item-level, sub-group and group level, centre-specific and all India index.	Release of index on last working day of subsequent month.	30	Days	Labour Bureau website and Indian Labour Journal.
	(ii) Release of Annual Report on Consumer Price Index Numbers for Industrial Workers 2022, 2023, 2024 and 2025.	Time taken for release of report after data compilation.	45	Days	Labour Bureau website and Report on CPI-IW.
2.	**Training of Price Collectors and Price Supervisors:** (i) Central Training Programme for Price Collectors/Supervisors (CPI-IW) to be conducted in 2026-27.	Timely conduct of training.	3-5	Days	Labour Bureau records.

S. No.	Service(s)/Transaction(s)	Success Indicator(s)	Service Standard	Unit	Data Source
3.	(i) Compilation and monthly release of Consumer Price Index Numbers for Agricultural Labourers (CPI-AL) and Rural Labourers (CPI-RL) with Base Year:2019=100, separately for 34 States/UTs. The indices for each month are released on the 20th of the succeeding month. (ii) Compilation and monthly publication of Wage Rates for Rural India, covering selected 25 agricultural and non- agricultural occupations. (iii) Preparation and publication of Annual Report on CPI- AL/RL (July 2025 - Dec 2026) and Wage Rates in Rural India for the year 2025–26.	(i) Timely monthly release of CPI-AL/RL indices as per prescribed schedule (20th of every succeeding month). (ii) Timely monthly release of Wage Rates in Rural India (last working day of succeeding month). (iii) Publication of Annual Report after compilation, validation, and finalization of annual data.	30 45	Days Days	Labour Bureau website and Indian Labour Journal. Labour Bureau website and Report on CPI-AL/RL.
4.	Base Updation of CPI-AL/RL, including revision of base	Release of revised CPI-AL/RL series after completion of the base updation exercise and approval by the competent authority.	--	---	Labour Bureau Website.

S. No.	Service(s)/Transaction(s)	Success Indicator(s)	Service Standard	Unit	Data Source
5.	Processing/Tabulation/Analysis of Annual Survey of Industries (ASI) data for the year 2023-24 and release of publication '2023-24 – Annual Survey of Industries – Abstract on Employment, Labour Cost, Absenteeism & Labour Turnover'.	Release of ASI Publication '2023-24 – Annual Survey of Industries – Abstract on Employment, Labour Cost, Absenteeism & Labour Turnover'once data is received from IS Wing, EnSD, MoSPI and data is processed/tabulated and analyzed.	60	Days	ASI reports and Labour Bureau website.
6.	Wage Rate Index (WRI) Base Year (2016=100) for July, 2023, January, 2024 and July, 2024.	Release of index on half yearly basis.	180	Days	Survey Reports and Labour Bureau website.
7.	Dissemination of labour statistics pertaining to the year 2022& 2023 collected through statutory and voluntary returns under various Labour Acts as received from State Governments. The data for 2022& 2023 relating to all 11 Labour Acts.	Release of reports after data collection.	90	Days	Labour Bureau website and Reports/Reviews.
8.	(i) Indian Labour Journal (Monthly) released up to March, 2024. (ii) Indian Labour Year Book 2023	Indian Labour Journal (Monthly). Indian Labour year Book 2022 released in December,			Labour Bureau website and publications.

S. No.	Service(s)/Transaction(s)	Success Indicator(s)	Service Standard	Unit	Data Source
	and 2024 (combined)-is in progress.	2024. Release of Indian Labour Year Book 2023 and 2024 (combined) will be released in 2026.			
9.	Prompt Grievance redressal.	Time taken in acknowledge grievance received electronically through Centralized Public Grievance Redress And Monitoring System (CPGRAMS) portal.	3	Working Days	CPGRAMS Report
		Time taken to acknowledge grievancereceived through post.	4	Working Days	CPGRAMS Report and Labour Bureau Records.
		Time taken to send communication for additional information.	10	Working Days	CPGRAMS Report and Labour Bureau Records.
		Time taken for grievance settlement.	30	Working Days	CPGRAMS Report and Labour Bureau Records.
10.	Prompt acknowledgement receipt of letters from clients / citizens	Time taken to acknowledge receipt of letters.	9	Working Days	Labour Bureau Records.
11.	Timely response to letters from Citizens/clients.	Percentage of letters replied within the time limits given in the acknowledgement letter	90	%	Labour Bureau Records.
12.	Prompt response to requests for appointment with appropriate officer(s) after receiving writtenrequests.	Percentage of response given within 10 working days.	90	%	Labour Bureau Records.

S. No.	Service(s)/Transaction(s)	Success Indicator(s)	Service Standard	Unit	Data Source
13.	Prompt answer to telephone calls between 09:30 AM and 05:30 PM on a Central EnquiryNumber (0172-2683000)	Percentage of calls answered within 5 minutes of calling the central number (Including holding time)	90	%	Call records.

GRIEVANCE REDRESSAL MECHANISM

S.No.	Name (Designation)	Helpline Number	Email	Website url to Lodge Grievances
Public Grievance Officer				
1.	Shri. Virender Singh,	0172-2683039, Extn-312	ad1lb.chd@nic.in	www.pgportal.gov.in

LIST OF STAKEHOLDERS / CLIENTS

S. No.	Stakeholders / Clients

1.	Central Ministries
2.	State/UT Governments
3.	National Statistical Office (NSO)
4.	Central Statistics Office (CSO)
5.	Subordinate Offices :- Regional Offices located at Ahmedabad, Chennai, Guwahati, Kanpur, Kolkata and Sub-Regional Office, Mumbai
6.	Industrial Unions/Workers Associations (Organized & Un-organized)/Central Trade Unions/Employers' Organization/ Women's Organization
7.	Research Institutions/Researcher Scholars
8.	Autonomous bodies

RESPONSIBILITTY CENTRES (RCs)

Sl. No.	Name of the Responsibility Centre	Landline Number	E-mail	Address
1.	Labour Bureau (Main Wing), Ministry of Labour &	0172-2683002	dglb@nic.in	Shram Bureau Bhawan, Sector- 38 (West), Chandigarh-160036.

	Employment, Govt. of India, Chandigarh.			
2.	Labour Bureau (W.R.), Regional Office, Ahmedabad.	079-27558069, 27556106	Lbro.ahd@gov.in	Labour Bureau (W.R.), First floor, Govind Plaza, Block "A", Near Kiran Park Bus Stand, Vijay Nagar Railway Crossing, Nava Wadaj, Ahmedabad-380013.
3.	Labour Bureau (E.R.), Regional Office, Kolkata.	033-22480715, 22480051	lbcal08@gmail.com	Labour Bureau (E.R.), 5, Esplanade East, Rear Block, First floor, Kolkata – 700069.
4.	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.
5.	Labour Bureau (N.R.), Regional Office, Kanpur.	0512-2212334, 2212121	lbkanpur.up@nic.in	Labour Bureau (N.R.), D5 to D8 (Old), NSTI/ ATI Campus, Govind Nagar, P.O.- Udyog Vihar, Kanpur- 208022.
6.	Labour Bureau (NER), Sub-Regional Office, Guwahati.	0361-2964384	lbguwahati@gmail.com	Labour Bureau (NER), 2nd floor, VRC-H Building ITI Guwahati, AK Azad Road, Gopinath Nagar, Guwahati-781016
7.	Labour Bureau (W.R.), Sub-Regional Office, Mumbai.	022-20878774	labourbureaumumbai@gmail.com	Labour Bureau (W.R.), A3 Wing, 2nd floor, 71-B, CGO Complex, CBD Belapur, NaviMumbai-400614.
8.	Labour Bureau (S.R.), Sub-Regional Office, Hyderabad	-----	s.subburaj@gov.in	Labour Bureau (Hyderabad) Room No 30, Ground Floor, Kendriya Sadan, Sultan Bvazar,Koti Hyderabad – 500 095
9.	Labour Bureau, Sub-Regional Office, Indore	0731-2993926	vaidrk[dot]32[at]gov[dot]in	Labour Bureau (Indore) Room No 105-107, CPWDColony, Opp. Red Church Indore - 452001

10.	Labour Bureau, Sub-Regional Office, Jaipur	0141-2953908	lbro[dot]jaipur[at]gov[dot]in	Labour Bureau (Jaipur) Room No 102, First Floor, Block-B,CRPF Building, Kendriya Sadan, Sector 10, Vidhyadhar Nagar Jaipur - 302 023

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.

Month and Year for next review of the Charter

The next review will be conducted in April, 2027