



Citizen's/Client's Charter

For

Labour Bureau

(2023-24)

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>

Date of Issue: 01/04/2023

Next Review: 01/04/2024

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 All India Surveys on various subjects 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.	<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>	Shri. S.S. Negi, DDG	shyams.negi@nic.in	0172-2683009	<p>(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.</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 selected dwellings.</p> <p>(i)(d) Compilation of 88 centre-specific House Rent Indices every six months.</p>	--	Nil

Sl. No.	Service(s)/ Transaction(s)	Responsible Person (Designation)	Email	Phone No.	Process	Document(s) Required	Fees (Rs.)
	(ii) Release of Annual Report on Consumer Price Index Numbers for Industrial Workers (2021 & 2022).				(ii) Preparation and release of Annual Report on CPI-IW.	--	Nil
2.	<p>Training of Price Collectors and Price Supervisors:</p> <p>(i) Central Training Programme for Price Collectors/Supervisors (CPI-IW) to be conducted in the month of September, 2023.</p> <p>(ii) In response to requests received from various states/UTs.</p>	Shri. S.S. Negi, DDG	shyams.neg i@nic.in	0172- 2683009	<p>(i) Conduct of training programmes.</p> <p>(ii) Conduct of training programmes.</p>	--	Nil

Sl. No.	Service(s)/ Transaction(s)	Responsible Person (Designation)	Email	Phone No.	Process	Document(s) Required	Fees (Rs.)
3.	<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) Release of Annual Report on CPI (AL/RL) for the year (2022-23).</p> <p>(iii) Release of Annual Report on Wage Rate in Rural India for the year (2022-23).</p>	Shri. S.S. Negi, DDG	shyams.negi@nic.in	0172-2683009	<p>(i)(a) Scrutiny and processing 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) Preparation and release of annual report on CPI-AL/RL.</p> <p>(iii) Preparation & release of annual report on Wage Rate in Rural India.</p>	--	Nil

Sl. No.	Service(s)/ Transaction(s)	Responsible Person (Designation)	Email	Phone No.	Process	Document(s) Required	Fees (Rs.)
4.	Base Updation of CPI-AL/RL	Shri. Amit Verma, Director	samudra4@gmail.com	0172-2683017	(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. (ii) Derivation of Linking Factor.	--	Nil
5.	All India Quarterly Establishment based Employment Survey (AQEES)	Shri Deepak Mehra DDG	depak.mehra36@gov.in	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.	--	Nil
6.	Compilation/Analysis of Annual Survey of Industries (ASI) data for the year 2019-20 (Volume I & Volume II).	Shri Bharat Bhushan, DDG	bharat.jassal@gov.in	0172-2683005	(i) Obtaining data from CSO. (ii) Scrutiny, tabulation and	--	Nil

Sl. No.	Service(s)/ Transaction(s)	Responsible Person (Designation)	Email	Phone No.	Process	Document(s) Required	Fees (Rs.)
					analysis of data. (iii) Drafting and release of report.		
7.	The 58th Central training Course under ILS (Improvement in Labour Statistics) is scheduled to be held during the financial year 2023-24 Target Groups are: (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).	Shri. S.S. Negi, DDG	shyams.negi@nic.in	0172-2683009	(i) Processing of nominations. (ii) Finalisation of lecture topics and schedule of delivery. (iii) Imparting training.	--	Nil
8.	Wage Rate Index (WRI) (2016=100) for July, 2022 & January, 2023.	Shri Deepak Mehra, DDG	depak.mehra36@gov.in	0172-2683007	(i) Scrutiny and tabulation of data. (ii) Analysis and interpretation of data. (iii) finalization of Index.	--	Nil
9.	Occupational Wage Survey (OWS) 8 th Round Frame collection work is under progress.	Shri Deepak Mehra, DDG	depak.mehra36@gov.in	0172-2683007	(i) Sending reminders to concerned office/departments. (ii) Scrutiny and tabulation of received data.	--	Nil

Sl. No.	Service(s)/ Transaction(s)	Responsible Person (Designation)	Email	Phone No.	Process	Document(s) Required	Fees (Rs.)
					(iii) Analysis and interpretation of data.		

Sl. No.	Service(s)/ Transaction(s)	Responsible Person (Designation)	Email	Phone No.	Process	Document(s) Required	Fees (Rs.)
10.	Dissemination of labour statistics pertaining to the year 2019 & 2020 collected through statutory and voluntary returns under various Labour Acts as received from State Governments. (i) The report of Minimum Wages Act, 1948 for the year 2019 & 2020. (ii) Payment of Wages Act, 1936 for year 2019 & 2020. (iii) Factories Act, 1948 for the year 2020. (iv) Trade Unions Act, 1926 for the year 2020. (v) Plantation Labour Act, 1951 for the year 2020. (vi) The Motor Transport Workers Act, 1961 for the year 2019 & 2020. (vii) The Shops & Commercial Establishments Acts for the year 2019 & 2020. (viii) The Industrial Employment (Standing Orders) Act, 1946 for year 2019 & 2020. (ix) The Workmen's' Compensation Act, 1923 for year 2019 & 2020. (x) The Maternity Benefits Act, 1961 for year 2020. (xi) Industrial Disputes Act for the year 2019 & 2020.	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	0172-2683005	(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.	--	Nil

Sl. No.	Service(s)/ Transaction(s)	Responsible Person (Designation)	Email	Phone No.	Process	Document(s) Required	Fees (Rs.)
11.	Dissemination of Labour Statistics through following regular publications of Bureau: (i) Indian Labour Journal (Monthly) released up to February, 2023. (ii) Indian Labour Year Book combined (2020-21) will be released in the month of June, 2023. (iii) Wage Rates in Rural India (2022-23) will be released. (iv) Indian Labour Statistics 2020 is under progress. (v) Pocket Book of Labour Statistics 2021 is under progress.	Shri. S.S. Negi, DDG ” ” ” Sh. Bharat Bhushan, DDG ”	shyams.negi@nic.in bharat.jassal@gov.in	0172-2683009 0172-2683005	Bringing out one issue of following publications every month/every year: (i) Indian Labour Journal (Monthly) (ii) Indian Labour Year Book (2020-21). (iii) Wage Rates in Rural India (2022-23). (iv) Indian Labour Statistics (2020). (v) Pocket Book of Labour Statistics (2021).	--	Nil

Sl. No.	Service(s)/ Transaction(s)	Responsible Person (Designation)	Email	Phone No.	Process	Document(s) Required	Fees (Rs.)
12.	Prompt Grievance redressal.	Sh. Ashok Kumar, Joint Director	ashok.smpar k31@gov.in	0172- 2683015	Examination of Grievances received online or through post and their redressal.	Petition / Request complete in all respects.	Nil
13.	Prompt acknowledgement receipt of letters from clients / citizens	Shri Rajiv Kumar, HO	rajiv.msme @gov.in	0172- 2683032	Acknowledgement of letters online or through post	Petition / Request complete in all respects.	Nil
14.	Timely response to letters from clients / citizens.	Shri Rajiv Kumar, HO	rajiv.msme @gov.in	0172- 2683032	Responding in time to letters online or through post	Petition / Request complete in all respects.	Nil
15.	Prompt response to a request for appointment with appropriate officer after receiving a written request.	Shri Rajiv Kumar, HO	rajiv.msme @gov.in	0172- 2683032	Examination of request made and taking appropriate decision. Written request must be made stating the purpose for which the meeting is sought.	--	Nil
16.	Prompt answer to telephone calls	Shri Rajiv Kumar, HO	rajiv.msme	0172-	To ensure placement	--	Nil

Sl. No.	Service(s)/ Transaction(s)	Responsible Person (Designation)	Email	Phone No.	Process	Document(s) Required	Fees (Rs.)
	between 09:30 AM and 05:30 PM on a central enquiry Number (0172-2683015)		@gov.in	2683032	of appropriate mechanism.		

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 (2021 & 2022).	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	Timely conduct of training.	3-5	Days	Labour Bureau records.

S. No.	Service(s)/Transaction(s)	Success Indicator(s)	Service Standard	Unit	Data Source
	in the month of September, 2023. (ii) In response to requests received from various states/UTs.				
3.	(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) (2022-23).	Release of index every month. Release of Report after data compilation.	30 45	Days Days	Labour Bureau website and Indian Labour Journal. Labour Bureau website and Report on CPI-AL/RL.

S. No.	Service(s)/Transaction(s)	Success Indicator(s)	Service Standard	Unit	Data Source
4.	Base Updation of CPI-AL/RL	(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. (ii) Derivation of Linking Factor.	--	---	Labour Bureau Website.
5.	All India Quarterly Establishment based Employment Survey (AQEES)	Release of reports after data collection.	60	Days	Labour Bureau website and Survey Reports.
6.	Compilation/Analysis of Annual Survey of Industries (ASI) data for the year 2019-20.	Release of reports after data collection.	60	Days	ASI reports and Labour Bureau website.
7.	The 58th Central training Course under ILS (Improvement in Labour Statistics) is scheduled to be held during the financial year 2023-24 Target Groups are: (i) ISS/IES Probationers.	Imparting training to the participants sponsored by the sponsoring authorities based on the requisites received.	30	Days	Labour Bureau Records.

S. No.	Service(s)/Transaction(s)	Success Indicator(s)	Service Standard	Unit	Data Source
	(ii) Trainees sponsored by CSO. (iii) Officers from State/UT Labour Departments/DES.				
8.	Wage Rate Index (WRI) Base Year (2016=100) for July, 2022 & January, 2023.	Release of index on half yearly basis.	180	Days	Survey Reports and Labour Bureau website.
9.	Dissemination of labour statistics pertaining to the year 2019 & 2020 collected through statutory and voluntary returns under various Labour Acts as received from State Governments. The data for 2019 & 2020 relating to all 11 Labour Acts.	Release of reports after data collection.	90	Days	Labour Bureau website and Reports/Reviews.
10.	Dissemination of Labour Statistics through following regular publications of Bureau: (i) Indian Labour Journal (Monthly) released up to February, 2023. (ii) Indian Labour Year Book combined (2020-21) will be released in the	Timely release.	30 120	Days Days	Labour Bureau website and publications.

S. No.	Service(s)/Transaction(s)	Success Indicator(s)	Service Standard	Unit	Data Source
	month of June, 2023. (iii) Wage Rates in Rural India (2022-23) will be released. (iv) Indian Labour Statistics 2020 is under progress. (v) Pocket Book of Labour Statistics 2021 is under progress.		60 120 60	Days Days	
11.	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 grievance received 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	30	Working	CPGRAMS

S. No.	Service(s)/Transaction(s)	Success Indicator(s)	Service Standard	Unit	Data Source
		grievance settlement.		Days	Report and Labour Bureau Records.
12.	Prompt acknowledgement receipt of letters from clients / citizens	Time taken to acknowledge receipt of letters.	9	Working Days	Labour Bureau Records.
13.	Timely response to letters from Citizens/clients.	Percentage of letters replied within the time limits given in the acknowledgement letter	90	%	Labour Bureau Records.
14.	Prompt response to requests for appointment with appropriate officer(s) after receiving written requests.	Percentage of response given within 10 working days.	90	%	Labour Bureau Records.
15.	Prompt answer to telephone calls between 09:30 AM and 05:30 PM on a Central Enquiry Number (0172-2683015)	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.	Sh. Ashok Kumar, Joint Director	0172-2683015	ashoksampark@gov.in	www.pgportal.gov.in
Public Grievance Cell				
1.	Sh. Ashok Kumar, Joint Director	0172-2683015	ashoksampark@gov.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

RESPONSIBILITY CENTRES (RCs)

Sl. No.	Name of the Responsibility Centre	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- 38 (West), Chandigarh-160036.
2.	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.
3.	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.
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	labourbureaukanpur@gmail.com	Labour Bureau (N.R.), D5 to D8 (Old), ATI Campus, Udyog Vihar, Kanpur- 208022.
6.	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
7.	Labour Bureau (W.R.), Sub-Regional Office, Mumbai.	022-25210178, 25210133	lbmum@bom.nic.in	Labour Bureau (W.R.), A3 Wing, 2 nd floor, CGO Complex, CBD Belapur, Mumbai-400614.

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.

Month and Year for next review of the Charter

The next review will be conducted in April, 2024