



Citizen's/Client's Charter

For

Labour Bureau

(2024-25)

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: 01/04/2024

Next Review: 01/04/2025

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.	<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> <p>(ii) Release of Annual Report on Consumer Price Index Numbers for Industrial Workers 2022.</p>	Shri Deepak Mehra, DDG	depak.mehra36@gov.in	0172-2683005	<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> <p>(ii) Preparation and release of Annual Report on CPI-IW.</p>	--	Nil

Sl. No.	Service(s)/ Transaction(s)	Responsible Person (Designation)	Email	Phone No.	Process	Document(s) Required	Fees (Rs.)
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 2024-25.</p>	Shri Deepak Mehra, DDG	depak.mehra36@gov.in	0172-2683005	(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.	<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 Anil Kumar Sharma, DDG	anilk.sharma@nic.in	0172-2683004	<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. Virender Singh, DDG	virender.justa@nic.in	0172-2683015	(i) After due approvals, the revised series will be released.	--	Nil
5.	Compilation/Analysis of Annual Survey of Industries (ASI) data for the year 2020-21 & 2021-22 (Volume I & Volume II).	Shri Deepak Mehra, DDG	depak.mehra36@gov.in	0172-2683005	(i) Scrutiny, tabulation and analysis of data. (ii) Drafting and release of report.	--	Nil
6.	Wage Rate Index (WRI) (2016=100)	Shri. Virender Singh, DDG	virender.justa@nic.in	0172-2683015	(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. Virender Singh, DDG	virender.justa@nic.in	0172-2683015	(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 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.	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.)
9.	Dissemination of Labour Statistics through regular publications of Bureau: (i) Indian Labour Journal (Monthly) released. (ii) Indian Labour Year Book. (iii) Wage Rates in Rural India. (iv) Indian Labour Statistics. (v) Pocket Book of Labour Statistics.	Shri Anil Kumar Sharma, DDG ” ” ” ” ”	anilk.sharma@nic.in	0172-2683004	Bringing out one issue of following publications every month/every year: (i) Indian Labour Journal (Monthly) (ii) Indian Labour Year Book 2022. (iii) Wage Rates in Rural India (2022-23). (iv) Indian Labour Statistics 2021 & 2022. (v) Pocket Book of Labour Statistics 2021 & 2022.	--	Nil

Sl. No.	Service(s)/ Transaction(s)	Responsible Person (Designation)	Email	Phone No.	Process	Document(s) Required	Fees (Rs.)
10.	Prompt Grievance redressal.	Smt. Alka Soni, Deputy Secretary	alka.soni64@gov.in	0172-2683016	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 Chetan Yangjor, HO	chetan.yangjor@gov.in	0172-2683011	Acknowledgement of letters online or through post	Petition / Request complete in all respects.	Nil
12.	Timely response to letters from clients /citizens.	Shri Chetan Yangjor, HO	chetan.yangjor@gov.in	0172-2683011	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 Chetan Yangjor, HO	chetan.yangjor@gov.in	0172-2683011	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 Chetan Yangjor, HO	chetan.yangjor@gov.in	0172-2683011	To ensure placement of appropriate mechanism.	--	Nil

SERVICE STANDARDS

S. No.	Service(s)/Transaction(s)	Success Indicator(s)	Service Standard	Unit	Data Source
1.	<p>Construction and Release of:</p> <p>(i) Consumer Price Index Numbers for Industrial Workers (CPI-IW) at item-level, sub-group and group level, centre-specific and all India index.</p> <p>(ii) Release of Annual Report on Consumer Price Index Numbers for Industrial Workers 2022.</p>	<p>Release of index on last working day of subsequent month.</p> <p>Time taken for release of report after data compilation.</p>	<p>30</p> <p>45</p>	<p>Days</p> <p>Days</p>	<p>Labour Bureau website and Indian Labour Journal.</p> <p>Labour Bureau website and Report on CPI-IW.</p>
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 2024-25.</p>	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) 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.
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.	Compilation/Analysis of Annual Survey of Industries (ASI) data for the year 2020-21 & 2021-22.	Release of reports after data collection.	60	Days	ASI reports and Labour Bureau website.

S. No.	Service(s)/Transaction(s)	Success Indicator(s)	Service Standard	Unit	Data Source
6.	Wage Rate Index (WRI) Base Year (2016=100) for July, 2023 & January, 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 2020 & 2021 collected through statutory and voluntary returns under various Labour Acts as received from State Governments. The data for 2020 & 2021 relating to all 11 Labour Acts.	Release of reports after data collection.	90	Days	Labour Bureau website and Reports/Reviews.
8.	Dissemination of Labour Statistics through following regular publications of Bureau: (i) Indian Labour Journal (Monthly) released up to September, 2023. (ii) Indian Labour Year Book 2022 will be released in the month of June, 2024. (iii) Wage Rates in Rural India (2022-23) will be released. (iv) Indian Labour Statistics 2021 & 2022 is under progress. (v) Pocket Book of Labour Statistics 2021 & 2022 is under progress.	Timely release.	30 120 60 120 60	Days Days Days Days Days	Labour Bureau website and publications.

S. No.	Service(s)/Transaction(s)	Success Indicator(s)	Service Standard	Unit	Data Source
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 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 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 written requests.	Percentage of response given within 10 working days.	90	%	Labour Bureau Records.
13.	Prompt answer to telephone calls between	Percentage of calls answered within 5 minutes of calling	90	%	Call records.

S. No.	Service(s)/Transaction(s)	Success Indicator(s)	Service Standard	Unit	Data Source
	09:30 AM and 05:30 PM on a Central Enquiry Number (0172-2683000)	the central number (Including holding time)			

GRIEVANCE REDRESSAL MECHANISM

S.No.	Name (Designation)	Helpline Number	Email	Website url to Lodge Grievances
Public Grievance Officer				
1.	Smt. Alka Soni, Deputy Secretary	0172-2683016	alka.soni64@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.), 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	labourbureaukanpur@gmail.com	Labour Bureau (N.R.), D5 to D8 (Old), NSTI/ATI Campus, Govind Nagar, P.O.- Udyog Vihar, Kanpur- 208022.
6.	Labour Bureau (NER), Regional Office, Guwahati.	0361-2964384	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.	022-20878774	labourbureauumbai@gmail.com	Labour Bureau (W.R.), A3 Wing, 2 nd floor, 71-B, CGO Complex, CBD Belapur, Navi Mumbai-400614.

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, 2025