



## Citizen's/Client's Charter

For

Labour Bureau

(2022-23)

**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>**

**Date of Issue: 01/04/2022**

**Next Review: 01/04/2023**

## **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><b>Construction and Release of:</b></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	<a href="mailto:shyams.negi@nic.in">shyams.negi@nic.in</a> ,	0177-2808246	<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) for a year in the subsequent year.				(ii) Preparation and release of Annual Report on CPI-IW.	--	Nil
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.	Shri. S.S. Negi, DDG	shyams.negi@nic.in	0177-2808246	(i) Conduct of training programmes.  (ii) 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><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>	Shri. S.S. Negi, DDG	<a href="mailto:shyams.negi@nic.in">shyams.negi@nic.in</a> ,	0177-2808246	<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>	--	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	<a href="mailto:samudra4@gmail.com">samudra4@gmail.com</a> ,	0177-2804084	(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 Surveys : (a) All-India Survey on Migrant Workers (b) All-India Survey on Domestic Workers	Shri Deepak Mehra DDG	<a href="mailto:depak.mehra36@gov.in">depak.mehra36@gov.in</a> ,	0172-2683007	All-India Surveys on Migrant Workers, Domestic Workers, will be conducted and reports thereon will be released.	--	Nil
6.	All India Quarterly Establishment based Employment Survey (AQEES)	Shri Deepak Mehra DDG	<a href="mailto:depak.mehra36@gov.in">depak.mehra36@gov.in</a> ,	0172-2683007	(i) Planning and conduct of the surveys. (ii) Scrutiny and tabulation of data. (iii) Analysis and interpretation of data.	--	Nil

Sl. No.	Service(s)/ Transaction(s)	Responsible Person (Designation)	Email	Phone No.	Process	Document(s) Required	Fees (Rs.)
					(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.	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.	--	Nil
8.	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).	Shri. S.S. Negi, DDG	<a href="mailto:shyams.negi@nic.in">shyams.negi@nic.in</a> ,	0177-2808246	(i) Processing of nominations.  (ii) Finalisation of lecture topics and schedule of delivery.  (iii) Imparting training.	--	Nil

Sl. No.	Service(s)/ Transaction(s)	Responsible Person (Designation)	Email	Phone No.	Process	Document(s) Required	Fees (Rs.)
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.	<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.	--	Nil



Sl. No.	Service(s)/ Transaction(s)	Responsible Person (Designation)	Email	Phone No.	Process	Document(s) Required	Fees (Rs.)
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.	Shri. S.S. Negi, DDG	<a href="mailto:shyams.negi@nic.in">shyams.negi@nic.in</a> ,	0177-2808246	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).	--	Nil
11.	Prompt Grievance redressal.	Shri ArunPrasad.T, Director	<a href="mailto:arun.prasad@nic.in">arun.prasad@nic.in</a> ,	0172-2683017	Examination of Grievances received online or through post and their redressal.	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.)
12.	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
13.	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
14.	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
15.	Prompt answer to telephone calls between 09:30 AM and 05:30 PM on a central enquiry Number (0172-2683015)	Shri Rajiv Kumar, HO	rajiv.msme@gov.in,	0172-2683032	To ensure placement of appropriate mechanism.	--	Nil

## SERVICE STANDARDS

S. No.	Service(s)/Transaction(s)	Success Indicator(s)	Service Standard	Unit	Data Source
1.	<b>Construction and Release of:</b> (i) Consumer Price Index Numbers for Industrial Workers (CPI-IW) 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 (2021) for a year in the subsequent year.	Release of index on last working day of subsequent month.	30	Days	Labour Bureau website and Indian Labour Journal.
		Time taken for release of report after data compilation.	45	Days	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.	Timely conduct of training.	3-5	Days	Labour Bureau records.

<b>S. No.</b>	<b>Service(s)/Transaction(s)</b>	<b>Success Indicator(s)</b>	<b>Service Standard</b>	<b>Unit</b>	<b>Data Source</b>
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 <sup>th</sup> day of subsequent month.  (ii) Preparation and release of Annual Report on CPI (AL/RL) in the subsequent year (2020-21) in the month of March 2022.	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.	All-India Surveys : (a) All-India Survey on	Release of reports after data collection.	90	Days	Labour Bureau website and

<b>S. No.</b>	<b>Service(s)/Transaction(s)</b>	<b>Success Indicator(s)</b>	<b>Service Standard</b>	<b>Unit</b>	<b>Data Source</b>
	Migrant Workers (b) All-India Survey on Domestic Workers				Survey Reports.
6.	All India Quarterly Establishment based Employment Survey (AQEES)	Release of reports after data collection.	60	Days	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.	Release of reports after data collection.	60	Days	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: (i) ISS/IES Probationers. (ii) Trainees sponsored by CSO. (iii) Officers from State/UT Labour Departments/DES.	Imparting training to the participants sponsored by the sponsoring authorities based on the requisites received.	30	Days	Labour Bureau Records.

<b>S. No.</b>	<b>Service(s)/Transaction(s)</b>	<b>Success Indicator(s)</b>	<b>Service Standard</b>	<b>Unit</b>	<b>Data Source</b>
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.	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) (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 Rate in Rural India (2020-21) will be released in the month of March, 2022.	Timely release.	30  120  120  60	Days  Days  Days  Days	Labour Bureau website and publications.

<b>S. No.</b>	<b>Service(s)/Transaction(s)</b>	<b>Success Indicator(s)</b>	<b>Service Standard</b>	<b>Unit</b>	<b>Data Source</b>
11.	Prompt redressal. Grievance	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.
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	90	%	Labour Bureau Records.

S. No.	Service(s)/Transaction(s)	Success Indicator(s)	Service Standard	Unit	Data Source
		time limits given in the acknowledgement letter			
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
<b>Public Grievance Officer</b>				
1.	Sh Arun Prasad.T, Director	0172 - 2683017	arun.prasad@nic.in	www.pgportal.gov.in
<b>Public Grievance Cell</b>				
2.	Sh Parminder Singh, Under Secretary	0172 - 2683037	parminder.edu@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

## 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	<a href="mailto:dglb@nic.in">dglb@nic.in</a> ,	Shram Bureau Bhawan, Sector- 38 (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> , <a href="mailto:dglb@nic.in">dglb@nic.in</a> ,	Labour Bureau, Cleremont, Shimla – 170004, H.P.
3.	Labour Bureau (W.R.), Regional Office, Ahmedabad.	079-27558069, 27556106	<a href="mailto:lbahd@yahoo.com">lbahd@yahoo.com</a> ,	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	<a href="mailto:lbcnl08@gmail.com">lbcnl08@gmail.com</a> ,	Labour Bureau (E.R.), 8, Esplanade East, Rear Block, First floor, Kolkata – 700069.
5.	Labour Bureau (S.R.), Regional Office, Chennai.	044-24914012	<a href="mailto:lb_tn.tn@nic.in">lb_tn.tn@nic.in</a> ,	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	<a href="mailto:labourbureaukanpur@gmail.com">labourbureaukanpur@gmail.com</a> ,	Labour Bureau (N.R.), D5 to D8 (Old), ATI Campus, Udyog Vihar, Kanpur- 208022.
7.	Labour Bureau (NER), Regional Office, Guwahati.	0361-2490104	<a href="mailto:lbguwahati@gmail.com">lbguwahati@gmail.com</a> ,	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	<a href="mailto:lbum@bom.nic.in">lbum@bom.nic.in</a> ,	Labour Bureau (W.R.), A3 Wing, 2 <sup>nd</sup> 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, 2023**