

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. (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.	Training of Price Collectors and Price Supervisors: (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.

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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.	Release of index every month.	30	Days	Labour Bureau website and Indian Labour Journal.
	(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 Report after data compilation.	45	Days	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

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	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.

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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.	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.

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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.

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		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.