



Citizen's/Client's Charter
For
Labour Bureau
(2011-12)

Address: Labour Bureau, Ministry of Labour and Employment, Government of India, SCO 28-31, Sector 17-A, Chandigarh-160017.

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

Date of Issue: 10/12/2011.

Next Review: 10/12/2012.

Main Services / Transactions

| S. No. | Services/Transaction | Weight % | Responsible Person (Designation) | Email | Phone No. | Process | Documents Required | Fees | | |
|--------|--|----------|----------------------------------|--------------------|--------------|---|--------------------|----------|------|--------|
| | | | | | | | | Category | Mode | Amount |
| 1. | <p>Receipt of Retail Price data, construction of CPI-IW and Release of Index for a month on the last working day of the succeeding month.</p> <p>Release of Annual Report on CPI (IW).</p> | 10.0 | Shri. S.S. Negi, Director | shyams.negi@nic.in | 0177-2808246 | <p>Receipt of retail price data from 78 selected industrial centres in Shimla Office.</p> | | | | |
| | | | | | | <p>To construct and release the Index on time every month.</p> | | | | |
| | | | | | | <p>Release of annual report on the index.</p> | | | | |
| 2. | <p>Training of Price collectors and Price Supervisors from various states.</p> | 5.0 | Shri. S.S. Negi, Director | shyams.negi@nic.in | 0177-2808246 | <p>Receipt of requests/ nominations from states</p> | | | | |

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| 3. | <p>Receipt of price data collected by NSSO, construction of CPI-AL/RL separately for 20 states and release of Indices every month.</p> <p>Release of annual Reports on CPI (AL/RL).</p> | 10.0 | Shri I.S. Negi Director | is.negi@nic.in | 0177-2806747 | <p>Receipt of data from NSSO in Shimla Office</p> <p>Construction and release of the indices.</p> <p>Release of annual reports.</p> | | | | |
| 4. | <p>Compilation of retail price data for 31 essential commodities every month and supplying the same to Ministry of Consumer Affairs, Food and Public Distribution.</p> | 5.0 | Shri S.S. Negi, Director | shyams.negi@nic.in | 0177-2808246 | <p>Compilation of indices based on the data collected for CPI (IW).</p> <p>Supplying the Retail Price indices to the Ministry of Consumer Affairs, Food and Public Distribution.</p> | | | | |
| 5. | <p>Conducting Socio Economic surveys on different segments of Labour and release</p> | 4.0 | Shri Bal Ram, Director | balrammalhan4@rediffmail.com | 0172-2703584 | <p>Finalisation of lists of industries/ employments/</p> | | | | |

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| | reports thereon. | | | | | areas to be covered under a survey in consultation with the Ministry and other relevant central agencies. | | | | |
| | | | | | | Conducting surveys and release of reports thereon. | | | | |
| 6. | Conduct of quarterly quick employment surveys to study the impact of global economic slowdown on employment in India and submit the reports to the Ministry. | 8.0 | Shri Bal Ram, Director | balrammalhan4@rediffmail.com | 0172-2703584 | Conduct of surveys and release of reports. | | | | |
| 7. | Conduct of Annual Employment Unemployment survey and submit the report to the Ministry. | 8.0 | Shri Bal Ram, Director | balrammalhan4@rediffmail.com | 0172-2703584 | Send proposal to the Ministry for approval. | | | | |
| | | | | | | Conduct of survey and release of report. | | | | |
| | Compilation / Analysis of Annual Survey of | 5.0 | Shri Sunil Chaudhry, | sunilchaudhry@nic.in | 0172-2725311 | Receipt of data from NSSO, | | | | |

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| 8. | Industries (ASI) data and bringing out reports thereon. | | Director | | | its scrutiny, tabulation and analysis. Bringing out reports | | | | |
| 9. | Conducting trainings in the field of labour and price statistics. | 15.0 | Shri I.S.Negi, Director | is.negi@nic.in | 0177-2806747 | To receive nominations from IES/ISS cadres, NSSO, ISEC, State Govts, etc and requests from various States/UTs | | | | |
| 10. | Dissemination of labour statistics collected through statutory and voluntary returns under various Labour Acts as received from State Governments. | 10.0 | Sh Harbinder Singh, Deputy Director General 1. Minimum wages Act, 1948 2. Payments of wages Act, | hs1958lb@gmail.com | 0172-2745227 | Receipt of returns from Central and State agencies in prescribed format. | | | | |

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| | | | <p>1936. 3. Factories Act, 1948. 4. The Trade unions Act, 1926.</p> | | | | | | | |
| | | | <p>Sh I. S. Negi, Director</p> <p>1. The Plantations labour Act, 1951 2. The Motor Transport Workers act, 1961. 3. The Shops & Commercial Establishments Acts 4. The Industrial Employment (Standing Orders) Act, 1946. 5. The Worksmens' Compensation Act, 1923. 6. The Maternity Benefits Act,</p> | is.negi@nic.in | 0177-2806747 | Compilation & Dissemination of data through various reports. | | | | |

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| | | | 1961. | | | | | | | |
| 11. | Dissemination of Labour Statistics through regular publications of Bureau. | 4.0 | Sh. I.S. Negi, Director | is.negi@nic.in | 0177- 2806747 | Bringing out publications every month/every year | | | | |
| 12. | Prompt Grievance redressal. | 4.0 | Sh Sunil Chaudhry, Director | sunilchaudhry@nic.in | 0172- 2725311 | Receipt of Grievances online or through post. | | | | |
| 13. | Prompt acknowledgement receipt of letters from clients / citizens | 3.0 | Sh Harbinder Singh, Deputy Director General | hs1958lb@gmail.com | 0172- 2745227 | Receipt of letters online or through post | | | | |
| 14. | Timely response to letters from clients / citizens. | 3.0 | Sh Harbinder Singh, Deputy Director General | hs1958lb@gmail.com | 0172- 2745227 | Responding to letters online or through post | | | | |
| 15. | Prompt response to a request for appointment with appropriate officer after receiving a written request. | 3.0 | Shri Sunil Chaudhry, Director | sunilchaudhry@nic.in | 0172- 2725311 | Written request must be made stating the purpose for | | | | |

Service Standards

| S. No. | Services/Transactions | Weight | Success Indicators | Service Standard | Unit | Weight | Data Source |
|--------|--|--------|--------------------------------------|---|------|--------|--|
| 1. | Receipt of Retail Price data, construction of CPI-IW and release of Index for a month on the last working day of the succeeding month. | 10.0 | Timely release of index every month. | Released on the last working day of the succeeding month. | Time | 10.0 | Labour Bureau website and Indian Labour Journal. |
| 2. | Training of Price collectors and Price Supervisors from various states. | 5.0 | Timely conduct of training. | One training programme every year. | Time | 5.0 | Labour Bureau records. |
| 3. | Receipt of consumer expenditure data collected under Rural Labour Enquiry undertaken by NSSO, construction of CPI-AL/RL separately for 20 states and release of Index every month. | 10.0 | Timely release of index. | To be released on the 20 th of every succeeding month. | Time | 10.0 | Labour Bureau website and Indian Labour Journal. |
| 4. | Compilation of retail price data for 31 essential commodities every month and supplying the same to Ministry of Consumer | 5.0 | Timely Release. | To be released within a fortnight of releasing CPI-IW indices. | Time | 5.0 | Labour Bureau records |

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| | Affairs and Public Distribution. | | | | | | |
| 5. | Conduct Socio Economic surveys on different segments of Labour and release reports thereon. | 4.0 | Conduct of survey and timely release of report. | Conduct of at least one survey in a year and release of report. | Time | 4.0 | Survey reports and Labour Bureau website. |
| 6. | Conduct of quarterly quick employment survey to study the impact of global economic slowdown on employment in India and submit the report to the Ministry. | 8.0 | Conduct of survey and timely release of report. | Conduct of one survey every quarter and release of report. | Time | 8.0 | Labour Bureau website. |
| 7. | Conduct of Annual Employment unemployment survey and submit the report to the Ministry. | 8.0 | Conduct of survey and timely release of report. | Conduct of one survey every year and release of report. | Time | 8.0 | Labour Bureau website. |
| 8. | Compilation /Analysis of Annual Survey of Industries (ASI) data and bringing out reports thereon. | 5.0 | Timely compilation of the data & release of the report. | Release of two volumes of reports every year. | Time | 5.0 | ASI reports and Labour Bureau website. |
| 9. | Conducting trainings in the field of labour and price statistics | 15.0 | Imparting training to the participants as & when sponsored by the sponsoring authorities. | Conducting two central training programs and ten state level programs. | Time | 15.0 | Labour Bureau Records. |
| 10. | Dissemination of labour statistics collected through statutory and voluntary | 10.0 | Timely compilation and release. | Annual Reviews to be brought out every year | Time | 10.0 | Labour Bureau website. |

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| | returns under various Labour Acts as received from State Governments. | | | | | | |
| 11. | Dissemination of Labour Statistics through adhoc/regular publications of Bureau. | 4.0 | Timely release. | Monthly publication to be brought out every month and Annual Publications every year. | Time | 4.0 | Labour Bureau website. |
| 12. | Prompt Grievance redressal. | 4.0 | Average time taken to acknowledge grievance received electronically through CPGRAMS portal. | 5 | Working Days | 1.0 | CPGRAMS Report |
| | | | Average time taken to acknowledge grievance received through post. | 8 | Working Days | 1.0 | CPGRAMS Report and Labour Bureau Records. |
| | | | Average time taken to send communication for additional information. | 18 | Working Days | 1.0 | CPGRAMS Report and Labour Bureau Records. |
| | | | Average time taken for grievance settlement. | 70 | Working Days | 1.0 | CPGRAMS Report and Labour Bureau Records. |
| 13. | Prompt acknowledgement | 3.0 | Average time taken to | 9 | Working | 3.0 | Labour |

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| | receipt of letters from clients / citizens | | acknowledge receipt of letters. | | Days | | Bureau Records. |
| 14. | Timely response to letters from clients / Citizens. | 3.0 | Percentage of letters replied within the time limits promised in the acknowledgement letter. | 90 | % | 3.0 | Labour Bureau Records. |
| 15. | Prompt response to a request for appointment with appropriate officer after receiving a written request. | 3.0 | Percentage of response given within 10 working days. | 90 | % | 3.0 | Labour Bureau Records. |
| 16. | Prompt answer to telephone calls between 09:30 AM and 05:30 PM on a central enquiry Number (.....) | 3.0 | Percentage of calls answered within 2 minutes of calling the central number (Including holding time) | 90 | % | 3.0 | Third Party Inspection. |

Grievance Redress Mechanism

| S.No. | Name of the Public Grievance Officer | Helpline Number | Email | Mobile Number |
|--------------|---|------------------------|--------------------|----------------------|
| 1. | Sh Harbinder Singh | 0172-2745227 | hs1958lb@gmail.com | 9417607621 |

List of Stakeholders / Clients

| S. No. | Stakeholders / Clients |
|--------|--|
| 1. | Central Ministries |
| 2. | State/UT Governments |
| 3. | National Sample Survey Organisation (NSSO) |
| 4. | Central Statistical Organisation (CSO) |
| 5. | Industrial/workers Associations/Federations/Unions |
| 6. | Research Institutions/Researchers |

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. |
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