



Citizen's/Client's Charter
For
Labour Bureau
(2016-17)

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

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

Date of Issue: 01/04/2016

Next Review: 01/04/2017

Main Services / Transactions

S. No.	Services/Transaction	Weight %	Responsible Person (Designation)	Email	Phone No.	Process	Documents Required	Fees		
								Category	Mode	Amount
1. A.	Construction and Release of: 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.	8.0	Shri. S.S. Negi, DDG	shyams.negi@nic.in	0177-2808246	A. i) Scrutiny and compilation of monthly/weekly retail price data collected from 289 markets spread across 78 selected industrial Centres in 24 States/UTs. ii) To construct and release the Sub-Group, Group, Centre-specific and all India indices every month. iii) Regular collection of House Rent data from approx.7980 selected dwellings per month. iv) Compilation of 78 centre-specific House Rent Indices every six months.				

B.	Release of Annual Report on Consumer Price Index Numbers for Industrial Workers (2016) for a year in the subsequent year.	2.0				Preparation and release of Annual Report on CPI-IW.				
2.	<p>Training of Price Collectors and Price Supervisors:</p> <p>a) Every year in the month of September at Shimla.</p> <p>b) In response to requests received from various states/UTs .</p>	5.0	Shri. S.S. Negi, DDG	shyams.negi@nic.in	0177-2808246	<p>a) Conduct of training programmes.</p> <p>b) Conduct of training programmes.</p>				
3.	<p>Base updation of consumer price index numbers for industrial workers(CPI-IW) of 2001 series to a new recent base period.</p> <p>i) Completion of main Survey of WCFI&ES.</p> <p>ii) Scrutiny and processing of WCFI&ES Schedules.</p>	10.00	Shri Daljeet Singh, DDG	daljeet@nic.in	0172-2771293	<p>i) Completion of main Survey of WCFI&ES.</p> <p>ii) Scrutiny and processing of WCFI&ES Schedules.</p>				

	in the subsequent year.									
5.	Conduct of revamped quarterly quick employment surveys with extended scope and coverage during the year to study the changes in employment in selected sectors in India and release the reports.	8.0	Shri H.S. Raghav, Director	hsraghav16@gmail.com	0177-2804084	<p>i) Planning and conduct of the surveys.</p> <p>ii) Scrutiny and tabulation of data.</p> <p>iii) Analysis and interpretation of data.</p> <p>iv) Drafting, finalization and release of reports.</p>				
6.	Conduct of Sixth Annual Employment Unemployment survey and submit the report to the Ministry. Initiate the process and completion of preliminary work and launching of 7 th Annual Employment Unemployment Survey.	10.0	Shri Sunil Chaudhry, Director	sunilchaudhry2006@hotmail.com	0172-2725311	<p>i) Drafting proposal and obtaining the Ministry's approval for the same.</p> <p>ii) Planning the survey, which also includes obtaining all technical approvals from the Expert Group.</p> <p>iii) Organisation and conducting field work.</p> <p>iv) Spot supervision of field work</p>				

						<p>v) Scrutiny and tabulation of data.</p> <p>vi) Analysis and interpretation of data.</p> <p>vii) Drafting, finalisation and release of reports.</p>				
7.	Compilation/Analysis of Annual Survey of Industries (ASI) data for the year 2013-14 and bringing out reports prior to March, 2017.	5.0	Shri Sunil Chaudhry, Director	sunilchaudhry2006@hotmail.com	0172-2725311	<p>i) Obtaining data from NSSO</p> <p>ii) Its scrutiny, tabulation and analysis.</p> <p>iii) Drafting and release of report.</p>				
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 CSO. iii) Officers from State/UT Labour Departments/DES.	6.0	Shri H.S. Raghav, Director	hsraghav16@gmail.com	0177-2804084	<p>i) Processing of nominations.</p> <p>ii) Finalisation of lecture topics and schedule of delivery.</p> <p>iii) Imparting training.</p>				

9.	Dissemination of labour statistics pertaining to the year 2014 collected through statutory and voluntary returns under various Labour Acts as received from State Governments. The data for 2014 relating to 10 Labour Acts and for 2015 for Minimum Wage Act will be disseminated/published prior to March, 2017.	10.0	Shri Sunil Chaudhry, Director for following Acts: <ol style="list-style-type: none"> 1. Minimum wages Act, 1948 2. Payments of wages Act, 1936. 3. Factories Act, 1948. 4. The Trade unions Act, 1926. 	sunilchaudhry2006@hotmail.com	0172-2725311	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.				
			Sh H.S. Raghav, Director for following Acts: <ol style="list-style-type: none"> 1. The Plantations labour Act, 1951 2. The Motor Transport Workers Act, 1961. 3. The Shops & Commercial Establishments Acts 4. The Industrial 	hsraghav16@gmail.com	0177-2804084	Compilation & Dissemination of data through various reports.				

			Employment (Standing Orders) Act, 1946. 5. The Workmen's Compensation Act, 1923. 6. The Maternity Benefits Act, 1961. 7. Industrial Disputes Act.							
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10.	<p>Dissemination of Labour Statistics through following regular publications of Bureau:</p> <p>i) Indian Labour Journal (Monthly)</p> <p>ii) Indian Labour Year Book (2015) will be released in the month of March, 2017.</p> <p>iii) Indian Labour Statistics (2015) will be released in the month of March, 2017.</p> <p>iv) Pocket Book of Labour Statistics (2015) will be released in March, 2017.</p> <p>v) Wage Rate in Rural India (2015-16) will be released in the month of March, 2017.</p>	10.0	<p>Sh. I.S. Negi, DDG</p> <p>Sh. HS Raghav, Director.</p>	<p>is.negi@nic.in</p> <p>hsraghav16@gmail.com</p>	<p>0177-2806747</p> <p>0177-2804084</p>	<p>Bringing out one issue of following publications every month/every year:</p> <p>i) Indian Labour Journal (Monthly)</p> <p>ii) Indian Labour Year Book (2015) will be released.</p> <p>iii) Indian Labour Statistics (2015) will be released.</p> <p>iv) Pocket Book of Labour Statistics(2015) will be released.</p> <p>v) Wage Rate in Rural India (2015-16) will be released.</p>				
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11.	Prompt Grievance redressal as per laid down guidelines.	4.0	Sh Sunil Chaudhry, Director	sunilchaudhry2006@hotmail.com	0172-2725311	Examination of Grievances received online or through post and their redressal.				
12.	Prompt acknowledgement receipt of letters from clients / citizens	3.0	Sh Sunil Chaudhry, Director	sunilchaudhry2006@hotmail.com	0172-2725311	Acknowledgement of letters online or through post				
13.	Timely response to letters from clients / citizens.	3.0	Sh Sunil Chaudhry, Director	sunilchaudhry2006@hotmail.com	0172-2725311	Responding in time to letters online or through post				
14.	Prompt response to a request for appointment with appropriate officer after receiving a written request.	3.0	Shri Sunil Chaudhry, Director	sunilchaudhry2006@hotmail.com	0172-2725311	Examination of request made and taking appropriate decision.				
15.	Prompt answer to telephone calls between 09:30 AM and 05:30 PM on a central enquiry Number (0172-2728969)	3.0	Shri Sunil Chaudhry, Director	sunilchaudhry2006@hotmail.com	0172-2725311	To ensure placement of appropriate mechanism.				

Service Standards

S. No.	Services/Transactions	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
1.	Construction and Release of:	8.0	Release of index on last working day of subsequent month.	Index is compliant of SDDS.	Time	8.0	Labour Bureau website and Indian Labour Journal.
A.	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.						
B.	Release of Annual Report on Consumer Price Index Numbers for Industrial Workers (2016) for a year in the subsequent year.	2.0	Release of report.	Information at disaggregated level for the whole year at one place to facilitate data analysis.	Time	2.0	Labour Bureau website and Report on CPI-IW.

2.	<p>Training of Price Collectors and Price Supervisors:</p> <p>a) Every year in the month of September at Shimla.</p> <p>b) In response to requests received from various states/UTs.</p>	5.0	Timely conduct of training.	Training imparted by experienced resource persons from within Labour Bureau.	Time	5.0	Labour Bureau records.
3.	<p>Base updation of Consumer Price Index Numbers for Industrial Workers (CPI-IW) of 2001 series to a new recent base period.</p> <p>i) Completion of main Survey of WCFI&ES.</p> <p>ii) Scrutiny and processing of WCFI&ES Schedules.</p> <p>iii) Collection and scrutiny of Price data of all the 88 centres on regular basis.</p> <p>iv) Holding meeting of STC & TAC on SPCL for technical advice on issues relating to base updation of CPI-IW series.</p>	10.00	<p>i) Completion of main Survey of WCFI&ES.</p> <p>ii) Scrutiny and processing of WCFI&ES Schedules.</p> <p>iii) Collection and scrutiny of Price data of all the 88 centres on regular basis.</p> <p>iv) Holding meeting of STC & TAC on SPCL for technical advice on issues relating to base</p>			10.00	

			updatation of CPI-IW series.				
4.							
A.	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.	8.0	Release of index every month.	Index is compliant of SDDS.	Time	8.0	Labour Bureau website and Indian Labour Journal.
B.	Preparation and release of Annual Report on CPI (AL/RL) in the subsequent year (2015-16) in the month of March 2017.	2.0	Release of Report.	Information at disaggregated level for the whole year at one place to facilitate data analysis.	Time	2.0	
5.	Conduct of 29 th , 30 th , 31 st and 32 nd quarterly quick employment surveys during the year to study the changes in employment in selected sectors in India and release the reports.	8.0	Conduct of surveys and release of reports thereon.	Data collection, compilation and analysis by expert officers of Labour Bureau.	Time	8.0	Labour Bureau website and Survey Reports.

6.	Conduct of Sixth Annual Employment Unemployment survey and submit the report to the Ministry. Initiate the process and completion of preliminary work and launching of 7 th Annual Employment Unemployment Survey.	10.0	Conduct of survey and release of report.	Launch of survey and release of report under the guidance and supervision of Expert Group constituted by Ministry of Labour & Employment.	Time	10.0	Labour Bureau website and Survey Reports.
7.	Compilation/Analysis of Annual Survey of Industries (ASI) data for the year 2013-14 and bringing out reports prior to March, 2017.	5.0	Compilation of data and release of report.	Technical guidance provided by Standing Committee on Industrial Statistics.	Time	5.0	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.	6.0	Imparting training to the participants sponsored by the sponsoring authorities.	Training imparted by experienced resource persons from within Labour Bureau.	Time	6.0	Labour Bureau Records.

9.	Dissemination of labour statistics pertaining to the year 2014 collected through statutory and voluntary returns under various Labour Acts as received from State Governments. The data for 2014 relating to 11 Labour Acts will be disseminated/published prior to March, 2017.	10.0	Compilation of data and release of reports/reviews.	Requisite training & rigorous scrutiny and validation of data before its release.	Time	10.0	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 (2015) will be released in the month of March, 2017. iii) Indian Labour Statistics (2015) will be released in the month of March, 2017. iv) Pocket Book of Labour Statistics (2015) will be released in March, 2017. v) Wage Rate in Rural India (2015-16) will be released in the month of March, 2017.	10.0	Timely release.	Timely release of reports and publications.	Time	10.0	Labour Bureau website and publications.

11.	Prompt Grievance redressal as per laid down guidelines.	4.0	Average time taken in Acknowledging grievance received electronically through CPGRAMS portal.	5 Working Days	Time	1.0	CPGRAMS Report
			Average time taken to acknowledge grievance received through post.	8 Working Days	Time	1.0	CPGRAMS Report and Labour Bureau Records.
			Average time taken in obtaining information needed for redressing grievance.	18 Working Days	Time	1.0	CPGRAMS Report and Labour Bureau Records.
			Average time taken for grievance redressal.	70 Working Days	Time	1.0	CPGRAMS Report and Labour Bureau Records.
12.	Prompt acknowledgement receipt of letters from clients / citizens	3.0	Average time taken to acknowledge receipt of letters.	9 Working Days	Time	3.0	Labour Bureau Records.
13.	Timely response to letters from clients / Citizens.	3.0	Percentage of letters replied within two months of their receipt.	90 Working Days	Proportion	3.0	Labour Bureau Records.
14.	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 Working Days	Proportion	3.0	Labour Bureau Records.

15.	Prompt answer to telephone calls between 09:30 AM and 05:30 PM on a central enquiry Number (0172-2728969)	3.0	Percentage of calls answered within 2 minutes of calling the central number (Including holding time)	90 Working Days	Proportion	3.0	Call records.
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Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1.	Sh Sunil Chaudhry, Director	0172- 2725311	sunilchaudhry2006@hotmail.com	9465221891

List of 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.