



**Citizen's/Client Charter for the Chief Labour Commissioner(C) organisation (2023-24), Ministry of Labour and Employment, Shramev Jayate Bhawan, Dwarka, New Delhi -**

**VISION**

Conflict free Industrial Relations in the Central Sphere through improved Conciliation Services and Enforcement of Labour Laws

**MISSION**

Improving Conciliation Services and Enforcement of Labour Laws through Training and Strengthening of Enforcement Machinery.

## MAIN SERVICES TRANSACTIONS

Sl. No.	Service /Transaction	Weight %	Responsible Person (Designation)	E-mail	Phone No.	Process	Document Required	Fees		
								Category	Mode	Amount
1.	Inspection on complaints of violations of labour laws	15	Concerned inspector LEO(C)	Same as in Grievance Section	Same as in Grievance Section	Issue of inspection report within 48 Hrs.	Inspection report, Note & statement of workers	Not required		
2.	Receipt of Industrial Dispute and fixing of date for Joint discussion/ Conciliation Proceeding ( Public utility services)	15	Concerned Conciliation Officer {ALC (C)/RLC (C)/Dy. CLC (C)/CLC (C)}	-do-	-do-	Issue of notices for fixing JD/CP within 7 days	Application of union	Not required		
3.	Receipt of Industrial Dispute and fixing of date for joint discussion/conciliation proceeding(non-public utility services)	10	Concerned Conciliation Officer {ALC (C)/RLC (C)/Dy. CLC (C)/CLC (C)}	-do-	-do-	Issue of notices for fixing JD/CP within 15 days	Application of union	Not required		
4.	Receipt of application under Payment of Gratuity Act and fixing date for hearing	10	Concerned Controlling Authority {ALC (C)/RLC (C)}	-do-	-do-	Issue of notice for date of hearing within 15 days	Application of claimant	Not required		
5.	Receipt of appeal under Payment of Gratuity Act and fixing date for hearing	10	Concerned appellate Authority {Dy. CLC (C)}	-do-	-do-	Issue of notice for appeal hearing within 15 days	Appeal petition	Not required		
6.	Receipt of claim application under Minimum Wages Act/ Payment of Wages Act and fixing of date of hearing	10	Concerned Authority {RLC (C)}	-do-	-do-	Issue of notice fixing date of hearing within 15 days	Claim application	Not required		
7.	Receipt of complaint / claim under Equal Remuneration Act and fixing of date of hearing	5	Concerned Authority {ALC (C)}	-do-	-do-	Issue of notice fixing date of hearing within 15 days	Complaint	Not required		
8.	Receipt of appeal under Equal Remuneration Act and fixing of date of hearing	5	Concerned Authority {RLC (C)}	-do-	-do-	Issue of notice to hearing appeal within 15 days	Appeal	Not required		
9.	Receipt of draft Standing Orders/ Modifications and calling for comments	5	Concerned Certifying Officer {RLC (C)}	-do-	-do-	Issue of notice for fixing meeting within 15 days	Draft standing orders submitted	Not required		
10.	Receipt of application for license / registration / Amendment under Contract Labour (Regulation & Abolition) Act, 1970/Inter-State Migrant Workmen ( Regulation of Employment Cond	5	Concerned Licensing Officer { ALC (C)/ RLC (C)}	-do-	-do-	Issue of license / registration by authority within 7 days	License / registration application, Form-II & III fees & security other supporting docu	As prescribed under the respective Act and Rules made there under		

	itions of Service) Act, 1979/ Building & Other Construction Workers ( Regulation of Employment & Conditions of Service) Act, 1996						ment	
11.	Receipt of application for refund under Contract Labour ( Regulation and Abolition Act, 1970 and Inter-State Migrant Workmen (Regulation of Employment & Conditions of Service) Act, 1979	5	Concerned Licensing Officer / Registering Officer {ALC (C)}/ RLC (C)	-do-	-do-	Issue of refund under within 45 days	Refund form, application & original license, sanction order for refund	Not Required
12.	Application under Rule 25(2)(V)(a)/25(2)(v)(b) of the Contract Labour ( Regulation & Abolition) Central Rules, 1971 and fixing of date of hearing	5	Concerned Dy. CLC (C)	-do-	-do-	Issue of notice for hearing within 15 days	Complaints	Not required

## SERVICE STANDARDS

S. No.	Services / Transaction	Weight %	Success Indicators	Service Standard	Unit	Weight	Data Source
1.	Inspection on complaints of violations Of labour Laws	15	Issue of inspection report	10	Days	15	Supplied by field officers to (Statists)
2.	Receipt of Industrial Dispute and fixing of date for Joint discussion / conciliation proceeding (public utility services)	15	Issue of notices for fixing JD/CP	7	Days	15	Supplied by field officers to (Statists)
3.	Receipt of Industrial Dispute and fixing of date for joint discussion / conciliation proceeding (non-public utility services)	10	Issue of notices for fixing JD/CP	15	Days	10	Supplied by field officers to (Statists)
4.	Receipt of application under Payment of Gratuity Act and fixing date for hearing	10	Issue of notice for date of hearing	15	Days	10	Supplied by field officers to (Statists)

5.	Receipt of appeal under Payment of Gratuity Act and fixing date for hearing	10	Issue of notice for appeal hearing	15	Days	10	Supplied by field officers to (Statists)
6.	Receipt of claim application under Minimum Wages Act / payment of wages Act and fixing of date of hearing	10	Issue of notice fixing date of hearing	15	Days	10	Supplied by field officers to (Statists)
7.	Receipt of complaint / claim under Equal Remuneration Act and fixing of date of hearing	5	Issue of notice fixing date of hearing	15	Days	5	Supplied by field officers to (Statists)
8.	Receipt of appeal under Equal Remuneration Act and fixing of date of hearing	5	Issue of notice to hearing appeal	15	Days	5	Supplied by field officers to (Statists)
9.	Receipt of draft Standing Orders / Modifications and calling for comments	5	Issue of notice for fixing meeting	15	Days	5	Supplied by field officers to (Statists)
10.	Receipt of application for license / registration / Amendment under Contract Labour (Regulation & Employment) Act, 1970 / Inter-state migrant Workmen (Regulation of Employment & Conditions of Service) Act, 1979 / Building & Other Construction Workers (Regulation of Employment & Conditions of Service) Act, 1996	5	Issue of license / registration by authority	7	Days	5	Supplied by field officers to (Statists)
11.	Receipt of application for refund under Contract Labour (Regulation and Abolition Act), 1970 and Interstate Migrant Workmen (Regulation of Employment & Conditions of Service) Act, 1979	5	Issue of refund under	45	Days	5	Supplied by field officers to (Statists)
12.	Application under Rule 25(2) (V) (a)/25(2)(V) (b) of the Contract Labour (Regulation & Abolition) Central Rules, 1971 and fixing of date of hearing	5	Issue of notice for hearing	15	Days	5	Supplied by field officers to (Statists)

## GRIEVANCE REDRESSAL

S. No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1.	Shri Ratan Lal Saha. The Regional Labour Commissioner (C), Ahmedabad	079-25504560	<a href="mailto:rlcahmedabad@nic.in">rlcahmedabad@nic.in</a>	7702344149
2.	Shri Navin Vaidya, The Regional Labour Commissioner (C), Ajmer	0145-2603023/31	<a href="mailto:rlc-ajmer-rj@nic.in">rlc-ajmer-rj@nic.in</a>	8989780526
3.	Shri Wonmi Horam, The Regional Labour Commissioner (C), Asansol	0341-2254670	<a href="mailto:rlcasansol@nic.in">rlcasansol@nic.in</a>	8447627206
4.	Shri Sandeep. V The Regional Labour Commissioner (C), Bangalore	080-29524469	<a href="mailto:Sandeepv.v@gov.in">Sandeepv.v@gov.in</a> <a href="mailto:rlc.blr-clc@gov.in">rlc.blr-clc@gov.in</a>	9611135878
5.	Shri Santosh Kumar Sethy, The Regional Labour Commissioner (C) (Rourkela), Bhubaneswar,	0661-2642847	<a href="mailto:rlcrkl.od@nic.in">rlcrkl.od@nic.in</a>	8777544846
	Shri Abani Kant Swain ALC(C) Bhubaneswar	0674-2551020	<a href="mailto:alcbbsr.od@nic.in">alcbbsr.od@nic.in</a>	7003971082
6.	Shri Ankur Dalal, The Regional Labour Commissioner (C), Chandigarh	0172-2743647	<a href="mailto:dyclcchandigarh@nic.in">dyclcchandigarh@nic.in</a> <a href="mailto:rlc-chd@nic.in">rlc-chd@nic.in</a>	9648270596
7.	Dr. A. Narasaiah, The Regional Labour Commissioner (C), Chennai	0442-2277241	<a href="mailto:support-dyclcchn@nic.in">support-dyclcchn@nic.in</a>	8106540369
	Shri Pravin Pandi Mohandas, The Regional Labour Commissioner (C), Madurai	0452-2530914	<a href="mailto:alcmdi-dyclcchn@nic.in">alcmdi-dyclcchn@nic.in</a>	9272927808
8.	Shri Ajeet Kumar The Assistant Labour Commissioner (C) (Ernakulam) Cochin	0484-2428350	<a href="mailto:alc.ekm-mole@gov.in">alc.ekm-mole@gov.in</a>	9596975637
9.	Shri Hariom Gautam, The Regional Labour Commissioner (C), Noida Dehradun.	0120-2401040	<a href="mailto:rlcnoida-mole@gov.in">rlcnoida-mole@gov.in</a>	8472815680

10.	Shri Manish Kumar Shankar The Regional Labour Commissioner (C), Dhanbad	0326-2999194	<a href="mailto:rlc.dhanbad-jh@nic.in">rlc.dhanbad-jh@nic.in</a>	8210304261
	Shri Nayan Manik Tripura, The Regional Labour Commissioner (C), (Ranchi) Dhanbad	0651-3510013	<a href="mailto:rlcranchi@nic.in">rlcranchi@nic.in</a>	8967428452
11.	Shri Barun Kumar Jha The Regional Labour Commissioner (C), Guwahati	0361-2492945	<a href="mailto:rlcguwhati@nic.in">rlcguwhati@nic.in</a>	7070926370
	Shri S.J. Mazumder, The Regional Labour Commissioner (C) (Dibrugarh) Guwahati	0361-2492945	<a href="mailto:rlc.dib-as@gov.in">rlc.dib-as@gov.in</a>	9101436337
12.	Shri D Srinivasulu, Dy. Chief Labour Commissioner (C), Hyderabad	040-27427290	<a href="mailto:dyclchyd-ap@nic.in">dyclchyd-ap@nic.in</a>	9492041177
13.	Shri Sumit, The Regional Labour Commissioner (C), Jabalpur	0761-2410710	<a href="mailto:dyclcjbpm@nic.in">dyclcjbpm@nic.in</a>	7087409008
14.	Shri Ram Kishan Meena, The Regional Labour Commissioner (C), Kanpur	0512-2218393	<a href="mailto:rlckanpur@nic.in">rlckanpur@nic.in</a>	9772393240
15.	Shri Hitler Thoudam, The Regional Labour Commissioner (C), Kolkata	033-22894039 033-22816706	<a href="mailto:Hitler.thoudam@gov.in">Hitler.thoudam@gov.in</a>	8882076744
16.	Shri Sunil Raghunath Mali, The Regional Labour Commissioner (C) Mumbai	022-24054968	<a href="mailto:rlc.mum-mh@nic.in">rlc.mum-mh@nic.in</a>	9822294318
17.	Shri Kishore Kumar Mallick The Dy. Chief Labour Commissioner (C) Nagpur	0712-2510552	<a href="mailto:dyclc.ngr-mh@nic.in">dyclc.ngr-mh@nic.in</a>	9005379787
	Shri Prashant K. Pajai, Regional Labour Commissioner (C) Nagpur	0712-2510552	<a href="mailto:rlcngp-mh@nic.in">rlcngp-mh@nic.in</a>	9823216757
18.	Shri Sri Ashok Perumalla The Regional Labour Commissioner (C), New Delhi.	011-20893609	<a href="mailto:rlcdelhi@nic.in">rlcdelhi@nic.in</a>	7511336778
19.	Shri Alok Kumar Bharti The Regional Labour Commissioner (C) Patna	0612-2224317	<a href="mailto:rlcpatna@nic.in">rlcpatna@nic.in</a>	9205088587
20.	Shri Ankur, The Regional Labour Commissioner (C) Raipur	0771-2442181	<a href="mailto:rlcraipur.nic@gov.in">rlcraipur.nic@gov.in</a>	9871325519

## LIST OF STAKEHOLDERS / CLIENTS

1.	Trade Unions.
2.	Management's Association.
3.	Workers.
4.	Contractor.
5.	Employer.
6.	Central / State Government Departments / CPU's or other Organizations.

## INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS

S. No.	Indicative Expectations from Service Recipients
1.	Submit duly completed application forms in all respects.
2.	Please show courtesy to officers of the CLC(C) organization.
3.	Always keep proper records of your letters and communications with CLC(C) organization.
4.	If you have an appointment with an officer in the CLC(C) organization, please arrive 15 minutes prior to the appointment.
5.	If you want to cancel an appointment, please give a written notice via fax or email at least two days in advance.
6.	Send reports in the prescribed format as per prescribed timelines.
7.	Check the website regularly for updates on policies, programmes and procedures.
8.	Give their suggestions / inputs on drafts placed on CLC(C)'s organization website / those circulated to them.
9.	The participants to the meetings / conferences should attend the meeting / conferences with complete information.



## PERFORMANCE EVALUATION REPORT

S. No.	Services/ Transaction	Weightage %	Success Indicator	Service Standard	Unit	Weight	Date Source	Evaluation Criteria						Performance	
								Excellent	Very Good	Good	Fair	Poor	Achievement	Raw Score	Weighted Score
1.	Inspection on complaints of violations Of labour Laws	15	Issue of inspection report	10	Days	15	Supplied by field officers to Ad (Statists)	100%	90%	80%	70%	60%			
2.	Receipt of Industrial Dispute and fixing of date for joint discussion / conciliation proceeding (public utility services)	15	Issue of notices for fixing JD/CP	7	Days	15	Supplied by field officers to Ad (Statists)	100%	90%	80%	70%	60%			
3.	Receipt of Industrial Dispute and fixing of date for joint discussion / conciliation proceeding (non-public utility services)	10	Issue of notices for fixing JD/CP	15	Days	10	Supplied by field officers to Ad (Statists)	100%	90%	80%	70%	60%			
4.	Receipt of application under Payment of Gratuity Act and fixing date for hearing	10	Issue of notices for date of hearing	15	Days	10	Supplied by field officers to Ad (Statists)	100%	90%	80%	70%	60%			
5.	Receipt of appeal under Payment of Gratuity Act and fixing date for hearing	10	Issue of notices for appeal hearing	15	Days	10	Supplied by field officers to Ad (Statists)	100%	90%	80%	70%	60%			
6.	Receipt of claim application under Minimum Wages Act / Payment of wages Act and fixing of date of hearing	10	Issue of notice fixing date of hearing	15	Days	10	Supplied by field officers to Ad (Statists)	100%	90%	80%	70%	60%			
7.	Receipt of complaint / claim under Equal Remuneration Act and fixing of date of hearing	5	Issue of notice fixing date of hearing	15	Days	5	Supplied by field officers to Ad (Statists)	100%	90%	80%	70%	60%			

8.	Receipt of appeal under Equal Remuneration Act and fixing of date of hearing	5	Issue of notice to hearing appeal	15	Days	5	Supplied by field officers to Ad (Statists)	100%	90%	80%	70%	60%			
9.	Receipt of draft Standing Orders/modification and calling for comments	5	Issue of notice for fixing meeting	15	Days	5	Supplied by field officers to Ad (Statists)	100%	90%	80%	70%	60%			
10.	Receipt of application for license / registration/ Amendment under Contract Labour ( Regulation & Employment) Act, 1970/ Inter State Migrant Worker ( Regulation of Employment & Condition of Service) Act, 1979/ Building & Other Construction Workers ( Regulation of Employment & Conditions of Service) Act, 1996	5	Issue of license/registration by authority	7	Days	5	Supplied by field officers to Ad (Statists)	100%	90%	80%	70%	60%			
11.	Receipt of application for refund under Contract Labour (Regulation & Abolition Act, 1970 and Inter state Migrant Workmen ( Regulation of Employment & Conditions of Service) Act, 1979	5	Issue of refund under	45	Days	5	Supplied by field officers to AD (Statists)	100%	90%	80%	70%	60%			
12.	Application under Rule 25(2)(v)(a)/25(2)(v)(b) of the Contract Labour ( Regulation & Abolition) Central Rules, 1971 and fixing of date of hearing	5	Issue of notice for hearing	15	Days	5	Supplied by field officers to AD (statists)	100%	90%	80%	70%	60%			

**Total Composite Score:100**