CITIZEN’S CHARTER 2014
OF
THE LABOUR DEPARTMENT
UNION TERRITORY,
CHANDIGARH.
CITIZENS’ CHARTER-LABOUR DEPARTMENT, U.T., CHANDIGARH.

The Labour Department, Union Territory, Chandigarh is responsible for the enforcement of about two dozens enactments, details of which is given as under:

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Name of the Act</th>
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<tbody>
<tr>
<td>5.</td>
<td>Payment of Wages Act, 1936.</td>
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<td>10.</td>
<td>Employee’s Compensation Act, 1923.</td>
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<td>13.</td>
<td>Trade Unions Act, 1926.</td>
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<td>16.</td>
<td>Working Journalists and other Newspaper Employees (Conditions of Service and</td>
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<td>19.</td>
<td>Inter-State Migrant Workmen’s (Regulation of Employment &amp; Conditions of Service)</td>
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<td>21.</td>
<td>Building and other Construction Workers (Regulation of Employment and Conditions</td>
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<td>of Service) Act, 1996.</td>
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The Labour Department is headed by the Deputy Commissioner who is vested with the powers of the Labour Commissioner and the Finance Secretary is exercising the powers of Secretary Labour. The Additional Deputy Commissioner who is vested with the powers of the Additional Labour Commissioner. The Assistant Labour Commissioner is the head of the office who is assisted by four Labour Inspectors and the ministerial staff.

The Assistant Labour Commissioner is exercising quasi-judicial under the following labour enactments.

1. Employee’s Compensation Act, 1923.
4. Payment of Wages Act, 1936.

If any industrial worker is having any dispute under these Acts he can submit claim applications in the prescribed Performa before the appropriate authority.
In addition to quasi-judicial powers the Assistant Labour Commissioner is also vested with the powers of Conciliation Officer under the Industrial Disputes Act, 1947 and whose most important and vital duty is to maintain industrial harmony and to redress the grievances of the industrial workers, in case of any industrial dispute or in a case of apprehension of any industrial unrest. If any industrial worker is having any dispute with regard to his employment can raise the demand notice.

In addition to regular claims any industrial worker can also approach the Assistant Labour Commissioner as well as the Labour Inspectors to get redressal of his grievance with regard to termination of services, non-payment of wages or less payments of wages or any complaint concerning his employment by way of submitting complaints to them under any of the Acts given at the beginning of the Citizen Charter.

The Assistant Labour Commissioner is a Conciliation Officer/Authority under the various Labour Laws for whole of the Union Territory, Chandigarh including Mani-majra and any aggrieved industrial workers can approach her/him during office working hours i.e. from 9 a.m. to 5 p.m. on all the five working days in a week as this is a public dealing office and no specific time is fixed for redressal of grievances of the workers. However, Tuesday has been fixed for Conciliation, Wednesday and Thursday for quasi-judicial work.
The detail of duties assigned to each official is as under:

**FIELD INVESTIGATOR (VACANT)**

1. Over all responsibilities for timely collection & submission of all Statistical reports and returns under various labour laws.
2. All kinds of Surveys.
3. Any other specific work assigned by the Assistant Labour Commissioner.

**INVESTIGATOR**

1. Statistics- Compilation, Tabulation & Submission of all periodical reports & returns.
2. Equal Remuneration Act.
5. Any other specific work assigned by the Assistant Labour Commissioner.

   (Work of Field Investigator will be looked after by Investigator).

**SENIOR ASSISTANT-I**

1. Establishment work.
3. All work of the Factories Act.
4. All Inspections under various Labour Laws.
5. Standing Labour Committee (SLC)/Indian Labour Conference (ILC)/Labour Ministers Conference (LMC) and workshop at outstation and at Chandigarh.

8. Any other specific work assigned by the Assistant Labour Commissioner.

**SENIOR ASSISTANT-II**


2. Senior Officers Conference.

3. Work connected with RTI (CPIO).


5. Any other specific work assigned by the Assistant Labour Commissioner.

**JUNIOR ASSISTANT-I**

1. Payment of Gratuity Act, including claims.

2. Employees Compensation Act, including claims.


4. Payment of Wages Act claim cases.

5. Any other specific work assigned by the Assistant Labour Commissioner.

**JUNIOR ASSISTANT-II**

1. Sanctioning of challans received from Labour Inspectors.

2. Sales Promotions Employees (Conditions of services) Act.


4. Inter State Migrant Workers Act.
5. RTI Act except receiving of applications.
6. Industrial Housings and its scheme etc.
10. Trade Union Act including Registration of Trade Unions.
11. Misc work including RSBY and excluding complaints works.
12. Any other specific work assigned by the Assistant Labour Commissioner.

**STENO-TYPIST**

1. Dictation work of ALC.
2. Minimum Wage Act, 1948
3. Payment of Wages Act.
4. Any other specific work assigned by the Assistant Labour Commissioner.

**Note:-** Shri Vinod Kumar, Steno-typist continue to perform his present duties till he is deputed on working class income and expenditure survey 2014-15 - conduct of pilot survey.

**ASSISTANT**

1. Industrial Disputes Act, 1947 including demand notices and allied matters and excluding the work assigned to Shri Ram Phal, JA-II relating to this Act.
4. 20 Point programme.
5. Department and other meetings
6. He will provide assistance to all the staff.
7. Any other specific work assigned by the Assistant Labour Commissioner.

**CLERK-I**

1. Dispatch work of ALC office.
2. All cases connected with the Awards/Agreements under the Industrial Disputes Act.
5. Complaints of Workers.
8. Any other specific work assigned by the Assistant Labour Commissioner.

**CLERK-II**

1. Accounts and pay bills etc.
2. All payments under claim cases.
3. ESI and EPF Act.
4. Stores.
6. Misc. Board/Committees Sub Committees except statutory prescribed and dealt by the dealing hand Clerks/Assistants concerning to their subject.
7. Audit Objections.
9. Compilation Revenue receipts.
10. Any other specific work assigned by the Assistant Labour Commissioner.

Note:-The entire work as mentioned above will be done by Shri Bimal Kishore under the supervision of Shri Prem Sagar, Labour Inspector, Grade-II and he will also work as Clerk with this Inspector.

**CLERK-III**

1. Attached with Labour Inspector, Grade-I(1).
2. Attached with Labour Inspector, Grade-I(2).
3. Receipt work of ALC office.
4. Typing work
5. Any other specific work assigned by the Assistant Labour Commissioner.

The following territorial jurisdiction is herewith allotted to the Labour Inspectors:-

**Labour Inspector Circle-I** - Sector 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 26 Grain Market, Timber Market, Transport Area, Manimajra, Industrial Area, Phase-I Plot No.1 to 180.

**Labour Inspector Circle-II** - Sector 20, 21, 22, 23, 24, 25, 31, 32, 33, 34, Industrial Area, Phase-II, Plot No. 22, 23, 24/1 to 29/7, Plot NO. 501 onwards.

**Labour Inspector, Circle-III** - Sector 14, 15, 16, 17, 18, 19, 27, 28, 29, 30, Industrial Area, Phase-I, Plot No. 181 onwards.

**Labour Inspector, Circle-IV** - Sector 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48 onwards. All Villages of UT Chandigarh, Industrial Area, Phase-II, Plot No. 1 to 500.
Though the Labour Inspectors are attending to the complaints & no time for Public to meet them is fixed yet the Labour Inspectors are available in the office till mid day as normally they left for inspection work in the afternoon.

The office of the Assistant Labour Commissioner is locating on the first floor of the Labour Welfare Centre Building, Sector 30-B, Chandigarh, where the Assistant Labour Commissioner, Inspectorates Staff and all the other ministerial staff is available during the working hours i.e. from 9.00 a.m. to 5.00 p.m. Chandigarh Labour Welfare Board has constituted under the provision of Punjab Labour Welfare Fund Act, 1965. Chandigarh Labour Welfare Board is functioning in the Building. Chandigarh Building and Other Construction Workers Welfare Board has constituted under the Chandigarh Building and Other Construction Workers (RECS) Act, 1996 is also functioning in the building.

Any Industrial workers who want to approach this office can submit her/his complaint in duplicate either to the Assistant Labour Commissioner or to the concerned Labour Inspector for which no specific Performa has been prescribed. The complainant can approach this office by way of mentioning the detail of his/her in the complaint. With regard to the filing of the Industrial Dispute, the worker can submit five copies to the Conciliation Officer with a copy to the Employer giving details of his/her case.
However, if any worker is having any dispute with regard to earned wages, less payment of wages as notified under the Minimum Wages Act, Gratuity Act, Employees Compensation Act, the worker can submit his/her claim application under the Payment of Wages Act, Minimum Wages Act, Gratuity Act, Employees Compensation Act respectively in the prescribed Performa as defined under the appropriate Act.

**RIGHT TO INFORMATION:**

The Government of India has enforced the Right to Information Act. So far as the Labour Department is concerned the following Officer/Officials have been declared Appellate Authority/Central Public Information Officer under the Right to Information Act:-

<table>
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<tr>
<th>S. No.</th>
<th>Name of the official</th>
<th>Designation</th>
<th>Telephone No.</th>
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<tbody>
<tr>
<td>1.</td>
<td>Mr. Ajay Pal</td>
<td>Appellate Authority</td>
<td>(O) 0172-2679000 (Mobile) 9729789083</td>
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<tr>
<td></td>
<td>Assistant Labour Commissioner.</td>
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<tr>
<td>2.</td>
<td>Sh. Swaran Singh</td>
<td>Central Public</td>
<td>(O) 0172-2679000 (Mobile): 9417143553</td>
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<td></td>
<td>Labour Inspector, Grade-I.</td>
<td>Information Officer</td>
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The employer of any industrial establishment, shops and commercial establishments or contractor supplying Contract Labour is required to get
himself registered under the appropriate Act by applying in the prescribed Proforma.

**STATISTICAL DATA**

All the registered factories are required to submit various Monthly / Half yearly / Yearly statutory statements required to be submitted under various Labour Laws.

**CHANDIGARH LABOUR WELFARE BOARD:**

The Chandigarh Administration has constituted the Chandigarh Labour Welfare Board under the Chairmanship of the Finance Secretary-cum-Labour Secretary under the provision of Punjab Labour Welfare Fund Act, 1965. The fund so collected by the Board is to be spent for the welfare of the workers covered under the provisions of the Punjab Labour Welfare Fund Act through the Welfare Schemes approved by the Board from time to time. The Board is also running Tailoring and Stitching Centre wherein the family members of workers employed in Factories/Shops and Commercial Establishments are given training free of cost.

**CHANDIGARH BUILDING AND OTHER CONSTRUCTION WORKERS WELFARE BOARD:**

The Chandigarh Administration has constituted the Chandigarh Building & Other Construction Workers Welfare Board under the
Chairmanship of Finance Secretary cum Labour Secretary for the Welfare of the Building Workers. With a view to augmenting the resources of the Building & Other Construction Workers’ Welfare Board, the Government of India has enacted another Act, 1996 and provisions has been made for collecting of a cess for the purpose of the Building & Other Construction Workers Welfare Board @ 1% of the cost of construction incurred by the employers. The fund so collected by the Board is to be spent for the Welfare of the Building & Other Construction Workers through the Welfare Schemes approved by the Board from time to time to the Beneficiary Workers registered under Act and Rules. Mobile Dispensary is running in the Construction Board to provide care at construction site to the building workers.

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