

CITIZEN CHARTER OF & DTE OF EMPLOYMENT & TRAINING

S.No	Services/works being provided	Documents required	Officers(s) responsible for disposal of the services	Time frame for disposal	Appellate Officer
1	2	3	4	5	6
1	Disposal of claims under Minimum wages Act 1948	Filed in claim application along with due wages either submitted by workers or through Union	LABOUR COMMISSIONER	15 WORKING DAYS	Secretary (Labour)
2	Disposal of claims under Employee's Compensation Act 1923	Claim application		45 WORKING DAYS	
3	Registration of Trade Union	Application in Form A along with rules of the Trade Union and schedule I and II		15 WORKING DAYS	
4	Issuance of license under Factories Act.	Application along with Drawing and site plan and power supply		07 WORKING DAYS	
5	Release of EMD/ security Deposit to firms/contractors/ Out - sourcing agencies	Application on plain paper duly indicating complete details duly supported with completion certificate	Drawing & Disbursing Officer	15 WORKING DAYS	Labour Commissioner
6	Disposal of RTI application	Request in the prescribed format along with fee	LC/PIO	30 days	Secretary (Labour)

7	Disposal of Industrial disputes	Application in the prescribed format by workmen / Trade Union	Assistant Labour Commissioner	30 WORKING DAYS	Labour Commissioner
8	Issuance of licenses/registration under Shops & Establishment Regulation/Contract Labour Act/Building & Other Construction (RE&CS) Act.	Application in prescribed form		07 WORKING DAYS	
9	Disposal of claim cases under Payment of Wages Act	Application in prescribed form	Labour Commissioner	15 WORKING DAYS	
10	Disposal of claim cases under Payment of Gratuity Act.	Application in prescribed form		15 WORKING DAYS	
11	Attending complaints on Non-Payment & Less Wages.	Application in prescribed form		15 WORKING DAYS	
12	Attending to complaints pertaining to employment of Child Labour	Compliant over phone/Child Help Line	LABOUR INSPECTORS	24 HRS	Labour Commissioner
13	Registration/renewal of Employment Exchange card	Certificates in originals	EMPLOYMENT OFFICER	01 WORKING DAY	Labour Commissioner