

# **CITIZEN CHARTER OF LABOUR DEPARTMENT, JAMMU & KASHMIR**

## **1. VISION**

Reasonable Working Conditions and Improved Quality of Life of Workers, Ensuring J&K UT without Child Labour in Hazardous Sectors.

## **2. MISSION**

Implementing Policies/Programmes/Schemes/Projects for Providing Social Security and Welfare, Regulating Conditions of Work, Occupational Health and Safety of Workers, Eliminating Child Labour from Hazardous Occupations and Processes, Promoting Harmonious Industrial Relations, Ensuring Enforcement of Labour Laws

## **3. Functions**

- a) Enforcement of Labour Laws and overseeing the labour welfare in the UT.
- b) Conciliation of Industrial disputes between workers & Management.
- c) The Disputes to the Labour Courts & Industrial Tribunals for adjudication.
- d) Quasi-Judicial adjudication of appeals under different labour laws.
- e) Implementation of provisions relating to safety, health and welfare of Labour.
- f) Maintaining Labour Statistics.
- g) Labour Welfare activities for Building and Construction Workers and to provide financial assistance through various schemes under J&K Building and other Construction Workers (RE&CS) Rules, 2006.

## **4. Stake Holders**

Workers of Organized and unorganized sectors, Trade Unions, Employers and Employers' Associations

## **5. Commitment to Public**

- a) To maintain industrial peace and harmony by effectively implementing various labour laws.
- b) Speedy and timely redressal of workers grievances.
- c) Improving effectiveness of the conciliation machinery to resolve Disputes between workers and management.
- d) To maintain transparency in working of the Labour Department through e-based systems for providing time bound delivery of services.

## **6. Our services through online mode**

### **A. Services related to Labour:**

To provide hassle free and time bound services under different Labour Acts the department launched e-service delivery platform as per the guidelines of Business Reforms Action Plan-2018. The 13 services in respect of following Acts are provided exclusively through online mode on [www.jklabour.com](http://www.jklabour.com)

- 1) Registration under Shops and Establishment Act.
- 2) Renewal under Shops and Establishment Act
- 3) Registration under Contract Labour Act.
- 4) Renewal under Contract Labour Act.
- 5) Registration of Establishments Employing Contract Labour
- 6) Registration under Interstate Migrant Workers Act.
- 7) Renewal under Interstate Migrant Workers Act
- 8) Registration of Establishments Employing Migrant Worker
- 9) Registration under Factories Act.
- 10) Renewal under Factories Act.
- 11) Registration under Boiler Act
- 12) Renewal under Boilers Act
- 13) Registration Under Building and Other Construction Workers Act

### **B. Services related to J&K Building and other Construction Workers Welfare Board through Online Mode:**

- 1) Registration of Building and other Construction worker
- 2) Renewal of beneficiary registration card
- 3) Welfare Schemes

## **7. Services under Public Service Guarantee Act,2011:**

The Labour Department is providing the following 26 services under Public Service Gurantee Act, 2011 within the time line provided against each:

S. No.	Name of Service	Timeline
01.	Issuance of registration certificate under Factories Act,1948	30 Days
02.	Registration and Renewal of Boilers Act.	45 Days
03.	Renewal of registration under Factories Act,1948	30 Days
04.	Approval of Plan and permission to construct / extend or take into use any building as a factory under Factories Act, 1948	30 Days
05.	Registration and Renewal of Shops and establishment Act	15 Days
06.	Close Day Certificate under J&K Shops & Establishment Rules, 1968	15 Days
07.	Renewal of Shops & Establishment registration certificate under J&K Shops & Establishment Rules, 1968	15 Days
08.	Registration certificate to Principal Employer Under J&K Inter – State Migrant Workmen	30 Days
09.	Licence to contractor under J&K Inter – State Migrant Workmen	30 Days
10.	Registration certificate for Motor Transport undertaking under J&K Motor Transport Workers Rules, 1972	15 Days
11.	Renewal certificate for Motor Transport undertaking under J&K Motor Transport Workers Rules, 1972	15 Days
12.	Certificate of Standing Orders regarding industrial Establishment under J&K, Industrial Employment	45 Days
13.	Registration to principal Employer under Jammu and Kashmir Contract Labour (Regulation and Abolition) Rules,1972	15 Days
14.	Licence to Contractor Under Jammu & Kashmir Contract Labour (Regulation and Abolition) Rules,1972	15 Days
15.	Registration Certificate to Trade Union under Trade Union Regulations, 1972	30 Days
16.	Registration of BOC workers.	30 Days
17.	Medical Assistance to Beneficiaries	30 Days
18.	Lower Education Assistance up to (Rs. 20,000/-)	45 Days
19.	Education Assistance (Above Rs. 20,000/-)	30 Days
20.	Marriage Assistance	45 Days
21.	Chronic Disease Assistance	30 Days

22.	Death Benefit	30 Days
23.	Funeral Assistance	30 Days
24.	Maternity Benefit	15 Days
25.	Registration certificate to principal employer under JKBOCW	15 Days
26.	Licence to Contractor under JKBOCW	15 Days

### 8. Designated Authorities under different Labour Acts:

S.No	LABOUR ENACTMENT	AUTHORITY	Appellate Authority/ Next Forum
01.	The Payment of Wages Act, 1936	Labour Commissioner, J&K Govt. Deputy Labour Commissioner Assistant Labour Commissioner	District & Session Judge
02.	Employee's Compensation Act, 1923	Labour Commissioner, J&K Govt. Deputy Labour Commissioner Assistant Labour Commissioner	High court
03.	The Minimum Wages Act, 1948	Assistant Labour Commissioner	District & Session Judge
04.	The Payment of Bonus Act, 1965	Labour Commissioner, J&K Govt. Deputy Labour Commissioner Assistant Labour Commissioner	District & Session Judge
05.	The Industrial Disputes Act, 1947	(Conciliation Officer) Labour Commissioner, J&K Govt. Deputy Labour Commissioner Assistant Labour Commissioner	Industrial Tribunal
06.	The Factories Act, 1948	Inspector of Factories	Chief Inspector of Factories
07.	The Working Journalists (Conditions of Service and Miscellaneous Provisions Act, 1955	Labour Commissioner, J&K Govt. Deputy Labour Commissioner Labour Officer as Inspector under the Act	District & Session Judge
08.	The Maternity Benefit Act, 1961	Labour Officer as Inspector under the Act	District & Session Judge

09.	The Contract Labour (R&A) Act, 1970	Assistant Labour Commissioner as registering & licensing Officer & Authority under the Act	Labour Commissioner as Appellate Authority under the Act
10.	The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996	Assistant Labour Commissioner as registering & licensing Officer Under the Act	Labour Commissioner
11.	The Child labour (Prohibition and Regulation) Act, 1986	Labour Commissioner, J&K Govt. Deputy Labour Commissioner Assistant Labour Commissioner Labour Officers Labour Inspectors	Mobile magistrate
12.	The Equal Remuneration Act, 1976	Assistant Labour Commissioner as Authority	District & Session Judge
13.	The Inter-State Migrant Workmen (Regulation of employment and Conditions of Service) Jammu and Kashmir Act, 1979	Assistant Labour Commissioner as registering & licensing Officer Under the Act	District & Session Judge
14.	The Payment of Gratuity Act, 1972	Assistant Labour Commissioner as Controlling Authority under the Act	Deputy labour Commissioner as Appellate Authority
15.	The Trade Unions Act, 1926	Labour Commissioner as Registrar under the Act Deputy Labour Commissioner as Additional Registrar under the Act	
16.	The Industrial Employment (Standing Orders) Act, 1946	Labour Commissioner & Deputy Labour Commissioner as Certifying Officer under the Act	
17.	J&K Shops and Establishment Act, 1966	Labour Inspector	Assistant Labour Commissioner

## 9. Powers of officers under different Labour Acts:

S.No	Name	Jurisdiction	Powers and functions
1.	Labour Commissioner	Whole J&K	<p>Chief Inspector of Factories.            Chief Inspector of Shops and Establishment.            Registrar under Trade Unions Act.            Chief Inspector under Motor Transport Workers Act.            Commissioner under Workmen's Compensation Act.            Authority under Payment of Wages Act.            Certifying Officer under the Industrial Employment Standing Orders Act.            Commissioner under J&amp;K Employees Provident Fund Act.            Authority under Payment of Bonus Act.            Authority under Working Journalist (Conditions of Services and Miscellaneous provisions) Act.            Appellate Authority under Contract Labour (R&amp;E) Act.            Conciliation officer under (Industrial Dispute Act.            Authority under Equal Remuneration Act.            Authority under Inter State Migrant Workmen (Regulation of Employment and Conditions of Service) Act.            Authority for sanctioning under Payment for Bonus Act.            Chief inspector of inspections under Building and other Constructions Worker Act.</p>
2.	Deputy Labour Commissioner	Divisional Level	<p>Commissioner under Workmen's Compensation Act.            Authority under Payment of Wages Act.            Conciliation officer under Industrial Dispute Act.            Certifying Officer under the Industrial Employment Standing Orders Act.            Additional Registrar under Trade Unions Act.            Deputy Chief Inspector under Shops and Establishment.            Additional Inspector under Factories Act.            Appellate Authority under Equal Remuneration Act.            Appellate Authority under Inter State Migrant Workmen (Regulation of Employment and Conditions of Service) Act.            Authority for recoveries under Payment of Bonus Act.            Appellate Authority under Payment of Gratuity Act.</p>

3.	Inspector of Factories	Divisional Level	Inspector under Factories Act. Inspector under Boilers Act. Inspector under Payment of Wages Act. Inspector under Employment of Children Act. Inspector under National Festival Holiday Act.
4.	Assistant Labour Commissioner	District Level	Additional Inspector under Factories Act. Deputy Chief Inspector of Shops and Establishment. Commissioner under Workmen's Compensation Act. Authority under Payment of Bonus Act. Conciliation officer under Industrial Dispute Act. Registering and Licensing Authority under Contract Labour (R&E) Act. Authority for hearing and deciding claims under Equal Remuneration Act. Registering and Licensing Officer under Inter State Migrant Workmen (Regulation of Employment and Conditions of Service) Act. Authority under Minimum Wages Act. Controlling Authority under
5.	Labour Officers	District/ Tehsil level	Inspector under Payment of Wages Act. Inspector under Contract Labour (R&A) Act. Inspector under Minimum wages Act. Inspector under Shops & Establishment Act. Inspector under Motor Transport Workers Act. Inspector under Payment for Bonus Act. Inspector under Inter State Migrant Workman Act. Inspector under Maternity Benefit Act. Inspector under Employment of Children Act.
6.	Labour Inspector	District/ Tehsil level	Inspector under Shops & Establishment Act. Inspector under Payment of Wages Act Inspector under Employment of Children Act.

## 10. PIO's & APIO's appointed under RTI Act-2005.

S.No.	Name of the Office	Public Information Officer	Designation	Office Number/ Mobile Number	First Appellate Authority	Designation	Contact No.
01.	Labour Commissioner, J&K	Ms. Sapna	Assistant Labour Commissioner, Central	0194-2472524 (S) 0191-2479339 (J)	Abdul Rashid War, KAS	Labour Commissioner, J&K	0194-2472524 (S) 0191-2479339 (J)
02.	Deputy Labour Commissioner Kashmir	Sh. Ahmad Hussain, KAS	Deputy Labour Commissioner, Kashmir	0194-2479541			
03.	Deputy Labour Commissioner Jammu	Ms. Vinakshi Koul, JKAS	Deputy Labour Commissioner, Jammu	0191-2952220			
04.	Deputy Labour Commissioner Delhi	Sh. Veedushi Kapoor	Deputy Labour Commissioner, Delhi	011-24627047			
05.	Employees State Insurance Scheme, J&K	Dr. Belu Sharma	AMO ESI Scheme	0194-2476005 (S) 0191-2479500 (J)			
06.	Inspector of Factories, Jammu	Sh. Asir Zahoor	Inspector of Factories, Jammu, Circle-I	0191-2520798			
07.	-do-	Er. Raj Kumar	Inspector of Factories, Jammu, Circle-II	0191-2520798			
08.	Inspector of Factories, Kashmir	Sh. Mohammad Iqbal Malik	Inspector of Factories, Kashmir, Circle-I	0194-2450869			
09.	-do-	Sh. Parvez Ahmad	Inspector of Factories, Kashmir, Circle-II	0194-2450869			
10.	ALC Chandigarh	Sh. Ranjit Singh (Jr. KAS) (Addl. Charge)	Assistant Labour Commissioner, Chandigarh	01722-778895			



11.	ALC Jammu	Ms. Devia Nanda, Jr.KAS	Assistant Labour Commissioner, Jammu	0191-2571276	Ms.Vinakshi Koul, JKAS	Deputy Labour Commissioner, Jammu	0191-2952220			
12.	ALC Kathua	Ms. Brijnesh Kumari	Assistant Labour Commissioner Kathua	01922-234763						
13.	ALC Reasi	Ms. Roopali Gandotra	I/C Assistant Labour Commissioner, Reasi	01992-270677						
14.	ALC Doda	Sh. Ganshyam Basotra	I/C Assistant Labour Commissioner, Doda	01996-233560 01996-233200 (F)						
15.	ALC Poonch	Sh.Abid Hussain (Jr. KAS)	Assistant Labour Commissioner Poonch	01965-220123						
16.	ALC Rajouri	Ms.Maneesha	Assistant Labour Commissioner, Rajouri	01962-263213						
17.	ALC Udhampur	Sh. Pradyout Gupta	Assistant Labour Commissioner, Udhampur	01991-244188						
18.	ALC Samba	Sh. Ranjit Singh (Jr. KAS)	I/C Assistant Labour Commissioner Samba	01923-241007						
19.	ALC Kishtwar	Sh. Amit Kumar (KAS)	Assistant Labour Commissioner Kishtwar	01995-259358						
20.	ALC Ramban	Sh.Angrej Singh (Jr. KAS)	I/C Assistant Labour Commissioner, Ramban	01998-266709						
21.	ALC Srinagar	Sh. Arshid Qadir Bhat	Assistant Labour Commissioner, Srinagar	01942311540				Sh.Ahmad Hussain, KAS	Deputy Labour Commissioner, Kashmir	0194-2479541

22.	ALC Budgam	Sh. Zameer Ali Ganai (KAS)	Assistant Labour Commissioner, Budgam	01951255015			
23.	ALC Baramulla	Ms. Rabia Iqbal	I/C Assistant Labour Commissioner, Baramulla	01952293173			
24.	ALC Anantnag	Sh. Peer Zameer Ahmad	Assistant Labour Commissioner, Anantnag	01932292408			
25.	ALC Pulwama	Ms. Hafsa Gayoom	I/C Assistant Labour Commissioner, Pulwama	01933295307			
26.	ALC Kupwara	Ms. Rabia Iqbal (Addl. Charge)	I/C Assistant Labour Commissioner, Kupwara	STD 01955252724			
27.	ALC Ganderbal	Sh. Murtaza Ahmad, (Jr.KAS)	Assistant Labour Commissioner. Ganderbal	01942416004			
28.	ALC Bandipora	Sh. Mohammad Arif	I/C Assistant Labour Commissioner, Bandipora	01957225122			
29.	ALC Kulgam	Sh. Abdul Majid Tantray (Jr. KAS) (Addl. Charge)	I/C Assistant Labour Commissioner, Kulgam	01931295197			
30.	ALC Shopian	Sh. Abdul Majid Tantray (Jr. KAS)	Assistant Labour Commissioner Shopian	01933260133			