

Subject : Identification and listing of various Citizen Services rendered by the Department/organisations under their administrative control – regarding.

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Schedule of Maximum time for disposal of cases under various Labour Laws in the field officers in their respective jurisdiction.				
In Field Offices				
1. Labour Inspectors				
Sr. No.	Subject matter	Officer/Official	Time schedule	Person to be contacted in case of any grievance
1.	Registration of Shops/Commercial Establishments under the Punjab Shops & Commercial Establishments Act and Rules made there-under.	Labour Inspector	Not more than fifteen days from the date of receipt of the papers complete in all respects.	Deputy Labour Commissioner.
2.	Implementation of awards/settlement under the Industrial Dispute Act, 1947 and Rules.	Labour Inspector	Not more than two months after the date of enforceability of the award.	Labour Officer/Deputy Labour Commissioner
3.	Disposal of complaints under various labour laws i.e. Payment of Wages Act, Minimum Wages Act, National and Festival Holidays Act, Payment of Gratuity Act, Payment of Bonus Act, Shop and Commercial Establishments Act, Equal Remuneration Act, Contract Labour (R&A) Act and the rules made under the respective enactments	Labour Inspector	Not more than one month	Labour Officer/Deputy Labour Commissioner
II. Labour Officer – Cum – Conciliation Officers/Welfare Officer (Women)				
1.	Cases under section 2-A of the Industrial Dispute Act, 1947 & Rules – Regarding termination/retrenchment/disc harge/dismissal	Labour Officer-cum-Conciliation Officer	Not more than three months.	Deputy Labour Commissioner.

2.	Quasi Judicial Claim cases under the Workmen's Compensation Act, Payment of Wages Act, Minimum Wages Act, Payment of Gratuity Act and Equal Remuneration Act and the rules made under the respective enactments.	Labour Officer-cum-Conciliation Officer-cum-Specified Authority under the relevant Act.	Not more than two years except in the case of claims under the Workman Compensation Act, where the time period shall not be more than two years.	Deputy Labour Commissioner/ Labour Commissioner.
3.	Implementation of awards/settlement under the Industrial Dispute Act, 1947 & Rules.	Labour Officer-cum-Conciliation Officer	Not more than one month.	Deputy Labour Commissioner/ Labour Commissioner
4.	Disposal of complaints under various labour enactments i.e. Payment of Wages Act, Minimum Wages Act, National and Festival Holidays Act, Payment of Gratuity Act, Payment of Bonus Act, Shop and Commercial Establishments Act, Equal Remuneration Act, Contract Labour (R&A) Act, Maternity Benefit Act and the rules made there under	Labour Officer-cum-Conciliation Officer/ Welfare Officer (Women).	Not more than two months.	Deputy Labour Commissioner
III. Deputy Labour Commissioners				
1.	Cases under section 2(K) of the industrial Disputes Act & Rules-disputes of collective nature containing various demands pertaining to conditions of employment.	Deputy Labour Commissioner	Not more than six months – extendable by another 3 months on the request of both the parties.	Joint Labour Commissioner /Labour Commissioner
2.	Publication of awards received from the Industrial Tribunal/Labour Court	Deputy Labour Commissioner.	Not more than two weeks.	Joint Labour Commissioner /Labour Commissioner

3.	Disposal of quasi judicial cases under the Payment of Gratuity Act and Rules.	Deputy Labour Commissioner-cum-Appellate Authority	Not more than six months	Labour Commissioner
IV. Assistant Director, (IS&H) in their respective jurisdiction				
a)	Maternity Benefit Act and Rules.	Assistant Director, Industrial Safety & Health	Not more than two months.	Deputy Director /Chief Inspector of Factories
b)	Implementation of the provisions of the Factories Act, Maternity Benefit Act and the Rules framed there under/complaints received relating to the Act/Rules.			
	Disposal of application received for Factory Building Plan approval/Registration/Licencing under the Factories Act, 1948.		Not more than seven days	
V. Deputy Director, Industrial Safety & Health in their respective jurisdiction.				
	Implementation of the provisions of the Factories Act Maternity Benefit Act and the Rules framed there under/complaints received relating to the Act/ Rules.	Deputy Director, Industrial Safety & Health	Not more than two months	Addl. Chief Inspector of Factories/Chief Inspector of Factories.
	Disposal of application received for Factory Building Plan approval/Registration/Licencing under the Factories Act, 1948.		Not more than seven days	
VI. ASSISTANT DIRECTOR , INDUSTRIAL HEALTH CUM CERTIFYING SURGEON IN THEIR RESPECTIVE JURISDICTION.				
	Implementation of the provisions of the Factories Act and the Rules framed there under / complaints received relating to the Act/ Rules, relating to industrial health /complaints under the Maternity Benefit Act.	Assistant Director , Industrial Health cum Certifying Surgeon	Not more than 3 months.	Deputy Director (IH) /Chief Inspector of Factories.

VII. DEPUTY DIRECTOR, INDUSTRIAL HEALTH IN THEIR RESPECTIVE JURISDICTION.				
	Implementation of the provisions of the Factories Act and the Rules framed there under / complaints received relating to the Act/ Rules, relating to industrial health /complaints under the Maternity Benefit Act.	Deputy Director (IH)	Not more than two months.	Addl. Chief Inspector of Factories/Chief Inspector of Factories.
AT THE HEADQUARTER				
LABOUR WING				
1.	INDUSTRIAL DISPUTES ACT 1947 & RULES i) Demand notice under Section 2A- Disputes regarding discharge/ termination/retrenchment/ dismissal	Joint Labour Commissioner	Not more than 60 days from the date of receipt of report from the field officers.	Labour Commissioner.
	ii) Demand notice under section 2(k) disputes of collective nature containing various demands relating to terms and conditions of employment	Joint Labour Commissioner	Not more than three months from the date of receipt of report from the field officers.	Labour Commissioner
	iii) Complaints regarding unfair labour practice & other miscellaneous matters under Section 25-T of the above Act & Rules.	Joint Labour Commissioner	Not more than three months.	Labour Commissioner.
2.	Complaints cases under E.S.I. Act & Rules, EPF Act & Rules, Workmen's Compensation Act & Rules/Payment of Gratuity Act & Rules regarding non-payment of compensation etc	Joint Labour Commissioner	Not more than 30 days.	Labour Commissioner.
3.	Industrial Employment (Standing Orders) Act and rules-Certification of Standing orders in respect of industrial workers.	Joint Labour Commissioner cum Certifying Officer .	Not more than two months.	Labour Commissioner.

4.	Trade Unions Act and Rules- registration of trade unions.	Joint Labour Commissioner cum Additional Registrar, Trade Unions/Registrar Trade Unions.	Not more than four months.	Labour Commissioner cum Registrar Trade Union.
5.	Contract Labour (R & A) Act and rules –issuing of registration certificate /license/amendments in registration certificate and renewal of license.	Joint Labour Commissioner.	Not more than two months.	Labour Commissioner.
6.	Motor Transport Workers Act & Rules- issuance of registration certificate.	Joint Labour Commissioner.	Not more than one month.	Labour Commissioner.
7.	Cases under the Minimum Wages Act, Payment of Wages Act, Equal Remuneration Act, Payment of Bonus Act and rules made under respective enactments in respect of non- payment of wages, non - payment of minimum rates of wages, delayed wages, non- payment of equal wages for equal work and non -payment of bonus.	Joint Labour Commissioner	Not more than one month.	Labour Commissioner.
8.	Implementation of Awards- Issuance of recovery certificate & prosecution cases under the Industrial Disputes Act and Rules/orders/settlement.	Deputy Labour Commissioner	Not more than three months.	Labour Commissioner.
9.	Child Labour (P & R) Act and Rules-Cases/Complaints and other action pertaining to children.	Deputy Labour Commissioner	Not more than two months	Labour Commissioner.
10.	Bonded Labour System (Abolition) Act and Rules- Constitution of Vigilance Committees/holding of meeting of the State Level Steering Committee on Bonded	Deputy Labour Commissioner	Not more than two months.	Labour Commissioner.

	Labour /Miscellaneous matters pertaining to bonded labour.			
11.	Punjab Shops & Commercial Establishments Act 1958 and Rules-cases regarding exemptions/fixation of opening and closing day/complaints.	Deputy Labour Commissioner	Not more than two months	Labour Commissioner.
12.	Complaints under the Punjab Industrial Establishments (National and Festival Holidays, Casual and Sick Leave) Act, 1965 and Rules.	Deputy Labour Commissioner	Not more than one month	Labour Commissioner
13.	Punjab Labour Welfare Fund Act and Rules –disposal of applications received under the welfare schemes	Senior Accounts Officer	Not more than two months	Welfare Commissioner
FACTORY WING				
1.	Factories Act, 1948 & Rules-approval of factory building plans	Labour Commissioner cum Chief Inspector of Factories	Not more than 60 days from receipt of papers complete in all respects.	Chief Inspector of Factories/Labour Commissioner.
2.	Cases regarding grant/renewal of license	Labour Commissioner cum Chief Inspector of Factories	Not more than 15 days from receipt of papers complete in all respects.	Chief Inspector of Factories.
3.	Cases under the Maternity Benefit Act and Rules.	Labour Commissioner cum Chief Inspector of Factories	Not more than six months.	Chief Inspector of Factories.