

## CITIZEN'S CHARTER OF THE LABOUR DEPARTMENT

I. The purpose of this charter is to work for better quality in public service ensuring social justice to the workers through prompt action.

II. We deliver the following services:

i	Implementation of Labour Laws
ii	Resolving Industrial Disputes through conciliation
iii	Case work under Labour Laws

III. Our aim is to achieve the following service delivery parameters

1	Registration and Renewal of shops/establishments under A.P. Shops & Establishments Act, 1988	30 days
2	Registration and Renewal of Motor Transport undertaking under Motor Transport Workers Act 1961	30 days
3	Licensing and Renewal of Establishment / Industrial premises under Beedi & Cigar Workers (Conditions of Employment) Act, 1966	30 days
4	Registration of Principal Employer Establishment under Contract Labour Act, 1970	30 days
5	Licensing and Renewal of Contractor Establishment under Contract Labour Act, 1970	30 days
6	Registration of Principal Employer Establishment under Inter State Migrant Workmen Act, 1978	30 days
7	Licensing and Renewal of Contractor Establishment under Inter State Migrant Workmen Act, 1978	30 days
8	Registration of Trade Unions under Trade Unions Act, 1926	21 days
9	Registration of Building & other Construction Estts. Under Building and Other Construction Workers (RE&CS) Act, 1996	15 days
10	Certification of Standing Orders under Standing Orders Act, 1946	6 Months
11	Complaints on Non-implementation of Minimum wages	7 days

IV. Disposal of Quasi Judiciary cases under various Labour Laws

1	Conciliation Officer under I.D. Act (issues of strikes and lock-outs will be taken up)	3 days
2	Disposal of cases under Minimum Wages Act, Payment of Wages Act, Employees Compensation Act, Shops and Establishments Act and Payment of Gratuity Act	6 months

3	Redressal of Complaints of non enforcement under various Labour Laws	14 days
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V. Information relating to any of the above matters can be had with the Deputy Commissioner of Labour, Assistant Commissioner of Labour at the District Headquarters.

VI. Courteous and helpful service will be extended by all the staff. If anyone has a complaint to make in the delivery of the above standards one can register his complaint with the following officers or through Web Portal.

VII. If the complaint is against the Asst. Labour Officer to the Asst. Commissioner of Labour District.

VIII. If the complaint is against the Asst. Commissioner of Labour to the Deputy Commissioner of Labour of the District.

IX. If the complaint is against the Deputy Commissioner of Labour, to the Joint Commissioner of Labour of the Zone.

X. If the complaint is against the Joint Commissioner of Labour, to the Commissioner of Labour.