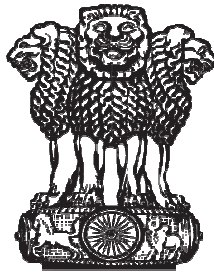


**GOVERNMENT OF MIZORAM
LABOUR, EMPLOYMENT & INDUSTRIAL TRAINING DEPARTMENT**



सत्यमेव जयते

**CITIZEN'S CHARTER
2016-2017**

*PUBLISHED BY
DIRECTORATE OF LABOUR EMPLOYMENT AND INDUSTRIAL TRAINING*

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CHAPTER-I

Preface:

This Citizen Charter is in sequel to the object of creating awareness on the activities and functions of the Department and time bound services extended to the Public so as to have transparent administration. It enlightens the Department's function in respect of its main activities, enforcement of labour enactments, time limit for services, Authorities and procedural aspect to claim relief's under various acts etc.

It brings technical knowledge and contains various Statutory Forms/Application to approach different authorities such as Conciliation Machinery, Enforcement Machinery, Registering and Licensing authorities, etc. It also enlightens the activity in Employment and Industrial Training viz., Registration and sponsoring of candidates vocational guidance, imparting technical skill through implementation of Craftsmen, Training Scheme and Apprenticeship Training Scheme.

VISION :

Labour, Employment & Industrial Training Department is a service Department and responsible for Enforcement of Central Acts/Rules and State Acts/Rules. The Department is acting as a backbone of the Society to protect the service condition of the working class and promoting the industrial peace and harmony. The functions of this Department can be broadly classified into four major heads:

1. Implementation of Labour Laws and Labour Welfare Measures
2. Implementation of Industrial Safety Laws
3. Extension of Employment Assistance; and
4. Imparting of vocational and apprentice training to youth.

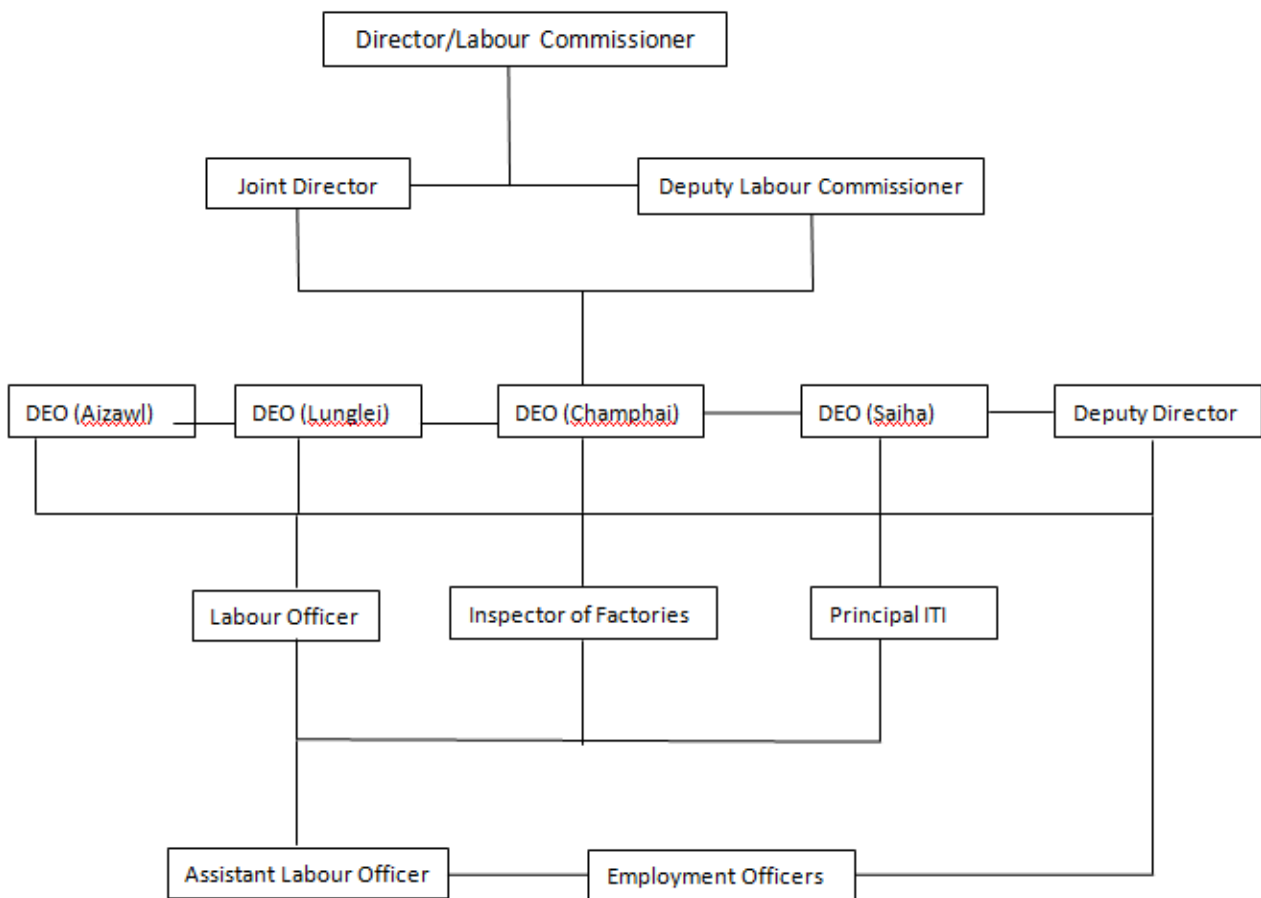
MISSION:

1. To safe-guard the interest and service condition of the employees through effective implementation of various State and Central Acts.
2. To promote industrial peace and harmony
3. To enforce Health and Safety Measures
4. To ensure timely payment of wages and enforcement of Minimum Wages.
5. To motivate self-employment in the context of soaring unemployment. Providing counseling to employment seekers. Sponsoring of Registrants against suitable vacancies. Providing counseling and career guidance to the students.
6. To work towards providing specialized placement service to the Differently abled Persons and other unemployed youth.
7. To provide vocational guidance, employment counseling to youth and unemployed. Registration and sponsoring of candidates for employment in the Public and Private Sector.
8. To impart technical skill in various vocational trades through implementation of Apprenticeship Training Scheme and to provide training to the trainees in different trades under NCVT and SCVT pattern.

CONSTITUTION OF THE DEPARTMENT:

Labour Employment & Industrial Training Department was established under the Government of Mizoram in the year 1981. The Department is constituted with the the Director/Labour Commissioner as the Head of the Department. The Labour Commissioner functions as the Chief Conciliation Officer, Registrar of Trade Unions, Director of Employment and Industrial Training etc. He is assisted by Joint Director and Deputy Director. On the Labour side he is assisted by the Deputy Labour Commissioner and also by the Labour Officer. On the Employment side by the District Employment Officers and Employment Officers; and on the training side by the Principals of Government ITIs.

ORGANIZATION CHART OF THE DEPARTMENT:



CHAPTER II

Details of Business transacted by the Organisation:-

The department provides the following services to its clients:

- Decides quasi-judicial cases under various labour laws
- Issues registration certificate/licenses and their renewals under various labour laws;
- Certifies standing orders under Industrial Establishment Standing Orders Act 1946;
- Decides Appeals under different labour laws;
- Fixation/ Revision of minimum wages under Minimum Wages Act, 1948;
- Child labour detection, rescue, repatriation and rehabilitation;
- Bonded labour identification, release and rehabilitation;
- Implementation of welfare schemes for industrial and building & construction workers;
- Implementation of self-certification scheme for employers;
- Development and generation of labour related statistics;
- Inspections under various labour laws.
- Redressal of complaints of workers/ Trade Unions.
- Registration and Placement of registrants in remunerative employment in the public and private sectors.
- Rendition of Vocational guidance and employment counseling.
- Employment Market Information programme and Enforcement of the Employment Exchanges (Compulsory Notification of Vacancies) Act, 1959.
- Occupational information and its dissemination among the applicants.
- Development of the employability of the applicant of the weaker section of the society viz. SC/ST and OBC.
- Motivation of unemployed youths to set up adventures in the field of Self- Employment.

Acts and Rules currently implemented by the department:

The department implements the following Central and State Labour Laws:-

- The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996;
- The Mizoram Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Rules, 2008
- The Building and Other Construction Workers Welfare Cess Act, 1996;
- The Building and Other Construction Workers Welfare Cess Rules, 1998;
- Child Labour (Prohibition & Regulation) Act, 1986;
- The Mizoram Child Labour (Prohibition and Regulation) Rules, 1997;
- Contract Labour (Regulation & Abolition) Act, 1970;
- The Mizoram Contract Labour (Regulation & Abolition) Rules, 2004;
- Employees Compensation Act, 1923;
- The Mizoram Employees Compensation Rules, 2009;
- Industrial Employment (Standing Orders) Act, 1946;
- Industrial Employment (Standing Orders) Rules, 1946;
- Inter-State Migrant Workmen (Regulation of Employment and Condition of Service) Act, 1979;
- The Mizoram Inter-State Migrant Workmen (Regulation of Employment and Condition of Service) Rules, 2005;
- The Minimum Wages Act, 1948;
- The Mizoram Minimum Wages Rules, 1992;
- The Payment of Wages Act, 1936;

- The Mizoram Payment of wages Rules, 1992;
- The Mizoram Shops and Establishments Act, 2010;
- The Mizoram Shops and Establishments Rules, 2011;
- The Trade Unions Act, 1926;
- The Mizoram Trade Union Regulations, 1992;
- Working Journalists (Conditions of Service) and Miscellaneous Provisions Act, 1955;
- Working Journalists (Conditions of Service) and Miscellaneous Provisions Rules, 1957;
- Working Journalists and Other Newspaper Employees] (Conditions of Service) and Miscellaneous Provisions Act, 1955.
- The Employment Exchanges (Compulsory Notification of Vacancies) Act, 1959.

LIST OF DIFFERENT SCHEMES UNDER LE&IT

1. Upgradation of 1396 Govt. ITI through PPP. This project looks after the ITIs at Lunglei and Saih. Govt. of India gave Interest free loan of Rs. 500 lakhs which is in progress.
2. Vocational Training Improvement Project.
3. Skill Development Initiative Scheme (SDIS)/Modular Employable Skill (MES)

There are a number of Training Institute under this scheme which imparted training to the youth of different trade in their area. These Vocational Training Provider (VTP) students can avail assistance depending on the strength of the students. At present the VTP under this Department are:-

Sl. No.	Name of VTP	Address	Phone
1.	C.D. Tailoring, Aizawl	Chhinga Veng, TLC Building, Aizawl	Mobile 9612823308
2.	Social Justice & Development India, Aizawl	Haubuangi Building, Canteen Kual, Dawrpui, Aizawl	0389-2324765 Mobile: 9612857754
3.	C&M Computer Centre,	E.Lungdar, Serchhip District	0383-1262215 Mobile: 9862721533
4.	Mizoram Agro & Allied,	Luangmual, Aizawl, (Near Youth Hostel)	0389-2330016 Mobile: 9862378221
5.	Lapaze Intech	Republic Veng, B-6, Aizawl. Lalnunmwia Building. (H.O.: Mc Donald Hill, Zarkawt)	0389-2346713 Mobile: 9612146233
6.	Mizoram Computer Centre	Bawngkawn, Aizawl	0389-2306867 Mobile: 9612156165
7.	Pizz-Azz Beauty Salon	Zarkawt, Aizawl	0389-2328207 Mobile: 9436191678
8.	Freddy Enterprise	H.No-D-024,Chanmari, Ramhlun Road	Mobile: 8416044923
9.	Zoram Arvy Commec Institute	Zodin Square, Aizawl	0389-2325798 Mobile: 9436156373
10.	Mission Foundation Movement	Top Floor, Ngama Building, Lunglei Road, Bawngkawn, Aizawl, Mizoram 796014	0389-2345400 Mobile: 9862610910 Email: mission2004@gmail.com
11.	Vocational Training Centre	Venglai, Kolasib	03837-220022 Mobile: 9436143309

12.	I.T.I. Aizawl	ITI Veng, Aizawl	0389-2325138 / 2318157
13.	I.T.I. Lunglei	Salem Veng, Lunglei	0372-2324193
14.	I.T.I. Saiha	Meisatla, Saiha	03836-224049/Tele-Fax
15.	Parte Beauty & Spa Training Centre.	Bethlehem Veng, Aizawl	Mobile: 9615337272
16.	Khawlhing Computer Institute of Technology.	B-61,Mamre Building, Zarkawt, Aizawl	0389-2343380 mobile: 9436198398
17.	Divine Computer Centre	Dawrpui South, Aizawl	0389-2301686 mobile: 9862336032
18.	Merge Computer Centre	G-58, Chanmari, Aizawl	0389-2358347 Mobile: 9862358347
19.	Mizoram Youth Development Agency	New Secretariat Complex, Aizawl	03839-231033 9436756439
20.	JJ Personality	Dawrpui South, Aizawl	0389-2324231 7308981324
21.	Kabod Computer Institute	Zodin Square, Aizawl	0389-2329991 9615319204
22.	Jojo Utilities Services	Dawrpui, Aizawl	0389-2313158 9612359711
23.	Mizoram Educational Promotion Society	Upper Khatla, MG Road, Aizawl	0389-2313379 9612113354
24.	PC Consulting Pvt. Ltd.	B-42, 2 nd Floor, Dawrpui Vengthar, Aizawl	0389-2328345 9774596623
25.	Optaamaze Corporate Solutions Pvt. Ltd.	Private Security Guard Trainng Centre, Agshia, Boko, Kamrup Assam 781123	011-40592483 Mobile: 9810192061
26.	NIPS School of Hotel Management	297 Mahisbathan, Sector V, Saltlake City, Kolkata 700102	033-23675127 Mobile: 9836525252
27.	LBIHM, Hospitality Management	B-98, Pushpanjali Enclave, Outer Ring Road, Pitampura, North West Delhi 110034	011-27011495 Mobile: 9810820369
28.	IQST VTP Best First Step Education Pvt. Ltd.	G.S.Road, Bhangagarh, Guwahati-781005, Assam	0361-2466665 Mobile: 9830603000
29.	MIE Educational Pvt. Ltd.	M 39, 1st & 2nd Floor, Old DLF Colony, Gurgaon, Haryana	0124-4081348 Mobile: 9811806672
30.	Learn to Earn Services Pvt. Ltd.	8, Village and PO Badli, Delhi	011-27865424 Mobile: 9971887979
31.	Orient Spa Academy	SP - 36B RIICO Industrial Area Delhi-Jaipur Highway, Kukas Jaipur, Rajasthan	0141-3152720 Mobile: 9001819000
32.	Emporium Training & Consultancy Pvt. Ltd.	230/B, A.J.C Bose Road, Kolkata	033-22905456 Mobile: 9830051555
33.	Advanced Plastics Processing Technology Centre (APPTC)	Plot No-A, IDCO,Bampada Industrial Estate, Baleshwar, Orissa	06782-653213 Mobile: 9437124606
34.	P.C. Training Institute Limited	First and Second Floor, AP Block, DDA Commercial Complex, Pitampura, Delhi	011-40123300 Mobile: 9871230055

35.	Ananda Spa Institute	Road No 7,IT Park, Nanakramguda, Gachi Bowli, Opposite Continental Hospital, Hyderabad, Andra Pradesh	040-40348888 Mobile: 9971326456
36.	VLCC Health Care Limited	Plot No. 557, 1st Floor, above Allahabad Bank, sector-1, vaishali, Ghaziabad-201010(U.P.) Landmark- Ansal Plaza	0124-4719700 Mobile: 9210052955
37.	Masti Health and Beauty Pvt. Ltd.	Yacharam(Village and Mandal), Rangareddi Dist, Hyderabad, Andhra Pradesh	040-65146554 Mobile: 8106550051
		Plot No : 2/p, Rallaguda , Shamshabad, Hyderabad	040-23379968 Mobile: 8106550051
		8-2-574, Najaf Apartments, Road No 7, Banjara Hills, Hyderabad 500034	040-23382838 Mobile: 8106550051
38.	Amazing Networks Pvt. Ltd.	Don Bosco Technical School, Maligaon, Guwahati, Assam.	0361-2245891 Mobile: 9859668855
39.	National Institute of Advance Studies	EN-13, Sector-V, Salt Lake City, Kolkata	Phone: 033-40152525 Mobile: 9830407330
40.	SBJ Centre of Excellence Pvt. Ltd.	B-1/F2 Mohan Indutrial Estate Delhi Mathura road, New Delhi	011-41322802 Mobile: 9818417958
41.	Jetwings Guwahati Centre	Level IV, Purnima Commercial Complex, Christian Basti, Guwahati, Assam	0361-2342380 Mobile: 9954003123
42.	National Institute of Professional Studies	1 st Floor, Above Bimal Auto Agency, Chanmari Fly Over, Chanmari, Guwahati Assam	Phone: 0361-2656932 Mobile: 9435049378
43.	G&G	G&G Industrial Training Institute, Main Bazaar, Raipur Rani, Panchkula 134204	01734-257344 Mobile: 8053178303
44.	Care Educational and Welfare Society	Plot No: 1211-KA, Street No.: NH 25, PO - Ajgain Unnao, Utter Pradesh	Phone: 0515-2820020 Mobile: 9565448844
45.	Care Education and Welfare Society	13 Mile, Plot No:- 1, G.S. Road, P.O. :- Byrnihat, District -Ri-Bhoi, Meghalaya	Phone: 0368-263788 Mobile: 8415921060
46.	H.P. Institute of Insurance, Lonawala_MZ	M/S Sinhgabhad Tech. Education Society,Gat No.309, Kusgaon, TalMaval, Lonawala, Maharastra	Phone: 02114-2340630 Mobile: 9435102762

47.	H.P. Institute Of Insurance, Surat_MZ	B.M. Education Foundation, Sr. No.-149, New City Light Road, Nr. Ashirwad Villa, B/H. Heena Bungalows	Phone: 0261-2340630 Mobile: 9435102762
48.	Serena Vocational Training Institute Pvt. Ltd	Tripti Complex, Kankanady Bypass Road, Mangalore, Karnataka	Phone: 0824-2432323 Mobile: 9343348225
49.	VLCC Healthcare Limited	Plot No. 557, 1st Floor, above Allahabad Bank, sector-1, vaishali, Ghaziabad-201010(U.P.) Landmark- Ansal Plaza	Phone: 0124-4719700 Mobile: 9210052955
50.	NIFA Infocomp Services Pvt. Ltd.	GD-23, 2 nd Floor, Near Kaleva Restaurant, Opp. Metro, Pillar No.367, Pitampura, North West Delhi, 110034	011-64784519 Mobile: 9312063009
		2531, 1st Floor, Hudsonlane, Kingsway Camp, Delhi, North Delhi, 110009	011-64784522 Mobile: 9310572001
		Lower Ground Floor, 623 B-1, Near Janakpuri West Metro Station, Delhi Metro Pillar No. 574, Janakpuri, West Delhi, 110058	011-32034555 Mobile: 9350870005
		Preet Vihar, 3rd Floor, G - 18, Vikas Marg, Opp Metorpiller 103, Above Tanishq Jewellery Showroom, Near Lajawab Banquet Hall, Delhi-110092	011-32034555 Mobile: 9312063009
51.	SJ&DI - Institute of Ayurveda	C2, Prajakta Apartment , S.No.1/14, Navshyandri Society, Near Vitthal Mandir, Karve Nagar, Pune – 411 052.	Phone: 0389-2324765 Mobile: 9612857754
52.	SJ&DI Spa Wellness Academy Pune	Yashshree Park Apartment,S.No.54/2A+2B Opp. State Bank Nagar, Karve Nagar, Pune – 411 052.	Phone: 0389-2324765 Mobile: 9612857743
53.	Social Justice & Development India Institute of Hospitality and Hotel Management Pune	Flat No 29, S No103/A Nigiri heights Bhairatwadi, Sivani Society Pune	Phone: 0389-2324765 Mobile: 9612857754
54.	De Unique Educational Society	D-26/27, South Extension, Part 1, New Delhi- 110049	011- 47221111 Mobile: 9811166833
		4 th Floor, Aggarwal Mellenium Tower, Netaji Subhash Place, Opp. TV Tower, (Above Pizza Hut & Standard Max), Pitampura, New	

		Delhi- 110037 8 th Floor, Jania Tower-11, District Centre, (Adjacent to Satya Cineplex), Janakpuri. New Delhi- 110058 E-367, Nirman Vihar, (opp V3s Mall), Near Nirman Vihar Metro 55.Station, Preet Vihar, New Delhi- 110092	
55	TMI Academy of Travel, Tourism and Aviation Studies	E-19, South Exth Part-1, South Delhi	011-41001317 Mobile: 09810011848

Under this Department there are four District Employment Offices at Aizawl, Lunglei, Saiha and Champhai. They look after the District Employment Exchange and the following are the job seeking applicants registered under them:-

Sl.No	Distict	Male	Female	Total
1	Aizawl	18332	14923	33255
2	Champhai	2413	1685	4098
3	Saiha	4559	2467	7026
4	Lunglei	2953	2648	5601

Further, there are Industrial Training Institutes at Aizawl, Lunglei and Saiha. These ITI's are headed by Principal and a number of Instructors are imparting training on different trades on Government working days. The following are the list of trade in the ITI's.

1. Government ITI, Aizawl

<u>Sl. No.</u>	<u>Name of Trade</u>	<u>Duration</u>	<u>Qualification</u>
1.	Electrician	2 Years	Class - X
2.	Fitter	2 Years	Class - X
3.	Electronic Mechanic	2 Years	Class - X
4.	Mechanic (Motor Vehicle)	2 Years	Class - X
5.	Draughtsman (Civil)	2 Years	Class - X
6.	Wireman	2 Years	Class - VIII
7.	Welder (Gas and Electric)	1 Year	Class - VIII
8.	Carpenter	1 Year	Class - VIII
9.	Plumber	1 Year	Class - VIII
10.	Mason (Building Constructor/Cement Work)	1 Year	Class - VIII
11.	Computer Operator & Programming Assistant	1 Year	Class - X
12.	Stenography (English)	1 Year	Class - X
13.	Hair & Skin Care	1 Year	Class - X
14.	Baker & Confectioner	1 Year	Class - X
15.	Cutting & Sewing	1 Year	Class - VIII

16.	Mechanic (Auto Electrical and Electronics)	6 months	Class - X
17.	Sheet Metal Worker (Steel Almirah etc. siam)	1 Year	Class – VIII
18.	Surveyor	2 Years	Class - X
19.	Mechanic (Refrigerator & A.C)	2 Years	Class - X
20.	Mechanic (Diesel)	1 Year	Class – X
21.	Carpenter	1 Year	Class – VIII
22.	Sheet Metal Worker	1 Year	Class – VIII
23.	Mechanic (Radio & TV)	2 years	Class - X

2. Government ITI, Lunglei

<u>Sl. No.</u>	<u>Name of Trade</u>	<u>Duration</u>	<u>Qualification</u>
1.	Computer Operator & Programming Assistant	1 Year	Class - X
2.	Dress Making	1 Year	Class - X
3.	Mechanic (Motor Vehicle)	2 Years	Class - X
4.	Carpenter	1 Year	Class - VIII

3. Government ITI, Saiha

<u>Sl. No.</u>	<u>Name of Trade</u>	<u>Duration</u>	<u>Qualification</u>
1.	IT & ESM	2 Years	Class - X
2.	Computer Operator & Programming Assistant	1 Year	Class - X
3.	Hair & Skin Care	1 Year	Class - X
4.	Mechanic (Motor Vehicle)	2 Years	Class - X
5.	Electrician	2 Years	Class - X

CHAPTER III

OUR CLIENTS:

*Unemployed youths seeking employment.

*Students seeking admission for formal training in the Industrial training institute at the certificate level.

*School dropouts and wards of socially and economically weaker sections/women willing to pursue skill development through non-formal training under short-term programmes.

*The trade Union organizations, employer organizations, labour court and tribunals are the stakeholders. Our clients are the workers with special focus on the workers particularly engaged in vulnerable unorganized sectors.

Our commitment to the clients:

*Speedy and timely Redressal of grievances of workers and other clients;

*Improve effectiveness of the conciliation machinery to resolve disputes;

*Transparency in working of the Department by creating an internet based system.

CHAPTER IV
Statement of Services:

SERVICE STANDARDS

Sl.No	Services/Transaction	Documents required	Standard
1	2	3	4
1	The workers are paid wages not below the minimum rates of wages being notified by the Administration from time to time by the employers under the Minimum Wages Act,1948.	To submit a claim application in a Form prescribed under the Minimum Wages Rules to the RDC / Authority appointed under Section 20 of the Act. The claim application to be presented within six months from the date the minimum wages become payable. The authority, after hearing the parties can order to the employer to pay an amount of difference between the statutory minimum wages and the wages paid and also impose penalty for compensation up to 10 times and regulate the minimum wages. The claim regarding overtime wages as per rules and weekly day of rest is also determined by the authority. The application form can be had from Labour Department.	Within 03 months
2	The workers are paid wages within the prescribed time limit under the Payment of Wages Act, 1936. Wages are to be paid to the employees after the expiry of the wage period. a) before the expiry of 7th day in establishments employing less than 1000 persons and b) before the expiry of 10th day in establishments employing	To submit a claim application in a Form prescribed under the Payment of Wages Rules to the Act/ Commissioner of Workmen's Compensation. The claim application to be presented within 12 months. The authority after hearing the parties can order to the employer to pay the delayed wages and also impose penalty for compensation not exceeding Rs.3,000/- but not less than Rs 1,500/- p.m. per worker and regulate payment of wages to the workers. Appeal against the order of the Authority can be filed before the Civil Act. The claim application form can be obtained from the Act.	Within 03 Months

	1000 and more persons.		
3	Payment of compensation to the workman for injury by accident under the Workmen's Compensation Act, 1923.	To submit a claim application to the Act/ Commissioner for Workmen's Compensation in prescribed manner with required documents like Medical Certificate showing loss of earning capacity / permanent partial disability resulted from injury issued by qualified medical practitioner, proof of Date of Birth, monthly wages drawn Act. In case of death of a workman, any of his dependants can file a claim application. The claim application to be filed within 02 years of the incident. The Commissioner after hearing the parties can pass award directing employer to deposit compensation payable under the Act. The claim application in prescribed form can be obtained from the department.	Within 03 Months
4	Registration of Trade Unions under the Union 1926.	A trade Union to submit application for registration in the prescribed form containing the names, occupations and addresses of the members making the application, name and address of the Union and name, age, occupation and address of each of the office bearers to the Union/Registrar of Trade Unions, Mizoram furnishing therewith following documents. 1.Bye laws of the Union i.e. constitution and objects of the Union. 2.Payment of registration fees. Application form can be obtained from Department.	Within 06 Months
5	Grant of registration to industrial establishment and licence to labour contractor to employ contract labour under the Contract Labour (R&A) Act, 1970.	The establishment to submit application in prescribed form for registration to the Authority/Registering Officer furnishing therewith following documents. (1) Copy of work agreement between establishment and contractor. (2) Payment of registration fees. The labour contractor to submit application in prescribed form for licence to the authority / Licensing Officer furnishing therewith following documents. (1) Certificate in Form V issued by establishment/ principal employer to contractor regarding engagement of contractor to employ contract labour. (2) Details of contract labour in Form XIII. (3) Group Insurance Policy / W.C. policy. (4) Payment of licence fees. (5) Payment of security deposit @ 30/- Per workman.	Within 15 Days

		The application form and other forms can be obtained from the Department.	
6	Grant of registration to establishment and licence to contractor to employ inter-State migrant workmen under the Inter-State Migrant Workmen (RE & CS) Act, 1979.	The establishment to submit application in prescribed form for registration to the RDC/ Registering Officer furnishing therewith following documents. (1) Copy of work agreement between establishment and the contractor. (2) Payment of registration fees. The contractor to submit application in prescribed form for licence to the RDC/Licensing Officer furnishing therewith following documents. (1) Certificate in Form VI issued by establishment/principal employer to contractor regarding engagement of contractor to employ inter- State migrant workmen. (2) Details of inter-State migrant workmen in Form X. (3) Payment of licence fee. (4) Payment of security deposit @ Rs.100/- Per workman. The application form and other forms can be obtained from the Department.	Within 15 Days
7	Grant of registration of Shops & Establishments under the Mizoram and Establishments Act, 2010 and Rules 2011.	The shop & establishment to submit application in prescribed form for registration to the Inspector under the Act/Registering Officer. The application form can be obtained from the Department.	Within 7 Days
8	Grant of certification of Standing orders under the Industrial Employment (Standing Orders) Act, 1946.	The employer to submit to the DC/Certifying Officer an application in prescribed form with five copies of the draft standing orders proposed by him for adoption in his industrial establishment.	Within 03 months
9	Registration of Unemployed Youths through Employment Exchange.	Educational Certificates and other necessary documents.	Within 7 days
10	Registration of beneficiaries &	The workers to submit EPIC (attested copy) & passport photograph with registration fee of Rs.25. For availing	Within 01 month

	Payment of benefits to the registered beneficiaries under the Mizoram Building & Other Construction Workers Welfare Board.	the benefits, the beneficiaries are to produce the Identity cards issued by the department along with necessary documents prescribed under the Cess Act & Rules	
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CHAPTER V

Grievance Redress Mechanism:

An efficient mechanism of grievance redressal has been established in the office of the Labour Commissioner, Mizoram for effective redressal of grievances received from workers, trade unions, entrepreneurs and their associations and the grievance of its own employees.

* The Labour, Employment & Industrial Training Department is committed to redress grievances in a responsible and effective manner. The salient measures taken in this regard are:-

* The Labour Commissioner would function as the Director (Grievances). The public can meet him every working day from 12:00 Noon to 2:00 p.m. with their grievances (Phone: 0389 – 2322734 (O), Fax No. 2311124.

* The timely redressal of public grievances is and will continue to be monitored by the Director.

GRIEVANCES REDRESSAL

Sl.No	Name of Officers	To be designated	Office/Area of Jurisdiction
1.	Pu Lalhmachhuana, Director	Appellate Authority	Directorate of LE&IT Department
2.	Pu K. Valy, Jt. Director	SPIO	Directorate of LE&IT Department
3.	T. Thangropianga, DEO	SAPIO	District Employment Exchange (Lunglei District & Government ITI, Lunglei)
4.	Vanlalawmpuia, DEO	SAPIO	District Employment Exchange. (Saiha District & Govt. ITI, Saiha)

CHAPTER VI

Expectation of the department from the ‘Citizens’ or ‘Clients’ and additional commitments:

- * The subject matter of grievance should be clear with all relevant details furnished;
- * Complete address and telephone number, email address of the complainant to be indicated;
- * Submit duly completed application forms in all respects.
- * Always keep proper records of your letters and communications with the Department.

To facilitate smooth but prompt redressal of grievances, the Labour Commissioner would act as Public Grievance Officer who will be the Key Officer to hear the grievances of the affected workers and the employers and redress the same. The Public Grievance Officer shall hear grievances on every working day between 12:00 p.m. to 02:00 p.m. A complaint box will be fixed for entering the grievances of the public. A register to record the date of receipt in disposal of the grievance will also be maintained.

In an unlikely event of failure of service delivery by the department, our clients shall be provided free service under all the Acts and Rules enforced by the department.

CONCLUSION:

As part of the Performance Monitoring and Evaluation System (PMES) for Government Departments and the Public, this Department has formulated the Citizens’/Clients’ Charter for the Department. Constant feedback/suggestions from the recipients/public regarding services delivered are most welcome as this would enable us to improve the service delivery mechanism and make us more responsive to the public. Feedback /suggestions on the Charter can be sent to –

*Director-cum-Labour Commissioner
Labour, Employment & Industrial Training Dept.
Govt. of Mizoram, Upper Republic
Aizawl, Mizoram
796001*

STAFFS & OFFICERS UNDER DIRECTORATE LE&IT
TELEPHONE DIRECTORY

No.	Name	Designation	Office	Residence
1	Lalmachhuana	Director	2322734/Fax2311124	9436154366
2	K. Valy	Jt..Director	2310365	9436149184
3	Lalmalsawma	Dy. Labour Commr.		234298/9436157611
4	Ngurbiakkimi	Superintendent	2327662	9862331855
5	Lalmuanpuia Fanai	Labour Officer	2300642	9862392866
6	Lalmuanpuii	P.A. to Director	2322734	
7	Hmarchhinga	Assistant		2327662/9862357400
8	P. Lalrimawia	Assistant		9612318814
9	K. Rothangliani	Assistant		9862657748
10	Rualchhingi	UDC		2324423/9862384277
11	H. Zomawii	SIS		9862530904
12	Lalrammawii	LDC		2322944/9863360841
13	Zoramthangi	LDC		2317333/9436198522
14	Rosangliani	LDC		9862361687
15	Lairotluangi	LDC		9436966505
16	Lalnunpuia	LDC		9612178364
17	H. Vanlalhruiatuanga	LDC/Comp. Operator		9612588361
18	J. Lalhlunchhungi	Comp. Operator		9862362219
19	Ricky Zonunmawia	Data Entry Operator		8794540925
20	Romawiiuzali	Prog. Assistant		9862378365
21	C Lalremmawia	Field Assistant		9862535212
22	Zodingliani	P.A.		9774636733
23	H. Vanlalhmangaiha	Rider		9856737619
24	Lalnuntluanga	Driver		9436354285
25	Lalrammuana	Driver		2342987/9436380592
26	Zodingliana	Driver		9862336945
27	Lalrohluchhara	Driver		9862075679
28	Thangzampuii	Peon		2311443/9612063020
29	Laltlanchhunga	Peon		9856946845
30	Vanlalhriata	Peon		9862532738
31	C Lalhmunmawia	Peon		8415095656
32	Zonunsiamia	Peon		8794158204
33	Henry Ch. Thangliana	Peon		9862386979
34	Lalhmingliani	Peon		9862458436
35	Lalsangpuii	Peon		8014528452
36	Lalfakawma	Peon		8974946082
37	Lalthianghlina	Chowkidar		9863566210