



सत्यमेव जयते

**CITIZEN'S /CLIENTS'S CHARTER
FOR
DIRECTORATE GENERAL FACTORY ADVICE SERVICE AND LABOUR INSTITUTES
MINISTRY OF LABOUR & EMPLOYMENT
GOVT OF INDIA
2017-18**

**ADDRESS: N.S. MANKIKAR MARG, SION,
MUMBAI-400022**

**WEBSITE: www.dgfasli.nic.in
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DATE OF REVIEW: JANUARY 2018**

VISION: To emerge as an organisation of excellence in creating knowledge, formulating policies, standards and practices to ensure safe and healthy workplaces for all in factories and ports.

MISSION: To disseminate expertise in occupational safety and health for ensuring safe and healthy workplaces in factories and ports through a process of partnership, guidance, information sharing and regulatory activities.

MAIN SERVICES /TRANSACTIONS

SL. NO.	SERVICES /TRASACTIONS	Weightage	Responsible person (Designation)	Email	Phone No.	Process	Documents required	Fees		
								Category	Mode	Amount
1.	Organising specialized Educational programmes-	36%	Director / Dy. Director	fasli@dglasli.nic.in	022-24060511	<ul style="list-style-type: none"> Information by sending Brochure (Mail / email), DGFASLI Website, National News Papers. 	Degree in engineering with 2 years of industrial experience, diploma in engineering and / B.Sc. with 5 years of experience (registered under Factories Act 1948).	Supervisors, managers, safety officers, factory medical officers , welfare officers, RH Managers / Trade Union officials from industries.	Payment by Demand Draft/ Local Cheque/ Cash in favour of organisation.	Rs. 10000/- for ADIS course.
	a) conducting 1 year Post Diploma in Industrial Safety (PDIS/DIS/ADIS) at 5 Institutions.									Rs. 5000/- for AFIH course
	b) Conducting three months certificate course (AFIH).									
2.	Organising specialized Training programmes-						Degree in chemistry or a diploma in engineering or technology or equivalent with not less than 5 years experience or Master's degree in chemistry or a degree in engineering or technology or equivalent with 2 years experience.			Rs.6000/- for RLIs and CLI.
	a) Conducting 5 weeks certificate courses for supervisors employed in hazardous process industries.									
	b) Conducting basic and refresher course for enforcement authorities (CIFs).									No fees for Enforcement officers

3.	Conducting and organising specialised workshops and seminars						OSH professionals (enforcement officers, safety managers, supervisors, trade union leaders)			On case to case basis
4.	Conducting specialised training programmes for OSH professionals						OSH professionals (enforcement officers, safety managers, supervisors, trade union leaders)			Rs. 2000/- for 5 weeks Rs. 1525/- for three days programme.
5.	Organising and conducting Specialised Studies, Surveys, Audits, etc.	30%	-do-	-do-	-do-	As per the request from industries / manufacturers		Managements of the industry	-do-	Rs. 6600/- per day.
6.	Enforcement of legislation in ports through inspections of ships, gears, docks, accidents/dangerous occurrences and prosecution of employers and others.	24%	-do-	-do-	-do-	As per the Dock Workers (Safety, Health and Welfare) Act, 1986 and Dock Workers (Safety, Health and Welfare) Regulation, 1990.	-do-	Port management	--	No fee
7.	Recognizing best safety and productivity practices in industries through awards scheme – NSA, VRP and assisting M/o L&E on PMSA.	9%	-do-	-do-	-do-	Inviting application from Public /private Manufacturing sector /port sector through advertisement in New Paper /DGFASLI Website	-do-	NSA for Management VRP for workers	By Crossed Demand Draft for a sum of Rs.200/- drawn in favour of 'Secretary, National Safety Awards Committee, payable at any scheduled bank in Mumbai	Rs 200/- per application for NSA & VRP
6.	Auditing of DGFASLI Organisation by CAG and internal audit team.	1%	-do-	-do-	-do-	-	-	-	-	-

SERVICE STANDARDS

Sl. No.	Services /Transactions	Weight %	Success Indicators	Service Standard	Unit	Weight	Data Source
1.	Organising specialized Educational programmes, Organising specialized Training programmes, Conducting and organising specialised workshops and seminars, Conducting specialised training programmes for OSH professionals	36%	1) Organising specialized Educational programmes 2) Organising specialized Training programmes 3) Conducting and organising specialised workshops and seminars 4) Conducting specialised training programmes for OSH professionals	Adhering to National Standards	As per the Requirements	10% 10% 8% 8%	www.dgfasli.nic.in
2	Organising and conducting Specialised Studies, Surveys Audits etc.	30%	1) Conducting studies, surveys, audits etc at Unit level. 2) Conducting Research studies /surveys at National /State level.	-do-	As per the requirements	22% 8%	
3.	Enforcement of legislation in ports through inspections of ships, gears, docks, accidents/dangerous occurrences and prosecution of employers and others.	24%	1) Inspection of Ships, Gears and Docks, etc. 2) Conduct of promotional activities like participation in Safety Committee Meetings and Safety Weeks Celebrations. 3) Conducting Regional conferences / Workshops to improve safety and health of the workers in the port sector at IDS Mumbai and Kolkata.	-do-	As per the statutory requirements.	20% 2% 2%	
4.	Recognizing best safety and productivity practices in industries through awards scheme – NSA, VRP and assisting MOL&E on PMSA	9%	Recognizing best safety and productivity practices in industries through awards scheme – NSA, VRP and assisting MOL&E on PMSA.	-do-	Once in a year	9%	
5.	Auditing of DGFASLI Organisation by CAG and internal audit team	1%	1) Compliance of audit paras- CAG Audit. 2) Compliance of audit paras- Internal Audit		Once in a year	0.5% 0.5%	

GREVANCE REDRESS MECHANISM

Sl. No.	Name of public Grievance Officer	Helpline Number	E-Mail	Mobile Number
1.	Shri N.K. Rustagi	022 – 24060535	nkr@dglasli.nic.in	9821698336

LIST OF STAKEHOLDERS/ CLIENTS

Sl. No.	Stakeholders /clients
1.	Ministry of Labour & Employment, Industries, All States and Union Territories
2.	Administration of all major ports in various states.

RESPONSIBILITY CENTRES AND SUBORDINATE ORGANISATIONS

Sl. No.	Responsibility Centre and Subordinate Organisation	Landline Number	Email	Address
1.	Central Labour Institute ,Mumbai	022-24060535	cli@dglasli.nic.in	Central Labour Institute N.S. Mankiker Marg, Sion, Mumbai-400 022 Fax : 022 – 24071986
2.	Regional Labour institute, Faridabad	0129-2468022, 2468033	rlifaridabad@dglasli.nic.in	Regional Labour Institute, Faridabad Sector 47, Haryana 121003
3.	Regional labour Institute, Kanpur	0512-2218691, 2218692	rlikanpur@dglasli.nic.in	Regional Labour Institute Vyavsayik Suraksha aur Swasthya Bhawan Sarvodaya Nagar , Kanpur-208005
4.	Regional labour Institute, Chennai	044-2 2350737, 22351569	rlichennai@dglasli.nic.in	Regional Labour Institute, Chennai Sardar Patel Road, Adyar, TTTI PO, Chennai-600113.
5.	Regional labour Institute, Kolkata	033-25342732, 25342735,	rlikol@dglasli.nic.in	Regional Labour Institute, Lake Town, Kolkata – 700 089.
6.	Inspectorate of Dock Safety, Mumbai	022-22692180 / 56565511/ 56565558	tc@dglasli.nic.in	Inspectorate Dock Safety, Mumbai MbPT OSC Bldg., 3 rd Floor, Opp GPO, P. D'Mello Road, Mumbai-400 038
7.	Inspectorate of Dock Safety, Chennai	044-25220888, 25246419	drr@dglasli.nic.in	Inspectorate Dock Safety, Chennai 3 rd Floor, Anchor Gate Bldg., Rajaji Salai, Chennai-600 001.
8.	Inspectorate of Dock Safety, Kolkata	033-22830718 / 22830719	dc@dglaslin.nic.in	Inspectorate Dock Safety, Kolkata Nizam Palace, 1st floor, 2nd M.S.O.Bldg. 234 /4 A.J.C. Bose Road, Kolkata-700020.

INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS

1.	Need based training on Occupational Safety and Health as per the requirements of the factories, ports and construction sites.
2.	Developments of qualified safety officers and Factory Medical officers by conducting systematic and quality oriented courses such as ADIS /DIS /PDIS and AFIH
3.	Factory advice and services to the stake holders in ensuring uniform Occupational Safety and Health standards through out India.
4.	Complaint (s) received from the recipient (s) giving his contact details, about the issues, location of the factories and Ports pinpointing the area of concern with justification.
5.	Showing courtesy to applicants /complainants /Vendors
6.	Always keep proper records of any communications made to applicants /complaints.
7.	To check the website regularly for updates on policies, programmes and procedures.