

# CITIZEN CHARTER OF LABOUR DEPARTMENT

Sl. No.	Citizen Charter	
	Name of the Service	Timeline
1	Registration of Shops and Establishments ( A.P. Shops & Establishments Act)	Instant delivery of service (Online)
2	Registration of Motor Transport undertaking (Motor Transport Workers Act)	Instant delivery of service (Online)
3	Registration of Principal Employer Establishment (Contract Labour Act)	Instant delivery of service (Online)
4	Registration of Principal Employer Establishment (Inter State Migrant Workmen Act)	Instant delivery of service (Online)
5	Licensing of Contractor (Inter State Migrant Workmen Act)	Instant delivery of service (Online)
6	Registration of Building & Other Construction Estt. (Building & Other Construction Workers Act)	Instant delivery of service (Online)
7	Licensing of Contractor Establishment (Contract Labour Act)	Instant delivery of service (Online)

Sl. No.	Citizen Charter		Remarks
	Name of the Service	Timeline	
8	Registration of Establishments (Payment of Gratuity Act)	Instant delivery of service (Online)	New Service
9	Registration of Trade Unions (Trade Unions Act)	7 Days	-
10	Registration of workers & issue of ID cards (Building workers & Unorganized workers)	Instant delivery of service (Online)	New Service
11	Settlement of Claims under Welfare Schemes	15 days	-
12	Complaints on Non-implementation of Minimum Wages	7 Days	No change
13	Initiation of Conciliation under Industrial Disputes Act ( In case of Strikes and Lock-outs)	3 days	No change
14	Redressal of complaints of non-enforcement under various Labour Laws	14 days	No change
15	Disposal of Quasi Judicial cases under Minimum Wages Act, Payment of Wages Act, Employees Compensation Act, Shops and Establishments Act and Payment of Gratuity Act	6 months	No change
16	Certification of Standing Orders Industrial Employment (Standing Orders Act)	6 months	No change

Information about the Labour Department and also the above services is available in the website [www.labour.ap.gov.in](http://www.labour.ap.gov.in).

Citizens may also obtain the information / clarifications from the officers (Joint Commissioners of Labour/ Deputy Commissioners of Labour / Assistant Commissioners of Labour / Assistant Labour Officers) of the area, whose contact numbers are also available in the website (Directory).

In case of any complaint, citizens may register with the officers shown below.

<b>Sl. No.</b>	<b>Against the officer</b>	<b>With the Officer</b>
1	Asst. Labour Officer	Asst. Commissioner of Labour
2	Asst. Commissioner of Labour	Deputy Commissioner of Labour
3	Deputy Commissioner of Labour	Joint Commissioner of Labour
4	Addl. Commissioner of Labour and Joint Commissioners of Labour	Commissioner of Labour

Sd/- D.Varaprasad  
Commissioner of Labour