

**CITIZEN CHARTER**  
**OFFICE OF THE LABOUR COMMISSIONER AND DIRECTOR OF EMPLOYMENT & TRAINING, SRI VIJAYA PURAM**

Date of Issue: 07/May/2025

Date of Next Review: 06/May/2026

Sl. No.	Name of the Service	Documents Required	Fee (in ₹)	Time Limit	Contact Person	Officer/Authority to be Contacted
1	Disposal of claims under the Minimum Wages Act, 1948.	Application on plain paper	Nil	15 working Days	Labour Commissioner	Labour Commissioner and Director of Employment & Training
2	Disposal of claims under the Employee's Compensation Act, 1923.	Application in Form -V	Nil	45 working Days		
3	Registration of Trade Union under the Trade Unions Act, 1926.	Application in Form - A	Rs. 5/-	30 working Days		
4	Issuance of License & Renewal under the Factories Act, 1948.	Application in Form - 1 & 2 supported by; 1) Building Plan 2) Flow Chart 3) Brief description of the process	As per the rate Schedule	07 working Days		
5	Certification of Standing Orders under the Industrial Employment (Standing Orders) Act, 1946.	Application in Form – I supported by; 1) Five copies of proposed draft standing orders 2) the prescribed particulars of workmen	Nil	15 working Days		
6	Disposal of Industrial Disputes raised under the Industrial Disputes Act, 1947.	Application on plain paper	Nil	45 working Days		

7	Issuance of License & Certificates of Registration & its renewal under; 1) the Andaman & Nicobar Islands Shops & Establishment Regulation, 2004 2) the Contract Labour (Regulation & Abolition) Act, 1970 3) the Building and Other Construction Workers (Regulation of Employment & Conditions of Service) Act, 1996	1) Shops & Estb. - Form - A 2) Contract Labour - Form - I 3) Building & Other Construction - Form-I	As per the Schedule of the Act/Regulation.	7 working Days	Assistant Labour Commissioner	Labour Commissioner and Director of Employment & Training
8	Disposal of claims cases under the Payment of Wages Act, 1936.	Application on plain paper	Nil	30 working Days	Assistant Labour Commissioner	
9	Disposal of claims cases under the Payment of Gratuity Act, 1972.	Form - A	Nil	30 working Days	Assistant Labour Commissioner	
10	Attending complaint on Non-Payment of Wages.	Application on plain paper	Nil	20 working Days	Labour Inspector/ Inspector of Factories	
11	Attending to complaint pertaining to employment of Child Labour	Application on plain paper/Information over phone	Nil	24 Hours		
12	Registration/Renewal of Employment Exchange Card	Form - X-I	Nil	01 Working Day	Employment Officer	

**Labour Commissioner & DET**

**CITIZEN CHARTER****ANDAMAN & NICOBAR BUILDING AND OTHER CONSTRUCTION WORKERS WELFARE BOARD (ANIBOCWWB)**Date of Issue: 07<sup>th</sup> May 2025Date of Next Review: 06<sup>th</sup> May 2026

Sl. No.	Name of the Service	Fee (in ₹)	Time Limit	Competent Authority	Contact Person
1.	Registration of Establishments	100	Within 15 days from the date of receipt of the application	Registering Officer	Administrative Officer, ANIBOCWWB
2.	Registration of Beneficiaries	20	Within 30 days from the date of receipt of the application	Beneficiary Registering Officer	
3.	Renewal of Beneficiary Registration	30 per quarter	Immediately upon receipt of payment		
4.	Death Assistance	Nil  (However, the beneficiaries are required to settle outstanding subscription dues, if any)	Within one week from the date of approval granted by the ANIBOCWWB	ANIBOCWWB	
5.	Medical Assistance (for mainland referral cases)				
6.	Maternity Assistance				
7.	Pension Assistance				
8.	Skill Development Assistance				
9.	Disability Assistance				
10.	Educational Assistance		Within 30 days from the date of receipt of the claim application	Secretary/CEO, ANIBOCWWB	
11.	Medical Assistance (for local IP & Inter Island referral cases)				
12.	Marriage Assistance				
13.	Funeral Assistance				

**Secretary/CEO, ANIBOCWWB**