

**GOVERNMENT OF INDIA
MINISTRY OF LABOUR AND EMPLOYMENT
RAJYA SABHA
UNSTARRED QUESTION NO. 1683
TO BE ANSWERED ON 03.08.2023**

SAMADHAN PORTAL

1683 # SHRI NARHARI AMIN:

Will the Minister of Labour and Employment be pleased to state:

- (a) whether Government has launched a Samadhan Portal to solve job related problems;**
- (b) if so, the features of Samadhan Portal;**
- (c) the total number of complaints lodged on the Samadhan Portal so far; and**
- (d) the number of complaints resolved out of complaints received, the details thereof?**

ANSWER

**MINISTER OF STATE FOR LABOUR AND EMPLOYMENT
(SHRI RAMESWAR TELI)**

(a): Yes, SAMADHAN Portal for facilitating online industrial disputes under the Industrial Disputes Act, 1947 was launched on 6th February, 2019 in few selected regions on pilot basis. Subsequently, it was extended across country in September, 2020.

Since October 2022, facilities for filing of Claim cases by workers/ unions under the Payment of Gratuity Act, 1972, the Minimum Wages Act, 1948, the Payment of Wages Act, 1936, the Equal Remuneration Act, 1976 & the Maternity Benefit Act, 1961 and general complaints have also been introduced.

(b): SAMADHAN portal has the facility of filing complaints/claims through mobile app UMANG and also by visiting Common Service Centers (CSCs). Workers/unions also receive real-time updates through SMS and Message through SANDES app in respect of their disputes/claim cases/complaints.

(c) & (d): A total of 23,467 Industrial Disputes have been raised through the Samadhan portal since February, 2019 to 28.07.2023, out of which 18,676 cases have been disposed of. Similarly, out of 6290 claim cases raised through the portal (since October, 2022) 1979 cases have been settled and out of 4840 General Complaints (since October, 2022), 3227 have been resolved.
