

**GOVERNMENT OF INDIA
MINISTRY OF LABOUR AND EMPLOYMENT
RAJYA SABHA
UNSTARRED QUESTION NO. 724
TO BE ANSWERED ON 08.02.2024**

SAMADHAN PORTAL

**724. DR. K. LAXMAN:
SHRI AJAY PRATAP SINGH:
SMT. DARSHANA SINGH:**

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

the details as to how the SAMADHAN Portal, initiated by Government effectively contributed to enhancing the user-friendliness, transparency, and efficiency of grievance resolution for workmen, management, trade unions, and other stakeholders?

ANSWER

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

SAMADHAN Portal is an initiative of Gol for facilitating filing of industrial disputes under the Industrial Disputes Act, 1947. The portal was launched on 6th February, 2019 in few selected regions and later extended across country in September, 2020.

The portal also has facilities for filing of Claim cases by workers 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.

The portal has user friendly interface and has enhanced transparency and efficiency of grievance resolution for all stakeholders. The workmen / trade unions / management can file their disputes and claims by logging into the portal through computer, UMANG app and also by visiting nearest Common Services Centres. The workmen / trade unions / management can track the status of their disputes/claims on the portal itself. All the notices and other such documents issued during the grievance redressal process are sent online through SMS and Email. This has reduced time period of grievance redressal mechanism. The portal also has tools for internal monitoring of grievances.
