

**GOVERNMENT OF INDIA  
MINISTRY OF LABOUR AND EMPLOYMENT**

**LOK SABHA**

**UNSTARRED QUESTION NO. 13  
TO BE ANSWERED ON 03.02.2020**

**LAUNCH OF PORTAL SANTUSHT**

**13. SHRI GAURAV GOGOI:  
SHRI PASUNOORI DAYAKAR:**

**Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:**

- (a) whether the Government proposes/has launched a portal 'Santusht' for speedy redressal of workers as well as employer grievances and ensuring implementation of labour laws at the grassroot level including monitoring of ESIC, EPFO, etc.;**
- (b) if so, the details thereof and implementation status thereof along with response received so far;**
- (c) whether the Government has any alternate means to resolve such grievances amongst workers and employers who do not have access to computer or internet; and**
- (d) if so, the details thereof?**

**ANSWER**

**MINISTER OF STATE (IC) FOR LABOUR AND EMPLOYMENT  
(SHRI SANTOSH KUMAR GANGWAR)**

**(a) to (d): 'Santusht' - Implementation Monitoring Cell (IMC) has been constituted in the Office of Minister of State (Independent Charge) for Labour & Employment in January 2020. The objective of 'Santusht' is to promote transparency, accountability, effective delivery of public services and implementation of policies, schemes of Ministry of Labour and Employment at grassroot level through constant monitoring.**

**For public grievances, Centralized Public Grievance Redress and Monitoring System (CPGRAM) portal is already functional. Besides, written grievances as received from stakeholders are also disposed by the Ministry. Further, online portal under 'Santusht' for public grievances has not been started so far.**

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