

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

LOK SABHA

**UNSTARRED QUESTION NO. 2870
TO BE ANSWERED ON 21.03.2022**

GRIEVANCES HANDLED BY CONTROL ROOM

2870. SHRI P RAVINDHRANATH:

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

- (a) the details of the volume of grievances handled by the 20 control rooms set up by the Ministry in April, 2020;**
- (b) the number of grievances resolved by the concerned authority now since its inception particularly in Tamil Nadu; and**
- (c) whether there has been any periodic review of the grievance resolution process happening in each state, if so, the details of such reviews conducted at the State level in Tamil Nadu since its inception?**

ANSWER

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

(a): The details of the volume of grievances handled by the control rooms set up by the Office of Chief Labour Commissioner (Central), Ministry of Labour & Employment is given in the table below:

By Ist Control Room (11.04.2020 to 31.03.2021)	16728
By IInd Control Room (21.04.2021 to 11.08.2021)	1514
By IIIrd Control Room (07.01.2022 to 21.02.2022)	85
Total	18327

These were the grievances of workmen in the central sphere regarding their non-payment/under payment/retrenchment/lay off during Covid times.

(b): 2719 grievances were resolved pertaining to Tamil Nadu.

(c): The grievance resolution process in each State is reviewed from time to time. As regards Tamil Nadu, the review of grievance resolution has been conducted by the Deputy Chief Labour Commissioner (Central), Chennai.
