

**GOVERNMENT OF INDIA  
MINISTRY OF LABOUR AND EMPLOYMENT  
LOK SABHA  
UNSTARRED QUESTION NO. 1115  
TO BE ANSWERED ON 29.07.2024**

**SAMADHAN PORTAL**

**†1115. SMT. SMITA UDAY WAGH:  
SHRI CHUDASAMA RAJESHBHAI NARANBHAI:  
SHRI BIDYUT BARAN MAHATO:  
SHRI JAGDAMBIKA PAL:  
SHRI MUKESH RAJPUT:**

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

- (a) whether the SAMADHAN Portal, initiated by the Government will enhance the userfriendliness, transparency, and efficiency of grievance resolution for workmen, management, trade unions and other stakeholders;**
- (b) if so, the details thereof, particularly the extent of benefits accrued in the State of Maharashtra;**
- (c) the other initiatives the Government has taken to make it Labour-friendly Portal;**
- (d) whether the Government have formulated any plan to provide maximum benefits through SAMADHAN Portal in future; and**
- (e) if so, the details thereof?**

**ANSWER**

**MINISTER OF STATE FOR LABOUR AND EMPLOYMENT  
(SUSHRI SHOBHA KARANDLAJE)**

**(a) to (e): SAMADHAN Portal was launched for facilitating filing of industrial disputes by the workmen, employers and trade unions under the Industrial Disputes Act, 1947. It 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.**

**Contd..2/-**

The portal has user friendly interface and has enhanced transparency and efficiency of grievance resolution for all stakeholders in the following manner: -

- (i) **Online Filing:** The workmen / trade unions / management can file their disputes and claims by logging into the portal through computer, UMANG app round the clock and also by visiting nearest Common Services Centres.
- (ii) **Tracking:** The workmen can track the status of its disputes/claims on the portal itself.
- (iii) **Transparency:** All the notices and other such documents issued during the grievance redressal process are sent online through SMS and email.
- (iv) **Faster Disposal:** online mechanism has helped in faster disposal of cases.
- (v) **Monitoring:** The portal also helps in increasing efficiency by providing tools for internal monitoring of grievances.
- (vi) **Improvement:** From time to time the features and services on the Samadhan portal are improvised as per the requirement of the users.

Since inception, the number of beneficiaries of SAMADHAN Portal in the State of Maharashtra is as under:

	<b>Total</b>	<b>Resolved</b>	<b>Pending</b>
<b>Claims</b>	<b>1642</b>	<b>486</b>	<b>1156</b>
<b>Complaints</b>	<b>1352</b>	<b>735</b>	<b>617</b>
<b>Industrial Disputes</b>	<b>2107</b>	<b>1371</b>	<b>736</b>
<b>Total</b>	<b>5101</b>	<b>2592</b>	<b>2509</b>

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