

**GOVERNMENT OF INDIA
MINISTRY OF LABOUR AND EMPLOYMENT
LOK SABHA
STARRED QUESTION NO. 284
TO BE ANSWERED ON 16.12.2024**

COMPLAINTS LODGED ON THE SAMADHAN PORTAL

***284. DR. K SUDHAKAR:**

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

- (a) the number of complaints that have been lodged on the SAMADHAN portal categorized, State and year-wise;**
- (b) the number of complaints resolved categorized, year and State-wise;**
- (c) the number of complaints pending categorized, year and State-wise;**
- (d) the average time taken to resolve these complaints; and**
- (e) the steps taken to expedite resolution of these pending complaints?**

ANSWER

**MINISTER OF LABOUR AND EMPLOYMENT
(DR. MANSUKH MANDAVIYA)**

(a) to (e): A statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) to (e) OF LOK SABHA STARRED QUESTION No. 284 FOR 16.12.2024 RAISED BY Dr. K. SUDHAKAR Hon'ble MP (LS) REGARDING COMPLAINTS LODGED ON THE SAMADHAN PORTAL.

(a) to (e): Industrial disputes, claims and complaints filed on SAMADHAN Portal by workers, trade unions and employers, are handled by Regional Offices of Central Industrial Relations Machinery (CIRM).

Region-wise details of number of Industrial disputes (including termination), claims under various Acts viz. Payment of Gratuity Act 1972, Minimum Wages Act 1948, Maternity Benefit Act 1961, Equal Remuneration Act 1976 & Payment of Wages Act 1936 and General Complaints received, disposed and pending are given at Annexure.

Resolution of disputes and claims is done by way of conciliation and quasi-judicial process by CIRM officers designated as competent authorities under respective Acts. Time taken to resolve disputes and claims depends upon various factors like nature of complaints; number and nature of demands etc.

Steps taken by the Ministry to expedite resolution include close monitoring of pendencies by the Chief Labour Commissioner and Ministry officers on regular basis, judicious distribution of pending cases amongst officers; appointment of 29 new Assistant Labour Commissioners etc.

ANNEXURE REFERRED TO IN REPLY TO PARTS (a) to (e) OF LOK SABHA STARRED QUESTION No. 284 FOR 16.12.2024 RAISED BY Dr. K. SUDHAKAR REGARDING COMPLAINTS LODGED ON THE SAMADHAN PORTAL.

SAMADHAN PORTAL: Region Wise Data for 2024-25 (As on 30.11.2024)										
S.No.	Region	Industrial Disputes (including Termination)			Claims (under various Acts PG, MW, MB, ER, PW)			General Complaints		
		Received	Disposed	Pending	Received	Disposed	Pending	Received	Disposed	Pending
1	Ahmedabad	694	439	255	571	337	234	472	408	64
2	Ajmer	612	416	196	649	422	227	412	316	96
3	Asansol	206	81	125	154	77	77	110	88	22
4	Bangalore	594	302	292	1057	511	546	426	289	137
5	Bhubaneswar	426	205	221	381	185	196	221	101	120
6	Chandigarh	930	711	219	1604	808	796	716	572	144
7	Chennai	543	339	204	1178	417	761	405	158	247
8	Cochin	711	510	201	479	180	299	230	132	98
9	Dehradun	565	490	75	1318	491	827	646	388	258
10	Delhi	1862	1051	811	1992	558	1434	868	422	446
11	Dhanbad	410	218	192	1078	441	637	286	133	153
12	Guwahati	90	56	34	168	86	82	98	37	61
13	Hyderabad	680	374	306	2277	557	1720	590	384	206
14	Jabalpur	564	400	164	2626	1891	735	710	303	407
15	Kanpur	800	601	199	762	307	455	544	278	266
16	Kolkata	482	267	215	707	313	394	267	184	83
17	Mumbai	430	293	137	2424	707	1717	780	341	439
18	Nagpur	459	51	408	752	139	613	415	41	374
19	Patna	347	244	103	693	165	528	295	236	59
20	Raipur	353	214	139	405	223	182	234	118	116
Total		11758	7262	4496	21275	8815	12460	8725	4929	3796

* Received and Pending cases include cases carried forward from last FY + cases received/pending in current FY

- PG : Payment of Gratuity Act, 1972
- MW : Minimum Wages Act, 1948
- MB : Maternity Benefit Act, 1961
- ER : Equal Remuneration Act, 1976
- PW : Payment of Wages Act, 1936