

**GOVERNMENT OF INDIA
MINISTRY OF LABOUR AND EMPLOYMENT
LOK SABHA
UNSTARRED QUESTION NO. 3721
TO BE ANSWERED ON 24.03.2025**

DISBURSEMENT OF PETITIONS OF LABOURERS

3721. SHRI M K RAGHAVAN:

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

- (a) whether the Government has noticed delay in disbursement of petitions of labourers by institutions and agencies under the Ministry of Labour and Employment; and**
- (b) if so, the details thereof including steps taken by the Government to overcome the delay in disbursement of petitions?**

ANSWER

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

(a) & (b): Industrial disputes/petitions/ claims/complaints filed on SAMADHAN Portal by workers, trade unions etc. are handled by Regional Offices of Central Industrial Relations Machinery (CIRM).

Resolution of disputes/petitions and claims is done by way of conciliation and quasi-judicial process by CIRM offices designated as competent authorities under respective Acts. Time taken to resolve these matters depends upon various factors like nature of complaints, cooperation from the parties involved, number and nature of demands etc.

The Ministry has taken several steps for faster disposal of cases which includes close monitoring of pendencies by the Chief Labour Commissioner (Central) and Ministry officers on a regular basis, judicious distribution of pending cases amongst designated officers, and appointment of 29 new Assistant Labour Commissioners.

Additionally, the Employees' Provident Fund Organisation (EPFO) has taken several steps to streamline the claim settlement process. Now, the limit for auto-mode processing of advance claims has been enhanced to Rs. 1 lakh, and claims are processed within three days. The claim settlement process is being further simplified with Centralization of member database under Centralized IT Enabled System (CITES 2.01).
