

**GOVERNMENT OF INDIA  
MINISTRY OF LABOUR AND EMPLOYMENT  
LOK SABHA  
UNSTARRED QUESTION NO. 938  
TO BE ANSWERED ON 10.02.2025**

**SAMADHAN PORTAL**

**†938. SHRI SUNIL KUMAR:**

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

- (a) whether the Government has launched the SAMADHAN Portal a user friendly, transparent and grievance redressal system for workers, management, trade unions and other stakeholders;**
- (b) if so, the manner in which the above said Portal is effective in improving the efficiency of complaint redressal; and**
- (c) the details of workers, management and trade unions in the country including Bihar who have got their problems resolved through said Portal?**

**ANSWER**

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

**(a) to (c): 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.**

**The portal has user friendly interface and has enhanced transparency and efficiency of grievance resolution for 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 (CSC).**

**Contd..2/-**

- 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.

**The details on the resolution of industrial disputes/ claims/ complaints including in Bihar, through the Samadhan portal, are as under:**

<b>Time period</b>	<b>Received</b>	<b>Disposed</b>	<b>Disposal rate</b>
<b>Up-to December, 2023</b>	<b>48,203</b>	<b>32,089</b>	<b>66.57%</b>
<b>Up-to December, 2024</b>	<b>82,841</b>	<b>66,374</b>	<b>80.12%</b>

\*\*\*\*\*