



**CITIZEN'S /CLIENT'S CHARTER
FOR
DIRECTORATE GENERAL FACTORY ADVICE SERVICE AND LABOUR INSTITUTES
MINISTRY OF LABOUR & EMPLOYMENT
GOVT OF INDIA
2022-2023**

**ADDRESS: N.S. MANKIKAR MARG, SION,
MUMBAI-400022**

WEBSITE : www.dqfasli.gov.in

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Vision and Mission

Vision

To emerge as an organisation of excellence in creating knowledge, formulating policies, standards and practices to ensure safe and healthy workplaces for all in factories and ports.

Mission

To disseminate expertise in occupational safety and health for ensuring safe and health workplaces in factories and ports through a process of partnership, guidance, information sharing and regulatory activities.

MAIN SERVICES /TRANSACTIONS

SL. NO.	SERVICES/TRASACTIONS	Weightage	Responsible person (Designation)	Responsible person (Over all)	Phone No.	Process	Documents required	Fees		
								Category	Mode	Amount
1.	Organizing specialized Educational programmes-	32%	Director / Dy. Director / Asstt. Director	Dy. Director General	022-24060503	<input type="checkbox"/> Information by sending Brochure (Mail / email), DGFASLI Website, National News Papers.	Degree in engineering with 2 years of industrial experience, diploma in engineering and / B.Sc. with 5 years of experience (registered under Factories Act 1948). MBBS with 2 years of industrial experience.	Supervisors, Managers, Safety Officers, Factory Medical Officers, Welfare Officers / HRD Managers / Trade Union officials from industries.	Payment by Demand Drafft/ Local Cheque/ Cash in favour of Organization.	Rs. 10000/- for ADIS course.
	a) Conducting 1-year Post Diploma in Industrial Safety (PDIS/ DIS/ ADIS) at 5 Institutions.									Rs. 7500/- for AFIH course
	b) Conducting three months certificate course (AFIH)									
2.	Organizing specialized Training programmes-									Rs.4000/- for RLIs and CLI.
	a) Conducting 4 weeks certificate courses for supervisors employed in hazardous process industries.									
	b) Conducting basic and refresher course for enforcement authorities (CIFs).									No fees for Enforcement officers

3.	Conducting and organizing specialized workshops and seminars						OSH professionals (enforcement officers, safety managers, supervisors, trade union leaders)			On case to case basis
4.	Conducting specialized training programmes for OSH professionals						OSH professionals (enforcement officers, safety managers, supervisors, trade union leaders)			Rs. 4000/- for 4 weeks Rs. 2000/- for Three days
5.	Organizing and conducting Specialized Studies, Surveys, Audits, etc.	30%	-do-	-do-	-do-	As per the request from industries / manufacturers		Managements of the industry	-do-	Rs. 10000/- per day.
6.	Enforcement of legislation in ports through inspections of ships, gears, docks, accidents/dangerous Occurrences and prosecution of employers and others.	24%	-do-	-do-	-do-	As per the Dock Workers (Safety, Health and Welfare) Act, 1986 and Dock Workers (Safety, Health and Welfare) Regulation, 1990.	-do-	Port management	--	No fee
7.	Recognizing best safety and productivity practices in industries through Awards scheme – NSA, VRP and assisting M/o L&E on PMSA.	9%	-do-	-do-	-do-	Inviting application from Public /private Manufacturing sector /port sector through advertisement in New Paper /DGFASLI Website	-do-	NSA for Management VRP for workers	By Crossed Demand Draft for a sum of Rs.200/- drawn in favour of 'Secretary, National Safety Awards Committee, payable at any scheduled bank in Mumbai	Rs 200/- per application for NSA & VRP
8.	Conducting In-plant training programmes for OSH professionals	4%	do	do	do		OSH professionals (enforcement officers, safety managers, supervisors, trade union leaders)			Rs. 8000/- per day
9.	Auditing of DGFASLI Organisation by CAG and internal audit team.	1%	-do-	-do-	-do-	-	-	-	-	-

SERVICE STANDARDS

Sl. No.	Services /Transactions	Weight %	Success Indicators	Service Standard	Unit	Weight	Data Source
1.	Organizing specialized Educational programmes, Organizing specialized Training programmes, Conducting and organizing specialized workshops and seminars, Conducting specialized training programmes for OSH professionals	32%	1) Organizing specialized Educational programmes 2) Organizing specialized Training programmes 3) Conducting and organizing specialized workshops and seminars 4) Conducting specialized training programmes for OSH professionals	Adhering to National Standards	As per the Requirements	10% 10% 6% 6%	www.dgfasli.gov.in
2	Organizing and conducting Specialized Studies, Surveys Audits etc.	30%	1) Conducting studies, surveys, audits etc at Unit level. 2) Conducting Research studies /surveys at National /State level.	-do-	As per the requirements	22% 8%	
3.	Enforcement of legislation in ports through inspections of ships, gears, docks, Accidents/dangerous occurrences and prosecution of employers and others.	24%	1) Inspection of Ships, Gears and Docks, etc. 2) Conduct of promotional activities like participation in Safety Committee Meetings and Safety Weeks Celebrations. 3) Conducting Regional conferences / Workshops to improve safety and health of the workers in the port sector at IDS Mumbai and Kolkata.	-do-	As per the statutory Requirements.	20% 2% 2%	
4.	Recognizing best safety and productivity practices in industries through awards scheme – NSA, VRP and assisting M/o L&E on PMSA	9%	Recognizing best safety and productivity practices in industries through awards scheme – NSA, VRP and assisting MOL&E on PMSA.	-do-	Once in a year	9%	
5	Conducting in-plant training programmes	4%	Conducting short duration programme for industry OSH professionals	do	As per request from industries	4%	
6.	Auditing of DGFASLI Organisation by CAG and internal audit team	1%	1) Compliance of audit paras- CAG Audit. 2) Compliance of audit paras- Internal Audit		Once in a year	0.5% 0.5%	

GRIEVANCE REDRESSAL MECHANISM

Sl. No.	Name of public Grievance Officer	Helpline Number	E-Mail	Mobile Number
1.	Dr. R N Meena, Director (ST/P)	022 – 24060637, 535	rticell.pg@dglasli.nic.in, rnm@dglasli.nic.in	9869322672
2.	Shri B.L. Bairwa, DDG First Appellate Authority	022-24060503	blb@dglasli.nic.in	7738991130

LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders / clients
1.	Ministry of Labour & Employment, Industries, All States and Union Territories
2.	Administration of all major ports in various states.

RESPONSIBILITY CENTRES AND SUBORDINATE ORGANISATIONS

Sl. No.	Responsibility Centre and Subordinate Organisation	Landline Number	Email	Address
1.	Director General Office	022-24060609	fasli@dglasli.nic.in	Central Labour Institute Building, N.S. Mankiker Marg, Sion, Mumbai-400 022, Fax : 022 – 24071986
2.	FAS Division	022-24060509	fas@dglasli.nic.in	-do-
3.	Dock Safety Division	022-24060548	docks@dglasli.nic.in	-do-
4.	Awards Cell	022-24060503	awards@dglasli.nic.in	-do-
5.	AFIH Academic Council	022-24060610	afih.ac@dglasli.nic.in	-do-

6.	Central Labour Institute, Mumbai Safety Division & ADIS Course Industrial Hygiene Division Staff Training/ Productivity Division Industrial Medicine Division NRTL / RTL Cell WEED Cell MIS Cell Library	022-24060 518 022-24060555 022-24060521 022-24060637 022-24060591 022-24060571 022-24060564 022-24060551 022-24060546	cli@dglasli.nic.in safety@ dgfasli.nic.in ihl@dglasli.nic.in stp.prod@dglasli.nic.in imd@dglasli.nic.in nrtl.rtl@dglasli.nic.in eed@dglasli.nic.in mis@dglasli.nic.in library@dglasli.nic.in	Central Labour Institute N.S. Mankiker Marg, Sion, Mumbai-400 022 Fax : 022 – 2407 1986
7.	Regional Labour Institute, Chennai	044-2 2350737, 22351569	rlichennai@dglasli.nic.in	Regional Labour Institute, Chennai Sardar Patel Road, Adyar, TTTI PO, Chennai-
8.	Regional Labour Institute, Faridabad	0129-2468022, 2468033	rifaridabad@dglasli.nic.in	Regional Labour Institute, Faridabad Sector 47, Haryana-
9.	Regional Labour Institute, Kanpur	0512-2212502, 2218691	rli-kanpur@dglasli.nic.in	Regional Labour Institute Vyavsayik Suraksha aur Swasthya Bhawan Sarvodaya Nagar , Kanpur-
10.	Regional Labour Institute, Kolkata	033-25342732, 25342735,	rli.kolkata@dglasli.nic.in	Regional Labour Institute, Lake Town, Kolkata – 700 089.
11.	Regional Labour Institute, Shillong	09324243140	rli-shillong@dglasli.nic.in	Regional Labour Institute, Near ITI Premises, Behind Rynjah Police Station, Rynjah, Shillong
12.	Inspectorate of Dock Safety, Mumbai	022-22692180 / 56565511/ 56565558	idsmumbai@dglasli.nic.in	Inspectorate Dock Safety, Mumbai MbPT OSC Bldg., 3rd Floor, Opp GPO, P. D'Mello Road, Mumbai-400
13.	Inspectorate of Dock Safety, Chennai	044-25220888, 25246419	idschennai@dglasli.nic.in	Inspectorate Dock Safety, Chennai 3 rd Floor, Anchor Gate Bldg., Rajaji Salai, Chennai-600 001.
14.	Inspectorate of Dock Safety, Kolkata	033-22830718 / 22830719	idskolkata@dglaslin.nic.in	Inspectorate Dock Safety, Kolkata Nizam Palace, 1st floor, 2nd M.S.O.Bldg. 234 /4 A.J.C. Bose Road, Kolkata-700020.

INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS

1.	Need based training on Occupational Safety and Health as per the requirements of the factories, ports and construction sites.
2.	Developments of qualified safety officers and Factory Medical officers by conducting systematic and quality oriented courses such as ADIS /DIS /PDIS and AFIH
3.	Factory advice and services to the stake holders in ensuring uniform Occupational Safety and Health standards throughout India.
4.	Complaint (s) received from the recipient (s) giving his contact details, about the issues, location of the factories and Ports pinpointing the area of concern with justification.
5.	Showing courtesy to applicants/complainants/Vendors
6.	Always keep proper records of any communications made to applicants/complaints.
7.	To check the website regularly for updates on policies, programmes and procedures.