

# Online initiatives to address the grievances of workers

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**Source:** *PIB and related Ministries*

## **CPGRAMS (Centralized Public Grievance Redress And Monitoring System)**

It is the platform which primarily **aims to enable submission of grievances by the aggrieved citizens including workers from anywhere and anytime** (24×7) basis to Ministries/Departments/Organisations who scrutinize and take action for speedy and favorable redressal of these grievances.

### **Key highlights:**

- This is a Government of India Portal **aimed at providing the citizens with a platform for redress of their grievances.**
- If a person has any grievance against any Government organization in the country, he/she may lodge the grievance here which will go to the Ministry/Department/State Government concerned for immediate redress.
- **Department of Administrative Reforms & Public Grievances is the nodal agency to formulate policy guidelines for citizen-centric governance in the country.** Redress of citizen's grievances, being one of the most important initiatives of the department, **DAR&PG formulates public grievance redress mechanisms for effective and timely redress/settlement of citizen's grievances.**

## **EPFiGMS (EPF i Grievance Management System)**

It is a customized portal with an **aim to redress grievances for the services provided by EPFO** (Employees' Provident Fund

Organisation).

### **Key highlights:**

- With this grievances can be lodged at any place and will land in the concerned office to which the grievances pertain.
- Grievance can be lodged by PF member, EPS Pensioner, Employer and Others

### **UMANG (Unified Mobile Application for New-age Governance) APP**

The services of EPFO (Employees' Provident Fund Organisation) for subscribers have been integrated and offered through UMANG application of Government of India.

### **Key highlights:**

- It is **developed by the Ministry of Electronics and Information Technology (MeitY) and National e-Governance Division (NeGD)** to drive Mobile Governance in India.
- UMANG provides a **single platform for all Indian Citizens to access pan India e-Gov services ranging from Central to Local Government bodies** and other citizen-centric services.
- UMANG intends to provide major services offered by Central and State Government departments, **Local bodies and other utility services from private organizations.** It provides a unified approach where citizens can install one application to avail multiple government services.

### **PENCIL (Platform for Effective Enforcement for No Child Labour) Portal**

**Online complaints regarding Child labour can be filed by anybody on the PENCIL Portal.** The complaint gets assigned to the concerned Nodal Officer automatically by the **system for rescual, rehabilitation and mainstreaming of the child**

## Labourer.

### Key highlights:

- To establish a child labour free nation, the Platform for Effective Enforcement for No Child Labour (PENCIL) had been launched by the Ministry of Labour and Employment, Government of India.
- **Aim:** It **aims at involving Centre, State, District, Governments, civil society and the general public** in achieving the target of child labour free society.

#### ▪ **Components of the platform;**

1. Child Tracking System
2. Complaint Corner
3. State Government
4. National Child Labour Project and
5. Convergence.

## Shram Suvidha Portal

It **operates a transparent risk-based Online Labour Inspection Service for effective enforcement of Labour Laws** so as to ensure wage security, job security, social security and various other safety, health and welfare measures.

### Key highlights:

- The Unified Shram Suvidha Portal is **developed to facilitate reporting of Inspections, and submission of Returns.**
- The Unified Shram Suvidha Portal has been envisaged as a **single point of contact between employer, employee and enforcement agencies** bringing in transparency in their

day-to-day interactions.

For the integration of data among various enforcement agencies, each inspectable unit under any Labour Law has been assigned one **Labour Identification Number (LIN)**