

CITIZENS'/CLIENTS' CHARTER

FOR

V.V.GIRI NATIONAL LABOUR INSTITUTE

Ministry of Labour & Employment, Government of India

(2018-19)

Address: Sector-24, Noida

Website ID: www.vvgnli.gov.in

Date of Issue: March 2018

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VISION

“A globally reputed institution and centre of excellence in labour research and training committed to enhancing the quality of work and work relations”

Mission

- Bring Labour and Labour Relations as the Central Feature in Development Agenda through:
 - Addressing issues of transformations in the world of work;
 - Disseminating knowledge, skills and attitudes to major social partners and stakeholders concerned with labour and employment;
 - Undertaking research studies and training interventions of world class standards; and
 - Building understanding and partnerships with globally respected institutions involved with labour.

Main Services/Transactions

S. No.	Services/ Transactions*	Weight %	Responsible Persons (Designation)	E-mail	Phone No.	Process	Document Required	Fees		
								Category	Mode	Amount
1.	Research	25	Concerned Faculty	Email of individual faculty available on VVGnLI Website: vvgnli.gov.in	0120-2411533, 35	<ul style="list-style-type: none"> Preparation of the Research Agenda and seeking required approvals. 	As applicable	N.A.	As applicable	As applicable
			Administrative Officer	ao.vvgnli@gov.in	0120-2412574	<ul style="list-style-type: none"> Provision of funds Process concerned file 	-do-			
2.	Training and Education	35	Programme Officer	Jkkaul.vvgnli@gov.in	0120-2411471	<ul style="list-style-type: none"> Finalization of training calendar/participant's list in advance Finalization of paid programmes/workshops/seminars, etc. 	-do-	-do-	-do-	-do-
			Administrative Officer	ao.vvgnli@gov.in	0120-2412574	<ul style="list-style-type: none"> Examination of proposals, provision of budget and seek approval of DG 	-do-			
3.	Publications	20	Dr. S.K. Sasikumar	sasikumarsk2.vvgnli@gov.in	0120-2411022	<ul style="list-style-type: none"> The Institute has notes for subscribers in relation to all its regular journals Those desiring to contribute to Institute's regular publications have to submit their articles in line with the note to the contributors. System of peer review is followed for selection of the 	-do-	-do-	-do-	-do-

						articles to be published				
4.	Networking and Collaborations	10	Director General	dg.vvgnli@gov.in	0120-2411470	<ul style="list-style-type: none"> MoU/Collaborations with international/national institutes and Regional/State Labour Institutes 	-do-	-do-	-do-	-do-
5.	Prompt Grievance Redressal	3	Dr. Poonam S. Chauhan Sr. Fellow	pooamchauhan.vvgnli@gov.in	0120-2411486	<ul style="list-style-type: none"> Grievance should be specific and directly related to the VVGNLI Grievance can be submitted either electronically (via www.vvgnli.gov.in) or in writing/by post. 	Request complete in all respect	-do-	N.A.	0
6.	Prompt acknowledgment of receipt of letters from citizen's/client's	3	Administrative Officer	ao.vvgnli@gov.in	0120-2412574	NA	Request complete in all respect	-do-	-do-	0
7.	Timely response to letters from citizens/clients	2	Administrative Officer	-do-	-do-	-do-	Request complete in all respect	-do-	-do-	0
8.	Prompt response to a request for appointment with appropriate officer after receiving a written request	2	Administrative Officer	-do-	-do-	Written request must be made stating the purpose for which the meeting is sought	Request complete in all respect	-do-	-do-	0

Service Standards

S. No.	Services/ Transaction	Weight %	Success Indicators	Service Standard	Unit	Weight %	Data Source
1.	Research	25	<ul style="list-style-type: none"> • Number of Research Studies completed • Number of sponsored research studies 	<ul style="list-style-type: none"> • Undertaking more policy oriented/ action oriented research • Undertaking evaluation studies pertaining to major social and employment programmes of the government 	No.	25	Institute's website www.vvgnli.gov.in
2.	Training and Education	35	<ul style="list-style-type: none"> • Number of training programmes • Number of training programmes across different target groups • Number of International training programmes • Number of paid programmes • Number of participants <p>(Details of programmes are updated on website www.vvgnli.gov.in)</p>	<ul style="list-style-type: none"> • Institutionalizing the role of the Institute as Staff College of Central Labour Service and State Governments • Focusing more on Training of Trainers Programme • Developing Training Modules on key concerns related to labour for the major stakeholders 	No.	35	-do-

3.	Publications	20	Number of publications based on studies completed	Bring out publications and regular journals on a timely basis	No.	20	-do-
4.	Networking and Collaborations	10	Number of joint/ collaborative activities	Undertake programmes of common interest	No.	10	-do-
5.	Prompt Grievance Redressal	3	Average time taken to acknowledge grievance received electronically/post	5	Working days	1	Available records in VVG NLI
			Average time taken to send communication for additional information	15	Working days	1	-do-
			Average time taken for grievance settlement	60	Working days	1	-do-
6.	Prompt acknowledgement of receipt of letters from citizen's/client's	3	Average time taken to acknowledge receipt of letters	7	Working days	3	-
7.	Timely response to letters from citizen's/clients'	2	Percentage of letters replied within the time limits promoted in the acknowledgement letter	90	%	2	-
8.	Prompt response to a request for appointment with appropriate officer after receiving a written request	2	Percentage of response given within 15 working days	90	%	2.0	-

Grievance Redress Mechanism

Website/url to lodge <http://pgportal.gov.in>

S. No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1.	Dr. Poonam S. Chauhan Sr. Fellow	0120-2411486	poonamchauhan.vvgnli@gov.in	9654988319

List of Stakeholders/Clients

S.No.	Stakeholders/Clients
1.	Central Government Ministries (especially Social Ministries)
2.	State Government (especially Labour Departments)
3.	Trade Unions (both organized and unorganized sectors)
4.	Employers' Association
5.	Industrial Relations Managers, Labour Administrators
6.	Researchers, Trainers, Workers specializing on labour and related issues
7.	Social Activists involved with Marginalized segments of Labour Researchers

Responsibility Centres and Subordinate Organizations

S. No.	Responsibility Centres and Subordinate Organizations	Landline Number	E-mail	Address
1.	V. V. Giri National Labour Institute	0120-2412574	ao.vvgnli@gov.in	Sector-24, Noida (U.P.) - 201301

Indicative Expectations from Service Recipients

S.No.	Services	Indicative Expectation from Service Recipients
1.	Research	<ul style="list-style-type: none"> - Cooperation from all the Ministries and Departments in identifying and indicating to the Institute the specific research inputs required by them - Evaluate the impact and implementation of various social legislations and the key flagship programmes of the Government targeted towards the disadvantaged section of the Society agencies/Deptt. of the specific project
2.	Education and Training	<ul style="list-style-type: none"> - Contacting the Institute in undertaking training needs assessments of various target groups - Nominating concerned functionaries/ representatives for various training programmes so that the benefits of the training percolate down to all the concerned.
3	Publication	Subscribe Journals and send their suggestions to improve the quality of publications