

## PROCESS DESCRIPTIONS OF LABOUR DEPARTMENT SERVICES

### 1. Approval of plan and permission to construct/extend/or take into use any building as a factory under the Factories Act, 1948

S. No	Process Step	Process Step Description	Responsibility Centre
Step 1	Submission of Application	Applicant fills in the online Application form, uploads the relevant documents and makes online payment through cyber treasury.	Applicant
Step 2	Verification of Documents	Form is received at Director (Health & Safety) login  Director scrutinizes the application. If the application is complete in all respect then he accepts the application. In case, certain documents are missing or some additional information is required then he sends back the application to the applicant for resubmission.	Director (Health & Safety)
Step 3	Applicant's Response to the Query	Applicant provides the additional information/documents that has been asked and applies for resubmission.	Applicant
Step 4	Verification of Documents resubmitted by Applicant	Form is received at Director (Health & Safety) login  Director will validate the application. If the application is complete in all respect then he accepts the application and allocates the inspection of site to DIHS officer based on the jurisdiction.	Director (Health & Safety)
Step 5	Physical Verification/ Site Inspection	Concerning DIHS Officer perform the site inspection / verification and submits report to Director (H&S). Director (H&S) either approves / reject the report submitted by DIHS officer.	Concerned DIHS Officer
Step 6	Approval / Rejection	If report is approved then final Approval is granted. In case of rejection applicant is informed about the reasons of rejection	Director (H&S)
Step 7	Approval Certificate	Approval on following points is given  1. Drawing 2. Drawing Approval Letter  Both documents are digitally signed	Director (H&S)
Step 8	Download certificate	Approved documents can be downloaded through portal or Applicant's Email ID	Applicant

## PROCESS DESCRIPTIONS OF LABOUR DEPARTMENT SERVICES

### 2.Registration and grant of license under The Factories Act, 1948

S. No	Process Step	Process Step Description	Responsibility Centre
Step 1	Submission of Application	Applicant fills in the online Application form, uploads the relevant documents and makes online payment through cyber treasury.	Applicant
Step 2	Verification of Documents	Form is received at Director (Health & Safety) login  Director scrutinizes the application. If the application is complete in all respect then he accepts the application.  In case, certain documents are missing or some additional information is required then he sends back the application to the applicant for resubmission.	Director (H&S)
Step 3	Applicant's Response to the Query	In case of resubmission; Applicant provides the additional information/documents that has been asked and applies for resubmission.	Applicant
Step 4	Verification of Documents resubmitted by Applicant	Form is received at Director (Health & Safety) login  Director will validate the application. If the application is complete in all respect then he accepts the application and allocates the inspection of site to concerned district factory inspector based on the jurisdiction	Director (Health & Safety)
Step 5	Physical Verification/ Site Inspection	Site verification is done and report is submitted to Chief Inspector of Factories.	Concerned district factory inspector
Step 6	Approval/ Rejection	If site verification report is approved, then License is generated. In case of rejection applicant is informed about the reasons of rejection.	Chief Inspector of Factories , MP
Step 7	Download Approval Certificate / License	Digitally signed License can be downloaded through portal or applicant's email ID	Applicant

## PROCESS DESCRIPTIONS OF LABOUR DEPARTMENT SERVICES

### 3. License and renewal of license for contractors under provision of The Contracts Labour (Regulation and Abolition) Act, 1970

S. No	Process Step	Process Step Description	Responsibility Centre
Step 1	Submission of Application and Payment	Applicant fills in the online Application form, uploads the relevant documents and makes online payment through cyber treasury.	Applicant
Step 2	Verification of Documents submitted by Applicant	Application is received at respective district labour office  Labour office scrutinizes the application. If the application is complete in all respect then he accepts the application.  In case certain documents are missing or some additional information is required then he sends back the application to the applicant for resubmission.	District Labour officer
Step 3	Applicant's response to the query	Applicant provides the additional information/documents that has been asked and applies for resubmission.	Applicant
Step 4	Verification of Documents resubmitted by Applicant	Application is received at respective district labour office, Labour Officer verifies all the documents re submitted by applicant.	District Labour Office
Step 5	Physical Verification/ Site Inspection	Labour Inspector conducts site verification and the report is uploaded on the portal.	Labour Inspector
Step 6	Approval/ Rejection	If Labour Officer finds the inspection report to be correct, he approves the same  In case of rejection applicant is informed about the reasons of rejection	District Labour Office
Step 7	Download Approval Certificate	District Office issues Digitally signed certificate.  Applicant can download certificate from portal or through his email ID.	District Labour Officer / Applicant

## PROCESS DESCRIPTIONS OF LABOUR DEPARTMENT SERVICES

### 4. a)Registration under The Shops and Establishment Act

S. No	Process Step	Process Step Description	Responsibility Centre
Step 1	Submission of Application and Payment	Applicant fills in the online Application form, uploads the relevant documents and makes online payment through cyber treasury.	Applicant
Step 2	Verification of Documents	Application is received at respective district labour office  Labour Officer scrutinizes the application. If the application is complete in all respect then he accepts the application.  In case, certain documents are missing or some additional information is required then he sends back the application to the applicant for resubmission.	District Labour officer
Step 3	Applicant's Response to the Query	Applicant provides the additional information/documents that has been asked and applies for resubmission	Applicant
Step 4	Verification of Documents resubmitted by Applicant	Application is received at respective district labour office, Labour Officer verifies all the documents resubmitted by applicant.	District Labour Office
Step 5	Download Approval Certificate	District Office issues Digitally signed certificate  Applicant can download certificate from portal or through his email ID	District Labour Officer / Applicant

## PROCESS DESCRIPTIONS OF LABOUR DEPARTMENT SERVICES

### b) Renewal under the Shops & Establishments Act

S. No	Process Step	Process Step Description	Responsibility Centre
Step 1	Renewal & Submission of Application	<p>Applicant applies online for the renewal from the below 2 available options:</p> <ol style="list-style-type: none"> <li>1. Already Online Registered Application (Renewal of Registration Certificates Issued after Sep-2013) in this case applicant has to submit old registration number and password.</li> <li>2. Already Offline Registered Application (Renewal of Registration Certificates Issued before Sep-2013) in this case applicant has to fill online FORM-A along with mandatory documents.</li> </ol>	Applicant
Step 2	Verification of Documents	Respective district labour office, verifies all the documents submitted by applicant.	District Labour Officer
Step 3	Application received acknowledgment/Status Update	During the scrutiny if respective district office finds any deficiency in the application submitted they raise the objections and sent back to applicant for re-submission	District Labour officer
Step 4	Applicant's Response to the Query	Applicants needs to fulfil the deficiency in the application and apply for resubmission	Applicant
Step 5	Approval Certificate	District Office approves the application and issues Digitally signed certificate to Shop/ Establishment	District Office
Step 6	Download Approval Certificate / License	Digitally signed License can be downloaded.	Applicant

## PROCESS DESCRIPTIONS OF LABOUR DEPARTMENT SERVICES

### 5. Registration of Principal Employer's establishment under provision of The Contracts Labour (Regulation and Abolition) Act, 1970

S. No	Process Step	Process Step Description	Responsibility Centre
Step 1	Submission of Application and Payment	Applicant fills in the online Application form, uploads the relevant documents and makes online payment through cyber treasury	Applicant
Step 2	Verification of Documents submitted by Applicant	Application is received at respective district labour office  Labour office scrutinizes the application. If the application is complete in all respect then he accepts the application.  In case certain documents are missing or some additional information is required then he sends back the application to the applicant for resubmission.	District Labour officer
Step 3	Applicant's response to the query	Applicant provides the additional information/documents that has been asked and applies for resubmission	Applicant
Step 4	Verification of Documents resubmitted by Applicant	Application is received at respective district labour office, Labour Officer verifies all the documents re submitted by applicant	District Labour Office
Step 5	Physical Verification/ Site Inspection	Labour Inspector conducts site verification and the report is uploaded on the portal	Labour Inspector
Step 6	Approval/ Rejection	If Labour Officer finds the inspection report to be correct, he approves the same. In case of rejection applicant is informed about the reasons of rejection.	District Labour Office
Step 7	Download Approval Certificate	District Office issues Digitally signed certificate.  Applicant can download certificate from portal.	District Labour Officer / Applicant

## PROCESS DESCRIPTIONS OF LABOUR DEPARTMENT SERVICES

### 6. Registration under the Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996

	Process Step	Process Step Description	Responsibility Centre
Step 1	Submission of Application and Payment	Applicant fills in the online Application form, uploads the relevant documents and makes online payment through cyber treasury.	Applicant
Step 2	Verification of Documents	Application is received at respective district labour office  Labour Officer scrutinizes the application. If the application is complete in all respect then he accepts the application.  In case, certain documents are missing or some additional information is required then he sends back the application to the applicant for resubmission.	District Labour officer
Step 3	Applicant's Response to the Query	Applicant provides the additional information/documents that has been asked and applies for resubmission	Applicant
Step 4	Verification of Documents resubmitted by Applicant	Application is received at respective district labour office, Labour Officer verifies all the documents resubmitted by applicant.	District Labour Office
Step 5	Physical Verification/ Site Inspection	Labour Inspector conducts site verification and the report is uploaded on the portal	Labour Inspector
Step 6	Approval/ Rejection	If Labour Officer finds the inspection report to be correct, he approves the same In case of rejection applicant is informed about the reasons of rejection	District Labour Office
Step 7	Download Approval Certificate	District Office issues Digitally signed certificate  Applicant can download certificate from portal.	District Labour Officer

## PROCESS DESCRIPTIONS OF LABOUR DEPARTMENT SERVICES

### 7. Registration of Establishment under the Inter State Migrant Workmen(RE&CS) Act, 1979

S. No	Process Step	Process Step Description	Responsibility Centre
Step 1	Submission of Application and Payment	Applicant fills in the online Application form, uploads the relevant documents and makes online payment through cyber treasury.	Applicant
Step 2	Verification of Documents	Application is received at respective district labour office  Labour Officer scrutinizes the application. If the application is complete in all respect then he accepts the application.  In case, certain documents are missing or some additional information is required then he sends back the application to the applicant for resubmission.	District Labour officer
Step 3	Applicant respond to Query	Applicant provides the additional information/documents that has been asked and applies for resubmission to concerned labour officer by Email	Applicant
Step 4	Physical Verification/ Site Inspection	Once the application is accepted, field verification is done by Labour Inspector  Inspection report is submitted to concerned District Labour Office	District Office
Step 5	Approval/ Rejection	If Labour Officer finds the details to be correct, he approves the same  In case of rejection applicant is informed about the reasons of rejection	District Labour Office
Step 6	Download Approval Certificate	District Office issues certificate to Principal Employer of ISMW Establishment  Applicant can download certificate from portal.	District Labour Officer / Applicant