

**CITIZEN'S/CLIENT'S CHARTER**

**FOR**

**V.V.GIRI NATIONAL LABOUR INSTITUTE**

**2014-15**

Address: Sector-24, Noida

Website ID: [www.vvgnli.org](http://www.vvgnli.org)

Date of Issue: January 2014

Next Review: January 2015

## **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	37	Director General	<a href="mailto:directorgeneral@gmail.com">directorgeneral@gmail.com</a>	0120-2411470	<ul style="list-style-type: none"> <li>Preparation of the Research Agenda:</li> </ul> <p>The Institute prepares research agenda in relation to all the Research Centres.</p> <ul style="list-style-type: none"> <li>Preparation of Research proposals</li> <li>Vetting of the proposal</li> <li>Availability of funds and specialized faculty to undertake the research projects</li> </ul>	Not applicable	N.A.	N.A.	0
2.	Training and Education	37	Director General	-do-	- do -	<ul style="list-style-type: none"> <li>The Institute finalizes its Training Calendar for the complete financial year in advance.</li> <li>The requests for training programmes/nomination for training programmes have to be confirmed to the Training Calendar</li> </ul>	Not applicable	N.A.	N.A.	0

3.	Publications	15	Director General	-do-	- do -	<ul style="list-style-type: none"> <li>The Institute has notes for subscribers in relation to all its regular journals</li> <li>Those desiring to contribute to Institute's regular publications have to submit their articles in line with the note to the contributors.</li> <li>System of peer review is followed for selection of the articles to be published</li> </ul>	Not applicable	N.A.	N.A.	0
4.	Prompt Grievance Redressal	4	Programme Officer	<a href="mailto:jkkaulvvgnli@rediffmail.com">jkkaulvvgnli@rediffmail.com</a>	0120-2411471	Grievance should be as specific as possible and must relate to the functioning of the Institute	Request complete in all respect	N.A.	N.A.	0
						Grievance relating to the jurisdiction of the Institute can be submitted both electronically (via <a href="http://www.vvgnli.org">www.vvgnli.org</a> ) or in writing via post	Request complete in all respect			
5.	Prompt acknowledgment receipt of letters from citizen's/client's	3	Administrative Officer	<a href="mailto:vks_1967@rediffmail.com">vks_1967@rediffmail.com</a>	0120-2411685	NA	Request complete in all respect	N.A.	N.A.	0
6.	Timely response to letters from	2	Administrative Officer	-do-	-do-	NA	Request complete in	N.A.	N.A.	0

	citizen's/clients'						all respect			
7 .	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	N.A.	N.A.	0

## Service Standards

S.No.	Services/Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
1.	Research	37%	<ul style="list-style-type: none"> <li>• Number of Research Studies completed</li> <li>• Number of sponsored research studies</li> </ul>	<ul style="list-style-type: none"> <li>• Undertaking more policy oriented and action oriented research</li> <li>• Undertaking evaluation studies pertaining to major social and employment programmes of the government</li> </ul>	No.	37%	Institute's website
2.	Training and Education	37%	<ul style="list-style-type: none"> <li>• Number of training programmes</li> <li>• Number of training programmes across different target groups</li> <li>• Number of International training programmes</li> <li>• Number of paid programmes</li> <li>• Number of participants</li> </ul> <p>(Details of</p>	<ul style="list-style-type: none"> <li>• Institutionalizing the role of the Institute as Staff College of Central Labour Service and State Governments</li> <li>• Focusing more on Training of Trainers Programme</li> <li>• Developing Training Modules on key concerns related to labour for the major stakeholders</li> </ul>	No.	37%	Institute's website

			programmes are updated on website <a href="http://www.vvqnli.org">www.vvqnli.org</a> )				
3.	Publications	15%	Number of publications based on completed research studies	Bring out research publications and regular journals on a timely basis	No.	15%	Institute's website
4.	Prompt Grievance Redressal	4%	Average time taken to acknowledge grievance received electronically through CPGRAMS portal	5	Working days	1.0%	Institute's records
			Average time taken to acknowledge grievance received through post	8	Working days	1.0%	Institute's records
			Average time taken to send communication for additional information	18	Working days	1.0%	Institute's records
			Average time taken for grievance settlement	70	Working days	1.0%	Institute's records
5.	Prompt acknowledgement receipt of letters from citizen's/client's	3%	Average time taken to acknowledge receipt of letters	15	Working days	3.0%	Institute's records
6.	Timely response to letters from citizen's/clients'	2%	Percentage of letters replied within the time limits promoted in the acknowledgement letter	90	%	2.0%	Institute's records

7.	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%	Institute's records



## Grievance Redress Mechanism

Website/url to lodge:[www.vvgnli.org](http://www.vvgnli.org)

S. No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1.	Mr. J.K. Kaul, Programme Officer	011-2411471	jkkaulvvgnli@rediffmail.com	9811888081

### List of Stakeholders/Clients

<b>S.No.</b>	<b>Stakeholders/Clients</b>
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
6.	Researchers specializing on labour and related issues
7.	Social Activists involved with Marginalized segments of Labour Researchers

### Indicative Expectations from Service Recipients

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