

**GOVERNMENT OF INDIA
MINISTRY OF LABOUR AND EMPLOYMENT
LOK SABHA
STARRED QUESTION NO. 193
TO BE ANSWERED ON 05.08.2024**

PERFORMANCE OF THE SAMADHAN PORTAL

***193. SHRI B K PARTHASARATHI:**

Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

- (a) the number of complaints that have been lodged on the SAMADHAN portal categorized, State-wise and year-wise;**
- (b) the number of complaints resolved categorized, year-wise and State-wise;**
- (c) the number of complaints pending categorized, year-wise and State-wise;**
- (d) the average time taken to resolve these complaints; and**
- (e) the number of complaints lodged regarding illegal termination, non-payment of maternity benefits, minimum wage, delayed payments, less payments, non-payments of overtime allowance and others classified, year-wise?**

ANSWER

**MINISTER OF LABOUR AND EMPLOYMENT
(DR. MANSUKH MANDAVIYA)**

(a) to (e): A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF LOK SABHA STARRED QUESTION No. 193 FOR 05.08.2024 RAISED BY SHRI B.K. PARTHASARATHI REGARDING PERFORMANCE OF THE SAMADHAN PORTAL.

(a) to (e): Industrial disputes, claims and complaints filed on SAMADHAN Portal by workers, trade unions and employers, are handled by 20 Regional Offices of Central Industrial Relations Machinery (CIRM).

Region-wise, year-wise details of number of Industrial disputes, claims and complaints received, resolved and pending are given at Annexure 'A', 'B' and 'C'.

Region-wise details of claims lodged for benefits under different Acts (Gratuity, Minimum Wages, Maternity Benefit, Equal Remuneration, and Payment of wages) are given at Annexure 'D'.

Resolution of disputes and claims is done by way of quasi-judicial process involving conciliation and hearing of involved parties by CIRM officers designated as competent authorities under respective Acts. Time taken to resolve disputes and claims depends upon various factors like nature of complaints; number and size of demands; number of workers/trade unions involved; response from employers etc.

ANNEXURE REFERRED TO IN REPLY TO PARTS (a) TO (e) OF LOK SABHA STARRED QUESTION No. 193 FOR 05.08.2024 RAISED BY SHRI B.K. PARTHASARATHI REGARDING PERFORMANCE OF THE SAMADHAN PORTAL.

SAMADHAN PORTAL: Region Wise, Year-Wise Data of Industrial Disputes																
S.No.	Region	* FY 20-21			*FY 21-22			*FY 22-23			*FY 23-24			**FY 24-25		
		Rcvd	Disposed	Pend.	Rcvd	Disposed	Pend.	Rcvd	Disposed	Pend.	Rcvd	Disposed	Pend.	Rcvd	Disposed	Pend.
1	Ahmedabad	184	34	150	521	346	175	753	598	155	1029	716	313	515	156	359
2	Ajmer	317	224	93	546	387	159	747	506	241	840	594	246	454	188	266
3	Asansol	135	15	120	226	94	132	304	209	95	279	169	110	151	34	117
4	Bangalore	336	120	216	530	175	355	780	473	307	747	429	318	494	132	362
5	Bhubaneswar	195	50	145	1007	721	286	790	556	234	769	566	203	340	84	256
6	Chandigarh	125	75	50	509	385	124	896	638	258	1273	977	296	607	314	293
7	Chennai	285	0	285	444	43	401	704	319	385	818	517	301	420	171	249
8	Cochin	328	163	165	741	447	294	698	447	251	688	360	328	501	151	350
9	Dehradun	125	50	75	330	220	110	599	459	140	724	566	158	354	201	153
10	Delhi	628	164	464	1045	644	401	1926	919	1007	2324	1395	929	1512	476	1036
11	Dhanbad	214	8	206	436	105	331	670	322	348	697	439	258	336	63	273
12	Guwahati	51	26	25	152	84	68	235	129	106	228	121	107	137	26	111
13	Hyderabad	205	72	133	296	158	138	589	390	199	702	479	223	454	147	307
14	Jabalpur	209	65	144	473	252	221	665	452	213	770	440	330	477	222	255
15	Kanpur	115	43	72	572	232	340	1075	455	620	1320	752	568	715	193	522
16	Kolkata	89	16	73	221	83	138	361	141	220	576	341	235	374	51	323
17	Mumbai	179	34	145	330	160	170	499	287	212	705	383	322	452	89	363
18	Nagpur	61	5	56	141	49	92	354	174	180	590	216	374	408	16	392
19	Patna	73	13	60	311	196	115	559	465	94	327	246	81	211	76	135
20	Raipur	162	108	54	278	188	90	321	132	189	439	244	195	293	77	216
Total		4016	1285	2731	9109	4969	4140	13525	8071	5454	15845	9950	5895	9205	2867	6338
* Pending cases include cases carried forward from last FY + cases received in current FY																
** Data is for the duration of April, 2024 - July, 2024																

ANNEXURE REFERRED TO IN REPLY TO PARTS (a) TO (e) OF LOK SABHA STARRED QUESTION No. 193 FOR 05.08.2024 RAISED BY SHRI B.K. PARTHASARATHI REGARDING PERFORMANCE OF THE SAMADHAN PORTAL.

SAMADHAN PORTAL: Region Wise, Year-Wise Data of Claims Cases										
S.No.	Region	*FY 22-23			*FY 23-24			**FY 24-25		
		Rcvd	Disposed	Pend.	Rcvd	Disposed	Pend.	Rcvd	Disposed	Pend.
1	Ahmedabad	108	51	57	651	396	255	384	57	327
2	Ajmer	236	43	193	645	228	417	497	87	410
3	Asansol	15	4	11	130	49	81	103	7	96
4	Bangalore	38	25	13	565	215	350	777	203	574
5	Bhubaneswar	34	12	22	310	172	138	238	19	219
6	Chandigarh	200	95	105	1128	475	653	1084	171	913
7	Chennai	151	38	113	791	338	453	794	51	743
8	Cochin	89	3	86	334	72	262	362	22	340
9	Dehradun	39	27	12	978	237	741	1102	92	1010
10	Delhi	304	47	257	1681	416	1265	1573	126	1447
11	Dhanbad	148	22	126	637	94	543	808	32	776
12	Guwahati	15	7	8	175	136	39	64	8	56
13	Hyderabad	400	69	331	1068	386	682	1775	63	1712
14	Jabalpur	110	15	95	2088	283	1805	2238	67	2171
15	Kanpur	75	3	72	500	144	356	524	42	482
16	Kolkata	334	35	299	887	211	676	563	56	507
17	Mumbai	79	20	59	632	285	347	818	69	749
18	Nagpur	165	15	150	550	14	536	670	4	666
19	Patna	48	26	22	334	153	181	415	46	369
20	Raipur	14	1	13	157	36	121	273	6	267
Total		2602	558	2044	14241	4340	9901	15062	1228	13834
* Provision to file Claims cases on Samadhan Portal was added in October, 2022										
** Data is for the duration of April, 2024 - July, 2024										

ANNEXURE REFERRED TO IN REPLY TO PARTS (a) TO (e) OF LOK SABHA STARRED QUESTION No. 193 FOR 05.08.2024 RAISED BY SHRI B.K. PARTHASARATHI REGARDING PERFORMANCE OF THE SAMADHAN PORTAL.

SAMADHAN PORTAL: Region Wise, Year-Wise Data of General Complaints

S.No.	Region	*FY 2022-23			*FY 2023-24			**FY 2024-25		
		Rcvd	Disposed	Pend.	Rcvd	Disposed	Pend.	Rcvd	Disposed	Pend.
1	Ahmedabad	158	31	30	550	487	63	210	164	46
2	Ajmer	76	29	29	451	361	90	248	156	92
3	Asansol	33	13	13	103	75	28	62	26	36
4	Bangalore	63	21	25	393	324	69	254	118	136
5	Bhubaneswar	43	29	29	190	79	111	136	26	110
6	Chandigarh	204	59	59	765	643	122	313	207	106
7	Chennai	111	16	16	409	240	169	266	68	198
8	Cochin	111	83	83	411	265	146	143	49	94
9	Dehradun	165	119	119	631	409	222	397	182	215
10	Delhi	271	161	161	1175	712	463	677	159	518
11	Dhanbad	86	60	60	374	217	157	205	47	158
12	Guwahati	23	9	9	129	87	42	56	9	47
13	Hyderabad	145	76	76	588	387	201	366	152	214
14	Jabalpur	112	57	57	1241	983	258	430	137	293
15	Kanpur	79	52	52	491	256	235	361	116	245
16	Kolkata	68	28	28	420	336	84	173	75	98
17	Mumbai	155	110	110	774	509	265	416	7	409
18	Nagpur	47	40	40	268	65	203	271	9	262
19	Patna	84	16	16	222	176	46	184	122	62
20	Raipur	18	18	18	140	56	84	124	29	95
Total		2052	1027	1030	9725	6667	3058	5292	1858	3434
* Provision to file General Complaints on Samadhan Portal was added in October, 2022										
** Data is for the duration of April, 2024 - July, 2024										

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SAMADHAN PORTAL: Region-wise, Year-wise claims lodged for benefits under different Acts, from 03-10-2022 to 30-06-2024							
S.No.	Region	Received					
		Total	PG	MW	MB	ER	PW
1	Ahmedabad	833	397	149	8	1	278
2	Ajmer	850	639	60	1	12	138
3	Asansol	158	96	36	1	5	20
4	Bangalore	777	544	40	10	8	175
5	Bhubaneswar	352	102	85	1	5	159
6	Chandigarh	1499	920	249	14	6	310
7	Chennai	1159	808	154	7	7	183
8	Cochin	430	323	35	0	2	70
9	Dehradun	1226	914	107	7	1	197
10	Delhi	1989	1253	354	17	13	352
11	Dhanbad	862	731	76	2	3	50
12	Guwahati	200	53	59	2	1	85
13	Hyderabad	1649	1225	143	4	9	268
14	Jabalpur	2374	2064	141	6	7	156
15	Kanpur	668	402	73	3	42	148
16	Kolkata	1053	838	78	4	3	130
17	Mumbai	795	421	73	15	9	277
18	Nagpur	676	544	92	0	0	40
19	Patna	441	185	196	1	1	58
20	Raipur	239	141	50	0	0	48
Total		18230	12600	2250	103	135	3142
1. MB - Maternity Benefit Act, 1961 2. PG - Payment of Gratuity Act, 1972 3. ER - Equal Remuneration Act, 1976 4. PW - Payment of Wages Act, 1936 5. MW - Minimum Wages Act, 1948							