

**GOVERNMENT OF INDIA  
MINISTRY OF LABOUR AND EMPLOYMENT  
LOK SABHA  
UNSTARRED QUESTION NO. 24  
TO BE ANSWERED ON 21.07.2025**

**SAMADHAN PORTAL**

**24. DR. NISHIKANT DUBEY:  
SHRI MANOJ TIWARI:**

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

- (a) the details of the number of complaints lodged on the SAMADHAN portal, State-wise and year-wise;**
- (b) the details of 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, year-wise;**
- (c) the details of the number of complaints resolved, year and State-wise;**
- (d) the details of the number of complaints pending, year and State-wise; and**
- (e) the average time taken to resolve these complaints?**

**ANSWER**

**MINISTER OF STATE FOR LABOUR AND EMPLOYMENT  
(SUSHRI SHOBHA KARANDLAJE)**

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

**Region-wise details of number of Industrial disputes (including termination), claims under various Acts viz. Payment of Gratuity Act 1972, Minimum Wages Act 1948, Maternity Benefit Act 1961, Equal Remuneration Act 1976 & Payment of Wages Act 1936 and General Complaints received, disposed and pending are given at Annexure.**

**Resolution of disputes and claims is done by way of conciliation and quasi-judicial process 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 of complainants/ Trade Unions involved; number and nature of demands, financial liabilities involved etc.**

Annexure referred to in reply to part (a) to (e) of Lok Sabha Unstarred Question no. 24 for 21.07.2025.

SAMADHAN PORTAL: Region Wise Data																			
S.No.	Region	FY 2024-25									FY 2025-26 (as on 30.06.2025)								
		Industrial Disputes (including Termination)			Claims (under various Acts PG, MW, MB, ER, PW)			General Complaints			Industrial Disputes (including Termination)			Claims (under various Acts PG, MW, MB, ER, PW)			General Complaints		
		Received	Disposed	Pending	Received	Disposed	Pending	Received	Disposed	Pending	Received	Disposed	Pending	Received	Disposed	Pending	Received	Disposed	Pending
1	Ahmedabad	843	726	117	720	585	135	723	582	141	253	118	135	252	131	121	259	103	156
2	Ajmer	665	576	89	860	653	207	522	391	131	260	134	126	303	169	134	212	96	116
3	Asansol	256	170	86	290	144	146	146	127	19	122	23	99	224	53	171	37	25	12
4	Bangalore	755	612	143	1431	962	469	640	516	124	305	141	164	727	211	516	278	128	150
5	Bhubaneswar	562	442	120	481	289	192	291	169	122	515	72	443	360	51	309	98	25	73
6	Chandigarh	1213	1031	182	1972	1342	630	1127	962	165	468	243	225	997	267	730	546	327	219
7	Chennai	754	620	134	1610	1094	516	577	360	217	252	86	166	843	213	630	236	99	137
8	Cochin	837	679	158	552	217	335	313	208	105	260	90	170	389	49	340	109	43	66
9	Dehradun	755	662	93	1828	907	921	970	729	241	274	184	90	1184	350	834	388	264	124
10	Delhi	2321	1703	618	2850	1223	1627	1104	688	416	886	337	549	2206	528	1678	314	45	269
11	Dhanbad	518	346	172	1276	828	448	337	171	166	234	61	173	641	167	474	142	41	101
12	Guwahati	170	144	26	261	198	63	160	81	79	44	26	18	89	51	38	77	4	73
13	Hyderabad	847	739	108	3383	1491	1892	838	590	248	243	139	104	2100	978	1122	228	74	154
14	Jabalpur	646	589	57	2823	2524	299	860	533	327	173	101	72	462	143	319	342	102	240
15	Kanpur	891	784	107	981	717	264	675	370	305	217	72	145	562	134	428	240	20	220
16	Kolkata	587	451	136	1291	565	726	443	314	129	291	70	221	1340	108	1232	197	85	112
17	Mumbai	879	678	201	2901	1197	1704	1145	638	507	370	153	217	1985	522	1463	870	42	828
18	Nagpur	500	204	296	780	436	344	494	78	416	324	20	304	472	223	249	493	10	483
19	Patna	423	381	42	901	581	320	969	912	57	102	43	59	450	143	307	139	96	43
20	Raipur	423	378	45	484	364	120	276	146	130	104	35	69	301	28	273	104	7	97

\* Received and Pending cases include cases carried forward from last FY + cases received/pending in current FY

- PG : Payment of Gratuity Act, 1972
- MW : Minimum Wages Act, 1948
- MB : Maternity Benefit Act, 1961
- ER : Equal Remuneration Act, 1976
- PW : Payment of Wages Act, 1936

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