



**CITIZEN'S /CLIENTS'S CHARTER FOR  
DIRECTORATE GENERAL FACTORY ADVICE SERVICE AND LABOUR INSTITUTES MINISTRY OF  
LABOUR & EMPLOYMENT**

**GOVT OF INDIA**

**2024-2025**

**ADDRESS: N.S. MANKIKAR MARG, SION,  
MUMBAI-400022**

**WEBSITE : [www.dfasli.gov.in](http://www.dfasli.gov.in)**

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## **VISION**

To emerge as an organization of excellence in creating knowledge, formulating policies, standards and practices to ensure safe and healthy workplaces for all in factories, construction sites and ports.

## **MISSION**

To disseminate our expertise in occupational safety and health for evolving safe and healthy workplaces in factories, construction sites and ports through a process of partnership, guidance, information sharing and regulatory activities.

## **OBJECTIVES OF DGFASLI ORGANIZATION**

- To provide technical advice and service to the Central and State Governments, and workplaces including factories and ports on matters related to safety, health and welfare of workers.
- To develop legislations, standards, guidelines and codes of practices consistent with international instruments/standards on Safety, Health and Environment at workplaces.
- To conduct studies, surveys and audits in the field of Occupational Safety and Health (OSH)
- To enforce and promote Safety, Health and Environment in major ports in India.
- To become a national repository of information on OSH and to promote OSH at workplaces.
- To conduct seminars, workshops and training programmes on OSH
- To encourage and provide best practices in the field of OSH.
- To establish and develop research and development in the area of OSH and risk management.
- To operate Award Schemes such as PMSA, VRP and NSA

### MAIN SERVICES /TRANSACTIONS

SL. NO.	SERVICES /TRANSACTIONS	Weightage	Responsible person (Designation)	Email	Phone No.	Processes	Documents required	Fees			Timeline
								Category	Mode	Amount	
1.	<b>Organizing specialized Educational programmes-</b>	32%	Director / Dy. Director	fasli@dgfasli.nic.in	022-24060511	<input type="checkbox"/> Information by sending Brochure (Mail / email), DGFASLI Website, National News Papers.	Degree in engineering with 2 years of industrial experience, diploma in engineering and / B.Sc. with 5 years of experience (registered under Factories Act 1948).	Supervisors , managers, safety officers, factory medical officers , welfare officers, RH Managers / Trade Union officials from industries.	Payment by Bharat Kosh/ Demand Draft in favour of organisation.	Rs. 25000/- for ADIS course.	Once in a year
	a) conducting 1 year Post Diploma in Industrial Safety (PDIS/DIS/ADIS) at 5 Institutions. b) Conducting three months certificate course Associated Fellowship of						Rs. 25000/- for AFIH course			Once in a year	
2.	<b>Organizing specialized Training programmes-</b>										
	a) Conducting one month certificate courses for supervisors employed in hazardous process industries. b) Conducting basic course for enforcement authorities Chief Inspector of Factories (CIF).					Degree in chemistry or a diploma in engineering or technology or equivalent with not less than 5 years experience or Master's degree in chemistry or a degree in engineering or technology or equivalent Enforcement officers of the enforcement authorities, Chief Inspector of Factories (CIF)			Rs.7500/- for RLIs and CLI.	Once in a year	
										Rs. 11,000/-	Once in a year

	c) Conducting refresher course for enforcement authorities Chief Inspector of Factories (CIF).						Enforcement officers of the enforcement authorities, Chief Inspector of Factories (CIFs).			Rs. 11,000/-	Once in a year
3.	Conducting and organising specialised workshops						OSH professionals (enforcement officers, safety managers, supervisors, trade union leaders)			Rs.3000/- per day per participant	Every month
4	Conducting and organising specialised seminars						OSH professionals (enforcement officers, safety managers, supervisors, trade union leaders)			Rs.3000/- per day	Every month
5.	Conducting specialised training programmes for OSH professionals						OSH professionals (enforcement officers, safety managers, supervisors, trade union leaders)			Rs. 10000/- for 5 Days Rs. 5000/- for three days programme. Rs.3000/- per day	Once in a quarter
6.	Organising and conducting Specialised Studies	10%	-do-	-do-	-do-	As per the request from industries / manufacturers		Managements of the industry	-do-	Rs. 15000/- per day.	As per requirements from
7.	Organising and conducting Specialised Surveys	10%	-do-	-do-	-do-	As per the request from industries / manufacturers		Managements of the industry	-do-	Rs. 15000/- per day.	As per requirements from
8.	Organising and conducting Specialised Audits	10%	-do-	-do-	-do-	As per the request from industries / manufacturers		Managements of the industry	-do-	Rs. 15000/- per day.	As per requirements from

9.	Enforcement of legislation in ports through inspections of ships, gears, docks, accidents/dangerous occurrences and prosecution of employers	24%	-do-	-do-	-do-	As per the Dock Workers (Safety, Health and Welfare) Act, 1986 and Dock Workers (Safety, Health and Welfare)	-do-	Port management	--	No fee	Daily basis
10	Recognizing best safety and productivity practices in industries through awards scheme – NSA, VRP and assisting M/o L&E on PMSA.	10%	-do-	-do-	-do-	Inviting application from Public /private Manufacturing sector /port sector through advertisement in New Paper /DGFASLI Website	-do-	NSA for Management VRP for workers	By Crossed Demand Draft for a sum of Rs.200/- drawn in favour of 'Secretary, National Safety Awards	Rs 200/- per application for NSA & VRP	Once in a year
11.	Conducting In-plant training programmes for OSH professionals	4%	do	do	do		OSH professionals (enforcement officers, safety managers, supervisors, trade union leaders)			Rs. 12000/- per day	As per requirements from industries
12.	Testing charges for personal protective equipment: Safety Goggles, Face Shield, Safety Hand-gloves; Safety Chemical Apron / Suit, Safety Helmet, Dust respirators, Chemical respirator, Breathing air cylinder		Director / Dy. Director /Asstt. Director	fasli @dg fasli.nic.in		As per the request from industries / manufacturers				Rs.2000/- per sample	

13	Testing charges for personal protective equipment: Safety shoe, Safety Belt & Full Body		Director / Dy. Director /Asstt.	fasli @dg fasli. nic.i	As per the request from industries / manufacturers					Rs. 4000/-per sample	
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### SERVICE STANDARDS

Sl. No.	Services /Transactions	Weight %	Success Indicators	Service Standard	Unit	Weight	Data Source	Timeline
1.	Organising specialized Educational programmes, Organising specialized Training programmes, Conducting and organising specialised workshops and seminars, Conducting specialised training programmes for OSH professionals	20%	1) Organising specialized Educational programmes 2) Organising specialized Training programmes	Adhering to National Standards	As per the Requirements	10%	<a href="http://www.dgfasli.gov.in">www.dgfasli.gov.in</a>	Once in a year
2.	Conducting and organising specialised workshops and seminars,	6%	1) Conducting and organising specialised workshops and seminars	Adhering to National Standards	As per the Requirements	10%		
3.	Conducting specialised training programmes for OSH professionals	6%	1) Conducting specialised training programmes for OSH professionals	Adhering to National Standards	As per the Requirements	6%		
4	Organising and conducting Specialised Studies	30%	1) Conducting studies at Unit level.	-do-	As per the requirements	22%		As per requirements from industries
5.	Organising and conducting Specialised Surveys		1) Conducting /surveys at National /State level.	-do-	As per the requirements	8%		As per requirements from industries
6.	Organising and conducting Specialised Audits etc.		1) Conducting audits etc at Unit level.	-do-	As per the requirements	22%		As per requirements from industries

7.	Enforcement of legislation in ports through inspections of ships, gears, docks, accidents/dangerous occurrences and prosecution of employers and others.	24%	1) Inspection of Ships, Gears and Docks, etc. 2) Conduct of promotional activities like participation in Safety Committee Meetings and Safety Weeks Celebrations. 3) Conducting Regional conferences / Workshops to improve safety and health of the workers in the port sector at IDS Mumbai and Kolkata.	-do-	As per the statutory requirements.	20% 2% 2%		Daily basis
8	Recognizing best safety and productivity practices in industries through awards scheme – NSA, VRP and assisting MOL&E on PMSA	10%	Recognizing best safety and productivity practices in industries through awards scheme – NSA, VRP and assisting MOL&E on PMSA.	-do-	Once in a year	<b>9%</b>		As per requirements from industries
9.	Conducting in-plant training programmes	4%	Conducting short duration programme for industry OSH professionals	do	As per request from industries	<b>4%</b>		As per requirements from industries



### GREVANCE REDRESS MECHANISM

Sl. No.	Name of public Grievance Officer	Helpline Number	E-Mail	Mobile Number
1.	Shri Sumit Roy, Director(Safety)	022-24060503	sr@dglasli.nic.in	9819476579
2.	Shri Bhupendra Chakradhari, Dy Director(S)	022 – 24060519	b.chakradhari@dglasli.nic.i	9329218121

	Public grievances Redressal Timeline	Timeline
1.	Redressal of Public Grievances:	
	i. <u>Action grievances</u> – Forwarding and monitoring for action by Authorities concerned	Within 30 days
	ii. <u>Monitoring of grievances</u> (by senior officials)	One Review Meeting and once VC every month
	iii. <u>Training of CPGRAMS</u> (for officers dealing with grievance Redressal)	Once in a month

### LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders /clients
1.	Ministry of Labour & Employment, Industries, All States and Union Territories
2.	Administration of all major ports in various states.

### RESPONSIBILITY CENTRES AND SUBORDINATE ORGANSIATIONS

Sl. No.	Responsibility Centre and Subordinate Organisation	Landline Number	Email	Address
1.	Director General Office	022-24060609	fasli@dglasli.nic.in	Central Labour Institute Bldg., N.S. Mankikar Marg, Sion, Mumbai 400 022
2.	DGFASLI, HQ, Head of Office (HQ)		sr@dglasli.nic.in	Central Labour Institute Bldg., N.S. Mankikar Marg, Sion, Mumbai 400 022
3.	Director (IM) (Central Labour Institute, Mumbai)	022-2406-0549	ss@dglasli.nic.in	Central Labour Institute Bldg., N.S. Mankikar Marg, Sion, Mumbai 400 022

4.	<b>Director (Safety) Regional Labour Institute Chennai</b>	044-2235-0737	tc@dglasli.nic.in	Regional Labour Institute, Chennai Sardar Patel Road, Adyar, TTTI PO, Chennai-600113.
5.	<b>Dy. Director (IM) Regional Labour Institute Faridabad</b>	0129-2468033, 2468020	drsushant.kumar@dglasli.nic.in	
6.	<b>Director (Safety) Regional Labour Institute Kanpur</b>	0512-2218691, 2218692	Director (S) & HOO	Regional Labour Institute Vyavsayik Suraksha aur Swasthya Bhawan Sarvodaya Nagar , Kanpur-208005
3.	<b>FAS Division</b>	022-24060509	fas@dglasli.nic.in	<b>-do-</b>
4.	<b>Dock Safety Division</b>	022-24060548	docks@dglasli.nic.in	<b>-do -</b>
5.	<b>Awards Cell</b>	022-24060503	awards@dglasli.nic.in	<b>-do-</b>
6.	<b>AFIH Training Cell</b>	022-24060610	afih-training@dglasli.nic.in	<b>-do-</b>
7.	<b>Central Labour Institute, Mumbai</b>	022-24060578 / 583	cli@dglasli.nic.in	Central Labour Institute N.S. Mankikar Marg, Sion, Mumbai-400 022 Fax : 022 – 24071986
8.	<b>Regional Labour institute, Faridabad</b>	0129-2468022, 2468033	rlifaridabad@dglasli.nic.in	Regional Labour Institute, Faridabad Sector 47, Haryana 121003
9.	<b>Regional labour Institute, Kanpur</b>	0512-2218691, 2218692	rlikanpur@dglasli.nic.in	Regional Labour Institute Vyavsayik Suraksha aur Swasthya Bhawan Sarvodaya Nagar , Kanpur-208005
10.	<b>Regional labour Institute, Chennai</b>	044-2 2350737, 22351569	rlichennai@dglasli.nic.in	Regional Labour Institute, Chennai Sardar Patel Road, Adyar, TTTI PO, Chennai-600113.
11.	<b>Regional labour Institute, Kolkata</b>	033-25342732, 25342735,	rlikol@dglasli.nic.in	Regional Labour Institute, Lake Town, Kolkata – 700 089.
12.	<b>Regional Labour Institute, Shillong</b>	0364-2914829	rli-shillong@dglasli.nic.in	Regional Labour Institute, Near Women ITI, Behind Rynjah Police Station, Rynjah, Shillong, Dist- East Khasi Hills, Meghalaya- 793006.
13.	<b>Inspectorate of Dock Safety, Mumbai</b>	022-22692180 / 56565511/ 56565558	idsmbai@dglasli.nic.in	Inspectorate Dock Safety, Mumbai MbPT OSC Bldg., 3 <sup>rd</sup>

14.	<b>Inspectorate of Dock Safety, Chennai</b>	044-25220888, 25246419	idschennai@dglasli.nic.in	Inspectorate Dock Safety, Chennai 3 rd Floor, Anchor
15.	<b>Inspectorate of Dock Safety, Kolkata</b>	033-22830718 / 22830719	idskolkatta@dglasli.nic.in	Inspectorate Dock Safety, Kolkata Nizam Palace, 1st floor, 2nd M.S.O.Bldg. 234 /4 A.J.C. Bose Road, Kolkata-700020.
16.	<b>Inspectorate of Dock Safety, Kandla,</b>	02836-270249	idskandla@dglasli.nic.in	Inspectorate Dock Safety, Kandla Near Bunder Gate, Kandla Port, New Kandla, Post Box No.18,Dist Kutch, Pin – 370210, Gujarat.
17.	<b>Inspectorate of Dock Safety, Mormugao</b>	0832 – 2520752	idsmormugao@dglasli.nic.in	Inspectorate Dock Safety, Mormugao Civil Maintenance Office Building Mormugao Port Trust, Headland Sada, Mormugao, Goa- 403804.
18.	<b>Inspectorate of Dock Safety, Paradip</b>	06722- 222413	idsparadip@dglasli.nic.in	Inspectorate Dock Safety, Paradip Badapadia, Post Box No.126, Paradip – 754142, Orissa.
19.	<b>Inspectorate of Dock Safety, Visakhapatnam</b>	0891 – 2563857	idsvizag@dglasli.nic.in	Inspectorate Dock Safety, Visakhapatnam Ex. D.L.B. Bldg., 5 <sup>th</sup> Floor, Visakhapatnam Port Area, Visakhapatnam-530 035. Andhra
20.	<b>Inspectorate of Dock Safety, Tuticorin</b>	0461- 2352372	idstuticorin@dglasli.nic.in	Inspectorate Dock Safety, Tuticorin Tuticorin Port Trust, Admn. Office Bldg. Harbour Estate, Tuticorin – 628004, Tamil Nadu
21.	<b>Inspectorate of Dock Safety, Kochi</b>	0484-2666532	Ids.cochin@dglasli.nic.in	Inspectorate Dock Safety, Kochi C.D.L.B. Dispensary Bldg., G.V.Ayyar Road, Willington Island, Cochin – 682 003, Kerala
22.	<b>Inspectorate of Dock Safety, New Mangalore</b>	0824- 2407781	idsmangalore@dglasli.nic.in	Inspectorate Dock Safety, New Mangalore Inspectorate Dock Safety, Labour Deployment Office Building, U.S. Mallya Gate, New Mangalore Port Trust, Panambur, Mangalore – 575010, Karnataka

23.	<b>Inspectorate of Dock Safety, JNPT</b>	022-27245099	idsjnpt@dgfasli.nic	Inspectorate Dock Safety, Navi Mumbai Jawaharlal Nehru Port, P.O.C. Canteen Bldg., Ground Floor, Sheva, Navi Mumbai – 400
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**INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS**

1.	Need based training on Occupational Safety and Health as per the requirements of the factories, ports and construction sites.
2.	Developments of qualified Safety officers and Factory Medical officers by conducting systematic and quality oriented courses such as Advance Diploma in Industrial Safety and Health ( ADIS) /Diploma in Safety (DIS) / Post Diploma in Industrial Safety (PDIS) and Associate Fellow of Industrial Safety and Health (AFIH).
3.	Factory advice and services to the stake holders in ensuring uniform Occupational Safety and Health standards through out India.
4.	Complaint (s) received from the recipient (s) giving his contact details, about the issues, location of the factories and Ports pinpointing the area of concern with justification.
5.	Showing courtesy to applicants /complainants /Vendors
6.	Always keep proper records of any communications made to applicants /complaints.
7.	To check the website regularly for updates on policies, programmes and procedures.