

AGENCY AND ENGAGEMENT

# Labour Office / Labour Welfare Office

WHAT THIS INSTITUTION IS

The District Labour Office is the government's enforcement and service delivery arm for workers' rights. It handles minimum wage complaints, e-Shram registration support, Building and Other Construction Workers (BOCW) welfare board registration, factory inspections, and dispute resolution. For young people in informal or precarious work – which includes most young workers – this office is the first line of protection. Labour is on the Concurrent List (7th Schedule, List III), meaning both Centre and states legislate, and structures vary by state.

WHY THIS MATTERS TO YOU

If your wages are below minimum wage, if you work in construction and want access to BOCW welfare benefits (scholarships for children, medical assistance, pension), or if you want to register on e-Shram for accident insurance, this is the office to approach.

GOVERNANCE

LAW / POLICY	SCOPE
Code on Wages, 2019 (effective 21 November 2025)	Minimum wages, payment of wages, bonus (consolidates four wage-related Acts)
Code on Social Security, 2020 (effective 21 November 2025; consolidates nine social-security Acts including ESI 1948, EPF 1952, Employee's Compensation 1923, Maternity Benefit 1961, Payment of Gratuity 1972, BOCW Welfare Cess 1996, and Unorganised Workers' Social Security 2008)	Social security framework spanning organised, unorganised, gig, and platform workers; BOCW welfare cess fund
Occupational Safety, Health and Working Conditions Code, 2020 (effective 21 November 2025; consolidates 13 Acts including the Factories Act 1948 and the BOCW (Regulation of Employment and Conditions of Service) Act 1996)	Working conditions, factory safety, contract labour, employment and service conditions of construction workers
Industrial Relations Code, 2020 (effective 21 November 2025)	Dispute resolution, trade unions, standing orders

- **Centre:** Ministry of Labour and Employment – policy and codes
- **State:** State Labour Department → Labour Commissioner
- **District:** Assistant Labour Commissioner (ALC) or District Labour Officer
- **Field:** Labour Inspectors for compliance checks; Conciliation Officers for industrial disputes under the 2020 IR Code
- **Institutional oversight (statutory bodies):**
  - **BOCW Welfare Board** (state-level) – governs the construction workers' welfare cess and benefit disbursement; district office executes scheme-level implementation
  - **State Minimum Wages Advisory Board** – reviews minimum-wage rates periodically and recommends revisions; district inputs flow through the Labour Commissioner
  - **Funding:** Office runs on state budget; BOCW welfare fund is separate (funded by 1% cess on construction costs)



## KEY POSITIONS

POSITION	RESPONSIBILITY
Assistant Labour Commissioner / District Labour Officer	Handles complaints, conciliation in disputes, oversees registration
Labour Inspector	Inspects establishments for minimum wage compliance and working conditions
BOCW Registration Clerk	Processes Building and Other Construction Workers welfare board registrations
e-Shram facilitation desk	Helps with e-Shram card registration for unorganised workers

## MANDATED SERVICES

- Enforce minimum wage compliance – workers can file complaints at this office
- Facilitate e-Shram registration for unorganised workers (provides Rs 2 lakh accident insurance and worker identity)
- Process BOCW welfare board registrations, entitling construction workers to scholarships for children, medical assistance, maternity benefit, tool purchase assistance, pension, and death/disability benefit
- Conciliate industrial disputes between workers and employers (wage disputes, wrongful termination)
- Register establishments under the Shops and Establishments Act

## LINKED SCHEMES

- **e-Shram** – unorganised worker registration and Rs 2 lakh accident insurance for all informal workers
- **BOCW Welfare Fund** – scholarships, tools, medical assistance, pension, death/disability benefit for registered construction workers (18-60 years)
- **PM-SYM** – pension of Rs 3,000/month after age 60 for unorganised workers aged 18-40 with income below Rs 15,000/month
- **PMJJBY / PMSBY** – life and accident insurance linked through e-Shram registration

## HOW TO LOCATE

**Portal:** [eshram.gov.in](http://eshram.gov.in) – registration data by district; [shramsavidha.gov.in](http://shramsavidha.gov.in) for central-sphere establishment compliance

**Also:** Search "[district name] labour office" or "[district name] shram vibhag" – usually near the Collectorate

## KEY FACILITIES

A labour office should have: a reception area where workers can file complaints, computers for e-Shram registration and BOCW processing, and displayed information about minimum wage rates for common occupations and available welfare schemes.



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## WHAT A FUNCTIONING LABOUR OFFICE LOOKS LIKE

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- A young informal worker can walk in and file a minimum wage complaint with a clear process
- e-Shram registration is being facilitated at the office
- BOCW registrations are being processed – records show registrations and benefits disbursed in the last year
- Staff can state the current minimum wage rate for common occupations in the district
- Establishment inspections are being conducted and documented

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## GRIEVANCE REDRESSAL

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**During service delivery.** The first point of contact is the Assistant Labour Commissioner / District Labour Officer. Labour Inspectors handle on-site complaints. For BOCW-specific issues, the BOCW Registration Clerk is the front-line.

**After service.** Escalation is to the State Labour Commissioner and the BOCW Welfare Board (state-level). The Conciliation Officer handles industrial disputes under the 2020 IR Code before any labour court proceeding.

**External.** Shram Suvidha Portal ([shramsuvudha.gov.in](http://shramsuvudha.gov.in)) is the Ministry of Labour and Employment's consolidated grievance and compliance platform. Centralised Public Grievance Redress and Monitoring System (CPGRAMS) ([pgportal.gov.in](http://pgportal.gov.in)) handles Ministry-level complaints. For e-Shram issues, [eshram.gov.in](http://eshram.gov.in) has a dedicated grievance route. The Labour Court / Industrial Tribunal (state-level) is the judicial forum for unresolved disputes. Minimum-wage violations can be raised directly with the Labour Commissioner under Section 20 of the Code on Wages, 2019.

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