This is the login window by which the user can enter into the system. Already registered user can enter here user name and password (User name and password should be correct).

यह लॉग न न है , औद्योगिक विवाद को दर्ज करने के लिए दी गई स्क्रीन पर यूजर को अपने पहले से बने हुए यूजर नाम और पासवर्ड का उपयोग करना होगा | इसकी सहायता से यूजर सिस्टम में प्रवेश कर सकेगा |
Welcome page will reveal after logging in by the user where we have the different menu items for different acts or modules at the left hand side of the screen.

Navigate to “Register Complaint”, it reveals few links:
Click on “Under Industrial Disputes Act” to register complaint under Industrial Dispute Act.
# COMPLAINT REGISTRATION FORM

## Basic Details
1. Complaint by whom:  
   - Individual  
   - Organisation
2. Name of Complainant
3. Mobile No.: +91
4. E Mail ID

## Address of Complainant
5. Plot No./House No./Name
6. Street/Locality/Mohalla
7. Village/Town/City
8. District: Select District

## Details of Person/Establishment against whom complaint is lodged
9. Name of Establishment/Organization against whom complaint is lodged
10. Name of Owner/Employer
11. Category of Establishment: Select Establishment Category
12. Contact Number (10 Digit Mobile No.)
13. E Mail ID

## Address of Person/Establishment against whom complaint is lodged
14. Plot No./House No./Name
15. Street/Locality/Mohalla
16. Village/Town/City
17. District: Select District
18. Relation of complainant with the person/establishment against whom complaint is being lodged: Select Relation Complaint

## Type of Complaint
19. — Select Complaint Description —

## Attach Documents
20. Attach copy of complaint: Browse... No file selected.
21. Attach supporting documents: Browse... No file selected.
22. Attach any other supporting documents: Browse... No file selected.

I hereby declare that all the information provided is true to my knowledge.
1. **Complaint by whom**: Consist of radio buttons
   i. Individual - if complaint is lodged by a single person
   ii. Organization - if complaint is lodged by an organization

2. **Name of Complainant**: Mention the name of the person who is registering the complaint. Only alphabets allowed. No symbols or numbers allowed.

3. **Mobile No.**: Mention the 10 digit mobile number. +91 is already prefixed to the number so no need to add a 0. Only Numbers allowed. Not a mandatory field.

4. **Email Id**: Mention the email ID of the person registering the complaint. It can be a combination of alphabets, numbers and symbols. Not a mandatory field.

5. **House No./Plot No./Name**: In this field, enter the first line of the establishment address, for e.g., if your address is “116A, Civil Lines, Jaipur”, then enter 116A in this field.

   **प्लॉट नं./हाउस नं./नाम**: इस कॉलम में शिकायतकर्ता का पूरा पता दर्ज किया जायेगा जिसमें उसका प्लॉट नं./घर का नंबर और घर का नाम दर्ज किया जाएगा.
6. **Street/Locality/Mohalla:** In this field, enter the second line of the address. For e.g., if your address is “116A, Civil Lines, Jaipur”, then enter Civil Lines in this field.

7. **Village/Town/City:** In this field, enter the last line of the address. For e.g., if your address is “116A, Civil Lines, Jaipur”, then enter Jaipur in this field.

8. **District:** This field has a drop down list. When you click on this field, list of all the districts in Rajasthan comes up in alphabetical order. User can select the appropriate district. In order to select a district, click on the district which is appearing in the list

9. **Name of Establishment/Organization against whom complaint is lodged:** In this field enter the name of the establishment/organization against whom the complaint is lodged for example the name of the organization against whom the complaint is lodged is R.K Software then enter R.K software in the field.

10. **Name of Owner/Employer:** Name of Owner/Employer of the establishment against whom the complaint is lodged for example the R.K software is owned by jairam then enter jairam in the field.

11. **Category of Establishment:** This field is dropdown which consist of the category of the establishment. User can select any one of the category to which the establishment belong.

---

### Additional Notes

- **Street/Locality/Mohalla:** यहाँ शिकायतकर्ता का गली / मोहल्ले का नाम दर्ज किया जायेगा
- **Village/Town/City:** यहाँ शिकायतकर्ता का ग्राम / शहर का नाम दर्ज किया जायेगा
- **District:** इस कॉलम में शिकायतकर्ता के जिले का नाम दर्ज किया जायेगा जहां वो रहता है
- **Name of Establishment/Organization against whom complaint is lodged:** प्रतिष्ठान / संगठन जिनके खिलाफ शिकायत दर्ज कराई है: यह कॉलम उस प्रतिष्ठान को दर्शाता है जिसके विरुद्ध शिकायत दर्ज करवाई जा रही है
- **Name of Owner/Employer:** मालिक / नियोक्ता का नाम: उस प्रतिष्ठान का जो मालिक है उसका नाम इस कॉलम में दर्ज करना अनिवार्य है
- **Category of Establishment:** प्रतिष्ठान की श्रेणी: इस कॉलम के सामने एक ड्रॉप डाउन बॉक्स है जिसमें प्रतिष्ठान की अलग अलग श्रेणीय है, जिनमें से कोई एक चुनें जो प्रतिष्ठान की श्रेणी हो
12. **Contact Number**: In this field user can enter the contact number of the establishment/organization against whom the complaint is lodged.

**दूरभाष**: - इस कॉलम में उस व्यक्ति का दूरभाष नंबर लिखा जाएगा जिसके खिलाफ शिकायत की गई है।

13. **E-Mail ID**: This field includes the email-id of the establishment against whom the complaint is lodged.

**ई मेल आईडी**: - यहाँ कॉलम में शिकायतकर्ता का ई-मेल आईडी दर्ज किया जायेगा।

14. **House No./Plot No./Name**: In this field, enter the first line of the establishment address, for e.g., if your address is "116A, Civil Lines, Jaipur", then enter 116A in this field.

**प्लॉट नं./ हाउस नं./ नाम**: - इस कॉलम में जिसके खिलाफ शिकायत दर्ज की गई है, उसका पूरा पता दर्ज किया जायेगा जिसमें उसका प्लॉट नं./घर का नंबर और घर का नाम दर्ज किया जाएगा।

15. **Street/Locality/Mohalla**: In this field, enter the second line of the address. For e.g., if your address is “116A, Civil Lines, Jaipur”, then enter Civil Lines in this field.

**स्ट्रीट/ इलाका/ मोहल्ला**: - यहाँ जिसके खिलाफ शिकायत दर्ज की गई है, उसकी गली/ मोहल्ले का नाम दर्ज किया जायेगा।

16. **Village/Town/City**: In this field, enter the last line of the address. For e.g., if your address is “116A, Civil Lines, Jaipur”, then enter Jaipur in this field.

**ग्राम/ नगर/ शहर**: - यहाँ जिसके खिलाफ शिकायत दर्ज की गई है, उसका ग्राम/ नगर/ शहर का नाम दर्ज किया जायेगा।

17. **District**: This field has a drop down list. When you click on this field, list of all the districts in Rajasthan comes up in alphabetical order. User can select the appropriate district. In order to select a district, click on the district which is appearing in the list.

**ज़िला**: - इस कॉलम में जिसके खिलाफ शिकायत दर्ज की गई है, उसके ज़िले का नाम दर्ज किया जायेगा जहां वो रहता है।

18. **Relation of complainant with the person/establishment against whom complaint is being lodged**: This field is dropdown which consist of the relation of the complainant with the person/establishment against whom the complain is lodged.
19. **Last working day (in case of removal/retrenchment):** This field has a calendar control from where user can select the date.

20. **Description of the complaint/industrial dispute:** This field is a dropdown which consist of the description of the complaint/industrial dispute.

21. to 23.

1. **Shikayat ki prati samlagn kare:** - यहाँ शिकायत की प्रतिलिपि अपलोड करनी होगी| उसके लिए यहाँ एक (Browse) बटन (Browse) दिया गया है जिसे क्लिक करेंगे तो एक नयी स्क्रीन खुलेगी जहां यूजर को अलग अलग फाइल दिखेगी| उसमें से अपनी फाइल पहचान कर उसे क्लिक करके ओपन बटन पर क्लिक करेंगे तो उस फाइल का नाम इस कॉलम में दर्ज हो जायेगा | इसमें अपनी शिकायत की प्रतिलिपि ही अपलोड करें |

2. **Samrthyan dasstavae j samagn kare:** - शिकायत प्रतिलिपि के अलावा कोई सहायक दस्तावेज़ हों तो उन्हें यहाँ अपलोड करें | उसके लिए सामान प्रक्रिया दोहरानी होगी जैसे – इस कॉलम के सामने भी एक बटन (Browse) दिया गया है जिसे क्लिक करेंगे तो एक नयी स्क्रीन खुलेगी जहां यूजर को अलग अलग फाइल दिखेगी| उनमें से अपनी फाइल पहचान कर उसे क्लिक करके ओपन बटन पर क्लिक करेंगे तो उस फाइल का नाम इस कॉलम में दर्ज हो जायेगा |

3. **Any sahayaak dasstavae j samagn kare:** - यदि अभी भी कोई दस्तावेज़ बाकी रह गए हो तो उन्हें यहाँ अपलोड करें | इसके लिए भी सामान प्रक्रिया दोहराए – कॉलम के सामने एक बटन (Browse) दिया गया है जिसे क्लिक करेंगे तो एक नयी स्क्रीन खुलेगी जहां यूजर को अलग अलग फाइल दिखेगी| उनमें से अपनी फाइल पहचान कर उसे क्लिक करके ओपन बटन पर क्लिक करेंगे तो उस फाइल का नाम इस कॉलम में दर्ज हो जायेगा |
With every application form it is mandatory to attach certain supporting documents.

There are 3 mandatory attachments in this form. User needs to attach these documents along with this application form. In order to attach a file, click on Browse, select the path of the file, select the file from the selected path and click on save. The required file gets attached to the system.

After all the fields are filled and attachments are added, re-check the form.

If you are satisfied with the entries made, then click on SUBMIT.

User clicks on “Submit”

Acknowledgement page shows up
Complaint Number: A unique complaint number gets generated which the user can use for further reference.

Date of Complaint: The day the form is submitted, that day is reflected.

Name of Complainant: Name of Complainant as mentioned at the time of filling the complaint form appears.

Name of Employer/Establishment against whom complaint is lodged: Name of the employer against whom the complaint is lodged, appears.
FORM DIRECTED TO LDC/UDC

Once a form is filled by the user (citizen), it gets directed to the LDC/UDC of that particular district who has been authorized to take action on the form of the particular Act.

LDC will mark the authority the particular application to the district authority. Therefore LDC/ UDC will login by their credentials. Welcome window will get opened where all the registered cases will appear as given below:-

एलडीसी/यूडीसी फॉर्म को उस जिले के अधिकारी को आगे प्रेरित करने की जिम्मेदारी है। ऐसा करने के लिए एलडीसी/यूडीसी को सब से पहले एप्लिकेशन में लॉगिन करना होगा, लॉगिन करने के बाद उसे सब से पहले मुख्य पृष्ठ दिखेगा.
Click on “Complaint Application”. Few more links open up on clicking on it. Click on “Under Industrial Disputes Act” in order to view Industrial Disputes complaints.

Complaint Application पर क्लिक करें. उस पर क्लिक करने से कुछ और लिंक खुलेंगे. “Under Industrial Disputes Act” पर क्लिक करें.
On the right side, all the application related to Industrial Disputes appears.

Click on the Complaint ID (hyperlink), in order to view an application.

दायीं तरफ औद्योगिक विवाद से सम्बंधित सारे आवेदन होंगे. आवेदन की पूरी जानकारी के लिए “Complaint ID” की हाइपरलिंक पर क्लिक करें
The application form opens up. At the end of the form is the option to forward the application to the relevant authority. In the drop down, select the name of the officer to whom the application is to be forwarded and then click on “Forward”.

फॉर्म के अंत में दिए गए ड्राउड में से अधिकारी का नाम चुनें और Forward पर क्लिक करें
This is the login window by which the Admin can enter into the system. (Admin name and password should be correct).

जिला अधिकारी यहाँ अपना यूजर नाम और पासवर्ड डाले, जो उसे रजिस्ट्रेशन के समय प्राप्त हुआ था | (यूजर का नाम और पासवर्ड सही होना चाहिए |) फिर लॉगिन बटन पर बिंक कर दे | स्वागत पेज खुलेगा, जैसे निचे दिए गए चित्र में दर्शाया गया है |
To view an application forwarded under Industrial Disputes Act, click on “Complaint Application”. Few more links open up on clicking on it. Click on “Under Industrial Disputes Act” in order to view Industrial Disputes complaints. On the right side, all the application related to Industrial Disputes appears. Click on the Complaint ID (hyperlink), in order to view an application.

दायीं तरफ औद्योगिक विवाद से सम्बंधित सारे आवेदन होंगे. आवेदन की पूरी जानकारी के लिए “Complaint ID” की हाइपरलिंक पर क्लिक करें
At the end of the form, there are 3 options available to the authority:

1. Seek Clarification
2. Re-Direct the Form
3. Forward to Conciliation Officer

**Clarification:** If the authority wants to seek any clarification from the complainant, he needs to click on the check box which is adjacent to every attachment, and then click on the radio button of “Clarification”

**Re-Direct:** The Authority selects the name of the department

**Conciliation Officer:** Admin selects the conciliation officer by whom the further investigation has to be conducted.

After every action which will be performed by the admin there will be an acknowledgement page which will specify that what action was taken and on which complaint id it was taken.
In order to forward an application to a conciliation officer, check the box beside “Forward to Conciliation Officer”.

Select the name of the conciliation officer from the drop down and then click on “Submit”.

फॉर्म के अंत में दिए गए डाउन में से अधिकारी का नाम चुने और Forward पर क्लिक करें
An acknowledgment gets generated as per the action taken by the authority.
FORM FORWARDED TO THE CONCILIATION OFFICER
This is the login window by which the Admin can enter into the system. (Admin name and password should be correct).

Welcome page will be displayed after logging in by the Admin where we have the different menu items for different acts or modules at the left hand side of the screen.

When admin clicks on the “Industrial Complaint/Dispute”

This section is divided into 4 parts

1. Fresh Case

2. Pending – Industrial Complaints

3. Pending – Industrial Dispute

4. Closed Case
Click on “Fresh Case” in order to view the forms which have been forwarded.

इस लिंक को क्लिक करने पर शिकायतों की सूची का एक नया पेज खुलेगा जिसमें सूची के अंत में सभी शिकायतों की स्थिति दी हुई दिखाई देगी।

- निचे दिए गए चित्र को देखें
## Industrial Disputes

### Industrial Complaints

<table>
<thead>
<tr>
<th>Complaint ID</th>
<th>Name of Complainant</th>
<th>Name of person / establishment against whom complaint is lodged</th>
<th>Brief description of Complaint / Industrial Dispute</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>16/17/0293</td>
<td>Meera Verma</td>
<td>high</td>
<td>Strike</td>
<td>New Complaint</td>
</tr>
</tbody>
</table>

*Note: The screenshot shows a webpage with a table listing industrial complaints, including complaint IDs, complainant names, details of the complaint, and status.*
इस सूचि में विवाद नंबर पर लिंक है जिससे एक नया पेज खुलेगा जिसमें क्लिक किये गए नंबर से सम्बंधित सूचना पहले से भरी होगी, जैसे नीचे दर्शाई गयी है।
**Hearing Date**- This field is calendar control from where admin can select the date.

**Hearing Time**- Date time mask is applied to this control where admin can give the time to the user.

- अन्य विकल्प दिए गए हैं

सुनवाई तिथि - यह कॉलम कोर्ट द्वारा दी गई सुनवाई की तारीख भरने के लिए है जिसके लिए यहाँ एक कैलेंडर दिया गया है जिसके द्वारा तारीख चुन सकते हैं।

सुनवाई समय - यह कॉलम कोर्ट द्वारा दी गई सुनवाई का समय भरने के लिए है।

Admin Clicks on “Submit”

इसे भरने के बाद सुरक्षित करने पर क्लिक करें तो एक स्वीकृति पत्र खुलेगा जिसमें अधिकारी ने जो भी कार्यवाही की वो उसमें शिकायत नंबर और तिथि के साथ दिखाई देगी जैसा नीचे दिया गया है।

Acknowledgement form appears
When the cases are assigned to Conciliation Officer

They fall into the Fresh Case नए विवादों की सूचि दिखाई देगी |
Admin clicks on the Complain id which is a hyperlink and the prefilled information at the time of the registration of complaint is displayed
<table>
<thead>
<tr>
<th>Department</th>
<th>Address of Complainant</th>
<th>Details of Person/Establishment against whom complaint is lodged</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5. Plot No./House No./Name</td>
<td>9. Name of Establishment/Organization against whom complaint is lodged</td>
</tr>
<tr>
<td></td>
<td>6. Street/Locality/Mohalla</td>
<td>10. Name of Owner/Employer</td>
</tr>
<tr>
<td></td>
<td>7. Village/Town/City</td>
<td>11. Category of Establishment</td>
</tr>
<tr>
<td></td>
<td>8. District</td>
<td>Government Undertaking</td>
</tr>
<tr>
<td></td>
<td>12. Contact Number</td>
<td>13. E Mail ID</td>
</tr>
<tr>
<td></td>
<td>9876543210</td>
<td><a href="mailto:yata@itiner.com">yata@itiner.com</a></td>
</tr>
<tr>
<td></td>
<td>14. Plot No./House No./Name</td>
<td>15. Street/Locality/Mohalla</td>
</tr>
<tr>
<td></td>
<td>5678901234</td>
<td>Iskgdfad</td>
</tr>
<tr>
<td></td>
<td>16. Village/Town/City</td>
<td>17. District</td>
</tr>
<tr>
<td></td>
<td>Iskgdfj</td>
<td>Alwar</td>
</tr>
<tr>
<td></td>
<td>18. Relation of complainant with the person/establishment against whom complaint is being lodged</td>
<td>19. Last working day (in case of removal/retrenchment)</td>
</tr>
<tr>
<td></td>
<td>Demand Charter</td>
<td>26/11/2013</td>
</tr>
<tr>
<td></td>
<td>20. Description of the complaint/industrial dispute</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Attach Documents</td>
<td>Download Copy of Claim</td>
</tr>
<tr>
<td></td>
<td>21. Attach copy of complaint</td>
<td>Download Supporting Documents</td>
</tr>
<tr>
<td></td>
<td>22. Attach supporting documents</td>
<td>Download Any Other Supporting Documents</td>
</tr>
<tr>
<td></td>
<td>23. Attach any other supporting documents</td>
<td></td>
</tr>
<tr>
<td></td>
<td>26/11/2013</td>
<td>AM</td>
</tr>
</tbody>
</table>

Submit
Now the request moves to the next stage of “Pending-Industrial Complaints”

शिकायत पर आगे कार्यवाही करने के लिए औधोगिक विवाद पर जार्ज़ेगे और उसमे से लंबित -औधोगिक शिकायत चुने |

Admin clicks on the “Pending Industrial Complaints”
Admin clicks on the Complain id which is a hyperlink and the prefilled information at the time of the registration of complaint is displayed.
At the end of the form, the conciliation officer has the option to issue the next hearing date, if required.

There are 3 attachments in this form. Admin needs to attach these documents along with this application form. In order to attach a file, click on Browse, select the path of the file, select the file from the selected path and click on save. The required file gets attached to the system.

**Issue next hearing date**-This field is calendar control from where admin can select the date and issue the next hearing date.
Admin Clicks on “Submit”
All the cases which are accepted as the Industrial Dispute comes in the “Pending-Industrial Dispute”

Admin clicks on the Dispute id which is a hyperlink and the prefilled information at the time of the registration of complaint is displayed.

The pre-filled form appears. At the end of the form is the option to select the “Final Outcome of the Dispute”.

Also, if the conciliation officer wants then he can also forward the application to the Head of Office.

In order to forward the application to the Head Office. Click on the check box beside “Conciliation officer comment to HO”.
Fill in the details and select the officer to whom the application is to be marked further.

Click on Submit after selecting the officer.
**Date of Complaint:** This field has a calendar control from where admin can select the date of the complaint.

**Date of Complaint approved to be an industrial dispute:** This field has a calendar control form where admin can select the date of the Complaint approved to be an industrial dispute.

**Date of dispute to be declared as failure:** This field has a calendar control form where admin can select the date of dispute to be declared as failure.

**Attached copy of complainant’s statement:** This field consists of the radio button admin can select “Yes” or “No” according to his wish.

**Has the complainant worked for more than 240 days in the last 12 months since he has been removed from work?:** This field consists of the radio button admin can select “Yes” or “No” according to his wish.

**Has the reason for dispute occurred 2 years back? If yes, then reason for delay in filing the complaint:** This field consists of the radio button admin can select “Yes” or “No” according to his wish.

**Has the employer presented his statement?:** This field consists of the radio button admin can select “Yes” or “No” according to his wish.

**Is the claim filed by a representative/ intermediary?:** This field consists of the radio button admin can select “Yes” or “No” according to his wish.

**Term of Reference:** This field consists of the text box in which admin can add the reference.
ACTION TAKEN BY THE HEAD OF OFFICE AUTHORITY TO WHOM THE FORM HAS BEEN FORWARDED BY THE CONCILIATION OFFICER
This is the login window by which the Admin can enter into the system. (Admin name and password should be correct).

Welcome page will be displayed after logging in by the Admin where we have the different menu items for different acts or modules at the left hand side of the screen.

बाई तरफ दिए गए मेनूबार में औथोगिक विवाद का मेनू है जिसमें औथोगिक विवाद को चुनने का यहाँ अपना यूजर नाम और पासवर्ड डाले | जो उसे रजिस्ट्रेशन के समय प्राप्त हुआ था ,यूजर का नाम और पासवर्ड सही होना चाहिए (| फिर लॉग इन बटन पर क्लिक कर दे | तो नाम दिए गए पेज पर दम का दम 1 दर्शा बैटल रे | स्वागत पेज खुलेगा |
Click on “Escalated Industrial Dispute” in order to view the forwarded application.
On the right hand side, you can see the grid where all the applications appear. Click on the Dispute ID, which is a hyperlink in order to view an application.
The pre-filled form appears along with 3 options at the bottom of the page.

Agree – If the head of office agrees that this is a dispute, the n forward the application to Head Office for further action.

Disagree – If the head of office does not consider this application as a dispute, then he can mention his comments and send the form to head office.

Close- If the head of office wants to close the case, then click on the check-box beside Close.
Whatever action the authority wants to take, he can click on the check-box accordingly and then click on Submit.
ACTION TAKEN BY THE HEAD OFFICE AUTHORITY TO WHOM THE FORM HAS BEEN FORWARDED BY THE DISTRICT AUTHORITY
This is the login window by which the Admin can enter into the system. (Admin name and password should be correct).

Welcome page will be displayed after logging in by the Admin where we have the different menu items for different acts or modules at the left hand side of the screen.

बाई तरफ दिए गए मेनूबार में औधोगिक विवाद का मेनू है जिसमें औधोगिक विवाद को चुनने का अवसर है।
Click on “Escalated Industrial Dispute - HO”. All the applications appear on the right hand side of the page.
The pre-filled form appears with 2 options at the end:

1. Reference
2. Non-Reference

Whatever action the authority wants to take, he has to click on the check-box and then click on Submit.

In case of Non-Reference, the case moves to “Closed Case”

In case of Reference, the case moves to “Final Decision – ID Act”
UPDATE THE FINAL DECISION

All the cases pending for a final decision shall be seen in this link.

Click on the Dispute ID to update the final decision of the case.
If the final decision has been awarded, then click on the radio button beside YES, attach the copy of the report, click on the check-box of “Publish the decision” and then click on “Submit”.

All the cases, who have been awarded the final decision shall move to “Closed Case”