# STANDARD OPERATION PROCEDURE FOR OVERALL OPERATIONS OF ASSAM BUILDING AND OTHER CONSTRUCTION WORKERS WELFARE BOARD.

## Intended Users:

### Government:

- Labour Welfare Department
- Assam Building & Other Construction Workers Welfare Board.
- State Common Service Centers

### Non-Government:

- Construction workers
- Trade Unions
- Contractors
- Employers of construction workers

# CONTENTS


- Introduction.
- Vision & Objective.
- Need of SOP.
- About the Online Module and its adaptation.
- Process Flow and Broad Guide-
    a) Beneficiary Registration and Registration Renewal.
    b) Benefit Application.
    c) Cess Collection and Process flow.
- General Instructions.
- Monitoring & Reporting.


# INTRODUCTION

To address the inhuman working conditions and poor health and safety standards in the real estate industry and in the Broad Sector of Construction, Government of India enacted the Building and Other Construction Workers (Regulation of Employment and Conditions of

Service) ACT, 1996.The Act, provides for a plethora of welfare benefits to ensure social security of construction workers who toil under constant risk of limb and life.

The estimated number of construction workers in the State is around ten lakhs out of which around 4.5 lakh workers are registered with the Assam Building and Other Construction Workers Welfare Board.

Though there are a few registered trade unions which represent such workers, most of them are unrepresented and continues to be unregistered.

To ensure maximum registration of construction workers, timely renewal of registration, speedy release of benefit to eligible workers it is necessary that the stake holders are rightly informed on the procedures and facilities available.

The Assam Building & Other Construction Workers Welfare Board has onboarded a complete Online Solution for all of its functions and operations including Online Registration, Online Renewal of Registration, Online Cess Deposit by employers and Citizens, Online application for benefits.

The SoP is especially developed considering the onboarding of Online Module so as to aware the users with a view to enhance the outcome of the Online adaptation.

# VISION AND OBJECTIVES

To ensure the following:

- all eligible construction workers of the State between the age of 18 to 55 years are registered with the Assam Building and Other Construction Workers Welfare Board adopting the online module.
- all registered construction workers to renew their registration adopting the online module.
- Adopting and integration of easy and prompt mode for deposit of cess by employers and citizens.
- All eligible registered construction workers avail benefit through online mode as applicable in a prompt manner through DBT mode with the assistance of Public Financial Management System (PFMS).

# NEED OF SOP

- It has been observed that in-spite of having various welfare benefits under the Assam Building and Other Construction Workers Welfare Board, the stake holders are not aware of operation procedure which hamper in achieving the desirable results in a seamless manner.
- It is felt that specific a step-by-step SOP is required to ensure that the targeted group of workers are registered and they (including their families) can avail the benefits as per their eligibility.
- It is felt that a SOP is required to assist the Non- treasury Cess depositors to guide them to deposit the Cess through online mode securely and promptly.
- To disseminate correct information and process for registration, renewal and for availing benefit.
- Coordination between stakeholders and their active involvement to ensure that the target group of workers are benefitted to the utmost level of satisfaction.

# WHAT ARE THE EXPECTED OUTCOMES?

- Increase in the number of registered construction workers.
- Registration of only genuine and eligible construction workers.
- Increase in the number of beneficiaries.
- Speedy and error free disbursement of benefits.
- Fast and easy deposit of Cess

# ABOUT THE ONLINE MODULE AND ITS ADOPTION

The Assam Building & Other Construction Workers Welfare Board has onboarded the Online solution for Registration, Renewal, Cess collection and Benefit Disbursement. The Mode of operations prior to deployment of the Online module involved paper works, delay in transit of documents/data/applications, delay in processing of applications, lack of handy data, delayed deposit of instruments and various other issues.

As such to adopt a fast and smooth mechanism, an IT solution has been developed and adopted by the Board for all of its primary operations right from registration to Benefit disbursement and Cess Collection.

The IT solution is expected to achieve its optimum goal only if the stakeholders adopt the mechanism and get accustomed with it. A step to achieve this is the development of this SOP.

# THE STANDARD OPERATING PROCEDURES

## Online Beneficiary Registration and Registration Renewal:

### Who are eligible for registration?

Any worker/labourer associated with the Broad sector of construction (refer definition for "Construction Worker" above) at least for last 90 days, falling under the age category of 18 to 55 years, physically abled, a citizen of India with valid documentary evidence for all the aforementioned requirements may be considered eligible for registration.

### What is the fee for registration?

The registration fee is Rs 25.00 (one time) and monthly contribution is Rs 20.00 P.M/- which can be paid online as well as offline. In order to avoid monthly hassle, workers are even allowed to make payments towards monthly contribution on yearly, half yearly or quarterly basis too.

### How and where to apply?

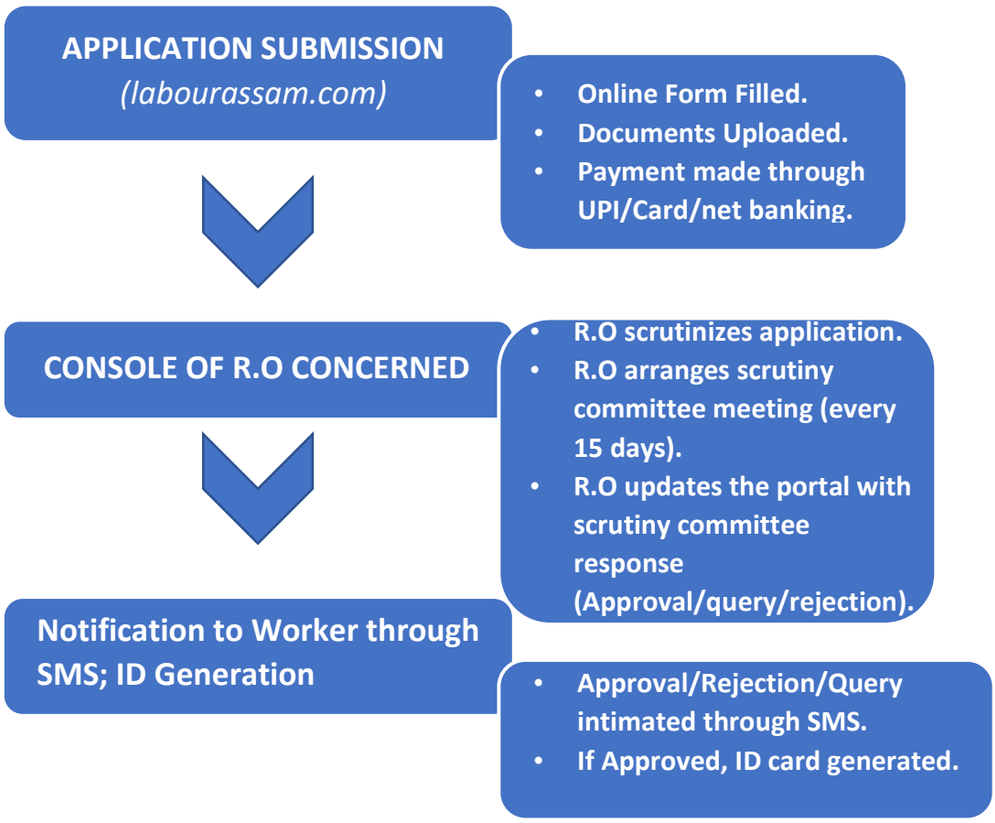
The Applications can be submitted Online through *www.labourassam.com*. The Online Portal is designed in a simple way so as to guide each user to make applications. Further, in order to assist the users, the module even consists of tutorial video links. In case of any queries or need for assistance, prospective applicants may approach the nearest District Labour office or CSCs. It is the duty of the Labour Officials to entertain such queries promptly and provide necessary assistances.

### Documents required?

The Mandatory Documents required to be submitted along with submission of online form are-

| Sl. No | Document | Purpose | Mode of Submission/Format |
|---|---|---|---|
| 1 | Voter ID/ADHAAR. | Identity, address and Citizenship proof. | Online (pdf/jpeg) |
| 2 | Employers Certificate. | 90 days working record to check eligibility. | Online (pdf/jpeg) |
| 3 | Bank Passbook copy of worker. | To validate bank account for DBT processes | Online (pdf/jpeg) |
| 4 | Bank Passbook copy of nominee. | To validate bank account for DBT processes | Online (pdf/jpeg) |
| 5 | Passport Photographs (Applicant and Nominee) | As Identity proof. | Online (pdf/jpeg) |

## Steps for Registration/Renewal



**NOTE: SYSTEM GENERATES USER ID AS THE MOBILE NUMBER OF THE WORKER AND OTP BASED PASSWORD FOR FUTURE TRACKING AND LOGIN.**

## STEP-I – Application Submission.

User types "***www.labourassam.com***" and opens the portal.

Clicks the Button "***Registration Page for New Worker***"

The Site than routes to the online application form which shall self-guide till the last step of application submission.

A payment option shall than prompt to allow the user to make the payment using UPI based modes/Cards/net banking or even Challan.

## STEP-II - Application notification on Registering Officers Console.

Registering officer shall be notified of the applications successfully submitted and Registering officer shall scrutinize the applications.

The registering officer also have an option of transferring applications to another Registering Officer.

The Registering Officer shall arrange for scrutiny committee meeting every 15 days and place all applications received. The committee may either recommend for approval, reject or query the application. case of queries, SMS shall be sent to the applicant with brief on the query. The applicant may re-upload the requisite documents as per the query raised by the Registering officer. Applicant in such cases may also approach the CSCs or Office of Registering Officer for assistances.

## STEP-III - Notification to worker to worker through SMS; ID generation.

Applications if approved shall be notified through SMS and ID card shall be generated automatically for approved applications. The applicant shall be notified for each stage such as queries, rejection and allied.

**NOTE-** Workers may approach the CSCs (VLE) for requisite assistances for registration application and allied.

## REGISTRATION RENEWAL

For registration renewal, Registered Construction workers shall have to Login using Registered Mobile Number as the USER-ID and OTP based password. The workers console shall allow the worker to check validity of registration, renewal date. The renewal can be done by the worker either by approaching the CSCs or by self. The portal is designed with simple and secured steps to allow workers to easily renew registration and make payments through online modes using UPI/Card payment/ Net banking or Challan payment.

## ONLINE BENEFIT APPLICATION AND DISBURSEMENT

### WHO CAN USE THE MODULE FOR BENEFIT APPLICATION?

Only active registered construction workers can login to this module (Benefit module) through registered ID no./registered phone number. For workers registered manually prior to launch of the Online platform, the platform has been fed with “Parser format” as an existing database record. In case, any registered construction worker is unable to login, assistances from CSCs or District/field labour offices may be sought by the worker.

### HOW AND WHERE TO APPLY?

Registered construction workers may login in through ID no./registered phone number and apply through the portal. The application portal shall guide the worker through online forms. Considering the lack of adequate IT knowledge, applicants may approach the CSCs or District labour offices for assistances for application submissions.

### WHAT ARE THE BENEFITS?

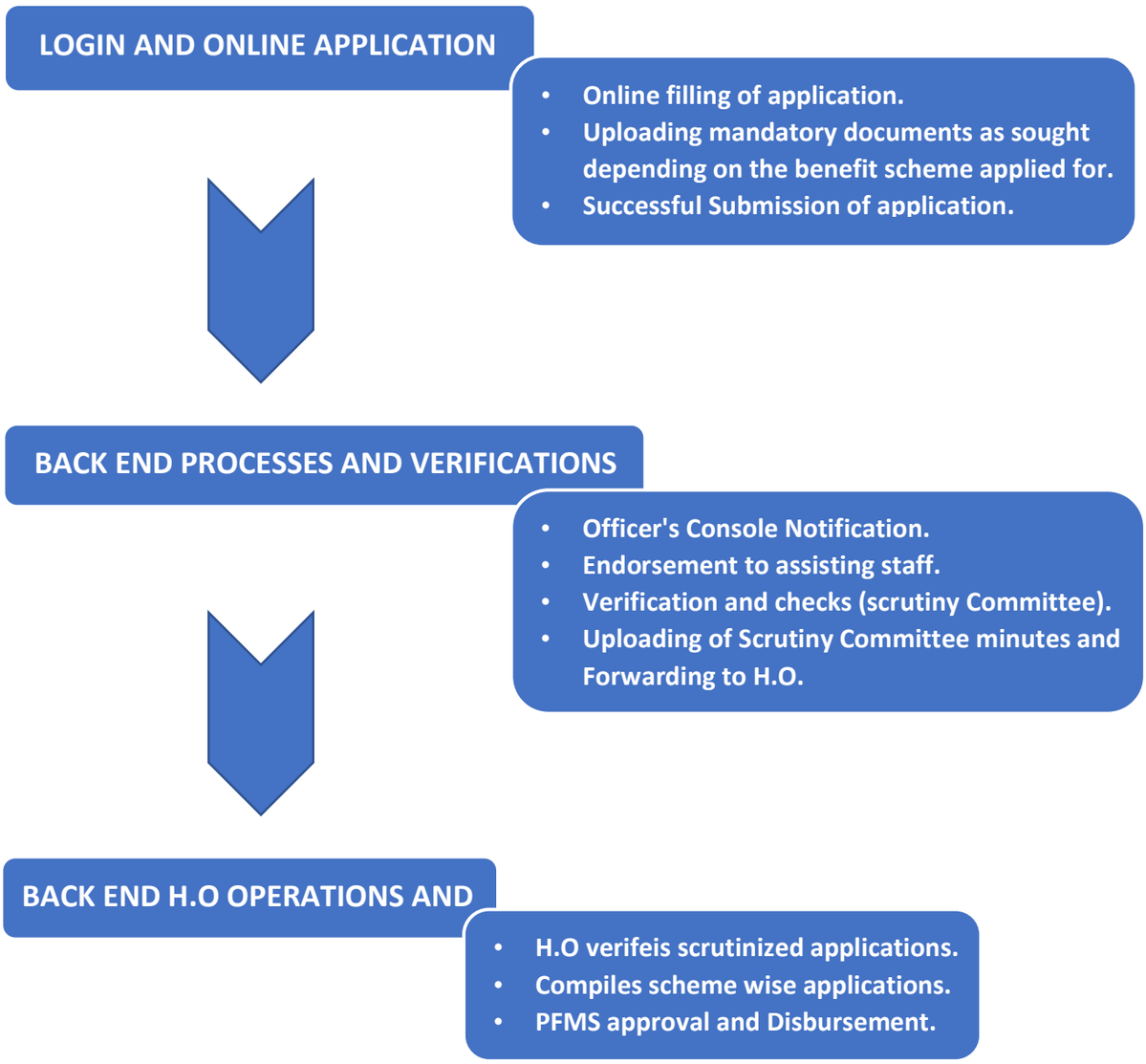
Detailed below the various benefit schemes entitled to registered construction workers with details of the quantum and applicability.

# Welfare Schemes for registered Construction Workers and their Dependents:

| Sl. No. | Welfare Schemes | Benefits |
|---|---|---|
| 1. | Medical Assistance to beneficiaries (Immediately after Registration) | (a) Rs. 1,000/- per day for first 5 days and Rs. 200/- per day for the remaining days subject to a maximum Rs. 20,000/-.<br>(b) Partial disability: - Rs. 25,000/-, Rs. 50,000/-, Rs. 75,000/- & Rs. 1,50,000/- on the percentage of disability upto 25%, 50%, 80% & more than 80% |
| 2. | Disability Pension (Immediately after Registration) | Rs. 2000/- per month<br>+ Rs. 100/- for every completed year of service from the date of registration<br>Exgratia payment Rs. 3.00 Lakh |
| 3. | One time Educational Assistance (Immediately after Registration) | **Benefits** |

| Sl. No. | Class | Amount of Annual grant(Rs.) |
|---|---|---|
| 1 | Class 1 to 4 | 1500/- |
| 2 | Class 5 to 7 | 2750/- |
| 3 | Class 8 to 10 | 4000/- |
| 4 | Class 11 to 12 (including ITI) | 7000/- |
| 5 | Degree courses & its equivalent courses | 10,000/- |
| 6 | Post Graduate or equivalent classes including engineering/ medical/ competitive exam. | 20,000/- |
| 7 | Apart from the Post Graduate Degree, if any children of the registered beneficiaries wishes to get higher study in the Govt. institution of IIT/ Engineering/ Medical or in any higher study in the Govt. institution . | All expenses . |

| Sl. No. | Welfare Schemes | Benefits |
|---|---|---|
| 4. | Cash Award for Meritorious Student (Immediately) | Rs. 5000/-, Rs. 4000/- and Rs. 3500/- |
| 5. | Marriage Assistance for unmarried woman worker & 2 (two) children of registered worker (5years post registration) | Rs. 25,000/- |
| 6. | Maternity Benefit (3 years Post Registration) | Rs. 20,000/- |
| 7. | General Pension Benefit (Post retirement) | Rs.2000/-<br>+ Rs.100/- for every completed years of service from the date of registration. |
| 8. | Family Pension (On demise of Registered worker) | 50% of pension received by the pensioner |
| 9. | Death Benefit (Immediately after Registration) | 1) Normal Death Rs. 50,000/-<br>2) Accidental Death Rs. 3,00,000/- |
| 10. | Funeral Assistance (Immediately after Registration) | Rs. 5000/- |
| 11. | Loan for the Purchase of Tools (Not implemented) | Rs. 20,000/- |
| 12. | Advance for Purchase or construction of house (Not implemented) | Rs. 5 Lakh for purchase of flat,<br>Rs. 2 Lakh for purchase of Land<br>and Rs. 3 Lakh for construction of house. |
| 13. | Assistance for Critical disease (Immediately after Registration) | Rs. 1,50,000/- |
| 14. | Assistance for Health Checkup (Immediately after Registration) | Rs. 3,000/- or Rs 5000/- once in a year |
| 15. | Personal Safety Equipment on application (Not implemented) | Rs. 5,000/- |
| 16. | Converse Aam Admi Bima Yojana (PMJJBY & PMSBY) | Rs. 2 Lac in case of normal death under PMJJBY, Rs. 4 Lac in case of accidental death under PMSBY<br>Class IX to XII Scholarship of Rs.100/ - per month |




**NOTE: SMS, PORTAL BASED UPDATE AND TRACKING/NOTIFICATION IS MADE AVAILABLE FOR ALL STEPS.**

### STEP- I - Worker Login and Application Submission

The "**Login**" button of Home page redirects the worker to the Login interface.

User can login with registered Mobile Number or User ID. OTP received in the registered mobile number must be entered to complete the login.

The individual console of the User gets opened with various functions such as detail updating, Fees due and benefits eligible.

The user selects applicable benefit and the portal redirects to a online application form specific to the benefit.

The user may fill up the application with all mandatory fields and necessary documents uploaded.

The user submits the application form and a tracking/reference number is generated as a future reference for the user.

**NOTE- CSC's (VLEs) shall be assistors to the users. Users can approach the nearest VLE for required assistances.**

### STEP-II

Successfully submitted applications pop up in the concerned Officers console.

Officer may assign a subordinate to make verifications through the portal.

Subsequent to preliminary verification, application is placed in the scrutiny committee for detailed checks.

Minutes of the Scrutiny Committee meeting gets uploaded and Forwarded to the H.O.

### STEP-III

Application/s Pops up in Officer's Console of Head Office.

Officer assigns to Assistant concerned and allotted with the District concerned.

Assistant processes the application through PFMS. Account details gets auto verified in PFMS.

On successful PFMS verification, Print Advice is generated through PFMS.

Approving authority approves for disbursement of the benefit through PFMS.

## GENERAL INSTRUCTIONS

The following instructions for the Online operations may be adhered to by all users.

- Services of CSCs engaged for assistance to Registered construction workers for registration and renewal only shall be free for the users. No fee/gratitude/rebates must be paid to the VLEs by Construction workers towards the services rendered.
- VLEs may charge only for ID card printing if workers desire to acquire a printed Card. The rate for the same shall be notified by the Board and displayed at CSCs.
- The Worker must record reference/tracking numbers for applications made. Incase VLEs assistances are utilized, VLEs shall ensure recording reference/tracking numbers at their end and also providing the same to the worker.
- A worker can directly check for status of an application or make telephonic inquiries to the concerned VLE by providing tracking ID. VLEs shall ensure telephone numbers are displayed in centers at all times.
- It is the responsibility of an officer to keep safe the user details and credentials provided for access to the portal. Sharing of officer's user credentials to subordinate/assisting staffs or nomination/proxy is not allowed. User wise restriction is applicable for the portal.
- An application must be disposed within a period of 15 days from an individual's console. Applications kept pending for 15 days may be considered as a default.
- The primary objective of the Online module may be kept in mind and reduction in processing time and reduction in paperwork must be ensured at all levels.

The IT module is expected to evolve with time and as such, issues, modification/changes required must be communicated to the Head Office for necessary changes and updates.

## ONLINE CESS DEPOSIT

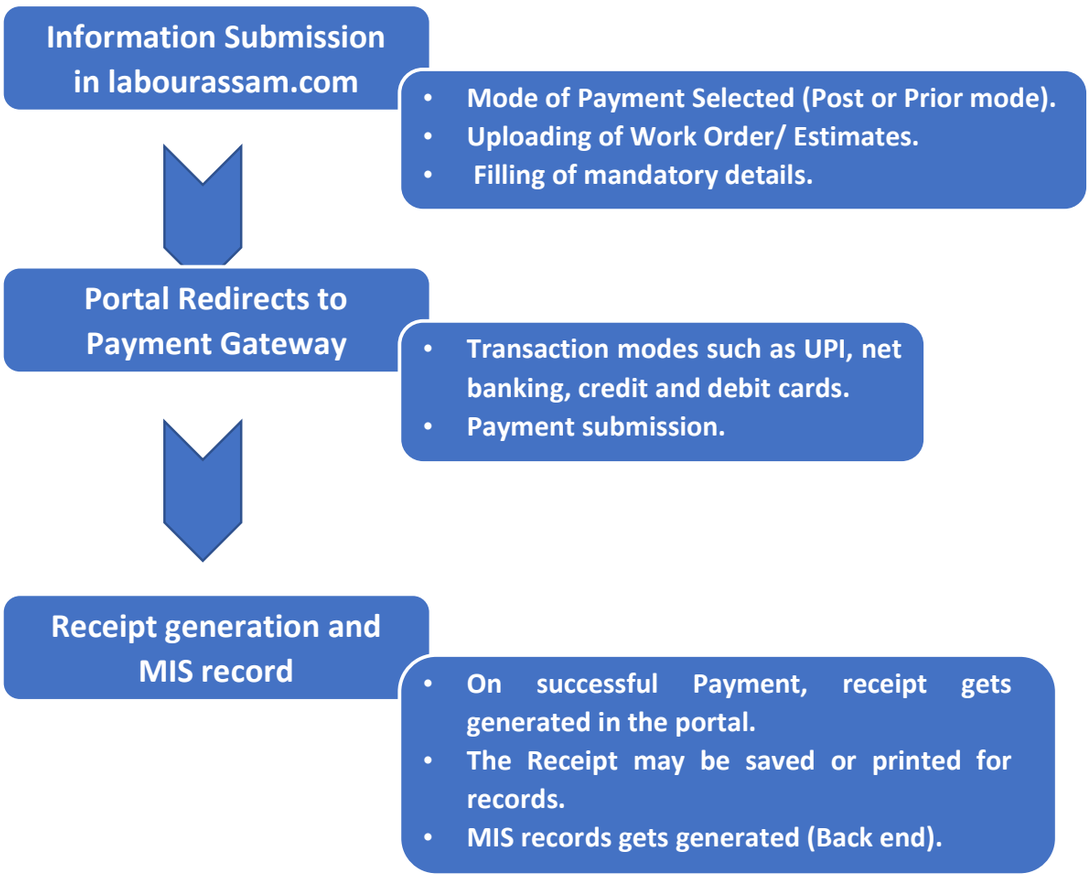
### Who can use the Module to Deposit Cess?

All non-treasury cess deposits must be made through labourassam.com. The module can be used by Organizations as well as individuals for payment of cess Online.

### How and where to apply?

Cess depositors may open "***www.labourassam.com***" for initiating payment and The Online Portal is designed in a simple way so as to guide each user to make submissions easily.

### Steps for Cess Deposit-




### STEP-I – Information Submission

User types "***www.labourassam.com***" and opens the portal.

Clicks the Button "**Cess Payment**"

Selects "**Post Payment**" or "**Prior Payment**" mode.

Mandatory information as per the requirement of the **e-Form** must be filled.

The portal auto calculates the amount payable on entering total value of work.

Copy of Bill (in case of Post payment) and Copy of Estimate (in case of Prior Payment) should be uploaded in the field provided.

### STEP-II - Redirection to payment gateway.

On clicking pay now after entering all mandatory fields, the portal redirects to the payment gateway.

Suitable transaction mode may be selected which includes- UPI mode, Net banking and Debit/credit card.

After selection of suitable mode, payment confirmation should be done as per user bank's security norms (Captcha & OTP based generally).

### STEP -III – Receipt generation and MIS record.

On successful payment, the portal automatically generates a **e- receipt**.

Back-end MIS data generated for records and reconciliation with accounts.

# MONITORING AND REPORTING

Nodal Department:

Labour Welfare Department, Government of Assam
Nodal Officer/ official in the HQ-Dy. Labour Commissioner, Assam-cum-Dy. CEO, ABOCWWB.

Nodal Officer in the District/ Sub- Division:

Assistant Labour Commissioner/ Labour Officer.

Nodal Officer IT Module: