

**PROCEEDINGS OF THE THE LABOUR COMMISSIONER, KERALA.**  
**Present : Dr. Chithra I.A.S**

**Sub:-** Labour Commissionerate – Establishment –Functioning of Call Centre and District Labour Officers- - Orders issued

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**ORDER No. E(4) - 6482/2021 DATED: 18.05.2021.**

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Read:- 1. GO (Rt) No. 383/2021/DMD dated. 26/04/2021.  
2. Proceedings No. EN.4- 6226/2021 dated: 27.04.2021  
of the Labour Commissioner, Kerala.

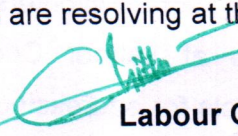
**ORDER**

As per the Order read as 1<sup>st</sup> paper above, the Government of Kerala have included the Labour Department in essential service and as per proceedings read as 2<sup>nd</sup> paper above, a monitoring cell has been constituted in the Labour Commissionerate to co-ordinate the welfare measures of Inter State Migrant Workers. At present call centres are functioning at 24 Hour basis at Labour Commissionerate, Thiruvananthapuram and in other districts for addressing the requests/ complaints received through telephone, related to issues of Guest Workers. In order to improve the functioning of the Call Centres, the following directions are issued;

1. All Call Centres should maintain a register noting Sl. No, Date, Time, Name and Mobile No of ISM Worker, his Domicile State, present location, Total No of workers with him, details of Grievance raised (food/covid test/vaccination/shelter, others) , action taken on the complaint, whether the issue solved or pending.
2. The District Labour Officers shall intimate "name, mobile phone number, and present shelter/location of guest workers who are Covid positive" to the relevant call centre. The Call Centre Agents shall contact such migrant workers over phone and enquire whether they need any assistance from Labour Department. If they demand for any help, call Centre agents shall report the matter to the District Labour Officer concerned. A daily report regarding such

calls made shall be forwarded by each District Labour Office to Commissionerate.

3. While the Migrant Workers are crossing various check posts in Kerala, with the assistance of Volunteers, the District Labour Officers shall arrange to collect the data's such as number of vehicles with guest workers which had passed the border, number of guest workers (average atleast) in each, the place in Kerala from where they are leaving etc.
4. The Publicity Officer, Labour Commissionerate shall collect the news items appearing in various newspapers/social medias related to the Inter State Migrant workers and shall submit to the Labour Commissioner daily for information/for taking remedial measures.
5. The District Labour Officer (HQ) shall monitor the functioning of the Call Centres on day to day basis and should ensure that complaints received in call centres are resolving at the earliest.

  
**Labour Commissioner**

Copy To:

- 1) P.A to Labour Commissioner.
- 2) The Additional Labour Commissioner Welfare/Enf/IR, Thiruvananthapuram.
- 3) Publicity Officer, Labour Commissionerate
- 4) The District Labour Officer (HQ), Thiruvananthapuram
- 5) All District Labour Officers
- 6) Senior Administrative Officer.
- 7) IT Cell.