

# SAMADHAN

(Software Application for Monitoring And Disposal, Handling of Apprehended/Existing Industrial Dispute)

---

USER Manual for Workman/Union Representative i.e. Applicant

*NIC-SAMADHAN-USER-1.0*

**Abstract:** This User Manual provides complete description of the functions covered for SAMADHAN (Software Application for Monitoring And Disposal, Handling of Apprehended/Existing Industrial Dispute). This document is intended for the stakeholders of the system.

**Keywords:** software requirement specification, Applicant, workman, union, Employer, FOC, IR Desk, Code Directory, Query, MIS Report

M/Labour & Employment Division  
National Informatics Centre (MeitY), India

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Amendment log

Version	Date	Brief Description	Section Change
1.0	18.09.2018	Covers the functionality of Registration of Dispute by Applicant Workman/Union, Conciliation and Failure of Conciliation of Industrial Relation Section	1 <sup>st</sup> Draft
1.2	04.03.2020	Covers the functionality of Registration of Dispute by Applicant Workman/Union, Conciliation and Failure of Conciliation of Industrial Relation Section	2 <sup>st</sup> Draft

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## 1 Registration on Portal

Applicant Workman/Union representative, who want to raise dispute needs registration on the Portal. The Portal requires name, email, mobile number and usertype such as individual or union to get registered.

### 1.1 New User Sign-up

The signup form may ask for minimum information (like name, email and mobile number with mobile number verification using OTP and email verification using activation hyperlink).

The screenshot displays the SAMADHAN portal's registration interface. At the top, the header includes the Government of India logo, the text 'भारत सरकार Government of India' and 'श्रम एवं रोजगार मंत्रालय M/o Labour & Employment', and a language dropdown set to 'English'. The main header features the SAMADHAN logo and the tagline 'Software Application for Monitoring And Disposal, Handling of Apprehended/Existing Industrial Dispute'. A navigation bar contains links for 'List of Conciliation Officers', 'FAQs', 'Contact Us', and 'Department Login'. The central registration form, titled 'Register Yourself with us!', contains the following fields: 'Name \*' with a placeholder 'Enter your name', 'Email Id \*' with a placeholder 'Enter Valid Email ID', 'Mobile No. \*' with a placeholder 'Mobile Number', 'Register as \*' with a '-Select-' dropdown, and 'Verification Code' with a 'Verification' input field and a CAPTCHA image showing the digits '8 3 4 5 3 6'. At the bottom of the form are 'Submit', 'Cancel', and 'Back' buttons. The footer section includes links for 'List of Conciliation Officers', 'FAQs', 'Contact Us', 'Help', 'Feedback', and 'Portal Information Manager', followed by the text 'Content managed by Ministry of Labour & Employment' and 'SAMADHAN (V 1.0.175) designed, developed and hosted by National Informatics Centre (NIC)'. A 'Unique Visitors' counter is also present.

## 1.2 Registered User

The system lets the registered user to login through login form with details like Mobile Number/Email ID and OTP on mobile or Email.

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English

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**SAMADHAN समाधान**  
Software Application for Monitoring And Disposal, Handling of Apprehended/Existing Industrial Dispute

एक कदम न्याय के लिए

List of Conciliation Officers | FAQs | Contact Us | Department Login

Welcome to Samadhan Portal!

Mobile Number \* Enter Mobile Number

Verification Code Verificati 5 9 1 9 8 6

Submit Cancel Back

If you are not registered, Please Register Here

List of Conciliation Officers | FAQs | Contact Us | Help | Feedback | Portal Information Manager

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Unique Visitors :

## 1.3 Raise Industrial Dispute (As a Workman/Union i.e. Applicant)

The system facilitates to submit the Dispute details. The form comprises of details -

Applicant details [Name, Designation, Mobile Number, Email-Id, Correspondence Address (City, District, State and Postal Code), Mobile Number and Email Id if any]

- Employer details i.e Place of Work Site [Name of Employer with whom Employed, Address of the Employer (City, District, State, Postal Code, Mobile Number and Email ID if any.) and Address of Head Office if any (City, District, State, Postal Code/ZIP, Mobile No. and Email ID if any)]
- Details of Dispute i.e. Type of Dispute such as Termination or Other than Termination
- If Termination then Details of Termination such as Relief sought, Upload demands
- If Other than Termination then Details of Other than Termination such as Relief sought, Upload demands, Appointment Details (Date of Appointment, Date of Termination).

Form has option submit and save as draft.

## SAMADHAN – USER Manual for Workman/Union Representative

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Government of India

श्रम एवं रोजगार मंत्रालय  
Min. Labour & Employment

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Ministry of Labour & Employment

Fri Feb 28 2020, 3:56:46 PM

Welcome Test Radima Union

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SAMADHAN समाधान

Software Application for Monitoring And Disposal, Handling of Apprehended/Existing Industrial Dispute

एक चला चलाता सी योर

List of Conciliation Officers

FAQs

Complaint Status

Pro-forma For Industrial Dispute of Workmen/ Union Online

श्रमिक / संघ ऑनलाइन के औद्योगिक विवाद के लिए प्रो-फॉर्म

PART 1 - INFORMATION TO BE FILLED BY DISPUTANT

भाग 1 - सूचना का निराकरण द्वारा भरा जाना

हिंदी

Case will be rejected for any false information & Action under IPC will be taken.  
किसी भी गलत सूचना के लिए मामला खारिज कर दिया जाएगा और आईपीसी के तहत कार्रवाई की जाएगी।

Complain Id:New!

Illustrations

रेखांकन

Appropriate Government  
उपयुक्त सरकार

Employer  
नियोक्ता

Industrial Dispute  
औद्योगिक विवाद

Workman  
कर्मकार

Details of applicant

आवेदक का विवरण

1. Name of the individual workman/ group of workman/ applicant union/ federations/ employers/ association of employer \*

काम करने वाले व्यक्ति / आवेदक संघ / संघ / नियोक्ता / नियोक्ता के समूह का नाम

2. Designation of workman/representatives of individual workman/office bearers of the union/federation/employer's representative/representative of employers association \*

श्रमिक का पदनाम / संघ के व्यक्तिगत कार्यकर्ता / पदाधिकारियों के प्रतिनिधि / नियोक्ता के प्रतिनिधि / नियोक्ता के वर्गीकरण

3. Address of correspondence

पत्राचार का पता

3.1. City \*

शहर

3.2. State \*

राज्य

3.3. District \*

ज़िला

3.4. Postal Code/ZIP \*

पिन कोड / ज़िप

4. Mobile Number \*

मोबाइल नंबर

5. Email ID if any

ईमेल आईडी यदि कोई हो

Details against whom dispute raised

विवाद किसके विरोध में उठा

6. Name of Employer/ Union/ Federation/ Workmen/ Workman \*

नियोक्ता / संघ / संघ / कार्यकर्ता / कार्यकर्ता का नाम

7. Address of Establishment(Where the workman is posted)

स्थापना का पता (जहाँ काम करने वाला तैनात है)

7.1. City \*

शहर

7.2. State \*

राज्य

7.3. District \*

ज़िला

7.4. Postal Code/ZIP \*

पिन कोड / ज़िप

7.5. Mobile No. if any

मोबाइल नंबर यदि कोई हो

7.6. Email ID if any

ईमेल आईडी यदि कोई हो

8. Address of Head Office(if known)

प्रधान कार्यालय का पता (यदि ज्ञात हो)

8.1. City

शहर

8.2. State

राज्य

8.3. District

ज़िला

8.4. Postal Code/ZIP

पिन कोड / ज़िप

8.5. Mobile Number

मोबाइल नंबर

8.6. Email ID if any

ईमेल आईडी यदि कोई हो

Details of Dispute

विवाद का विवरण

9. Type of Dispute \*

विवाद के प्रकार

10. Your application is being forwarded to (conciliation Officer): \*

आपका आवेदन (सुलझ अधिकारी) को भेज दिया जा रहा है:

Declarations

Please note that all fields marked with \* are mandatory.  
कृपया ध्यान दें कि \* से चिह्नित सभी फ़ील्ड अनिवार्य हैं।

(On Submission ID No. with date will be generated and information will be considered as final, Draft option can be used many times to change information before submission)  
(दिनांक के साथ सबमिशन आईडी नंबर जनरेट किया जाएगा और सूचना को अंतिम माना जाएगा, इससे पहले कि आप इसे बदलने के लिए ड्राफ्ट विकल्प का कई बार उपयोग कर सकते)

(Option is available to workman to go to CGIT directly after the expiry of 45 days from the date has submitted the application online for conciliation of the dispute. Upon exercising the option, the case will be dealt by CGIT and conciliation proceedings will be generated as per Section 'Section 2-A'(2) of the ID Act. As per Section 2-A(3) of the Act, the option is available before the expiry of three years from the date of discharge, dismissal,retrenchment or otherwise termination of service as specified in sub-section(1). )  
(तिथि से 45 दिनों की समाप्ति के बाद सीधे सीजीटी जाने के लिए काम करने के लिए विकल्प उपलब्ध है। विवाद सुलह के लिए ऑनलाइन आवेदन प्रस्तुत किया गया है। व

Save as Draft

Submit

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SAMADHAN समाधान

Software Application for Monitoring And Disposal, Handling of Apprehended/Existing Industrial Dispute



एक कदम बदलाव की ओर

List of Conciliation Officers

FAQs

Complaint Status

Pro-forma For Industrial Dispute of Workmen/ Union Online  
श्रमिक / संघ ऑनलाइन के औद्योगिक विवाद के लिए प्रो-फॉर्म  
PART 1 - INFORMATION TO BE FILLED BY DISPUTANT  
भाग 1 - सूचना का निराकरण द्वारा भरा जाना

हिंदी

Case will be rejected for any false information & Action under IPC will be taken,  
किसी भी गलत सूचना के लिए मामला खारिज कर दिया जाएगा और आईपीसी के तहत कार्रवाई की जाएगी।

Complain Id:New!

Illustrations  
रेखांकन

Appropriate Government  
उपयुक्त सरकार

Employer  
नियोक्ता

Industrial Dispute  
औद्योगिक विवाद

Workman  
कर्मकार

Details of applicant  
आवेदक का विवरण

1. Name of the individual workman/ group of workman/ applicant union/ federations/ employers/ association of employer \*  
काम करने वाले व्यक्ति / आवेदक संघ / संघ / नियोक्ता / नियोक्ता के समूह का नाम

Name

2. Designation of workman/representatives of individual workman/office bearers of the union/federation/ employer's representative/representative of employers association \*  
श्रमिक का पदनाम / संघ के व्यक्तिगत कार्यकर्ता / पदाधिकारियों के प्रतिनिधि / नियोक्ता के प्रतिनिधि / नियोक्ता के प्रतिनिधि / नियोक्ता का पदाधिकारी

Designation

3. Address of correspondence  
पत्राचार का पता

3.1. City \*  
शहर

City

3.2. State \*  
राज्य

-Select-

3.3. District \*  
ज़िला

-Select-

3.4. Postal Code/ZIP \*  
पिन कोड / ज़िप

Postal Code/ZIP

4. Mobile Number \*  
मोबाइल नंबर

8969404344

5. Email ID if any  
ईमेल आईडी यदि कोई हो

ravikumarkazi@gmail.com

Details against whom dispute raised  
विवाद किसके विरोध में उठा

6. Name of Employer/ Union/ Federation/ Workmen/ Workman \*  
नियोक्ता / संघ / कार्यकर्ता / कार्यकर्ता का नाम

Name

7. Address of Establishment(Where the workman is posted)  
स्थापना का पता (जहाँ काम करने वाला तैनात है)

7.1. City \*  
शहर

City

7.2. State \*  
राज्य

-Select-

7.3. District \*  
ज़िला

-Select-

7.4. Postal Code/ZIP \*  
पिन कोड / ज़िप

Postal Code/ZIP

7.5. Mobile No. if any  
मोबाइल नंबर यदि कोई हो

Mobile Number

7.6. Email ID if any  
ईमेल आईडी यदि कोई हो

Email

8. Address of Head Office(if known)  
प्रधान कार्यालय का पता (यदि ज्ञात हो)

8.1. City  
शहर

City

8.2. State  
राज्य

-Select-

8.3. District  
ज़िला

-Select-

8.4. Postal Code/ZIP  
पिन कोड / ज़िप

Postal Code/ZIP

8.5. Mobile Number  
मोबाइल नंबर

Mobile Number

8.6. Email ID if any  
ईमेल आईडी यदि कोई हो

Email

Details of Dispute  
विवाद का विवरण

9. Type of Dispute \*  
विवाद के प्रकार

Other than Termination Details  
समाप्ति विवरण के अलावा अन्य

9.1. Relief Sought  
रहत मिली

Relief sought

9.2. Upload Demand(s)  
मांग अपलोड करें

Choose file

No file chosen

10. Your application is being forwarded to (conciliation Officer): \*  
आपका आवेदन (सुलह अधिकारी) को भेज दिया जा रहा है:

Declarations

Please note that all fields marked with \* are mandatory.  
कृपया ध्यान दें कि \* से चिह्नित सभी फ़िल्ड अनिवार्य हैं।  
(On Submission ID No. with date will be generated and information will be considered as final, Draft option can be used many times to change information before submission)  
(दिनांक के साथ सबमिशन आईडी नंबर जनरेट किया जाएगा और सूचना को अंतिम माना जाएगा, इससे पहले कि आप इसे बदलने के लिए ड्राफ्ट विकल्प का कई बार उपयोग कर सकते हैं)  
(Option is available to workman to go to CGIT directly after the expiry of 45 days from the date has submitted the application online for conciliation of the dispute. Upon exercising the option, the case will be dealt by CGIT and conciliation proceedings will be generated as per Section 2-A(2) of the ID Act. As per Section 2-A(3) of the Act, the option is available before the expiry of three years from the date of discharge, dismissal,retrenchment or otherwise termination of service as specified in sub-section(1). )  
(तिथि से 45 दिनों की समाप्ति के बाद सीजीआईटी जाने के लिए काम करने के लिए विकल्प उपलब्ध है। विवाद सुलह के लिए ऑनलाइन आवेदन प्रस्तुत किया गया है। व  
Save as Draft Submit


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## 1.4 Save as Draft/Edit

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Ministry of Labour & Employment		Thu Sep 20 2018, 10:22:04 AM	Welcome <b>Rishabh</b>



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**SAMADHAN** Software Application for Monitoring And Disposal, Handling of  
Apprehended/Existing Industrial Dispute



एक काम न्याय का सौ दोर

[List of Conciliation Officers](#)
[FAQs](#)

[Back](#)
[Print](#)

**JUSTICE TO WORKMAN MADE SIMPLE, EASY & QUICK**  
Dispute Id: 30637817 (20-09-2018)

**Details filled by Employee**

Type Of Dispute :	Retrenchment
Under Section:	2A Under Industrial Dispute
Name:	Rishabh
Date Of Birth:	01/09/2001
Name of Father/Husband/Guradian	Nbmbnmbnm
Post Held	Mbmbnmbnb
Residential Address	Bmbmbnmbnmbm, Bmbmbmbmbmb, New Delhi, Delhi-110011
Mobile No	9555344206
Email ID	rishabhsharma0130@gmail.com
UAN No Alloted, if any	
Aadhaar Number	


**Employment Details of Employee**

Employment:	Regular/Permanent
Terminated from Service	Orally
Notice for Termination given by Management	No
Compensation Given for Termination	No
Indicate Amount	
Period of Employment	From: 01/09/2018 To: 30/09/2018

**Details of Employer/Principal Employer**

Establishment Name:	Asdadads
Address of Communication	Adsada Dsadasa Dsadasa Dsadasa, Delhi New Delhi, Delhi-110011
Email ID Of Establishment	
Mobile No Of HR Manager/Head Of Establishment	9555344206

**Documents Uploaded**

- Appointment Type 

[Submit](#)
[Edit](#)

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SAMADHAN (V I.I.87) designed, developed and hosted by National Informatics Centre (NIC)  
Total hits : 3

## 1.5 Track Dispute

The system provides the latest status of dispute submitted with details like dispute no., submission date and latest status.

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Government of India

श्रम एवं रोजगार मंत्रालय  
M/o Labour & Employment

Conceived & Developed by Ministry of Labour & Employment

Ministry of Labour & Employment

Wed Dec 02 2020, 3:28:56 PM

Welcome Ravi Kumar

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SAMADHAN समाधान

Software Application for Monitoring And Disposal, Handling of Apprehended/Existing Industrial Dispute

[List of Conciliation Officers](#)
[FAQs](#)
[Contact Us](#)

My Applications/Industrial Disputes Status

[+ New Application](#)

Search:

S.No	Dispute Id (Date)	Applicant	Dispute Against	Relief Sought	Ack, Notices	Dispute Status	Actions
1	300000471 (10/11/2020)	VINAY	KSOFTSS Janakpuri, East, Delhi-110055	Lorem ipsum, or lipsum as it is sometimes know n, is dummy text used in laying ou... <a href="#">more</a>	Acknowledgement(  23-11-2020)	Examination	
2	300000474 (10/11/2020)	Vikram Mishra	KSOFTSS Janakpuri, East, Delhi-110055	Lorem ipsum, or lipsum as it is sometimes know n, is dummy text used in laying ou... <a href="#">more</a>	Acknowledgement(  23-11-2020)	Examination-Accepted by CO	
3	300000478 (10/11/2020)	VINAY PANDEY	KSOFTSS Janakpuri, East, Delhi-110055	Lorem ipsum, or lipsum as it is sometimes know n, is dummy text used in laying ou... <a href="#">more</a>	Acknowledgement(  23-11-2020)	Examination-Accepted by CO	
4	300000479 (10/11/2020)	KAPIL	KSOFTSS Janakpuri, East, Delhi-110055	Lorem ipsum, or lipsum as it is sometimes know n, is dummy text used in laying ou... <a href="#">more</a>	Acknowledgement(  23-11-2020)	Examination-Accepted by CO	
5	300000480 (10/11/2020)	KAPIL SHARMA	KSOFTSS Janakpuri, East, Delhi-110055	Lorem ipsum, or lipsum as it is sometimes know n, is dummy text used in laying ou... <a href="#">more</a>	Acknowledgement(  23-11-2020) Notice(  23-11-2020)	Issued notice to parties	
6	300000469 (10/11/2020)	PANKAJ				Draft	
7	300000470 (10/11/2020)	RAVI KUMAR				Draft	
8	300000472 (10/11/2020)	TEST				Draft	
9	300000473 (10/11/2020)	Vikram				Draft	
10	300000475 (10/11/2020)	PANKAJ	KSOFTSS Janakpuri, East, Delhi-110055	Lorem ipsum, or lipsum as it is sometimes know n, is dummy text used in laying ou... <a href="#">more</a>		Draft	
11	300000476 (10/11/2020)	PANKAJ TRIPATHI	KSOFTSS Janakpuri, East, Delhi-110055	Lorem ipsum, or lipsum as it is sometimes know n, is dummy text used in laying ou... <a href="#">more</a>		Draft	
12	300000477 (10/11/2020)	PANKAJ TRIPATHI	KSOFTSS Janakpuri, East, Delhi-110055	Lorem ipsum, or lipsum as it is sometimes know n, is dummy text used in laying ou... <a href="#">more</a>		Draft	
13	100000173 (03/06/2019)	TEST RAVI KUMAR	Hcl Test DL Delhi	Test		Draft	

(Option is available to workman to go to CGIT directly after the expiry of 45 days from the date has submitted the application online for conciliation of the dispute. Upon exercising the option, the case will be dealt by CGIT and conciliation proceedings will be generated as per Section 'Section 2-A'[(2) of the ID Act. As per Section 2-A(3) of the Act, the option is available before the expiry of three years from the date of discharge, dismissal,retrenchment or otherwise termination of service as specified in sub-section(1). )

(निधि से 45 दिनों की समाप्ति के बाद सीधे सीजीआईटी जाने के लिए काम करने के लिए विकल्प उपलब्ध है। विवाद सुलह के लिए ऑनलाइन आवेदन प्रस्तुत किया गया है। व

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[Contact Us](#)
[Help](#)
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