



Standard Operating Procedure (SOP) – Contact Us

Title: Management of “Contact Us” Page Inquiries

Department: Department of Labour, Government of Maharashtra

Document Number: SOP-DOL-CU-001

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1. Purpose

To define a standardized process for receiving, acknowledging, routing, and responding to public inquiries submitted via the “Contact Us” page of the Department of Labour’s official website.

2. Scope

This SOP applies to all departmental staff responsible for managing communications received through:

- Website contact form (if applicable)
- Listed email addresses
- Telephone numbers
- Postal correspondence

3. Roles and Responsibilities

Role	Responsibility
Web Administrator	Maintain and update the “Contact Us” page, ensure functionality and security
Designated Officers	Respond to inquiries relevant to their domain within stipulated timelines
Nodal Officer	Supervise response quality, manage escalations, and ensure compliance
Support Staff	Log inquiries, assist in routing, and maintain documentation

4. Procedure

4.1 Monitoring

- Check email inboxes and contact form submissions twice daily (morning and afternoon).



- Ensure phone lines are attended during office hours (10:00 AM – 5:45 PM IST).

4.2 Acknowledgment

- Acknowledge receipt of inquiries within 24 hours using a standardized email template.
- For phone inquiries, note caller details and provide verbal acknowledgment.

4.3 Routing

- Forward inquiries to the appropriate officer or division within 1 working day.
- Record all inquiries in a centralized digital logbook or CRM system.

4.4 Response

- Provide accurate and complete responses within 3 working days.
- If additional time is required, notify the sender with an estimated resolution timeline.

4.5 Escalation

- Escalate unresolved, sensitive, or policy-related inquiries to the Nodal Officer within 5 working days.

4.6 Documentation

- Maintain digital records of all inquiries and responses.
- Update status regularly (e.g., pending, resolved, escalated).



Sr. No.	Designation	Name of Officers	Address and contact details
Commissioner of Labour			
1	Commissioner of Labour, Mumbai	Dr. H. P. Tummod, IAS	Kamgar Bhavan, 4th floor, C-20, E Block, Opp. Reserve Bank, BKC, Bandra (E), Mumbai-51. Tel No. Common Lines 022 - 26573833 / 26573733 / 26573869 / 26573872 / 26573783 / 26572937. Fax No. 022 - 2657 3892. Labour Commissioner's PA - 26573833-26573869-26573872-26573733 -26573737-26573783,
Joint Commissioner of Labour, Mathadi and Security Guard Board			
2	Joint Commissioner of Labour, Mathadi	Smt. S. S. Lokhande	Kamgar Bhavan, E-Block, C-20, Bandra-Kurla Complex, Bandra (East), Mumbai-400051
Deputy Commissioner of Labour			
3	Deputy Commissioner of Labour (Admin)	Smt. Sharvari A. Pote	Kamgar Bhavan, 4th floor, C-20, E Block, Opp. Reserve Bank, BKC, Bandra (E), Mumbai-51. Tel No. Common Lines 022 - 26573833 / 26573733 / 26573869 / 26573872 / 26573783 / 26572937. Fax No. 022 - 2657 3892.
4	Deputy Commissioner of Labour (R. W.)	Shri. Sanket Kanade	Kamgar Bhavan, 4th floor, C-20, E Block, Opp. Reserve Bank, BKC, Bandra (E), Mumbai-51. Tel No. Common Lines 022 - 26573833 / 26573733 / 26573869 / 26573872 / 26573783 / 26572937. Fax No. 022 - 2657 3892.
5	Deputy Commissioner of Labour (I.R.)	Shri. L. Y. Bhujbal	
6	Deputy Commissioner of Labour, Mumbai Suburban West	Shri. B. M. Andhale	
7	Deputy Commissioner of Labour, Mumbai City	Smt. S. V. Mhaiskar	
8	Deputy Commissioner of Labour and Chairman of Security Guard Board.	Shri. A. L. Doke	
9	Deputy Commissioner of Labour and Chairman of Textile Market Board, Mumbai.	Smt. Nilambari Bhosale	
10	Deputy Commissioner of Labour and Chairman of Grocery Market Board, Mumbai.	Shri. R. B. Ade	
Kokan Division			
Additional Commissioner of Labour, Mumbai			



Sr. No.	Designation	Name of Officers	Address and contact details
11	Additional Commissioner of Labour	Shri. B. M. Andhale	Kamgar Bhavan, 4th floor, C-20, E Block, Opp. Reserve Bank, BKC, Bandra (E), Mumbai-51. Tel No. Common Lines 022 - 26573833 / 26573733 / 26573869 / 26573872 / 26573783 / 26572937. Fax No. 022 - 2657 3892.
Deputy Commissioner of Labour, Thane Office			
12	Deputy Commissioner of Labour, Thane	Shri. Sambhaji Vhanalkar	Thane Office Complex Building 6th Floor Above Labour Court, Mulund Checknaka, Thane (w) Tel No. 022 - 25827457 / 25827449 / 25827460 / 25827452. Fax No. 022 - 25823150.
Assistant Commissioner of Labour, Kalyan Office			
13	Assistant Commissioner of Labour, Kalyan	Smt. Anagha Kshirsagar	Kalyan Sai Vihar, Up to Gurudev Hotel, 1st Floor Kalyan (E) Tel No. 0251 - 2319 328 / 2313 453. Fax No. 0251 - 2205 240.
Assistant Commissioner of Labour, Bhiwandi Office			
14	Assistant Commissioner of Labour, Bhiwandi	Shri. A. D. Bhosale	Dreamland Appt. 1st Floor, near S. T. Depo, Bhivandi - 421305 Tel No. 02522 - 254 231. Fax No. 02522 - 220 456.
Deputy Commissioner of Labour, Raigad Office			
15	Deputy Commissioner of Labour, Raigad	Shri. Abhay Gite	Tel No. 022 - 27452 835 / 27454750. Fax No. 022 - 27452 835.
Deputy Commissioner of Labour, Palghar Office			
16	Deputy Commissioner of Labour	Shri. V. N. Chaudhari	
Government Labour Officer, Sindhudurg Office			
17	Government Labour Officer, Sindhudurg	Shri. Ajinkya Bavale (Individual Charge)	C-Block Sindhudurg Nagri, Sindhudurg - 4132120 Tel/Fax No. 02362 - 228 872
Pune Division			
Additional Commissioner of Labour, Pune			



Sr. No.	Designation	Name of Officers	Address and contact details
18	Additional Commissioner of Labour, Pune	Shri. B. V. Wagh	Mumbai-Pune Road, Bangla no.5, Shivaji Nagar, Pune - 411005 Tel No. 020 - 25541613 / 25541619. Fax No. 020 - 25541619.
Deputy Commissioner of Labour, Pune District, Pune			
19	Deputy Commissioner of Labour	Shri. Nikhil Walke (Additional Charge)	Mumbai-Pune Road, Bangla no.5, Shivaji Nagar, Pune - 411005 Tel No. 020 - 25541613 / 25541619. Fax No. 020 - 25541619.
Assistant Commissioner of Labour, Solapur Office			
20	Assistant Commissioner of Labour, Solapur	Shri. S. M. Gaikwad	Assistant Commissioner of Labour Solapur, Kamgar Kalyan Bhavan, Damani Nagar, Solapur-413001
Government Labour Officer, Barshi Office			
21	Government Labour Officer	Smt Asmita Ghadge (Individual Charge)	
Assistant Commissioner of Labour, Kolhapur Office			
22	Assistant Commissioner of Labour	Shri. Vishal Ghodke	Office of the Assistant Commissioner of Labour, 579 E, Shahupuri, Vyapri Peth, Kolhapur.
Assistant Commissioner of Labour, Sangli Office			
23	Assistant Commissioner of Labour	Shri. M. A. Kadar	Office of the Assistant Commissioner of Labour, Udyog Bhavan, Vishrambaug, Sangli
Assistant Commissioner of Labour, Satara Office			
24	Assistant Commissioner of Labour	Shri. N. K. Kawale	Office of the Assistant Commissioner of Labour Satara, 15/1/A/1, Keshav Sona Complex, Raviwar Peth, Satara
Assistant Commissioner of Labour, Ichalkaranji Office			
25	Assistant Commissioner of Labour	Smt. Janki Bhoite	
Nashik Division			
Deputy Commissioner of Labour, Nashik			
26	Deputy Commissioner of Labour	Shri. Vikas Mali	Udyog Bhavan, 4th Floor, Near I.T.I. Signal, Satpur Nashik-422007 Tel No. 0253 - 2351 797 / 2351 788. Fax No. 0253 - 2351 797.
Assistant Commissioner of Labour, Ahilya Nagar Office			
27	Assistant Commissioner of Labour	Shri. R. M. Bhosale	Office of the Assistant Commissioner of Labour, Mulaji Niwash Bagde Mala, Chobhe Hospital, Balikashram Road, Ahilyanagar



Sr. No.	Designation	Name of Officers	Address and contact details
Assistant Commissioner of Labour, Jalgaon Office			
28	Assistant Commissioner of Labour	Shri. R. D. Gulhane	Office of the Assistant Commissioner of Labour, First Floor, Dr. Babasaheb Ambedkar Market, Near Panch Mukhi Hanuman Mandir, Jilha Peth, Jalgaon
Government Labour Officer, Malegaon Office			
29	Government Labour Officer	Shri. Swapnil Jadhav (Individual Charge)	
Government Labour Officer, Dhule Office			
30	Government Labour Officer	Smt. Madhura Suryawanshi	Office of the Government Labour Officer, Dhule
31	Government Labour Officer, Secretary, Dhule Mathadi Board	Smt. Madhura Suryawanshi (Additional Charge)	
Chhatrapati Sambhaji Nagar Division			
Deputy Commissioner of Labour, Chhatrapati Sambhaji Nagar			
32	Deputy Commissioner of Labour	Shri. Nitin Patankar	Malgipur station road, Chhatrapati Sambhaji Nagar – 431001 Tel No. 0240 - 2334 626 / 2334 603. Fax No. 0240 - 2334 626.
Assistant Commissioner of Labour, Nanded Office			
33	Assistant Commissioner of Labour	Shri. Aniket Thorat (Individual Charge)	Assistant Commissioner of Labour, Udyog Bhavan, Ground Floor, Aoudyogik Vasahat, Shivaji Nagar, Nanded 431602
Assistant Commissioner of Labour, Latur			
34	Assistant Commissioner of Labour	Shri. M. R. Zole	Office of the Assistant Commissioner of Labour, Sadbhavana Nagar, Near Vijaya Gas Agency, AUSA Road, Latur.
Government Labour Officer, Dharashiv			
35	Government Labour Officer	Shri. S. G. Konale (Additional Charge)	Office of the Government Labour Officer, Dharashiv Sun & Ocean Complex, Second Floor, Plot No. 47, Dharashiv
Government Labour Officer, Jalna			
36	Government Labour Officer	Shri. A. M. Jadhav	Office of the Government Labour Officer, Jalna, Pathak Plaza, 2nd Floor, Mukteshwar Dwar, Old Jalna - 431203
Government Labour Officer, Parbhani			
37	Government Labour Officer	Shri. T. E. Karad	Office of the Government Labour Officer, Darga Road, Azam Chowk, Parbhani 431001



Sr. No.	Designation	Name of Officers	Address and contact details
Government Labour Officer, Beed			
38	Government Labour Officer	Shri. S. G. Konale	Office of the Government Labour Officer, Adarsh Nagar, D.P. Road, Beed 431122
Government Labour Officer, Hingoli			
39	Government Labour Officer	Shri. Shiddheshwar Phad	Office of the Government Labour Officer, D.R.T. 10, Faltan Hingoli 431513
Nagpur Division			
Additional Commissioner of Labour, Nagpur			
40	Additional Commissioner of Labour, Nagpur	Shri. K. V. Dahiphalkar	240, Bhosle Chamber, Civil Line, Nagpur - 440001 Tel No. 0712 - 2564223 / 2564559. Fax No. 0712 - 2564223.
Assistant Commissioner of Labour, Gondia			
41	Assistant Commissioner of Labour	Shri. R. M. Dhurve (Controlling Officer)	Office of the Assistant Commissioner of Labour, New Admin Building, 3rd floor, Room No 35, Gondia 441614
Assistant Commissioner of Labour, Bhandara			
42	Assistant Commissioner of Labour	Shri. R. M. Dhurve (Additional Charge)	Assistant Commissioner of Labour, Asra Corporate Tower, Takiya Ward, Bhandara
Assistant Commissioner of Labour, Chandrapur			
43	Assistant Commissioner of Labour	Shri. Pravin Kawale	Office of the Assistant Commissioner of Labour, New Admin Building Ground Floor, Civil Line, Chandrapur
44	Assistant Commissioner of Labour	Shri. Anurag Patil (Individual Charge)	
Government Labour Officer, Gadchiroli			
45	Government Labour Officer	Smt. Seema Shinde (Additional Charge)	Office of the Government Labour Officer, Gadchiroli, Zilhadhikari Karyalaya, Parisar Complex, Gadchiroli 442605
Government Labour Officer, Tumsar			
46	Government Labour Officer	Shri. Shriram Maske (Individual Charge)	Office of the Government Labour Officer, Tumsar, Govardhan Nagar, Tumsar, Dist. Bhandara
Government Labour Officer, Wardha			
47	Government Labour Officer	Shri. Akash Kamble (Individual Charge)	Office of the Government Labour Officer, wardha, Rashtrabhasha Road, Rathi Layout, Wardha 442001
Amravati Division			
Deputy Commissioner of Labour, Amravati			



Sr. No.	Designation	Name of Officers	Address and contact details
48	Deputy Commissioner of Labour	Shri. C. A. Raut	Old Income Tax Chowk, Garakshan Road, Front of Vaibhav Hotel, Amravati - 440001 Tel No. 0724 - 2451289 / 2458560. Fax No. 0724 - 2459289.
Assistant Commissioner of Labour, Akola			
49	Assistant Commissioner of Labour	Shri. R. R. Kale, GLO (Additional Charge)	Assistant Commissioner of Labour, Old Income Tax Chowk, Gorkshan Road, Opp. Vaibhav Hotel, Akola 444001
Government Labour Officer, Yavatmal			
50	Government Labour Officer	Shri. R. R. Kale (Additional Charge)	Office of the Government Labour Officer, Prashyaskiya Building, Zilhadhikari Karyalaya Parisar, Yavatmal 445001
Government Labour Officer, Buldhana			
51	Government Labour Officer	Shri. Mahendra T. Jadhav (Additional Charge)	Office of the Government Labour Officer, Navin Prashyaskiya Building, Opp. Buldhana ST Stand, Buldhana 443001
Government Labour Officer, Washim			
52	Government Labour Officer	Shri. Pankaj Khandekar (Individual Charge)	Office of the Government Labour Officer, Turke Complex, Washim 4444003
Emergency contact number			
	Police	100	
	All-in-one emergency helpline	112	
	Child Labour Helpline	022-26572929	
	Maharashtra Labour Commissioner's Office, Mumbai	Address: Kamgar Bhavan, 4th floor, C-20, E Block, Opp. Reserve Bank, BKC, Bandra (E), Mumbai - 400051. Phone numbers: 022-26573833, 022-26573733, 022-26573869, 022-26573872. Email: mahalabourcommr@gmail.com.	
Help resources for labor issues and SOPs			
	Online complaint portal	Register complaints through the official portal of the Maharashtra	



Sr. No.	Designation	Name of Officers	Address and contact details
			Labour Department which is listed on the National Government Services Portal.
	Citizen Call Centre		For non-emergency assistance, a 24/7 Citizen Call Centre is available at 1800 120 8040
	District-level contacts		Contact information for Assistant Labour Commissioners and other officers across various districts as mentioned above.
	National consumer helpline		1800 11 4000 or 1915 OR SMS to 8800001915.