



श्रम एवं रोजगार मंत्रालय

GOVERNMENT OF INDIA

MINISTRY OF LABOUR & EMPLOYMENT



Ex-Gratia Mechanism and Process

28-08-2023

- MoLE envisaged to provide accidental risk cover for unorganised workers registered on eShram till 31st March 2022
- Ministry has developed and circulated guidelines/ mechanism to settle accidental claims under eShram
- Accordingly, Ministry has developed ex-gratia module to deliver benefits to all eligible eShram registrants

All unorganised workers registered between 26th August 2021 to 31st March 2022 and who met with an accident on or before 31st March 2022, resulting in death* or permanent disability* will be eligible to initiate claim

Sl.	Death/ Disability *	Sum eligible
(i)	Death due to accident	Rs. 2 Lakh
(ii)	a) Total and irrecoverable loss of both eyes or b) Total and irrecoverable loss of use of both hands or both feet or c) Total and irrecoverable loss of use of one hand & one foot or d) Total and irrecoverable loss of sight of one eye and loss of use of one hand or one foot	Rs. 2 Lakh
(iii)	a) Total and irrecoverable loss of sight of one eye or b) Total and irrecoverable loss of use of one hand or one foot	Rs. 1 Lakh

Definition: Accident is defined as a “sudden, unforeseen and involuntary event caused by external, violent and visible means”

Documents	
Death	Disability
<ol style="list-style-type: none"> 1. Aadhaar Number of claimant 2. UAN Card/ Number 3. Death certificate 4. Medical Certificate of cause of death 5. FIR/ Panchnama filed at the time of incident 6. Post-mortem report supporting the cause of death due to accident 7. In case claimant is minor, Guardian should produce certificate of guardianship issued by District Court while filling the claim 	<ol style="list-style-type: none"> 1. Aadhaar Number of claimant 2. UAN Card/ Number 3. Hospital record which includes discharge summary indicating disability caused due to accident 4. Disability certificate issued by the authorised personnel of State/ UT Govt. or Unique Disability Identity Card (permanent) issued by Department of Empowerment of Persons with Disabilities, M/o Social Justice & Empowerment, Gol

** The documents will be verified against the original documents.*

Claim Process (Detailed out in subsequent sections)

- District Magistrate will nominate/ authorise an officer at District level to accept and verify the claims.
- The authorised officers will be provided with login ID and password to access the eShram ex-gratia module.

Who will submit claim form

In case of disability

- Registered beneficiary himself/ herself will submit physical claim form

In case of Death

- Only legal heir(s) of unorganised worker
- If the legal heir(s) is minor, then guardian of minor
- Guardian of the minor need to produce certificate of guardianship issued by District Court.

In case of more than one legal heir, district level committee may determine the claimant based on affidavit produced by legal heir(s)

Guardian here means a person having the care of the person of a minor or of his property, or of both his person and property

- Claimant will submit filled in claim form & supporting documents in hard copy at helpdesk in District Office.
- Authorised officer will verify documents with original documents
- Authorised officer will generate claim receipt no. and provide to the claimant
- In case, any claim has been previously submitted by claimant under PMSBY and the same was rejected, such claims will be summarily rejected by the Authorised officer
- Authorised officer will fill the detailed online form which will be submitted to District Magistrate

Approval of District Magistrate

- District Magistrate will ensure 100% claims are checked and vetted by the authorised officer
- District Magistrate will record his/ her recommendation for each claim and the same shall be reflected on the online module.

A **State Level Monitoring Committee** will be constituted as under:

State Level Committee Composition

1.	Additional Chief Secretary/ Pr. Secretary (Labour)	Chairman
2.	IG level officer nominated by DGP	Committee Member
3.	Insurance Commissioner, ESIC	Committee Member
4.	Welfare Commissioner (Centre), DGLW, MoLE	Committee Member
5.	Labour Commissioner	Member Secretary

Terms of Reference (ToR) of the District Level Committees will be as under

- Periodical review status of claims & grievances
- Act as appellate body for grievances related to claims

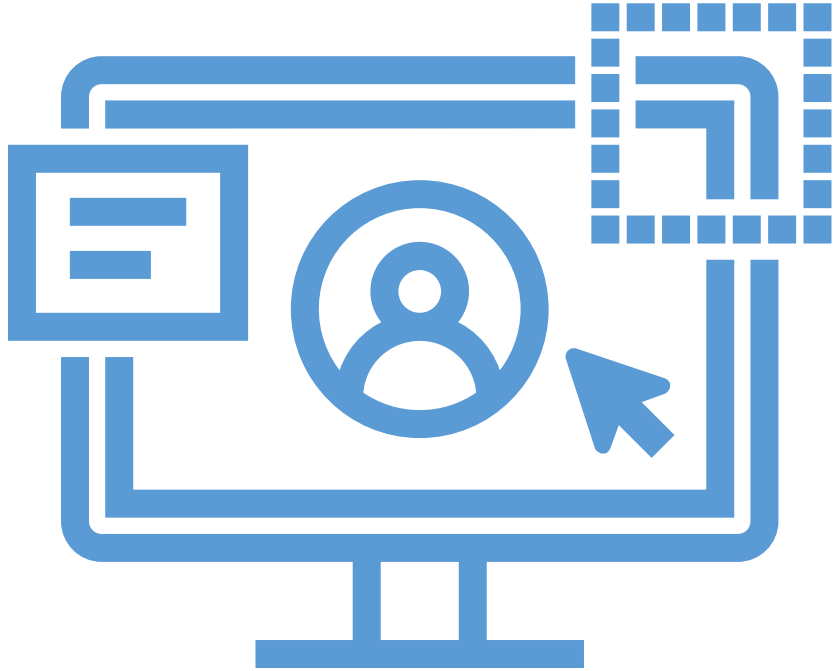
A **district level committee** will also be constituted in each district :

District Level Committee Composition

1.	District Magistrate	Chairman
2.	Superintendent of Police / Deputy Superintendent of Police	Committee Member
3.	Civil Surgeon/ Chief District Medical Office (CDMO)	Committee Member
4.	Labour Inspector	Committee Member
5.	Additional District Magistrate (ADM) designated by DM	Member Secretary

Terms of Reference (ToR) of the District Level Committees will be as under

- Monitoring and review on weekly basis
- Checking of under process claims and submitted claims
- Resolving queries and grievances



Ex-gratia Module

Home Page – eShram registration page

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श्रम एवं रोजगार मंत्रालय
Ministry of Labour
& Employment

ई-श्रम
श्रमेव जयते

G20
भारत 2023 INDIA


Helpdesk No. 14434

Home Dashboard Already Registered **State Login** CSC locator

Please DO NOT use this portal for any activity, this is testing environment. Any registration on this p

Self Registration

Enter mobile Number (Aadhaar linked mobile number is preferred) * +91




Enter Captcha * 

Employees' Provident Fund Organization (EPFO) Yes No


Employees' State Insurance Corporation (ESIC) Yes No

Send OTP

Information required for registration

-  Aadhaar number
-  Aadhaar linked active mobile number
-  Age should be between 16-59 years (11-03-1963 to 10-03-2007)


Note: By registering on eShram, you are opting in to receive messages, calls and mails from Ministry of Labour and Employment.



Login for CSC

Click Here


Now by enrolling on eShram, you may seamlessly opt for the following



Skill India
कौशल भारत - कुशल भारत

Training


Click Here



NAPS
In the just ability

Apprenticeship


Click Here



National Career Service
सही काम, सही जगह
Right Opportunities, Right Time

Job

Click Here




Pradhan Mantri
Shram Yogi Maandhan
(PM-SYM)

A national scheme for unorganised workers

Pension

Click Here



DigiSaksham
A joint digital skills initiative of

Digital Skills Training

Click Here

- Open eShram registration Page: (<https://register.eshram.gov.in/>)
- Click on State Login: *State Admin/ District Magistrate/ District Officer may login through this link*

NATIONAL DATABASE OF UNORGANISED WORKERS
असंगठित श्रमिकों का राष्ट्रीय डेटाबेस

Enter Email-ID

Enter Password

Captcha* 8MxDDz

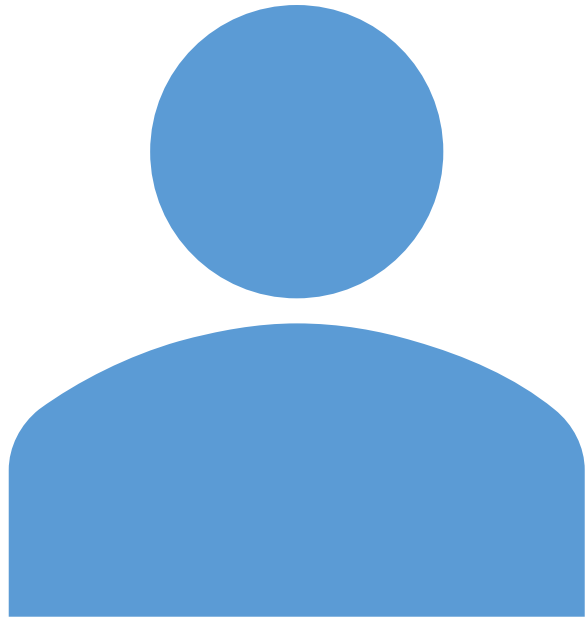
Enter Captcha

[Forgot Password?](#)

SIGN IN

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- Enter email id, Password and captcha and OTP
- Existing State Logins created for SSK will be used.
 - States then can create District Offices and District Magistrate logins



State Admin



This module provides below functionalities to State Admins:

- Add/Edit/View District Admins/ District Magistrates level offices and users
- Dashboard to view status of all the cases i.e., pending, approved, rejected, reinitiated etc.

State Admin- Office Management (1/2)

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☰ NATIONAL DATABASE OF UNORGANISED WORKERS (AS ON 25-08-2023)

Home / Office Management Email: pushapsce@hotmail.com

Office Management

View Office Add new Office

- State Admin has to create **District Office** first.
- After creation of a district office, a District Admin/ District Magistrate User can be created and assigned to that office
- State Admin can view and manage the district offices through View office Tab

State Admin- Office Management (2/2)



Office Form

Organisation Name* Labour Department, Uttarakhand	Organisation Type* State Level	Office Name* Office Name
Office Email Office Email	Telephone Telephone	Office Website Office Website
Office Address line1 Office Address line1	Office Address line2 Office Address line2	State* UTTARAKHAND
District * Select District	Sub-District Select Sub District	Village Select Village
Pincode Pincode	Officer Name Officer Name	Officer Email Officer Email
Officer Contact Number Officer Contact Number	Officer Designation Officer Designation	Status* Active

SAVE

Mandatory details required to create a district office

- Office name
- District Name
- Status (Active/Inactive)

After submission of these details District office will be created

State Admin- User Management (1/2)

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Government of India

User Management

Office Management

Dashboard

≡ NATIONAL DATABASE OF UNORGANISED WORKERS (AS ON 25-08-2023)

Home / User Management

Email: pushapsce@hotmail.com

User Management

View District Admin User

Add District Admin User

- State Admin can create District Admin/District Magistrate User through **Add District Admin User** tab.
- Details of existing District Admin/District Magistrate users can be viewed through **View District Admin User Tab**

State Admin- User Management (2/2)



District Admin User Form

Name*	Organisation*	Office*
<input type="text" value="Name"/>	Labour Department, Uttarakhand	Select Office
Mobile No.*	Email *	Confirm Email *
<input type="text" value="Mobile No"/>	<input type="text" value="Email"/>	<input type="text" value="Confirm Email"/>
Module Access*	Designation*	User Type*
Select Module Access	Select Designation	District
Role*	State*	District*
District Admin	UTTARAKHAND	Select District
Status*		
Select status		
<input type="button" value="SAVE"/>		

Mandatory fields required to create district Admin/ District Magistrate Login

- Name, Mobile No.,
- Email ID, Office
- Module Access
- Designation
- Status (Active/ Inactive)

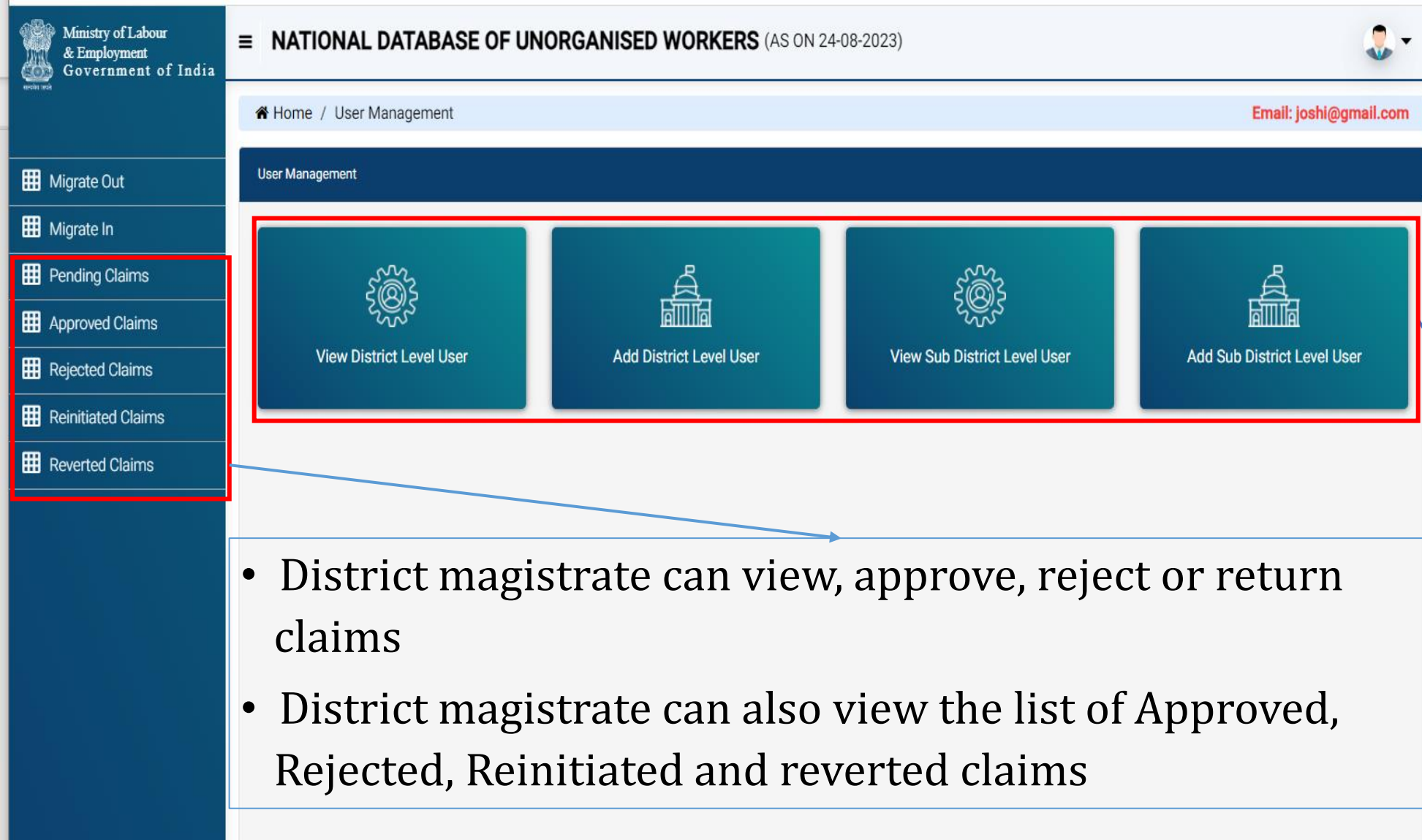
Key Points

- Select “**Ex-gratia**” in Module Access dropdown
- Designation will be “**District Magistrate**”
- Few fields will be auto populated by default



District Magistrate

District Magistrate - Home Page



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Government of India

≡ NATIONAL DATABASE OF UNORGANISED WORKERS (AS ON 24-08-2023)

Home / User Management Email: joshi@gmail.com

User Management

- View District Level User
- Add District Level User
- View Sub District Level User
- Add Sub District Level User

Migrate Out

Migrate In

Pending Claims

Approved Claims

Rejected Claims

Reinitiated Claims

Reverted Claims

- District magistrate can view, approve, reject or return claims
- District magistrate can also view the list of Approved, Rejected, Reinitiated and reverted claims

- District Magistrate can Add, View District Level users
- District Level Users will be first point to initiate claims

District Magistrate - District Level User Creation Page

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Government of India

- Migrate Out
- Migrate In
- Pending Claims
- Approved Claims
- Rejected Claims
- Reinitiated Claims
- Reverted Claims

District Level User Form

Name* <input type="text" value="Name"/>	Organisation* <input type="text" value="Labour Department, Uttarakhand"/>	Office* <input type="text" value="Dehradun office"/>
Mobile No.* <input type="text" value="Mobile No"/>	Email * <input type="text" value="Email"/>	Confirm Email * <input type="text" value="Confirm Email"/>
Module Access* <input type="text" value="Select Module Access"/>	Designation* <input type="text" value="Select Designation"/>	User Type* <input type="text" value="District"/>
Role* <input type="text" value="District Officer"/>	State* <input type="text" value="UTTARAKHAND"/>	District* <input type="text" value="DEHRADUN"/>
Status* <input type="text" value="Select status"/>		

SAVE

Click on “Add District Level User” tab in previous screen



Mandatory fields required to create District Level User

- Name, Mobile No.
- Email ID, Office
- Module Access
- Designation
- Status (Active/Inactive)

District Magistrate - District Level User View Page

Ministry of Labour & Employment
Government of India

- Migrate Out
- Migrate In
- Pending Claims
- Approved Claims
- Rejected Claims
- Reinitiated Claims
- Reverted Claims

District Level User									
S.No.	Name	Email	Organisation	Office Name	State	User Role	SSK ID	Status	Action
1	IT	shubham@gmail.com	Labour Department, Uttarakhand	Dehradun office	UTTARAKHAND	District Officer	10521	Active	 

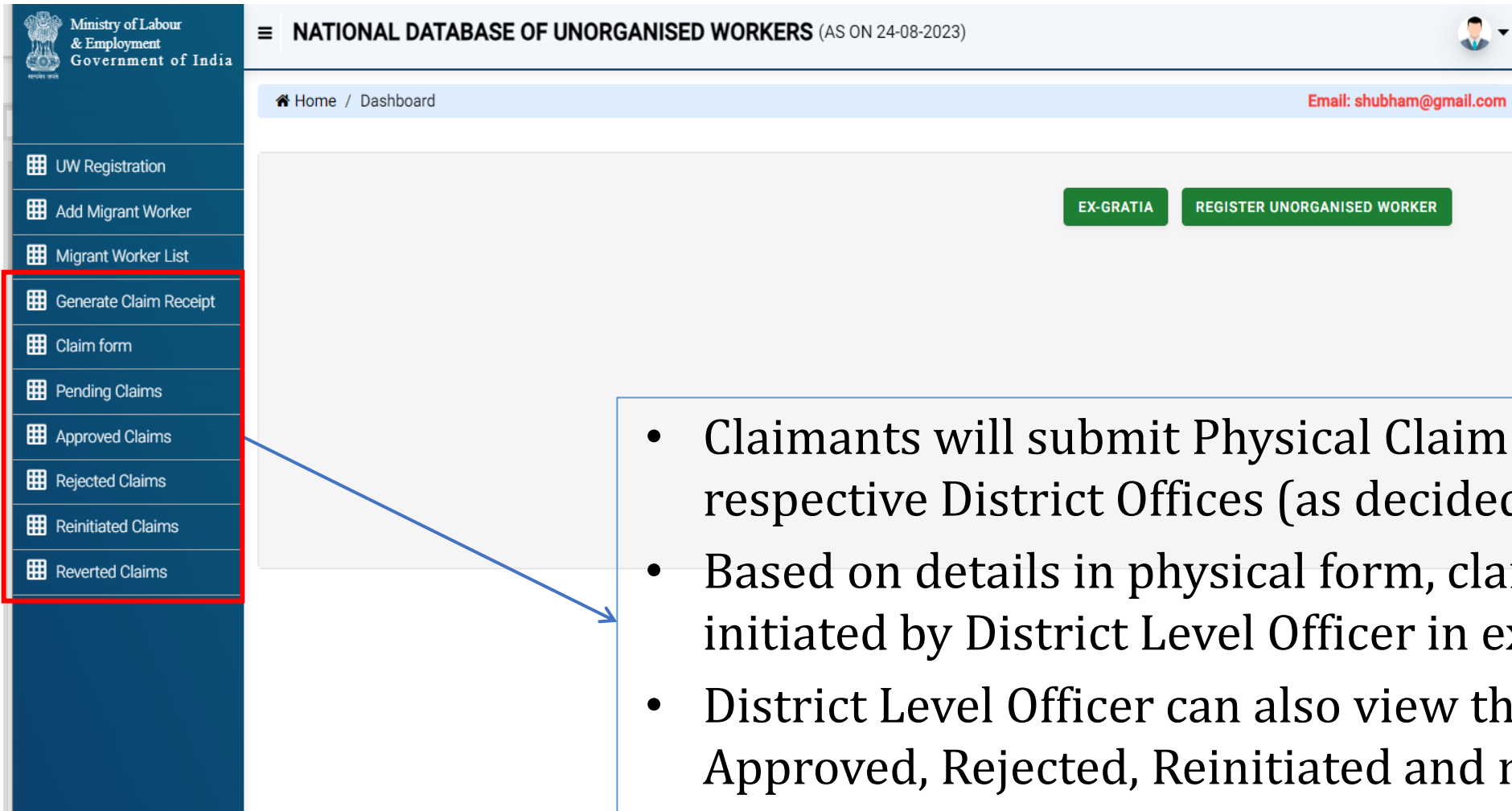
Showing 1 to 1 of 1 / Showing page 1 of 1

◀ Prev 1 Next ▶

- Click on “View district Level User” tab in previous screen
- District Magistrate can view & manage all District level users under his/her district



Claim Initiation by District Level Officer



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☰ NATIONAL DATABASE OF UNORGANISED WORKERS (AS ON 24-08-2023)

Home / Dashboard Email: shubham@gmail.com

UW Registration

Add Migrant Worker

Migrant Worker List

Generate Claim Receipt

Claim form

Pending Claims

Approved Claims

Rejected Claims

Reinitiated Claims

Reverted Claims

EX-GRATIA REGISTER UNORGANISED WORKER

- Claimants will submit Physical Claim Forms in their respective District Offices (as decided by DM)
- Based on details in physical form, claims will be initiated by District Level Officer in ex-gratia module.
- District Level Officer can also view the list of Approved, Rejected, Reinitiated and reverted claims


District Level Officer – Generate Claim Receipt (1/3)



eShram Ex-Gratia Receipt Form

UAN

SEARCH

Name	anshu	
Date of Birth	01-01-1991	
Gender	Female	
Mobile Number	9999999999	
Registration Date	26-08-2021	
Current State	RAJASTHAN	
Current District	JHUNJHUNU	
Current Address	ward no.21 Chirawa, JHUNJHUNU, RAJASTHAN 333028	

Check For Bank Seeding

Aadhaar Number *

Captcha *



Captcha

RESET

CHECK BANK SEEDING

Once the claim form is submitted by claimant, District Level Officer will check and initiate below process on module based on claim form

- Click on “Generate claim receipt” tab
- Fetch registration details of eShram registrant using UAN
- Check Bank A/c seeding status of registrant using his/her Aadhaar number

District Level Officer – Generate Claim Receipt (2/3)

Check For Bank Seeding

Aadhaar Number*

Type of Claim

Death*

Disability*

Document Checklist

Death Certificate

Medical certificate

FIR/ Panchanama

Post-mortem report

Legal heir(s) certificate

Affidavit legal heir certificate

Claim filed by gaurdian

I certify that these documents have been received.

Claimant Mobile Number*

All communications related to status of claim will be delivered to this mobile number

Aadhaar e-Kyc Using*

Fingerprint

Iris

Otp

Captcha*



RESET

CAPTURE BIOMETRIC

- Select type of claim i.e. Death or Disability
- Confirm document checklist
- In case of disability claim, registrant & claimant will be same
- In case of death claim, claimant will be different from registrant
 - Enter mobile no. of claimant
 - Enter Aadhaar No. of claimant for eKYC
- This process will generate a claim receipt with Acknowledgement No. which will be referred for all future communications.

District Level Officer – Claim Receipt (3/3)



- UW Registration
- Add Migrant Worker
- Migrant Worker List
- Generate Claim Receipt
- Claim form
- Pending Claims
- Approved Claims
- Rejected Claims
- Reinitiated Claims
- Reverted Claims

eShram Ex-Gratia Module

Claim Receipt

Claim ID	EXCLM-20230824-10000098
UAN	710013795346
Type of Claim	Death
Date of Filing Claim	Aug 24 2023 8:09PM
Worker Name	anshu
Claimant Name	Prince Kumar Singh
Claimant Gender	Male
Document Submitted	Death Certificate, Medical Certificate, FIR/ Panchanama, Post-mortem report, Legal heir(s) certificate, Affidavit legal heir certificate, Claim filed by gaurdan
Disclaimer*	This is only an acknowledgement receipt for claim process. Your claim will be filed after document verification.

CLOSE

PRINT

District Level Officer – Claim Form (1/6)



eShram Ex-Gratia Form

UAN 710013795346

SEARCH

Claim ID: EXCLM-20230824-1000098 | Receipt Generation Date: Aug 24 2023 8:09PM

Unorganised Worker Details

Name	anshu	
Date of Birth	01-01-1991	
Gender	Female	
Registration Date	26-08-2021	
Address	ward no 21 null, , JHUNJHUNU, RAJASTHAN 333028	
Current State	RAJASTHAN	
Current District	JHUNJHUNU	

Claimant Details

Name	Prince Kumar Singh	
Date of Birth	21-03-1989	
Gender	Male	
Mobile Number	9993748378	
Address	S/O: Shravan Kumar Singh, , Village - Ratangawan, Ratangawan	
Current State	Madhya Pradesh	
Current District	Rewa	

Details Related to Accident

Whether the worker died in the accident Yes

Brief description of the accident*

Brief description of the accident

Place of accident*

Place of accident

- After generation of claim receipt, District lever officer will fill the claim form in detail through “Claim form” tab
- District lever officer will search the eShram registrant details by using UAN

District Level Officer – Claim Form (2/6)

Ministry of Labour & Employment
Government of India

NATIONAL DATABASE OF UNORGANISED WORKERS (AS ON 24-08-2023)

Address	ward no 21 nagl , JHUNJHUNU, RAJASTHAN 333026	Address	S/O: Shравan Kumar Singh, , Village - Ratangawan, Ratangawan
Current State	RAJASTHAN	Current State	Madhya Pradesh
Current District	JHUNJHUNU	Current District	Rewa

Details Related to Accident

Whether the worker died in the accident Yes

Brief description of the accident*

Place of accident*

State*

District*

Sub-district*

Pin Code*

Date of accident*

Time of accident* (24 Hours format)

Date of death*

Documents to be Submitted to Support Claim

Death certificate*

Medical certificate*

Details of the accident will be entered here

- Description
- Place of Accident along with State, District, PIN
- Date and time of accident
- Date of death (in case of death)

District Level Officer – Claim Form (3/6)



Date of death
dd-mm-yyyy

Documents to be Submitted to Support Claim

Death certificate*

Choose File No file chosen

Note: File name should not contain any special character or space, file should be less than 1mb and file type allowed pdf only.

FIR/ Panchnama*

Choose File No file chosen

Note: File name should not contain any special character or space, file should be less than 1mb and file type allowed pdf only.

Legal heir(s) certificate*

Choose File No file chosen

Note: File name should not contain any special character or space, file should be less than 1mb and file type allowed pdf only.

Medical certificate *

Choose File No file chosen

Note: File name should not contain any special character or space, file should be less than 1mb and file type allowed pdf only.

Post-mortem report*

Choose File No file chosen

Note: File name should not contain any special character or space, file should be less than 1mb and file type allowed pdf only.

In case of more than one legal heir, affidavit for apportionment of claim amount

Choose File No file chosen

Note: File name should not contain any special character or space, file should be less than 1mb and file type allowed pdf only.

Details of Legal Heir(s)

Name: Prince Kumar Singh

Gender: Male

Date of Birth: 21-03-1989

Mobile Number: 9993748378

Marital Status*

--

Relationship with worker*

--

Present Address*

Enter house number and locality

Present State*

--

All documents as applicable for supporting claim will be uploaded here

- Death certificate
- Medical certificate
- FIR/Panchanama
- Post-mortem report
- Legal Heir certificate etc.

District Level Officer – Claim Form (4/6)



Details of Legal Heir(s)

Name: Prince Kumar Singh

Gender: Male

Date of Birth: 21-03-1989

Mobile Number: 9993748378

Marital Status*

Relationship with worker*

Present Address*

Present State*

Present District*

Present Sub-District*

Present Pin Code*

Bank Account Details (Aadhaar Linked Bank Account Only)

Bank account number (linked with Aadhaar)*

Confirm bank account number*

Name of account holder*

Bank IFSC Code*

Name of bank*

[Click to view sample cheque for bank details](#)

- Details of legal heir like Relationship with worker, Address etc. will be filled
- Bank account details of claimant will also be captured. Bank A/c should be Aadhaar linked

District Level Officer – Claim Form (5/6)



Claim Under PMSBY

Whether the same claim has ever been filed under PMSBY*

Yes No

Declaration by Claimant

I declare that the particulars given above are true to the best of my/ our knowledge and belief. If at a later stage, it is found that any information willfully provided by me is not true, Government of India may recover any benefits provided to me under the scheme and penalty, as applicable.*

No file chosen

Note: File name should not contain any special character or space, file should be less than 1mb and file type allowed pdf only.

Certificate by Authorised Officer

I certify that the claim documents submitted by Shri/ Smt. **Prince Kumar Singh** having UAN (710013795346) have been checked thoroughly and are found to be genuine and in line with requirements laid down in guidelines.*

No file chosen

Note: File name should not contain any special character or space, file should be less than 1mb and file type allowed pdf only.

Recommendation

Recommendation*

Acceptance Rejection

Remark*

- Whether same claim was filed under PMSBY or not will also be captured.
- Declaration by claimant in prescribed format needs to be uploaded.
- Certificate from district level officer in prescribed format will be uploaded
- District officer will enter remarks & recommendation for acceptance/ rejection of claim.
- Finally, form will be submitted for further review of DM

District Level Officer – Claim Form (6/6)

Managed bookmarks India Service Portal... Home

betaregister.eshram.gov.in says
Are you sure you want to submit claim form?
OK Cancel

My files - OneDrive New Service Reque...

Ministry of Labour & Employment Government of India

NATIONAL DATABASE OF UNORGANISED

Whether the same claim has ever been filed under PMSBY*
 Yes No

Declaration by Claimant

I declare that the particulars given above are true to the best of my/ our knowledge and belief. If at a later stage, it is found that any information willfully provided by me is not true, Government of India may recover any benefits provided to me under the scheme and may impose penalty, as applicable.*

Choose File No file chosen

Note: File name should not contain any special character or space, file should be less than 1mb and file type allowed pdf only.

Certificate by Authorised Officer

I certify that the claim documents submitted by Shri/ Smt. **Prince Kumar Singh** having UAN (710013795346) have been checked thoroughly and are found to be genuine and in line with requirements laid down in guidelines.*

Choose File No file chosen

Note: File name should not contain any special character or space, file should be less than 1mb and file type allowed pdf only.

Recommendation

Recommendation*
 Acceptance Rejection

Remark*
Recommendation Remark

SUBMIT



Claim Approval/ Rejection by District Magistrate

District Magistrate – Pending Claim List

Ministry of Labour & Employment Government of India

NATIONAL DATABASE OF UNORGANISED WORKERS (AS ON 24-08-2023)

eShram Ex-Gratia Module

Pending Claim List

Search Criteria

By UAN By date range

Enter UAN

SEARCH CLEAR

S.No.	UAN	Claim Id	Claim Status	Claimant Name	Receipt Date	Submission Date	Action
1	781854922753	EXCLM-20230816-10000082	Pending	Dipak Kumar	2023-08-16 11:15:49.257	2023-08-22 12:43:19.807	PREVIEW
2	710060282450	EXCLM-20230816-10000081	Pending	Dipak Kumar	2023-08-16 10:59:53.197	2023-08-17 11:37:20.547	PREVIEW
3	710416115640	CLAIM-20230807-10000048	Pending	Dipak Kumar	2023-08-07 13:22:42.07	2023-08-12 11:50:21.097	PREVIEW

Showing 1 to 3 of 3

< Prev 1 Next >

- DM can search claims sent by District Level Officer in Pending Claims tab
- Pending claims can be filtered using UAN or date range
- Details of a claim can be viewed using Preview button

- Similarly, District magistrate can view the list of Approved, Rejected, Returned and Reinitiated claims.

District Magistrate – Claim Approval (1/2)



eShram Ex-Gratia Module

Claim Preview (Claim ID: EXCLM-20230816-10000082)

CLOSE

Unorganised Worker Information (UAN: 781854922753)

Name	Dipak Kumar	Date of birth	07-11-1989
Gender	Male	Registration date	17-02-2022
Address	jhgjg jhgjfh.		
State	UTTAR PRADESH	District	VARANASI
Pin Code	221307		

Claimant Information

Name	Dipak Kumar	Date of birth	07-11-1989
Gender	Male	Mobile number	9891098488
Address	Mahendra Prasad, , , Dhanapur, Panihara		
State	Uttar Pradesh	District	Varanasi
Pin Code	221305		

Details Related to Accident

Brief description of the accident	test data	Place of accident	delhi
State	DELHI	District	South East
Sub-district	Defence Colony	Pin Code	110003
Date of accident	09-03-2022	Time of accident	14:14 Hours
Whether the worker died in the accident	No	Disability type	Partial
Hospital record which includes discharge		Disability certificate issued by the Civil	

Details of a claim are shown to DM after pressing Preview button in previous screen

District Magistrate – Claim Approval (2/2)

Managed bookmarks India Service Portal My Dashboard My Files - One

Ministry of Labour & Employment Government of India

NATIONAL DATA

Details Related to Accident

Brief description of the accident

State	Delhi	District	delhi
Sub-district	Defence Colony	Pin Code	South East 110003
Date of accident	09-03-2022	Time of accident	14:14 Hours
Whether the worker died in the accident	No	Disability type	Partial
Hospital record which includes discharge summary indicating disability due to accident	View File	Disability certificate issued by the Civil Surgeon	View File

Bank Account Details (Aadhaar Linked Bank Account Only)

Name of account holder	deepak	Bank account number(Linked with Aadhaar)	1234567890
Name of bank	State Bank of India	IFSC Code	SBIN0003566
Whether the same claim has ever been filed under PMSBY	Yes	Status of claim filed under PMSBY	Pending
Declaration by claimant	View File	Certificate by authorised officer	View File

Recommendation by Authorised Officer

Recommendation type	Acceptance	Remark	test
---------------------	------------	--------	------

Remark*

Approved

REJECT **SEND BACK TO AUTHORIZED OFFICER** **APPROVE**

betaregister.eshram.gov.in says
Are you sure you want to approve this claim?
OK **Cancel**

- District Magistrate needs to provide his remarks and has 3 options here
- **Approve Claim:** if all documents are as per requirements & fulfills criteria as per approved mechanism
 - **Reject Claim:** if the claim does not fulfill any of the criteria of approved mechanism
 - **Send back claim to District Level Officer:** if any of the document is missing or not readable

Similar process will be adopted for reinitiated claims

District Magistrate – Claim Rejection

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Ministry of Labour & Employment Government of India

NATIONAL DATA

betaregister.eshram.gov.in says
Are you sure you want to reject this claim?
OK Cancel

Sub-district			110003
Date of accident			14:14 Hours
Whether the worker died in the accident	No	Disability type	Partial
Hospital record which includes discharge summary indicating disability due to accident	View File	Disability certificate issued by the Civil Surgeon	View File
Bank Account Details (Aadhaar Linked Bank Account Only)			
Name of account holder	deepak	Bank account number(Linked with Aadhaar)	1234567890
Name of bank	State Bank of India	IFSC Code	SBIN0003566
Whether the same claim has ever been filed under PMSBY	Yes	Status of claim filed under PMSBY	Pending
Declaration by claimant	View File	Certificate by authorised officer	View File
Recommendation by Authorised Officer			
Recommendation type	Acceptance	Remark	test

Remark*
Rejected

Reason of rejection*
Others

Other Rejection Reason*
Document invalid

REJECT

Reject Claim

- DM has to specify the **Reason for rejection**
- Any claim rejected by DM may only be reconsidered after approval of State Appellate Body

District Magistrate – Claim Return

Managed bookmarks India Service Portal My Dashboard My files - OneDrive

Ministry of Labour & Employment Government of India

NATIONAL DATA

betaregister.eshram.gov.in says
Are you sure you want to send back to authorized officer?
OK Cancel

Details Related to Accident

Brief description of the accident	delhi		
State	DELHI	District	South East
Sub-district	Defence Colony	Pin Code	110003
Date of accident	09-03-2022	Time of accident	14:14 Hours
Whether the worker died in the accident	No	Disability type	Partial
Hospital record which includes discharge summary indicating disability due to accident	View File	Disability certificate issued by the Civil Surgeon	View File

Bank Account Details (Aadhaar Linked Bank Account Only)

Name of account holder	deepak	Bank account number(Linked with Aadhaar)	1234567890
Name of bank	State Bank of India	IFSC Code	SBIN0003566
Whether the same claim has ever been filed under PMSBY	Yes	Status of claim filed under PMSBY	Pending
Declaration by claimant	View File	Certificate by authorised officer	View File

Recommendation by Authorised Officer

Recommendation type	Acceptance	Remark	test
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Remark*

Some information not clear

REJECT SEND BACK TO AUTHORIZED OFFICER APPROVE

Send Back claim to Authorised Officer

- DM has to mention reason for sending back the claim
- District Level Officer will receive this claim back in his/ her dashboard and will ensure all the required details are collected from claimant for sending to DM again



Re-initiating a claim

District Level Officer – Reinitiate Claims



- UW Registration
- Add Migrant Worker
- Migrant Worker List
- Generate Claim Receipt
- Claim form
- Pending Claims
- Approved Claims
- Rejected Claims
- Reinitiated Claims
- Reverted Claims

Certificate by Authorised Officer

I certify that the claim documents submitted by Shri/ Smt. **Prince Kumar Singh** having UAN (710013773795) have been checked thoroughly and are found to be genuine and in line with requirements laid down in guidelines.*

Choose File No file chosen

Note: File name should not contain any special character or space, file should be less than 1mb and file type allowed pdf only.

[View File](#)

[Delete File](#)

Recommendation

Recommendation*

Acceptance Rejection

Remark*

Sending for approval

Reinitiated Claim

Reinitiated Certificate*

Choose File No file chosen

Note: File name should not contain any special character or space, file should be less than 1mb and file type allowed pdf only.

[View File](#)

[Delete File](#)

Reinitiated Remark*

Reinitiated Remark

Remark: Reject

SUBMIT

- Once a claim is rejected by DM, the claimant may raise his grievance to Appellate Body
- Based on the positive decision of Appellate Body, claims may be re-initiated in system
- District level officer will upload scan copy of the decision of Appellate Body
- Subsequent processes will remain same



**THANK
YOU**

Ex-Gratia: Definitions, Roles and Responsibilities

Central Admin

- MoLE is the Central Admin
- It will create all State Level Logins

State Admin

- State admin will onboard district admin (DMs) on ex-gratia module
- State Admin will monitor status of claims at State level

District Level Officer (Authorised Officer)

- Officer will primarily interact with claimants
- Will collect claim forms and submit those on online module after verification

District Admin

- District Magistrate will be District Admin, who will ultimately approve or reject any claim

eShram Registrant

- All unorganised workers registered on eShram portal till 31st March 2022

Claimant

- In case of accidental death, legal heir to eShram registrant
- In case of disability, registrant will initiate claim by himself/herself

District Level Committee

- Headed by DM
- Please refer subsequent slide for Committee structure

State Level Committee

- Headed by Addl. Chief Secretary/ Pr. Secretary (Labour)
- Will also act as Appellate Body
- Please refer subsequent slide for Committee structure

Process Flow

