

**GOVERNMENT OF INDIA
MINISTRY OF COAL**

**LOK SABHA
UNSTARRED QUESTION NO. 1905
ANSWERED ON 11.02.2026**

Safety Measures for Employees

†1905. Dr. Sambit Patra:

Will the Minister of COAL be pleased to state:

(a) the details of safety measures in place for the welfare of employees working in the Public Sector Undertakings (PSUs) under the Ministry of Coal:

(b) whether the Ministry has developed any mechanism to ensure compliance with national and international safety standards for personnel working in these undertakings and if so, the details thereof;

(c) the measures being taken by the Ministry to ensure the successful implementation of the four Labour Codes issued by the Union Government under the recently announced labour reforms; and

(d) whether any proposal to undertake a comprehensive review of the grievance redressal system established for the welfare and safety of personnel working in these undertakings is under consideration and if so, the details thereof?

ANSWER

**MINISTER OF COAL & MINES
(SHRI G. KISHAN REDDY)**

(a) & (b): The Government has enacted the Occupational Safety, Health and Working Conditions (OSH&WC) Code, 2020, which came into force on 21.11.2025. The Code regulates working conditions and workplace environments to safeguard the health, safety, and welfare of workers, including mine workers.

Further, coal sector-specific safety regulations have been implemented under the Coal Mines Regulations, 2017, to prescribe modernisation, mechanisation, emergency response and evacuation requirements in coal mines. Appropriate mechanism is in place to ensure compliance with national and international safety standards for personnel working in Coal PSUs, which includes:

1. Adoption of Hazard Identification and Risk Assessment based Safety Management Plan.
2. Accreditation of ISO-45001 for mining establishments.
3. Incorporation of modern safety features in mining machinery.
4. Technological intervention for monitoring safety parameters.

(c): Since enactment of the Labour Code on 21.11.2025, the following measures have been undertaken to ensure effective implementation:

1. Awareness campaigns through standees, handbills, display boards, banners and materials approved by the Ministry of Labour & Employment across mines, offices, colonies, lamp rooms and canteens;
2. Extensive use of digital platforms and social media to generate awareness among employees;
3. Placement of awareness boards and standees at entry and exit gates to ensure maximum visibility;
4. Dissemination of simplified briefs in English, Hindi and regional languages through WhatsApp and internal digital channels; and
5. Last-mile outreach through interaction by field-level officers with workers during shift-change hours.

(d): Coal PSUs have a well-established and functional grievance redressal mechanism operating through multiple platforms, as detailed below:

Centralised Public Grievance Redress and Monitoring System (CPGRAMS): Grievances relating to welfare amenities and service matters are lodged through CPGRAMS and are regularly monitored and disposed of by the concerned divisions within prescribed timelines.

e-Nivaran Portal: Coal India Limited has launched the e-Nivaran portal for the redressal of grievances of separated employees and their dependents. The portal provides a transparent, efficient and time-bound grievance redressal mechanism with real-time tracking and status updates through SMS and email.

Representations through email and hard copy: Representations received through official email or in hard copy are duly acknowledged, examined and disposed of by the competent authority in accordance with extant rules and guidelines.

The existing grievance redressal mechanisms are reviewed periodically to ensure their effectiveness, transparency and responsiveness.
