

STANDARD OPERATING PROCEEDURE (SOP) FOR “ KARMASATHI (PARIJAYEE SHRAMIK) ” MOBILE APP FOR APPLICANTS

The applicant will download and install “ KARMASATHI (PARIJAYEE SHRAMIK) ” APP in Android Mobile Phone from “GOOGLE PLAY STORE” and choose language (English/Bengali/Hindi) and tap ‘ NEXT ’ to proceed further. Two option will appear as ‘ Migrant Worker ’ and ‘ Raise alert on behalf of Migrant Worker ’ .

Role: Applicant - As a Migrant Worker

Activity :- If an applicant wants to register himself as Migrant Worker and also wants emergency assistances, redressal of grievances and welfare assistances under “ The West Bengal Migrant Workers’ welfare Scheme ” ,

he/she will choose the option ‘ Migrant Worker ’

tap ‘ GO ’ to proceed further

A Screen will appear to enter ‘ Mobile Number/ MWIN ’

For new registration a Migrant Worker will enter his Mobile No.

‘ OTP ’ for verification

Digital Form opens

provide information which includes Worker’s Information i.e.

1. **Basic details** like name, father’s name, gender, emergency Mobile No. of family member, Aadhar Card

2. **Address Details** like Permanent Address, Worksite Address

3. **Employment details** like employment type, nature of employment, date of migration etc.

tap ‘ CONFIRM SUBMIT ’ to submit his application .

A **Provisional MWIN** will be generated and **SMS** will be sent to his/her Mobile No.

With this **provisional MWIN** , a Migrant Worker –

1. May raise emergency alert in case of contingencies like death , fatal accident, confinement ,pandemic / lock down like situation and **send voice record** after selecting particular emergency by tapping the menu “ **Emergency** ”.
2. May inform about the grievances like wage, work loss/termination etc. in typed form after selecting particular grievances by tapping the menu “ **Grievances** ”.

To complete his/her application and to get **permanent MWIN** , The migrant Worker:

Tap the menu “ **incomplete application** ” to complete the application

Fill up more information such as bank accounts, ration card and nominee details

upload 4 documents

- His/her photo,

- AADHAAR card ,
- 1st page of bank account particulars and
- Employment related certificate.

His application will be routed to Inspector Minimum Wages on the basis of permanent address provided. If the application is approved, the registered migrant worker will be eligible for welfare assistances.

To get **welfare assistances** like death claim, accidental disability, repatriation of death body, cremation, etc. under the Scheme,

He/she will tap the menu “ **Services** ”



Provide details of claim and upload respective documents, mentioned therein, for particular assistance .

After generation of **permanent MWIN**, a migrant worker may enter either **MWIN or Mobile No.** to generate **OTP** in the app to proceed further .

A Migrant Worker will update his worksite details , from time to time , by tapping the menu “ **Worksite Details** ”.

A Migrant Worker may apply for registration under “ Bina Mulya Samajik Suraksha Yojana ” Scheme of Labour Commissionerate by tapping the menu “ **BMSSY** ” .


A Migrant Worker may edit his/her profile particulars by tapping the option ‘ **Edit Profile** ’ .

For further assistance, a Migrant Worker may also contact ‘ **Help Desk** ’ NUMBER

Role: Applicant - As other person raising emergency alert on behalf of migrant worker

Activity :- If the applicant wants to raise alert for any registered Migrant Worker , in case of emergency,

He/she will choose the option ‘ **Raise alert on behalf of Migrant Worker** ’ IN THE FIRST PAGE 

tap “ **GO** ” to proceed further. 

A Screen will appear to search the Migrant worker with the option

- (a) **MWIN** or
- (b) **Mobile no.** or
- (c) **Aadhar No.** .

The applicant will tap ‘ **SEARCH** ’ to search the Migrant Worker by entering any of these information.



The applicant will enter his/her **Mobile Number** to **OTP** for verification



Specify his relationship with the migrant worker



Raise alert for that Migrant Worker , in case of emergency,



Select particular type of emergency



send voice record