



Labour Inspection Management Application (LIMA)

Department of Inspections for Factories and Establishments (DIFE) is a department under the Ministry of Labour and Employment responsible for ensuring welfare, safety and health of people working in various sectors of the country. In the aftermath of Rana Plaza, the Government of Bangladesh initiated a major reform of the DIFE.

As part of DIFE’s reform, an ambitious drive was taken to strengthen its planning and operational mechanisms with the support of the International Labour Organization (ILO)’s “Improving Working Conditions in the RMG Sector” programme funded by Canada, the Netherlands and the United Kingdom. Emphasis was placed on the digitalization of inspection services in order to ensure better efficiency, transparency and accountability of the labour inspectorate. To facilitate this process, ILO has supported DIFE to develop a Labour Inspection Management Application (LIMA) system. LIMA represents a major advancement in the way data on working conditions in Bangladesh are collected, stored, analysed and used and a step forward from the earlier paper-based system.

What is LIMA?

LIMA is a knowledge management system that brings together all key information needs of DIFE, helping it to operate more effectively. LIMA also enhances data accessibility and transparency by making information available to other users such as employers and workers while allowing them to carry out day-to-day tasks such as applying for factory licences or submitting complaints to DIFE through a specific app. LIMA currently contains four modules with the following functions:

Module 1: Factory/Establishments Database

The module allows for the online application of factory layout plans, licenses, license renewals and modifications.

Module 2: Labour Inspection System

The module supports the work of DIFE inspectors who use LIMA on tablets during inspection visits. Through LIMA inspectors can fill in inspection checklists, collect data, make reports, schedule follow-up visits and prepare annual inspection plans. The module is used for case filing and complaint management as well. Information gathered during inspections is fed directly into the LIMA database where it can be used to inform management decisions.



Module 3. Occupational Safety and Health (OSH)

The Occupational Safety and Health module is used for notifications relating to occupational accidents, injury and disease. It also includes databases of Safety Committees and OSH experts.

Module 4. DIFE Management Information System

This module is used for the internal management of information regarding DIFE personnel, revenue collection, training etc.

Benefits of LIMA

- Collect and manage data better
- Promote decision making based on evidence
- Effective and efficient service delivery
- Transparency and accountability

DIFE



- Licensing services online
- Submit occupational accidents, injury and disease report online
- Submit Safety Committee data online
- Search OSH experts
- Remediation status update

Employers



- Submit complaints online and track their status
- View reports and data on working conditions in various sectors

Workers



- View statistics on labour inspection, working conditions and OSH
- View information on registered factories and establishments
- Search knowledge base on OSH, labour inspection, and factory safety

Others



Application of LIMA

Inspection data: LIMA has been field tested in selected DIFE offices. Once LIMA is launched, DIFE offices nationwide will start using this system. Hence all updated inspection data will be available in LIMA by mid-2018.

An integrated system: LIMA is integrated with other licencing systems. For example, when a factory owner applies for a license, LIMA will check with the Fire Service and Civil Defence (FSCD) e-fire licencing system whether necessary fire licence has been issued. Moving forward, LIMA will form an important part of the industrial safety system being developed by DIFE and other regulators in collaboration with the ILO.

Contribution of ILO: ILO has supported DIFE in all stages of the development of LIMA, including planning, training of 220 DIFE inspectors and field testing. In addition, ILO has provided DIFE with three servers and 250 android tablets. The tablets will be used by the inspectors to collect data from the field.

Access to LIMA: Certain information, such as summary and statistical reports are publicly accessible on the LIMA website <http://lima.dife.gov.bd>. Factories or business owners will need to register on LIMA to be able to apply for factory layout plan approvals and licenses. Only persons authorized by DIFE can gain full access to all LIMA modules.

Making complaints: LIMA features a 'DIFE Complaint Box' that allows workers and employers to make a complaint to DIFE about workplace issues. This can be done either through the LIMA website <http://lima.dife.gov.bd> or via a smart phone app which can be downloaded from Google Play (search keyword, DIFE Complaint Box) or at <http://bit.ly/2DSTRBI>.