

## CITIZEN CHARTER

### 1. Mission of the Department

Labour Department, Govt. of N.C.T of Delhi has been entrusted with the responsibility of enforcing various labour legislations for the welfare of workmen. The Department also ensures peaceful working by providing statutory cover to the workmen through preventive and conciliatory efforts, which go a long way for Industrial and Commercial growth. The Department, being an enforcing agency, is also responsible to prosecute defaulting employers in the Court of Law. In addition to it, Holiday Homes have been provided at Mussoorie, Allahabad, Haridwar and Shimla, to the industrial workers and their families at nominal rates under Delhi Labour Welfare Board. It also run cèches/welfare centres in clusters of workmen to provide education to their children along with other welfare measures.

Besides the above, the Labour Department is implementing the provisions of the Building and Other Construction Workers Welfare (RE&CS) Act, 1996 to provide various financial assistances to construction workers as mandated under the Building and Other construction Workers (Regulation of Employment and Conditions of Service) Act, 1996 & Rules framed therein.

The Department is also implementing pension scheme to workers under Dilli Swablamban Yozana.

### 2. Our Services/Activities

- (a) Enforcement of various Labour Laws.
- (b) Conciliation of Industrial Disputes between workers & Management.
- (c) Referring the Disputes to the Labour Courts & Industrial Tribunals for adjudication.
- (d) Welfare related activities through Welfare Board, and implementation of provisions relating to safety, health and welfare of Labour through Departmental Machinery.
- (e) Labour Research and Training.
- (f) Labour and Employment Statistics.
- (g) Labour Welfare activities for construction workers and to provide financial assistance through various schemes under Delhi Building and Other Construction Workers Welfare (RE&CS) Rules, 2002.

### 3. Our Clients

Workers of organized and unorganized sectors, Trade Unions, Employers and Employers Associations.

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#### 4. Our Commitment to Clients

- (a) Maintain industrial peace and harmony by effectively implementing various labour laws.
- (b) Speedy and timely redressal of workers grievances.
- (c) Improve effectiveness of the conciliation machinery to resolve Disputes between workers & management.
- (d) Transparency in working of the Labour Department by creating an internet based online systems to provide time bound service delivery.

#### 5. Our Services

##### A. Services related to Labour

Applications in respect of services related to Labour(except registration of shops & establishments) are to be submitted in the District Labour Office concerned, as per details given in ANNEXURE-I. Registration of shops & establishments are online and is done through the website of department i.e. [www.labour.delhigovt.nic.in](http://www.labour.delhigovt.nic.in).

| S.No. | Name of Service   | Time Schedule (in Days)                |
|-------|---|--|
| 1     | Grant of Registration Certificate to the establishment under Building and other Construction Workers (RE & CS) Act 1996 | 60                                     |
| 2     | Registration of Shops & Establishments  | 01 (Online service on real time basis) |
| 3     | Grant of Registration Certificate under the Contract Labour (Regulation & Abolition) Act                                | 30                                     |
| 4     | Grant of Licence under the Contract Labour (Regulation & Abolition) Act   | 30                                     |
| 5     | Amendment in Registration Certificate under the Contract Labour (Regulation & Abolition) Act                            | 30                                     |
| 6     | Renewal of Licence under the Contract Labour (Regulation & Abolition) Act   | 30                                     |
| 7     | Registration of trade union under the Trade Unions Act 1926   | 30                                     |

##### B. Time limit for disposal of Complaints under various Labour Laws in District offices:-

|    |   |                |
|----|---|----------------|
| 1  | Complaints pertaining to termination of services and non-payment of Earned Wages. | 30 days        |
| 2. | Complaints regarding non-payment of Bonus under payment of Bonus Act 1965.        | 30 days        |
| 3. | Processing of claims under Minimum Wages Act 1948 & issuance of                   | Quasi-Judicial |



|    |   |                           |
|----|---|---------------------------|
|    | orders.   | proceeding                |
| 4. | Processing of Claims under Delhi Shops & Establishment Act 1954 & issuance of Order                                     | Quasi-Judicial proceeding |
| 5. | Processing of Claims under Employee Compensation Act 1923 & issuance of Order   | Quasi-Judicial proceeding |
| 6. | Reference of Industrial Dispute after failure of conciliation proceedings under I.D. Act 1947 to Labour Court/ Tribunal | 90 days                   |
| 7. | Implementation of Labour Courts/ Tribunal Awards  | 90 days                   |
| 8. | Cases referred to Complaint Committee on "Sexual Harassment of Women at workplace"                                      | 3 Months                  |

**C. Services related to Directorate of Industrial Safety & Health**

Applications in respect of services related to industrial Safety & Health are to be submitted in the Office of Director Industrial Safety & Health in D-Block at 5-Sham Nath Marg, Delhi-110054.

| S.No. | Subject   | Time Schedule |
|-------|---|---------------|
| 1.    | Disposal of complaints under the Factories Act, 1948  | 30            |
| 2     | Grant of exemptions in working hours from section 51, 52, 54 & 56 of the Factories Act 1948 | 07            |
| 3     | Grant/Renewal of Competency Certificate under Factories Act 1948                            | 30            |
| 4     | Approval of factory building Plan   | 90            |
| 5     | Grant of licence under Factories Act, 1948  | 60            |
| 6     | Renewal of factory licence  | 60            |
| 7     | Amendment of Licence under Factories Act, 1948  | 60            |

**D. Service related to Electrical Inspectorate**

Applications in respect of various permissible licenses are to be submitted in the Office of Electrical Inspector in D-Block Room No. 81, at 5-Sham Nath Marg, Delhi-110054.

| S.No. | Subject   | Time Schedule |
|-------|---|---------------|
| 1     | Renewal of Certificate of Competency Class I (Supervisor ) & Certificate of Competency Class II (Electrician) | 30            |

|    |   |    |
|----|---|----|
| 2  | Approval of Electrical Installation under Central Electricity Authority (Measure relating to Safety & Electric Supply) Regulation, 2010   | 45 |
| 3  | Approval of Installation of passenger lifts and lift shaft and machine room.  | 30 |
| 4  | Grant of Licence for the working of passenger lift  | 45 |
| 5  | Renewal of Licence for the working of passenger lift  | 45 |
| 6  | Disposal of complaints (under the provisions of the Indian Electricity Act, 1956 and the Delhi Lift Rules, 1942)  | 15 |
| 7  | Issue of Duplicate Certificate of Competency class – I (Supervisor) and Certificate of Competency Class II (Electrician)  | 15 |
| 8  | Issue of Licence to Electrical Contractor after the approval of Board of Examiners.   | 30 |
| 9  | Renewal of Electrical Contractor Licence  | 30 |
| 10 | Issue of Duplicate copy of Electrical Contractor's Licence  | 15 |
| 11 | Issue of Certificate of Competency Class I (Supervisors) and Certificate of Competency Class II (Electrician) after verification of qualification of the applicant from the institution concerned | 30 |

**E. Service related to Boiler Inspectorate**

Application in the prescribed format are to be submitted in the O/o Chief Inspectorate of Boiler and Smoke Nuisances C-12, Karampura, New Delhi.

| S.No. | Subject   | Time Schedule |
|-------|---|---------------|
| 1     | Disposal of complaints under the Indian Boiler Act, 1923. | 30            |
| 2     | Grant of Certificate to use IBR Boiler                    | 60            |
| 3     | Renewal of Certificate to use IBR Boiler                  | 60            |

**F. Services related to Delhi Building & Other Construction Welfare Board**

| S.No. | Subject   | Time Schedule |
|-------|---|---------------|
| 1     | Death Benefits under Delhi Building and Other Construction Workers (RE & CS) Rules 2002               | 60            |
| 2     | Funeral Benefits under Delhi Building and Other Construction Workers (RE & CS) Rules 2002             | 60            |
| 3     | Registration of Construction Workers under Building and other Construction Workers (RE & CS) Act 1996 | 60            |
| 4     | Maternity Benefit under Delhi Building and Other Construction Workers (RE & CS) Rules 2002            | 60            |



|    |  |    |
|----|--|----|
| 5  | Pension under Delhi Building and Other Construction Workers (RE & CS) Rules 2002   | 60 |
| 6  | Disability pension under Delhi Building and Other Construction Workers (RE & CS) Rules 2002                                | 60 |
| 7  | Loan for the purchase of work related tools under Delhi Building and Other Construction Workers (RE & CS) Rules 2002       | 60 |
| 8  | Medical assistance under Delhi Building and Other Construction Workers (RE & CS) Rules 2002                                | 60 |
| 9  | Financial assistance for education under Delhi Building and Other Construction Workers (RE & CS) Rules 2002                | 60 |
| 10 | Financial assistance for marriage under Delhi Building and Other Construction Workers (RE & CS) Rules 2002                 | 60 |
| 11 | Family Pension under Delhi Building and Other Construction Workers (RE & CS) Rules 2002                                    | 60 |
| 12 | Ex-gratia payment in case of permanent disability under Delhi Building and Other Construction Workers (RE & CS) Rules 2002 | 60 |
| 13 | Grant for the purchase of work related tools under Delhi Building and Other Construction Workers (RE & CS) Rules 2002      | 60 |
| 14 | Advance for purchase or construction of house under Delhi Building and Other Construction Workers (RE & CS) Rules 2002     | 60 |

**G. Service related to Delhi Labour Welfare Board**

| S.No. | Subject      | Time Schedule |
|-------|--------------|---------------|
| 1     | Holiday Home | 7             |

**6. Delhi Building and Other Construction Workers Welfare Board (DBOCWWB):-**

Ministry of Labour & Employment, Govt. of India has enacted national legislation i.e. Building and Other Construction Workers (Regulation of Employment and Conditions of Services) Act, 1996.

In order to address the issues concerning Safety, Health & Welfare of workers, employed in Construction Sector, Labour Department; Govt. of Delhi has adopted proactive approach and notified Delhi Building & Other Construction Workers Welfare Board under Section 18(1) of the Act, on 02.09.2002.

This is a tripartite board, which is headed by the Hon'ble Minister of Labour, Govt. of Delhi as Chairman; a Senior officer of Govt. of Delhi as Member Secretary and Employers & Employees representatives as member of the Board. To avail the benefit offered by the Board, Construction worker should registered themselves with the Board.

Construction workers can get registered, by depositing Rs. 20/- as subscription for one year and Rs.5/- as registration fee with the duly filled Registration Form verified by the employer at construction site and subsequently Rs.20/- per annum for renewal. Registration process including issuance of Pass Books will be completed within a period of 30 days from the receipt of the application for registration duly completed in all respect. In camps which are being organised at workers chourahas and construction site the effort is being made to issue pass book on same day.



**(A) BENEFITS OFFERED BY THE CONSTRUCTION BOARD**

1. Medical Assistance upto Rs. 1000/-(Rule-280), in case of hospitalization for 05 days or more due to accident or any disease.
2. Financial Assistance for marriage of self and for children amounting to Rs. 10,000/- (upto two children)
3. Pension on completion of 60 years of age @ Rs. 1,000 per month;
4. Family pension @ Rs. 500 per month on the death of a pensioner;
5. Disability pension @ Rs. 1,000 per month to permanently disabled member due to paralysis, leprosy, T.B. and accidents etc.
6. Ex- gratia payment of Rs. 25,000 in case of permanent disability;
7. Maternity benefits of Rs. 10,000 (upto two children);
8. In case of death due to accident (during the course of employment), nominees/dependents of the members is eligible of financial benefit of Rs. 1,00,000/- ;
9. In case of normal death, nominees/dependents of the members is eligible for financial benefit of Rs 50,000/- ;
10. Funeral Assistance in case of death of a member Rs. 5000/-;
11. Loan for purchase of Tools upto Rs. 10,000/- for those, who have completed three years of the membership and who remits contribution regularly, should not have completed 55 years of age.
12. Financial Assistance for purchase of tools upto Rs. 1,000/- (once in five year);
13. Financial Assistance for children education;
  - (a) From class 01 to class 08; Rs. 100/- per month (Rs. 1200/- per annum);
  - (b) From class 09 to class 10; Rs. 200/- per month (Rs. 2400/- per annum);
  - (c) From class 11 to class 12; Rs. 500/- per month (Rs. 6000/- per annum);
  - (d) Graduation level – Rs. 1500/- per month (Rs. 18000/- per annum);
  - (e) For ITI courses – Rs. 1500/- per month (Rs. 18000/- per annum);
  - (f) For Polytechnic Diploma (Three years course)- Rs. 25000/- per month (Rs. 30000/- per annum);
  - (g) For technical courses like, Engineering, Medical & MBA – Rs. 5000/- per month (Rs. 60000/- per annum);
14. Benefit of Janashree Bima Yojna.
15. Advance for purchase or construction of residential house @ Rs. 1,50,000/-, on continuous Membership of 5 years and having 15 years of service for superannuation

**(B) Procedure for Claiming Benefits**

Any Building and Other Construction Worker may claim benefits under the welfare schemes by applying in prescribed form/ format alongwith proof of registration and submitting the same in the office of concerned Deputy Labour Commissioner personally or through Registered Trade Unions. On the recommendation of concerned DLC and due verification, Construction Board releases the benefits.

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**(C) Obligation of payment of Cess –**

It is obligatory on the part of employers, who carry out Building and Other Construction Work, to pay One Percent Cess, on the total cost of construction to DBOCWW Board under section 3 of Building And Other Construction Workers Welfare Cess Act, 1996.

**(D) Assessing Officers & Cess Collectors –**

- (a) Deputy Labour Commissioners are notified as Assessing Officers;
- (b) Inspecting Officers and Labour Officers are notified as Cess Collectors;

Employer, who defaults in depositing/paying CESS Amount u/s 3, within specified time, as per assessment order, shall be liable to pay **interest @ 2% per month**, from the date such payment of CESS becomes due u/s 8 of the Building And Other Construction Workers Welfare Cess Act, 1996.

In case CESS is not paid by Employers, defaulting employers are also liable to pay Penalty u/s 9 of the Building And Other Construction Workers Welfare Cess Act, 1996. Cess along with Interest & Penalty shall be recoverable as Arrears Of Land Revenue u/s Section-10 of the Act.

**7. DELHI LABOUR WELFARE BOARD (DLWB)**

**(A) Labour Welfare Fund is generated through:-**

- Fines realized from the employees by employer and deposited in the DLWB account;
- Unpaid accumulations transferred to the Fund under section 6A of the Act;
- Any penal interest paid under section 6B of the Act;
- Any contribution paid under section 6BB of the Act;
- Any voluntary donations;
- Any fund transferred under sub-section (5) of section 7;
- Any sum borrowed under section 8;
- Any loan, grant-in-aid or subsidy paid by the Government.
- Contribution under section 6 BB. The rate of contribution are as under:-
  - 75 Paise every six month per employee (Employee's Contribution)
  - Rs. 2.25 every six month per employers (Employer's Contribution)
  - Matching grant : The Govt. of Delhi provides Rs. 1.50 every six month per employee as the matching contribution from its plan funds.

**(B) Utilization of Labour Welfare Fund**

Section 7 of the Delhi Labour Welfare Fund Act, 1953 as extended to NCT of Delhi mandates that Labour Welfare fund shall be utilized for financing following activities for the welfare of the working class:-

- Community necessities;
- Community and social education centers;



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- Reading rooms at centers;
  - Libraries at centers;
  - Circulating libraries;
  - Games and sports;
  - Excursions, tours and holiday homes;
  - Entertainment and other forms of recreations;
  - Home industries;
  - Subsidiary occupations for women and unemployed persons;
  - Corporate activities of a social nature;
  - Remunerative employment;
  - Cost of administering and Act including the salaries, allowances, pensions, provident fund and gratuity and other fringe benefits of the staff appointment for the purpose of the Act; and
  - Such other objects as would in the opinion of the State Government improve the standard of living and ameliorate the social conditions of labour.

### (C) Holiday Homes

Delhi Labour Welfare Board runs three Holiday Homes situated at Mussoorie, Allahabad and Shimla for the benefit of Industrial Workers, Other Workers, Employees of Govt. of NCT of Delhi and their family members.

| S. No | Name of Centre With address  | Room Charges (rupees)  | Strength of Staff                           | No. of Rooms/ Flats Available |
|-------|--|--|---|-------------------------------|
| 1     | Mussoorie Holiday Home, Stella Cottage, The Mall, Mussoorie (UK)                                 | i. Workers – 125/-<br>ii. Supervisory/ Managerial – 200/-<br>iii. Government Servant – 250/- | 1 Manager<br>1 PCC<br>1 Sweeper (part time) | 12 Rooms                      |
| 2.    | Allahabad Holiday Home, B-B-27-28, Agnipah Awass, Scheme 7, Sapru Road, Civil Lines, Allahabad.  | i. Worker – 125/-<br>ii. Supervisory/ Managerial – 200/-<br>iii. Government Servant – 250/-  | 1 PCC                                       | 6 Room                        |
| 3.    | Shimla Holiday Home, Block no. 14, Sec 46, Sector-IV Phase-II, New DAV Public School, New Shimla | i. Worker – 500/-<br>ii. Supervisory/ Managerial – 650/-<br>iii. Government Servant – 750/-  | 1 Caretaker                                 | 8 M.I.G. Flats                |

### Whom to Apply

Application on the prescribed format can be obtained/ submitted to the Welfare Commissioner, Delhi Labour Welfare Board, A Block, 7<sup>th</sup> floor, Vikas Bhawan – II, Civil Line, Delhi-110054. Prescribed Format of the application can be downloaded from the website of Labour Department: **labour.delhigovt.nic.in**.



8. **ENFORCEMENT OF CHILD LABOUR (PROHIBITION & REGULATION) ACT, 1986** 191/

Labour Department, Govt. of Delhi enforces the Child Labour (P&R) Act, 1986. Complaints related to employment of Child Labours are taken up on priority. Child Labour rescue operation is conducted by Distt. Task force, constituted in compliance of order dated 15.07.2009 of Hon'ble High Court, which is headed by Dy. Commissioner (Revenue) consisting representative of following deptt. :-

1. DLC of District-Member Secretary,
2. Women and Child Development,
3. Education Department,
4. Health Department, GNCTD,
5. MCD,
6. Delhi Police and
7. NGO

9. **DELHI CHILD LABOUR REHABILITATION CUM WAL FARE SOCIETY**

Labour Department, Govt. of N.C.T. of Delhi is implementing the scheme of NCLP through Society named as Delhi Child Labour Rehabilitation cum Welfare Society. The Society is registered under Societies Registration Act-XXI of 1860 vide Registration No. S/47911 dated 31.12.2013.

Society is chaired by Labour Commissioner and has representative from Revenue Department, Labour Department, Directorate of Education, Directorate of Social Welfare, Employers, Workers and NGO's. The Society runs the Transitional Education Centre (TEC) to impart informal Education to the children to bring them to the mainstream (normal School) and also provides financial assistance of Rs. 25,000 to Child Labour rescued from hazardous processes and occupations for rehabilitation, which includes Rs. 20,000/- Employer share as recovered from him as per direction of Hon'ble Supreme Court in "M.C. Mehta and others V/s State of Tamil Nadu and others"

10. **Dilli Swablamban Yojana (DSY)**

Dilli Swablamban Yojana is centrally sponsored Social Security Scheme for providing pensionary benefit to the workers of unorganized sector i.e. Construction Worker, Domestic Workers, Auto & Texi Drivers, Aanganwadi Workers & Helpers, Asha Workers & Helpers, BPL families, Ricksha pullers, Hawkers, Rag Pickers, Petty Workers and Mid Day Mill Workers etc. The Scheme is being implemented by Pension Fund Regulatory Development Authority (PFRDA), GOI through its empanelled aggregators. Under this scheme the worker contributes Rs. 1000 to 12,000 per annum in his PRAN Account being maintained by Central Record keeping Agency. Govt. of India contributes Rs. 1000 per annum per beneficiary for four years and Delhi Govt. contributes Rs. 1000 per annum per beneficiary for 25 years. Under this scheme till 31<sup>st</sup> January 2015, 16789 beneficiaries have been enrolled and 5691 beneficiaries have been released an amount of Rs. 56,91,000/- @ 1000/- per beneficiary per annum. Fresh enrolment under this scheme has been stopped by GOI in view of Atal Pension Yojna for which modalities are been worked out by Labour Department, GNCT of Delhi.

**11. GRIEVANCE REDRESSAL MECHANISM IN LABOUR DEPARTMENT:-**

| Sl. No. | Nature of Complaint   | Name of Officer  | Office Address  | Office Telephone         | e-mail Address  |
|---------|---|--|---|--------------------------|---|
| 1.      | Complaints relating to violation of Labour Laws, Employers Obligations and others administrative problems relating to the Distt.                | Joint/Dy. Labour Commissioner                          | Respective District Offices , As per ANNEXURE-I.                        |                          |   |
| 2       | Complaints pertaining to administrative matters   | Deputy/<br>Assistant labour<br>Commissioner<br>(Admn.) | C Block 5<br>Sham Nath<br>Marg Delhi.                                   | 23961272<br><br>23963334 | <a href="mailto:jlcadmlab@hub.nic.in">jlcadmlab@hub.nic.in</a>      |
| 3.      | Complaints pertaining to Vigilance Matters  | Deputy/<br>Assistant Labour<br>Commissioner<br>(Vig.)  | C Block 5<br>Sham Nath<br>Marg Delhi                                    | 23957863                 |   |
| 4.      | Complaints pertaining to Factories Act, approval of building plans and grant/ renewal of License under the Factories Act, 1948.                 | Director<br>(Industrial Safety<br>& Health)            | D Block 5<br>Sham Nath<br>Marg Delhi                                    | 23973756                 | <a href="mailto:ciflab.delhi@nic.in">ciflab.delhi@nic.in</a>        |
| 5.      | Licensing of electrification of Places of Amusement& entertainment, Licensing & inspection of Lifts, Certification of Electrical Installations. | Deputy Electrical<br>Inspector                         | D Block 5<br>Sham Nath<br>Marg Delhi                                    | 23968706                 | <a href="mailto:mgei.delhi@gmail.com">mgei.delhi@gmail.co<br/>m</a> |
| 6.      | Grievances relating to booking of Holiday Homes, Functioning's of Welfare Centres.  | Welfare<br>Commissioner                                | A wing, 7 <sup>th</sup><br>Floor, Vikas<br>Bhawan – II,<br>Civil Lines. | 23813392                 |   |



|    |  |  |  |          |  |
|----|--|--|--|----------|--|
| 7  | Inspection and certification of Boilers.   | Chief Inspector of Boilers                                       | C-12, Karampura office Complex Delhi           | 25412643 | <a href="mailto:ciflab.delhi@nic.in">ciflab.delhi@nic.in</a>       |
| 8  | Statistical Information.   | Assistant Director/ Statistical Officer (Planning)               | C-Block, 5 Sham Nath Marg, Delhi               | 23994377 | <a href="mailto:adplanlab.delhi@nic.in">adplanlab.delhi@nic.in</a> |
| 9  | Exemptions under the Delhi Shops & Estt Act.   | Chief Inspector of Shops & Estt. /Joint Labour Commissioner (HQ) | C-Block, 5 Sham Nath Marg, Delhi               | 23977832 | <a href="mailto:labjlc3.delhi@nic.in">labjlc3.delhi@nic.in</a>     |
| 10 | Registration of Trade Unions.  | Joint/ Dy. Labour Commissioner of the concerned Distt            | Respective District Offices. As per ANEXURE-I. |          |  |
| 11 | Registration and License under Contract Labour Act.  | Joint/ Dy. Labour Commissioner of the concerned Distt            |  |          |  |
| 12 | Obtaining Copies of References of Labour Disputes referred to Labour Courts/Industrial Tribunal. | Joint/ Dy. Labour Commissioner of the concerned Distt            |  |          |  |

#### 12. Information under the RTI Act, 2005:-

Information is provided to the applicants by the PIOs under the RTI Act within time as prescribed under the Act on receipt of fee under the RTI Act. Details of First Appellate Authorities, PIOs and APIOs are available in ANNEXURE-II.

#### 13. Sharmik – Help Line (155214)

Labour Department has started Shramik Help-Line No. 155214 w.e.f. 01.05.2015 to attend the Complaints/ Grievances/ Queries of Workers/ Public in respect of various problems, regarding Non- Payment of Wages/ Minimum Wages, termination of services and Labour Laws violations, etc. This Help Line is functional from 9:30 AM to 6:00 PM on all working days from Monday to Saturday.

## Annexure - I

**OFFICE ADDRESS, TELEPHONE NUMBER AND E-MAIL ID FOR GRIEVANCE  
REDRESSAL IN LABOUR DEPARTMENT**

| S.N. | District    | Location Address   | E-mail | Telephone No.   | Area falling under following Police Stations   |
|------|-------------|--|--------|---|--|
| 1    | South       | District Labour Office<br>Room No. 122-123,<br>Pushpa Bhawan, Pushp<br>Vihar, New Delhi. |        | 29957550<br><br>26055394<br><br><a href="mailto:labdlcs.delhi@gmail.com">labdlcs.delhi@gmail.com</a>        | Lajpat Nagar, Hazrat Nizamuddin,<br>Srinivas Puri, Defence Colony, Greater<br>Kailash, Chiranjani Park, Kalkaji, Badarpur,<br>Okhla Indl. Area, Hauz Khas, Ambedkar<br>Nagar, Malviya Nagar, Mehrauli, Lodhi<br>Colony, Kotla Mubarakpur |
| 2    | South-West  | Distt. Labour Office,<br>D.T.C. Colony, Opposite<br>Hari Nagar Depot, Delhi              |        | 25492133, 25492132<br><br><a href="mailto:labdlcsw@gmail.com">labdlcsw@gmail.com</a>                        | Vasant Vihar, Vasant Kunj, Mahipalpur,<br>R.K. Puram, Delhi Cantt., , Vinay Nagar,<br>Inderpuri, Mayapuri, Najafgarh, Dabri,<br>Zafarpur Kalan.  |
| 3    | West        | Labour Welfare Centre,<br>Karam Pura, New Delhi-<br>110015                               |        | 25100467, 25412680<br><br><a href="mailto:labdlcw.delhi@gmail.com">labdlcw.delhi@gmail.com</a>              | Tilak Nagar, Janak Puri, Vikas Puri, Patel<br>Nagar, Anand Parbat, Moti Nagar, Kirti<br>Nagar, Punjabi Bagh, Paschim Vihar,<br>Nangloi.  |
| 4    | North-West  | Labour Welfare Centre,<br>Nimri Colony, Delhi-52   |        | 27305892, 27308082<br><br><a href="mailto:labdlcnw.delhi@gmail.com">labdlcnw.delhi@gmail.com</a>            | Saraswati Vihar, Kanjhawala, Mangolpuri,<br>Sultanpuri, Narela, Samaipur-Badli, Alipur,<br>Kingsway Camp, Adarsh Nagar, Ashok<br>Vihar, Shalimar Bagh, Keshav-Puram<br>(Lawrence Road).  |
| 5    | North       | Labour Welfare Centre,<br>Nimri Colony, Delhi-52   |        | <a href="mailto:labdlcn.delhi@gmail.com">labdlcn.delhi@gmail.com</a><br><br>27303622, 27305935              | Civil Lines, Timarpur, Delhi University,<br>Roshanara Road, Subzi Mandi, Pratap<br>Nagar, Sarai Rohilla, Sadar Bazar,<br>Kashmere Gate, Bara Hindu Rao   |
| 6    | Central     | Employment Exchange<br>Building, Pusa Road,<br>New Delhi-12                              |        | <a href="mailto:labdlcc.delhi@gmail.com">labdlcc.delhi@gmail.com</a><br><br>25840037, 25843957,<br>25846245 | Darya Ganj, Chandni Mahal, Jama Masjid,<br>Kamla Market, Hauz Qazi, I.P. Estate,<br>Pahar Ganj, Nabi Karim, D.B. Gupta Road,<br>Karol Bagh, Prasad Nagar, Rajinder Nagar   |
| 7    | New Delhi   | Delhi Employment<br>Exchange Building, Ist<br>Floor, K.G. Marg, New<br>Delhi-110001      |        | 23383740, 23074059<br><br><a href="mailto:labdlcnd.delhi@gmail.com">labdlcnd.delhi@gmail.com</a>            | Parliament Street, Mandir Marg, Chanakya<br>Puri, Tuglak Road, Connaught Place, Tilak<br>Marg.   |
| 8    | North-East  | Labour Welfare Centre,<br>Vishwakarma Nagar,<br>Shahdara, Delhi                          |        | 22151001<br><br><a href="mailto:labdlcnee.delhi@nic.in">labdlcnee.delhi@nic.in</a>                          | Seelampur, Yamuna Vihar, Bhajanpura,<br>Shahdara, Welcome, Mansarovar Park,<br>Seema Puri, Nand Nagri  |
| 9    | East Distt. | Labour Welfare Centre,<br>Vishwakarma Nagar,<br>Shahdara, Delhi                          |        | 22145486, 22145487<br><br><a href="mailto:labdlcnee.delhi@nic.in">labdlcnee.delhi@nic.in</a>                | Gandhi Nagar, Geeta Colony, Shakarpur,<br>Vivek Vihar, Anand Vihar, Krishna Park,<br>Preet Vihar, Trilok Puri, Kalyan Puri.  |



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**Annexure - II**

**State PIOs and State APIOs and First Appellate Authorities in respect of the Offices/ branches at Head Quarter and District offices of the Labour Department, Govt. of NCT of Delhi.**

**(A) First Appellate Authorities in respect of Head Quarter and District Offices:**

| S. No | Designation                     | Office Address   | E-Mail Address   | Tel. No. | Jurisdiction                                 |
|-------|---------------------------------|--|--|----------|--|
| 1     | Secretary DBOCWBB               | C-Block, 5, Sham Nath Marg, Delhi  | <a href="mailto:labjlc2.delhi@nic.in">labjlc2.delhi@nic.in</a>         | 23967495 | For DBOCWW Board                             |
| 2     | DLC (Care Taking)               | C-Block, 5, Sham Nath Marg, Delhi  | <a href="mailto:ctlab.delhi001@gmail.com">ctlab.delhi001@gmail.com</a> | 23924946 | For Head Quarter and All its Branches, DLWB, |
| 3     | Jt./Dy. Lab. Comm. (Central)    | Employment Exchange Bldg. Pusa Inst. Delhi   | <a href="mailto:labdlcc.delhi@gmail.com">labdlcc.delhi@gmail.com</a>   | 25840037 | Distt. Central                               |
| 4     | Jt./Dy. Lab. Comm. (South)      | Room No. 122-123A-Wing, 1 <sup>st</sup> Floor, Pushpa Bhawan, Pushp Vihar, New Delhi | <a href="mailto:labdlcs.delhi@gmail.com">labdlcs.delhi@gmail.com</a>   | 26055394 | Distt. South                                 |
| 5     | Jt./Dy. Lab. Comm. (West)       | Labour Welfare Centre, Karampura, Delhi-15   | <a href="mailto:labdlcw.delhi@gmail.com">labdlcw.delhi@gmail.com</a>   | 25412680 | Distt. West & Housing Branch                 |
| 6     | Jt./Dy. Lab. Comm. (South West) | DTC Colony, Pratap Nagar, Hari Nagar, New Delhi                                      | <a href="mailto:labdlcsw@gmail.com">labdlcsw@gmail.com</a>             | 25492133 | Distt. South West                            |
| 7     | Jt./Dy. Lab. Comm. (East)       | Labour Welfare Centre, Vishwakarma Nagar, Jhilmil Colony, Shahdara, Delhi            | <a href="mailto:labdlcnee.delhi@nic.in">labdlcnee.delhi@nic.in</a>     | 22145486 | Distt. East                                  |
| 8     | Jt./Dy. Lab. Comm. (North East) | Labour Welfare Centre, Vishwakarma Nagar, Jhilmil Colony, Shahdara, Delhi            | <a href="mailto:labdlcnee.delhi@nic.in">labdlcnee.delhi@nic.in</a>     | 2251001  | Distt. North East                            |
| 9     | Jt./Dy. Lab. Comm. (North)      | Labour Welfare Centre, Ashok Vihar, Ph-IV, Nimri Colony, Delhi-52                    | <a href="mailto:labdlcn.delhi@gmail.com">labdlcn.delhi@gmail.com</a>   | 27305935 | Distt. North                                 |

|    |                                 |   |                          |          |                   |
|----|---------------------------------|---|--------------------------|----------|-------------------|
|    |                                 |   |                          |          |                   |
| 10 | Jt./Dy. Lab. Comm. (North West) | Labour Welfare Centre, Ashok Vihar, Ph-IV, Nimri Colony, Delhi-52 | labdlcnw.delhi@gmail.com | 27308082 | Distt. North West |
| 11 | Jt./Dy. Lab. Comm. (New Delhi)  | Old Social Welfare Building, 1, Canning Lane, K.G.Marg, New Delhi | labdlcnd.delhi@gmail.com | 23383740 | Distt. New Delhi  |

**(B) State PIOs at HQ**

| S. No | Designation                       | Office Address  | E-Mail Address         | Tel. No.             | Jurisdiction   |
|-------|-----------------------------------|---|------------------------|----------------------|--|
| 1     | Director (ISH)                    | D-Block, 5, Sham Nath Marg, Delhi   | ciflab.delhi@nic.in    | 23973756             | Factory Inspectorate & Boiler Inspectorate   |
| 2     | Dy. Electrical Inspector(I)       | D-Block, 5, Sham Nath Marg, Delhi   | mgei.delhi@gmail.com   | 23968706             | Electrical Inspectorate  |
| 3     | ALC (HQ)                          | C-Block, 5, Sham Nath Marg, Delhi   | labjlc3.delhi@nic.in   | 23977832<br>23964795 | For the branch of Addl.LC/ JLC (HQ)  |
| 4.    | Account Officer, (Accounts)       | D-Block, 5, Sham Nath Marg, Delhi   | aolabour.delhi@nic.in  | 23973884             | Accounts Branch  |
| 5.    | Dy. Labour Commissioner (DBOCWWB) | A-Block, 7 <sup>th</sup> Floor, Vikas Bhawan-II, Upper Bela Road, Civil Lines, Delhi-54 | bocwhq.del@gmail.com   | 23813773<br>23813775 | Delhi Building & Other Construction Workers Welfare Board.                                   |
| 6.    | S.O. (Planning)                   | C-Block, 5, Sham Nath Marg, Delhi   | adplanlab.delhi@nic.in | 23994377             | Head Quarter including Administration, Vigilance, Planning branch, Care Taking, Coordination |

**(C ) Asstt. State PIOs at HQ:**

| S. No | Designation                  | Office Address                    | E-Mail Address         | Tel. No. | Jurisdiction  |
|-------|------------------------------|-----------------------------------|------------------------|----------|---|
| 1     | Dy. Director (ISH)           | D-Block, 5, Sham Nath Marg, Delhi | ciflab.delhi@nic.in    | 23973965 | Factory Inspectorate  |
| 2     | Dy. Electrical Inspector(II) | D-Block, 5, Sham Nath Marg, Delhi | mgei.delhi@gmail.com   | 23968706 | Electrical Inspectorate   |
| 3     | I.O. (HQ)                    | C-Block, 5, Sham Nath Marg, Delhi | labjlc3.delhi@nic.in   | 23961272 | For the Branches of Addl.LC/JLC(HQ), HQ including   |
| 4     | SO (Plg.)-II                 | C-Block, 5, Sham Nath Marg, Delhi | adplanlab.delhi@nic.in | 23994377 | 1. Caretaking,<br>2. Co-ordination<br>3. Planning Branch<br>4. Administration<br>5. Vigilance |
| 5     | AAO (Accounts)               | C-Block, 5, Sham Nath Marg, Delhi | aolabour.delhi@nic.in  | 23956989 | Accounts Branch   |



|   |                              |   |                            |                      |   |
|---|------------------------------|---|----------------------------|----------------------|---|
| 6 | Account Officer<br>(DBOCWWB) | A-Block, 7 <sup>th</sup><br>Floor, Vikas<br>Bhawan-II, Upper<br>Bela Road, Civil<br>Lines, Delhi-54 | bocwhq.delhi<br>@gmail.com | 23813773<br>23813775 | Delhi Building &<br>Other Construction<br>Workers Welfare<br>Board. |
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**(D) State PIOs in Distt. Offices:**

| S. No | Designation                                 | Office Address  | E-Mail Address   | Tel. No. | Jurisdiction      |
|-------|---|---|--|----------|-------------------|
| 1     | Assistant Labour Commissioner (South)       | Room no. 122-123, Awing. 1 <sup>st</sup> floor, Pushpa Bhawan, Pushp Vihar, New Delhi | <a href="mailto:labdlcs.delhi@gmail.com">labdlcs.delhi@gmail.com</a>   | 29957550 | Dist. South       |
| 2     | Assistant Labour Commissioner (North)       | Labour Welfare Centre, Nimri Colony, Delhi-52   | <a href="mailto:labdlcn.delhi@gmail.com">labdlcn.delhi@gmail.com</a>   | 27305935 | Dist. North       |
| 3     | Assistant Labour Commissioner (North-West)  | Labour Welfare Centre, Nimri Colony, Delhi-52   | <a href="mailto:labdlcnw.delhi@gmail.com">labdlcnw.delhi@gmail.com</a> | 27308082 | Dist. North-West  |
| 4     | Assistant Labour Commissioner (West)        | Labour Welfare Centre, Karam Pura, New Delhi-110015                                   | <a href="mailto:labdlcw.delhi@gmail.com">labdlcw.delhi@gmail.com</a>   | 25100467 | Dist. West        |
| 5     | Assistant Labour Commissioner (Central)     | Employment Exchange Building, Pusa Road, New Delhi-12                                 | <a href="mailto:labdlcc.delhi@gmail.com">labdlcc.delhi@gmail.com</a>   | 25843957 | Dist. Central     |
| 6     | Assistant Labour Commissioner (East)        | Labour Welfare Centre, Vishwakarma Nagar, Shahdara, Delhi                             | <a href="mailto:labdlcnee.delhi@nic.in">labdlcnee.delhi@nic.in</a>     | 22145486 | Dist. East        |
| 7     | Assistant Labour Commissioner (North- East) | Labour Welfare Centre, Vishwakarma Nagar, Shahdara, Delhi                             | <a href="mailto:labdlcnee.delhi@nic.in">labdlcnee.delhi@nic.in</a>     | 22151001 | Dist. North- East |
| 8     | Assistant Labour Commissioner (South- West) | Distt. Labour Office, D.T.C. Colony,  | <a href="mailto:labdlcsw@gmail.com">labdlcsw@gmail.com</a>             | 25492132 | Dist. South- West |

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|----|---|---|--------------------------|----------------------|----------------------------|
|    |   | Opposite Hari Nagar Depot, Delhi  |                          |                      |                            |
|    | Assistant Labour Commissioner (New Delhi) | Delhi Employment Exchange Building, 1st Floor, K.G. Marg, New Delhi-110001              | labdlcnd.delhi@gmail.com | 23383740             | Dist. New Delhi            |
| 10 | Welfare Commissioner (DLWB)               | A-Block, 7 <sup>th</sup> Floor, Vikas Bhawan-II, Upper Bela Road, Civil Lines, Delhi-54 | wc08dlwb@gmail.com       | 23813392<br>23813394 | Delhi Labour Welfare Board |
| 11 | Asstt. Housing Commissioner               | C-12 Karampura, Near Post office, New Delhi-15  |                          | 25459217             | Housing Branch             |

**(E) Asstt. State PIOs at Distt. Offices:**

| S. No | Designation                  | Office Address   | Tel. No. | Jurisdiction                    |
|-------|------------------------------|--|----------|---------------------------------|
| 1     | Inspector of Boilers         | O/o the Chief Inspector of Boilers, C-12 Karampura, Near Post office, New Delhi-15     | 25459217 | Inspector of Boilers, Karampura |
| 2     | Labour Officer (Central)     | Employment Exchange Bldg. Pusa Road, New Delhi   | 25843957 | Distt. Central                  |
| 3     | Labour Officer (South-West)  | D.T.C. Colony, Pratap Nagar Hari Nagar, Delhi-64                                       | 25492132 | Distt. South-West               |
| 4     | Labour Officer (South)       | Room No. 122-123A-Wing, 1 <sup>st</sup> Floor, Pushpa Bhawan, Pushp Vihar, New Delhi   | 2995950  | Distt. South                    |
| 5     | Labour Officer (New Delhi)   | Old Social Welfare Building, 1 Canning Lane, K.G. Marg, New Delhi-01                   | 23383740 | Distt. New Delhi                |
| 6     | Labour Officer (North East)  | Labour Welfare Centre, Vishwakarma Nagar, Jhilmil Colony, Shahdara, Delhi              | 22151001 | Distt. North East               |
| 7     | Labour Officer (East)        | Labour Welfare Centre, Vishwakarma Nagar, Jhilmil Colony, Shahdara, Delhi              | 22145487 | Distt. East                     |
| 8     | Labour Officer (North)       | Labour Welfare Centre, Ashok Vihar, Ph-IV, Nimri Colony, Delhi-52                      | 27303622 | Distt. North                    |
| 9     | Labour Officer (North- West) | Labour Welfare Centre, Ashok Vihar, Ph-IV, Nimri Colony, Delhi-52                      | 27308082 | Distt. North- West              |
| 10    | Labour Officer (West)        | Labour Welfare Centre, Karam Pura, New Delhi   | 25100467 | Distt. West                     |
| 11    | AAO (DLWB)                   | A-Wing, 7 <sup>th</sup> Floor, Vikas Bhawan-II, Upper Bela Road, Civil Lines, Delhi-54 | 23813392 | Delhi Labour Welfare            |



The Link Officers shown in the last column will function as State Public Information Officers/  
State Assistant Information Officers(s) and First Appellate Authority respectively during the  
absence/non-availability of the designated State Public Information Officers/State Assistant  
Public Information Officers and First Appellate Authority.

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