

**OFFICE OF THE LABOUR SECRETARY- CUM-COMMISSIONER
GOVT. OF NCT OF DELHI
5, SHAM NATH MARG, DELHI-110054**

Lok Sabha Starred Question Diary No. 11932 for 24-03-2021 by Sh. Sumedhanand Saraswati, MP, Lok Sabha-regarding.

S. No	Question	Reply
a)	Whether the employees working in Government Departments of the country do not dispose of the works related to common man within the stipulated time;	The Labour Department, GNCTD enforces labour laws in GNCTD on receipt of complaint from workers or their representative regarding non payment of wages, Minimum wages or any other issues pertaining to their services which are disposed off by the Labour Inspector/Dy. Labour Commissioner of the districts within timeframe manner. Further Labour Department officer's such as Labour Officer, Asst. Labour Commissioner, Dy. Labour Commissioner, Joint Labour Commissioner and Additional Labour Commissioner are Authority under Delhi Shop & Establishment Act, 1954, Minimum Wages Act, 1948 and Commissioner under Employees Compensation Act 1923 are performing quasi-judicial nature of functions and after giving opportunities to the parties and by following principal of natural justice the cases are been decided accordingly. Under Industrial Disputes Act 1947 Labour Officer/Asst. Labour Commissioner dealt cases as a conciliation officer if same is not settled then same may be referred to the Labour Court/Industrial Tribunal which are subject to judicial scrutiny.
b)	If so, the reasons therefor; and	As above (a), the question does not arise.
c)	The measure taken and proposed to be taken by the Government to fix accountability of Government employees for disposal of works related to public interest and a common man within the stipulated time frame.	35 services of Labour Department are on-line on e-district portal of GNCTD. Out of 35, 18 services are included under Delhi Right of Citizen Act, 2011 and if any Government employee's does not dispose work within timeframe manner, as per Act penalty can be imposed.

(RENU AGGARWAL)

Assistant Director(Planning), Labour Department, GNCTD

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To ensure delivery of Public Services to the Citizens within the stipulated time limits and to provide provision of penalty to errant Public Servant who is deficient to provide services to citizens as per timelines, the State of GNCTD has enacted a legislation The Delhi (Right Of Citizen To Time Bound Delivery of Services) Act, 2011.

Notes for Supplementary		
SI No	Subject	Reply/Material
I.	Whether the State/UT has implemented Right to Services Act? Or is there any alternative mechanism to enforce that the works related to common man are disposed off within stipulated time?	The Labour Department, GNCT of Delhi has implemented Delhi Right of Citizen Act, 2011.
II.	If so, then the date of Notification/date from which implemented.	Under this Act 14 services has been included in this Act w.e.f 13/08/2014 and 04 services from 21/02/2012 (Labour Department) (as per annexure).
III.	Number of services covered under the Right to Services Act of the States/UTs concerned and details thereof.	18 services of Labour Department, GNCTD has been included in Delhi Right of Citizen Act 2011 (as per annexure).
IV.	What are the penal provision provided in the Act?	It provides provision of penalty of Rs. 10/- per day and maximum to Rs. 200/- per application as per notification no. F.14(3)/LA/2011/140 dated 28/04/2011.
V.	The process through which the timelines provided in the said Right to Services Act are enforced.	The Labour Department GNCTD from time to time notify the services and stipulated time limits for the propose of this Act u/s 3 of Delhi (Right of Citizen to time bound delivery of service Act) 2011.
VI.	How the common man/citizen can complain if the time lines provided in the Act are not adhered to?	Citizen whose application is not disposed off within timeframe manner under this Act may file an appeal before competent Authority concerned Department (u/s 9 of the Act) after given time frame manner. After the order of competent authority if he is not satisfied then he may file appeal before appellate authority u/s 11 of the Act.
VII.	Citizen Response/feedback to the implementation of Right to Services Act	Satisfactory
VIII.	Whether the State/UT has implemented the publication of Citizen Charter for its Departments.	Yes
IX.	Any other relevant information.	N/A

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ANNEXURE

Labour Department, GNCTD has implemented the following 18 services under Right To Service Act

S.No.	Service included under e-SLA Act	Date of Notification	Prescribed days
1	Online Registration of Shops and Establishment	21.02.2012	1
2	Registration of Construction Workers	21.02.2012	60
3	Death Benefits	21.02.2012	60
4	Funeral Benefits	21.02.2012	60
5	Grant of Factory license after receipt of complete documents along with prescribed fee	13.08.2014	60
6	Renewal of license after receipt of complete documents alongwith prescribed fee	13.08.2014	60
7	Issue of Competency Class I & Class II certificate after declaration of results of examination	13.08.2014	30
8	Renewal of certificate of Competency Class I & Class II after receipt of certificate along with application and prescribes fee	13.08.2014	30
9	Issue of Electrical Contractor License	13.08.2014	30
10	Renewal of Electrical Contractor License	13.08.2014	30
11	Approval of Electrical Installation under Central Electrical Authority Regulation 2010	13.08.2014	45
12	Approval of Installation of Passenger lift	13.08.2014	30
13	Grant of license for the working of passenger lift	13.08.2014	45
14	Renewal of License for the working of passenger lift	13.08.2014	45
15	Disposal of complaints by Inspectors of factories regarding violation of Factories Act	13.08.2014	30
16	Registration of Boiler after receipt of complete documents alongwith prescribed fee	13.08.2014	60
17	Renewal of certificate Of Boiler	13.08.2014	60
18	Disposal of complaints regarding non-implementation of Indian boiler Act	13.08.2014	30