

Government of NCT of Delhi
Office of the Commissioner Labour
C-Block, 5 Sham Nath Marg, Delhi-110054

No.PA/LC/2015/139

Date: 06.05.2015

Order

A large number of complaints are being received on the Helpline. These are being forwarded to the District Incharges/Division Heads for immediate appropriate action. Each District Incharge/Division Head or any other officer to whom a particular complaint is sent from Helpline through e-mail shall take prompt action.

2. Weekly report shall be sent to JLC(Headquarter) in the following proforma every Monday or the following day if Monday is a holiday for compilation and onward transmission to Hon'ble Labour Minister for his perusal to assess the nature and manner of disposal of such complaints by the field officers.

Report on Complaints received through Sharamik Helpline for the week ending on _____					
No. of Complaint	Date	Name of Complainant	Subject Matter	Action Taken	Remarks

3. JLC (Headquarter) is designated as Nodal Officer to monitor the working of the Helpline, their forwarding and their disposal by the officer concerned. He shall also consolidate the weekly report on every Monday and send a copy to Hon'ble Labour Minister with prior approval of the undersigned.

Satish Mathur
6.5.15
Satish Mathur
Commissioner (Labour)

All officers of Labour Department

Copy to :- Secretary to Hon'ble Labour Minister, Govt. of NCT of Delhi