

OFFICE OF THE SECRETARY-CUM- COMMISSIONER (LABOUR),
GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
LABOUR DEPARTMENT, 5 SHAM NATH MARG, DELHI-110054

No.PA/Addl.LC/Lab/2020/ 22

Dated:- 04/11/2021

SOP for attending complaint received from various sources like PGMS/PGC/CPGRAM/Hon'ble CM Office/ Hon'ble MP/MLA/ any other complaint from VIP.

The following steps are to be followed by the JLC/DLC/LO/IO/LI for disposal of complaints received from above mentioned sources, where no timeline has been prescribed by the online monitoring system:

1. After receipt of complaints from the source as mentioned above, JLC/DLC can enter the complaint in main complaint register and shall issue complaint dairy number, thereafter he shall mark the complaint to the concerned LO/IO/LI for taking action under relevant Labour Law.
2. After receiving complaint, the concerned LO/IO/LI shall enter the complaint in his complaint register.
3. After entering into complaint register, concerned LO/IO/LI shall examine the nature of complaint, whether it is pertaining to removal, dismissal, termination, non payment of wages, less payment of Minimum Wages, non payment of Gratuity etc.
4. After this the concerned LO/IO/LI shall issue notice to the employer for settling the complaint giving 01 week time.
5. If within 01 week time the complaint is fully settled then report is to be submitted to JLC/DLC and further action taken report to be sent to the concerned authority from where complaint has been received i.e. PGC/CPGRAM/PGMS etc.
6. If complaint is not resolved or partly resolved or if parties requests for further time, then in such cases, 01 week time for further resolving/settling the complaint should be given.
7. In all circumstances, LO/IO/LI shall dispose off the complaint within 20 days.
8. If complaint regarding termination, removal, dismissal, less payment of wages, non payment of minimum wage, non payment of Gratuity etc. is not resolved then, concerned workmen be advised to file their claim before the Authority such as Quasi judicial Authority like JLC/DLC/ALC and before conciliation officer if matter pertains to termination etc.
9. After completing all the above action within 20 days ATR is to be sent to the concerned authority such as PGMS, CPGRAM, L.G Listening post, C.M office, Hon'ble MP/MLA/ any other complaint from VIP's office, from where the complaint has been received.

This issues with the prior approval of Secretary cum Commissioner (Labour).

(S.C Yadav)

Addl. Labour Commissioner

Copy to:

1. All JLC/DLC, for strict compliance.
2. P.S to Secretary cum Commissioner (Labour), GNCT of Delhi, 5 Sham Nath Marg, Delhi-54
3. P.P.S to Spl.Labour Commissioner, GNC of Delhi, 5- Sham Nath Marg, Delhi -- 110054.
4. IO (HQ) to monitor the implementation of above SOP.
5. System Analyst to upload this on the website of the Labour Department.