

**GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
LABOUR DEPARTMENT
ADMINISTRATION BRANCH
5 SHAM NATH MARG, DELHI-110054**

F.1/34/Misc/LC/Estt./Vol-II /5022-5024

Dated: 29/12/2025

ORDER

It has come to the notice that functioning of Labour Department is adversely affected due to non-availability of officers/officials during office hours and lack of responsiveness through official communication channels. In order to ensure efficient public service delivery and smooth functioning of all Branches/District Offices of the Labour Department, the following instructions are hereby issued for strict compliance:

1. All officers/officials shall ensure their presence in office during prescribed working hours and perform their duties diligently.
2. All Branch/District In-charges shall ensure that their respective offices remain open, functional, and accessible to the public during working hours.
3. Official telephone numbers, email IDs, and departmental websites shall be kept functional and regularly attended to, so as to facilitate effective communication with the public.
4. Public dealing work shall be given due priority, and grievances/queries received through any mode shall be attended to in a timely and courteous manner.
5. All Branch/District Heads shall closely monitor the functioning of their offices and ensure compliance with the above instructions.
6. Any lapse, negligence, or non-compliance of these instructions shall be viewed seriously and may attract disciplinary action under the relevant provisions of the CCS (CCA) Rules, 1965.

These instructions shall be followed strictly by all concerned.

This issues with the approval of the Competent Authority.



29.12.25 -
(VIJAY CHANDNA)
DY. LABOUR COMMISSIONER (ADMN.)/H.O.O.

F.1/31/LC/Estt./1165/2023/Pt.File /5022-5024

Dated: 29/12/2025

Copy forwarded for information and necessary action to:

1. All JLCs/DLCs/Branch Incharge of Labour Deptt., GNCT of Delhi.
2. Deputy Director (IT), Labour Deptt. with the request to upload this order on the website of the Department.
3. Guard file.



29.12.25 -
(VIJAY CHANDNA)
DY. LABOUR COMMISSIONER (ADMN.)/H.O.O.