



# CENTRE FOR HOLISTIC DEVELOPMENT (CHD)

Office: 1D, 1<sup>st</sup> Floor, Shahpur Jat New Delhi-110049

Society Registration No. S/00280-NE/2011

Website: [www.chdindia.org.in](http://www.chdindia.org.in) Email: [centreforholisticdevelopment@gmail.com](mailto:centreforholisticdevelopment@gmail.com) , [info@chdindia.org.in](mailto:info@chdindia.org.in)

Contact: +91 11 41084099 +91 9811327037

Centre for Holistic Development (CHD)

Ref:BOCW/CHD2025

Date 24/12/2025

## Most Urgent Via-e-Mail

**Mrs. Rekha Gupta**

**Chief Minister**

Government of NCT of Delhi, Email: [cmdelhi@nic.in](mailto:cmdelhi@nic.in)

**Mr. Kapil Mishra,**

Minister of Labour,

Government of NCT of Delhi, Email: [minister-lj@delhi.gov.in](mailto:minister-lj@delhi.gov.in)

**Sh. Rajeev Verma,**

Chief Secretary, Government of NCT of Delhi, Email: [csdelhi@nic.in](mailto:csdelhi@nic.in)

**Sh. Ashok Kumar,**

Secretary-cum-Labour Commissioner, Government of NCT of Delhi, Email:

[labjlc2.delhi@nic.in](mailto:labjlc2.delhi@nic.in)

**Sh. Shailendra Kumar,**

Secretary, Delhi BOCW Welfare Board Government of NCT of Delhi

Email: [bocwhq.del@gmail.com](mailto:bocwhq.del@gmail.com)

**Subject: Serious complaint regarding inactive helpline, non-functional contact numbers, and discrepancies in data displayed on the DBOCWWB website**

Respected Sir,

On behalf of [National Construction Worker Rights \(NCWR\)](#) under the [Centre for Holistic Development \(CHD\)](#) network, and in solidarity with intellectuals, legal professionals, social workers, social activists, students, researchers, trade unions, and marginalized communities, we submit this urgent representation regarding the accessibility of the Delhi BOCW Board's helpline and contact numbers (Board) as well as the opaque nature of the data on the Board's website.

### Data on Board Website

The official website of the Delhi BOCW Board displays that 80,93,055 (over 8 million) visitors have accessed the website so far. This clearly indicates that construction workers and the general public heavily rely on this Digital India platform for information related to welfare schemes, benefits, and assistance.



However, the data presented on the same website raises serious concerns and confusion.

### **As per the board's dashboard:**

- 18,86,752 registration applications have been received till date,
- 18,81,607 registration applications have been disposed of – no information has been given on the manner and details of disposal.
- 10,90,325 renewal applications have been received,
- 10,77,305 renewal applications have been disposed of — again, these figures lack clarity,

while only 2,59,710 workers are shown as active members as on date. Even more alarmingly, only 10,512 claims have been distributed till 31 March 2023 and a mere 1,295 claims have been distributed since 1 April 2023, almost 3 years till date. Screenshots of the Board's website have been attached as **Annexure A**.

This leaves 1,621,897 construction workers completely unaccounted for. There is completely lack of transparency on the data provided, and many questions emerge:

- Why have only 13% of the total applications for registration been accepted?
- On what basis were this large majority of applications rejected?
- Of the total approved registrations, how many were initially live but ceased to be live due to non-renewal?
- Did the Board make any sustained efforts to reach out and renew workers whose registrations were expiring?
- How many approved registrations lapsed due to attainment of retirement age, and how many retired construction workers received their statutory pension?
- How many registered construction workers received their benefits?

Many more questions may emerge but without transparency in how this data is presented, none of them can be raised. The unexplained gaps in data raise serious questions about transparency, verification processes, and accountability within the Board.

### **Non-functioning of Board's contact and helpline numbers**

In addition to these alarming discrepancies, it is with deep concern that I bring the following to your notice:



1. Almost all telephone numbers of district-level Labour Welfare Centres displayed on the website are either switched off or remain unanswered (details enclosed as Annexure-A).
2. Even the Board's Head Office at Vikas Bhawan-II, Civil Lines, Delhi, remains unreachable during official working hours (9:30 AM to 6:00 PM).
3. The 24×7 helpline number 011-41236600 merely registers calls, but no solution is provided, nor is the worker connected to any responsible official.

Screenshots of the Board's website with relevant contact numbers is attached as **Annexure B**. Screenshots of call records to aforementioned number is attached as **Annexure C**.

As a result, registered construction workers are being forced to run from office to office, face humiliation, waste time and money, and suffer mental and economic distress merely to access their lawful rights and welfare benefits.

While the government promotes Digital India and online governance, the complete breakdown of digital and telephonic systems of such a major welfare board is extremely unfortunate and unacceptable. Most workers are unaware of how to access their rights under the BOCW Act and such an exclusionary process frustrates the object with it was legislated. This situation reflects grave administrative failure and seriously undermines the government's pro-worker commitments.

### **Annexure-A: Demands**

In light of the above, we respectfully submit the following demands:

1. All helpline numbers and district office contact numbers of DBOCWWB be made fully functional with immediate effect.
2. The helpline system be upgraded from mere call registration to providing detailed information on how a worker may register, renew, or apply for benefits. A full-time operator must also be available to deal with any questions that the worker may have about the process in general or their applications in specific.
3. A full district-wise breakdown of the data provided on website with information on
  - a. number of registration, renewal, and benefit applications made to the Board per year, with percentage of approvals and rejections,
  - b. reasons for rejection of applications,
  - c. reasons for lapse of existing registrations (i.e. retirement, non-renewal),



- d. details of pending applications,
  - e. breakup of current live and non-live registrations, and
  - f. full demographic information of aforementioned applicants including age, gender, work-profile, and district in which application was made.
4. Initiate a program to reach out to registered construction workers every year before their due date of renewal reminding them to renew their application and providing detailed information on renewal process.
  5. Initiate a grievance-redressal mechanism for workers who face issues with the process of applying for registration, renewal, and benefits.
  6. The contact information and data displayed on the website be regularly reviewed, verified, and updated.

I sincerely hope that you will take urgent cognizance of this serious matter and initiate prompt corrective action, so that construction workers in Delhi may receive their rightful benefits with dignity and transparency.

Yours sincerely,

For **Network for Construction Worker Rights (NCWR)**

Under **Centre for Holistic Development (CHD)**



**Sunil Kumar Aledia**

**Executive Director**

Phone: +91 9811327037

1D, First Floor, Shahpur Jat New Delhi-49

Email: [centreforholisticdevelopment@gmail.com](mailto:centreforholisticdevelopment@gmail.com), [info@chdindia.org.in](mailto:info@chdindia.org.in)

### **About Network for Construction Worker Rights (NCWR) under Centre for Holistic Development (CHD):**

NCWR is a collective advocating for the rights, welfare, and social security of construction and other informal sector workers in Delhi, working through legal aid, policy advocacy, and grassroots mobilization.



दिल्ली भवन  
एवं  
सन्निर्माण  
श्रमिक  
कल्याण  
बोर्ड

Instagram (https://x.com/home?lang=en) Facebook

Hindi

A- A A+

LinkedIn (https://www.linkedin.com/in/bocwhq-delhi-a746a1260)

YouTube (https://www.youtube.com/@DBOCWWBoard/videos)

हेल्पलाइन नंबर (24x7):  
011-41236600  
DBOCWWB बोर्ड फ़ोन नं.  
(कार्य का समय 9:30AM -  
6:00PM): 011-23813845

मुख्य पृष्ठ (index.html) परिचय

लाभ/योजनाएं (welfarestemedboc.html)

संपर्क करें (contactusdboc.html) अन्य विवरण

विभागीय लॉगिन

(http://dbocbpm.delhi.gov.in/bpm/)



## संपर्क करें

1.

दक्षिण

श्रम कल्याण केंद्र, कमरा न. 122-123, ए-विंग, पहली मज़िल, पुष्पा भवन, पुष्प विहार, दिल्ली-110062  
(https://www.google.com/maps/search/?api=1&query=District+Labour+Office%2C+Room+No.+122-123%2C+A+wing%2C+1st+Floor%2C+Pushpa+Bhawan%2C+Pushpa+Vihar%2C+New+Delhi-110062)

labdlcs[dot]delhi[at]gmail[dot]com

011-29957550,  
011-26055394

लाजपत नगर, हज़रात निज़ामुद्दीन, श्रीनिवासपुरी, डिफेन्स कॉलोनी, ग्रेटर कैलाश, चितरंजन पार्क, कालकाजी, बादपुर, ओखला इंडस्ट्रियल एरिया, हौज़ खास, अंबेडकर नगर, मालवीय नगर, मेहरौली

2.

दक्षिण-पश्चिमी

श्रम कल्याण केंद्र, प्रताप नगर, डी. टी. सी. कॉलोनी, हरी नागर बस डिपो, नई दिल्ली-110064 (<https://www.google.com/maps/search/?api=1&query=District+Labour+Office%2C+Pratap+Nagar%2C+DTC+Colony%2C+Hari+Nagar+Bus+Depot%2C+New+Delhi-110064>)

labdlcsw[at]gmail[dot]com

011-25492132,  
011-25492133

वसंत विहार, वसंत कुंज, आर.के. पुरम, दिल्ली छावनी., लोधी कॉलोनी, कोटला मुबारकपुर, विनय नगर, इंदरपुरी, मायापुरी, नजफ़गढ़, डाबरी, ज़फ़रपुर कलान.

3.

पश्चिम

श्रम कल्याण केंद्र, करमपुरा, ऍफ़-ब्लॉक, मिलन सिनेमा के नज़दीक, नई दिल्ली-110015 (<https://www.google.com/maps/search/?api=1&query=Labour+Welfare+Centre%2C+Karam-+Pura%2C+F-Block%2C+Near+Milan+Cinema%2C+New+Delhi-110015>)

labdlcw[dot]delhi[at]gmail[dot]com

011-25100467,  
011-25412680

तिलक नगर, जनकपुरी, विकासपुरी, पटेल नगर, आनंद पर्वत, मोती नगर, कीर्ति नगर, पंजाबी बाघ, पश्चिम विहार, नांगलोई

4.

उत्तर-पश्चिमी

श्रम कल्याण केंद्र, निमड़ी कॉलोनी, अशोक विहार, फेस-IV, विकास समुदाय भवन, दिल्ली-110052 (<https://www.google.com/maps/search/?api=1&query=Labour+Welfare+Centre+Nimri+Colony%2C+Ashok+Vihar%2C+Phase-IV+Vikas+Samuday+Bhawan%2C+Delhi-110052>)

labdlcnw[dot]delhi[at]gmail[dot]com

011-27428082,  
011-27303622,  
011-27385892

सरस्वती विहार, कंझावला, मंगोलपुरी, सुल्तानपुरी, नरेला, समयपुर बादली, अलीपुर, किंग्सवे कैम्प, आदर्श नगर, अशोक विहार, शालीमार बाघ, केशव पुरम (लॉरेंस रोड)

5.

उत्तरी

श्रम कल्याण केंद्र, निमड़ी कॉलोनी, अशोक विहार, फेस-IV, विकास समुदाय भवन, दिल्ली-110052 (<https://www.google.com/maps/search/?api=1&query=Labour+Welfare+Centre+Nimri+Colony%2C+Ashok+Vihar%2CPhase-IV+Vikas+Samuday+Bhawan%2C+Delhi-110052>)

labdlcn[dot]delhi[at]gmail[dot]com

011-27425892,  
011-27305935,  
011-27303622

सिविल लाइन्स, तिमारपुर, दिल्ली विश्वविद्यालय, रोशनारा रोड, सब्जी मंडी, प्रताप नगर, सराय रोहिला, सदर बाजार, कश्मीरी गेट, बाड़ा हिंदूराव

6.

केंद्रीय

श्रम कल्याण केंद्र, एम्प्लॉयमेंट एक्सचेंज भवन, पूसा रोड, दिल्ली-110012 (<https://www.google.com/maps/search/?api=1&query=District+Labour+Office%2C+Employment+Exchange+Building+Pusa+Complex%2C+New+Delhi-110012>)

labdlcc[dot]delhi[at]gmail[dot]com

011-25873957,  
011-25846245,  
011-25840037

दरया गंज, चांदनी महल, जामा मस्जिद, कमला मार्केट, हौज़ काज़ी, आई.पी. एस्टेट, पहाड़ गंज, नबी करीम, डी.बी.गुप्ता रोड, करोल बाघ, प्रसाद नगर, राजेंद्र नगर

7.

नई दिल्ली

श्रम कल्याण केंद्र, दिल्ली एम्प्लॉयमेंट एक्सचेंज भवन, पहली मंज़िल, के.जी.मार्ग, नई दिल्ली (<https://www.google.com/maps/search/?api=1&query=District+Labour+Office%2C+Employment+Exchange+Building+Pusa+Complex%2C+New+Delhi-110012>)

labdlcnd[dot]delhi[at]gmail[dot]com

011-25873957,  
011-25846245,  
011-25840037

पार्लियामेंट रोड, मंदिर मार्ग, चाणक्य पूरी, तुगलक़ रोड, कर्नॉट प्लेस, तिलक मार्ग

8.

उत्तर-पूर्वी

श्रम कल्याण केंद्र, विश्वकर्मा नगर, झिलमिल कॉलोनी, शाहदरा, दिल्ली-110032 (<https://www.google.com/maps/search/?api=1&query=Labour+Welfare+Centre+Vishwakarma+Nagar%2CJhilmil+Colony%2CShahdara+Delhi+-+110032>)

labdlcnee[dot]delhi[at]nic[dot]in

011-22151001,

011-22145486

सीलमपुर, यमुना विहार, भजनपुरा, शाहदरा, वेलकम, मानसरोवर पार्क, सीमापुरी, नंद नगरी

9.

पूर्वी

श्रम कल्याण केंद्र, विश्वकर्मा नगर, झिलमिल कॉलोनी, शाहदरा, दिल्ली-110032 (<https://www.google.com/maps/search/?api=1&query=Labour+Welfare+Centre+Vishwakarma+Nagar%2CJhilmil+Colony%2CShahdara+Delhi+-+110032>)

labdlcnee[dot]delhi[at]nic[dot]in

011-22151001,

011-22145486

गाँधी नगर, गीता कॉलोनी, शकरपुर, विवेक विहार, आनंद विहार, कृष्णा पार्क, प्रीत विहार, त्रिलोकपुरी, कल्याणपुरी

10.

दक्षिण-पूर्वी

श्रम कल्याण केंद्र, कमरा न. 122-123, ए-विंग, पहली मंज़िल, पुष्पा भवन, पुष्प विहार, दिल्ली-110062  
(<https://www.google.com/maps/search/?api=1&query=District+Labour+Office%2C+Room+no.+122-123%2C+A+Wing%2C+First+Floor+Pushpa+Bhawan%2C+Pushpa+Vihar+New+Delhi-110062>)

11.

शाहदरा

श्रम कल्याण केंद्र, निचली मंज़िल, एम्प्लॉयमेंट एक्सचेंज भवन, विश्वास नगर, दिल्ली-110031 (<https://www.google.com/maps/search/?api=1&query=District+Labour+Office+Ground+Floor%2C+Employment+Exchange+Building%2C+Vishwas+Nagar%2C+Delhi-110031>)



## पता

ए-विंग, 7वीं मंज़िल

विकास भवन-II, सिविल लाइन्स, दिल्ली -110054

(https://www.google.com/maps/search/?api=1&amp;query=A-Wing%2C+7th+Floor%2CVikas+Bhavan-II+civil+lines%2CDelhi-110054)



फ़ोन

011- 23813845

011- 23813773



ई-मेल

bocwhq.del@gmail.com



दिल्ली भवन एवं अन्य सन्निर्माण श्रमिक कल्याण बोर्ड

बोर्ड की बैठक (boardMeetig.html)

लाभार्थी विवरण  
(beneficiarydboc.html)आदेश एवं परिपत्र  
(orderdboc.html)आवेदन फॉर्म  
(formdboc.html)एक्ट एवं नियम  
(actsdboc.html)

मीडिया

निविदाएं

अधिकतर पूछे जाने वाले सवाल

(tenderdboc.html)

(faqdboc.html)

राष्ट्रीय राजधानी क्षेत्र दिल्ली सरकार, ए-विंग, 7वीं मंज़िल, विकास भवन-II, सिविल लाइन्स, दिल्ली -110054  
(https://www.google.com/maps/search/?api=1&query=Govt+of+NCT+of+Delhi%2CA-Wing%2C7th-Floor%2CVikash+Bhavan-II+Civil-Lines%2CDelhi-110054)

1920 x 1080 रेसोल्यूशन में सबसे अच्छा दिखेगा

आगतुक संख्या

8093055

E-NETSPIDER INDIA  
Optimal Speed Efficiency And Security

ई-नेटस्पाइडर द्वारा संचालित (http://e-netspiderindia.com/about-us/)

# दिल्ली भवन एवं सन्निर्माण श्रमिक कल्याण बोर्ड

Instagram (https://x.com/home?lang=en) Facebook

Hindi A- A A+

LinkedIn (https://www.linkedin.com/in/bocwhq-delhi-a746a1260)

YouTube (https://www.youtube.com/@DBOCWWBoard/videos)



हेल्पलाइन नंबर (24x7): 011-41236600

DBOCWWB बोर्ड फ़ोन नं. (कार्य का समय 9:30AM - 6:00PM): 011-23813845

[मुख्य पृष्ठ \(index.html\)](#) परिचय [लाभ/योजनाएं \(welfareschemedboc.html\)](#)

[संपर्क करें \(contactusdboc.html\)](#) अन्य विवरण [▼](#)

[विभागीय लॉगिन \(http://dbocbpm.delhi.gov.in/bpm/\)](http://dbocbpm.delhi.gov.in/bpm/)



## डैशबोर्ड व रिपोर्टिंग (वास्तविक समय के आधार पर)

### पंजीकृत निर्माण श्रमिक (लाइव) और लाभार्थियों का विवरण

# 259710

Total Number of Active  
Members as on date

# 10512

Number of Claims  
Distributed till 31-March-  
2023

# 1295

Number of Claims  
Distributed since 01-April-  
2023 (Online Only)

## पंजीकरण के विवरण

**1886752**

Number of Registration Applications Received for Registration till date

**1881607**

Number of Registration Application Disposed till date

## रिन्यूअल विवरण

**1090325**

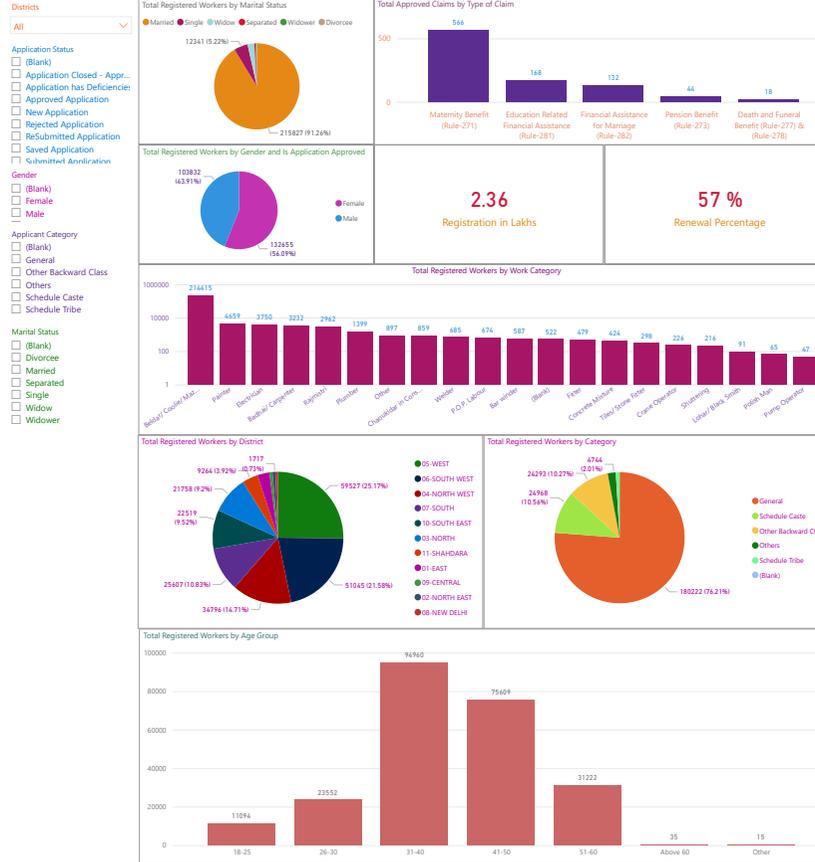
Number of Applications Received for Renewal till date

**1077305**

Number of Renewal Application Disposed till date

# Annexure B

## Delhi Building and Other Construction Workers Welfare Board



## ग्राफ़िकल डेटा अंतिम बार अद्यतन 27-Oct-2025 को अपडेट किए गए थे



दिल्ली भवन एवं अन्य सन्निर्माण श्रमिक  
कल्याण बोर्ड

बोर्ड की बैठक (boardMeetig.html)	लाभार्थी विवरण (beneficiarydboc.html)	आदेश एवं परिपत्र (orderdboc.html)	आवेदन फॉर्म (formdboc.html)	एक्ट एवं नियम (actsdboc.html)	मीडिया निविदाएं (tenderdboc.html)	अधि पूछे वाले (faqd
-------------------------------------	--	---	--------------------------------	-------------------------------------	---	------------------------------

📍 राष्ट्रीय राजधानी क्षेत्र दिल्ली सरकार, ए-विंग, 7वीं मंज़िल, विकास भवन-II, सिविल लाइन्स, दिल्ली -110054  
(<https://www.google.com/maps/search/?api=1&query=Govt+of+NCT+of+Delhi%2CA-Wing%2C7th-Floor%2CVikash+Bhavan-II+Civil-Lines%2CDelhi-110054>)

1920 x 1080 रेसोल्यूशन में सबसे अच्छा दिखेगा

ई-नेटस्पाइडर द्वारा संचालित (<http://e-netspiderindia.com/about-us/>)

आगंतुक संख्या **8093711**



# Annexure C

Calls

All

Missed



LTE HD New Delhi, ND

011 2742 8082 14:05

Vo LTE New Delhi, ND

011 2541 2680 14:04

Vo LTE New Delhi, ND

011 2510 0467 14:04

Vo LTE New Delhi, ND

DEPUTY LABOUR COMMISSIONER 14:04

Vo LTE 011 2549 2133

LABOUR COMMR-DI-ADMN 14:04

Vo LTE 011 2549 2132

011 2605 5394 14:03

Vo LTE New Delhi, ND

Labour Department Delhi 14:03

Vo LTE 011 2995 7550

011 2381 3845 14:02

Vo LTE New Delhi, ND Harassment Calls

011238813773 14:02

Vo LTE HD Unknown location



Calls



Contacts

Calls

All

# Annexure C

011 2738 5892 14:05 (i)  
Vo LTE New Delhi, ND

011 2730 3622 14:05 (i)  
Vo LTE HD New Delhi, ND

011 2742 8082 14:05 (i)  
Vo LTE New Delhi, ND

011 2541 2680 14:04 (i)  
Vo LTE New Delhi, ND

011 2510 0467 14:04 (i)  
Vo LTE New Delhi, ND

DEPUTY LABOUR COMMISSIONER 14:04 (i)  
Vo LTE 011 2549 2133

LABOUR COMM-R-DI-ADMN 14:04 (i)  
Vo LTE 011 2549 2132

011 2605 5394 14:03 (i)  
Vo LTE New Delhi, ND

Labour Department Delhi 14:03 (i)  
Vo LTE 011 2995 7550

011 2381 3845 (i)



Calls



Contacts

All Missed



# Calls

# Annexure C

011 4123 6600  
 1 Vo LTE New Delhi, ND 14:10 ⓘ  
 Harassment Calls

011 2214 5486  
 1 Vo LTE HD New Delhi, ND 14:09 ⓘ

011 2215 1001  
 1 Vo LTE HD New Delhi, ND 14:09 ⓘ

0112215001  
 1 Vo LTE Unknown location 14:09 ⓘ

011 2584 0037  
 1 Vo LTE New Delhi, ND 14:08 ⓘ

011245840037  
 1 Vo LTE HD Unknown location 14:08 ⓘ

011 2584 6245  
 1 Vo LTE New Delhi, ND 14:07 ⓘ

011 2587 3957  
 1 Vo LTE New Delhi, ND 14:07 ⓘ

011 2742 5892  
 1 Vo LTE New Delhi, ND 14:06 ⓘ



Calls



Contacts