

# Welfare Measures

## MINISTRY OF MINES

### Welfare of Scheduled Castes (SCs), Scheduled Tribes (STs), Women and other Weaker Sections (Ministry of Mines)

The Ministry of Mines, its attached office, subordinate office and the Public Sector Undertakings under its administrative control, have already strived to fill up the backlog vacancies in respect of SC/ST. For upliftment of weaker Sections of society, PSUs identified and implemented a number of programmes in the peripheral area of their respective units/locations. A number of activities like, community education programmes, facilitating availability of drinking water, repair development of approach roads of surrounding areas, arranging health awareness programmes, and medical camps in rural areas, were undertaken by the PSUs for upliftment of the community in and around their townships as part of their social responsibility.

For the Welfare of Persons with Disabilities in the Ministry, due attention was given to Section 33 on reservation vacancies for Persons with Disabilities.

Protection of Rights and Full Participation), Act 1995, which provides that Government shall appoint in every establishment such percentage of vacancies not less than three per cent for persons or class of persons with disability, of which one per cent shall each shall be reserved for persons suffering from (i) blindness or low vision; (ii) hearing impairment; and (iii) locomotor disability or cerebral palsy; in the posts identified for each disability.

### Vigilance Cases of the Ministry of Mines:-

During the year 2011-12 (upto December, 2011), 37 complaints were received. After examination, 20 complaints were brought to their logical conclusion and 17 complaints are still under investigation. Vigilance Awareness Week was observed during 31<sup>st</sup> October, 2011 to 5<sup>th</sup> November, 2011. During this week, Essay Competition related to vigilance activities was organized in the Ministry.

### Right to Information

Ministry of Mines, Attached Office, Subordinate Office and Public Sector Undertakings (PSUs) under the charge of the Ministry had appointed Central Public Information Officers (CPIO) and Appellate Authorities. The Ministry has also set up a Facilitation Counter for applicants and constituted a 'Public Information Cell' for processing of the requests and their monitoring in the Ministry. The Ministry alongwith its Attached Office, Subordinate Office and PSUs has been receiving various requests under RTI Act, which are properly and timely responded to. In 2011-2012 (1<sup>st</sup> April, 2011 to 31<sup>st</sup> December, 2011), 352 applications were received in Ministry of Mines, which were timely responded. Out of 27 Appeals received from the applicants against the decision of the CPIOs, 27 Appeals were disposed of by the concerned Appellate Authorities within the stipulated time frame.

The Ministry along with its Attached Office, Subordinate Offices and PSUs has also been furnishing the quarterly and annual report on the receipt and disposal of the requests seeking the information, from time to time promptly and accurately.

The status regarding receipt and disposal of RTI Applications/ Appeals is given at [Annexure 15.1](#), [15.2](#) and [15.3](#), respectively.

## Redressal of Public Grievances

In pursuance of the instructions and guidelines issued on 1st March, 1988 by the Department of Administrative Reforms & Public Grievances to strengthen the internal grievance redressal machinery in each Ministry/ Department of the Central Government, the Joint Secretary of the Ministry of Mines has been designated as the Director of Grievances and has been vested with adequate powers in respect of all matters pertaining to the grievances received in the Ministry. Whenever a grievance is found to be genuine, directives for appropriate corrective measures are given to the concerned executive authorities.

The Ministry of Mines has, under its administrative control, one Attached office, one Subordinate Office, three Public Sector Undertakings and three Autonomous Bodies. The Chief Executives of the PSUs, the Heads of the Subordinate Office, Attached Office and the Autonomous Bodies have been entrusted with the responsibility of strengthening the grievance redressal machinery by designating senior level officers to look after the job and to report directly to the respective Chief Executive/Head. Quarterly reports about the grievances received and disposed of are submitted by the PSUs, Attached Office, Subordinate Office and the Autonomous Bodies of the Ministry. During the year, 2011-2012, 30 cases of IBM, MECL, NALCO and JNARDDC were received, which were referred to these Organisations for taking necessary action in the matter.

During the month of June, 2010, GSI has been granted individual status for direct lodging of the grievance redressal cases. Accordingly, a separate drop down box for lodging grievances directly with GSI has been created. Accordingly, GSI has been directed to dispose of the cases on their own.

The Department of Administrative Reforms & Public Grievances (DAR&PG) has developed the Centralised Public Grievances Redressal & Monitoring System (CPGRAMS) launched for prompt and effective redressal of grievances of citizens. The system is a single window grievance portal for the Ministries/ Departments/ Organisations to record and receive the grievances online and redress them indicating actions at different levels. The portal also facilitates to receive the grievances lodged online through Internet by the citizens from any geographical location. Moreover, the system effectively helps to monitor the grievances across the PSUs, Subordinate Offices and Attached Organizations and provides the overall scenario of grievances in the Ministry and its Organisations. The system enables the Ministry and its Organisations to settle grievances online and the system eliminates/ reduces correspondence and curtails time for settling grievances. The Joint Secretary (Mines) reviews the pending cases of Public Grievances on quarterly basis. The grievance cases are also being reviewed by Secretary (Mines) in Quarterly Performance Review Meetings of these Organisations.

In order to obviate the need of Government employees to seek outside help for redressal of grievances relating to normal service matters, the Government issued instructions in December, 1988 for designating Staff Grievance Officers in the Central Ministries/ Departments and their attached and subordinate offices to deal effectively and adequately with the grievances relating to service matters, like fair promotion, proper medical facilities, granting timely pensionary benefits, etc. The Ministry and the Subordinate Offices including the PSUs under its administrative control have accordingly designated such Staff Grievance Officers.

## Geological Survey of India (GSI)

### Welfare measure for SC, ST, OBC and physically handicapped

Government policies formulated for welfare for SC/ST and OBC employees related to recruitment and promotion are being followed in the Geological Survey of India. The Liaison

Officers have been nominated in each Region of GSI to ensure proper compliance in the matter of representation of SC/ST and OBC. The detail of employment of SC, ST, OBC, Women and physically handicapped in GSI is given at Table 15.1.

Reservation for persons with disabilities as per Government policies are being followed in case of direct recruitment and promotion.

Grievance Officers have been nominated in Central Headquarters /Regions of GSI to deal with the public grievances.

**Table 15.1**  
**Sanctioned and filled up strength in GSI as on 31<sup>st</sup> December, 2011.**

Class	Sanctioned Strength	Total No. of Employees in Position	SC	ST	OBC	No. of Women	PH	Total [SC, ST, OBC, Women, PH]
Group 'A'	4080	1985	316	120	340	326	3	1105
Group 'B'	786	258	55	32	9	25	-	121
Group 'B' (NG)(Min)	1130	860	157	71	13	144	11	396
Group 'B'(NG)(Tech.)	1524	711	154	93	20	50	5	322
Group 'C' (Min)	925	747	127	67	81	130	8	413
Group 'C' (Tech.)	1924	1375	277	149	55	9	5	495
Group 'D' (erstwhile)	2000	1987	466	215	194	236	31	1142
Total	12369	7923	1552	747	712	920	63	3994

Note: Sanctioned strength of GSI before HPC was 11420. After approval of HPC recommendation by the Cabinet the revised strength is 12369. The recruitment action will be taken shortly to fill up vacancies and new posts.

### Indian Bureau of Mines

#### Reservation of Vacancies for persons with Disabilities

IBM is strictly following the various instructions of the Government from time to time regarding reservation of vacancies for persons with physical disabilities. As on 31<sup>st</sup> December, 2011, 21 physically handicapped persons were under employment in IBM, of which 06 are visually handicapped 1 is hearing impaired and 14 are orthopedically handicapped.

#### Perspective Plan for Women Welfare

Indian Bureau of Mines work on principle of equal opportunity to all and based on this, out of a total strength of employees, women employees constitute about 12.12%. Training is imparted to women employees in the field of technical as well as administrative matters.

Women employees are also actively participating in various cultural and extracurricular activities organized by IBM from time to time.

A Committee has already been constituted in IBM for the purpose of CCS Rules, 1964 to redress the complaints made by the victims of sexual harassment at work place in a time bound manner.

## Redressal of Public Grievances

At the beginning of the year, 12 Grievance cases were pending. During the year 2011-12 (upto Dec., 2011), 01 case was filed and 07 cases were disposed of and Remaining 06 cases are under processing at various stages. Online facility for Registration of Public Grievances has already been provided by linking IBM website with the Grievance Portal of DoPT “Central PGRAMS”.

## Vigilance cases

During the year 2011-12 (up to December, 2011), 12 complaints were received, of which 04 were brought to the logical conclusion and closed after investigation. Besides, 05 complaints were sent to the Administration for necessary action and the remaining 03 cases were under investigation. In addition to this, 4 cases are under investigation with Inquiry Officer, IBM/ Ministry, Out of which one inquiry report has been submitted to Government of India and remaining 3 cases are under investigation with Inquiry Officer, IBM/ Ministry of Mines, New Delhi.

Vigilance Awareness Week was observed in the IBM HQs at Nagpur and in all the Regional Offices during 31<sup>st</sup> October, 2011 to 5<sup>th</sup> November, 2011. During the Week, essay and debate competitions for vigilance awareness were conducted.

The employment position in IBM as on 31<sup>st</sup> December, 2011 is given at Table 15.2.

Table 15.2  
Employment of Personnel In IBM as on 31<sup>st</sup> December, 2011

Group	Total No. of employees in position	Number of				
		SC	ST	OBC	Minorities	Women
A	161	28	15	08	10	10
B(Gaz)	147	22	13	7	7	11
B (NG)	285	40	14	11	31	59
C	537	142	57	38	20	57
Total	1130	232	99	64	68	137

## National Aluminium Company Limited (NALCO)

### Perspective Plan for Women Welfare:

The Company has adopted the principle of equal opportunity to the women employees in the matter of employment and the Company has 356 women employees at different levels and categories.

Need based developmental and functional training programmes are provided to the women employees. Institutional mechanism through conduct rules has also been put in place to avoid sexual harassment of women. As a mark of development in their individual leadership, women executives of the Company have got a place as coordinator/member of national organizations like women in public sector (WIPS).

The ladies clubs are extended necessary assistance for carrying out their various activities which in turn enhances their leadership and organizing capabilities.

## Welfare of SC/ST.

The Presidential directives issued from time to time on reservation of SC/ST persons in employment has been scrupulously followed by the Company. There are exclusive cells constituted for the welfare of the SC/ST employees. The SC/ST Employees Welfare Associations meet and discuss their view points at regular intervals both at complex level as well as corporate level. The employment position in NALCO as on 31st December, 2011 is given at Table 15.3.

The alumina and mines units of the Company are located in the midst of a predominantly Tribal area at Damanjodi. In Damanjodi sector, 600 families who were displaced for the establishment of the projects, have since been resettled in rehabilitation colonies named as Ambedkar Nagar rehabilitation colony and Sahid Laxman Nayak rehabilitation colony with provision of various amenities. Direct employment in NALCO has been provided to 598 persons on the basis of one able bodied person from each displaced family based on availability of vacancy and suitability of the candidate.

Development of roads, school, college, library, recreation center, ponds, wells and agricultural land, etc. have been the hallmark of the development programme on the peripheral Tribal dominated villages. As a part of the peripheral development plan, an amount of ` 1069.30 lakh has been allocated for Angul, Damanjodi and other places for the year 2011-12.

Besides, the Company has taken efforts for development of the contract labour colonies mostly inhabited by Tribal groups and working under various contractor's establishments both at Angul and Damanjodi sectors.

## Minority Welfare

A member of the minority community is associated in the selection committees for recruitment in order to give a fair deal to the minority community. The Company takes due care towards the sentiment of various minority community with a greater objective of communal harmony.

Table 15.3  
Employment in the Company of SC/ST/EX-SM/PWD/LDP/MINORITIES  
as on 31<sup>st</sup> December, 2011

Group	Total No of Employees	SC	ST	EX-SM	PWD	LDP	Minority
Executives	1863	233	123	6	9	23	78
Non-executives	5510	945	1161	25	64	1962	195
Trainees	363	67	98	6	4	112	7
Total	7736	1245	1382	37	77	2097	280

EX-SM=Ex-servicemen, PWD=Person with disability, LDP=Land displaced persons

N.B.: It may be noted that every third employee of the organisation belongs to SC or ST community.

## Progress with regard to well being of the older persons

The Company has a contributory scheme for post retirement medical facilities to the superannuated employees and also their spouse besides other statutory retirement benefits viz. provident fund, gratuity, pension, etc.

The Company continues to provide financial assistance to old age homes. During the year, an amount of ` 2.50 lakh has been sanctioned in favour of Lok Shakti Trust, Bhubaneswar for construction of old age home.

### Implementation of the Persons with Disability Act, 1995

The Company has been taking efforts to achieve representation in all posts in group - C & D and in identified posts in group - A & B as per Section 33 of the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995 in spite of its state-of-the-art technology acquiring mostly healthy and competent technical personnel. As per Section-33 of the above Act, 3% of vacancies are being reserved for persons with disabilities of which one percent each is reserved for person suffering from (i) blindness or low vision (ii) hearing impairment and (iii) locomotors disability or cerebral palsy.

As on 31<sup>st</sup> December, 2011 there are 77 persons with disability in employment of the Company in various identified posts.

### Industrial Relations

Participative Management has been the highlight of industrial relations in the Company during the year. Apart from the structured system of regular participation at shop level, long term wage settlement for unionised employees of the Company was reached on 5<sup>th</sup> September, 2011 in a peaceful atmosphere. The high degrees of morale of the employees helped the Company in meeting the challenges of sustained growth.

Besides, continuous training and development programmes, industrial visits, workers education programmes, keep the workforce up-dated to take up future challenges.

### HINDUSTAN COPPER LIMITED (HCL) WELFARE ACTIVITIES

#### Employees Participation in Management

Over the years, Employees Participation in Management has been the backbone of harmonious Industrial Relations in the Company. The successful operation of various Bi-partite forums at all three levels, namely, at the Apex level, Unit level and Shop floor level has immensely contributed in the smooth performance of the Company. Quality Circles which were introduced in all the production units of the company have been successfully functioning and contributing towards reduction of cost and increasing productivity.

#### Perspective Plan for Women Welfare

In pursuance to the judgment of the Supreme Court, HCL has set up committees in all the units/offices of the company for the prevention of sexual harassment of women in work place. A provision in this regard has also been incorporated in the Conduct, Discipline and Appeal Rules of HCL. During the year under report, no incidence of discrimination amongst employees on the basis of gender has come to light.

The Group wise strength of female employees as on 30<sup>th</sup> December 2011 vis-a-vis the total strength of HCL is given Table 15.4.

Table 15.4

Group	Total Strength	No. of female Employees	% of female Employees to total Strength
Group-A	668	36	5.39

Group-B	71	3	4.23
Group-C	3335	102	3.06
Group-D	819	142	17.34
Total	4893	283	5.78

## Employment

The employment of personnel as on 31<sup>st</sup> December, 2011 in Hindustan Copper Limited is given at Table 15.5.

Table 15.5

Group	Man power	SC	ST	Land Displaced Person	Minorities	OBC	Female
A	668	91	17	-	33	51	36
B	71	12	7	-	3	18	3
C	3335	506	477	178	236	508	102
D	819	196	117	209	28	23	142
Total	4893	805	618	387	300	600	283

The representation of SC, ST and OBC employees out of the total manpower of 4893 as on 31<sup>st</sup> December, 2011 is 16.45%, 12.63% and 12.26% respectively.

The retired employees of the Company and their spouse are extended medical treatment at the Company's own Hospitals at the Projects. Company also extends support to 'Mahila Samity' and other institutions/NGOs in their endeavour to run 'Health camps' for the local population under CSR programme.

In the townships of the Company located at Khetri, Malanjkhand and Ghatsila as well as in other places of work, the employees of different caste, creed, religion, live together and celebrate all religious festivals with pomp and gaiety.

## INDUSTRIAL RELATIONS

Industrial Relations situation in all the Units of the Company continued to be harmonious and peaceful during the year 2011-12.

## THE STATUS OF IMPLEMENTATION OF THE PERSONS WITH DISABILITY ACT, 1985

During last few years, there has been limited recruitment in the company. Therefore, there was hardly any scope of fresh inductions of physically challenged persons. In addition, the mining operations of the Company being hazardous in nature, the scope of engagement of

physically challenged persons is limited. The number of physically challenged persons employed in the Company as on 31<sup>st</sup> December, 2011 is given at Table 15.6.

Table 15.6

Group	Number of physically challenged persons
A	2
B	0
C	32
D	17
Total	51

## HUMAN RESOURCE DEVELOPMENT

Training and Development of all levels of employees is given due priority by the Company to increase effectiveness. Special emphasis was given to organization building and shaping right attitudes, team building and work culture besides preparing employees to understand the trends in fast changing technology/switching over to latest technology for achieving higher results in production, productivity and profitability.

## REDRESSAL OF PUBLIC GRIEVANCES MACHINERY

With a view to redress the grievance/complaints of the members of public, Complaint Officers have been appointed at corporate office as well as in all the projects/offices of the company who have been authorized to receive the members of the public who have any grievance/complaint. Notice to this effect has been displayed on the prominent places wherein the members of public have been requested to meet the concerned Complaint Officers with regard to their complaint/grievance. Complaint boxes have been placed at prominent places in all the units/offices of the Company where the members of public can put their complaint in writing. These boxes are opened by the Competent Officers periodically and if there is any complaint/grievance, necessary remedial action is taken. SC/ST grievance cells have been constituted in all the units/offices of the company to redress the grievance of SC/ST employees as also other members of the public belonging to weaker sections of the society. Grievance/complaints received from the women employees as also members of the public are given immediate attention with a view to redress their grievance.

All complaints so received are registered in the Govt. web-site and accordingly disposed off. These are being regularly monitored. All public grievances received during the period from April 2011 to December, 2011, were disposed off except seven pending public grievances as on 31<sup>st</sup> December, 2011.

A link to public grievances site on Govt. of India [www.pgportal.gov.in](http://www.pgportal.gov.in) is provided in company's website [www.hindustancopper.com](http://www.hindustancopper.com) main page as 'public grievance' in other information section at the bottom. Public grievances can be lodged through this link on main page of company's website [www.hindustancopper.com](http://www.hindustancopper.com).



## Mineral Exploration & Corporation Limited ( MECL)

### Perspective Plan for Women Welfare & Weaker Section: -

MECL, being a CPSU is committed for raising and improving the Socio-economic status of women and weaker section of the society. For this purpose, MECL provides training to women employees for their career development etc.

In order to avoid gender harassment of women at work places, a Grievance Committee on 'gender Harassment' on women at work place has already been constituted and is functioning in the Company.

MECL gives equal status to its women employees and the Service Rules, etc. are uniformly made applicable. The women employees in the Company are provided Maternity benefits as per rules.

During the year 2011-12, six projects have been identified to promote education of children belonging to SC/ST/weaker section of the society and the rural villages under which five computers each have been provided to Government Middle School around identified projects.

MECL gives due importance to meet the socio- economic needs of the SC & ST communities. During the year 2011-12, 20% of the total scholarship are kept reserved for children of SC/ST employees under the MECL Employees Grant of Scholarship Scheme.

MECL has also drawn a long-term scheme for

- i) Promotion of livelihood for economically weaker sections / SC/ST/Backward community in and around MECL project through its skilled development.
- ii) To empower children, differently abled persons (including physically and / or mentally challenged), old and destitute persons for dignified living.
- iii) To promote art culture, heritage and sports with emphasis on tribal art and culture in vicinity of MECL Projects.

### Redressal of Public Grievance

No public grievance as defined under letter No. K-11011/17/2000-PG dated 26<sup>th</sup> June, 2000 of Ministry of Personal, Public Grievances & Pension, New Delhi was received during the period under review. However, MECL received 4 grievance cases relating to service matter through PG website during the period from 1<sup>st</sup> January, 2011 to 31<sup>st</sup> March, 2011. The position was examined and individual concerned were suitably replied through letters as well as the position also uploaded in the PG website pg\_portal.gov.in. Thereafter, another 4 grievance cases relating to service matter were also received through PG website during the period from 1<sup>st</sup> April, 2011 to 31<sup>st</sup> December, 2011. Presently only 2 cases are pending as the information sought from the individuals are awaited.

### INDUSTRIAL RELATIONS

During the period under review, the industrial relations in the Corporation remained cordial, harmonious and peaceful in all the establishments of the Company.

### EMPLOYMENT

The category wise employment position including. General/SC/ST/OBC/Minorities/Women as on 31<sup>st</sup> December, 2011 in the MECL is given at Table-15.7.

Table - 15.7  
Employment of Personnel

Group	Total No. of employees	SC	ST	O.B.C	Minorities	Women
A	230	43	14	14	8	9
B	30	2	2	3	5	2
C	1467	212	104	78	117	29
D	43	14	3	-	6	9
Total	1770	271	123	95	136	49

#### Jawaharlal Nehru Aluminium Research Development and Design Centre (JNARDDC)

#### Welfare for Persons with Disabilities (PWD)

The Centre is following the various government guidelines with reference to PWD reservation. The Centre provided indirect employment to a Physically Handicapped (OH) person on contract basis.