

Welfare Measures

Welfare of Scheduled Castes (SCs), Scheduled Tribes (STs), Women and other weaker sections

The Ministry of Mines, its attached office, subordinate office and the Public Sector Undertakings under its administrative control, have always strived to fulfill Government's commitment for upliftment of weaker sections of society.

PSUs under the Ministry identify and implement a number of programmes in the peripheral areas of their units/ locations. These include community education programmes, facilitating availability of drinking water, repair and development of approach roads of surrounding areas, arranging health awareness programmes, and medical camps in rural areas 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 of the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation), Act, 1995, which provides that every appropriate 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 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.

Redressal of Public Grievances

In pursuance of the instructions and guidelines issued on 1st March, 1988 by the Department of Administrative Reforms & Public Grievances (DAR&PG) 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 nodal officer of Grievances and has been vested with authority in respect of all matters pertaining to the grievances received in the Ministry, for appropriate corrective measures.

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 Attached/Subordinate offices 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 these Undertakings, Attached office, Subordinate Office and the autonomous bodies to the Ministry. During the year 2009-

2010, 105 grievances in respect of GSI, IBM, MECL, NALCO and JNARDDC were received; out of which 51 cases have been disposed off.

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 receiving of grievances lodged online through Internet by the citizens from any location.

The system enables the Departments/ Organisations to settle grievances online and the system eliminates/ reduces correspondence and curtails time for settling grievance. 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 tendency 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 attached/ subordinate offices including the PSUs under its administrative control have accordingly designated such Staff Grievance Officers.

Right to Information Act (RTI), 2005

Consequent to the enactment of the Right to Information Act, 2005, the Ministry of Mines, Attached/ Subordinate Offices and Public Sector Undertakings (PSUs) under the charge of this 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/ Subordinate Offices and PSUs has been receiving various requests under RTI Act, which are properly and timely responded to. In 2009-2010 (1.4.2009-31.12.2009), 302 applications were received in Ministry of Mines, which were timely responded. 19 appeals were also received from the applicants against the decision of the CPIOs and 18 appeals were disposed off by the concerned Appellate Authorities within the stipulated time frame. In case of 2nd appeal before the Central Information Commission (CIC), necessary/ required comments of the Ministry were sent to CIC. The details of pending/disposal of RTI applications, appeals and second appeals are given at [Annexure 13.1](#), [Annexure 13.2](#) and [Annexure 13.3](#), respectively.

Vigilance Cases

During the year 2009-10 (upto December, 2009), 56 complaints were received. After examination, 9 complaints were brought to their logical conclusion and 47 complaints are still under investigation. Vigilance Awareness Week was observed from 3-7 November, 2009 in the Ministry and also in PSUs and Subordinate Offices of Ministry of Mines. During the Week, Essay Competition related to vigilance activities was conducted in the Ministry.

Details of welfare measures in respect of Attached / Subordinate offices, PSUs and autonomous S&T bodies under the Ministry is given below.

National Aluminium Company Limited

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 321 number of 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 at work place. 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 Tribals and Minorities

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 Welfare Associations which meet and discuss their view points at regular intervals both at plant/unit level as well as corporate level.

The alumina and mines units of the company are located in the midst of a predominantly tribal area at Damanjodi. In Damanjodi sector, total 726.94 acres of land were acquired. The 600 families of 14 fully acquired villages and 2 partially affected villages, 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. Land displaced persons who had lost their entire land and homestead were paid due compensation amounting to Rs.1.58 crores. Besides this, direct employment in NALCO has been provided to 596 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 lands 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 Rs.1272.27 lakhs has been allocated for Angul, Damanjodi and other places during the year 2009-10.

Besides, the Company has made 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 group C&D vacancies 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 13.1
Employment of SC/ST/Ex-SM/PWD/LDP/Minorities in the Company as on
31.12.2009.

GROUP	TOTAL NO OF EMPLOYEES	SC	ST	EX-SM	PWD	LDP	Minority
Executives	1835	222	121	09	08	23	73
Non-executives	5484	946	1181	26	62		
	1910	198					
Trainees	165	20	08	03	03	113	05
TOTAL	7484	1188	1310	38	73		
	2046	276					

SC-Scheduled Cast, ST-Scheduled Tribe, Ex-SM-Ex-serviceman, PWD-Person with Disability, LDP-Land displaced persons

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

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.

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. 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 & (iii) locomotor disability or cerebral palsy.

As on 31.12.2009 there are 73 persons with disability in employment of the Company in various identified posts.

Hindustan Copper Limited

Welfare Activities

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. A Quality Circle at Indian Copper Complex, a unit of HCL at Ghatsila, had qualified for the National Convention of Quality Circle held at Bengaluru from 18th to 21st December, 2009. ICC team was adjudged excellent in the convention held at Bengaluru. Six Sigma has been introduced in the Smelter and Refinery section of KCC.

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 representation of SC, ST and OBC employees out of the total manpower of 5353 as on 31.12.2009 is 16.35%, 12.35% and 12.44% respectively.

Table 13.2
The Group wise strength of female employees as on 31.12.2009 vis-a-vis the total strength of HCL is given below:-

Group	Total Strength	No. of female Employees	% of female Employees to total Strength
Group-A	720	32	4.44
Group-B	121	6	4.96
Group-C	3617	140	3.87
Group-D	895	131	14.63
Total	5353	309	5.77

Table 13.3
The employment of personnel as on 31.12.2009 in Hindustan Copper Limited is given below

Group	Manpower	SC	ST	Land Displaced Person	Minorities	OBC	Female
A	720	82	21	-	35	53	32
B	121	17	9	-	3	20	6
C	3617	597	502	203	241	563	140
D	895	179	129	205	44	30	131

Total 5353 875 661 408 323 666 309

The retired employees of the Company and their spouse are extended medical treatment at the Company's own Hospitals at the Projects. Retired / VR separated employees along with their spouse can also avail the facility of Group Medical Insurance Scheme at their option on payment of requisite premium. The benefits offered under the scheme include hospitalization coverage on all India basis for Rs.2 lakh plus reimbursement of domiciliary expenses limited to Rs.4000/- in a year for self and spouse. Company also extends support to 'Mahila Samity' and other institutions /NGOs in their endeavour to run 'Health camps' for the local population.

In the townships of the Company located at Khetri, Malanjkhanda 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.

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 31.12.2009 is as under:-

Table 13.4

Group	Number of physically Challenged persons
A	2
B	0
C	34
D	21
Total	57

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 meet 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 are 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 web-site of HCL and accordingly disposed off. These are being regularly monitored. Except two pending public grievances, which are under examination, all public grievances received during the period April to December 2009, were disposed off

A link to Public Grievances Site on Govt. of India www.pgportal.gov.in is provided in company's website 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.

Mineral Exploration Corporation Limited

Welfare of Tribal and Minorities

MECL gives due importance to meet the socio- economic needs of the SC & ST communities. During the year 2009-10 under its Scholarship Scheme for the employees' children, 4 scholarships (2 for executives & 2 for non-executives) has been reserved for SC/ST communities. In addition, scholarships renewed in the year 2008-09 for SC/ST children will also be considered for renewal during 2009-10 as per rules.

Perspective Plan For Women Welfare Weaker Section

MECL endeavours for improving the socio-economic status of women and weaker section and provides training to develop new skills for their career development.

In order to avoid sexual harassment of women at work places, a Grievance Committee on 'Sexual 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. Various facilities are provided as per law to women employees whenever required.

Citizen Charter

Chief Manager (P&A), MECL, has been appointed as Nodal Officer under Citizen Charter.

Redressal of Public Grievance

Two public grievance cases relating to service matters were received through CPGRAM website during the period from 1-4-09 to 31-12-09 and the same were replied through letter & website.

Right to Information Act (RTI)

On enactment of Right to Information Act, 2005, MECL nominated Information Officer and Appellate Authority as per the requirement of the RTI Act, 2005. The cases are being dealt as per requirement under RTI Act.

Employment

The category wise employment position as on 31-12-2009 in the company is given below :

**Table 13.5
Employment of Personnel**

Group	Total No. of employees	SC	ST	O.B.C	Minorities	Women
A	248	44	16	13	12	09
B	38	06	01	02	05	01
C	1590	222	113	84	124	30
D	77	17	04	04	08	10
Total	1953	289	134	103	149	50

Geological Survey of India

Welfare measure for SC, ST and physically handicapped.

Govt. policies formulated for welfare for SC/ST and OBC employees in a matter of recruitment and promotion are being followed. The Liaison Officers have been nominated in each Region / Wings to ensure proper compliance in matter of representation of SC/ST and OBC the details of employment of SC, ST, OBC, Woman and physically handicapped in GSI is given in **Table 13.6**.

**Table 13.6
Sanctioned and Filled up Strength in GSI as on 1.1.2010.**

Class	Sanctioned No. of strength Women	Total No. PH Employees in position	SC	ST	OBC
-------	----------------------------------	------------------------------------	----	----	-----

GROUP -A	3327 123	1600 01	218	58	95		
GROUP -B	0493	244	58	25	08	34	-
GROUP-B (NG) AND		640	153	63	02	73	06
GROUP-C	5600 353	3967 34	795	408	202		
GROUP-D	2000 262	2244 31	520	247	202		
TOTAL	11420 8695	1744 801	509	845	72		

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

Grievance Officers have been nominated in Regions / Wings to deal with the public grievances.

Indian Bureau of Mines

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 12.47 percent. 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.

Table 13.7
Employment position in IBM as on 31.12.2009

Group	Total No. of employees in position	SC	ST	Number of OBC	Women	
Minorities						
A	151	38	15	07	12	10
B(Gaz)	155	20	13	02	07	06
B (NG)	57	08	04	01	08	12
C	535	108	45	29	26	93
D	273	97	27	24	11	25
Total	1171 271	104 63	64	146		

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 31.12.2009, 18 physically handicapped persons were under employment in IBM, of which 03 are visually handicapped, 01 is hearing impaired and 14 are orthopaedically handicapped.

Redressal of Public Grievances

At the beginning of the year, 01 grievance case was pending. During the year 2009-10 (upto December 2009), 06 cases were received, 05 cases were disposed off and 01 cases were under process. Online facility for Registration for Public Grievances has already been provided by linking IBM website with the Grievance Portal of DoPT "Central PGRAMS".

Vigilance cases

During the year 2009-10 (up to December 2009), 14 complaints were received, of which 11 were examined and brought to their logical conclusions and the remaining 03 are under examination. Besides, 03 complaints received from the Ministry / CVC were also examined and necessary enquiry report in respect of 01 complaint has been submitted to the Chief Vigilance Commission, New Delhi. Enquiry reports of remaining 02 complaints are under progress.

Vigilance Awareness Week was observed in the IBM HQs at Nagpur and in all the Regional Offices from 3rd to 7th November, 2009. During the Week, essay, debate and slogan competitions related to vigilance activities were organized.

Right to Information Act, 2005

Consequent to the enactment of the Right to Information Act, 2005, IBM has been receiving various requests under RTI Act which are timely responded. During the year 2009-10 (upto December 2009), 123 applications were received and disposed off within the stipulated time frame. Out of this, 31 applications for information were rejected. Similarly, in 25 first appeals, orders were issued in all the cases within the stipulated time.