A STUDY OF LABOUR WELFARE ACTIVITIES
WITH SPECIAL REFERENCE TO
THE FERTILIZER CORPORATION OF INDIA LTD.,
GORAKHPUR UNIT

DISSERTATION SUBMITTED
IN PARTIAL FULFILMENT OF THE REQUIREMENTS
FOR THE DEGREE OF
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BY
RAIS AHMAD KHAN

Under the Supervision of
Mr. SYED MOHD. OZAIR

DEPARTMENT OF BUSINESS ADMINISTRATION
ALIGARH MUSLIM UNIVERSITY
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This is to certify that the dissertation entitled "A Study of Labour Welfare Activities With Special Reference to the Fertilizer Corporation of India Limited, Gorakhpur" submitted by Mr. Rais Ahmad Khan in partial fulfilment for the degree of Master of Business Administration in this University has been written under my guidance and supervision.

To the best of my knowledge and belief the data used in the dissertation were collected by the candidate himself and the present dissertation has not been submitted for any degree in this University or elsewhere.

(S.M. OZAIR)
SUPERVISOR
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The most important pillar on which the economic structure of any industry depends, are Labour and Capital. Of these two, labour is the real wealth of an industry and it plays a very important role in industrial development and progress of a country. Labour is such an important factor, among all the factors of production, that it will not be improper to say them the life blood of an industry.

It is a matter of fact that the development and efficiency of an industry depends upon the presence of the efficient labour force. With the passing of time a number of revolutions have been adopted. Industrial revolutions have provided many benefits for the human race but at the same time created disorganisation in society resulting in unemployment, sickness accidents and other situation in which the workers feel vulnerable. The labour problem as we find today has emerged as a result of industrial revolution. With the advent of machines the rural folks have been rendered unemployed and helpless. The whole social structure has been disorganised causing maladjustment in the society. The industrial revolution shattered the self-sufficient village economy and drove the country populace to cities to seek employment in the factories. This new class of industrial workers, who have neither been habituated to the city's impersonal living not have been conversant with the noisy - hazardous atmosphere of the industry,
find it difficult to adjust with the new situation.

The workers in general, are poverty stricken, socially insulted, ill-fed, ill-clothed, ill-educated and under debt. In an industry they don't find warmth of community life. The inadequacy of social security measures cause in them a feeling of alienation, insecurity, frustration and dismay. These mentally unhappy and maladjusted workers can not become an efficient skilled worker in the true sense of modern industrial demands.

Therefore, the modern industrialists have placed greater emphasis on human side of the organisation. They believe that the success of their organisations depend, to a great extent, on satisfied and contented labour force. Researches have pointed out that the employees have certain perceived needs and they join the organisation in the hope that the needs can be better satisfied by doing so. Thus, in order to have a well established labour force, it is necessary that the need of the workers should be completely satisfied. It is very necessary to make the best use of intelligence, energy and enthusiasm of the labourers for the maximum utilisation of resources with which the country has been gifted.

Under the same purview of the importance, this study was undergone to bring into limelight some of the important practices and procedures of labour welfare activities.
The study contains a description of the Welfare Activities in their historical prospective and what they actually are at present. Special enactments have been referred in detail and a moderate look has been made into the activities of different welfare agencies.

To look into the problem in its "practical prospective", a special reference has been made of the F.C.I's welfare activities. For the clear understanding of the problems and prospectives of the F.C.I. Ltd., Gorakhpur manpower, a brief description of the organisation, with the outlook and future prospects of management towards the problem has been made. The researcher studied for a month the problem at the Gorakhpur Fertilizer Factory.
ACKNOWLEDGMENT

The present project entitled "A study of labour welfare activities with special reference to the Fertilizer Corporation of India Limited, Gorakhpur Unit", was undertaken by me at the instance of my supervisor, Mr. S.M. Ozair. At the time of undertaking this project I least realized the difficulty and intricacy of the problem. Though a challenging and burning problem of the present industrial environment, it required profound knowledge of various areas in understanding the finer points of the subject. I encountered numerous difficulties in writing this subject and would have dropped the idea of working on such subject, had I not received ceaseless encouragement and proper guidance from my supervisor, Mr. S.M. Ozair, to whom I am highly grateful.

I am very much obliged to Mr. Abhijit Joshi (S.P.O.), Mr. R.P. Chaturvedi (Personnel-cum-Welfare Officer) and Mr. O.P. Aggrawal (General Manager), for providing me the facilities to study the problem in the Fertilizer Corporation of India, Ltd., Gorakhpur.

I wish to express my thanks to Professor Hafizudding, Head of the Department of Business Administration, to Dr. Najmul Hasan (Reader) and other staff members of the Department for their encouragement and useful suggestions. Sincere thanks are also due to my friends and colleagues, Mr. Abdul Rashid Makroo for their help in many ways.
In the last but not the least I wish to express my thanks to Mr. Qazi Mohd. Shamim, Typist, for typing the manuscript.

( RAIS AHMAD KHAN )
CHAPTER 1

1) BRIEF DESCRIPTION OF THE ORGANISATION AND STRUCTURE:

1.1. Historical Background: The Fertilizer Industry occupies a key position in an agrarian economy. The Fertilizer Industry made a rather late start in our country compared to that in the Western World. Even the need for the use of chemical fertilizers was realised only after the disastrous Bengal Famine of 1943 which incidentally led to the setting up of the first major nitrogenous fertilizer plant at Sindri in Bihar. The planning for this project actually began in 1946, but work started after independence in 1948 and the plant was finally commissioned in October, 1951.

In fact the progress of the nitrogenous fertilizer industry in India is generally considered only from 1951 onward and it is during the thirty years since then the industry has grown to its present position. In Asia, after Japan, perhaps, the Indian Fertilizer Industry could well rank as the largest in regard to the installed capacity available.

For an agricultural country like ours, where nearly 70% of the population is engaged in agricultural and allied activities, the need for introducing modern farm practices including use of vital input like chemical fertilizers, naturally enjoys high priority under the Government planning. The Fertilizer Industry has therefore grown over the years under or planned development
programme in which Fertilizer corporation of India has played a leading role, as the major growth and development has been under the public sector and for a period between 1961 to 1978, it was the Corporation which handled a major task for setting up Plants in different parts of country to meet the growing need for nitrogenous fertilizers. Since April, 1978, however, this corporation has been reorganised and four more companies have been formed which are now controlling the operations of factories which belonged to it earlier and are also going ahead with the completion of projects in hands at the time of reorganisation. Of course, this decentralisation would keep in better growth of the industry in our country.

As far as, the history of the growth of Fertilizer Industry in India is concerned, we can mention briefly that in the initial stages a plant was set up at Alwaye by Fertilizers and Chemicals, Travancore, Ltd. (FACT) which had a capacity for producing 46,000 tonnes of Ammonium Sulphate per year. The feed stock used was 'Fuel' wood.

The nitrogenous fertilizer industry, however, can be said to have made or real entry into the modern age with the setting up of the Ammonium Sulphate Plant at Sindri in Bihar in 1951 with the capacity of 3,50,000 tonnes per year in terms of the end product. In the next few years plants for producing Urea and Ammonium Sulphate Nitrate (Double Salt) were also added at the Sindri Complex, increasing the overall installed capacity to 1,17,000 tonnes in terms of Nitrogen per annum.
After Sindri a gradual expansion followed with an expansion project at FACT's Alwaye Plant and setting up of new plant at Nangal, Rourkela and Neyveli during the first plan period. By the end of the first plan period in 1956 the installed capacity of projects completed increased to 93,000 tonnes in terms of nitrogen per annum.

During the Second Five Year Plan period the capacity was substantially increased to nearly 0.25 million tonnes per annum in terms of nitrogen. This was further raised to around 0.6 million tonnes per annum by the end of the Third Five Year Plan (1968).

During the Fourth Five Year Plan substantial investment was made to increase production facilities in the country and a number of new projects well proposed in both private and public sectors. For the first time the plants were also proposed for being set-up under the cooperative sector by IFFCO. A number of projects went into production during this period. These projects were at Neyveli, Gorakhpur, Namrup, Kanpur, Baroda, Ennore, Vishakhapatnam and Kota. In addition, work on the plant at Durgapur and Cochin as also the Kalol and Kandala plants of IFFCO was started. The installed capacity shot up to 2.4 million tonnes per annum by the end of the plant (1974).

A significant decision was made during this period for setting up of India's first coal-based projects at Talchas and Ramagundam each with capacity for producing 2,28,000 tonnes of
Nitrogen per year. Besides, five plants based on fuel oil were also to set-up at Bhatinda, Panipat, Haldia, Sindri modification and the Nangal Expansion Project. Further expansion of the plant at Cochin was also proposed.

During the Fifth Plan Period also the nitrogenous fertilizer production increased rapidly. Plants came up at Manglore, Tuticorin, Goa and Madras along with the expansion of some of the existing units at Gorakhpur and Namrup. The installed capacity rose further to over 3 million tonnes of nitrogen by the end of 1976-77.

In the beginning of 1978, there were 23 nitrogenous fertilizer units operating in the country with a total installed capacity of nearly 3.9 million tonnes in terms of nitrogen alone. Now the number has increased to 33 nitrogenous plants with a total capacity of 4.73 million tonnes of nitrogen.

The two coal-based projects, which are under the Fertilizer Corporation of India, have gone on stream towards the end of 1980 and these are among the largest of their type in the World. They are using 4-headed gasifiers which have been fabricated within the country, each gasifier producing gas equivalent to 300 tonnes of Ammonia per day.

1.2. Organisation of F.C.I.: The Fertilizer Corporation of India is governed by the Company’s Act, 1956 and has its Head Office at New Delhi. The Company is fully owned by the Government of India. Its shares being held in the name of the President of India and his nominees.
The affairs of the company are carried out under the superintendence, control and direction of the Board of Directors consisting of Functional Directors and some part-time Directors appointed by the President of India. The Functional Directors, including the Chairman and Managing Director are whole-time executives. At present there are five senior officers of General Manager's rank who are looking after the duties of Functional Directors. They are Chief Executive (Management Services), Incharge of Personnel and Industrial Relations, Officer on Special Duty (Production), General Co-ordination Manager, General Marketing Manager, Officer-on-Special Duty (Technical).

The F.C.I. is functioning under the Ministry of Petroleum, Chemical & Fertilizers, Government of India, and the Corporation's Board of Director is controlled by the Ministry.

The Chairman and Managing Director (CMD) is the Chief Executive of the Corporation. The various units/divisions are headed by the General Managers, who are guided by the policies framed by the Board of Directors. The CMD exercises such powers as are given to him by the Board of Directors. As the Managing Director (MD) has to make quick decisions, he is given wide powers in staffing, recurring and non-recurring expenditures and writing off the losses.

The CMD is assisted by the Functional Directors in the fields such as : (1) Projects and Construction (2) Personnel and
Industrial Relations, (3) Finance, (4) Production, and (5) Marketing.

Besides, the CMD has various advisors who extend expert advice to him in their respective fields. The main advisors at present are:

(1) Chief Manpower and Training Advisor.
(2) Financial Advisor,
(3) Secretary, and
(4) Chief Public Relation Manager.

The Board of Directors meets generally at least once in three months and reviews the progress made by the Corporation and decides the general policy matters. The Board is not burdened with day to day executive functions. To carry out such functions, an Internal Consultative Committee under the Chairmanship of Managing Director and comprising of the General Managers of all the Units/Division of the Corporation, Functional Directors and Financial Advisor, is also functioning at Head Office. The Internal Consultative Committee is expected to carry out the policies as framed by the Board of Directors.

CAPITAL: The present authorised capital of the reorganised Corporation is Rs. 400 crores with a subscribed capital of Rs. 374.13 crores.¹

1.3. **GORAKHPUR FERTILIZER FACTORY**:

The idea of establishing a fertilizer factory in Uttar Pradesh was first conceived upon in early 1960 and Gorakhpur was selected as one of the sites by the Fertilizer Technical Committee appointed by the Government of India for setting up of the Fertilizer factory. The present location was selected since it offered the lowest cost taking into consideration the movement of raw material and distribution of finished products (Urea) to the consumers. The labour is also cheap and easily available at Gorakhpur.

The Government accepted the recommendation of the Fertilizer Technical Committee after negotiation with the Government of Japan for availability of Yen Credit for the import of Plant and Machinery, clearance to go ahead with the project was given by the Government of India by granting the Industrial Licence for the project on 27th October, 1961. The contract for the supply of main plants was awarded to M/S Toyo Engineering Corporation, Japan on 21st August, 1963. The design, engineering and supply of some of the ancillary plants and facilities were undertaken by the then Planning and Development Division of the F.C.I.

One stream of Urea Plant started producing Urea from February 2nd, 1968. From April, 1968, the second stream was also commissioned. The entire factory work was completed according to the schedule. Built with a capital investment of about
ORGANISATIONAL CHART OF THE PERSONNEL DEPTT.

The Fertilizer Corporation of India Ltd.
GORAKHPUR UNIT.

GENERAL MANAGER

DY. GENERAL MANAGER

PERSONNEL MANAGER

SR PERSONNEL OFFICER

PERSONNEL OFFICER

ASST. OFFICER (ESTABLISHMENT)

JR OFFICER PERSONNEL

SPORTS ORGANISER

JR LAISIAN OFFICER

ASST. PERSONNEL OFFICER

WELFARE OFFICER

WELFARE

CANTEEN

PRINCIPAL

INTERMEDIATE COLLEGE

K.G. SCHOOL

ENGLISH MEDIUM

PRIMARY SCHOOL
Rs. 35 Crores including foreign exchange components of Rs. 14.4 Crores. The factory was formally inaugurated and dedicated to the Nation on 20th April, 1968 by Shrimiti Indira Gandhi, the then Prime Minister of India, and it went into commercial production w.e.f. 1st January, 1969.

CAPITAL OF GORAKHPUR UNIT:

1. Total Capital Employed (Net fixed assets plus net working capital) = Rs. 30.99 crores
2. Net Fixed assets after Depreciation = Rs. 20.10 crores
3. Net Working Capital = Rs. 10.89 crores

PRODUCT:

The factory had an installed capacity of producing 350 million tonnes of Ammonia per day and 543.5 million tonnes of Urea per day, which means an annual production of 1,74,000 tonnes of Urea containing 46% of Nitrogen (80,000 tonnes in terms of Nitrogen).

EXPANSION OF THE FACTORY:

Based on the recommendations of the World Bank Mission, a Rs. 19 crores expansion was taken with a foreign exchange component of Rs. 8.5 crores. The expansion was mainly based on utilizing the idle capacity of stand by equipment and machinery and services to the maximum extent to minimise additional

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investment. Know-how and the design for the expansion were furnished by M/S Toyo Engineering Corporation, Japan. Complete Planning, construction, testing and commissioning of the plants under the expansion has been done by the unit's project team.

With this optimistic scheme, the production capacity of Ammonia has increased to 570 million tonnes per day as compared to 350 million tonnes per day and Urea to 950 million tonnes per day from 543.5 million tonnes per day i.e., the production capacity of the plants has increased from 80,000 tonnes of Nitrogen per annum (1,74,000 tonnes Urea) to 1,32,000 tonnes of nitrogen (2,85,000 tonnes of Urea) on the operating cycle of 300 stream days per annum for the production of which the following raw materials are consumed.

- Naptha - 1,45,000 tonnes per annum
- Coal - 1,30,000 tonnes per annum
- Water - 12 million Gallon per day
- Electricity - 42 Mega Watts
- Steam - 40 kg. per cm$^2$
- Sags - 57,00,000 per annum$^3$

The expansion project was also completed within schedule with the production of Urea having been stabilised on the night of 26/27th December, 1975.

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1.4. LOCAL MANAGEMENT:

The Head of the local management has been designated as General Manager, who is responsible to the Chairman and Managing Director (CMD) for the functioning of the Unit. The GM is assisted by the Deputy General Manager and other departmental heads in different areas. The Departmental Heads are assisted by a team of Officers and staff to carry out the assigned responsibilities pertaining to different areas.

1.5. CURRENT STATUS OF F.C.I.:

The installed capacity at the end of 1980-81 had risen to over 4.5 million tonnes of nitrogen. Out of which the share of Public Sector plants happened to be of 28 million tonnes followed by the private sector with an installed capacity of 1.3 million tonnes and that in the cooperative sector with capacity of 0.4 million tonnes.5

FUTURE OUTLOOK:

A number of fertilizer projects are currently being set up, including at Haldia and Bharuch, while expansions have been carried out in the existing plants at Kanpur, Kandla and Trombay. These projects are likely to go into commercial production by the end of 1982 thereby increasing the annual installed capacity to 7.27 million tonnes of nitrogen.

With the discovery of oil deposits in Bombay High and Bassein areas, ten large-sized nitrogenous fertilizer projects have been envisaged to be set-up using associated gas as feedstock. Four projects have already been sanctioned, two each that Vaishet in Maharastra and Hazira in Gujrat. Locations for the remaining six projects are still to be finalised.

It is expected that with the completion of the proposed gas based projects and others by 1990, India would be having an installed capacity of nearly 9.6 million tonnes of nitrogen.6

India is also trying to provide assistance to sister countries by providing trained personnel for commissioning and setting up Fertilizer Training Institute.

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CHAPTER 2

2) MEANING AND IMPORTANCE OF LABOUR WELFARE:

2.1) MEANING AND SCOPE OF LABOUR WELFARE:

The term 'Welfare' is necessarily elastic, which has been differently interpreted from country to country and from time to time, and even in the same country, according to its value system, social customs, degree of industrialisation and general level of social and economic development. Hence, it is difficult to give a precise definition of the term "Welfare Activities", since it is essentially flexible. As Mr. Arthur Tames Todd aptly remarks, "A series of sharply diverse opinions exist on the motives and merits of industrial welfare work."¹ According to the National Commission on Labour, "The concept of Labour Welfare is dynamic, its content will be different from country to country and even in the same country."²

The International Labour Organisation (ILO) pointed out in its resolution of 1947 "Labour Welfare" as "such services, facilities and amenities as adequate canteens, rest and recreation facilities, arrangements for travel to and from work and for the accommodation of workers employed at a distance from

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their houses and such other services, amenities and facilities as contribute to improve the conditions under which workers are employed.\textsuperscript{3}

A team study appointed by the Government of India in 1959, divided the entire range of these activities into following three categories:

(i) Welfare within the precincts of an establishment, such as medical aid, creches, canteens, supply of drinking water etc.;
(ii) Welfare outside the establishment viz., provision for indoor and outdoor recreation, housing, adult education, visual instruction etc., and,
(iii) Social Security.

But the committee on Experts on Welfare Activities for industrial workers, established by I.L.O. in 1963, divided welfare services into:

(a) Within the establishment, and,
(b) Outside the establishment.

(a) WITHIN THE ESTABLISHMENT:— The provisions for welfare within the establishment include:

(i) Latrines and urinals;
(ii) Washing and bathing facilities;
(iii) Arrangements for drinking water;
(iv) Creches;
(v) Rest shelters and canteens;
(vi) Arrangement for preventing the fatigue;

\textsuperscript{3} I.L.O. Resolution of 1947 as quoted by the National Commission on Labour, Government of India, p. - 112.
(vii) Health services including occupational safety;
(viii) Administrative arrangement at the plant level to look after welfare;
(ix) Uniform and protective clothing; (safety)
(x) Shift allowance.

(b) OUTSIDE THE ESTABLISHMENT:— The welfare amenities outside the establishment include:

(i) Maternity benefit;
(ii) Social insurance measures including gratuity; pension, provident fund and rehabilitation;
(iii) Benevolent funds;
(iv) Medical facilities including programmes for physical fitness and efficiency, family planning and child welfare;
(v) Education facilities including adult education;
(vi) Housing facilities;
(vii) Recreation facilities including sports, cultural activities, library and reading rooms;
(viii) Holidays homes and leave travel facilities;
(ix) Workers cooperatives, including consumers cooperative stores, fair price shops and cooperative thrift and credit societies.
(x) Vocational training for dependents of workers;
(xi) Other programmes for the welfare of women, youth and children, and
(xii) Transport facilities to and from the place of work.4

Thus, we can say that labour welfare includes housing, medical and educational facilities, nutrition (including provisions of canteens, rest and recreation facilities, cooperative societies, day nurseries and creches, provision for sanitary accommodation, holidays with pay, social insurance measures, undertaken voluntarily by the employers alone or jointly with workers, including sickness and maternity benefit schemes, provident fund, gratuity and pensions.

In short, "welfare" is a comprehensive term to cover all those aspects of industrial life which include all efforts of employer and other that are directed towards the betterment of physical, mental or cultural well being of the workers.

2.2) IMPORTANCE OF LABOUR WELFARE ACTIVITIES:

We can evaluate the importance of labour welfare from the following two points of view: -

1) From humanitarian point of view, industrial workers should be provided certain facilities and amenities of life.

2) From economic point of view, Welfare is very essential as it improves the living and working conditions of industrial labour.

As regards the importance of welfare of the workers in India, it can easily be assessed by observing the living and working conditions of Indian labour. In India, industrial workers are almost drawn from rural areas. They have to work for long hours under unhealthy surroundings and after words have no means
to remove the drudgery of their lives. Removed from the village community and throne into a strange and uncognial, strange and uneconomic environment. Therefore, they are liable to become easy victims of drink, gambling and other vices which tend towards their demoralization.

The workers regard industrial employment as necessary evil and always keep contacts with the rural community. Under these circumstances, a contented, stable and efficient labour force, therefore, can not be built up so long as improvement is not introduced in the working and living conditions of industrial centres. Thus, the importance of labour welfare is greater in our country than in any industrially advanced country of the west. Further, welfare activities also contribute in making the industrial employment more attractive. Provision of good housing, minimum wages and other benefits are bound to create a feeling of satisfaction and contentment amongst the workers. Such provisions are, therefore, greatly helpful in reducing the extent of labour turnover and absenteeism. Moreover, the social advantages of labour welfare are also significant. For example, provision of good housing, good working conditions, recreational facilities, medical facilities, educational facilities, etc., are bound to increase the mental efficiency and economic productivity of industrial workers. Hence, no country can ignore the welfare activities as ignoring this will mean inviting failure for the organisation.

The success of the business mainly depends on efficient working and higher productivity of the workers which in turn depends
on their all round satisfaction and well being, for which employee welfare and employee services schemes are the main source. Therefore, it is essential that the workers should be properly motivated. There are certain perceived needs of the employees and when they join the organisation they somehow believe that the needs can be better satisfied by doing so. In short, they have perceived expectation from the organisation working. It is only possible when the workers feel satisfied and motivated. If their needs are achieved according to their expectations they feel satisfied and motivated. Labour welfare is one of the important means to motivate the workers. Therefore, the employers have some social, legal and moral responsibilities towards their workers. They must obviously have some social responsibility to the community to prevent their factories becoming a source of danger. For this purpose, they have to make provision for health and safety as well as sanitary schemes etc. Beyond this they have a moral responsibilities to the individual employee whose life they largely control. They normally spend a quarter of their working life in the factory. They, therefore, have every right to demand that the conditions under which they do so should be reasonable and provide proper safeguards for life and health. Labour welfare also benefits the employers themselves, because it represents investment in


human factor of production. If he does something for the welfare of the workers under various of employee services, certainly he will reap its return in terms of higher productivity, better industrial relation, lower absenteeism and labour turnover.

The aim of welfare activities is partly humanitarian, partly economic and partly civic. It is humanitarian, as it aims at providing certain facilities and amenities of life to which they themselves can not provide. It is economic because it improves the efficiency of the workers and keeps the workers contented and minimises the chances of conflict. It is civic, as it is a means to promote a sense of responsibility and dignity among the workers and to make them better nationals.

2.3) WELFARE AGENCIES:

A number of agencies for implementing the various labour welfare programmes are utilised, as the problem of labour welfare is of such a great magnitude that no one single agency can tackle it, alone, successfully. These agencies are as given below —

(A) WELFARE ACTIVITIES UNDERTAKEN BY THE GOVERNMENT:

The origin of welfare work in India may be traced to the World War I, 1914-18. Till then, labour welfare was hardly thought of owing to the ignorance and illiteracy of the workers themselves, the short-sightedness of the employers, the carelessness of the state, and indifference of the public. But, since the World War I, it has been expanding steadily, mostly on voluntary basis.
Certain conferences were held in 1922 and 1926 for the coordination of the entire welfare work, names of those conferences were "All India Welfare Conference" and "International Labour Conference", the provincial governments were asked to collect information on such work. Thus, the Central Government did nothing for a long time, except holding labour conferences and making recommendations. The great depression of 1930's also did much to temper the interest which the war had kindled. The Government, as well as, the industrialists were prompted to take active interest in the welfare work due to the discontents and industrial unrest that prevailed in the country, and to some extent due to the moral pressure brought to bear on them by the work of International Labour Office. The Second World War placed greater emphasis to strengthen the welfare activities, and the benefit resulting from a proper regard for the health and well being of the workers were gradually recognised, and employers cooperated with the Government in the provision of improved amenities.

The U.P. Government has opened a separate department, for the purpose of looking after the welfare of the workers, known as "Labour Welfare Department". The department has established a number of labour welfare centres at important industrial centres of the state.

(B) WELFARE ACTIVITIES UNDERTAKEN BY THE EMPLOYER:

At present, welfare activities are being brought more and more under the scope of legislation rather than being left to the
good sense of the employers. The labour welfare work undertaken by the employers are voluntary as well as obligatory character. Statutory obligations are fulfilled in response to the calls of the factories Act, 1948. The obligatory employee welfare schemes includes following provisions —

(i) Washing Facilities;
(ii) Facilities for storing and drying clothes;
(iii) First-aid-appliances;
(iv) Shelter, Rest Room and Lunch Room;
(v) Creches, and
(vi) Canteen etc.

Similarly with the adoption of the "Employees State Insurance Scheme", medical aid will no longer be the responsibility of industrial employers.

(i) **STATUTORY WELFARE ACTIVITIES:**

Statutory welfare refers to those provisions which are derived from the coercive power of the Government. In other words, these are legal compulsions regarding the safety and working conditions of the workers. These facilities include washing facilities, bathing facilities, facilities for sitting, first-aid-appliances, canteens, shelters, restrooms, lunch-rooms, creches and welfare officers.

1. **CANTEENS:**

The canteens are being increasingly recognises all over the world as an essential part of industrial establishment,
providing very great benefit from the point of view of health, efficiency and well being of workers. The main aim of an industrial canteen is to introduce an element of nutritional balance into the otherwise deficient and unbalance dietary of the workers to provide cheap and clean food and offer an opportunity to relax in comfort near the place of work, to save time and trouble to the workers on account of exhausting journeys to and from the place of work after long hours in the factory and to enable them to surmount the difficulties experienced in obtaining meals or food stuffs. "Canteen movement must be accepted by the state as a definite charge and the running of canteens must be accepted by the employer as a national investment." Canteen facilities are also provided in the F.C.I. Ltd. Gorakhpur.*

(2) CRECHES:

The Government of India under the Factories Act, 1948 has empowered the State Government to make rules requiring the reservation of suitable rooms for the use of children, under the age of six years, belonging to women workers in factories, employing 50 or more women workers and prescribing the standards for such rooms and the nature of supervision to be exercised for the children. Most of the States have taken resources to this rule making power. However, it was rightly pointed out by the


* N.B.: For greater details vide Chapter 3 paste "Labour Welfare Activities under taken by the F.C.I. Ltd., Gorakhpur."
Labour Investigation Committee, the position in regard to the establishment of creches, except in a few industrial units, is very unsatisfactory. Generally speaking, the creche is one of the neglected corners of the factory, away from the work place with no play things to attract the children and nobody to look after them. Even if an Aaya or a nurse is in attendance, she seldom pays sufficient attention to the requirements of the children left there. As far as F.C.I. Ltd., Gorakhpur is concerned, due to non-availability of the female workers within specified limit, no creche has been provided.

(3) WASHING AND BATHING FACILITIES:

The Factories Act requires that in every factory in which any process involving contact by the workers with any injurious or abnoxious substance is carried on a sufficient supply of water, suitable for washing shall be provided for the use of workers at suitable places and with facilities for its use. These facilities are provided in almost all the factories for the workers but not soda, soap and towels which are also necessary. In many cases the number of taps and basin is inadequate.

Although, in F.C.I. Ltd., Gorakhpur, adequate washing and bathing facilities are available for the workers but they are not utilised by the workers properly.

(11) VOLUNTARY WELFARE ACTIVITIES:

Voluntary welfare activities are those which are undertaken by the employers for their workers without any compulsion of the
Government. In other words, voluntary activities are those the employers are not bound to by any provision of any Act, rules or regulations. They are undertaken primarily, to motivate the workers by providing such facilities as medical, provisions for games, sports etc. Except educational facilities other facilities are provided to the employees.

In the F.C.I. Ltd., Gorakhpur voluntary welfare facilities are provided on the large scale for the workers.

1. **RECREATIONAL FACILITIES**

Recreational and entertainment programmes have good bearing on the lives of the workers. It reduces fatigue effect of both physical and mental work. It gives the employees an opportunity to relax their tensions generated by the monotony and arduous nature of industrial work. Moreover, it increases the working efficiency of the employees and gives pleasure to them. The Labour Investigation Committee pointed out that the value and importance of entertainments, as a means to relieve the monotony and drudgery of working long hours in the factories or mines and to introduce an element of joy and relief as well as to impart instructions and education to the ignorant workers can not be overestimated. The average industrial worker works in an atmosphere of dust, noise and heat and lives in tenable overcrowded and insanitary dwellings, which are generally no better than dark dangerous. In short, this facility is highly beneficial and absolutely necessary everywhere particularly in
industrial life and environment. The provision of recreational and cultural facilities which include various types of indoor and outdoor games, Radio listening, excursions, lectures, concerts, cinema shows, reading rooms and libraries, theatrical performances, holiday homes etc., must effectively fulfil this object and go a long way in reducing evils of drinking and gambling and particularly prostitution which prevails in the labour areas owing to the glaring numerical disparity of sexes.

The recreational and cultural facilities are provided by the F.C.I. on large scale. It provides the facility of both indoor and outdoor games and there is an efficient arrangements for showing films and providing other cultural facilities.

2. MEDICAL FACILITIES:

The importance of medical facilities for the workers can hardly be exaggerated. Medical facilities are cardinal importance and have great impact on industrial development and its progress. We can evaluate this problem from two sides. Firstly, the health hazards common to all citizens, and, secondly, the occupational health risk to which workers are exposed in certain industries.

As a citizen, the medical needs of an industrial worker are met by the general health service. According to a report of Planning Commission, the state of health in the country is very low and the whole programme of health development is bound up with a broader programme of social improvement. The report further
observes the need for the establishment of a National Museum of Industrial Health, Safety and Welfare, appointment of full time medical inspectors, short courses of instruction in the industrial health and organisation of investigation and surveys for collecting information on occupational disease and other health problems.

The Royal Commission on Labour in India emphasised the point that the health of the industrial workers is of cardinal importance not only to himself, but also in relation to general industrial development and progress. Sickness and illhealth are recognised to be among the most widespread causes of absenteeism, lowered morale and bad time keeping, leading to decreased production, spoiled work and bad employee management relations. In India, the health of workers is adversely affected due to bad climatic conditions under which work is performed, unhealthy conditions in most factories, tropical diseases and illness due to ignorance and poverty, long hours of work, and low wages and due to the fact that industrial worker is migratory in character coming from rural areas and the city life is not conducive to his health. Hence, the provision for medical facilities for the workers are of great importance in almost all the countries especially for India. At present provisions for medical facilities have been made under the various State and Central Acts. Besides, the employers have also provided medical facilities to their workers.
As far as Fertilizer Factory, Gorakhpur is concerned, this facility is provided on a large scale since one full fledged hospital is available having sufficient number of beds.

3. **EDUCATIONAL FACILITIES**

Illiteracy and lack of education among the workers is a great hurdle in the path of success not only for the workers but also for the Industrial progress and development. The provision of educational facilities for industrial workers is, therefore, of great importance. The importance of worker's education needs not to be over emphasised. It was not so urgent and necessary in earlier days as it is today when workers has to play a significant role in an industrial complex which is different in various respects from that in the past. Thus, the need for education is specially urgent in an era of industrial expansion, when the process of industrialisation may involve the transfer of workers in large number from agricultural to industrial occupations and the acquisitions of industrial skills and techniques. Without a good foundation of general education, training will be both difficult and expensive. The workers are taking more active part in the promotion and administration of welfare measures, but the efficient administration of welfare activities requires that the persons concerned should be educated.

As regards illiteracy and lack of education among workers the Whitley Commission observed:
"It is almost impossible to overestimate of this disability, which are obvious in wages in health, in productivity, in organisation and several other directions. Modern machine industry depends in a peculiar degree on education, and the attempt to build it up with an illiterate body of the workers must be difficult and perilous. We should emphasize the fact that precisely because of this, the education of industrial labour should receive special attention."

Despite of this recognition of the importance of workers education no concrete steps were taken by the Government or by the employers. It was only in the Second Five Year Plan (1956-61) that training the workers in trade union philosophy and method found a place. It was rightly considered a necessity if unions were to become self-reliant in respect of office bearers.

So far as the educational facilities for workers, children and training for the workers are concerned, they have been paid more attention than workers' education.

As far as F.C.I. Ltd., Gorakhpur is concerned, this facility is provided for the workers.

4. **GRAIN SHOP FACILITIES**

Grain shop facilities have also become an important part of labour welfare, which have been provided at many places.

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9. IInd Five Year Plan, p. 573.
In many places, employers have provided grain shop facilities for their workers. The Government of India realised during the war period that it would be in the interest of war production to keep the efficiency and the morale of the workers high and encouraged the employers to start grain shops, and sell them either at cost or concessional prices to the workers. Special transport facilities were provided by the Government and many employers took advantage of it and started grain shops. The importance of providing shops near the workers quarters is very great, for this purpose, establishment of consumers cooperative stores of the workers should be encouraged, and the employers can advance some initial capital for it, or the grain shop facilities should be extended. Now these facilities have been provided by all important industries including F.C.I. Ltd., Gorakhpur.

(c) WELFARE ACTIVITIES UNDERTAKEN BY THE WORKERS ORGANISATION:

Certain welfare activities are undertaken by the trade unions for the social and economic betterment of their members. These activities are called as mutual welfare, which refer to those activities which are initiated by workers for their betterment in a suitable manner. It is a matter of fact that the Trade Unions are not taking any active part in organising welfare activities. The Unions have not so far been able to arrange any labour welfare activities. The reasons behind this are, firstly, because of many smaller organisation, their funds
are not sufficient, secondly there is a lack of coordination among the workers. Thirdly, the union donot get any encouragement at the hands of employers. The employers think the trade unions as their rivals.
CHAPTER 3

3.1) WELFARE ACTIVITIES AS PROVIDED IN THE FACTORIES ACT, 1948:

According to the Factories Act, 1948, the Welfare Activities are explained from section 42 to section 50.

1. WASHING FACILITIES (42):

   1) In every factory:

      (a) Adequate and suitable facilities for washing shall be provided and maintained for the use of workers therein;

      (b) Separate and adequately screened facilities shall be provided for the use of male and female workers;

      (c) Such facilities shall be conveniently accessible and shall be kept clean.

N.B.: *'Factory' means any premises including the precincts thereof.

   (i) Whereon ten or more workers are working, or were working on any day of the preceding twelve months, and in any part of which a manufacturing process is being carried on with the aid of power, or is ordinarily so carried on, or

   (ii) Whereon twenty or more workers are working, or were working on any day of the preceding twelve months, and in any part of which manufacturing process is being carried on without the aid of power, or is ordinarily so carried on (Section 2 m)

** "Worker" means a person employed, directly or through any agency, whether for wage or not, in any manufacturing process, or in cleaning any part of machinery, or in any other kind of work incidental to or connected with, the manufacturing process, or the subject of manufacturing process (Sec. 2 1).
2) The State Government may, in respect of any factory or class or description of factories or of any manufacturing process, prescribe standards of adequate and suitable facilities for washing.

2. FACILITIES FOR STORING AND DRYING CLOTHING (43):

The State Government may, in respect of any factory or class or description of factories, make rules requiring the provision therein of suitable places for keeping clothing not worn during working hours and for the drying of wet clothing.

3. FACILITIES FOR SITTING (44):

1) In every factory suitable arrangements for sitting shall be provided and maintained for all workers obliged to work in the standing position, in order that they may take advantage of any opportunities for rest which may occur in the course of their work.

2) If, in opinion of the Chief Inspector, or workers of any factory engaged in a particular manufacturing process or working in a particular room are able to do their work efficiently in a sitting position, he may by order in writing, require a occupier of the factory to provide before a specified date such seating arrangements as may be practicable for all workers so engaged or working.

3) The State Government may, by notification in official Gazete, declare that the provisions of sub-section (4) shall not apply to any specified factory or class or description of
factories or to any specified manufacturing process.

4. **FIRST-AID-APPLIANCES (45):**

1) There shall in every factory be provided and maintained so as to be readily accessible during all working hours first aid boxes or cupboards equipped with the prescribed contents and the number of such boxes or cupboards to be provided and maintained shall not be less than one for every one hundred and fifty workers ordinarily employed at any one time in the factory.

2) Nothing except the prescribed contents shall be kept in the first-aid-boxes or cupboards.

3) Each first-aid-box or cupboard shall be kept in the charge of the separate responsible person who is trained in first aid treatment and who shall always be readily available during the working hours of the factory.

4) In every factory wherein more than five hundred workers are employed there shall be provided and maintained an ambulance room of the prescribed size, containing the prescribed equipments and in the charge of such medical and nursing staff as may be prescribed

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**N.B.:** *'Manufacturing process' means any process for:—*

(i) making, altering, repairing, ornamenting, finishing, packing oiling, washing, cleaning, breaking up, demolishing, or otherwise treating or adapting any article or substance with a view to its use, sale, transport, delivery or disposal, or

(ii) pumping oil, water or sewage, or

(iii) generating, transforming or transmitting power, or

(iv) composing types for printing or other similar process or book binding.

(v) constructing, reconstructing, repairing, fitting or breaking up ships or vessels.
5. **Canteens (46):**

1) The State Government may make rules requiring that in any specified factory wherein more than two hundred and fifty workers are ordinarily employed, a canteen or canteens shall be provided and maintained by the occupier for the use of workers.

2) Without prejudice to the generality of the foregoing power, such rules may provide for:
   
a) the date by which such canteen shall be provided.
   
b) the standard in respect of construction, accommodation, furniture and other equipment of the canteen;
   
c) the foodstuffs to be served therein and the charges which may be made thereof;
   
d) the constitution of a managing committee for the canteen and representation of the workers in the management of the canteens;
   
e) the delegation to the Chief Inspector, subject to such condition as may be prescribed, of the powers to make rules under clause (c).

6. **Shelters, Restrooms and Lunch Rooms (47):**

1) In every factory wherein more than one hundred and fifty workers are ordinarily employed, adequate and suitable shelters or rooms and a suitable lunch room, with provision for drinking water, where workers can eat meals brought by them shall be provided and maintained for the use of workers.

Provided that any canteen maintained in accordance with the provisions of section 46 shall be regarded as part of requirements of this sub-section.
Provided further that where a lunch room exists no worker shall eat any food in the work room.

2) The shelters or rest rooms or lunch rooms to be provided under sub-section (1) shall be sufficiently lighted and ventilated and shall be maintained in a cool and clean conditions.

3) The State Government may —
   
a) prescribe the standards in respect of construction, accommodation, furniture and other equipment of shelters, rest rooms and lunch rooms to be provided under this section.

   b) by notification in official Gazete, exempt any factory or class or description of factories from the requirement of this section.

7. CRECHES (48)i—

1) In every factory wherein more than fifty women workers are ordinarily employed there shall be provided and maintained a suitable room or rooms for the use of children under the age of six years of such women.

2) Such rooms shall provide adequate accommodation, shall be adequately lighted and ventilated, shall be maintained in a clean and sanitary condition and shall be under the charge of women trained in the care of children and infants.

3) The State Government may make rules —

   a) prescribing the location, and the standards in respect of construction, accommodation, furniture and other equipment of rooms to be provided, under this section.
b) requiring the provision in factories to which this section applies of additional facilities for the care of children belonging to women workers, including suitable provisions of facilities for washing and changing their clothing.

c) requiring the provision in any factory of free milk or refreshment or both for such children.

d) requiring that facilities shall be given in any factory for the mother of such children to feed them at the necessary intervals.

8. WELFARE OFFICERS (49):

1) In every factory wherein five hundred or more workers are ordinarily employed, the occupier shall employ in the factory such number of welfare officers as may be prescribed.

2) The State Government may prescribe the duties, qualifications and condition of service of officers employed under sub-section (1).

9. POWER TO MAKE RULES TO SUPPLEMENT THIS CHAPTER:

The State Government may make rules —

a) exempting, subject to compliance with such alternative arrangements for welfare of workers as may be prescribed, any factory or class or description of factories from compliance with any of the provision of the chapter.

b) requiring in any factory or class or description of factories that representatives of the workers employed
in the factory shall be associated with the management of the welfare arrangements of the workers.\(^1\)

### 3.2 New Wage Agreement and Special Welfare Fund:

A wage Agreement for the unionised categories of the employees has been recently arrived at between the management of F.C.I. and N.F.L. Group of companies and the representatives of the recognised unions. The agreement is for a period of 4 years with effect from January 1, 1979.\(^2\)

Shri P.L. Kukreja, C.M.D., F.C.I., assisted by Shri B.N. Kapoor, Dy. G.M. (P & A) led the negotiations on behalf of the management with the representatives of the recognised unions of the undertaking concerned. The negotiations were quite protracted and continued for several months before an agreement was reached.

A minimum gross benefit of ₹85/- has been insured to all those workers who were on the rolls of the companies on the date of signing the agreement. This wage agreement shall substantially benefit nearly 27,000 workers of the five companies.

Several new benefits such as re-imbursement of expenditure as per a new formula in lieu of L.T.C. (Leave Travel Concession)

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for visiting any part of India in a block of 4 years, shift allowances for the first and second shifts have also been provided in the agreement. In addition to the enhancement in the rates of existing benefits has been allowed which include washing allowance, night shift allowance, cycle allowance and H.R.A. (House Rent Allowance) in unclassified cities etc.

**SPECIAL WELFARE FUND:**

A unique feature of the agreement is the creation of a special welfare fund for undertaking welfare projects in the neighbourhood of the operating units/projects/officers or for giving relief to hard cases within an establishment itself. This scheme will be financed through contribution and it has been agreed under the agreement that each employee shall contribute Rs.1/- per month from his salary towards this Fund, while the management would give a grant of Rs.1000/- in case of units/divisions and, a suitable amount in case of officers, depending upon the number of employees employed therein.

The union representatives also agreed to cooperate with the management in creating healthy climate of Industrial Relations and in promoting efficiency and increasing productivity. Further, they also agreed that they would not raise any additional/new demand having a financial implication during the validity of the four year period of the settlement.
NEW WAGE STRUCTURE FOR WORKERS IN UNIONISED CATEGORIES:

A revised salary and wage structure for the workers in the unionised categories working in the Fertilizer Corporation of India and National Fertilizer Group of companies has been implemented recently.

A gross minimum benefit of Rs.85 to Rs.94/- will accrue to all workmen who were on the rolls of the companies on the date of agreement.

The revised salary and wage structure shall be effective from January 1, 1979 for a period of four years ending 31st Dec., 1982 and shall benefit nearly 27,000 workers.

A revised schedule for the payment of Fixed Dearness Allowance (FDA) has been finalised for different salary scales. In addition all the workers shall also be entitled to Variable Dearness Allowance (VDA) at the rate of 1.30 per point rise or fall beyond AICPI (All India Consumer Price Index) No.302 (base year 1960 = 100). The salient features of the new wage agreement are as under:

1. Pay Scales:

    The existing pay scales will stand revised to the new pay scale with effect from 1.1.1979, as shown in the following table.
### TABLE - 1

REVISED PAY SCALES BASED ON INDUSTRIAL PATTERN OF DA i.e.
VARIABLE DEARNESS ALLOWANCE PAYABLE AT THE RATE OF ₹.1.30 PER
POINT RISE OR FALL BEYOND AICPI No.302 (Base Year 1960 = 100)

<table>
<thead>
<tr>
<th>S.N</th>
<th>Existing Pay Scales</th>
<th>Span in years</th>
<th>Revised Pay Scales</th>
<th>Span 1 years</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>260-6-350</td>
<td>15</td>
<td>300-8-468</td>
<td>21</td>
</tr>
<tr>
<td>2</td>
<td>270-7-326-8-366</td>
<td>13</td>
<td>365-8-421-9-475</td>
<td>13</td>
</tr>
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<td>3</td>
<td>235-8-344-9-390</td>
<td>12</td>
<td>380-9-452-10-492</td>
<td>12</td>
</tr>
<tr>
<td>4</td>
<td>319-9-400-10-430</td>
<td>12</td>
<td>410-11-498-12-546</td>
<td>12</td>
</tr>
<tr>
<td>5</td>
<td>320-11-430-12-490</td>
<td>15</td>
<td>410-13-514-15-604</td>
<td>14</td>
</tr>
<tr>
<td>6</td>
<td>415-15-490-20-630</td>
<td>12</td>
<td>500-20-600-25-775</td>
<td>12</td>
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<tr>
<td>8</td>
<td>450-20-550-25-750</td>
<td>13</td>
<td>545-25-670-30-910</td>
<td>13</td>
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<td>700-30-940-35-1045</td>
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<td>620-30-860-35-1000</td>
<td>12</td>
<td>700-35-980-40-1140</td>
<td>12</td>
</tr>
</tbody>
</table>

2. **DEARNESS ALLOWANCE (D.A.):**

   It is linked with (AICPI) (Base year 1960 = 100). It consists of two components.

   1) **Fixed Dearness Allowances (FDA):**

   The employees in these pay scales will be entitled to F.D.A. according to pay ranges in the revised pay scales.

   2) **Variable Dearness Allowances (VDA):**

   In addition to FDA, employees will also be entitled to VDA at the rate of ₹.1.30 per point rise or fall beyond AICPI No.302 (base year 1960 = 100). The VDA will be revised every quarter as
per existing pattern.

**TABLE 2**

**STATEMENT SHOWING RATES OF F.D.A PAYABLE WITH EFFECT FROM 1.1.1979**

<table>
<thead>
<tr>
<th>Pay Ranges in Revised Scale</th>
<th>Rates of F. D. A.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upto 300</td>
<td>100</td>
</tr>
<tr>
<td>301 - 339</td>
<td>115</td>
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<td>340 - 399</td>
<td>125</td>
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<td>400 - 449</td>
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<tr>
<td>500 - 549</td>
<td>150</td>
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<tr>
<td>550 - 599</td>
<td>160</td>
</tr>
<tr>
<td>600 - 649</td>
<td>165</td>
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<tr>
<td>650 - 699</td>
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</tr>
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</tr>
<tr>
<td>1000 - 1049</td>
<td>230</td>
</tr>
<tr>
<td>1050 - Above</td>
<td>240</td>
</tr>
</tbody>
</table>

3. **MINIMUM GROSS BENEFITS:**

Gross benefit ranging between Rs. 85 and Rs. 94 before deduction of House Rent have been ensured to all existing
workers on rolls of units/office on the date of signing the draft agreement i.e. 5.2.1981, on fitment made in the revised pay scale together with FDA and VDA payable at AICPI No.332.

The gross minimum benefit of Rs.85/- should also be allowed in case of such employees who are working temporarily on muster roll on daily rate basis against a regular post and are regularised in any of the pay scales given in Table 1 in the normal course of recruitment, within a period of three months from the date of signing the draft agreement.

FRINGE BENEFITS:

Fringe benefits as per the details given below will be admissible only to the employees in the unionised categories upto the revised pay scale of Rs.700-1140, as per their entitlement.

A. BENEFITS TO BE EFFECTIVE FROM JANUARY 1, 1979:

1. WASHING ALLOWANCE:

The quantum of washing allowance for the employees who are provided with uniforms will be enhanced w.e.f. January 1, 1979 from Rs.6 to Rs.10 per month in case of general category of staff and from Rs.9 to Rs.15/- per month in case of para medical staff.

2. SHIFT ALLOWANCE:

Shift allowance at the following rates will be paid w.e.f. 1.1.1979 to the entitled employees working in the rotating shifts.

(i) First Shift (From 6 A.M. to 2 P.M.) - Rs.0.75 per shift
(ii) Second shift (from 2 P.M. to 10 P.M.) - 0.75 per shift
(iii) Night shift (From 10 P.M. to 6 A.M.) - Rs.1.50 instead of Re. 1 per shift.
3. CYCLE ALLOWANCE:

The quantum of cycle allowance will be enhanced from Rs.12/- per month to Rs.18/- per month. It is however, classified that the enhancement in cycle allowance will be applicable in respect of those who were getting the same on that date and in respect of those who have been or will be sanctioned subsequently from the respective dates.

B. BENEFITS TO BE EFFECTIVE FROM THE DATE OF SIGNING THE AGREEMENT I.E. FEB. 5, 1981:

4. INCREMENT BENEFITS TO THOSE WHO REMAIN AT THE MAXIMUM OF THE PAY SCALES FOR TWO YEARS:

One increment will be allowed after every two years to those workmen who remain at the maximum in the revised pay scales for two years. This will be effective from Feb. 5, 1981. Workmen who have already remained on the maximum of the pay scales for two years on the date of signing the draft agreement will be allowed one increment.

5. STAGNATION SCHEME:

The time span of "Stagnation Scheme" which is already in vogue will be reduced from 10 years to 7 years with effect from the signing of the draft agreement. Even after the placement in the next higher scale under the scheme, the concerned employees will continue doing the same work which they were doing in their substantive scale/post.

Workmen who have completed 7 years in a particular pay scale will get the next higher scale under the scheme even if
they have already been promoted under the scheme or regularised earlier. In such cases also, Stagnation Benefits will only be given w.e.f. Feb. 5, 1981, and not retrospectively. Other conditions for the stagnation scheme will remain the same.

6. LEAVE TRAVEL CONCESSION (L.T.C.):

a) Re-imbursement of Rickshaw/Bus/Taxi/Scooter Fare, as the case may be, from the residence (from starting station only) to Railway Station/Bus Stand to and from as per entitlement of T.A. rules will be allowed to the employees.

b) At present an employee is entitled for going to any place in India and back once in a 4 year block. He/She can either continue availing the existing facility or if he/she so desires can claim re-imbursement of the expenditure in lieu thereof, by giving a certificate that the expenses incurred by him/her have not been less than the amount admissible to him/her on the basis of which the company will reimburse as below :-

(i) Employees entitled to 2nd class railfare for a distance of 1125 kms. (i.e. 75 per cent of 1500) for onward and return journey.

(ii) Employees entitled to First Class rail travel twice the 1st class railfare for a distance of 900 kms. (i.e. 60 per cent of 1500) for onward and return journey.

The above facility of re-imbursement will be admissible to self and each entitled family members of the employees and
will be available for the block year 1978-81 and onwards.
The employee will have to take leave for at least six days
for availing this facility. The employee and family members
together will be given only one option -

(i) either to avail the choice of going anywhere in India
in 4 year block, or

(ii) to claim re-imbursement of expenditure in lieu thereof.

In other words, the options can not be exercised
differently for the employee and the family members.

Other terms and conditions of L.T.C. for going home town
once in 2 years block and to anywhere in India will, however,
remain unchanged.

7. HOUSE RENT ALLOWANCE (H.R.A.);

a) The Government has approved the following rates of
H.R.A. —

<table>
<thead>
<tr>
<th>TABLE : SHOWING HOUSE RENT ALLOWANCE IN THE REVISED RATES</th>
</tr>
</thead>
<tbody>
<tr>
<td>S.No.</td>
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</table>
b) **HOUSE RENT ALLOWANCE WITHOUT PRODUCTION OF RENT RECEIPT:**

The present ceiling of Rs. 750 for payment of H.R.A. without production of House Rent Receipt will stand revised to Rs. 950 w.e.f. Feb. 5, 1981.

8. **DISTURBANCE ALLOWANCE:**

The present limit of Rs. 225 will be raised to Rs. 300 and Rs. 625 to Rs. 725 w.e.f. Feb. 5, 1981.

9. **REIMBURSEMENT OF DIET CHARGES TO EMPLOYEES REFERRED FOR TREATMENT OUTSIDE COMPANY’S HOSPITAL:**

Reimbursement of diet charges @ Rs. 10 per day for a period of hospitalisation will be allowed in case an employee is referred for indoor treatment outside the company's hospitals for which a certification will be necessary. This will be admissible to employees drawing basic pay upto Rs. 1300/- in the revised pay scales and would be effective w.e.f. Feb. 5, 1981.

10. **REIMBURSEMENT OF TUITION FEE UPTO 12TH STANDARD/INTERMEDIATE STANDARD:**

Tuition fee at the rates applicable in Government schools in the respective states upto the inclusive of 12th classes upto 10+2 system or for intermediate classes will also be re-imbursted to the employees in respect of their children studying in these classes.\(^3\)

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3. As quoted by Fertilizer Digest, op. cit., P. - 3.
CHAPTER 4

4. LABOUR WELFARE ACTIVITIES UNDERTAKEN BY THE FERTILIZER CORPORATION OF INDIA, PARTICULARLY BY THE FERTILIZER CORPORATION OF INDIA, GORAKHPUR UNIT.

The fertilizer factory at Gorakhpur being a public sector undertaking is supposed to be an ideal employer. As such all statutory as enjoined under The Factories Act, 1948 and non-statutory benefits are provided to the workers.

Recognising that the provision of welfare and recreational facilities provide healthy channels not only for the all-round development but also for giving expression, pent of feelings and energy and considering also that such facilities go a long way in breaking the monotony which is inherent in the factory life. This unit has, therefore, undertaken to provide such facilities in a big way. Not only this that the factory is providing welfare facilities but also efforts are continued to be made to improve upon such facilities. The facilities currently provided in F.C.I. Ltd., Gorakhpur include a modern Township, Hospitals, Canteens, Clubs etc. Let us discuss these facilities one by one.

1) TOWNSHIP:

A well planned township to provide residential accommodation to the employees has been established. The township is situated at a distance of 1 km. from the factory. The township is spread over an area of 300 acres and comprises of 1300 houses with full
civic amenities like water supply, underground drainage, flush latrins etc. The various types of houses and their numbers are as under:

<table>
<thead>
<tr>
<th>Types of Houses</th>
<th>Number of Quarters</th>
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<tbody>
<tr>
<td>Type &quot;A&quot;</td>
<td>5</td>
</tr>
<tr>
<td>Type &quot;B&quot;</td>
<td>60</td>
</tr>
<tr>
<td>Type &quot;C&quot;</td>
<td>130</td>
</tr>
<tr>
<td>Type &quot;D&quot;</td>
<td>252</td>
</tr>
<tr>
<td>Type &quot;E&quot;</td>
<td>853</td>
</tr>
</tbody>
</table>

Total 1300

Of these, 1103 quarters have been allotted to the workers. Most of such houses have been constructed under subsidised Housing Scheme and consequently the rent recovered from such workmen in respect of these accommodation are nominal. The lowest category of houses consist of two rooms fitted with ceiling fans, a kitchen, a varandah, a courtyard/Balcony.

Parks and play grounds for the benefits of the employees as well as their children have also been set up.

Employees not provided with accommodation from the company are paid H.R.A. (House Rent Allowance) @ 7½% of basic pay*. The workers have been accommodated in subsidised quarters.

N.B. * Since Gorakhpur has been placed in "B" city this year, therefore, the House Rent Allowance will also be increased from 7½% to 15% of basic pay, as approved by the Government.
2. RECREATIONAL ACTIVITIES:

With a view to cater to the need for the recreation of the employees and their family members, two recreation centres namely, Workers' Club known as Manoranjan Kendra and Officers' Club have been constructed. The workers club include a community hall in which Drama and Films are exhibited. Facilities for both Indoor and Outdoor games have been provided in both the clubs. The list of outdoor games include Football, Hockey, Valley Ball and Cricket. Indoor Games include Badminton, Carrom, Table Tennis, Chess and Playing Cards.

In addition to the above, a sewing class has been started under the aegis of the welfare wing. The grown up daughters and wives of employees are taught cutting/drafting/embroidery and knitting etc., by a trained lady teacher. The classes are quite popular in the colony.

Two open air-theaters where various types of cultural activities like Mushairah, Kavi Sammelan and Musical concerts are organised from time to time. The children and the workers are encouraged to stage dramas and other cultural activities for which the management renders financial and other assistance.

In fact the fertilizer township has become the nucleus of recreational activities of this region, as there are a number of recreational centres in the township such as Manoranjan Kendra, Staff Club, Ladies Club, Apprentice Club, Lions Club and
Leos Club. Organisation of cultural programmes and festivals for the entertainment of staff and their families is one of their important activity.

3. EDUCATIONAL FACILITIES:

This unit is running well equipped schools with a view to cater to the education needs of the children and wards of the employees. At present, there are three schools run by the factory -

1) K.G. English Medium School providing education to the workers' children upto the level of Class Vth.

2) Primary School (Hindi Medium).

3) Intermediate School - providing education to the wards and children of the employees upto Intermediate level.

The admission to the school is generally restricted to the sons and daughters of the employees. The entire costs of running and maintaining the schools are being met by the Company. No grant-in-aid is being received from the State Government.

Children of the employees drawing basic salary upto Rs.1200/- per month are given free education. Scholarships to deserving and meritorious are also being granted. A Book Bank has also been established for needy students.

The F.C.I. Ltd., Gorakhpur has also provided the facilities of workers education scheme. Three batches of two each of workers who have been trained under this scheme, an
approximate amount spent on their training, T.A., D.A. etc.
is Rs. 7,500.

The organisation runs in the evening an Adult Education
Scheme for the employees, who are illiterate and so called
quasi-literate so as to develop and open carrier opportunities
for them. The total scheme has been divided into two parts -
"A" and "B". "A" - part course is upto Class VI standard while
"B" - part is upto VIII standard and so it is preparatory
scheme also for admission to our part-time Pre-Basic Course
which is equivalent to High School for promotion.

4. TRANSPORT FACILITIES:

Inadequate transport facility puts the workers to
considerable strain, loss of time and unnecessary fatigue.
Therefore, the need for providing the transport facilities
is quite obvious. Although, this is a normal function of
State or Local Government, but it is noteworthy that some
employers have also provided this facility to their workers
going to and from the factory. It is particularly important
to those concerns whose townships are far from their factory
sites and whose work force is very large.

Almost all the fertilizer factories have paid consi-
derable attention towards this welfare activity. F.C.I. Ltd.,
Gorakhpur also has its own provision for transport with a
view to make it convenient for its employees in travelling
to and from the factory to their residence. The factory
provides facility for employees staying in the city for bringing them to the factory / Administrative Building and taking them back to the city. This facility has been expanded to the employees who are required to come on shift duty. In addition, the factory also provides transport facility at nominal charges for the sons, daughters and wards of the employees studying in various educational institutions at Gorakhpur city.

In spite of sufficient number of buses in the Fertilizer Factory, employees are annoyed due to its ineffective and inefficient administration. The most important reason is that the evil of nepotism also takes place and friends and relatives of bus staffs as well as employees get in the buses by stopping them on the way. This unfair practice leads to considerable difficulties to the genuine passengers for whom this provision has been made.

Particularly the entire cost of running the transport is borne by the company which works out to about (approx.) Rs.10/- per employee.

5. SPORTS FACILITIES:

Fertilizer Factory at Gorakhpur attaches great importance to both indoor and outdoor sports which are organised by a professionally qualified sport organiser. Extensive play grounds for different games have been provided. This unit is also pioneer in sports activities
of the corporation. Thus, Gorakhpur unit has been taking keen interest in organising sports among its employees. As the management fully believes that to have a sound mind, it must have sound body and sports is the best way which a sound body and sound mind are accomplished and, therefore, much before the inauguration of PERSTCOB, the management has taken steps in the right direction of introducing outdoor as well as indoor games. It may not be out of place to mention that Gorakhpur unit has been declared champion in almost all the games conducted and organised by Assistant Regional Labour Commissioner for the year 1974-75. This unit was the champions in Kabbadi, Volleyball, Football, Hockey and also a shield was provided for best Welfare Activities and also for best in small saving in entire region. The Hockey Team of the F.C.I. Limited, Gorakhpur is the Champion of PERSTCOB for the last successive four years.

6. HOSPITAL FACILITIES:

For looking after the healthy of the employees the factory has maintained a full fledged Hospital in which facilities of indoor and outdoor have been established. At present there are 35 beds in it with medical wings, Family Planning with complete facilities for X-ray etc. In addition, for the benefit of the employees residing at Gorakhpur city, it has set up a panel of doctors from whom such employees and their dependants can obtain medical treatment and attendance. The employees in receipt of a basic pay of Rs.360
per month and their entitled dependents when hospitalised for treatment, are provided free diet. In case of T.B., the limit is Rs. 580/- The total expenditure of the medical facilities are about Rs. 3 lakhs.

Actually, the hospital is comprised of Industrial and Public Health Sections. The medical section looks after the health of the employees and their dependents as and when they fall ill or have to undergo some other treatment. The hospital is completely equipped with all the latest equipments, qualified surgeons and physicians with a hand of Nurses and other helping staff.

So far as the Industrial Health is concerned, since this factory is a chemical factory, health hazards are bound to be there. Industrial Health Section looks after the health of those employees who are working in the plants where there are hazards due to the working conditions. Industrial section regularly checks the health of the working people in these plants and suggests remedial measures. It is a matter of great pleasure that up till now there has been no case of occupational diseases in this factory. Of course, this has been possible only because of the efficiency of the Industrial Health Section. The workers are vaccinated and inoculated against various diseases. The environment in such plants is also regularly checked by the Industrial Health Section. Proper Safe arrangements have been taken to avoid
any accident due to leakage of any gas or any other extraordinary circumstances.

The Hospital is run under the control and direction of Personnel Officer (Welfare), C.M.O. is the head of the Hospital.

7. CANTEEN FACILITIES:

Indian Factories Act, 1948 provides that every establishment employing 250 or more workers must provide a canteen or canteens and maintain them for the use of workers.* All the factories working under F.C.I., including Gorakhpur fertilizer factory have provided canteen facilities for their workers.

The canteen is being run departmentally and the following items are being sold :-

1. Tea/Coffee
2. Snacks - Laddoo, Barfi, Balushahi, Lalmohan, Jalebi, Samosa, Sohal, Bonda, Dalmout etc.

In addition to the above, arrangements for puri and lunch both (vegetarian and non-vegetarian) is being exists.

The canteen is subsidised to the extent indicated below :-

(i) Necessary services of personnel like Assistant Canteen Manager, Halwai, Bearer etc. is being provided by the

N.B. * Section 46 of Indian Factories Act, 1948, Government of India.
company. All items required to run canteen like utensils, furniture, fixtures etc. are supplied or replenished by the company without passing on the financial burden or any portion thereof to the employees. The cost of fuel is borne by the company. No charges of consumption of electricity and water to canteen is passed on to the employees. The prices of eatables are fixed on the basis of "No Profit No Loss Basis".

Two canteens are being run by the management, one inside the factory which can accommodate 400 workers at a time and the other is in Administrative Block. The factory canteen runs round the clock where supper is also provided. For making available snacks and tea etc. at working place, Trolly service is also run inside the factory.

8. SHELTERS, REST ROOMS AND LUNCH ROOMS:

As per provision of the Factories Act, 1948, the canteen can be used as rest shelter for the purpose and at present, the factory workers are using the factory canteen as their rest shelter. In addition to the canteen, the factory has provided one rest shelter to the employees and both meet the requirements of the law. The rest shelter has been provided with all the amenities, furniture and fixtures as provided in the Act.
9. **UNIFORM/WASHING, NIGHT SHIFTS AND HELPER ALLOWANCE:**

These facilities are provided to all the workers up to Senior Technician/Operators. Washing allowance is paid at the rate of Rs.12/- per month. Night shift allowance @ Rs.1/- per night shift is paid to workmen and helper at the rate of Rs.15/- per month.

10. **LOCKERS:**

Almost all the employees working inside the plant have been provided lockers for keeping their clothes/tools etc. They have also been provided lock from the management. The lockers are quite near to their working place.

11. **ADVANCES:**

Management grants advances to employees for House Building and for purchase of Cycles, Scooters and Cars etc. Conveyance Allowance is paid to the employees if they use their own conveyance for official duty.

12. **LEAVE TRAVEL CONCESSION:**

This facility is provided at full re-embursement to all employees for going to any place in India once in 4 years and once in two years for going to their Home Town.*

13. **SHOPPING CENTRES:**

A shopping centre having two Fair Price Shops and a consumer cooperative store has been established which caters the day to day requirements of the employees. The shopping

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N.B. * For greater details vide Chapter 3.2 ante, P. 42
centre is situated by the side of the township. Bank and Post Office facilities also exist.

14. GORAKHPUR FERTILIZER FACTORY AMENITIES FUND:

A. At present Gorakhpur Factory's Workers Amenities Fund is in vogue. The scheme has been constituted with a sum of Rs. 2 lakhs sanctioned by the then Hon'ble Minister for chemicals and Fertilizer for exemplary discipline, high sense of duty and morale demonstrated by Gorakhpur unit and most cardinal relation between workers and the management and successful completion of the expansion project. The amount of Rs. 2,00,000 has been deposited in the State Bank of India, Fertilizer Factory Branch, Gorakhpur in fixed deposit for 61 months and interests accruing thereon Rs. 166/- is being distributed to employees as stipulated in the scheme. The fund shall be administered by the following committee:

1. General Manager - Shri O.P. Agrawala (Present G.M.)
2. Chief Engineer
3. Finance Manager
4. Chief Personnel Officer (S.P.O.)
5. Worker's Representatives
6. Worker's Representative
7. Workers Representative

B. DEATH BENEFIT SCHEME: At present a death benefit scheme is also in vogue in this unit and the scheme is quite popular among the employees. About 2000 members are, at present,
and in case of death of any of the members of the said scheme, ₹.3/- is deducted from the salaries of each member and amount so collected is paid to the nominee of the deceased.

15. **EXGRATIA PAYMENT:**

Ex gratia payment was made to one late Ram Hit, Mazdoor, who died during the course and out of employment in the year 1970. A sum of ₹.2000/- was paid to his widow under the order of C.M.D. (Chairman & Managing Director). ₹.500/- was paid to widow of Late Gopal Krishna, a Technician, Grade 1 who also died in the year 1975, while performing his normal duties.
COMMENTS AND SUGGESTIONS

Welfare Activities effect the health and efficiency of the workers to a greater extent and can promote industrial peace in an economy. Moreover, these activities indirectly help in raising the productivity of the concern. Thus, the provisions and presence of the Labour Welfare Activities are beneficial for both employees as well as employers and they serve like two way traffic. For employees, they are an aid to their all round satisfaction and well-beings and to the employers they are important tool to have increased productivity. Therefore, the employers should, in their own interest, undertake the responsibility of providing various kinds of welfare activities. If the employers sincerely foster labour welfare activities, it will go a long way to win the hearts of the workers, and will establish a new relationship between the employer and the workers, not based purely on economic and selfish motives but on higher and ethical grounds. Besides, the employers have a moral obligation to look to the welfare of their workers.

One thing is important to note here that the problem of workers' welfare is of such a great magnitude that no single agency can alone tackle it successfully. Therefore, the welfare work should be considered a joint responsibility of the employers, the state and the trade unions. They should all work in harmony to raise the standard of living of the
workers. On the whole, however, the state should take the responsibility of seeing that lot of the workers are improved, and in most of the civilized countries of the world, the Government have become aware of the importance of the welfare work and big schemes of labour welfare and social security have been adopted by them. There is a great scope for improving and extending the welfare activities for the working classes in the country.

Thus, an important matter touching the life of the the industrial worker is the adoption of welfare measures by different agencies in the country. Now-a-days, there are a great variations in these activities as between state and state and from industry to industry, and also as between the different units of the same industry.

GENERAL SUGGESTIONS:

1. There must be some uniformity in labour welfare activities provided in different states and industries and a definite minimum standard of welfare should be laid down.

2. The welfare activities should be regarded as social obligation and there must be some compulsion by the Government in this regard.

3. In spite of certain provisions as laid down in the Factories, Mines and Plantation Acts, at present the inspection and supervision of such activities are not very much satisfactory. The
Labour Investigation Committee rightly remarked, with reference to the sanitary arrangements, which have been laid down by the rules, that during their investigation they found the arrangements so loathsome in many factories that it was a wonder that the factory Inspectorates concerned did not pay required attention to the matter. There must be careful supervision of the upkeep of premises and equipment if the facilities provided are to serve their purposes and improve the workers general well-being.

4. The appointments of welfare officers should ensure that they are persons qualified for the work, by training and experience and they should take proper consideration of the problems confronting workers as human beings and they should be fit to make the right kind of approach and should have personal knowledge of conditions of workers and should have frequent contacts with them. The National Commission on Labour is right to point out that a welfare officer does not have job satisfaction at present, since welfare is not recorded adequate importance in the industrial units. His presence is treated more as statutory requirements to be tolerated. He should not be made to handle disputes between management and the workers. He has to be a maintenance engineer on human side. to deal with the problems of the workers properly.

5. There is a need to establish more welfare funds as welfare funds available in this country is not upto the mark. If welfare funds are established, which are financed by a cess,
it would mean that the cost of welfare facilities would not fall directly on the employers, and, consequently the quality and quantity of facilities provided would not depend on employers' "goodwill", and there would not be any effort on their part to economise in the services made available and to obey only the letter and not the spirit of the statutory obligations. Such welfare funds should be proportionate to the total number of workers employed and they should be derived from sources of such a nature that the funds are always in a position to promote facilities on a wide scale and to maintain them at a high level of efficiency.

6. The workers should be given an opportunity to participate in the administration of welfare facilities provided by the employers. Besides, the workers themselves should participate in such activities. That would remove the suspicion of the workers, in the welfare activities undertaken by the employers. For this purpose, there should be a Welfare Committee, consisting of elected representatives of the workers, the Labour Officer of the factory, and or two more persons nominated by the employers. The committee should be assigned such function as to manage and promote various welfare facilities and it should work as far as possible, independently.

COMMENTS AND SUGGESTIONS SPECIALLY FOR THE FERTILIZER CORPORATION OF INDIA LIMITED, GORAKHPUR:

Fertilizer Industry occupies a key position in an agrarian economy. India is a country where 80 percent of the people are
engaged in agriculture. The productivity of the agricultural crops are greatly dependents on fertilizers and chemicals available at fair prices. Special attention has, therefore, to be paid for the growth of fertilizer industry in order to boost agricultural production as well as to stimulate industrial activity, specially in areas of high population concentration and low level of industrialisation. Moreover, it has also provided massive employment opportunities to the job seekers.

Since Gorakhpur fertilizer factory is producing urea, large number of workers are needed for carrying out production processes. Therefore, the worker is the focal point for the organisation and the success of the organisation depends to a greater extent, on the efficient work force. In order to minimise the cost of production of fertilizers, it is, therefore, quite essential that the work force should be completely satisfied and motivated. Labour welfare activities are an aid to all round satisfaction and well being of the workers. Therefore, all the F.C.I's in Public Sector, have done a lot in this field.

As far as welfare facilities in F.C.I. Limited, Gorakhpur is concerned, they are satisfactory. But since all the things have its minus points with plus points, there are some weaknesses in the labour welfare activities provided in this factory also. For every problem there must be some solutions, therefore, there is a scope for its improvement also. So, it would not be
improper to advice the management for bringing up the gap and overcome the shortcomings by making considerable efforts and meaningful attempts to provide the much more welfare facilities than exist at present, because, sometimes, these minor things, if considered negligible lead to chaos and grave situations causing tense relationship between management and employees resulting unsound Industrial Relation.

The following are my suggestions in order to improve the Labour Welfare Activities in F.C.I. Ltd., Gorakhpur.

1. So far as the obligatory provisions of Labour Welfare Activities, prescribed by the Factories Act, 1948, are concerned they have been adequate and satisfactory upto a great extent in F.C.I. One most common weakness in F.C.I. Ltd. is that floors of the workshops were found dirty, sticky and slippery. It is not only due to weakness of the administration of the organisation but also because the workers are not following the rules prescribed for safety maintenance properly. Moreover, surroundings are not very clean, it may affect the health of the workers, and cause accidents. Therefore, cleanliness must be maintained, as prescribed in the Factories Act, 1948, both inside and outside the factory.

2. The canteen facilities are available and maintained and run by the management on the basis of "No Profit and No Loss". It is found that the working of the canteen is not efficient. The main shortcomings of the canteen is as follows :-
(1) Canteen is having one cooler which is always found out of order.

(ii) The service of the canteen is not upto the mark. During my investigation I found that at the time of lunch break there was a great rush in the form of line in front of distributing table. The workers found their needed foodstuffs after waiting a long time and sometimes it happened that they were remained waiting even after the end of lunch break.

(iii) There is no facility for entertainment in the canteen, which makes the workers more annoyed and results a lot of overcrowding.

It is my suggestion that the size of the canteen should be expanded as there is a great burden on it because of contract labour. Moreover, the services of the canteen should be improved. It is quite important that the factory should make arrangements of entertainment facilities in the canteen to be provided during the rest time of the workers. Water coolers should be in working order.

As regards the quality and quantity of eatables are concerned, they are up to the mark.

3. The Housing Facilities provided in F.C.I. Ltd., Gorakhpur are adequate and well furnished and maintained. But it is felt that the number of houses should be increased specially "E" class of quarters should be increased. Hence, the management should pay attention in this regard.
4. The factory has provided adequate facilities of transportation. Instead of sufficient number of buses provided by the factory, employees are annoyed due to lack of proper administration. The main reason behind this is that friends and relatives of bus staff, as well as employees get in the buses and stop them on the way. They cause the genuine passengers inconvenience and difficulty. It is suggested that every efforts should be made to avoid and remove the considerable difficulties to the genuine passengers for which the provisions have been made.

5. The washing facilities in F.C.I. are quite satisfactory and towels, soaps etc. are served by the management for keeping them at appropriate places but it is found that nothing was available at there because of bad practices by some of the senior workers. It is also seen that water taps were always open unnecessarily resulting huge water wastage. It is suggested that it is the moral duty of the employees to utilise such facilities properly since these are for their benefits only.

6. Educational and recreational facilities as provided by the factory is sufficient and adequate. But the Adult Education Scheme needs to be expanded. Therefore, attention should be paid in this regard also by the management.

7. Shopping centre facilities which has two Fair Price Shops, and a consumer cooperative store, is not adequate and upto the mark. The supply of commodities is inadequate. It needs to be expanded and adequate supply of commodities should be made
BIBLIOGRAPHY

available in the shops as inadequate supply of commodities creates dissatisfaction and a feeling of insecurity among the employees. Hence the management and the Government both should take corrective actions to avoid these difficulties.
(b)

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