PROJECT REPORT
ON
EMPLOYEE WELFARE ACTIVITIES
In
Bharat Heavy Electricals Limited (Bhopal)

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UNIVERSITY FOR WOMAN: UNIVERSITY WITH A DIFFERENCE
PREFACE

The research provides an opportunity to a student to demonstrate knowledge, skill and competencies required during project. The training project helps to understand the working in an organization, the challenges that are faced there and how to get rid of those problems.

Although I have tried my level best to prepare this as an error-free report. Every effort has been made to offer the most authenticate position with accuracy.

The report has been divided into 8 chapters. The first part contains: Introduction to the topic, second part gives a brief overview about the organization. The middle part consists of the objectives of the project and the methodology used in the project. Fourth chapter is the most important part as it contains the findings and the analysis of data. Last part contains the conclusion and suggest
INTRODUCTION

Regardless the size or type of business, any organization’s most asset is its human resources. HRM strives to achieve organizational goals and the goals of employees through effective personnel programs, policies, and procedures. Successful performance of the personnel function can greatly enhance the bottom line of any organization.

At the same time, rapidly advanced technologies and outside influences are changing the nature of the jobs. It is thus more critical and difficult to maintain a work environment that motivates and satisfies human resources.

FUNCTIONS OF PERSONNEL MANAGEMENT:

(A) PLANNING MANPOWER REQUIREMENT

   (i) Anticipating vacancies

   (ii) Recruitment

(B) ORGANISING THE MANPOWER RESOURCES

   (i) Organizational planning

   (ii) Selection
(iii) Classification of employees

(C) STAFFING

(i) Induction
(ii) Transfer and promotion
(iii) Manpower development
(iv) Training

(D) MOTIVATING

(i) Rate determination
(ii) Recreation
(iii) Communication
(iv) Collective bargaining
(v) Employee discipline
(vi) Performance Evaluation
(vii) Employee counseling
(viii) Safety & Security
(ix) Medical services
(x) Personnel research

EMPLOYEE WELFARE:

Welfare includes anything that is done for the comfort and improvement of employees and is provided over and above wages. Welfare helps to keep the morale and
motivation of the employees high so as to retain the employees for longer duration. The welfare measures need not be in monetary term only but in any forms. Employee welfare includes monitoring of working conditions, creation of industrial harmony through infrastructure for health, industrial relations & insurance against disease, accident and unemployment for the workers & their families. Labor welfare entails all those activities of employees which are directed towards providing the employees with certain facilities & services in addition to wages & salaries.
OBJECTIVES OF EMPLOYEE WELFARE:

• To provide better life and health to the workers.
• To make the workers happy and satisfied.
• To relieve workers from industrial fatigue and to improve intellectual, cultural and material condition of living of the workers.

The very logic behind providing welfare schemes is to create efficient, healthy, loyal and satisfied labor force for the organization. The purpose of providing such facilities is to make their work life better and also to raise their standard of living.

BASIC FEATURES OF LABOUR WELFARE MEASURES:

• Labor welfare includes various facilities, services, activities provided to worker for improving their health, efficiency, economic betterment and social status.

• Welfare measures are in addition to regular wages and other economic benefits available to workers due to legal provisions and collective bargaining.

• Labor welfare measures are flexible and ever-changing. New welfare schemes are added to the existing ones from time to time.

• Welfare measures may be introduced by the employer, government, employees or by any social or charitable agency.

• The purpose of labor welfare is to bring about the
development of the whole personality of the workers to make a better workforce.
**BENEFITS OF WELFARE MEASURES:**

- It provides better physical and mental health workers, thus promoting a healthy work environment.
- It provides facilities like housing schemes, medical benefits, education and recreation facilities that help in raising their standard of living. They make workers pay more attention towards their productivity.
- Employees get stable labor force by providing welfare facilities. Workers take active interest on their jobs and work with a feeling and participation.
- Employee welfare increases productivity of the organization and promote healthy industrial relations so as to maintain industrial peace.
- Social evils prevailed among the labors such as substance abuses etc. are reduced to a greater extent by the welfare policies.

**EMPLOYEE SERVICES:**

Minimum standards for physical working conditions are laid down in the Factories Act and related legislation. Many companies also provide a variety of employee services and fringe benefits which are designed to promote the security and general welfare of employees. Although the term “Employee services” in itself implies the voluntary provision on the part of the employer, the administration of the state pension and sickness benefit schemes and certain legal requirements catering facilities do impose statutory obligations upon the employer. In addition to such
obligations, however, a large number of companies provide services for which here are no legal requirements. These may include the provision of occupational pension and sick pay schemes which supplement the statutory arrangement; canteen and recreational facilities; sick visiting arrangements; a surgery to deal with illness and injuries; special housing and transport arrangements and counseling services which provide advice to the employees on personal and domestic problems.

The working conditions and the range of employees services provided by a number of factors, such as

- The size of the firm, whether are not it is a part of larger owning group
- Its profitability
- And the industry and/or technology which is its background

Whatever the degree of influence of such factors, however, the need to recruit and retain labor market will necessitate the provision of employee services and working conditions compared to those provided by competitors in the labor market.

In the view of the current concern with the quality of life, the condition under which the people work and live should be the concern of the management, which recognizes its social role to its employees to the local community and to the society in general.
The most important facilities and benefits that people need at work are the security generated by proper selection, induction and training and effective leadership in setting of company growth. All these contribute to effective manpower utilization, there is also an important place for employee facilities and services in the whole personnel approach.
Every employee is an important asset to the organization. If he has a serious personal problem this will adversely affect his work. It is to advantage of the employer if he can solve, or help to solve the employee problem. Management can rightly expect higher efficiency from the employees whose energies are not being wasted in combating unnecessarily adverse conditions in the broadest sense of this word.

The various benefits offered by the employers can be divided into six types:

1. Those, which by law required
2. Retirement benefits
3. Pay for time not worked
4. Premium pay
5. Insurance and,
6. Employee services

Pension plans

Employer provided pension plans that are designed to supplement the employee's social security benefits. A scheme of Family Pension-cum-Life Assurance was instituted in 1971 with the objective of providing long term recurring financial benefit to the family of the member in the event of his premature death while in service.

Paid time off
Employees expect to be paid for holidays, vacation and miscellaneous days they don’t work. Employer’s policies covering such benefits vary greatly.

**Leave**

Employers provide special leave provisions such as sick leave, maternity/paternity leave, blood donation etc.

**Insurance**

Most companies provide employees with life and medical-insurance plans and pay part of plan’s costs. Health-insurance packages normally cover group life, accident and illness, hospitalization and accidental death or dismemberment.

**Health care plans**

One of the most common employee benefit designed to provide income maintenance and insurance to employees is the health care plan, whose general purpose is helping the covered employees maintain their standard of living when unexpected health-related problems occurred.

**Food services**
Most companies provide some type of food facility to minimize the time taken for breaks and lunch periods. Food services vary according to the size of the company and the nature of work.

The Royal commission on Labour and Labour Investigation Committee has laid considerable emphasis of a canteen inside the workplace.

**Education expenses**

Many organization offer employees partial or total tuition reimbursement. Educating the worker’s family, especially his children, is essential. It is an investment in training your future workforce. However there no statutory obligation on any industry to impart education to workers’ children.

**Transportation programs**

The committee on Labour Welfare recommends that in industries where transport services are not provided, some conveyance the committee recommended that the employer should advance loans for purchase of bicycles, scooters etc.

**Social activities**

Company picnics and athletic teams provided employees with opportunities to satisfy their social needs. Recreation in the form of music, art, theatre, sports and games can lay an important role in the mental and physical development of employees. Several study teams, committee and commissions
have emphasized the importance of recreation in creating a healthy climate for industrial peace and progress.

**Thus Labour Welfare activities may be broadly classified as:**

i) Statutory welfare measures  
ii) Non-statutory measures  
iii) Social security measures

**STATUTORY WELFARE MEASURES**

Welfare measures provided by the employer under the act are termed as statutory measures. Section 42 to 49 of the
Factories Act contains specific provisions relating to the welfare of industrial labour. Section 42 to 45 applies to all the factories irrespective of the number of the workers employed. Section 46 to 49 are applicable to the factories employing a more than a specified number of workers. These provisions are:

- Washing facilities (section 42)
- Facilities for storing & drying clothes (section 43)
- Facilities for sitting (section 44)
- First aid appliances (section 45)
- Canteens (section 46)
- Shelter, rest rooms & lunch rooms (section 47)
- Crèches (section 48)
- Welfare officers (section 49)

**NON-STATUTORY WELFARE MEASURES**

These are the welfare provided by the employer voluntarily though he is not under an obligation under Act or Acts.

- Conveyance facilities
- Housing facilities
- Educational facilities
- Festival advances
SOCIAL SECURITY MEASURES

The principle social security laws enacted centrally are as following:

- The Employee’s Provident Funds & Miscellaneous Provisions Act, 1952; (EPF Act)
- The Payment of Gratuity Act, 1972; (PG Act)
- The Employee’s State Insurance Act, 1948; (ESI Act)
- The Workmen’s Compensation Act, 1923 (WC Act)
- The Maternity Benefit Act, 1961; (MB Act)

THE FACTORY ACT, 1948

This act was enacted to ensure adequate safety, sanitary, health, welfare measures, working hours, leaves with wages & weekly off for the workers employed in manufacturing establishments. The main provisions under this act are:

- Safety
- Health
- Welfare
- Employment of women & young persons
• Working hours
• Holidays & leave with wages

INTRODUCTION
COMPANY PROFILE

B.H.E.L is the biggest and the oldest manufacturing division of the public sector corporation. BHARAT HEAVY ELECTRICALS LIMITED is countries pioneering engineering organization the first of its kind in Asia.

Heavy electrical India limited Bhopal was registered on 29 August 1956 with a view to reach self sufficiency in industrial products and power equipments vital for industrialization of country. Foundation stone was laid on 15th November 1958 and its production started on 1 July 1960. B.H.E.L. was inaugurated formally in November 1960 by late Prime Minister Shri Jawaharlal Nehru.

To meet the total demand of heavy electrical equipment BHEL came into being as there was a need for an integrated approach to the development of power equipment manufacture in India and also to optimally utilize the resources. It is the largest engineering and manufacturing enterprise of its kind in India. BHEL offers over 180 products and provides systems and services to meet the needs of core sectors like: power, transmission, industry, transportation, non-conventional energy sources, oil & gas exploration and telecommunication. With 14 manufacturing divisions, a wide spread Regional Services Network and Project sites all over India and abroad and with an export presence with more than 50 countries. BHEL is truly India’s Industrial Ambassador to the world. All major erection, manufacturing and services units of BHEL
BHEL’s Bhopal plant is the company’s oldest unit with updated & state-of-the-art manufacturing facilities. The product range in Bhopal includes Hydro, Steam, Marine & Nuclear Turbines, Hydro & Turbo Generators, Transformers, Switchgears, Control gears, Transportation Equipments, Capacitors, and Bushings. Electrical motors, Rectifiers, Oil Drilling Rig, Equipments, Battery Powered Vehicles and Diesel Generating sets. This unit has been recommended for ISO-14001 certificate for its Environmental Management System.

BHEL Bhopal strength is existed in its employees. Company invests in Human Resource continuously and is alive to their needs. The plant’s well established township is spread over an area of around 20 sq. kms. And provides good health facilities, sport & recreational parks.
BHEL VISION:
A world class engineering enterprise committed to enhancing stakeholders value.
MISSION:
To be an Indian multinational; engineering enterprise providing total solution through quality products, system and service in the fields of energy, industry, transportation, infrastructure and other potential areas.

VALUES:
The values of BHEL are:

- Zeal to excel and zest for change.
- Integrity and fairness in all matters
- Respect for dignity & potential of individuals
- Strict adherence to commitments
- Ensure speed of response
- Faster learning, creativity & team work
- Loyalty and pride in the company

PRODUCT PROFILE OF BHEL

POWER UTILISATION:
- Industrial Machines
POWER GENERATION:
- Hydro Turbines
- Hydro Generators
- Heat Exchangers
- Excitation Control
- Equipments
- Steam Turbines
- Control & Relay Panel

POWER TRANSMISSION:
- Transformer
- Switchgears
- On-Load Tap Changers
- Large Current Rectifier

TRANSPORTATION:
- Transportation Equipments

RENOVATION & MAINTAINENCE:
Established in the late 50’s, Bharat Heavy Electricals Limited (BHEL) is, today, a name to reckon with the industrial world. It is the largest engineering and manufacturing enterprise of its kind in India, and the leading International companies in the power field. BHEL offers over 180 products and provided system and services to meet the needs of core sectors like: power, transmission, industry, transportation, non-conventional energy sources, oil & gas exploration and telecommunication. With 14 manufacturing divisions, a wide spread Regional Services Network and Project sites all over India and abroad and with an export presence with more than 50 countries. BHEL is truly India’s Industrial Ambassador to the world. All major erection, manufacturing and services units of BHEL has been...

**BHEL BHOPAL PROFILE**

- Hydro Power Stations
- Thermal Power Stations
- Worker Engineering. & Service

**MISCELLANEOUS:**
- Fabrication
- Coil & Insulation
- casting
awarded ISO 9000 Certification.

BHEL’s Bhopal plant is the company’s oldest unit with updated & state-of-the-art manufacturing facilities. The product range in Bhopal includes Hydro, Steam, Marine & Nuclear Turbines, Hydro & Turbo Generators, Transformers, Switchgears, Control gears, Transportation Equipments, Capacitors and Bushings. Electrical motors, Rectifiers, Oil Drilling Rig, Equipments, Battery Powered Vehicles and Diesel Generating sets.

This unit has been recommended for ISO-14001 certificate for its Environmental Management System.

**BHEL BHOPAL’S STRENGTH:-**

The greatest strength of BHEL Bhopal is highly skilled & committed 44,000 employees. Every employee is given an equal opportunity to develop himself & improve his position. Continuous training & retraining, career planning, a positive work culture and participative style of management have engendered development of a committed and motivated workforce leading to enhanced productivity & higher levels of quality.

**BHEL, BHOPAL:---**

✓ Installed equipments for over 90,000 MW of power
generation – for Utilities, Captive & Industrial Users

✓ Supplied over 2,25,000 MVA transformer capacity and sustained equipment operating in Transmission & Distribution network up to 400 KV – AC & DC.

✓ Supplied over 25,000 motors with Drive Control systems to power Projects, Petrochemicals, Refineries, Steel, Aluminum, Fertilizer, Cement plants etc.

✓ Supplied Traction Electrics & AC/DC locos to power over 12,000 kms. Railway networks.

✓ Supplied over 1 million values to power plants and other industries.

BHEL is the role model for the industries – Labour Minister of MP

“BHEL’s effort towards Environment, Safety & Occupational Health is model for the Industries” said Diwan Chandra Bhan Singh, Hon. Labour Minister, Govt. of MP while addressing the gathering on organized jointly by BHEL Bhopal and National Safety Council, MP Chapter. He appealed to all the industries to follow the same. The minister emphasized for improvement in occupational health and Safety Standards through community training &
awareness. Earlier, Shri Diwan Chandra Bhan Singh, chief guest on the occasion administered the Safety Pledge to the audience.

**DEPARTMENT IN BHEL**

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**ORGANIZATION CHART OF BHEL**

CHAIRMAN & MANAGING DIRECTOR

DIRECTORS
EXECUTIVE DIRECTORS

GENERAL MANAGER

ADDITIONAL GENERAL MANAGERS

DEPUTY GENERAL MANAGERS

SENIOR MANAGERS

MANAGERS

SENIOR EXECUTIVES

EXECUTIVES

SUPERVISORS

CLERKS
CLASSIFICATION OF EMPLOYEES OF THE BHEL

EXECUTIVES:

- EDN
- GM
- AGM
- DGM
- DGM
- Sr. Manager
- Manager
- Dy. Manager
- Sr. Engineer/Sr. Personal Officer/Sr.ADM Officer
- Sr.Store Officer/Sr.Account Officer
- Engineer/Personal Officer/ADM Officer
- Store Officer/Account Officer

SUPERVISORS

- Sr. Executive Foreman
- Executive Foreman
- General Foreman/ Chief Foreman
• Foreman/Store Holder Grade-I/ Sr. Accountant
  Grade/Sr. Officer Superintendent

• Asst.Foreman/Store Holder Grade-II/ Accountant
  Grade-II/Officer Super Superintendent

• Charge Man/ Store Holder Grade-III/ Accountant
  Grade-III/ Asst. Officer Superintendent

TECHNICIANS

• Chief Technician

• General technician

• Master Technician

• Sr. Technician

• Technician

ARTISANS

• Electrical  Grade I, II, III, IV

• Draftsman  Grade I, II, III, IV

• Fitters  Grade I, II, III, IV

• Machinist  Grade I, II, III, IV

• Turner  Grade I, II, III, IV

• Welder  Grade I, II, III, IV

• Winder  Grade I, II, III, IV

• Rigger  Grade I, II, III, IV

• Crane Operator  Grade I, II, III, IV
• Lab Assistant Grade I, II, III, IV
• Black Smith Grade I, II, III, IV
• Patternmaker Grade I, II, III, IV

**CLERICAL STAFF (NON-SUPERVISOR)**

• Librarian
• Compounder
• Pharmacists
• Nurses
• Dresser
• Telex/ Telephone Operator
• Drivers

**UNSLLIKED/ SEMISKILLED WORKERS**

• Peons
• Mails
• Sweepers
• Workers on daily wages etc.
OBJECTIVES OF THE STUDY
OBJECTIVES

- To analyze the employee welfare facilities provided to the employees of BHEL.
- To suggested and recommend methods to increase the level of Employees Welfare activities at BHEL.
RESEARCH
DATA ANALYSIS & INTERPRETATION

RESEARCH METHODOLOGY

According to Yoder, “Research is a shortcut to knowledge and understanding which can replace the slower, more precarious road of trial and error in experience....”

Research is a multipurpose tool which is used to help solve a variety of organizational problems. The concept of
research can be applied to all organizational studies of any scope.

Thus, research is an art of scientific investigation. Research methodology is a way to systematically solve the research problem.

**TYPES OF DATA COLLECTED:**

Both the types of data is used, means; Primary data & Secondary data.

i) **PRIMARY DATA**- i.e. data is collected for the first time. Under it, information is collected to solve a particular problem or investigating a specific issue. Here, no previous data stored is used for getting the information.

   Sources of primary data that were used:
   - Observation
   - Questionnaire
   - Interviews

ii) **SECONDARY DATA**-Data that is previously recorded or stored comes under it. It consists of information that someone else, who have already been passed through the statistical process have already collected.

   Sources of secondary data that were used:
METHODS USED FOR DATA COLLECTION:

i) Observation:
Data collected by personally observing the things-go-round. Skill and knowledge of investor plays an important role on quality of primary data.

ii) Questionnaire:
A questionnaire of 23 questionnaire was framed. Each question having 3-4 options. Sample questionnaire is attached at the annexure.

iii) Interviews:
Interviews were conducted to get the information directly from the personnel. Mainly experts and the employees of middle grades were interviewed.

iv) Websites:
Websites proved to be a great advantage for accomplishing the project. Sites were Google, wikipedia and BHEL website.

v) Company personnel manual:
BHEL personnel manual was also taken up to go through
so as to get the accurate and exact knowledge of what services are provided to each employee and what are the various rules and regulations.

**SAMPLING PLAN & SAMPLE SIZE:**

For carrying on any research or study on any subject it is very difficult to cover 100% employees in an organization. Therefore, sample size has to be decided for meaningful conclusion.

So, **sample size** decided at 100 employees at random basis and distributed 10 questionnaires in each area.

**TOOLS OF DATA ANALYSIS & REPRESENTATION:**

i) **Tabular presentation**-

The collected data is presented in tabular form to clarify so as to make easy understanding.

ii) **Percentage system**-

After collecting back the questionnaires, to draw out the conclusions I have calculated the percentage of the persons responded in a particular option. As the sample size was 100, it was easy for me to calculate the percentage.

iii) **Graphical representation**-
For representing the data and to make the interpretation easy 3-Dimensional Bar diagrams are used.

**JUSTIFICATION OF THE METHODOLOGY:**

The method use for sampling was non-probability convenience sampling method. This method was used because it was not known previously as to whether a person will be asked to fill the questionnaire. Convenient sampling is used because only those people were asked to fill the questionnaires that were easily accessible & available.

Primary data sources were preferred to get the direct information. Secondary data sources were taken to go through the missing information and to know exactly what the facilities, services provided to employees are and also what rules and regulations are being followed.
FINDINGS

BHEL Bhopal strength is existed in its employees. Company invests in human resource continuously and is alive to their needs. So, Employee Welfare is taken as utmost important thing to handle by BHEL human resource department.

To accomplish the objective of Employee Welfare, BHEL, Bhopal has provided following benefits and facilities to its employees (both ON-THE-SITE and OFF-THE-SITE):
1) **PROMOTION AND TRANSFER POLICY WITH BENEFITS:**

In case of horizontal transfer is done, 1 month basic is given in advance, plus baggage allowance, transfer grant and disturbance allowance etc. are also given. Promotion is done from time to time on the basis of seniority and performance both.

2) **ALLOWANCES:**

Various allowances are also provided like Dearness allowance, Traveling allowance, Conveyance allowance; House rent allowance, City compensatory allowance and allowance to medical officers and nursing staff.

3) **PLANT PERFORMANCE & BONUS:**

Plant performance is given to the workers depending on their performance great on the quality and quantity. Bonus is provided after every 6 months by sharing the actual profit.

4) **FREE MEDICAL FACILITIES:**

Free medical treatment & checkups is provided to the employees and their wards.

5) **OHS (OCCUPATIONAL HEALTH SERVICES):**

OHS is the medical block in the factory itself, which provide urgent first aid treatment in emergencies.

6) **LTC (LEAVE TRAVEL CONCESSION):**
A special amount is given for traveling purpose to all family members and in case of employee’s son he must be less than 25 years & for daughter, she must not be married or employed for being eligible for this concession.

7) FAMILY PLANNING INCENTIVES:

To encourage the employees to maintain small family norm, monetary incentives is provided from the company for vasectomy (for males) & tubectomy (for females) operation. Leave entitlements are also given like maternity leave to female workers to male worker leave is given in case his wife is pregnant.

8) LIBRARY FACILITIES:

Development of employees by updating & enlarging their knowledge is done by provided different libraries to different departments and a central libraries and a central library.

9) EXCEL AWARD SCHEME:

It is a scheme for giving awards to the employee for all round excellence. Excellence award for quality, productivity, research & development and creativity in order to motivate and appreciate the employees.

10) SPECIAL INSURANCE SCHEMES FOR EMPLOYEE WELFARE:

i) DRS (Death Relief Scheme):

On the death of a regular employee, with a view to provide
immediate relief, an amount of Rs.2500/- is given an assistance which is benevolent & non-refundable. An amount of Rs.5/-per employee as contribution from each DRS member is collected and the same is given to the nominee of bereaved family. At present members of this scheme are able to give an amount of approx. Rs.40,000/- to the dependents by the way of DRS.

ii) GSLIS (Group Saving Link Insurance Scheme)-
Contribution is deducted from employees and risk factor is borne by the employer. On the death of the member employee amounts of Rs.10,000/-, 20,000/-, 40,000/- and 80,000/- are given to the deceased employee, depending upon the category of the employee. On retirement of member employee, the total amount accumulated on the account along with interest to retiring employee.

iii) GIS + EDLIS (Group Saving Scheme + Employee Deposit Link Insurance Scheme)-
There are 2 LIC policies maintained & coordinated BHEL corporate office. On the death of an employee following amounts are being given to the nominee of the deceased employee.

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62,000/-
62,000/-
62,000/-

GIS
10,000/-
72,000/-
20,000/-
82,000/-
35,000/-
97,000/-
50,000/-
1,12,000/-

11) **RETIREMENTS BENEFITS:**

A pension & post retirement medical facility is given for lifetime to the retired employee. And the time of superannuation employee provided with Gratuity payment, GSLIS-savings, Employee leave encashment & Medical encashment.

12) **FESTIVAL ADVANTAGE:**

This advantage is granted only once in a calendar year. An interest free festival advance is given to the extent of 1 month basic pay.
13) **MISCELLANIOUS SERVICES:**

Some services provided for employee benefit and their welfare is:-

i) **Telecommunicating**- Free telephone services within the organization.

ii) **Intranet facilities**- Free net availability of BHEL site within the organization.

iii) **Canteens**- Subsidized food services provided at the various canteens in the BHEL Campus.

iv) **Fitness programs**- At every 5 year intervals, free medical check-up is undertaken for all employees of the organization at all levels.

v) **Education Subsidies**- Partial part professional fee is also paid by BHEL if employer want to acquire or professional degree.

vi) **New year gift**- BHEL gives every employee gifts on the occasions like new year, dewali etc.

vii) **Uniform/safety shoes**- Free uniform and shoes are provided to the workers from management.

14) **AMENITIES:**

Civil amenities are also provided like;

- Clubs: - sports club, senior club (for executives), ATA Club (for supervisors), AGA Club (for workers), Yoga club;

- Cultural societies, marriage garden and hall, community centers & libraries, community hall. There are 19 parks
also. BHEL also sponsored schools for employee children.

15) **SAFETY MEASURES:**

A safety department has been set up in BHEL which books after all safety provisions in the factory. Regular coordination and inspection has been done with Directorate of Industrial Health & Safety department. Following safety committees are constituted to look after safety provisions in the factory.

i) Plant HSE Committee headed by Executive Director

ii) Central HSE Committee

iii) Central safety Sub-committee

iv) Department safety Committee

v) Safety Steward Committee

Above safety committee with due representation from employees, meet regularly to address safety provisions. Problems & suggestions relating to safety are discussed and appropriate measures are taken. Safety equipments (PPEs) are provided to the employees in the shop areas.
ANNEXURES
BIBLIOGRAPHY

➢ K. Aswathappa - Human Resource Management

➢ Michael Armstrong & Helen Murlis – Reward Management

➢ Victoria A. Parker – Workplace Flexibility
I extend my deep gratitude towards all those, who have provided me valuable insights & helped me to complete my project report.

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I also express my heartily thanks to Mr. Santosh Meena (TDS, Manager) who proved to be my helping hand at odd times.

I want to thanks Mrs. Bina Awasthy (library, Manager), who supported me with her vast library of documents & materials which was very useful for getting inputs for my report making.

Last but not the least, I am grateful to my loving parents & my sister who inspired me all time to give my 100% efforts for making project report & also provided me a platform to do the same.

DEEPTI PRAJAPATI
CONCLUSION

• All the employees are aware of the welfare facilities provided by BHEL. All 100% are saying yes to the question.

• 80% of the respondents are satisfied with the washing facilities provided by the BHEL.

• 50% of the respondents are fully satisfied & 50% of the respondents are partially satisfied with the drinking facilities.

• 90% of the respondents agreed that there are ambulance services in the factory premises.

• 60% of the respondents are fully satisfied however, 30% of the respondents are partially satisfied with the cleanliness maintained at the shop floor.

• 100% of the respondents are having good relations with their colleagues.

• 90% of the respondents are satisfied with the lighting and ventilation facilities at the workplace.

• 80% of the respondents are agreed that first aid appliances are adequate.

• 60% respondents say that snacks and meals are of good quality.

• 30% of the respondents are fully and 40% of the respondents are partially satisfied with the transportation facilities provided to the
schoolchildren.

- 20% of the respondents are fully and 50% are partially satisfied with the residential facilities.
- 60% of the respondents are fully satisfied with the recreational facilities provided by their employer.
- 70% knows that there is crèche facility for kids of the working female employees of the BHEL.
- 50% of the respondents say yes that they are given night shift allowance.
- 60% of the respondents are fully satisfied with the civil amenities provided by the company.
- 80% agreed that there grievances are considered by their supervisor.
- 50% of the respondents say that they always get a good response from the higher management.
- 30% says that only sometimes they get good response from the higher management.
- 30% of the respondents are fully satisfied and 30% are partially satisfied with the labour welfare officers and their services.
- 90% of the respondents are aware of the insurance schemes.
- 80% of the respondents are fully satisfied with the safety measures adopted.
- Only 50% of the respondents agreed that
management tries to minimize the stress at workplace.

- 70% of the respondents agreed that BHEL concerns with CSR.
- 80% of the respondents say that they are helped by their company to adapt changes and to mould to work according to the modernization.

THUS, I can conclude that in the organization employee welfare is taken as important for overall growth. A lot of activities are going on and many facilities are provided for employee development and their welfare. Just there is a requirement to improve upon a little.

**SUGGESTIONS**

- Performance-linked incentive should be introduced.
- Drinking water facilities should be improved.
- Transportation facilities should be taken care off.
- Emphasis should be laid on creating more satisfactorily residential facilities for all their employees.
Higher management should consider workers grievances more carefully and sincerely.

Labour welfare officers should work with the aim of satisfying the needs of all their workers.

Higher management should be more interactive with the employees.
QUESTIONNAIRE

(Please tick the appropriate option Your answer will be kept confidential)

DEPARTMENT:

____________________

NAME (OPTIONAL):


DESIGNATION (OPTIONAL):
VALUABLE TIME SPENT IN BHEL: ___________ YEARS

Q.1) Are you aware of the welfare facilities provided by the BHEL?
   
   i) Yes  
   ii) No  
   iii) partially

Q.2) Are you satisfied with the washing facilities?

   i) Yes  
   ii) No  
   iii) Not fully satisfied

Q.3) Is there adequate drinking water facilities like availability of water coolers/water purifiers?

   i) Fully satisfied  
   ii) partially satisfied  
   iii) Dissatisfied  
   iv) don’t know/Can’t Say

Q.4) In case of emergency, is there any ambulance service in factory premise?

   i) Yes  
   ii) No  
   iii) don’t know/ can’t say

Q.5) Are you satisfied with the cleanliness maintained at the shop floor?

   i) Fully satisfied  
   ii) partially satisfied  
   iii) Dissatisfied  
   iv) Don’t know

Q.6) Do you have good relations with your colleagues?

   i) Yes  
   ii) No  
   iii) don’t know
Q.7) Are you satisfied with the lighting and ventilation facilities at workplace?

i) Fully satisfied ii) partially satisfied iii) dissatisfied iv) don’t know

Q.8) Are the first aid appliances provided adequate?

i) Yes ii) No iii) don’t know

Q.9) Do you think that snacks and meals provided are of good quality?

i) Yes ii) No iii) little bit

Q.10) Are you satisfied with the transportation facilities provided to the schoolchildren?

i) Fully satisfied ii) partially satisfied iii) dissatisfied iv) don’t know

Q.11) Are you satisfied with the residential quarters (township) provided?

i) Fully satisfied ii) partially satisfied iii) dissatisfied iv) don’t know

Q.12) Are you satisfied with the recreational facilities like parks, library, sport complex?

i) Fully satisfied ii) partially satisfied iii) dissatisfied iv) don’t know /can’t say

Q.13) Is there any crèche facility for working women’s kids?
Q.14) Are you given any night shift allowance?

i) Yes  
ii) No  
iii) can’t say

Q.15) Civil amenities provided and maintained like market, school, bank, marriage garden etc. are you satisfied with it?

i) Fully satisfied  
ii) partially satisfied  
iii) dissatisfied  
iv) don’t know

Q.16) Are your grievances considered by your supervisor?

i) Yes  
ii) No  
iii) don’t know

Q.17) In case of any problem (grievance not considered by your supervisor) & you approach to higher management, do you get good response?

i) Always  
ii) sometimes  
iii) never  
iv) most times

Q.18) Are you satisfied with the labour welfare officers and their services?

i) Fully satisfied  
ii) partially satisfied  
iii) dissatisfied  
iv) don’t know / can’t say

Q.19) Do you aware of the insurance schemes provided to you, by your employer?

i) Yes  
ii) No  
iii) don’t know / can’t say
Q.20) Are you satisfied with the safety measures adopted here?

i) Fully satisfied  ii) partially satisfied  iii) dissatisfied  iv) don’t know / can’t say

Q.21) Do you think management tries to minimize stress at workplace?

i) Agree  ii) disagree  iii) somewhat agree

Q.22) Do you think BHEL concerns with CSR (Corporate Social Responsibility)?

i) Yes  ii) No  iii) don’t know / can’t say

Q.23) Does BHEL helps employees to adapt changes (modernization)?

i) Yes  ii) No  iii) don’t know

THANK YOU FOR YOUR VALUABLE INFORMATION
Q.1) Are you aware of the welfare facilities provided by the BHEL?

<table>
<thead>
<tr>
<th>OPTION</th>
<th>PERCENTAGE OF RESPONDENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>100</td>
</tr>
<tr>
<td>No</td>
<td>0</td>
</tr>
<tr>
<td>partially</td>
<td>0</td>
</tr>
</tbody>
</table>

**Interpretation:** All the employees are
aware of the welfare facilities provided by BHEL. All 100% are saying yes to the question.

Q.2) Are you satisfied with the washing facilities?

<table>
<thead>
<tr>
<th>OPTIONS</th>
<th>% OF RESPONDENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>80%</td>
</tr>
<tr>
<td>No</td>
<td>10%</td>
</tr>
<tr>
<td>Not fully satisfied</td>
<td>10%</td>
</tr>
</tbody>
</table>
Interpretation:

80% of the respondents are satisfied with the washing facilities provided by the BHEL.

Q.3) Is there adequate drinking water facilities like availability of water coolers/ water purifiers?

<table>
<thead>
<tr>
<th>OPTIONS</th>
<th>% OF RESPONDENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fully satisfied</td>
<td>50</td>
</tr>
<tr>
<td>Partially satisfied</td>
<td>50</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>0</td>
</tr>
<tr>
<td>Don’t know/can’t say</td>
<td>0</td>
</tr>
</tbody>
</table>
Interpretation:

50% of the respondents are fully satisfied & 50% of the respondents are partially satisfied with the drinking facilities.

Q.4) In case of emergency, is there any ambulance service in the factory premise?

<table>
<thead>
<tr>
<th>OPTIONS</th>
<th>% OF RESPONDENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>90</td>
</tr>
<tr>
<td>No</td>
<td>0</td>
</tr>
<tr>
<td>Don’t know/can’t say</td>
<td>10</td>
</tr>
</tbody>
</table>

Interpretation:
90% of the respondents agreed that there are ambulance services in the factory premises.

Q.5) Are you satisfied with the cleanliness maintained at the shop floor?

<table>
<thead>
<tr>
<th>OPTIONS</th>
<th>% OF RESPONDENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>yes</td>
<td></td>
</tr>
<tr>
<td>no</td>
<td></td>
</tr>
<tr>
<td>don’t know</td>
<td></td>
</tr>
<tr>
<td>Option</td>
<td>%</td>
</tr>
<tr>
<td>-------------------------</td>
<td>---</td>
</tr>
<tr>
<td>Fully satisfied</td>
<td>60</td>
</tr>
<tr>
<td>Partially satisfied</td>
<td>30</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>0</td>
</tr>
<tr>
<td>Don’t know/can’t say</td>
<td>10</td>
</tr>
</tbody>
</table>

Interpretation:

60% of the respondents are fully satisfied however, 30% of the respondents are partially satisfied with the cleanliness maintained at the shop floor.
Q.6) Do you have good relations with your colleagues?

<table>
<thead>
<tr>
<th>OPTIONS</th>
<th>% OF RESPONDENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>100</td>
</tr>
<tr>
<td>No</td>
<td>0</td>
</tr>
<tr>
<td>Don’t know</td>
<td>0</td>
</tr>
</tbody>
</table>

Interpretation:

100% of the respondents are having good relations with their colleagues.
Q.7) Are you satisfied with the lighting and ventilation facilities at workplace?

<table>
<thead>
<tr>
<th>OPTIONS</th>
<th>% OF RESPONDENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fully satisfied</td>
<td>90</td>
</tr>
<tr>
<td>Partially satisfied</td>
<td>10</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>0</td>
</tr>
<tr>
<td>Don’t know</td>
<td>0</td>
</tr>
</tbody>
</table>

Interpretation:

90% of the respondents are satisfied with the lighting and ventilation facilities at the workplace.
Q.8) Are the first aid appliances provided adequate?

<table>
<thead>
<tr>
<th>OPTIONS</th>
<th>% OF RESPONDENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>80</td>
</tr>
<tr>
<td>No</td>
<td>0</td>
</tr>
<tr>
<td>Don’t know</td>
<td>20</td>
</tr>
</tbody>
</table>

Interpretation;

80% of the respondents are agreed that first aid appliances are adequate.
Q.9) Do you think that snacks & meals provided are of good quality?

<table>
<thead>
<tr>
<th>OPTIONS</th>
<th>% OF RESPONDENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>60</td>
</tr>
<tr>
<td>No</td>
<td>0</td>
</tr>
<tr>
<td>Little bit</td>
<td>40</td>
</tr>
</tbody>
</table>

Interpretation:
60% respondents say that snacks and meals are of good quality.
Q.10) Are you satisfied with the transportation facilities provided to the schoolchildren?

<table>
<thead>
<tr>
<th>OPTIONS</th>
<th>% OF RESPONDENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fully satisfied</td>
<td>30</td>
</tr>
<tr>
<td>Partially satisfied</td>
<td>40</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>0</td>
</tr>
<tr>
<td>Don’t know</td>
<td>30</td>
</tr>
</tbody>
</table>

Interpretation:

30% of the respondents are fully and 40% of the respondents are partially satisfied with the transportation facilities provided to the schoolchildren.
Q.11) Are you satisfied with the residential quarters (township) provided?

<table>
<thead>
<tr>
<th>OPTIONS</th>
<th>% OF RESPONDENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fully satisfied</td>
<td>20</td>
</tr>
<tr>
<td>Partially satisfied</td>
<td>50</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>10</td>
</tr>
<tr>
<td>Don’t know</td>
<td>20</td>
</tr>
</tbody>
</table>

Interpretation:

20% of the respondents are fully and 50% are partially satisfied with the residential facilities, however 10% are dissatisfied with it.
Q.12) Are you satisfied with the recreational facilities like parks, library, sport complex etc.?

<table>
<thead>
<tr>
<th>OPTIONS</th>
<th>% OF RESPONDENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fully satisfied</td>
<td>60</td>
</tr>
<tr>
<td>Partially satisfied</td>
<td>40</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>0</td>
</tr>
<tr>
<td>Don’t know</td>
<td>0</td>
</tr>
</tbody>
</table>

Interpretation:

60% of the respondents are fully satisfied with the recreational facilities provided by their employer.
Q.13) Is there any crèche facility for working women’s kid?

<table>
<thead>
<tr>
<th>OPTIONS</th>
<th>% OF RESPONDENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>70</td>
</tr>
<tr>
<td>No</td>
<td>10</td>
</tr>
<tr>
<td>Can’t say</td>
<td>20</td>
</tr>
</tbody>
</table>

Interpretation:

70% knows that there is crèche facility for kids of the working female employees of the BHEL; however 20% have no idea about this.
Q.14) Are you given any night shift allowance?

<table>
<thead>
<tr>
<th>OPTIONS</th>
<th>% OF RESPONDENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>50</td>
</tr>
<tr>
<td>No</td>
<td>20</td>
</tr>
<tr>
<td>Don’t know</td>
<td>30</td>
</tr>
</tbody>
</table>

Interpretation:

50% of the respondents say yes that they are given night shift allowance. 50% don’t know about it.
Q.15) Civil amenities provided and maintained like market, school, banks, marriage garden etc. are you satisfied with it?

<table>
<thead>
<tr>
<th>OPTIONS</th>
<th>% OF RESPONDENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fully satisfied</td>
<td>60</td>
</tr>
<tr>
<td>Partially satisfied</td>
<td>40</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>0</td>
</tr>
<tr>
<td>Don’t know</td>
<td>0</td>
</tr>
</tbody>
</table>

Interpretation:

60% of the respondents are fully satisfied with the civil amenities provided by the company.
Q.16) Are your grievances considered by your supervisor?

<table>
<thead>
<tr>
<th>OPTIONS</th>
<th>% OF RESPONDENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>80</td>
</tr>
<tr>
<td>No</td>
<td>0</td>
</tr>
<tr>
<td>Don’t know</td>
<td>20</td>
</tr>
</tbody>
</table>

Interpretation:

80% agreed that their grievances are considered by their supervisor.
Q.17) In case of any problem (grievances not considered by your supervisor) & you approach to higher management, do you get good response?

<table>
<thead>
<tr>
<th>OPTIONS</th>
<th>% OF RESPONDENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Always</td>
<td>50</td>
</tr>
<tr>
<td>Sometimes</td>
<td>30</td>
</tr>
<tr>
<td>Never</td>
<td>0</td>
</tr>
<tr>
<td>Most times</td>
<td>20</td>
</tr>
</tbody>
</table>

Interpretation:

50% of the respondents say that they always get a good response from the higher management. 20% say it as a most time situation. However, 30% says that only sometimes they get good response from the higher management.
Q.18) Are you satisfied with the labour welfare officers and their services?

<table>
<thead>
<tr>
<th>OPTIONS</th>
<th>% OF RESPONDENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fully satisfied</td>
<td>30</td>
</tr>
<tr>
<td>Partially satisfied</td>
<td>30</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>10</td>
</tr>
<tr>
<td>Don’t know</td>
<td>30</td>
</tr>
</tbody>
</table>

Interpretation:
30% of the respondents are fully satisfied and 30% are partially satisfied with the labour officers and their services. However, 10% are dissatisfied.
Q.19) Do you aware of the insurance schemes provided to you, by your employer?

<table>
<thead>
<tr>
<th>OPTIONS</th>
<th>% OF RESPONDENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>90</td>
</tr>
<tr>
<td>No</td>
<td>0</td>
</tr>
<tr>
<td>Don't know</td>
<td>10</td>
</tr>
</tbody>
</table>

Interpretation:

90% of the respondents are aware of the insurance schemes. 10% are not fully aware of these schemes, just having a little knowledge.
Q.20) Are you satisfied with the safety measures adopted here?

<table>
<thead>
<tr>
<th>OPTIONS</th>
<th>% OF RESPONDENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fully satisfied</td>
<td>80</td>
</tr>
<tr>
<td>Partially satisfied</td>
<td>0</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>10</td>
</tr>
<tr>
<td>Don’t know</td>
<td>10</td>
</tr>
</tbody>
</table>

**Interpretation:**

80% of the respondents are fully satisfied with the safety measures adopted. However, 10% are dissatisfied.
Q.21) Do you think that management tries to minimize the stress at workplace?

<table>
<thead>
<tr>
<th>OPTIONS</th>
<th>% OF RESPONDENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>50</td>
</tr>
<tr>
<td>No</td>
<td>0</td>
</tr>
<tr>
<td>Don’t know</td>
<td>50</td>
</tr>
</tbody>
</table>

Interpretation:

Only 50% of the respondents agreed that management tries to minimize the stress at workplace.
Q.22) Do you think BHEL concerns with CSR (Corporate Social Responsibility)?

<table>
<thead>
<tr>
<th>OPTIONS</th>
<th>% OF RESPONDENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>70</td>
</tr>
<tr>
<td>No</td>
<td>0</td>
</tr>
<tr>
<td>Don’t know</td>
<td>30</td>
</tr>
</tbody>
</table>

Interpretation:

70% of the respondents agreed that BHEL concerns with CSR. But 30% are not sure about it.
Q.23) Does BHEL helps employees to adapt changes (modernization)?

<table>
<thead>
<tr>
<th>OPTIONS</th>
<th>% OF RESPONDENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>80</td>
</tr>
<tr>
<td>No</td>
<td>0</td>
</tr>
<tr>
<td>Don’t know</td>
<td>20</td>
</tr>
</tbody>
</table>

Interpretation:

80% of the respondents say that they are helped by their company to adapt changes and to mould to work according to the modernization.
CONCLUSION & SUGGESTIONS