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**COMMITTEE ON WELFARE OF OTHER
BACKWARD CLASSES
(2018-19)**

(SIXTEENTH LOK SABHA)

MINISTRY OF POWER

**'Measures undertaken to secure representation of OBCs in
employment and for their welfare in NTPC Ltd. '**

SIXTEENTH REPORT



सत्यमेव जयते

**LOK SABHA SECRETARIAT
NEW DELHI**

August, 2018/ Shravana, 1940 (Saka)

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Presented to Lok Sabha on 09.08.2018
Laid in Rajya Sabha on 09.08.2018



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LOK SABHA SECRETARIAT
NEW DELHI

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COMPOSITION OF THE COMMITTEE ON WELFARE OF OBCs (2018-19)

SHRI GANESH SINGH- CHAIRPERSON

MEMBERS

LOK SABHA

2. Smt. Santosh Ahlawat
3. Shri A. Arunmozhithevan
4. Shri Santosh Kumar
5. Shri Shailesh Kumar
6. Shri Ravindra Kushawaha
7. Dr. Swami Sakshi ji Maharaj
8. Dr. Banshilal Mahato
9. Dr. Mriganka Mahato
10. Dr. (Smt.) Pritam Gopinath Munde
11. Shri Rodmal Nagar
12. Shri Ram Mohan Naidu Kinjarapu
13. Shri P. Karunakaran
14. Shri Kapil Moreswar Patil
15. Shri Hari Narayan Rajbhar
16. Shri Mullappally Ramachandran
17. Shri Rajeev Satav
18. Shri Rajveer Singh (Raju Bhaiya)
19. Shri Ladu Kishore Swain
20. Shri Kanwar Singh Tanwar

RAJYA SABHA

21. Shri Husain Dalwai
22. Shri Ram Narain Dudi
23. Shri B.K. Hariprasad
24. Shri Ahamed Hassan
25. Dr. Vikas Mahatme
26. Shri Vishambhar Prasad Nishad
27. Shri K.K. Ragesh
28. Smt. Vijila Sathyananth
29. Shri Ram Nath Thakur
30. Smt. Chhaya Verma

SECRETARIAT

1. Shri N.C. Gupta - Joint Secretary
2. Shri R.R. Kumar - Director
3. Shri ASK Das - Deputy Secretary
4. Ms. Suvaiba Shaikh - Committee Assistant

INTRODUCTION

I, the Chairperson, Committee on Welfare of Other Backward Classes (2018-19) having been authorised by the Committee to present the Report on their behalf, present this Sixteenth Report on 'Measures undertaken to secure representation of OBCs in employment and for their welfare in NTPC Ltd.' pertaining to the Ministry of Power.

2. The Committee took evidence of the representatives of the Ministry of Power and NTPC Ltd. on 05.04.2018. The Committee wish to express their thanks to the representatives of the Ministry of Power and NTPC Ltd. for appearing before the Committee for evidence and furnishing the information desired by the Committee in connection with the examination of the subject.

3. The Report was considered and adopted by the Committee at their sitting held on 07.08.2018.

4. For facility of reference and convenience, the Observations/Recommendations of the Committee have been printed in bold letters in Part-II of the Report.

NEW DELHI;
7 August, 2018
16 Shravana, 1940 (Saka)

GANESH SINGH,
Chairperson,
Committee on Welfare of Other Backward Classes

INTRODUCTORY

1.1 NTPC Limited, a Maharatna Company of the Government of India(GoI), is the largest power generator in India. It was incorporated in 1975 as a fully Government owned company. NTPC came out with an Initial Public Offer(IPO) in 2004 and an Follow-on Public Offer (FPO) in 2010. GoI reduced its stake through Offer for Sale in February 2013, February 2016 and again in August 2017. Consequently, the Government of India, now holds 62.27% stake in the company, the rest being held by Institutional investors and public. Over the years, NTPC has attained a global Stature. In the Platts Top 250 Global Energy Companies for 2017, NTPC has been ranked as No.2 Independent Power Producer in the world. Further, NTPC has been ranked 408th largest company in the World among ‘Global 2000’ list of companies compiled by Forbes for 2017. Commissioned capacity of NTPC (including JVs) is 52,191 MW comprising 45,300 MW directly owned by NTPC (39,555 MW coal based stations at 20 locations, 4,017 MW gas/liquid fuel based stations at 07 locations, 800 MW hydro project at 01 location, 870 MW Solar PV plants at 11 locations 50 MW wind project at 01 location and 8 MW small hydro at 01 location). The total capacity includes 6891 MW under joint ventures / subsidiaries comprising 07 coal based and 01 gas based power stations. Capacity of 22,531 MW (including 1320 MW in Bangladesh) is under construction at 20 locations.

1.2 NTPC has formed 5 Subsidiaries and 20 Joint Venture companies

in order to increase its core business and for strategic business diversification. These are in the areas of:

- Power generation
- Power trading
- Power distribution
- Power equipment manufacturing

- Power services
- Coal mining
- Fertilizer

ORGANISATIONAL SET UP

1.3 The organisation chart of NTPC is given at **Annexure-I**.

1.4 The composition of Board members/Management as on 14th September 2018 is as under

A. Whole-time Directors: Functional : 07

B. Government Nominee Directors : 01

C. Independent Directors : 07

1.5 On being asked about the number of officials belonging to OBC category occupying the position in the Board/Top Management Body of NTPC, the Ministry of Power in a note replied as below:-

None of the Functional Directors belongs to OBC category. Regarding Government Nominee Directors and Independent Directors information is not available with NTPC.

1.6 The Committee also enquired about reasons for no representation of OBC at the Director level in the Organisation. The representative of NTPC, during the evidence held on 5th April, 2018 replies as below:-

" आज कॊ तारीख मॊ ओबीसी का कोई भी डायरेॊटर नहॊ है। चूॊक भारत सरकार उनकॊ िनयुॊिॊ करती है, तो वहां पर एनटीपीसी को अपने आपको सुॊनिॊच करना संभव नहॊ है।

CHAPTER-II

REPRESENTATION OF OBCs IN NTPC

2.1 Asked about the total staff strength of the organisation and the number of OBC employees at various levels of posts in the hierarchy, the Ministry of Power in a written reply informed as under:

Group	Total Employees (as on 31.12.2017)	OBC	OBC%
A	13446	2437	18.1
B	4145	347	8.4
C	3549	1009	28.4
D	688	121	17.6
Total	21828	3914	17.9

2.2 Furthermore, the Ministry in a written note elaborated on the details regarding group wise total sanctioned posts in NTPC as given below:-

"In NTPC, most direct recruitments are executive trainees (Group "A", E-2 level), Diploma trainee (Group "C", W-7 Level), Artisan Trainee (Group "C", W-3 Level) and Attendant "D", W-0 level). Due to various levels in each group, level wise approved number is not shown, however, the sanction number has been maintained as on 30.12.2017 total man power of NTPC is 21828 In which 17.9% employees belongs to other backward classes."

2.3 From the information given by the Ministry, the Committee observe that the representation of OBC employees in overall strength of NTPC is quite low. The overall representation of OBCs is only 17.9 percent. Asked about the reasons for the same, the Ministry in a note stated as under:

"Reservation of OBC has come into existence from 08.09.1993, whereas the total present manpower included recruitment before 08.09.1993 and after 08.09.1993.

Recruitment posts before 08.09.1993, do not come under the purview of reservation for other backward classes.

Various office projects of NTPC are located in different parts of the country. Vacancies in Group B, C & D are recruited on regional basis. Percentage of reservation of other backward classes does not remain the same, which differs from state to state. However, efforts are being made by NTPC to fill up the backlog vacancies.”

2.4 During the course of evidence, the Committee enquired about low representation of OBCs. The representative of NTPC informed as under:

इसका मुख्य कारण यह है कि वर्ष 1993 से पहले विभिन्न क्षेत्रों में नियुक्ति हुई

थी और उसका काफी संख्या है। उस विहिसाब से देखा जाए तो आज का तारीख में

17.9 है लेकिन अगर उसके बाद देखा जाए तो उसमें कोई कमी नहीं है।

2.5 The Committee desired to know about the categories of posts in the Organization (Technical and Non-Technical) for which reservations are made for OBC candidates along with the pay scales of all such posts, the Ministry of Power submitted as under:-

Reservation is applied in all Group-A,B,C & D posts in direct recruitment and the scale of pay in Group-A,B,C& D posts are given here under:

Employees in Group-A:		Employees in Group- C:	
Level	Scale of Pay	Level	Scale of Pay
E-9	62000-80000	W-8 & S-1	16000-35500
E-8	51300-73000	W-7	15500-34500
E-7	51300-73000	W-6	14500-32000
E-6	43200-66000	W-5	13500-29500
E-5	36600-62000	W-4	12500-27500
E-4	32900-58000	W-3	11500-26000
E-3	29100-54500	---	---
E-2	24900-50500	---	---

E1	20600-46500		---	---
Employees in Group-B :			Employees in Group- D:	
Level	Scale of Pay		Level	Scale of Pay
Selection Grade (SG)	20500-44500		W-2	11000-24500
W-11 & S-4	20000-42500		W-1	10500-23000
W-10 & S-3	18500-40000		W-0	8700-20000
W-9 & S-2	17000-37000		---	---

CHAPTER III

IMPLEMENTATION OF RESERVATION POLICY FOR OBCs IN RECRUITMENT

3.1 Elaborating on the implementation of the reservation policy for OBCs in various categories of posts in the organisation, the Ministry of Power in a note submitted as under:

The percentage of reservation made applicable in NTPC in respect of OBCs is as under :

Posts filled by Direct Recruitment:	OBC
Direct Recruitment on all India basis by means of open competition for Group – A Posts	27%
Direct Recruitment on all India basis otherwise than by Open competition for Group – A Posts	25.84%
Direct Recruitment to Group C&D posts normally attracting candidates from a locality or a region.	Different Percentages for different states/UT as notified by the Govt.

3.2 Asked about machinery/checks in force to ensure proper implementation of OBC reservation policy, the Ministry in a written reply stated as below:-

Following machinery / checks are in force in NTPC:-

- a) Functioning of Reservation Cell under Liaison Officer at each of Project/ Stations, Regional Headquarters and Corporate Centre to ensure compliance of the Presidential Directives.
- b) Maintenance of Rosters and their inspection by Liaison Officers of the Projects & Corporate Centre.
- c) Submission of Periodical Reports and Returns to the Ministry of Power.

- d) Monitoring on reservation matters and periodical inspection by the Ministry of Power.
- e) All directives/ instructions/clarification issued by DOPT or other Govt. agencies from time to time are received through Ministry of Power (MOP) and are circulated across NTPC.
- f) Separate Liaison Officer(OBC) have been appointed at Corporate Centre, Regional HQs and at Unit/Projects. Annual Conference of Liaison officers are organized wherein all the latest guidelines/rules, issues and grievances, if any are discussed in detail and necessary measures are also suggested for proper implementation of all rules/instructions pertaining to OBCs.

3.3 The Committee desired to know about the concessions and relaxations extended to OBC candidates in the recruitment at various level of posts. The Ministry of Power in a written reply elaborated on the relaxations & concessions given in recruitment as under:

“Relaxations & Concessions given in recruitment are as under:

- Relaxation in age : 3 years.
- Relaxation in Written Test & Interview : 10% Relaxation in qualifying marks”

Maintenance of Roster register

3.4 The Ministry of Power has informed that Roster Register is being maintained by NTPC as per DoPT norms. When asked as to whether separate registers are being maintained for each post/category, the Ministry of Power in a written reply stated as under:

"Yes Please. Post Based Rosters are maintained at Corporate Office in respect of all Group A posts and Group B, C & D posts of the Corporate Office whose recruitment is done by the Corporate Office. Rosters are maintained at Projects/Regional Office in respect of all Group B, C & D posts of the Project/Regional Office whose recruitment is done by the Projects/Regional Office "

3.5 The Committee enquired about the year-wise details of the recruitments made under various categories of posts since the year when the reservation for OBC was introduced in 1993. The information supplied by the Ministry is placed at **Annexure-II**.

3.6 When asked if the stipulated percentage of reservation was achieved in recruitment in NTPC, the representative of NTPC, during the evidence stated as below:

" एनटीपीसी का गठन वर्ष 1975 में हुआ था और वर्ष 1975 से वर्ष 1993 तक ओबीसी एंट लागू होने के पूर्व तक काफी नियुक्तियां की गई थीं। उस समय रजवर्गों का सिस्टम लागू नहीं था इसलिए इसे लागू नहीं किया गया था। आज की तारीख में 27 परसेंट का मापदंड है, वह एकदम टैली नहीं होगा।

3.7 Asked about the reasons for shortfall in filling up of vacancies in the OBC category, the Ministry of Power in a note stated:

There are 03 taken over projects of NTPC. The manpower absorbed after taking over of these projects are also existed in present manpower. The required percentage of OBCs are not there or may not be same as prescribed.

3.8 The Committee sought details about the steps taken to ensure proper representation of OBCs in NTPC and to reduce the shortfall of vacancies reserved in OBCs, the Ministry of Power in a written reply stated as under:-

"The deficit of other backward classes will be gradually controlled, whenever the posts are vacant by the existing staff, then recruitment is made against those posts as per the actual requirement.

..... as and when the posts are vacant from the existing staff and the recruitments relating to those posts are done according to the actual need, the short fall of the other backward classes will be considered gradually"

CHAPTER IV

BACKLOG VACANCIES/SPECIAL RECRUITMENT DRIVE

4.1 On closer scrutiny of the data furnished by the Ministry, the Committee found considerable number of backlog vacancies under OBC category. they observed that 12 backlog vacancies of Group 'A' have been shown in the year 2017 and desired to know about the steps taken to fill up these vacancies. The Ministry of Power in a written reply stated as below:-

"In the year 2017, 12 backlog vacancies of Group 'A' are earmarked for OBCs which have been included in the current recruitment process of 2018."

4.2 The Committee desired to know about the reasons for not filling up of the backlog vacancies in NTPC and also the remedial steps taken/proposed to be taken in this regard. The Ministry of Power in a written reply stated as below:-

"In Group A, Non materialization of offer of appointments and Non availability of suitable candidates(Medical Specialist) are the main reasons for non-filling up of the posts. To site few cases, during 2015 for the post of Executive Trainee ,against 30 OBC vacancies 46 offer of appointment were issued and only 20 joined. During 2017 for the post of Executive Trainee , against 17 OBC vacancies 34 offer of appointment were issued and only 13 joined. Recruitment in Group C and Group D normally attracts candidates from particular region/locality and at some places NTPC has commitment/understanding with local administration to have recruitment amongst landoustees .Unfilled vacancies in Group C and Group D is primarily due to non availability of adequately qualified candidates and minimal representation of reserved categories amongst landoustees/local populace."

4.3 The representative of NTPC clarified during the evidence held on 5th April, 2018 as under:

"आज का तारीख मं वर्ष 2017 के आंकड़े के अनुसार ग्रुप ए मं 12 और ग्रुप डी मं तीन का बैकलॉग चल रहा है। ग्रुप डी मं तीन बैकलॉग चल रहा है, उसे विगत तीन वर्ष से बैकलॉग दिखाया जा रहा है उसका वजह रूटमंट मं रजवशन का रोटर का बैकलॉग था, उसमें से कुछ लोग कोट वले गए और कोट ने टे दे दिया है, जिसका वजह से रूटमंट का पोसेस आगे नह बढ़ पा रहा है। इसीलिए ग्रुप डी मं तीन लोग का आंकड़ा निरंतर तीन साल से बैकलॉग म आ रहा है। ग्रुप ए मं जो रिियां दी गई हं, वर्ष 2018 मं हम तमाम नियुियां करने जा रहे हं। हम पूण विास है कि हम 12 बैकलॉग रि कोनित प से पूरा कर लगे।"

4.4 The representative of NTPC further replied to a query regarding non-availability of suitable candidates as under:

" दो कारण हं, हमने 12 डॉटर क संया म बैकलॉग म रूटमंट क थी, उसमें क डीडेट पूरे नह मिल पाए और जो मिले हं, हमने जो ऑफर दिया, उसमें बहुत से लोग ने वाइन नह किया।"

4.5 When the Committee raised doubt over non-availability of suitable candidates, the representative of NTPC, during the evidence clarified as under:-

ोजेट टेशन पिछड़े इलाक म हं, अबन सटर म नह हं, रिियां वहां हं। आपने बिकुल सही कहा है कि डॉट्स क अवेलेबिलिटी है, लेकिन जब हम उनको आफर देते हं कि आप ओजेट अताल म वाइन कजिए तो वे वहां जाने के लिए बहुत इच्छुक नह होते हं।"

4.6 As the representatives of NTPC cited the non-availability of qualified candidates as one of the main reasons for not fulfilling backlog vacancies, the Committee desired to if any improvements are being made/proposed to be made in NTPC's recruitment

process to ensure that immediate appointment of OBC candidates in vacant posts. The Ministry of Power in a written reply stated as below:-

" NTPC is facing difficulties in filling up the posts of Medical Specialists (MD / MS), not only from other backward classes, but also in general, due to its project locations in remote areas. For the post of medical experts in the year 2016-17, total 22 no. posts were advertised, in which 7 posts were earmarked for the Other Backward Classes. In this recruitment process, only 3 candidates joined and none of the Other Backward Class Candidate joined."

4.7 The representative of NTPC during the evidence, assured the Committee about filling up the vacant posts, as below:-

" हमारे पास अभी जो रिक्तियां उपलब्ध हैं, हमने एडवर्टाइजमेंट निकाला है और इसे पूरा नहीं कर पाए हैं। हमारी कोशिश है कि आने वाले समय में अल्पकालिक पद हैं, जैसे इंजीनियर या सुप्लायर्स, 12 के बैकलॉग को पूरा करने में सक्षम रहेंगे, ऐसा हमारा विचार है।"

4.8 The Committee enquired as to whether the NTPC is initiating any special recruitment drives for filling up of the backlog vacancies reserved for OBC candidates. The Ministry of Power in a written reply submitted as under:-

'Backlog vacancies are taken care in current recruitment drive of 2018.... However no special recruitment drive for OBC has been launched so far.'

Representation of OBCs on Selection Committees/Boards

4.9 The DoPT vide their OM No. 42011/2/2014-Estt.(Res.) dt. 13 Feb., 2014 have issued instructions, *inter alia*, making it mandatory to include one member belonging to

OBC in the Selection Committee/Board for making recruitment to 10 or more vacancies in any level of posts/services. DoPT has also directed to ensure that where the number of vacancies against which selection is to be made is less than 10, no effort should be spared in finding an OBC officer amongst others for inclusion in such Committees/Boards, The Committee sought information if these instructions are being followed in NTPC while making recruitment in all levels of posts/services with particulars of OBC members in these Committees/Boards. The Ministry of Power in a written reply submitted as follows:-

" Yes, please. The DoPT instructions issued vide OM No.42011/2/2014-Estt.(Res.) dt. 13 Feb., 2014 are being followed while making recruitment in all level of posts/services."

4.10 The details of Selection Committees/Boards thus constituted including the details, of OBC members in these Boards as provided by the Ministry of Power are placed at **Annexure III.**

CHAPTER-V

WELFARE MEASURES

Liaison Officer for OBCs

5.1 The Ministry of Power in a note has informed that Liaison Officer for OBCs have been appointed at Corporate Centre, Regional HQs and at Unit/Projects in NTPC.

5.2 The Committee sought the details of the appointment of Liaison Officers for OBCs. The Ministry of Power in a written reply submitted as below:-

“Yes Please, Liaison Officers for OBCs have been appointed separately to ensure due compliance by the appointing authorities of the various orders and instructions pertaining to reservation of vacancies in favour of OBCs and other concessions admissible to them.

There are about 43 Liaison Officers(OBC) working at various Projects/offices/Regional Offices of NTPC out of which 19 are OBC. All the Liaison Officers are duly supported by subordinate staffs. Details of Liaison Officers for OBCs at Head office during the last five years is as below:

1. Shri Uttam Lal, AGM(HR), from July 2010 to Nov 2017
2. Shri S R Sahoo, DGM(HR), since Dec 2017

5.3 The detail information of Liaison Officers (OBC) working at various Projects/offices/ Regional Offices of NTPC is placed at Annexure- IV

5.4 The Committee enquired if NTPC faced any problems in nominating liaison officers for OBCs from OBC community only. The Ministry of Power in a written reply submitted as below:-

" While nominating Liaison Officer for Other Backward Classes , NTPC attempts to nominate an employee belonging to Other Backward Class as Liaison Officer(OBC). The issues raised for nomination of Other Backward class employee as the Liaison Officer (Other Backward Classes) will be considered."

5.5 The Ministry of Power, elaborating on the functions of the Liaison Officer for OBCs in NTPC, informed as under:-

“Annual Conference of Liaison officers are organized every year wherein all the latest guidelines/rules, various issues and grievances, if any are discussed in detail and necessary measures are also suggested for proper implementation of all rules/instructions pertaining to OBCs.

Ensuring maintenance of Reservation Rosters as per guidelines by the Dealing Officer and the same are routinely inspected by the designated Liaison Officer. In case of any difficulty being faced by the dealing for maintenance of rosters, the Liaison Officer will extend all necessary assistance to him to complete the Rosters.”

Redressal of grievances of OBC employees

5.6 With regard to, the machinery for redressal of grievances of OBC employees in NTPC , the Ministry of Power in a note informed as under:-

Grievance procedures have been prescribed for employees in the executive and non-executive cadre.....These are applicable to OBCs also.

“Grievance Management System has been made On-line under the name “Madad/मदद” and is accessible to all employees including OBCs.”

5.7 The details of the prescribed grievance procedures are placed at **Annexure V** – & **Annexure- VI**.

5.8 The Committee enquired about the complaints received from OBC employees during the last two years and the steps taken for disposal of those complaints, the Ministry of Power in a written reply informed that no complaint was received during the last two years.

5.9 The Committee also raised query as to whether the management holds periodic meetings with OBC Employees' Welfare Association to sort out their problems/grievances. The Ministry in a note stated:

“Presently, there is no association of OBC employees. However LO(OBC) is available to sort out the problems/ grievances of OBC employees.”

CHAPTER VI

Corporate Social Responsibility

6.1 According to the information provided by the NTPC, they are undertaking CSR activities primarily in the area of education, health and sanitation, drinking water, skill development, women empowerment, social infrastructure development and support to physically challenged persons, etc.

6.2 When the Committee sought information regarding amount spent by the NTPC to fulfill corporate social responsibility during the last three years, the Ministry of Power in a written reply furnished the following information:-

“NTPC spends 2% of average net profit of previous 3 years on CSR activities. Amount spent by NTPC during the last three years is as following:

S. No.	Financial Year	Amount Spent under CSR (Rs. Cr) *
1	2014-15	205.18
2	2015-16	491.80
3	2016-17	277.81

* including on Sustainable Development activities.

6.3 Asked about the CSR activities for the benefits of the OBCs being undertaken by the NTPC, the Ministry of Power in a written reply stated:

“As far as NTPC is concerned, it takes up community development mainly around its power stations located in remote rural areas, socio-economically backward and deficient in the basic civic amenities, with special emphasis on marginalized and downtrodden sections of the society including OBCs. As such

no separate funds are allocated for the welfare of OBC and development of backward areas under CSR”

6.4 Furthermore, the Ministry of Power in a note elaborated about various skill development programmes initiated by it under CSR, as given below:-

Skill development initiatives range from Electrical Repairing, Mobile Repairing, Motor Rewinding, Welding, Car Driving including obtaining LMV driving license, Screen Printing, Book Binding, Candle Making, Computer Training, Web Page Designing, Bar Bending, Carpet Weaving, Local Handicrafts etc. For women the activities ranges from cutting, stitching, tailoring, embroidery, dress designing, beautician, food preservation and food processing, nursing etc. Women undergoing tailoring courses are also provided with sewing machines. These skill development provides both for self-employment (like car driving including license), and job oriented courses (like welding, bar bending) for the underprivileged and downtrodden including OBCs in the neighborhood of NTPCs power stations.

CHAPTER-VII

Outsourcing in NTPC.

7.1 The Committee desired to know the details of proposals in the Ministry of Power to outsource certain non-core functions in NTPC and also the steps taken to secure the interests of OBCs in outsourced jobs. The Ministry in a written reply stated as under:-

“NTPC Ltd. has a system of outsourcing jobs which are incidental to the generation of electricity, to various agencies. These agencies in turn obtain licences for deployment of contractors’ workers. The areas where jobs have been outsourced in NTPC Ltd. are –

- Housekeeping, Horticulture – mainly through Cooperative Societies of Project Affected Persons / Joint Ventures.
- Township Security – Through Ex-Servicemen, sponsored from Directorate General of Resettlement (DGR).
- Management of Transit Accommodation/House and Industrial Canteen - Through Cooperative Societies/Professional Agencies.
- Transport Services-Deployment of Vehicles - Through Land Oustees
- Miscellaneous Civil Maintenance Works
- Maintenance of office equipment, faxes, computers etc.
- Annual Maintenance work of equipments/ plant which is got done normally by the original equipments manufacturers (OEMs).
- Miscellaneous Works(Painting and fabrication work, Algae cleaning in reservoirs etc.)

Since outsourced workers are engaged by the respective agencies in their own capacity as employer. However, NTPC as a Principal Employer ensures that no workforce of any nature is discriminated on account of caste, creed, religion, gender or beliefs.

However, as regards NTPC, Contract Labour Management Cells are operational at our units and various issues, including the ones referred in the query relating to the Outsourced workers get resolved as and when the same crop up.

7.2 Asked whether the outsourcing from private agencies is governed by any specific rule and if there are any specific provision for protecting the interests of OBCs while outsourcing the jobs, the Ministry of Power submitted as below:-

'PSUs are governed by rules framed by them & regulations / instructions issued by concerned Administrative Department / DPE. All NTPC policies are framed ensuring that there are no biases towards any category and NTPC has always been an 'equal opportunity employer.'

7.3 The Committee desired to know the total number of employees working in NTPC on contract basis, post-wise as well as item-wise, the Ministry of Power in a written reply stated as below:-

"Except some doctors at some of our units, and consultants for specific jobs/ assignments, NTPC does not engage employees on contract basis."

7.4 The Committee enquired about the facilities and benefits being provided to and the existing mechanism in the Ministry to ensure payment of minimum wages to such employees as per the Minimum Wages Act. The Ministry of Power, in a written reply stated as under:

“The Appropriate Government for NTPC Ltd. is the Central Government and wages notified by the Central Government are applicable. In cases where the wages notified by the state Government are more than the central wages, state wages are paid to the Contractors’ workers.

However, workers engaged on specialised activities/jobs are paid at higher rate than the prescribed minimum wages. At some of our units, through mutual resolution or tripartite agreement, which involves the local contractors’ workers union, contractors’ associations and state machinery, wages and benefits over and above the prescribed minimum wages are paid by contractors to workers.

Generally, the contractors’ workers of NTPC Ltd. are covered by bank payment mode. In line with the Government of India initiative, special drive for covering contract workers under bank payment mode has been undertaken at NTPC Stations/ Units.

A system is in place to witness payment of wages of contractors’ workers by the authorized representatives of NTPC. The payment/bill of the contractor is released only after verification of monthly wage payment sheet duly witnessed by the concerned NTPC Official(Engineer In Charge) or his representative.

In case any shortcoming like non-payment/untimely payment of wages is reported, NTPC discharges its obligations as Principal Employer by ensuring compliance of the statutory provisions i.e. payment of wages to the contractor’s workers in case the contractor fails to make the payment and same is recovered from his bill. Further, Security Deposit of the agency in respect of the contract is also kept withheld till the compliance of all the statutory obligations.

In order to ensure the coverage of social security law like PF/ESI/Employees Compensation Act, etc., a number of measures are in place in NTPC some of them being;

No tender documents are issued unless the prospective bidder has independent PF Code Nos. etc.

Payment of appropriate wages and compliance of all relevant statutory provisions have been made mandatory condition of the contract awarded.

A system is in place to witness payment of wages of contract workers by the representatives of NTPC.

In NTPC Ltd., arrangement for payment of wages through Bank is being ensured.

Compliance of provident fund is ensured before processing payment of bills to the agencies.

Final settlement of the contractor's dues is done only after obtaining 'no dues certificate' from contractors in respect of their workers".

PART-II

OBSERVATIONS/RECOMMENDATIONS

Representation of OBCs on the Board of Directors

NTPC Limited is a Maharatna Company and is the largest power generator in India. With the commissioned capacity of 52,191 MW including Joint Ventures, NTPC has attained a global stature over the years. NTPC has formed five subsidiaries and twenty Joint Venture companies. The Company is governed by the Board of Directors headed by the Chairman and Managing Director. The Committee have been informed that there are seven whole time Functional Directors, one Government Nominee Director and seven Independent Directors appointed by the Government of India. The Ministry of Power has also informed that none of the Functional Directors belong to OBC category. The Committee feel that it is imperative to give due representation to the weaker and underprivileged sections of society including SC, ST, OBC and women, etc. in the apex body of decision making in NTPC Ltd. for the sake of social inclusion. The Committee, therefore, recommend the Ministry of Power to take appropriate initiative to take up the matter at appropriate level so that the representation of OBCs on the Board of Directors in all the PSUs including NTPC Ltd. is ensured.

Implementation of Reservation Policy for OBCs in recruitment

2. The Committee note that a total of 21,828 employees were working in NTPC at the end of the year 2017, out of which only 3914 employees, forming 17.9 percent of total employees, were from OBC category. In Group 'A' posts, where 27 percent reservation for OBCs is applicable in direct recruitment by open competition, the representation of OBCs is only 18.1 percent. The Ministry of Power has claimed that the reservation for OBCs has come into existence from 8th September, 1993, whereas the total present manpower included recruitment made before as well as after 8th September, 1993. The Committee are not fully convinced by the reasoning extended by the Ministry. Rather they are of the opinion that after the lapse of nearly two and half decades of implementation of reservation policy for OBCs, their representation could have been much better in NTPC than what it is there in the existing scenario. That the situation has not improved satisfactorily is deplorable. This in fact reflects lack of

seriousness and initiative on the part of NTPC. The data regarding year-wise recruitments in NTPC since 2009 made available by the Ministry corroborates it. The data shows that NTPC has never succeeded, except in the year 2016, to fill up all the vacancies reserved for OBCs in Group 'A' posts leaving a considerable number of backlog vacancies year after year. The latest figure of the year 2017 witnesses 12 backlog vacancies in Group 'A' and 3 in Group 'D' under OBC category. The Ministry has attributed it to non materialisation of offer of appointments and non-availability of suitable candidates in Group 'A' posts. Non-availability of adequately qualified candidates has been cited as one of the reasons for unfilled vacancies in Group C and Group D posts as well. The Committee are, however, not satisfied with the replies and feel that there must be something lacking in the recruitment process itself. They are unable to comprehend as to how otherwise the NTPC is not able to fill up the available vacancies of OBCs almost every year. The Committee desire that the possibility of providing pre-recruitment training to OBC candidates should be explored in the interest of the OBC candidates and also, in the interest of the functional requirement of the organisation. The Committee also suggest to widely publicise the advertisements of the vacancies in such a manner that the candidates in general and the candidates coming from the socially and educationally backward sections of the society in particular do not miss the opportunity due to lack of information and awareness.

3. The Committee find that there are 12 backlog vacancies in Group 'A' and 3 backlog vacancies in Group 'D' in NTPC under OBC category. It has been informed that non materialisation of offer of appointments and non availability of suitable medical specialist candidates in Group A and pending court cases in Group D posts are the main reasons for these backlog vacancies. The Committee observe that the Ministry should make all out efforts to get the court cases settled as early as possible and take initiative to launch special Recruitment Drive to fill up all the backlog vacancies in Group 'A' and Group 'D' under OBC category on priority basis without any further delay.

Liaison Officers for OBCs

4. The Committee note that NTPC Ltd. Has appointed separate Liaison Officers at Corporate Centre, Regional Headquarters and also at Units/Projects in order to ensure due compliance of various orders and instructions pertaining to reservation in recruitment in favour of OBCs and other concessions/relaxations admissible to them. The Committee also note that there are about 43 Liaison Officers for OBCs working at various Projects/Offices/Regional Offices of NTPC, out of which 19 Liaison Officers belong to OBC category. The Committee feel nomination of Liaison Officers for OBCs from their own community may develop a sense of identity, belongingness and self respect amongst the OBC employees. Moreover, the Liaison Officers are also supposed to look into the grievances of OBC employees. In view of the absence of any separate arrangement for dealing with the grievances of OBC employees, the role of the Liaison Officer for OBCs becomes much more important. In such a situation, if the Liaison Officer is nominated from their own category, they may find themselves at ease in coming forward with their grievances and complaints. Furthermore, any speculation of biased approach on the part of the Liaison Officer can also be avoided. Against this backdrop, the Committee recommend that the Liaison Officers for OBCs at both the Corporate Centre and Regional Offices should be nominated from the OBC category, as far as possible and the Ministry/Organisation concerned should make all the efforts in this regard.

Redressal of grievances of OBC employees

5. The Committee find that the NTPC has developed a common mechanism for grievance redressal of all the employees including the OBC employees. They also note that no complaint whatsoever has been registered by any OBC employee during the last two years. The replies given by the Ministry of Power reveal that the Liaison Officers for OBCs nominated to ensure proper implementation of reservation orders of the Government in favour of OBCs and for dealing with the grievances of OBC employees do not belong to the OBC community at majority of places. The Committee have been informed that there is no association of OBC employees functional in NTPC. In the given condition, the Committee are not surprised that NTPC did not receive even a single complaint from any OBC employees during the last couple of years. The

Committee feel that the majority of employees belonging to OBC community generally do not come forward with their grievances, complaints and suggestions easily as they came from the background of socially and educationally disadvantaged section of the society. They are, therefore, of the opinion that OBC Employees Association can serve as a forum to raise the issues relating to the recruitment/welfare and grievances of OBCs within the organisation. In view of the foregoing, the Committee recommend the Ministry to facilitate formation of a separate OBC Employees' Welfare Association in NTPC and extend all the requisite support in this regard so as to provide appropriate platform to the OBC employees to voice their sentiments, problems, grievances, complaints etc. before the management. The NTPC management may also hold periodical meetings with the representatives of such Association to ensure that their grievances are attended to regularly with due promptitude.

Corporate Social Responsibility (CSR)

6. The NTPC Limited has informed the Committee that it spends two percent of average net profit of previous three years on CSR activities. NTPC is undertaking CSR activities primarily in the area of education, health and sanitation, drinking water, skill development, women empowerment, social infrastructure development and support to physically challenged persons, etc. Section 135(5) of the Companies Act, 2013 inter alia provides that the company shall give preference to the local area and areas around it where it operates, for spending the amount earmarked for Corporate Social Responsibility activities. The Committee note that many of the power stations and projects of NTPC are located in far-flung areas and desire that keeping in view the sentiments expressed in Section 135(5) of the Companies Act, 2013, NTPC should focus on local areas with priorities directed towards the benefit of the population of socially and educationally backward sections of the society, who are marginalised and deprived of the basic amenities and necessities of life. The Ministry has also highlighted various skill development programmes initiated by NTPC under CSR activities. This includes electrical repairing, mobile repairing, welding, motor driving, screen printing, computer training, web page designing, local handicrafts etc. The Committee suggest the Ministry to include more and more people from backward community in these skill development programmes so that they can proceed towards

sustainable self-employment and also towards skilled jobs with technical requirements.

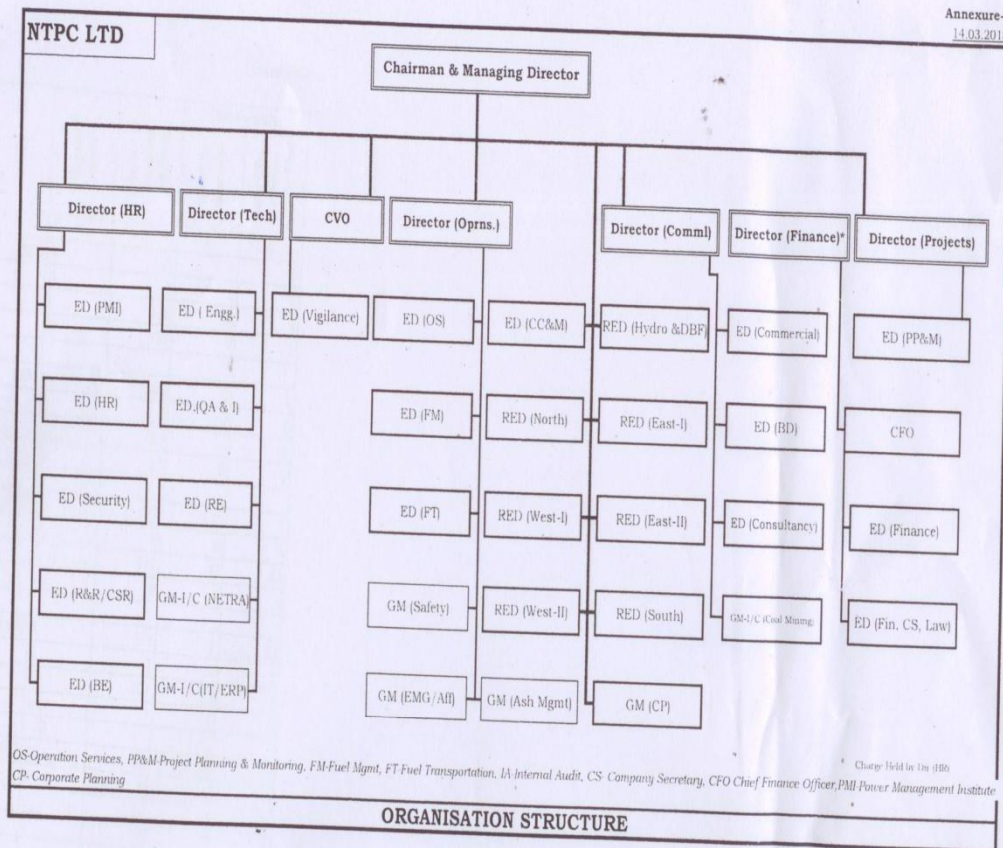
Outsourcing in NTPC

7. The Committee note that NTPC has a system of outsourcing jobs which are incidental to the generation of electricity, to various agencies. These agencies in turn obtain licences for deployment of contractors' workers. The areas where jobs have been outsourced in NTPC include housekeeping, horticulture, township security, industrial canteen, transport services, miscellaneous civil maintenance works, maintenance of office equipment, fax machines, computers, etc. It has been informed that outsourced workers are engaged by the respective agencies in their own capacity as employer. However, NTPC as a Principal Employer ensures that no workforce of any nature is discriminated on account of caste, creed, religion, gender or beliefs. The Committee feel that ensuring non-discrimination on account of caste, creed, religion, gender etc. may be one important aspect but giving opportunity to the backward and deprived section of the society in order to ensure their upliftment is altogether a different thing. The Committee do not desire to question the policy decision taken by the Government to outsource non-core activities of any Government enterprise, however, they are of the opinion that it affects adversely the opportunity of regular employment of bonafide candidates, especially the reserved category people. It is, therefore, imperative that the Principal Employer, i.e. NTPC Ltd. should find a way to give representation to the backward section people while engaging any workforce on outsource basis and issue necessary guidelines accordingly. Moreover, payment of minimum wages as per the Minimum Wages Act and benefits of other social security schemes relating to health, education, insurance, provident fund facility, etc. should also be ensured to the employees engaged on outsource basis. The Committee would like to be apprised of the action taken in this regard.

NEW DELHI;
7 August, 2018
16 Shravana, 1940 (Saka)

GANESH SINGH,
Chairperson,
Committee on Welfare of Other Backward Classes

ORGANISATIONAL STRUCTURE OF NTPC LTD.



YEAR-WISE DETAILS OF THE RECRUITMENTS MADE UNDER VARIOUS CATEGORIES OF POSTS SINCE 1993

Annexure-II

Year	Category of posts	Total No. of vacancies occurred	OBC Vacancies	
			Total OBC vacancies	Total OBC vacancies actually filled
1	2	3	4	5
1993	A	132	0	0
	B	1	0	0
	C	378	0	1
	D	61	0	2
1994	A	103	0	1
	B	0	0	0
	C	181	0	15
	D	87	0	6
1995	A	129	35	7
	B	0	0	0
	C	142	37	44
	D	8	0	1
1996	A	123	30	11
	B	2	0	0
	C	101	15	7
	D	1	0	0
1997	A	93	23	11
	B	0	0	0
	C	17	0	0
	D	9	1	1
1998	A	172	45	17
	B	0	0	0
	C	40	8	3
	D	1	0	0
1999	A	307	81	23
	B	0	0	0
	C	19	8	9
	D	0	0	0
2000	A	263	70	66
	B	2	0	0
	C	6	0	3
	D	13	2	5

Year	Category of posts	Total No. of vacancies occurred	OBC Vacancies	
			Total OBC vacancies	Total OBC vacancies actually filled
1	2	3	4	5
2001	A	261	70	61
	B	0	0	0
	C	91	18	41
	D	13	3	9
2002	A	300	77	67
	B	0	0	0
	C	51	9	11
	D	30	7	9
2003	A	346	92	78
	B	0	0	0
	C	90	12	7
	D	25	6	9
2004	A	489	132	113
	B	0	0	0
	C	61	14	19
	D	17	5	5
2005	A	788	213	205
	B	0	0	0
	C	35	7	8
	D	2	0	0
2006	A	1054	286	234
	B	0	0	0
	C	10	1	0
	D	0	0	0
2007	A	989	265	219
	B	0	0	0
	C	95	25	28
	D	2	0	0
2008	A	1087	245	225
	B	0	0	0
	C	18	2	2
	D	75	18	27
2009	A	1118	298	225
	B	0	0	0
	C	9	1	0
	D	0	0	0
2010	A	1174	420	385
	B	0	0	0
	C	132	36	48
	D	23	6	7

Year	Category of posts	Total No. of vacancies occurred	OBC Vacancies	
			Total OBC vacancies	Total OBC vacancies actually filled
1	2	3	4	5
2011	A	910	269	260
	B	0	0	0
	C	122	32	36
	D	2	0	0
2012	A	528	132	125
	B	0	0	0
	C	23	6	8
	D	0	0	0
2013	A	297	78	49
	B	0	0	0
	C	179	48	79
	D	7	0	0
2014	A	135	29	16
	B	0	0	0
	C	311	56	115
	D	64	18	18
2015	A	136	39	29
	B	0	0	0
	C	130	0	49
	D	7	0	0
2016	A	316	80	98
	B	0	0	0
	C	401	0	169
	D	25	3	3
2017	A	217	45	33
	B	0	0	0
	C	174	61	74
	D	1	0	0

**DETAILS OF SELECTION COMMITTEES/BOARDS OF OBC MEMBERS
AND REPRESENTATION THEREIN**

Annexure III

Details of OBC Member for Recruitment Boards

YEAR	LEVEL OF POST	SELECTION COMMITTEE	NAME OF OBC MEMBERS
2015	A	Executive Trainees-2015 (Electrical, Mechanical, Electronics, Instrumentation)	Sh. P.K. Senapati, AGM (HR), NTPC Sh. Uttam Lal, AGM (HR), NTPC Sh. S. Maji, Professor (DTU)
2016	A	Special Drive for PWD (O&M- Electrical/Mechanical/C&I, Civil Const., Finance)	Sh. A.K. Verma, AGM (PP&M), NTPC Sh. Gajadhar Singh, AGM (HR), NTPC Sh. M.P. Fulzele, Ex-Jt. Dir. GoI
		Executive Trainees-2016 (Electrical, Mechanical, Electronics, Instrumentation, Civil, IT, HR, Finance)	Sh. S. Maji, Professor (DTU) Sh. Gajadhar Singh, AGM (HR), NTPC Sh. M.P. Fulzele, Ex-Jt. Dir. GoI Sh. Harjit Singh, AGM (HR), NTPC Sh. Uttam Lal, AGM (HR), NTPC
		Assistant Chemist Trainees	Sh. Uttam Lal, AGM (HR), NTPC
		Law Officers	Sh. S.P. Kutar, Ex-Jt. Secy, GoI
		Medical Specialists (Medicine & Radiology)	Sh. A.K. Halder, DGM (HR), CC
2017	A	Executive Trainees-2017 (Electrical, Mechanical, Electronics, Instrumentation, Civil)	Sh. S. Maji, Professor (DTU) Sh. Vishal Verma, Professor (DTU) Sh. Hirdesh Gupta, AGM (PE), NTPC Sh. Gajadhar Singh, AGM (HR), NTPC Sh. M.P. Fulzele, Ex-Jt. Dir. GoI
	A	Rectt. Of Experienced Executives in Finance, Safety, Medical (GDMOs)	Sh. Harjit Singh, AGM (HR), NTPC Sh. A.K. Halder, DGM (HR), CC

**DETAILS OF LIAISON OFFICERS FOR OBCs WORKING AT VARIOUS
PROJECTS/OFFICES/REGIONAL OFFICES OF NTPC LTD.**


Annexure IV

List of Liaison Officers (OBC)

S.No	PROJECT/ STATION	NAME (S/SHRI/SMT.)	DESIGNATION	CATEGORY
1	Dadri	Ms.Kamna Sharma	Manager(HR)	General
2	Faridabad	Ms. Prachi Chhabra	Dy. Manager (HR)	General
3	Badarpur	Ms. Kavita Rohilla	Manager(HR)	OBC
4	SRHQ	M.Lingaiah	Asstt.Manager(HR)	SC
5	RSTPS	Rafiqul Islam	AGM(HR)	General
6	SMTPP	Ms Ramya	Dy Mgr(HR)	General
7	RGCCPP	Ms.Uthara Eradi	Mgr(HR)	OBC
8	WR1HQ	Ms Namrata Narvekar	Dy Manager	OBC
9	Mouda	Chandrapati Venkateswarlu	Dy.Manager(HR)	General
10	Solapur	Sairaj G Kshirsagar	Dy. Manager (HR)	General
11	Kawas	Madan Vaishnav	Manager(HR)	OBC
12	Jhanor	Visanth Lal T	Manager(Law)	General
13	Kudgi	B.Yogananda Gowdu	Dy. Mgr. (HR-IE)	OBC
14	Anta	Pankaj Vashistha	Dy.Manager(HR)	General
15	WR-II	Ms.Sweta	Sr.Manager(HR)	General
16	KORBA	D V S Srinivasu	Exectuive Secretary	General
17	SIPAT	Abhishek Gupta	Dy.Manager(HR)	General
18	Gadarwara	Lalit Soni	Assistant Manager(HR)	OBC
19	Lara	Bhaskar Gupta	Sr.Manager(HR)	OBC
20	ER-I HQ.	Ms. Sumeeta Roy	Dy. Manager (HR)	OBC
21	FARAKKA	Pranami Handique	Dy. Manager (HR)	OBC
22	KAHALGAON	Ms.Pallavi	Dy.Manager(HR)	OBC
23	BARH	Sanjeet Kumar	Sr.Manager(HR)	OBC
24	NKSTPP	Nagendra Kumar Sharma	Dy.Manager(HR)	General
25	ER- II HQ	Vijaya Kumar Konapareddy	Dy. Manager (HR-IE)	General
26	TSTPS	S.MAHAPATRA	DM(HR)	OBC
27	Bongaigaon	SATYANARAYANA BEHERA	Dy.Manager(HR)	OBC
28	TTPS	Rakesh Sinku	Dy.Manager(HR)	General
29	DSTPP	Sanjit Kumar Samal	Dy. Manager (HR)	General
30	NRHQ	Ms.Kenashree	Manager(HR)	General
31	Unchahar	Ms.(Dr) Priti Sambhalwal	Dy.Manager(HR)	SC
32	SINGRAULI	Deepak Kumar Pathak	Dy.Manager(HR-IE)	General
33	Rihand	Manoj Kumar Verma	Manager(HR)	OBC
34	Tanda	Anand Sharma	Asstt Manager(HR)	General
35	VSTPS	Anil Kumar Singh	Sr.Manager (HR)	General
36	Auraiya	Om Prakash	Sr.Manager (MTP))	SC
37	Hydro HQ	Dheeraj Kr Gupta	Sr. Manager (HR)	OBC
38	Koldam	Amita Giri	Sr. Manager (HR)	OBC
39	TVHPP	Dinesh Sachdeva	Dy. Manager(HR)	GENERAL
40	Rammam	Rajkishore Mahato	Sr. Manager(R&R)	OBC
41	DULANGA	Achyutananda Sahoo	Geologist(LA)	OBC
42	Nabinagar	Dharmendra Kumar	Sr.Manager(HR)	OBC
43	JHAJJAR	Anil Kumar	DGM(HR)	GENERAL

GRIEVANCE PROCEDURE (FOR EXECUTIVES)

Annexure V

 A Maharatna Company	NTPC Limited Corporate Human Resources Division HR Policy Manual Grievance Procedure (for executives)	Section:0802 Issue No: II Rev.No.:0 Issue Date: 26.09.2011 Updated as on: 01.12.2016 Page: 1 of 8
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GRIEVANCE PROCEDURE (FOR EXECUTIVES)

1.0 INTRODUCTION:

Employees grievances and complaints which are primarily manifestation of their dissatisfaction against their working conditions, managerial decisions etc. if not promptly attended to, are bound to explode. NTPC management believes in the philosophy of an open door policy in the matter of redressal of grievances, and an aggrieved employee is welcome to meet his departmental head or the concerned HR Officer (including the Head of HR Department) and discuss his grievances. Nevertheless, in view of the ever growing size of the organization and the accompanying complexities and problems the need of a formal grievance machinery cannot be under estimated. The need of a formal grievance procedure for executives has been felt since some time in the past by the Company and the same was under consideration. Keeping in view this need and also the guidelines received from the Govt. of India, NTPC has laid down a formal time-bound grievance procedure for redressal of the grievances of executives, w.e.f. 1.8.1986.

2.0 OBJECTIVES:

The objectives of the grievance procedure will be:

- 2.1 to settle grievances of the employees in shortest possible time;
- 2.2 at lowest possible level of authority; and
- 2.3 to provide for various stages so that the aggrieved employees derive satisfaction of seeking redressal, if required, even from the highest level of authority.

3.0 SCOPE AND COVERAGE:

The procedure will cover all executives of the Company upto the level of **AGMs**. Executives in higher levels may take up their grievances, if any, with their reporting officer. Grievance for the purpose of this procedure would only mean individual grievance and the matters under the scope of this procedure, which can be invoked by an aggrieved executive shall be those relating to the following:

-Salary payment

NB: The above procedure was approved by the Management Committee in their meeting held on 19.6.1986 and came into force w.e.f. 1.8.1986.



- Recoveries of dues etc.
- Increment
- Working conditions
- Leave
- Allotment of quarters
- Medical facilities
- Non-extension of benefits under rules
- Non uniformity in Policy implementation
- Like issues

The grievance arising out of the following shall not come under the purview of the grievance procedure:

- Terms of appointment settled prior to joining
- Annual performance appraisal & promotion
- Matters relating to disciplinary enquiry, action and vigilance cases
- Where the grievance does not relate to an individual executive


4.0 PROCEDURE:

The individual grievance of the executive shall be dealt with as per the procedure laid down below:

4.1 Stage-I

4.1.1 The aggrieved executive shall take up his grievance orally with his immediate superior (not below the rank of Deputy General Manager) who will give a personal hearing and try to resolve the grievance at his level within seven days.

For this purpose every project BUH/RED/ED(HR) shall nominate and notify a list of Executives in different departments who will hear oral grievances. Wherever necessary, the nominated officer will consult his Head of the Deptt. and/or such other Department(s) before communicating back with the aggrieved executive. Wherever there is no executive at the level of Deputy General Manager, Competent Authority can

 <p>एनटीपीसी NTPC A Maharatna Company</p>	<p>NTPC Limited Corporate Human Resources Division HR Policy Manual Grievance Procedure (for executives)</p>	<p>Section:0802 Issue No: II Rev.No.:0 Issue Date: 26.09.2011 Updated as on: 01.12.2016 Page: 3 of 8</p>
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nominate any Executive not below the rank of Deputy Manager.

4.1.2 In case the executive is not satisfied he can submit his grievance in Form-I **on-line** within 15 days from the date on which the act of grievance arose or came to his notice to the Head of Deptt. concerned.

4.1.3 The Head of Department concerned will record his comments on the grievance **on-line** form within 7 days after making necessary enquiries/obtaining necessary guidelines from other departments, if any, as required. **In case HOD doesn't record comments, the system would automatically escalate to Stage-II level.**

4.1.4 In case Head of Department is of the view that the grievance had arisen due to inconsistency in implementation of HR Policy, HOD can forward the grievance to HOHR/RHOHR/Group Head at CC respectively, take their inputs into consideration and reply to the employee within three weeks.

4.2 **Stage-II**

4.2.1 In case the executive is not satisfied with the decision communicated to him at Stage-I or if he fails to receive the **on-line** reply within stipulated period, he may submit his grievance **on-line** in the prescribed form (**Form-II**) within a period of 15 days to a Staff Council in the Project/Regional Offices/Corporate Centre. The staff council will be constituted by BUH concerned for project and RED for Regional Headquarters and **ED(HR)** for Corporate Centre by the designation of the Member. The Council will consist of the following:

a. **At Projects/Region:**

- BUH/RED
- Concerned HOD of the aggrieved executive
- Head of Finance in the Project/Office
- Head of HR/**RHOHR** in the Project/Office (Member Secy.)

b. **At Corporate Centre:**

- Executive Director (any one from the Corporate Headquarter)
- Head of Department concerned
- Representative of Finance Department
- GM (HR)/**AGM(HR)** - Member Secy.



NTPC Limited
Corporate Human Resources Division
HR Policy Manual
Grievance Procedure (for non-executives)

Section:0803
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RECORD OF REVISIONS

FORM - III

Section	Class No.	Remarks	Amendment Details
NTPC LIMITED			
STAGE-III GRIEVANCE			
(To be submitted to Secretary, Grievance Committee in duplicate)			
Name	:		Pay Scale :
Employee No.	:		Department :
Deptt. Code No.	:		Section :
Designation	:		
Ref. No. of Reply to Grievance Stage-II:			
Reasons of appeal :			
Dated :			Signature of employee

(For use of Secretary, Grievance Committee)

Grievance No.	:	Received on:
Result of Stage-I Grievance	:	
Result of Stage-II Grievance	:	
Grievance put up in Grievance Committee on:		
Decision of Grievance Committee:		
Replied on:		
Dated:		Signature of Secretary Grievance Committee

 A Maharatna Company	NTPC Limited Corporate Human Resources Division HR Policy Manual Grievance Procedure (for non-executives)	Section:0803 Issue No: II Rev.No.:0 Issue Date: 26.09.2011 Updated as on: 01.12.2016 Page: 6 of 8
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FORM-II

N T P C LIMITED

STAGE-II GRIEVANCE

(To be submitted to the Head of Department in duplicate)

Name : Pay Scale :
Employee No. : Department :
Deptt. Code No. : Section :
Designation :

Ref. No. of Reply to Grievance
Stage-I

Reasons for appeal :

Dated:

Signature of employee

(For use of Head of Department)

Grievance No. :

Received on:


Whether interviewed the employee:

Yes/No

Sources & Results of
enquiry:

Dated:

Signature of Head of Department

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FORM-I

NTPC LIMITED

STAGE-I GRIEVANCE

(To be submitted to HR Officer in duplicate)

Name	:	Pay Scale :
Employee No.	:	Department :
Deptt. Code No.	:	
Designation	:	Section :

Grievance & Reason;
in brief

Dated:

Signature of employee

(For use of HR Officer)

Grievance No. : (For use of Head of Department) Received on:

Whether interviewed the employee: Yes/No

Sources & Results of enquiry:

Replied on : (For use of Head of Department)

Dated:

Signature of HR Officer



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HR Policy Manual
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receipt of the decision from the Grievance Committee. After examination and consideration, the decision of the General Manager will be communicated **on-line** to the aggrieved employee within a month of the receipt of his appeal.

5.0

GENERAL:

It would be the endeavor of the Management to ensure speedy implementation of the decision of the Grievance Committee and the General Manager of the Division, as the case may be.

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HOHR/RHOHR/Group Head at CC respectively, take their inputs into consideration and reply to the employee within three weeks.

4.3 Stage-III

- 4.3.1 At this stage, the grievance will be looked into by a Grievance Committee, to be constituted by the respective BUH for the projects/stations/units, ED for the Regional Headquarter and by General Manager (HR) for Corporate Centre, consisting of the following:

An executive not below the rank of Deputy General Manager or Senior Manager, in case the former is not readily available	Chairman
An executive of Finance Department not below the grade of E3.	Member
An executive of HR Department not below the rank of Deputy Manager.	Secretary

- 4.3.2 If the employee is not satisfied or fails to receive a reply within stipulated period at Stage-II, he may present his grievance for consideration at Stage-III **on-line** in the prescribed form (Form-III) within a period of one month. The employee concerned may be heard in person, by the Grievance Committee, if it so likes. He may be allowed to be assisted by a coworker before the Committee, if he so desires.

- 4.3.3 The Committee will meet at regular fixed intervals to deliberate upon all such grievances as are addressed to it. During the course of examination the Committee will be assisted, if required, by concerned employee to present facts/records pertaining to the grievance. In the event of difference of opinion among the members of the Grievance Committee, the views of the members along with relevant papers will be placed before General Manager by the Secretary, Grievance Committee for a final decision.

- 4.3.4 The decision of the Grievance Committee will be communicated to the aggrieved employee on-line within 30 days from the date of receipt of the grievance at Stage-III

- 4.3.5 The Grievance Committee recommendations should be implemented by the Management.

In case of major issues like non-allotment of quarters etc. a higher time limit of one month from the date of occurrence of the cause of grievance will be allowed and the aggrieved employee will also be allowed to take up the matter **on-line** at Stage-III directly.

4.4 Appeal

- 4.4.1 In case the employee still remains dissatisfied even after Stage-III, he may appeal on-line to the General Manager of the Division within a period of 10 days from the date of



- Allotment of quarters
- Medical facilities
- Seniority
- Like issues

The matters relating to collective dispute/bargaining such as wages and allowances, bonus, hours of work and other benefits and also cases relating to disciplinary matters will be outside the purview of this grievance procedure.

4.0 PROCEDURE:

There will be a three tier grievance procedure with further provision of appeal, as detailed below:

4.1 Stage I

4.1.1 An aggrieved employee may in the first instance meet his immediate superior officer and present the grievance orally to him.

4.1.2 In case he is not satisfied, he can present his grievance in **Form-I on-line** to the concerned HR Officer within 15 days from the date on which the act of grievance or complaint arose or came to his notice.

4.1.3 The concerned HR Officer after making necessary enquiries will give reply **on-line** within **7 days** to the aggrieved employee.

4.2 Stage-II

4.2.1 In case the employee is not satisfied with the decision communicated to him at Stage-I or fails to receive a reply within stipulated period, he/she may submit his grievance **on-line** in the prescribed form (**Form-II**) within a period of 15 days to the Head of Department for the latter's consideration.


4.2.2 The aggrieved employee who has filed a Stage-II grievance may be allowed to present his/her case in person, if he/she so desires at this stage.

4.2.3 The aggrieved employee will be replied **on-line** within three weeks of the receipt of his grievance at Stage-II.

4.2.4 In case Head of Department is of the view that the grievance had arisen due to inconsistency in implementation of HR Policy, HOD can forward the grievance to

GRIEVANCE PROCEDURE (FOR NON-EXECUTIVES)

ANNEXURE VI

 <p>एनटीपीसी NTPC A Maharatna Company</p>	<p>NTPC Limited Corporate Human Resources Division HR Policy Manual Grievance Procedure (for non-executives)</p>	<p>Section:0803 Issue No: II Rev.No.:0 Issue Date: 26.09.2011 Updated as on: 01.12.2016 Page: 1 of 8</p>
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GRIEVANCE PROCEDURE (FOR NON-EXECUTIVES)

1.0 INTRODUCTION:

Employees grievances and complaints which are primarily manifestation of their dissatisfaction against their working conditions, managerial decisions etc. if not promptly attended to, are bound to explode. NTPC management believes in the philosophy of an open door policy in the matter of redressal of grievances, be it collective or individual and an aggrieved employee is welcome to meet his departmental head or the concerned HR Officer (including the Head of HR Department) and discuss his grievances. Nevertheless, in view of the ever growing size of the industrial organisations and the accompanying complexities and problems the need of a formal grievance machinery cannot be underestimated. Accordingly the following time-bound grievance procedure is laid down for non-executives.

2.0 OBJECTIVE:

The objectives of the grievance procedure will be: -

- 2.1 to settle grievances of the employees in shortest possible time;
- 2.2 at lowest possible level of authority; and
- 2.3 to provide for various stages so that the aggrieved employees derive satisfaction of seeking redressal, if required, even from the highest level of authority.

3.0 SCOPE:

The matters coming under the scope of this grievance procedure which can be invoked by aggrieved employee are those relating to: -

- Wage Payment
- Increment
- Recovery of dues
- Working conditions
- Leave

NB: The above Procedure was approved by the Management Committee in their meeting held on 30.4.1980 and 1.5.1980.



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RECORD OF REVISIONS

Section-Clause No.	Revision No.	Revision Date	Amendment Details
0802-Record of Revisions	1	01.12.2016	Provision Added

PREPARED BY	REVIEWED BY	APPROVED BY
Rakesh Arora SM(HR)	Uttam Lal DGM(HR)	D.S.Rao GM(HR)



NTPC Limited
Corporate Human Resources Division
HR Policy Manual
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FORM-II

RECORD OF REVISIONS

Sl. No.	Name of the Grievant	Designation	Department	Section	Pay Scale	Reason for Grievance	Reviewed by	Approved by

NTPC LIMITED
(Executive Grievance Procedure)
STAGE-II GRIEVANCE

Name: _____

Employee: _____

Deptt. Code No: _____

Designation: _____

Grievance & Reason; in brief _____

Pay Scale: _____

Department: _____

Section: _____

Dated: _____

Signature of employee _____

(For the use of the Staff Council)

Grievance No. : _____

Received on: _____

Whether interviewed the employee: _____


Yes/No

Sources & Results of enquiry : _____

Replied on : _____

Dated: _____

Signature of the Secretary Staff Council

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FORM-I

NTPC LIMITED
(Executive Grievance Procedure)

STAGE-I GRIEVANCE

Name:

Employee No:

Deptt. Code No:

Designation:

Grievance &
Reason;
in brief

Pay Scale:

Department:

Section:

Dated:

Signature of employee

(For the use of the Head of the Department)

Grievance No. :

Received on:

Whether interviewed the employee:

Yes/No

Sources & Results of enquiry:

Replied on :

Dated:

Signature of Head of the Department



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Corporate Human Resources Division
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5.2 If the grievance arises out of an order given by the Management, the said order shall be complied with before the executive concerned invokes the procedure laid down for redressal of his grievance.

5.3 **The executive shall endeavor to exhaust the channels in Grievance Procedure before giving any individual representations to higher-ups.**

AUTHORITY:

1. Corporate Personnel Circular No. 54/80 Dt. 19.6.1980
2. Corporate Personnel Circular No. 191/86 Dt 30.7.1986
3. Corporate Personnel Circular No.197/87 Dt.20.1.1987
4. Corporate HR Circular No. 807/2016 Dt.17.06.2016



The Council thus constituted as staff council shall continue to function so long as no further changes are required in its constitution.

The Council will examine the details of the grievance and may also discuss with the aggrieved employee, if felt necessary. The Staff Council shall give its reply **which shall be uploaded on- line by the Secretary** to the aggrieved executive within 30 days from the date of receipt of the grievance. However, wherever felt necessary by the Staff Council, it may make a recommendation for a final decision of Director (HR), who will convey his decision within 30 days from the receipt of grievance from the Grievance Committee. The decision of the D(HR) shall be final subject to the provisions contained in paragraph below:

The executives of the levels of Head of the Department & **AGM's** may take up their grievances verbally with their immediate superior officials (it could be a GM **or ED**) to get their grievances resolved within the stipulated 7 days, failing which they can communicate the same **on-line** to the said superior official in Form-I. The superior official shall reply to the individual within 7 days after ascertaining the requisite information from all the departments concerned.


Wherever the executives of the level of HOD/**AGM's** do not receive reply within the stipulated period or are not satisfied with the reply so received, they may choose to submit their grievances **on- line** in Form-II to the Staff Council. In such an eventuality, the **BUH**/Head of the Project/Office will have a dual role to perform in addition to being the Head of the Department of the aggrieved executive.

4.3 **Stage-III**

4.3.1 In exceptional cases, the aggrieved executive who is not satisfied with the decision will have an option to appeal to CMD. The CMD will take a decision and communicate the same **on- line** within 30 days from the receipt of the appeal and his decision will be final and binding.

5.0 **GENERAL CONDITIONS:**

5.1 The executive shall bring up his grievance immediately and in any case within a period of three months of its occurrence.

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RECORD OF REVISIONS

Section-Clause No.	Revision No.	Revision Date	Amendment Details
0803-Record of Revisions	1	01.12.2016	Provision Added

PREPARED BY	REVIEWED BY	APPROVED BY
Rakesh Arora SM(HR)	Uttam Lal AGM(HR)	D.S.Rao GM(HR)

COMMITTEE ON WELFARE OF OTHER BACKWARD CLASSES (2018-19)

**MINUTES OF THE FIFTH SITTING OF THE COMMITTEE ON WELFARE OF OTHER
BACKWARD CLASSES (2018-19) HELD ON 5th APRIL, 2018 IN COMMITTEE ROOM 'B',
PARLIAMENT HOUSE ANNEXE, NEW DELHI**

The Committee sat from 1500 hrs. to 1600 hrs.

PRESENT

Shri Ganesh Singh — *Chairperson*

MEMBERS

LOK SABHA

2. Smt. Santosh Ahlawat
3. Shri Ravindra Kushawaha
4. Dr. Banshilal Mahato
5. Dr. Mriganka Mahto
6. Shri Rodmal Nagar
7. Shri P. Karunakaran
8. Shri Hari Narayan Rajbhar

RAJYA SABHA

9. Shri Ram Narain Dudi
10. Shri B.K. Hariprasad
11. Shri Ahamed Hassan
12. Dr. Vikas Mahatme
13. Smt. Vijila Sathyananth
14. Shri Ram Nath Thakur
15. Smt. Chhaya Verma

SECRETARIAT

- | | | | |
|----|-----------------|---|------------------|
| 1. | Shri N.C. Gupta | - | Joint Secretary |
| 2. | Shri R.R. Kumar | - | Director |
| 3. | Shri A.S.K. Das | - | Deputy Secretary |
| 4. | Smt. P. Jyoti | - | Under Secretary |

WITNESSES

MINISTRY OF POWER

Sl. No.	Name	Designation
1.	Shri Ajay Kumar Bhalla	Secretary
2.	Shri A.K. Verma	Joint Secretary
3.	Shri Aniruddha Kumar	Joint Secretary
4.	Shri K.K. Mishra	Director
5.	Shri S.K. Kassi	Director

NTPC LIMITED

Sl. No.	Name	Designation
1.	Shri Gurdeep Singh	CMD
2.	Shri Saptarshi Roy	Director (HR)
3.	Shri A.N Verma	Executive Director (HR)
4.	Shri Ujjwal Banerjee	General Manager (HR)

RURAL ELECTRIFICATION CORPORATION LIMITED (RECL)

Sl. No.	Name	Designation
1.	Dr. P.V. Ramesh Babu	CMD
2.	Shri Sanjeev Kumar Gupta	Director (Technical)
3.	Shri Harish Baweja	General Manager (HR)

2. At the outset, the Chairperson welcomed the Members of the Committee. Thereafter, the Committee took up the Draft Report on the following subject for consideration and adoption:-

‘Measures undertaken to secure representation of OBCs in employment and for their welfare in National Highways Authority of India’ pertaining to Ministry of Road Transport and Highways;

After some deliberations, the Committee adopted the Draft Report and authorised the Chairperson to finalise and present the same to both Houses of the Parliament.

Thereafter, the witnesses were called.

3. The Chairperson welcomed the representatives of the Ministry of Power, NTPC Limited and Rural Electrification Corporation Limited (RECL) and highlighted the core issues on the subject “Measures undertaken to secure representation of OBCs in employment and for their welfare in NTPC Limited and RECL”. He emphasized on the need to ensure proper implementation of various orders issued by the Government of India on the subject and to strengthen the monitoring mechanism in this regard.

4. Some of the major issues/points raised by the Chairperson and Members of the Committee in the sitting and responded to by the representatives of the Ministry of Power, NTPC Limited and Rural Electrification Corporation Limited (RECL) were as follows:

- (i) Representation of OBCs at various levels in the overall staff strength of NTPC Limited and Rural Electrification Corporation Limited (RECL) respectively;
- (ii) Implementation of OBC reservation in NTPC Limited and Rural Electrification Corporation Limited (RECL);
- (iii) Reasons for backlog vacancies for OBCs and efforts made to fill up them;
- (iv) Reasons for delay in recruitment to various posts in NTPC Limited and Rural Electrification Corporation Limited (RECL);
- (v) Monitoring the recruitment process by the Ministry with regard to implementation of 27% reservation for OBCs;
- (vi) Appointment of separate Liaison Officers and setting up special mechanism for redressing the grievances of OBC employees;
- (vii) Training facilities to OBCs at different stages to ensure equal opportunity for backward section of society.;
- (viii) Detailed information about outsourcing of jobs and its impact on recruitment under OBC category;
- (ix) Issues relating to engagement of contractual workers, giving representation to OBCs therein and ensuring various facilities and social security benefits to them;

- (x) Utilization of CSR funds for welfare of OBCs; and
- (xi) Measures undertaken for promoting overall welfare of OBC employees.

5. The Committee directed the representatives of the Ministry to furnish written replies to the queries which were not responded to by them during the sitting or on which the requisite information was not readily available with them, to the Committee at the earliest.

6. A copy of the verbatim proceedings of the sitting has been kept.

The witnesses then withdrew.

The Committee then adjourned.

COMMITTEE ON WELFARE OF OTHER BACKWARD CLASSES (2018-19)

MINUTES OF THE SEVENTH SITTING OF THE COMMITTEE ON WELFARE OF OTHER BACKWARD CLASSES (2018-19) HELD ON 7TH AUGUST, 2018 IN COMMITTEE ROOM No. 62, PARLIAMENT HOUSE, NEW DELHI

The Committee sat from 1500 hrs. to 1530 hrs.

PRESENT

SHRI GANESH SINGH- CHAIRPERSON

MEMBERS

LOK SABHA

2. Smt. Santosh Ahlawat
3. Dr. Swami Sakshi ji Maharaj
4. Dr. Banshilal Mahato
5. Dr. (Smt.) Pritam Gopinath Munde
6. Shri Rodmal Nagar
7. Shri Ram Mohan Naidu Kinjarapu
8. Shri Rajeev Satav
9. Shri Kanwar Singh Tanwar

RAJYA SABHA

10. Shri Husain Dalwai
11. Shri B.K. Hariprasad
12. Dr. Vikas Mahatme
13. Shri Vishambhar Prasad Nishad
14. Smt. Vijila Sathyananth
15. Shri Ram Nath Thakur
16. Smt. Chhaya Verma

SECRETARIAT

1. Shri R.R. Kumar - Director
2. Shri A.S.K. Das - Deputy Secretary
3. Smt. P. Jyoti - Under Secretary

2. At the outset, the Chairperson, welcomed the Members of the Committee to the sitting of the Committee. The Committee, thereafter, discussed in detail the following draft Reports:

- (i) Action Taken on Third Report “Review of reservation policy for OBCs being implemented in medical institutions” pertaining to the Ministry of Health and Family Welfare;
- (ii) Action Taken on Ninth Report “Measures undertaken to secure representation of OBCs in employment and for their Welfare in Oil and Natural Gas Corporation (ONGC)” pertaining to the Ministry of Petroleum and Natural Gas;
- (iii) Action Taken on Eleventh Report “Measures undertaken to secure representation of OBCs in employment and for their welfare in Food Corporation of India” pertaining to the Ministry of Consumer Affairs, Food and Public Distribution; and
- (iv) “Measures undertaken to secure representation of OBCs in employment and for their welfare in NTPC Ltd.” pertaining to the Ministry of Power.

3. The Committee adopted the aforesaid Draft Reports with minor modifications and authorized the Chairperson to present the Reports to Parliament.

The Committee then adjourned
