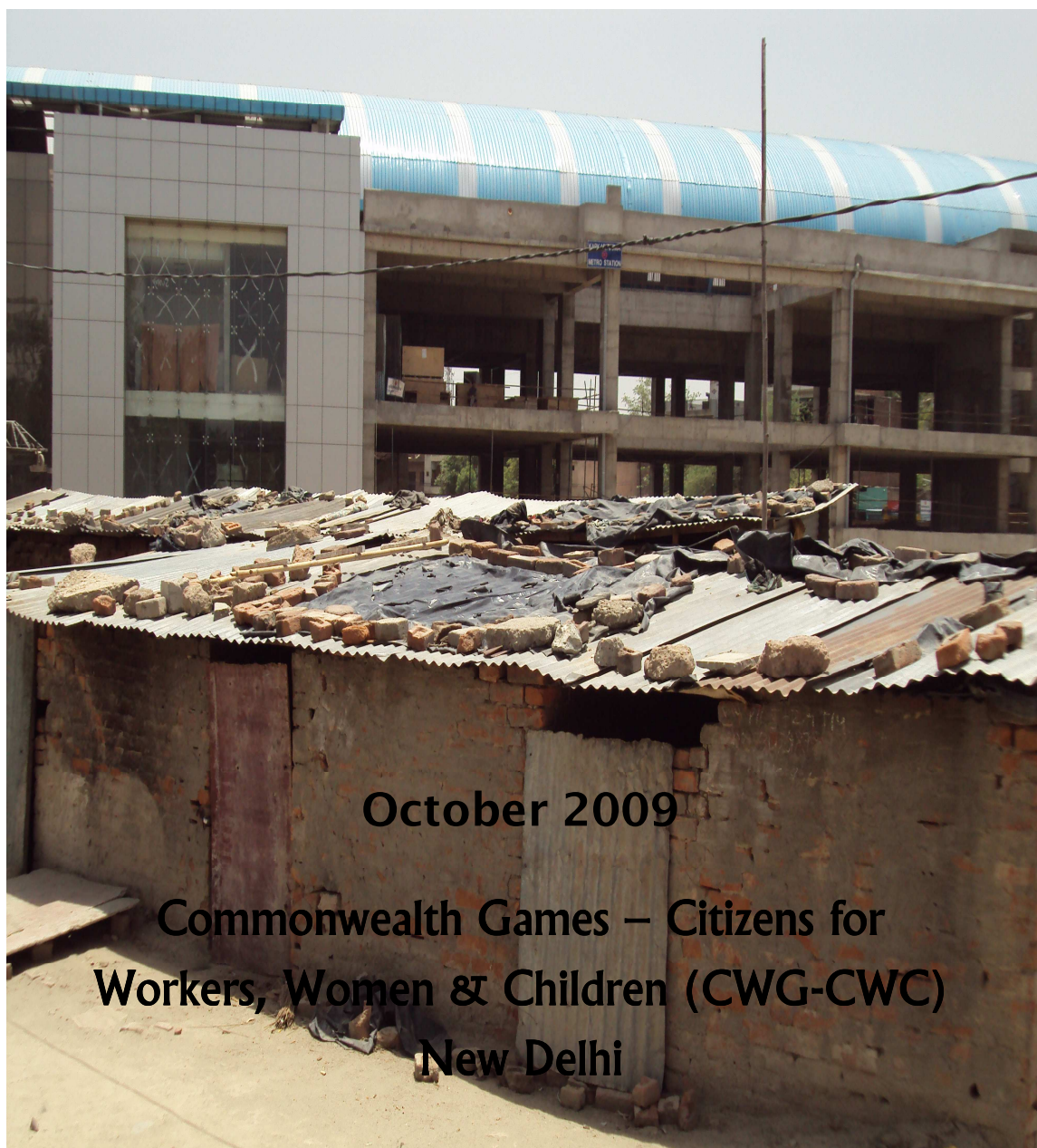


# **Safety and Social Security of Construction Workers engaged in Major Projects in Delhi**



**October 2009**

**Commonwealth Games – Citizens for  
Workers, Women & Children (CWG-CWC)  
New Delhi**

**[2010.cg.initiative@gmail.com](mailto:2010.cg.initiative@gmail.com)  
[www.cwg2010cwc.org](http://www.cwg2010cwc.org)**

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Rakesh Kapoor

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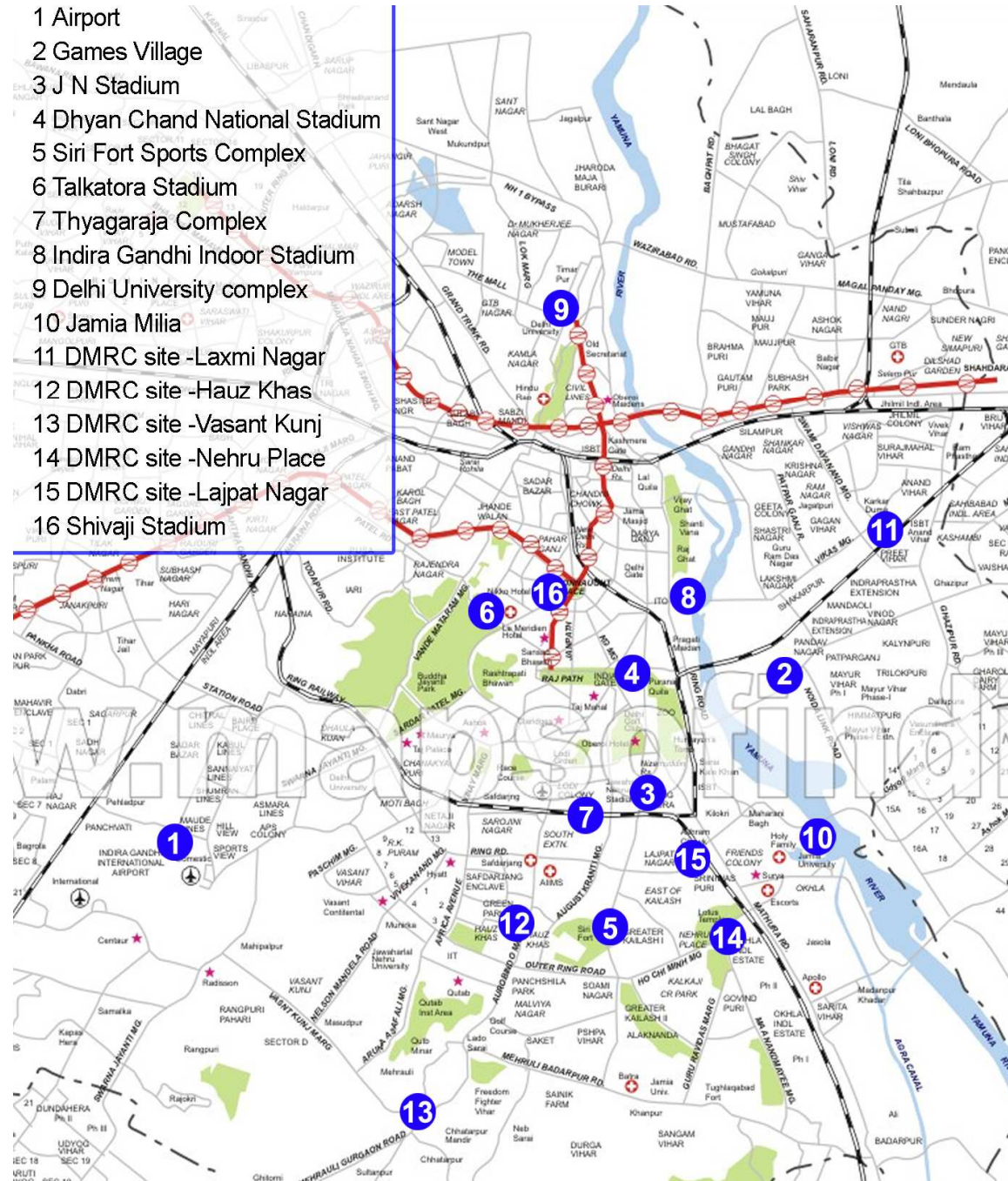
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Study Sites





# Executive Summary

This study was initiated by the ‘Commonwealth Games – Citizens for Workers, Women & Children’ (CWG-CWC) coalition to examine the working conditions, safety and social security of construction workers engaged in Commonwealth Games’ construction projects in Delhi. Delhi is witness to an investment of Rs. 26,000 crore during the three year period 2007-2010, on sports facilities and support infrastructure for the Commonwealth Games, 2010 (CWG 2010), as well as new hotels, metro expansion, modernization of the international airport, another power plant, etc. The situation today is very different from the construction projects carried out for the Asiad Games 1982: pre-fabricated materials and capital-intensive technology; shorter completion cycles; many more private players; very few women and, hence, children, on the building sites. Although nearly three decades have passed since, it is unfortunate that very little has changed on the ground about the situation of the construction worker. The CWG-CWC coalition, initiated by Mobile Creches in September 2007, brought together organizations and individuals interested in migration, labour, child rights and gender in the context of the CWG 2010 construction projects.

The CWG-CWC has focussed, in particular, on the use of the Building and Other Construction Workers Act, 1996. Although nearly Rs. 300 crores has been collected under the Building and Other Construction Workers Act of 1996, the number of workers registered so far with the Delhi Construction Workers Welfare Board (DCWWB) is under 20,000<sup>1</sup> and hardly have any workers received any cash benefits from the Fund. The number of live registered workers is only 2,600.

The present study was conceptualised and carried out in this context, to assess the current status of workers at flagship construction projects in Delhi and use the findings as a tool to advocate with policy makers, implementing agencies and builders for fair practices, better working conditions and delivery of due benefits to the workers.

## 1. Introduction

- This study intended to assess the current status of workers at flagship construction projects in Delhi with respect to their **working conditions, safety and social security**, particularly with respect to compliance with the requirements of the Building and Other Construction Workers’ Act, 1996. It also examined the living conditions of the workers and their families.
- It covered a sample of **702 construction workers and their families** spread over ten major Commonwealth games construction/renovation projects and five Delhi Metro Rail Corporation sites/clusters. Interviews with 702 workers and focussed group discussions with 160 workers were carried out at worksites and onsite labour camps at the Games Village, airport, etc. and at offsite labour bastis and jhuggi clusters at a number of locations (see **Table 1.1** and **Annexure 1** for details). Only 12 women workers could be covered in the sample of this study.

---

<sup>1</sup> As per Labour Department, Govt. of NCT of Delhi.

- The **study methodology** included field investigation of the workers' conditions through observation, interviews with the workers and their families, focussed group discussions (FGDs) with them and some interaction with the supervisors and employers at the worksites. A number of **case studies of specific workers** and reports of FGDs are included in this report along with the survey results in order to help us all look at the human dimension behind the numbers that reveal the condition of the workers.

## 2. Profile of Workers

- **Casual and contractual workers together account for the bulk (94 per cent in this sample) of workers employed in the CWG construction projects.** 84 per cent of the workers in the sample were casual workers, 10 per cent were contractual workers, and only 5 per cent of the workers were regular workers.
- 49 per cent of the respondents were unskilled workers, 28 per cent were semi-skilled and 15 per cent were skilled workers. There was no response from the remaining 8 per cent of workers.
- Bihar and Uttar Pradesh account for 75 per cent of the workers in this sample. Madhya Pradesh, West Bengal and Jharkhand make up another 20 per cent.
- A significant section of the contractual workers are migrant '**Malda mazdoor**' coming from West Bengal and neighbouring states. They are contracted to work for 50 days, working up to 12-13 hours each day, for a wage between Rs 5000 to Rs. 5500 for the 50-day period.

## 3. Working Hours and Wages

- **The violation of workers' rights to minimum wage is widespread despite the 'showcase' nature of the CWG projects** and despite the government being well aware of these violations. In majority of the sites workers are not paid even minimum wages let alone fair wages. **The minimum wage for unskilled workers in Delhi is Rs 151 but the average wage earned by an unskilled worker in this sample is Rs 114.** A little under half of the skilled and semi-skilled workers too are paid wages lower than the legal minimum wage for their skill-level.
- **More than a third of the workers are not paid their wages on time.** Contractors mostly give the excuse that they are not given payment on time by the principal employers and often do not release the wages even when the workers have to go home after a period of work. The contractors harass the manual workers in particular. It is notable that over sixty per cent of the workers preferred not to answer this question, implying discomfort or fear regarding this matter.
- 448 respondents (64 per cent) work for 9 hours and 194 respondents, nearly 28 per cent, work for ten hours or more. 46 per cent of the total sample does overtime work for three or more hours.
- **429 respondents reported that they are paid overtime at the normal hourly rate,** while only 9 workers reported payment of overtime at the legally required higher rate (double rate in 8 cases and 1.5 times normal rate reported only in 1 case).

- Only 74 respondents from the total sample mentioned that attendance register is maintained. Only 168 respondents mentioned that they sign the wage register.

#### 4. Working Conditions

- The availability of amenities at the worksites is poor. **Across sites on an average one toilet is available for 114 workers.** The number of toilets, especially at big sites, is highly inadequate. At the airport there is only one toilet per 450 workers and at the Indira Gandhi stadium one toilet for every 107 workers. At many locations, toilets are cleaned only on a weekly or monthly basis and not every day.
- **Only 86 per cent respondents reported availability of drinking water at the site.** Only 5 per cent of the respondents reported availability of water coolers or cool drinking water.
- The facilities other than drinking water and toilets are also very poor. For instance, provision of tea and canteen at the sites was reported by only 41 and 70 respondents respectively. **Creches** are available at 6 of the 15 sites but the number of crèches, especially at the large sites, is inadequate and these are not able to provide service to all the children at the site.

#### 5. Accidents

- **There is great scope of improving the safety provisions and reducing the rate of accidents (of any type) occurring at the construction projects.** Eight respondents reported knowledge of accidents resulting in death, nine respondents mentioned instances involving serious injuries while 73 respondents reported accidents involving minor injuries (requiring only first aid).
- Nearly seventy per cent of the accidents reportedly take place due to falling from a height or due to collision with machines, rods or other objects.
- Regarding compensation paid to the victim or victim's kin after the accident, it appears that **compensation as required by law is paid only in a few cases**, while in most cases the employers/contractors try to get away only with payment medical costs, and, in some cases only, provision of paid leave. In a large number of instances, even paid leave is not provided for the days of leave due to injury.

#### 6. Safety Measures

- **This study reveals a significant gap between the safety 'hardware' and 'software' – that is, between the formal requirements and safety devices available at most (but not all) sites and the actual practices of following the safety requirements and using the safety tools and gadgets properly.**
- **In most of the sites the workers are provided the requisite safety equipment but there is no proper compliance with safety measures.** For instance, although safety boots are usually provided, the quality of the boots is often

very poor. Also, many workers themselves do not prefer to wear the shoes due to extreme heat and not being accustomed to it. Similarly, delays in issuing safety devices like helmets, gloves, and boots to new workers or in reissuing these items if they break leads to compromise of safety standards.

- **Reasons behind the non-compliance of safety standards and guidelines should be understood to be able to address the problem effectively.** Even though detailed safety measures and guidelines have been laid down by the BOCW Act, most organisations, supervisors, contractors and workers themselves tend to take these lightly, often ignoring some of the safety requirements.
- Since this is a serious attitudinal problem, as may be seen also from the recent enquiry about the major DMRC accident at Zamroodpur/Kailash Colony in July 2009, **employers should be strictly held responsible for all safety lapses.** Since the compromise of safety standards takes place at all levels of responsibility and in all possible ways, safety consciousness has to be strengthened beginning with senior management levels.

## 7. Safety Awareness

- **Only ten workers had heard about the BOCW Act, 1996 and only two were aware of the safety guidelines under it.** Only 18 respondents replied that safety guidelines are put up at the worksite while 507 respondents mentioned that safety officers or inspectors have visited the worksite.
- Although safety committees are required under the BOCW Act, 1996, (at every establishment with 500 or more workers) **only four respondents reported the existence of a safety committee** and only two reported monthly meetings of the committee. There were no worker representatives in the safety committee. However, 523 workers reported that safety officers have been appointed.
- Regarding the perception of safety risks, **in half the instances the main safety risk perceived is falling from a height.** Lifting of heavy weights or overloading of equipments or accidents while operating machines are the other important safety risks perceived, together accounting for about 26 per cent of the worker responses.

## 8. Health Facilities

- Only 52 of all workers interviewed reported a medical check-up held during the last three months. 50 of these were organized by the employer, two by government agencies. **Most employers do not conduct health check-ups of the workers.**
- Availability of first-aid boxes with sufficient contents was reported by 446 workers, about two-thirds of the total sample. **Some of the workers complained they do not have any medical facility or proper response even in case of injury, let alone ailment.**
- No workers are given holiday if they fall sick. Only 30 respondents stated that medical leave was granted. Only five workers reported being granted medical leave with wages. However, at some sites in case of major accident the

worker was treated and given a few days' wages for the period that he could not attend work.

- **Most, nearly all, sites do not have any qualified doctor for treatment of the injured workers.** In case of minor injuries treatment is given at the site while in case of major accidents the injured are taken to hospitals. Some of the big sites have ambulance as well, while at other sites office vehicles are used for this purpose.

## 9. Living Conditions

- Not all the labour camps/bastis have adequate drinking water facility - 626 respondents reported availability. **Lack of water was one of the commonest complaints made by workers in this study.** There is no bathroom facility for bathing in most of the sites; usually there are only taps to take bath in the open. However, some sites have separate bathing facility for women workers.
- **Considering the average for the labour camps/bastis associated with all sites, 69 individuals use one toilet.** At some of the sites toilets are not available or not sufficient, thereby forcing workers to defecate in the open. The cleaning of toilets sometimes is only weekly or monthly. However, Games village and airport have good provision of cleanliness. **In Games village the sanitation services are maintained by Sulabh International.**
- Although 565 workers reported that electricity is available, many workers complained that the rooms are over-crowded and fans are either no fans or very few fans in large rooms/dormitories with many workers. Often, therefore, the workers prefer to sleep outside rather than inside on bunk beds.
- 94 per cent of the respondents stay in kachcha houses, made up of tin sheets, mason board and tin sheets, tarpaulin, brick walls, etc.
- **A group of migrant workers from Bihar and Jharkhand live at a "Tree House" near Centaur hotel at the airport site.** These unrecognized, 'invisible' workers work directly with truck drivers to unload trucks, preferring this to working through any contractor as they are not exploited and can earn better this way. Since the police and authorities do not allow them to build any kind of shelter, they live simply under a tree in a shrub growth area, braving heat, rain, snakes and worms from the shrubs, with absolutely no amenities.

## 10. Benefits under Building and Other Construction Workers' Act (1996)

- Hardly any of the workers have heard of the Building and Other Construction Workers' Act, 1996 or The Delhi Construction Workers' Welfare Board (DCWWB) and the benefits that they are supposed to get from the Board under the Act.
- Only 3 workers in the sample had heard of the Welfare Board. Nine had been registered under the Board but no worker had been renewing the registration regularly as required. **Only four workers in this study had been informed by the employer or contractor about the registration required with the Welfare Board and the benefits available to the workers.**

## 11. Work Satisfaction and Critical Problems

- **The biggest concern of the workers, noted by 45 per cent workers, is about low wages and late payment of wages along with long hours of work.** Workers feel that even though the contractors are paid money by the principal employer, their wages are withheld for one month or so as a ploy to keep the workers under their (contractors') control.
- **The next big problem, mentioned by 23 per cent respondents, is inadequate number of toilets or dirty toilets and lack of other facilities at the labour camps.** The lack of closed bathrooms for women is a concern. Almost equally important is the problem of water shortage at the worksite or the labour camp.
- The next set of problems mentioned by workers is about poor living conditions, no fans in rooms and lack of rest at work. **Safety is a low priority for the workers - only 3 to 4 per cent workers mentioned safety issues and violation of safety guidelines as a concern.**
- Despite low and delayed wages to poor sanitation and health facilities, 43 per cent workers rated their work satisfaction level as 'good' and 5 per cent rated it as 'very good'. Another 46 per cent considered their work satisfaction level as average.

\*\*\*



# 1

## Introduction

- This study intended to assess the current status of workers at flagship construction projects in Delhi with respect to their **working conditions, safety and social security**, particularly with respect to compliance with the requirements of the Building and Other Construction Workers' Act, 1996. It also examined the living conditions of the workers and their families.
- It covered a sample of **702 construction workers and their families** spread over ten major Commonwealth games construction/renovation projects and five Delhi Metro Rail Corporation sites/clusters. Interviews with 702 workers and focussed group discussions with 160 workers were carried out at worksites and on-site labour camps at the Games Village, airport, etc. and at offsite labour bastis and jhuggi clusters at various locations (see **Table 1.1** and **Annexure 1** for details). Only 12 women workers could be covered in the sample of this study.
- The **study methodology** included field investigation of the workers' conditions through observation, interviews with the workers and their families, focussed group discussions (FGDs) with them and some interaction with the supervisors and employers at the worksites. A number of **case studies of specific workers** and reports of FGDs are included in this report along with the survey results in order to help us all look at the human dimension behind the numbers that reveal the condition of the workers.

### 1.1 Background of the Study

This study was initiated by the 'Commonwealth Games – Citizens for Workers, Women & Children' (CWG-CWC) coalition to examine the working conditions, safety and social security of construction workers engaged in Commonwealth Games' construction projects in Delhi. Delhi is witness to an investment of Rs. 26,000 crore during the three year period 2007-2010, on sports facilities and support infrastructure for the Commonwealth Games, 2010 (CWG 2010), as well as new hotels, metro expansion, modernization of the international airport, another power plant, etc. The situation today is very different from the construction projects carried out for the Asiad Games 1982: pre-fabricated materials and capital intensive technology; shorter completion cycles; many more private players; very few women and, hence, children on the building sites. Although nearly three decades have passed since, during which the country has seen much growth, development, technological advancement and even progressive legislation for construction workers, it is unfortunate that very little has changed on the ground about the situation of the construction worker. This is ironical, given the oft-expressed aspirations to make Delhi a 'world-class' city and given the fact that we are talking of the condition of a large chunk of citizens in the capital of the country that aspires to become a major global and regional player in the coming decades.

The CWG-CWC coalition looked at CWG 2010 as an opportunity to focus attention on issues of construction workers' entitlements and the right to development for their children. The coalition, initiated by Mobile Creches in September 2007, brought together organizations and individuals interested in migration, labour, child rights and gender in the context of the CWG 2010 construction projects.

In particular, the CWG-CWC has focussed on the use of the Building and Other Construction Workers Act, 1996, to ensure fair work conditions for the 6-8 lakh construction workers in Delhi, decent living conditions for their families and developmental opportunities for their children. Although nearly Rs. 300 crores has been collected under the Building and Other Construction Workers Act of 1996, the number of workers registered so far with the Delhi Construction Workers Welfare Board (DCWWB) is under 20,000<sup>2</sup> and hardly have any workers received any cash benefits from the Fund. The number of live registered workers is only 2,600.

## 1.2 Study Objectives

In this context, the present study was conceptualised to assess the current status of workers at flagship construction projects in Delhi and use the findings as a tool to advocate with policy makers, implementing agencies and builders for fair practices, better working conditions and delivery of due benefits to the workers. This larger objective was broken up into three more specific objectives:

1. To examine the **working conditions** of construction workers: minimum wage, safety, skill levels, provision of facilities on site; social security benefits, particularly, compliance with the requirements of the Building and Other Construction Workers' (Regulation of Employment and Conditions of Service) Act, 1996;
2. To look into the **living conditions of workers and their families** - shelter, water and sanitation, access to government services like PDS, PHCs;
3. To assess availability and access to **developmental opportunities for their children**: crèches on site, ICDS centres and schools.

While carrying out this study, we kept in mind that a recent study commissioned by the Labour Department of the Government of Delhi and carried out by the Delhi School of Social Work Society (DSSWS)<sup>3</sup> has collected information on wages and the second and third points on living conditions and developmental opportunities for children. In order to avoid duplication and to focus efforts on information that has not been gathered before, this study focussed primarily on the first objective, and within that on the question of working conditions, safety and social security. The second objective was also covered, too, albeit but with lesser emphasis. The third objective about developmental opportunities for children could only be covered in a very limited way in this study as there were very few women workers/families in the sample of this study, which reflects the reality on the ground. The limited sample, however, shows the poor availability of these facilities and opportunities.

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<sup>2</sup> As per Labour Department, Govt. of NCT of Delhi.

<sup>3</sup> Mapping of Construction Workers in National Capital Territory of Delhi, 2008.

### 1.3 Scope and Duration

This study intended to cover a **sample of 700 construction workers and their families spread over major Commonwealth games construction/renovation projects in Delhi NCR**. Ten major construction projects/areas, including the international airport, and five metro project sites or clusters were selected for this purpose. **Table 1.1** below lists the sites and the number of respondents interviewed at each site. Shivaji Stadium (listed along with Talkatora at serial number 6) was planned as one of the sites but could not be accessed due to strict restrictions on entering the site. However, the research team made a special effort to speak to some of the women workers at this site through a FGD. In addition to interviews with 702 workers, focussed group discussions with over 160 workers were also carried out at the same locations. **Annexure 1** lists the various labour bastis/camps associated with each site where the workers were interviewed.

**Only 12 women workers could be covered in the sample of this study.** This largely reflects the ground reality of very few women workers in CWG projects but was partly also due to the absence of women field investigators in the team.

The scope of this study included field investigation of the workers' conditions through observation, interviews with the workers and their families, focussed group discussions with them and some interaction with the supervisors and employers at the worksites. The focus was to assess the ground situation at the sample worksites, to document the condition and experiences of the workers, to understand their perceptions and to reflect their own knowledge of the issues. It did not include a macro or scholarly study and assessment of the issues through use of secondary data and published reports, although media reports and secondary data have also been used in this study in a limited way.

The total duration of this study was seven months, from March to September 2009. Field investigations were carried out during the period mid-March (beginning with pilot surveys) to July 2009.

**Table 1.1 - Study Sites and Number of Respondents by Site\***

S. No.	Site	Total
1	Airport	94
2	Games Village, Near Akshardham	97
3	J N Stadium, Lodi Road	57
4	Dhyan Chand National Stadium, India Gate	53
5	Siri Fort Sports Complex	86
6	Talkatora (and Shivaji Stadium)	27
7	Thyagaraja Complex, Seva Nagar	52
8	Indira Gandhi Indoor Stadium/Yamuna Velodrome	68
9	Delhi University complex (6 colleges)	73
10	Jamia Milia	16
11	DMRC site 1 – East Delhi, Laxmi Nagar / Karkari Mor, etc.	17
12	DMRC site 2 – South Delhi, Hauz Khas / AIIMS	7
13	DMRC site 3 – South-West Delhi, Vasant Kunj / Aaya Nagar	6

14	DMRC site 4 – Nehru Place / Moolchand	7
15	DMRC site 5- Jangpura / Lajpat Nagar	42
	TOTAL	702

\* Details of the bastis/camps at each site are listed at Annexure 1.

#### 1.4 Methodology

This study is based primarily on interaction and structured interviews with workers using a questionnaire designed for this purpose. Workers were contacted at on-site labour camps as well as at the offsite labour bastis where they reside. The workers were approached informally and efforts were made by the field investigators to strike up conversation and establish rapport with the workers. Besides this, focussed group discussions were held with workers at the airport construction sites and in smaller groups at a few other locations. In addition, the research team got some opportunity to interact with safety officers and managers at some of the sites.

##### Study Methodology

- Structured interviews with 702 workers at ten sites and five DMRC sites/clusters
- Focussed group discussions involving approximately 160 workers
- Visit to on-site labour camps at Games Village, airport, etc.
- Visits to offsite labour bastis, jhuggi clusters
- Interaction with some officials, managers, safety officers at a few sites

The questionnaire used for the interviews of the workers – both English and Hindi versions – is at **Annexures 2 and 3**. The principal employers and lead building agencies at the major commonwealth games 2010 sites is given at **Annexure 4**.

#### 1.5 Limitations in conducting this study

The manner in which this study was carried out had in-built limitations. It was decided at the beginning to conduct this study in an “unofficial” manner in and around the construction sites as it was felt that official permissions to enter the sites would not be available due to security and other concerns. Partly because of this, in some instances the field investigators did not approach the workers upfront with the questionnaires. They interacted with the workers and subsequently filled the questionnaires. Some of the contractors or supervisors were un-cooperative. Another important limitation has to do with the awareness levels of the workers themselves. Some of the workers were new at sites or were otherwise ignorant and were not able to give specific information in response to the questions.

##### Limitations of the study

- No ‘official’ access to sites except at Games Village.
- Field investigators harassed at times and workers afraid of contractors / supervisors.
- Many workers approached during duty hours – limitations of time.
- Many workers new at work sites or otherwise unaware – limitations of knowledge.

# 2

## Profile of Workers

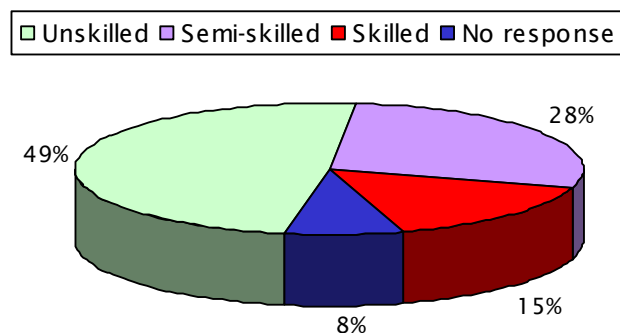
- 49 per cent of the respondents were unskilled workers, 28 per cent were semi-skilled and 15 per cent were skilled workers. There was no response from the remaining 8 per cent of workers.
- **Bihar and Uttar Pradesh account for 75 per cent of the workers in this sample.** Madhya Pradesh, West Bengal and Jharkhand make up another 20 per cent.
- 84 per cent of the workers in the sample were casual workers, 10 per cent were contractual workers, and only 5 per cent of the workers were regular workers. This indicates that casual and contractual workers together account for the bulk (94 per cent in this sample) of workers employed in the CWG construction projects.
- A significant section of the contractual workers are migrant '**Malda mazdoor**' coming from West Bengal and neighbouring states. They are contracted to work for 50 days, working up to 12-13 hours each day, for a wage between Rs 5000 to Rs. 5500 for the 50-day period.

### 2.1 Skill and work profile

Of the 649 respondents (who responded, out of a total of 702) in this study, 344 were unskilled workers, 197 were semi-skilled and 108 were skilled workers (**Table 2.1** and **Figure 2.1**). There were only 12 women workers in the whole sample. Of the total sample, while 8 per cent workers did not respond, 49 per cent were un-skilled, 28 per cent semi-skilled and 15 per cent were skilled. The different type of workers (in terms of the nature of work done) included in the sample are listed below at **Table 2.2**.

**Table 2.1 - Skill Profile of Workers**

Skill level	No. of respondents
Unskilled	344
Semi-skilled	197
Skilled	108
<b>Sub-total</b>	<b>649</b>
No response	53
<b>Total</b>	<b>702</b>

**Fig. 2.1 - Skill Profile of Workers****Table 2.2 - Work profile of workers in the sample**

Manual	Semi-skilled*	Skilled*
1. Beldar	1. Cutter	1. Carpenter
2. Coolie	2. Digger	2. Crane operator
3. Helper	3. Driver	3. Electrician
4. Jamadar	4. Electrician Helper	4. Finisher
5. Labourer	5. Fire-fighter	5. Foreman
6. Water sprayer	6. Fitter	6. JCB crane operator
7. Water supplier	7. Painter	7. Loader operator
	8. Plumber	8. Mason
	9. Pock Len operator	9. Mistri
	10. Sariya cutter	10. Plastering mistri
	11. Supervisor	11. Shuttering mistri
	12. Welder	12. Stone cutter
		13. Stone mistri

\* The division between skilled and semi-skilled work is not very well defined. The same worker, say 'mistri' or plumber or crane operator, could be either semi-skilled or skilled depending upon the nature of his work, qualifications and experience. To a lesser extent in some instances this is also true of the distinction between un-skilled and semi-skilled workers.

**Case study – Bhurelal, Manual worker (Airport)**

*Bhurelal is from a very poor family of Bihar. His family consists of seven members. He has 5-6 bigha of land but income from agriculture is not adequate for running the family. He therefore came to Delhi with a labour contractor from his district. He works from 8 a.m. to 5:00 p.m. every day. He has got one helmet and no other protective gear to attend to his work.*

*15 workers stay in a dingy room provided by the contractor who also has made arrangement for their food. But when a worker falls sick, he does not provide any medical help. The condition of the toilet is very bad. The contractor gives a commission of Rs 300 per person to a worker for bringing labourers from his village. Bhurelal has also brought 15-20 persons from his place but later, when he became dependent on the contractor for livelihood, he (the contractor) started delaying payment of wages and there was marked deterioration in quality of food and living conditions. This is because the contractor did not pay the food supplier and owner of their dwelling.*

**2.2 Workers by state of origin**

The workers at the various construction sites come from the north and central Indian states – Uttar Pradesh, Bihar, Jharkhand, Madhya Pradesh, Chattisgarh, West Bengal, Uttarakhand, etc. Table 2.3 gives the state-wise break-up and Figure 2.2 is a graphic representation of the same. **Bihar and Uttar Pradesh account for 75 per cent of the workers in this sample. Madhya Pradesh, West Bengal and Jharkhand make up another 20 per cent.**

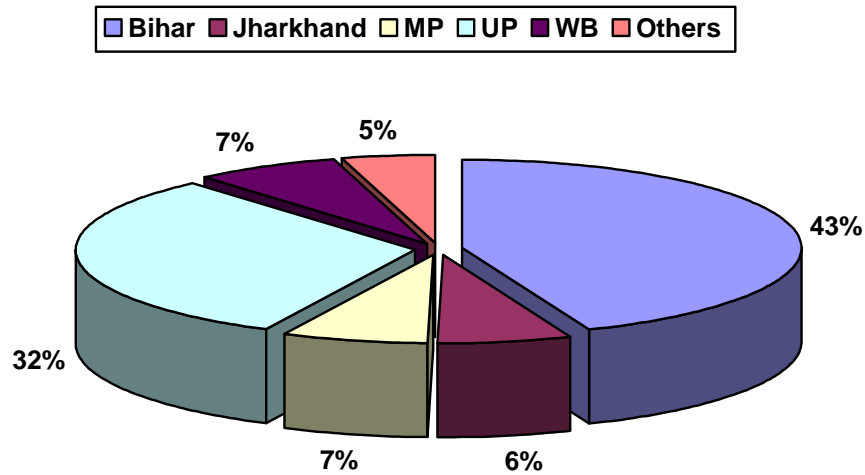
**Table 2.3 – Workers by state of origin**

States	No. of workers
Assam	5
Bihar	300
Chhattisgarh	19
Haryana	2
Jharkhand	44
Madhya Pradesh	46
Orissa	1
Uttar Pradesh	216
Uttarakhand	4
West Bengal	46
Total	683*

\* No information regarding the remaining 19 workers in the sample.



**Fig. 2.2 - Workers by state of origin**



#### **Case study – Ram Devi, Manual worker (Shivaji Stadium)**

*Ram Devi, 45, hails from Sumerpur district in UP. She and her husband were manual workers in their village earning only Rs. 50 each per day. They could not afford proper treatment for their ill daughter who passed away. They had taken loans for a treatment and have come to Delhi to earn some extra money to repay the loan.*

*Ram Devi has come to Delhi with her husband, 3 daughters and 2 sons. Her elder daughters, 19 and 15, have studied till class 12 and 7 respectively but have now abandoned their studies due to the economic situation of the family. Ram Devi is pained by the problems her children have to face. The family wants to go back home as soon as they have collected enough money.*

*Ram Devi is worried about her daughters as the living conditions at the site are very poor. They have been provided a room made with tin sheets that becomes extremely hot in the summer. The surroundings are extremely dirty, posing a risk to the health of the workers. The drinking water is not of good quality. No bathrooms have provided even for the women, forcing them to have a bath in the open.*

*The safety provisions at the site are poor. Although the workers have to lift stones, which injures their hands, the company has not responded to the worker's request for globes. Helmet is the only safety device provided. The workers are paid Rs. 100 per day.*

## 2.3 Nature of employment

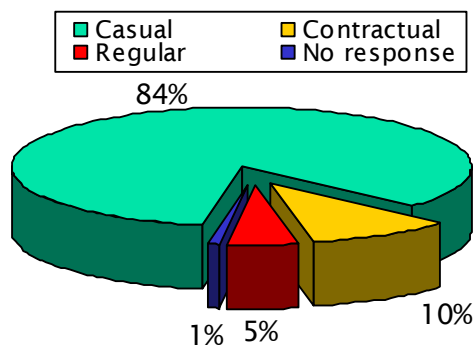
**84 per cent of the workers in the sample were casual workers** (see table and figure below). 10 per cent were contractual workers, only 5 per cent of the workers were regular workers. This indicates that **casual and contractual workers together account for the bulk (94 per cent in this sample) of workers employed in the CWG construction projects**. Most of the workers are hired through contractors, mainly through personal contacts in their respective states/districts.

A significant section of the contractual workers are migrant ‘**Malda mazdoor**’ coming from West Bengal and neighbouring states. The contractual arrangement with these workers is that they are contracted to work for 50 days and are made to work up to 12-13 hours each day. They get their whole wages - usually between Rs 5,000 to Rs. 5,500 for the 50-day period - in advance or some time partial amount in advance, while the rest of the wages are paid on completion of the contract (the arrangement varies from contractor to contractor). After completion of the contract majority of the Malda mazdoors extend the contract for another 50 days and if some of them are not interested they go back to their places without extending the contract. It is understood that during the peak summer months less number of Malda workers come as they are heavily in demand during the mango and litchi season and are able to earn up to Rs 200 per day in the loading of fruit, etc. in their home districts.

**Table 2.4 - Nature of employment**

Nature of employment	No. of respondents
Casual	588
Contractual	73
Regular	35
No response	6
<b>Total</b>	<b>702</b>

**Fig. 2.3 - Nature of Employment**



Some of the new workers at the airport site informed that they came here through an agent and gave Rs. 8,000 as a placement fees to the agent. The skilled workers were promised a salary of Rs. 10,500 but they did not get the salary well after the month was over. Other workers mentioned an amount of Rs 5,000 paid to the contractor for getting the employment

#### **Case study - Dildar, Electrician**

*Dildar, 26, educated till class eight, belongs to a lower middle class family of Farrukhabad district, U.P. They are seven brothers and one sister. They have some farming land. Three brothers and the sister are married. His eldest brother is a government school teacher and the next one runs an electric repair shop in Farrukhabad. These two brothers live separately with their respective families and do not show any concern for younger brothers and parents. The third eldest brother is engaged in multiple businesses like running a small electric shop and stock business in the local market. He lives with the larger family but is not successful in his business and is thus not able to support his parents and family. His father is ill and short tempered and is too old to earn now. There are always skirmishes in their family. While he was studying he was also working in his brother's shop and earning some money, but his brother's business has declined now.*

*Dildar regrets that he could not complete his 10<sup>th</sup> class and had to drop out from his studies midway. He felt that if his two elder brothers had supported him then he could have completed his secondary education. As there was no work opportunity near his house, he came to Delhi with his cousin to search for a job. He worked at an electric repairs shop but since he earned a very meagre salary and had to live in a hired room, he was unable to save anything. So he decided to work at a construction site for electric work where he was being provided with proper lodging facility besides daily wages. Although he is facing many challenges at the construction site, he continues to work at these sites.*

*He got married a couple of years ago and has one daughter. With this meagre income he has to support his parents, two younger brothers and others in his family. He is very unhappy with his current situation and regrets that he did not get an opportunity to prosper and attain a higher education level. He is now planning to ask one of his elder brothers to come to Delhi for employment, so that the others can continue staying in the village to look after their farmland. This way, he feels that all brothers would be able to stand on their own feet and take care of their respective families. Importantly, he will have to shoulder the responsibility of just his spouse, daughter and partial responsibility of his parents.*

# 3

## Working Hours and Wages

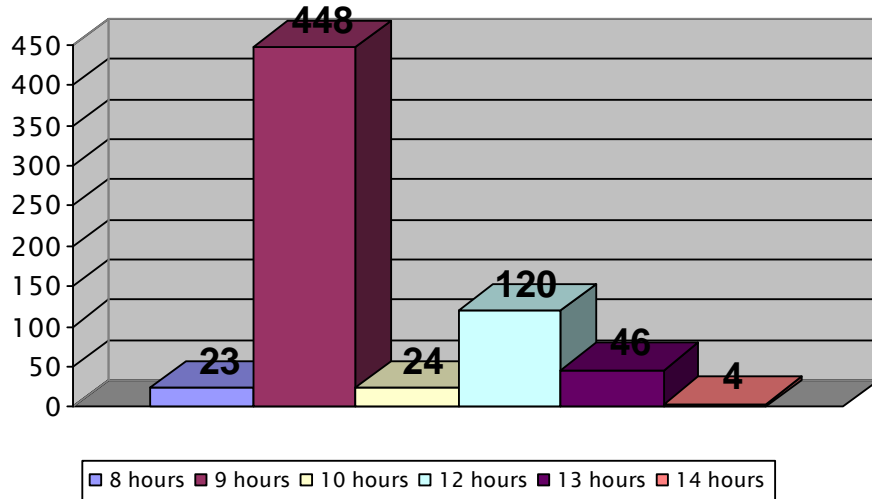
- **The violation of workers' rights to minimum wage is widespread despite the 'showcase' nature of the CWG projects** and despite the government being well aware of these violations. In majority of the sites, workers are not paid even minimum wages let alone fair wages. **The minimum wage for unskilled workers in Delhi is Rs 151 but the average wage earned by an unskilled worker in this sample is Rs 114.** A little under half of the skilled and semi-skilled workers too are paid wages lower than the legal minimum wage for their skill-level.
- **More than a third of the workers are not paid their wages on time.** Contractors mostly give the excuse that they are not given payment on time by the principal employers and often do not release the wages even when the workers have to go home after a period of work. The contractors harass the manual workers in particular. It is notable that over sixty per cent of the workers preferred not to answer this question, implying discomfort or fear regarding this matter.
- 448 respondents (64 per cent) work for 9 hours and 194 respondents, nearly 28 per cent, work for ten hours or more. **46 per cent of the total sample does overtime work for three or more hours.**
- **429 respondents reported that they are paid overtime at the normal hourly rate,** while only 9 workers reported payment of overtime at the legally required higher rate (double rate in 8 cases and 1.5 times normal rate reported only in 1 case).
- Only 74 respondents from the total sample mentioned that attendance register is maintained. Only 168 respondents mentioned that they sign the wage register.

### 3.1 Work Hours

Nearly all the workers working at the construction sites work for more than 8 hours. Only 23 respondents out of 702 mentioned an 8-hour workday. 448 respondents mentioned that they work for 9 hours and 194 respondents, nearly 28 per cent, stated 10 hours or more as their working hours. (See **Table 3.1** and **Fig. 3.1** below).

The data on number of hours of work and on hours of overtime work does not exactly match, however. While 471 out of 702 workers mentioned that they work for 9 hours or less, on the other hand 419 out of 702 workers mentioned that they have to do overtime ranging from one to five hours (**Table 3.2**). This could, however, be explained by the fact that the working hours mentioned would be 'normal' working hours while overtime would be indicated even if overtime work has to be done sometimes. **Of the 419 workers who mentioned doing overtime, 324 workers, or 46 per cent of the total sample, do overtime work for three or more hours**

**Fig. 3.1 - Working hours**



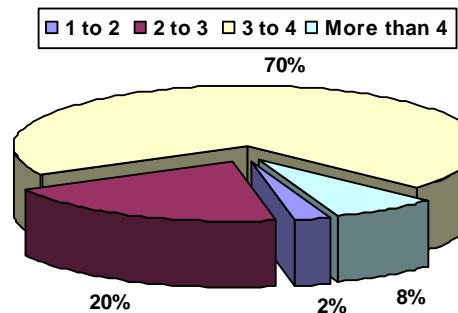
**Table 3.1 - Working hours**

Working hours	No. of workers
8 hours	23
9 hours	448
10 hours	24
12 hours	120
13 hours	46
14 hours	4
No response	37
<b>Total</b>	<b>702</b>

**Table 3.2 - Overtime (in hours)**

Overtime (in hours)	No. of responses
1-2	10
2-3	85
3-4	292
More than 4	32
<b>Total number of workers doing overtime</b>	<b>419</b>

**Fig. 3.2 - Overtime (in hours)**



In most of the CWG construction sites, the official work timings of the workers are 8 to 5 pm. But due to the pressure of completing CWG construction projects, the contractors are deploying more and more workers and majority of the unskilled workers are working overtime for about 2 to 5 hours daily. Many of the contractors deploy the workers for 12-13 hours and pay flat wage rate, that is, **wage is given for the 12-13 hour period without paying any overtime.**

In most of the CWG sites those who are engaged in work during the day have been allotted 1pm to 2pm as lunch hour. Only at the airport and some of the metro sites workers are also working in the night shift. However, they are paid wages same as those paid **for normal working hours**. Those who work in night shift are usually working from 8-9pm to 7-8 am in the morning.

### **Tea-breaks**

Some of the contractors have scheduled 3.pm to 3:30 pm as tea break while others do not have fix time slot for tea break. In some sites where workers are engaged for overtime during the day shift they are allowed tea break between 5 to 5:30pm for the workers who work overtime. At some locations the contractors allow the workers to go for water and tea on need basis. Usually they allow the workers 1-3 breaks of about 10 to 15 minutes each.

## **3.2 Attendance**

In almost all cases workers are not asked to sign on the attendance register. **Only 74 respondents from the total sample mentioned that attendance register is maintained.** A majority of the workers (over half the workers) have been provided with an attendance card by the contractor / employer - when the workers are present for work they give the card to the supervisor / employer / contractor, who puts his signature against the date on which the worker is present for work. This card serves the purpose of keeping the attendance record. The contractor / employer either gives back the card to the worker or sometimes keeps it with himself. At the end of the month the contractor / employer calculates the number of days worked by the worker calculates the wage on that basis. Some of the contractors do not even maintain such cards. They keep their record themselves in some register and tally it with the attendance of the workers kept by workers themselves for the purpose of calculating the wage. Some of the illiterate workers too keep their own record of attendance.



**Worker Attendance Card**

**Case study – Dhan Kumari, Manual worker (Shivaji Stadium)**

*Dhan Kumari, 57, from Chhattarpur district in U.P. used to earn Rs. 30 per day as a manual worker. Her daughter and son-in-law work as labourer at the construction site. Since she was alone in the village after her daughter's marriage and since her wage was very low, she came over to Delhi 8 months ago to work along with her daughter and son-in-law.*

*Her daughter and son-in-law are out of work for the last one month and have also not been paid their due wages for the prior period due to some differences with the employer. There is no one to listen to their complaints and neither can they go to another site without collecting their due wages. In these circumstances, the family's economic situation is deteriorating day by day. Consequently, Dhan Kumari is very worried and is currently depending upon the food available at the nearby temple for herself and her young grandchildren. She is hoping that the employer will either employ her daughter and son-in-law again or at least give them their due wages so that they can go to another construction site and work.*

**3.3 Wages – Non-payment of minimum wage and late payment**

**The violation of workers' rights to minimum wage is widespread despite the 'showcase' nature of the CWG projects and despite the government being well aware of these violations.** The large majority of unskilled workers as also a significant per cent of semi-skilled and skilled workers are not paid even minimum wages let alone fair wages. The minimum wage for unskilled workers in Delhi with effect from February 2009 is Rs 151 but the average wage earned by an unskilled worker in this sample is Rs 114 as shown at **Table 3.3** below. For semi-skilled workers the legal minimum wage is Rs 158 while the range of wages earned by them is Rs 90 to Rs 250, with a category average of Rs 160. The position of skilled workers, earning Rs 175 on average against the legal minimum wage of Rs 168 is slightly better, but many skilled workers too are paid less than Rs 168 per day.

It is generally understood that fair wages is an adjustable step that moves up according to the capacity of the industry to pay, but **in the CWG projects the workers are paid arbitrary and low wages, despite the corporations, the construction industry and the government having adequate resources.** Often the principal employers are least bothered about payment of minimum wages to the workers, turning a blind eye to the misappropriation of resources by unscrupulous contractors.

**Table 3.3 – Wage-range for different skill categories of workers in CWG projects**

Worker type	Minimum payment	Maximum payment	Category average	Legal minimum wage
Manual	80	200	114	151
Semi-skilled	90	250	160	158
Skilled	120	300	175	168



Nearly all the workers in this study were paid on monthly basis but **more than a third of the workers complained that they are not paid their wages on time.** Table 3.4 below shows that 238 of all the workers (just above a third) reported late payment of wages. However, the fact that 453 workers did not answer this question clearly also means that this is a sensitive matter and many workers do not want to complain, as they fear for their job security. The workers also reported that some of the contractors harass and delay the wages of the manual workers in particular, while the skilled and semi skilled workers are paid on time. The research team came across instances where the contractors paid the monthly salary to skilled and semi-skilled workers in time while they made delayed payment to the un-skilled workers.



FGD at Airport

#### Case study – Darshan, Welding helper (Delhi University)

*Darshan, 29, studied till class six. He works as welding helper at the site near Khalsa College, Delhi University, earning Rs 160 per day. Earlier he was living with his family members but now he has sent them back to his village. He has earlier worked at Jawaharlal Nehru Stadium site. He left this site after a quarrel with the contractor. The change of the site and the contractor, however, has not improved his work condition. The new contractor also does not pay the wages on time. Darshan came to Delhi as he couldn't get any work in his home state UP. He got this welder work after his neighbour (in Lucknow) who was also working as welder in Delhi, asked him to accompany him. Darshan had no experience of welding work; he acquired the skills after he joined the company.*

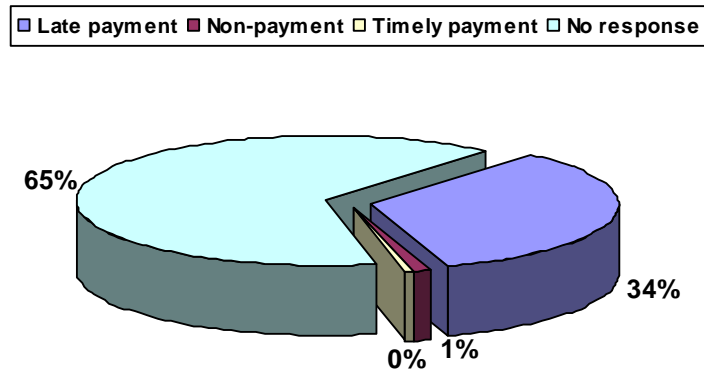
*Darshan's family consists of parents, three sisters, wife and two children. He has a younger brother who is unable to stick to work. As a result, Darshan has to bear the whole family's responsibility with his meagre wages. He has to send money home every month. But for last several months, the contractor (Ram Kumar) has not paid the wages on time, claiming that the company does not pay him on time. As a result, Darshan is unable to send money despite several reminders from home. "Only for the first 2-3 months, he paid me on time but now I am not getting my*

*money. This contractor too is behaving like the previous one. As soon as I get my full payment, I will leave this work!" says Darshan with tears in his eyes.*

**Table 3.4 – Payment of wages**

Payment of Wages	No. of responses
Late payment	238
Non-payment	8
Timely payment	3
No response	453
<b>Total</b>	<b>702</b>

**Fig. 3.3 – Payment of Wages**



**Table 3.5 – Wage payment frequency**

Monthly	496
Daily	7
No response	199

**Table 3.6 – Mode of payment**

Cash	684
Cheque	01
No response	17

**Only 168 respondents mentioned that they sign the wage register.**

#### **Non-payment/Delayed payment of wages**

*This is the major on-site labour camp. Reportedly almost 10,000 workers reside in this camp. Majority of the workers hail from Bihar, U.P, Chattisgarh, West Bengal. Some of the workers are also from Rajasthan and Punjab.*

*In the FGD with the workers, it was found that the workers were very much dissatisfied with the company/employer/contractor. Minimax company is carrying out some projects and has subcontracted the work to contractors like R. P Yadav and S. P Yadav. The workers - majority of whom happen to be from U.P - who are working under these two contractors, are very much dissatisfied with them and, consequently, are on strike. The workers complained about the injustice being meted out to them. They complained that they do not get their wages on time. Many of the workers have not been paid their wages for 3-4 months. Some of them even said they have not got their wage for 6 months. When the workers go to their contractor and ask for the payment, they contractor claims that he has not received payment from the company.*

*Follow up visit and FGD with 11 workers at the same location on 11 August: The workers resorted to strike for a few days due to delayed payment of wages. There was a minor scuffle with the contractor and property like doors of rooms and toilets, water tank etc. was destroyed. They even had a scuffle with the safety officer for medicine. The negotiation between workers and contractor reached to a conclusion on the promise made by the contractors that they would pay the wages shortly. After few days some of the influential workers were paid money but the new workers were paid very little amount. Some of the workers left the work/contractor after getting money. Some went in search of another job while some headed home.*

*Other workers too complained that when they have to go home and they ask for their payment, the contractors do not pay. So if the workers go home they have to forego their wage. Consequently, the workers are helpless and bound to work under these contractors.*

**Based on FGDs at Labour camp near L&T office at the airport, 13 July and 11 August, 2009.**



**FGD at Airport Construction Site**

### 3.4 Wages for Overtime Work

The rates for overtime to all the workers are generally found to be the ordinary wage rate - **the overtime wage is calculated on the basis of normal hourly rate paid to them for eight hours of work, not at the legally required double rate.** (And the normal rate paid to them may not even be as per the legal minimum wage, as elaborated above in section 3.3.)

**429 respondents reported that they are paid overtime at the normal hourly rate**, while only 9 workers reported payment of overtime at a higher rate (double rate in 8 cases and 1.5 times normal rate reported only in 1 case). The workers who are paid overtime at higher rates are skilled or semi-skilled workers.

However, some workers informed that the workers who work overtime are provided dinner by the contractor.

#### **Case study – Joginder, Electrician (Airport)**

*Joginder, 33, educated till class six, was working as a beldar in his village in Bhagalpur, Bihar. He does not own farm land. So, he took land on sharecropping basis from the landowner of his village. Despite working so hard he was unable to make good money, so he headed for the city. Joginder has a big family - his parents, three brothers, two sisters and three children besides his spouse. Since one elder brother remains usually ill, he has shouldered the responsibility of his brother's family as well.*

*Joginder came to Delhi in 2005. He first rode a cycle-rickshaw for one year. Then he joined a contractor from Bihar and worked as a labourer in construction sites for some years. Realising the importance of skilled labour to be able to increase his income, he joined electrical work contractor Hare Ram, but he quit working with Hare Ram after five months because the contractor was not paying wages on time and there was no medical facility also. He joined another contractor Vinod, who takes electrical work contracts at the airport. But he is facing problems here too. He has not got his salary (Rs 5000 per month) for over two months and is unable to send money home. Consequently his family members are facing problems. His brother is undergoing medical treatment using money borrowed from moneylenders. He said his contractor, like other contractors, keeps at least one-month's salary pending so that the workers remain in his clutches. Nevertheless, he hopes to get complete wages and then to quit working with this contractor, although he is not sure what he will do or whom he will join after that. He complained that there was no proper medical, water facility and despite the extreme heat, neither the contractor nor the company has provided fans in the rooms. He is not aware about the Delhi BOCW Welfare Board.*

## 4

### Working Conditions

- The availability of amenities at the worksites is poor. **Across sites on an average one toilet is available for 114 workers.** The number of toilets, especially at big sites, is highly inadequate. At the airport there is only one toilet per 450 workers and at the Indira Gandhi stadium one toilet for every 107 workers. At many locations toilets are cleaned only on a weekly or monthly basis and not every day.
- **Only 86 per cent respondents reported availability of drinking water at the site.** Only 5 per cent of the respondents reported availability of water coolers or cool drinking water.
- The facilities other than drinking water and toilets are also very poor. For instance, provision of tea and canteen at the sites was reported by only 41 and 70 respondents respectively. Creches are available at 6 of the 15 sites but the number of crèches, especially at the large sites, is inadequate and these are not able to provide service to all the children at the site.

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**The** availability of different amenities at the worksite varies from site to site. In general the availability of facilities is poor. For instance, many of the workers mentioned that latrines/urinals are not sufficient and in some cases not available at all. Across sites on an average, one toilet is available for 114 workers. But when this data is seen for different sites (see Table 4.1 below), it is seen that the number of toilets, especially at big sites, is highly inadequate. For instance, at the airport there is only one toilet per 450 workers and at the IG stadium one toilet for every 107 workers. Besides the question of availability, at many locations toilets are cleaned only on a weekly or monthly basis and not every day. Sites where the workers are residing and working on the same site, they use the labour basti toilets during the working time also.

While ordinary drinking water is available according to 86 per cent of the respondents, water coolers or cool drinking water is available according to only 38 respondents – only 5 per cent of the total respondents.

In majority of the construction sites of CWG where there is on-site labour camps drinking water facilities are common to the worksite and living site. In some sites where majority of the workers are living offsite, like Delhi University, they do not have proper water facility for drinking water, or toilets, on-site.

The facilities other than drinking water and toilets are also very poor. For instance, provision of tea and canteen at the sites was reported by only 41 and 70 respondents, respectively.



Canteen at the Indira Gandhi Stadium

Creches are available at 6 of the 15 sites only - 5 run by Mobile Creches, with a full complement of services for children, and one by the Nagarjuna Construction Company. The services provided for children on that site are not known as it was locked. No other Creche facility was available on the large and extensive Delhi University site covering more than 6 sites.

Table 4.1 - Amenities: Latrine/Urinal availability at different CWG sites

Sites	Average no. of workers per toilet	No. of respondents stating toilets are not sufficient	Not Available	Cleaning
Airport	450	10		Daily/Weekly
Games Village	80			Daily/Weekly
JLN Stadium		1		Monthly
Dhyan Chand Stadium		9		Daily
Siri Fort Stadium	76	10		Daily/Weekly
Talkatora Stadium	32			Weekly/Monthly
Thyagaraja Stadium	34	12		Daily/Weekly
IG Stadium	107		3	Daily/Weekly
Delhi University complex	74	10		Daily/Weekly
Jamia Milia	55			
All sites	114*			

\* This is average for the 8 sites mentioned above for which specific data is available.





Indira Gandhi stadium construction site

**Case study - Mujabir, Mistri - Sariya cutter (I. G. Stadium)**

*Mujabir, 32, educated up to class six, is from Gaya district, Bihar. He has been working at the Indira Gandhi Stadium site for the last two months with a wage of Rs 180 per day. Earlier his family was staying with him at this site, but now he has sent his family back to his village. There are no drinking water facilities at the site. One has to go to the labour camp for taking water and using the toilet. The labour camp is very dirty with open drains and stagnant water. Due to this the people fall sick again and again. The result is that a large part of the family income is spent on treatment. No official ever visits the camp. Even when he visits and workers tell him about their problems, the complaints fall on deaf ears.*

*Mujabir has not got his wages for last two months. The contractor makes his standard excuse that the company has not made payment to him. Same is the plight of other workers. They cannot leave the job because the dhabha owner will not serve them food on credit. Mujabir says that the payment is far less than the amount of work extracted from them. "We can neither save money for future nor send money home. The contractor deducts Rs 5 every day from each worker as his commission for allowing us to work at the site." For safety, the contractor provides only helmet to the workers.*



**Table 4.2 - Availability of Other Amenities**

Drinking water (room temperature)	603
Drinking water (cooler)	38
Rest-room	56
Tea	41
Canteen	70
Crèche	7 sites*

\* There are the creches available at Games Village, JLN Stadium, Siri Fort, Shivaji stadium, IG Stadium, DU complex. The number of children at one crèche ranges from 15 to 150 children. Food and education are provided in the creches.

#### **Case study - Abul Kalam, Sariya Mazdoor (I. G. Stadium)**

*Abul Kalam has been working in the Indira Gandhi Stadium site for the last 3 months. He is working under Shakeel, the contractor who hails from Abul's nearby village, Dilshadpur, in Katihar district, Bihar.*

*There are 7 members in his family which includes his mother, 3 brothers and 3 sisters. Two of the sisters are married. Abul's brother sometimes works with him in the same site or some other sites. He rues that he did not get a chance to study as he hails from a very poor background. When he was a young child of 12 years his father passed away. He still remembers that fateful day. There is no other breadwinner in his family. Since, there was no employment opportunity and his mother hardly managed two square meals a day, Abul Kalam and his brother, Khurseed were forced to start work outside. Because of the unavailability of work in Bihar, they left for Kolkata with one labourer from their village who was already working there.*

*Later, before moving to Delhi, they worked in Gurgaon and Noida. They had also worked in Kashmir for sometime. Before this site, he used to work at the Airport for a company and claimed that he was getting lots of facilities over there. At that time Shakeel contractor asked him to start working for him. Abul assumed that as Shakeel was from his nearby village, he would provide even better facilities. But after joining Shakeel, he feels cheated, because neither is he getting any facilities here like medicine, proper living room, water facility, toilet etc nor payment on time. He regrets that he trusted Shakeel. He and his brother are not married yet. Abul says that he wants to marry off his sister first. He and his brother are also trying to ensure that their younger brother goes to school. Now, Abul Kalam has made up his mind to quit his job and work for the company he was with earlier.*

# 5

## Accidents

- Eight respondents reported knowledge of accidents resulting in death, nine respondents mentioned instances involving serious injuries while 73 respondents reported accidents involving minor injuries (requiring only first aid). This indicates that **there is great scope of improving the safety provisions and reducing the rate of accidents (of any type) occurring at the construction projects.**
- Nearly seventy per cent of the accidents reportedly take place due to falling from a height or due to collision with machines, rods or other objects.
- Regarding compensation paid to the victim or victim's kin after the accident, it appears that **compensation as required by law is paid only in a few cases, while in most cases the employers/contractors try to get away only with payment medical costs, and, in some cases only, provision of paid leave.** In a large number of instances, even paid leave is not provided for the days of leave due to injury.

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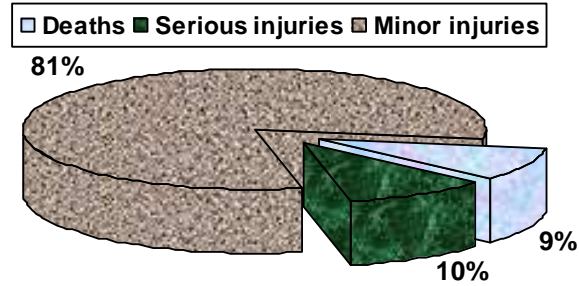
As per the information provided by respondents in this study, the record of accidents at CWG sites is not such as to be commended. Eight respondents had knowledge of accidents resulting in death and nine respondents mentioned instances involving serious injuries in the last six months (prior to March-April 2009). 73 respondents mentioned that minor injuries (requiring only first aid) are a common occurrence (see **Table 5.1** and **Fig. 5.1** below). This indicates that there is great scope of improving the safety provisions and reducing the rate of accidents (of any type) occurring at the construction projects.

However, if one were to go beyond the sample of workers interviewed in this study and look at the total number of accidents reported/documented during the last one to two years (**at all construction projects in Delhi – CWG and otherwise**), the situation appears to be much worse. The total number of accidents reported in the media at all construction sites in Delhi (CWG games and others) during 2008 and 2009, as listed at **Annexure 5**, is 48 deaths and 93 injuries.

**Table 5.1 – Nature of accidents at CWG sites during past 6 months**

Nature of accident	No. of respondents
Deaths	8
Serious injuries	9
Minor injuries	73

**Fig. 5.1 - Nature of accidents at CWG sites during past 6 months**

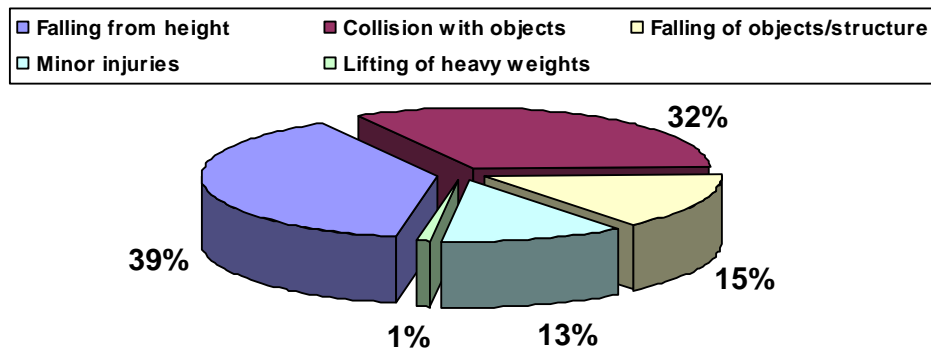


**Table 5.2** lists and **Fig. 5.2** shows the most commonly occurring types of accidents at the work sites. Nearly seventy per cent of the accidents, according to the workers, take place due to falling from a height or due to collision with machines, rods or other objects.

**Table 5.2 - Commonly occurring types of accidents**

Sl. No.	Nature of accident	No. of responses
1	Falling from a height	52
2	Hit against something/Collision with objects/rod/machines and other objects	43
3	Falling of objects/Falling of structure	20
4	Minor injuries	17
5	Lifting of heavy weights	1
	<b>Total</b>	<b>133</b>

**Fig. 5.2 - Commonly occurring types of accidents**



**Table 5.3** lists the follow-up actions reported by the workers after an accident.

**Table 5.3 - Follow-up actions taken after accidents**

Sl. No.	Follow-up action after accident	No. of responses
1	Availability of medicine & first aid in case of any injury / Medical facilities are available in office	87
2	No action taken except workers being told to Work carefully	30
3	Safety officer asks to take precautions / Safety officer informs about safety measures to be observed	13
4	In minor accidents treatment at office & in major accidents taken to hospital by company	11
5	Safety officer strict on accidents and lenient after some days	5
6	Safety officer is appointed	4
7	Safety strengthened	4
8	Contractor takes to doctor / Paid leave for that day	2
9	Display of safety measures on board	1
	<b>Total</b>	<b>157</b>



**DMRC construction site**

Regarding compensation paid to the victim or victim's kin after the accident (Table 5.4 below), it appears that compensation as required by law is paid only in a few cases, while in most cases the employers/contractors try to get away only with payment medical costs, and, in some cases only, provision of paid leave. The amount of compensation paid was reported with respect to only two cases (at Dhyani Chand National Stadium and Games Village). One respondent has even mentioned that the contractor threatened him instead of paying the compensation. Similarly, at one FGD at the airport the research team heard of a case in which the brother worker of a respondent had a serious injury; the contractor provided only immediate medical attention and then left the worker to his own means. In a large number of instances, even paid leave is not provided for the days of leave due to injury.

**Table 5.4 - Compensation paid after accidents**

Paid leave and medicine	13
Yes, compensation paid*	7*
Paid only for medicine	29
Contractor threatened	1

\* Only in two cases (at National Stadium and Games Village) the amount of compensation paid was mentioned – Rs 3 lakhs and Rs 1.8 lakhs.

#### **Case study – Ram Prasad, Guard (DMRC, Lajpat Nagar)**

*Ram Prasad, 40 and educated up to class five, works at the Lajpat Nagar Metro Site as a guard and earns a salary of Rs 4000 per month. He was brought to Delhi by a local contractor from his district in Bihar. His family - three sons and a mentally retarded daughter – lives in the village. He stays with six other workers in a rented room at Sarai Kalekhan, near Nizamuddin Railway station. He has not heard of the Contract Labour (Regulation and Abolition) Act, 1970. PF is deducted from his salary but no statement has been provided to him so far.*

*Except for the uniform and identity card, the contractor has provided nothing else. Ram Prasad informed that last year a worker got seriously injured when he was hit by a loading track. It was the workers who took him to a hospital for treatment. The contractor refused any compensation and the victim's case is still pending with labour court. According to him, the contractor appoints less number of workers for a given operation than required, leading to fatigue and sickness among workers. The contractor does not provide any medical help when the workers fall sick. According to Ram Prasad, there is one safety inspector, who occasionally makes a rudimentary inspection of the site.*



**Safety board at Indira Gandhi Stadium**



**Siri Fort construction site**

# 6

## Safety Measures

- **This study reveals a significant gap between the safety ‘hardware’ and ‘software’** – that is, between the formal requirements and safety devices available at most (but not all) sites and the actual practices of following the safety requirements and using the safety tools and gadgets properly.
- **In most of the sites the workers are provided the requisite safety equipment but there is no proper compliance with safety measures.** For instance, although safety boots are usually provided, often the quality of the boots is very poor. Also, many workers themselves do not prefer to wear the shoes due to extreme heat and not being accustomed to it. Similarly, delays in issuing safety devices like helmets, gloves, and boots to new workers or in reissuing these items if they break leads to compromise of safety standards.
- **Reasons behind the non-compliance of safety standards and guidelines should be understood to be able to address the problem effectively.** Even though detailed safety measures and guidelines have been laid down by the BOCW Act, most organisations, supervisors, contractors and workers themselves tend to take these lightly, often ignoring some of the safety requirements.
- Since this is a serious attitudinal problem, as may be seen also from the recent enquiry about the major DMRC accident at Zamroodpur/Kailash Colony in July 2009, **employers should be strictly held responsible for all safety lapses.** Since the compromise of safety standards takes place at all levels of responsibility and in all possible ways, safety consciousness has to be strengthened beginning with senior management levels.

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**With** regard to the safety measures at the CWG sites, this study reveals a significant gap between the safety ‘hardware’ or formal requirements and safety devices available at most (but not all) sites and the ‘software’ of actually following the safety requirements and using the safety tools and gadgets properly.

In most of the sites the workers are provided the requisite safety equipment, as maybe seen from **Tables 6.1 and 6.2** and the figures below. But there is no proper compliance with safety measures. For instance, 571 of the 702 respondents mentioned that they are provided safety boots. However, there are two major problems workers face with regard to the provision of safety boots. Often the quality of the boots is very poor; they are just ordinary shoes rather than special safety boots and may last for only 30 days. Workers pointed out that the soles of such boots would easily be pierced with nails or sharp objects. The second problem is that even when the boots (irrespective of the quality) are available, many workers do not prefer to wear them and often the safety officer or employer ignores this. The workers stated that it is extremely hot to wear the safety boots and it is

something they are not accustomed to. This implies a distinct gap in implementation of safety standards.



Games village construction site

Similarly, some workers informed that the quality of helmet, gloves, etc. too is very poor. **And once the safety devices are broken and the workers request the contractor or employer for a replacement the latter take much time in re-issuing the devices. In the meantime, the workers continue to work without these safety devices.** Again, new workers are not issued these devices immediately and may get them only after some weeks. Due to these delays and carelessness, the workers are without these basic safety gadgets for a significant part of their working time. This is another way in which the safety standards and guidelines are compromised.

According to the workers, in the night shift security and safety is not taken care of properly with hardly any visits by the safety officers. Workers from Rajasthan who are working as masons at the airport construction site and dealing with chemicals and tiles for joining and setting tiles are not provided safety devices like gloves. So, they run the risk of injuring their hands. Similarly, sariya cutters at the airport informed that the sariya (iron rods) becomes very hot and it is very difficult for them to handle it, yet contractor does not give them any gloves even though they have demanded it.

The research team observed that although the safety officer has the right to stop work if there is any non-compliance of safety norms, as per the provisions of the BOCW Act, 1996, this power is not exercised by the safety officers. It was also felt that in some instances the unscrupulous contractors may be paying hush money to the safety officer for allowing the work to continue despite violation of safety norms.





Safety instructions at DMRC Construction Site

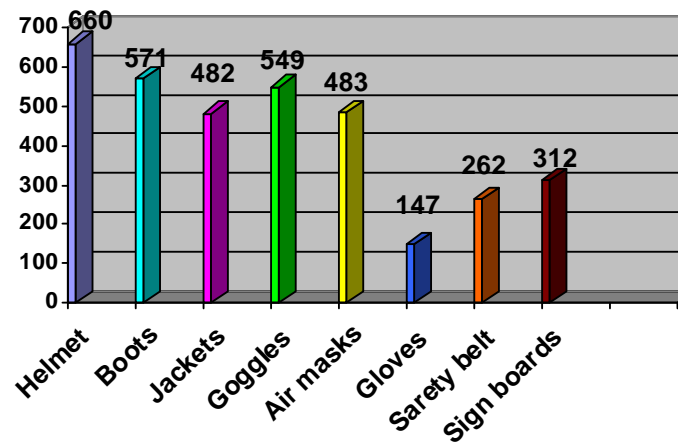
The research team found that at some of the DMRC and other sites the management is more particular about the safety training of the workers. It was also observed that the safety measures at over-ground Metro sites are far less adequate than those adopted at underground sites. At one DMRC site the research team was informed that a safety training session is held every morning before the work begins. However, at most of the CWG sites there is inadequate emphasis on safety training. It may also be noted that there is no provision whatsoever for formal imparting / up-gradation of skills and training of workers on construction as well as safety technologies at any of the sites. The workers were specifically asked about skill training and up-gradation (which has an in-built element of safety training) and not a single worker informed that he such training was imparted by the employers.

**It is crucial that the reasons behind the non-compliance or compromise of safety standards and guidelines are understood properly if this widespread problem is to be addressed effectively.** Even though a large number of safety measures and guidelines to be followed are laid down in great detail by the BOCW Act, most organisations, managers, supervisors, contractors and the workers themselves tend to take these lightly and are often dismissive of or indifferent to some of the safety requirements and practices. This is a serious attitudinal problem in the sense that the society is not 'used to' taking safety provisions and guidelines in all seriousness. This is evident from the way in which even very senior and highly educated engineers and officers deal with safety issues. In this context, a recent news report (see Box below) about the enquiry conducted about the Major DMRC accident at Zamroodpur/Kailash Colony in July 2009 is illuminating. The compromise of safety standards takes place at all levels of responsibility and in all possible ways. **Consequently, it is very important that safety consciousness is strengthened beginning with senior management levels and employers and contractors are held accountable and responsible for any safety lapses.**

**Table 6.1 - Safety gadgets provided at the site**

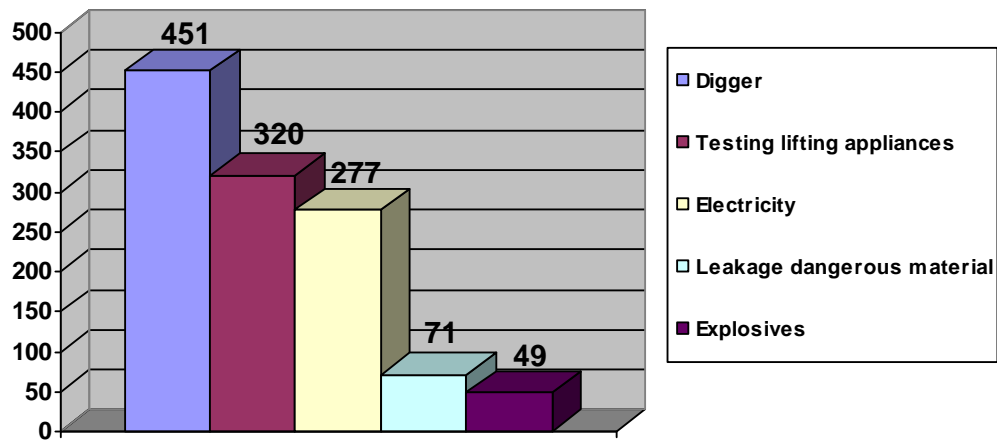
Helmet	660
Boots	571
Jackets	482
Goggles	549
Air masks	483
Gloves	147
Safety belt	262
Sign/crane traffic movement boards	312

**Fig. 6.1 - Safety gadgets provided at the site**



**Table 6.2 - Other safety precautions**

Digger	451
Testing lifting appliances	320
Electricity-related	277
Leakage of dangerous material	71
Explosives-related	49

**Fig. 6.2 - Other Safety Precautions**

With regard to safety precautions about leakage of dangerous material/ fencing/ use of explosives/ electricity also, most workers seemed to think that adequate precautions were being taken. Workers' responses are listed at Table 6.3 below.

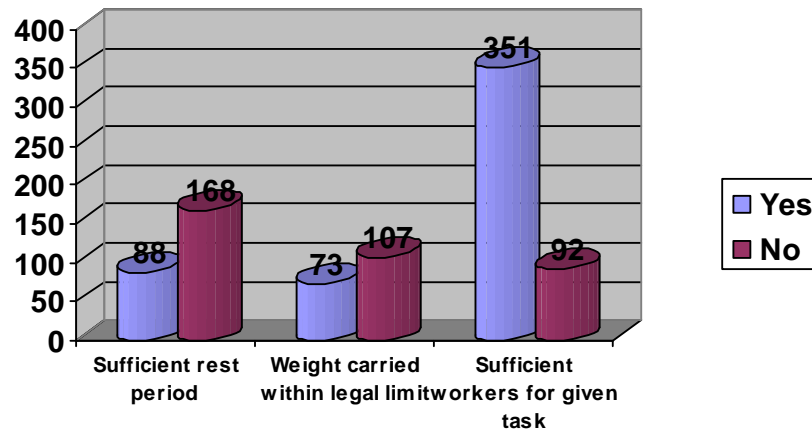
**Table 6.3 - Precautions regarding leakage of dangerous material / fencing / use of explosives / electricity**

Sl. No.	Precautions regarding leakage of dangerous material, etc.	No. of responses
1	Informed by the company or officer/Safety officer informs about work & safety	116
2	Safety measures displayed on board/Information on safety is put up through safety boards	26
3	Safety precautions available/All safety measures are adequate	14
4	Safety measures for electricity/use of explosives are taken	5
	<b>Total</b>	<b>161</b>

Workers were specifically asked about the large number of tasks involve highly repetitive unskilled and skilled operations and manual load carrying throughout the day. The workers responses in this context were as follows (see **Table 6.4** and **Fig. 6.3** below). While more workers felt that sufficient rest period between repetitive tasks was not given, a large majority of the respondents, nearly 80 per cent, felt that sufficient number of workers are provided for a given task. On weight carrying within the legally prescribed limit, the opinion of the respondents is divided.

**Table 6.4 – Repetitive work and manual load carrying**

	Yes	No
Is sufficient rest period given during repetitive work	88	168
Weight carried within legal limit	73	107
Sufficient workers for given operation	351	92

**Fig. 6.3 - Repetitive work and manual load carrying**

With regard to the procedure followed for reporting of accidents, the response of nearly all the workers was almost the same, namely, that their superiors present at the worksite are informed. Again, nearly all the workers (624 respondents) mentioned that ambulance or medical aid or essential life-saving aids and appliances are available in the event of accidents or injuries taking place.

**Table 6.5 – Procedure followed for reporting of accidents**

Sl. No.	Procedure for reporting of accidents	No. of responses
1	Safety officer/Contractor/supervisor/manager/office on site is informed	559
2	No one informed - go to take medicine	2
	<b>Total</b>	<b>561</b>



**DMRC construction site**

### **Delhi Metro skipped vital quality checks**

<http://timesofindia.indiatimes.com/articleshow/4908921.cms>

Megha Suri, TNN, 19 August 2009

NEW DELHI: The inquiry report into the July 12 incident at the Metro construction site in Zamrudpur is a damning indictment of the way Delhi Metro Rail Corporation (DMRC) has been cutting corners to meet deadlines, or even stay ahead of them.

What DMRC made public on July 28 omits critical observations and conclusions in the report that put a huge question mark over DMRC's functioning and safety of the structures it has built. A shocking observation made by the inquiry committee on the reasons for collapse of the concrete girder resting on Pier-67 — TOI has a copy in its possession — is that the drawings followed for construction of the pier were just “advance copies” which were “not authenticated by DMRC’s design section”.

Much more disturbingly, the report states, “on occasion, work commences without ‘Good for Construction’ signed drawings to avoid delay in construction; at a later stage the project team authenticates the calculations/drawings with DMRC’s designers. In case of Pier-67, authenticated designs are yet to be finalised.”

In many cases, checks are completely bypassed, says the report. Not all designs prepared by the contractors in ‘design and build contracts’, common in Phase II, are checked by DMRC’s design team. The report says “DMRC’s design cell is not equipped to proof-check each and every submission in detail though they generally check designs of critical items.”

The callousness of DMRC is even more evident in the bypassing of seismic checks. The inquiry committee found that a seismic analysis that was required to be carried out on the viaduct (concrete portion joining piers on which the tracks are laid), in accordance with Indian Standard IRC6:2000 clause 222 was never done. This, according to the report, is a “mandatory provision to improve the

performance of bridges during earthquakes in seismic zones IV and V.’’ Delhi lies in Seismic Zone IV.

The design defect in P-67 had been acknowledged by DMRC managing director E Sreedharan at a press conference. ‘‘The main top reinforcement (steel rods) in the cantilever (bars no 1 and 2) are not extended into the cantilever-pier joint to have the requisite overlap with the main reinforcement of the pier,’’ the report observes.

But what DMRC didn’t let out was the fact that the joint of the cantilever and Pier-67 was ‘‘not checked for integrity’’ i.e. whether they were unified and strong enough. The committee found that the ‘‘minimal transverse reinforcement of the pier extends only 300mm into the joint’’. The probe panel has, in fact, questioned the very design document based on which the pier cap for cantilevers are being constructed. The document (dated 30 December, 2008), says the report, is ‘‘a first submission which contains only crude calculations with overestimated loads which does not ensure a safe design. It does not include estimation of all loads (e.g. seismic, temperature etc) and their combinations to be used for design...The same has been implemented on the site.’’ That the quality of concrete used lacked strength had been made public by DMRC but the report says ‘‘the concrete fails to meet the strength criterion by a wide margin’’. It cites the reports submitted by Shri Ram Institute for Industrial Research Test House in this regard.

The panel, which submitted its report to DMRC on July 23, didn’t find any major flaws in workmanship. The members of the committee included Dr A K Nagpal, professor, department of civil engineering at IIT Delhi; Dr P R Bose, professor at Delhi College of Engineering; Steve Lowry, project director, general design (DMRC); and DMRC design head Rajan Kataria, who was later removed from the panel.

Pier-67 was cast on December 22, 2008, and the cantilever on the pier on January 28, 2009. The span between Piers 67 and 66 on this line was launched on March 28 this year. Construction work on the Metro section was stopped after engineers observed diagonal cracks on the pier cap on April 1 this year with the maximum width measured at 0.4 mm. Work was resumed three months later.

# 7

## Safety Awareness

- **Only ten workers had heard about the BOCW Act, 1996 and only two were aware of the safety guidelines under it.** Only 18 respondents replied that safety guidelines are put up at the worksite while 507 respondents mentioned that safety officers or inspectors have visited the worksite.
- Although safety committees are required under the BOCW Act, 1996, (at every establishment with 500 or more workers) **only four respondents reported the existence of a safety committee** and only two reported monthly meetings of the committee. There were no worker representatives in the safety committee. However, 523 workers reported that safety officers have been appointed.
- Regarding the perception of safety risks, **in half the instances the main safety risk perceived is falling from a height.** Lifting of heavy weights or overloading of equipments or accidents while operating machines are the other important safety risks perceived, together accounting for about 26 per cent of the worker responses.

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The general awareness of the workers about the BOCW Act, 1996 and the safety guidelines under it is extremely poor. In the sample of this study, **only two workers mentioned that they are aware of the safety guidelines under this Act. Only ten workers have heard of the Act.** 18 respondents replied that safety guidelines are put up at the worksite. However, 507 respondents mentioned that safety officers or inspectors have visited the worksite (**Table 7.1**).

**Table 7.1 - Awareness of Safety Guidelines**

Awareness of safety guidelines	No. of respondents
Aware of safety guidelines under BOCW Act, 1996	2
Heard of the Act	10
Provisions put up at work site	18
Aware of specific provisions	9
Visit by Safety Officer/Inspector to worksite	507



**Safety message at JLN Stadium**

Similarly, the position regarding the working of safety committees, required under the BOCW Act, 1996, is revealing (**Table 7.2** below). Only four respondents mentioned about the existence of a safety committee at their worksite. Only two respondents mentioned that the safety committee meets monthly. None of the workers were aware of any worker representatives in the safety committee. However, 523 workers responded that one or more safety officers have been appointed. But only three workers were aware of the exact number of safety officers! And only two mentioned that the recommendations of the safety committee are followed. (This is not surprising – since the safety committee exists and meets/functions as required only in a few cases, there would hardly be any ‘recommendations’ to follow!)

**Table 7.2 - Safety Committee**

About the Safety Committee	No. of respondents
Safety Committee exists	4
Monthly meeting	2
Worker representatives in Safety Committee	No response
Safety Officers appointed	523
Recommendations of Safety Committee are followed	2





Safety board at DU Complex

Majority of the workers told they do not feel any fear while working in construction sites. Some of the workers stated that if they had to work at a height they would feel some fear. They said that the feeling of fear is there in the initial years but they soon get accustomed to working at a height. **Table 7.3** below lists the specific safety risks perceived by the workers in performing their work. **In half the responses the main safety risk perceived is falling from a height.** Lifting of heavy weights or overloading of equipments or accidents while operating machines are the other important safety risks perceived, together accounting for about 26 per cent of the worker responses.

**Table 7.3 - Safety risks perceived by workers**

Sl. No.	Safety risks perceived	No. of responses
1	Falling from a height/Risk while working at a height	134
2	Overloading of equipments or heavy items/Lifting of heavy weights	37
3	Working under running machines/Accident while operating machines	32
4	On site collision/Hitting of rods/Collision with machines/objects	23
5	Fire/Burning due to excessive heat/Burning by spark of welding/Loading of hot materials	15

6	Risk of falling objects	8
7	Electric shock/Welding	5
8	Minor injuries	5
9	Caving in the earth / Collapse of structure	5
10	Leakage of gas/Risk of gas leakage during gas welding	2
	<b>Total</b>	<b>266</b>

Fig. 7.1 - Safety risks perceived by workers

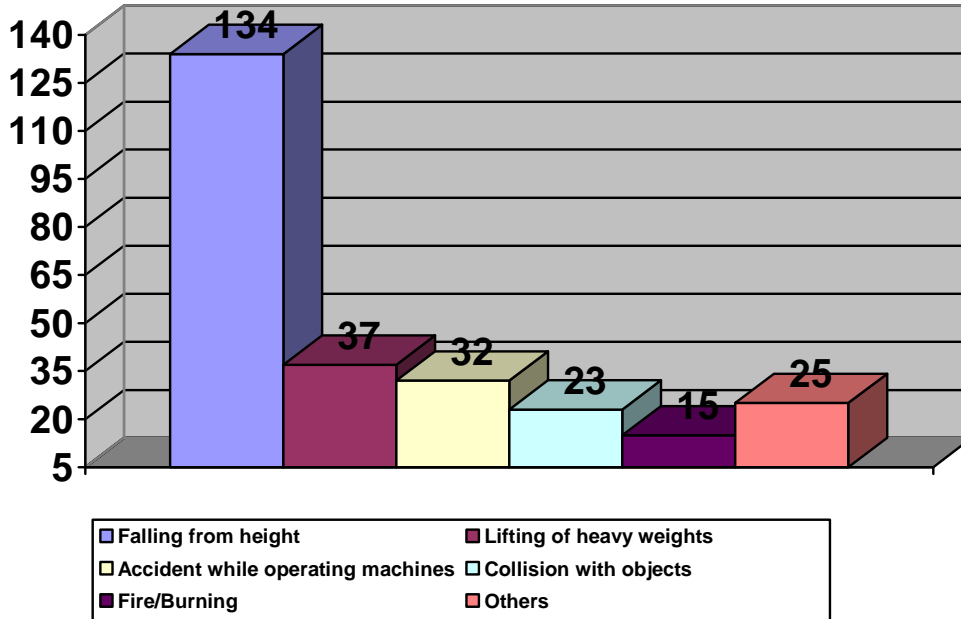
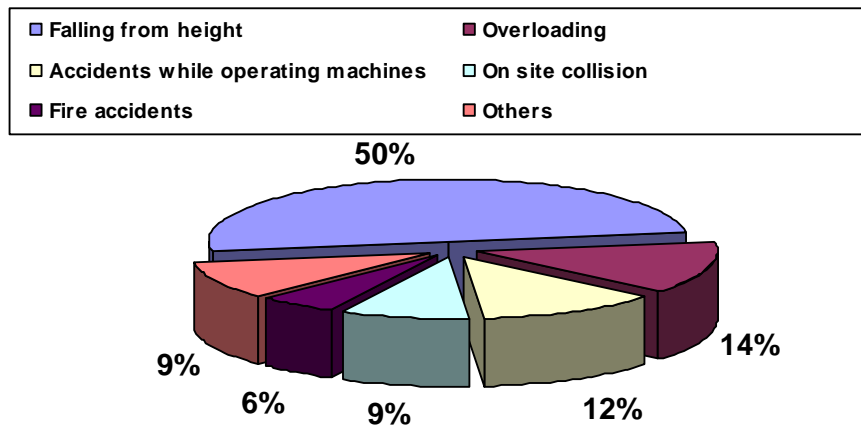


Fig. 7.2 - Safety risks perceived by workers

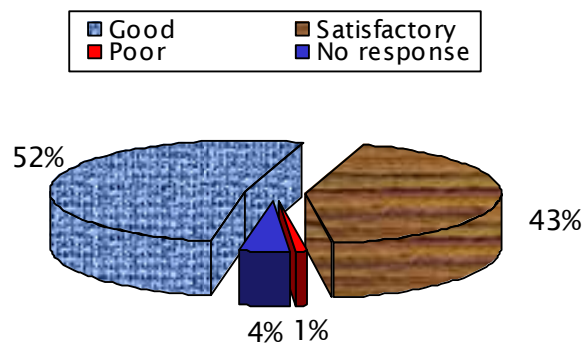


Even though there were violations of safety norms (either on the part of employer or workers) when considered from the point of view of legal requirements or from the functional point of view of provision of a very safe working environment, majority of the workers are satisfied with the safety facilities (Table 7.4 and Fig. 7.3 below). **52 per cent of the workers felt that the safety provisions are good and 43 per cent that they are satisfactory.** Only one per cent of the workers complained that the safety provisions are poor. **It is evident from this that safety is a low priority for most of the workers.** These responses can be understood much better in the light of the discussion in the previous chapter about the attitudes our construction industry and our society in general has towards safety issues.<sup>4</sup>

**Table 7.4 - Quality of safety measures according to the workers  
(Number of respondents)**

Good	364
Satisfactory	303
Poor	6
No response	29

**Fig. 7.3 - Quality of safety measures according to the workers**



<sup>4</sup> It is interesting to note here some observations in this regard. The research team witnessed a few instances where the safety belt was not being used. Two engineers-supervisors at a DMRC construction site that the research team spoke to mentioned that they or the workers do not prefer to use the safety belt while working at a height as they become more 'conscious' of the risk and nervous if they wear the safety belt!



In view of this it comes as no surprise that an over-whelming majority - 298 of 314 respondents (95 per cent) - stated that safety measures are adequate and no other safety measures are required at the site!

**Table 7.5 - Additional safety measures to be provided at the site**

Sl. No.	Additional safety measures needed	No. of responses
1	Safety measures are adequate/All possible efforts are done	298
2	Not satisfied with safety arrangement/Inadequate safety measures in labour camp/Only few or nobody careful about it/No board regarding safety/Not sufficient	8
3	Low quality of shoes/Boot should be available free of cost (Rs 200 deducted for boots)	4
4	Arrangement of cleanliness	3
5	Put in some measure to check stumbling	1
	<b>Total</b>	<b>314</b>

And none of the workers interviewed in this study have ever made demands for improving the safety conditions at the site! However, this is not completely true. As noted elsewhere in the FGDs as well as in informal discussions the workers have mentioned that they asked for better quality gloves, boots etc. but these were not provided or were provided late.

## 8

### Health Facilities

- Only 52 of all workers interviewed reported a medical check-up held during the last three months. 50 of these were organized by the employer and two by government agencies. **Most employers do not conduct health check-ups of the workers.**
- Availability of first-aid boxes with sufficient contents was reported by 446 workers, about two-thirds of the total sample. **Some of the workers complained they do not have any medical facility or proper response even in case of injury, let alone ailment.**
- No workers are given holiday if they fall sick. **Only 30 respondents stated that medical leave was granted. Only five workers reported being granted medical leave with wages.** However, at some sites in case of major accident the worker was treated and given a few days' wages for the period that he could not attend work.
- **Most, nearly all, sites do not have any qualified doctor for treatment of the injured workers.** In case of minor injuries, treatment is given at the site while in case of major accidents the injured are taken to hospitals. Some of the big sites have ambulance as well, while at other sites office vehicles are used for this purpose.

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Only 52 workers in the total sample reported a medical check-up held during the last three months. 50 of these were organized by the employer, two by government agencies. Most of the sites do not conduct health check-ups of the workers. However, some of the big sites organize these check-ups in collaboration with some of the civic bodies like, NDMC, MCD etc. At two sites, the airport and Thyagaraja stadium, the medical check-up was organized in association with MCD. However, only 16 workers reported one or more visits by a doctor in a month.

Availability of first-aid boxes with sufficient contents was reported by 446 workers, about two-thirds of the total sample. Almost all the sites have first aid box facilities for minor injuries. In most of the sites workers reported availability of medical facilities in the office. Some workers stated that they are provided immediate attention in case of accident while they did not get proper or immediate response in cases of ailment. **Some of the workers complained they do not have any medical facility or proper response even in case of injury, let alone ailment.**

At the Rose Garden labour camp at the airport, worker Umer Singh told that he injured his leg due to a falling stone. He did not get any medicine facility from the contractor or company. Another worker, Babulal, told that once he became unconscious while working. He was carried to the labour basti by his colleagues because the contractor or company refused to provide the ambulance even though

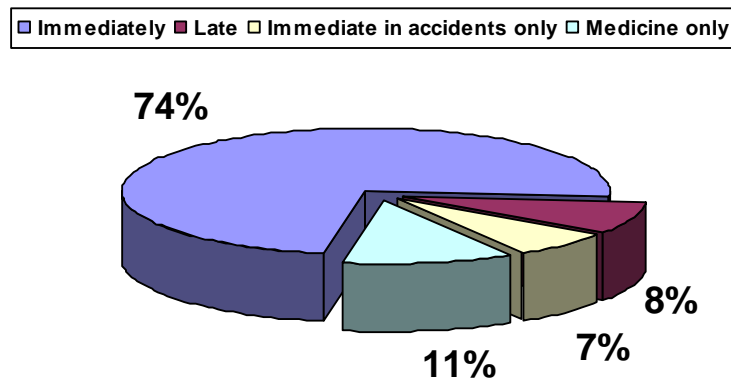
the ambulance was there. The workers were told that only when there is major accident and the worker is bleeding profusely the ambulance is provided.

**Table 8.1** and the figure below list the responses about the time taken to provide medical attention in case of injury or illness while at work.

**Table 8.1 - Time taken to provide medical attention**

1	Immediately	98
2	Late	11
3	Immediate in accidents but not in ailment	9
4	Medicine Only	15

**Fig. 8.1 - Time taken to provide medical attention**



No workers are given holiday if they fall sick. **Only 30 respondents stated that medical leave was granted. Only five workers reported being granted medical leave with wages.** They have to forego their wages in cases of absence from work due to ailment or injury. However, at some sites in case of major accident the worker was treated and given a few days' wages for the period that he could not attend work. Most of the workers told that if they have missed worked for minor injury they were not paid wages for the days of absence.

No sites have any qualified doctor for treatment of the injured workers. In some sites first aid is given by the safety officer. It is reported that some of the sites have 'quacks' instead of qualified doctors for the treatment of injuries or illnesses. In case of minor injuries, treatment is given at the site while in case of major accidents the injured are taken to hospitals for treatment. Some of the big sites have ambulance as well, while at other sites office vehicles are used for this purpose

#### **Poor medical facilities**

*The absence of medical facilities at the labour camp or office is a major complaint of the workers here. Although a first aid box is available, the contents of the first aid box are not sufficient. No health camp has been organized here. The workers reported that when a worker falls sick and goes to the office for medicine, the same*

*medicine is given for all the diseases. By and large, the medical facility is unsatisfactory. Because of the poor diagnosis and treatment, the workers do not like to go to the office for medicine. In case of illness, some of them prefer to go to private clinics in Mahipalpur.*

*It was also reported that some casual workers are not provided any medical facility. At times, they forego treatment because they do not have the money for it. Some workers informed that when they go to contractors to ask for payment or medical or other facility, the contractors threaten the workers with removal from work. Most workers, therefore, do not speak before the contractor, fearing that it would cost them their job.*

***Based on FGDs at Labour camp near L&T office at the airport, 13 July and 11 August 2009.***

#### **Case study - Subodh, Sariya Mazdoor (Delhi University)**

*Subodh, 28, is uneducated and comes from a village of Godda district, Jharkhand. Subodh is the eldest son of his parents and has two siblings. His sister is married and his younger brother works as a helper in a tyre puncture repairing shop in a nearby town. When he was a young child and playing gilli-danda, the gilli hit his left eye due to which he lost his eyesight. His family took him to many hospitals for treatment, but the vision could not be restored. Doctors said it would cost Rs. 3 lakhs to restore the vision by transplanting eye organ. However, the family was unable to bear the cost. Therefore, they lost all hope.*

*Sometimes, when he feels severe pain in his other eye, he goes to the doctor. As his parents had become frail and unable to earn, he had no other option but to look for some work. He came to Delhi with one of the labourers of his village who was engaged in painting work. He also started doing painting work. But he could not sustain it as he was feeling pain in other eye and returned home within one month. But as earning was very critical for the family, once he recovered from the pain, he once again came back to Delhi and started working as a Sariya Mazdoor. He says sometimes he still feels pain but he continues to manage. He says that he feels like going back home to his parents, but he cannot do so as there is no work opportunity there. He complained that though the work conditions are harsh, he has to bear them as he needs to support his family and is helpless.*

# 9

## Housing and Living Conditions

- Not all the labour camps/bastis have adequate drinking water facility - 626 respondents reported availability. **Lack of water was one of the commonest complaints made by workers in this study.** There is no bathroom facility for bathing in most of the sites; usually there are only taps to take bath in the open. However, some sites have separate bathing facility for women workers.
- **Considering the average for the labour camps/bastis associated with all sites, 69 individuals use one toilet.** At some of the sites, toilets are not available or not sufficient, thereby forcing workers to defecate in the open. The cleaning of toilets sometimes is only weekly or monthly. However, Games village and airport have good provision of cleanliness. **In Games village, the sanitation services are maintained by Sulabh International.**
- Although 565 workers reported that electricity is available, many workers complained that the rooms are over-crowded and fans are either not provided or very few are provided in large rooms/dormitories with many workers. Often, therefore, the workers prefer to sleep outside rather than inside on bunk beds.
- 94 per cent of the respondents stay in kachcha houses, made up of tin sheets, mason board and tin sheets, tarpaulin, brick walls, etc.
- **A group of migrant workers from Bihar and Jharkhand live at a “Tree House” near Centaur hotel at the airport site.** These unrecognized, ‘invisible’ workers work directly with truck drivers to unload trucks, preferring this to working through any contractor as they are not exploited and can earn better this way. Since the police and authorities do not allow them to build any kind of shelter, they live simply under a tree in a shrub growth area, braving heat, rain, snakes and worms from the shrubs, with absolutely no amenities.

### 9.1 Housing

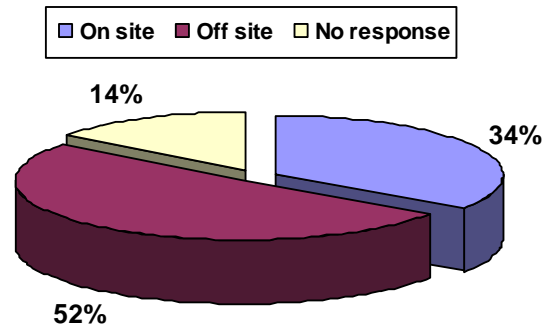
Majority of the workers live on-site in the labour camps provided by the employers. Some employers have constructed labour bastis offsite due to lack of space at the work site. Some of the workers, particularly technical workers, live in a hired accommodation (hired either on their own or by their contractors) and commute to their workplaces.

**Table 9.1 - Housing – On site/Off site  
(Number of respondents)**

On site	242
Off site	359
No response	101



**Fig. 9.1 - Housing - On site/Off site**

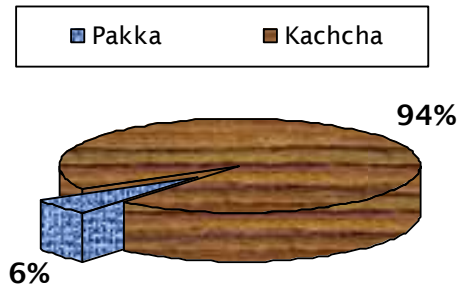


94 per cent of the respondents stay in kachcha houses. Most of the labour bastis are made up of tin sheets, some of mason board and tin sheets, a few of tarpaulin, brick walls and tin sheets, etc.

**Table 9.2 - Type of house  
(Number of respondents)**

Pakka	37
Kachcha	603

**Fig. 9.2 - Type of House**



**Case study - Basur, Concrete mixer (DMRC, Karkardoma)**

*Basur, 28, is from Madhya Pradesh. He works for AFCONS company at the DMRC Karkardoma station, earning Rs 150 per day, and lives in a jhuggi cluster that he and other workers have set up on a piece of land available near the metro station. Since he works in night shift, he was fast asleep when we visited his place. When we told him our purpose, he readily got up and we started talking. His dejection at the state of affairs was very evident.*

*Basur stays with his family at this labour camp. His parents and his sister's husband and brother-in-law also stay with him. Basur has been working on*

construction sites for last two years. The women folk stay at home and look after children. Although his wife is keen to find some work, he wants her to look after the children. The labour basti has not been set up by their employer but by the labourers themselves. It does not have adequate water facilities. It has only one toilet which is always very dirty and full of filth and not adequate for nearly 200 persons living in the basti. None of them (men, women and children) has choice except relieving themselves in the open in nearby deserted areas.

The condition of approximately 20 children living at this site is pathetic. They just wonder around the place after then parents leave for work whole day. Basur could not admit his five children to the government school because he did not have any address proof, a requirement that even municipality schools always insist on. His identity card issued by the employer is not considered enough for the purpose. He sends only one child for a one-hour tuition for which he has to shell out Rs 200 every month. He said that if he sends all his children to private school then the family will not have enough money to eat all meals. According to Basur, most labourers of this basti keep their families with them. When children reach the age of 7-10 years, they are sent back to the village, where they are able to go to school. Basur also wants to send his wards to his village where his in laws will look after them and arrange their education.

Basur and his fellow-labourers have complained to the company about the pathetic living conditions in the basti “several times, but it all fell on deaf ears!” The company has arranged a part-time sweeper to clean the basti but the state of the basti is quite run-down. The jhuggis have no electricity connection; there are only three big hydrogen lights in the open. There is no facility for bathing – men and women all take bath in the open.

The names of Basur and his father have been registered with labour welfare Board. P.F. is also deducted for their wages but no statement of accounts is given to them. They also get salary slip. The workers do not get any off day.

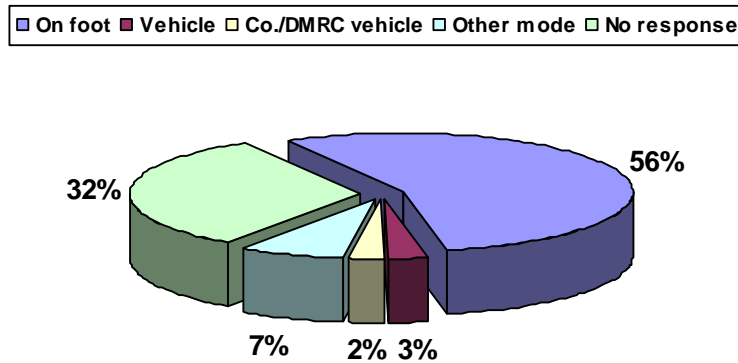
Majority of the respondents stay either inside the camps or within walking distance of the worksite. Nearly sixty per cent of the respondents mentioned that they stay within walking distance of work while another ten per cent reported staying at the worksite. Accordingly, walking to work is the most common mode of transport, as the **Table 9.3** and figure below shows.

**Table 9.3 - Mode of transport to work site \***

On foot	389
Vehicle	19
Co. /DMRC vehicle	17
Other mode	52
No response	225

\* Majority of the respondents stay either inside the camps or within walking distance of the worksite.

**Fig. 9.3 - Mode of transport to work site**



## 9.2 Water and Sanitation

Although availability of drinking water at the camps was reported by 626 of all the respondents, not all the labour camps/bastis have adequate potable water facility. **Lack of water was one of the commonest complaints made by workers in this study.** There is no bathroom facility for bathing in most of the sites; usually there are only taps to take bath in the open. However, some sites have separate bathing facility for the women workers.



**DU Complex**

Even though some of the sites have adequate toilets, they are not cleaned regularly, so they have become unusable. Some of the sites, like National Stadium, have mobile toilets. **Table 9.4** below shows the average number of toilets at each worksite. **The average for all sites is 69 numbers of workers using one toilet.** As shown, at some of the sites toilets are not available or not sufficient, thereby forcing workers to defecate in the open. As the table indicates, the cleaning of toilets sometimes is only weekly or monthly. Thus, the level of cleanliness is unsatisfactory. However, Games village and airport have good provision of cleanliness. **In Games village the cleanliness and hygiene services are offloaded to Sulabh International and they are maintaining good cleanliness.**

**Table 9.4 - Housing related amenities: Latrines/Urinals**

Sites	Average No. of workers per toilet	Toilets - not sufficient	Not available	Cleaning
Airport	103	3		Daily/Weekly/Monthly
Games Village	90			Daily/Weekly/Monthly
JLN Stadium	17	1		Weekly
Dhyan Chand Stadium	57	8		Daily/Weekly/Monthly
Siri Fort Stadium	61	10		Daily/Weekly/Monthly
Talkatora Stadium	47			Weekly
Thyagaraja Stadium	33			Daily/Weekly
IG Stadium	100			Daily/Weekly/Monthly
Delhi University complex	107	9		Daily/Weekly
Jamia Milia	31			
DMRC East Delhi	41		9	Weekly
DMRC South Delhi	80			Weekly
DMRC South-West Delhi	31			Daily
DMRC Nehru Place	169		2	Daily/Weekly
DMRC Lajpat Nagar	Yes - 6			Daily
All sites	69*			

\* This is average for the 14 (of the total 15) sites mentioned above for which specific data is available.

Other amenities provided at the labour camps by the employers are listed at **Table 9.5** below. It maybe seen that electricity is mentioned by only 565 workers. However, a large number of workers complained that the rooms are over-crowded and there are either no fans or very few fans are provided in large rooms with many workers. The research team saw that at the Games Village at labour camp two, no fans were provided to the workers. At camp one inside the worksite there are large rooms/dormitories with bunk beds to accommodate up to sixty people in a room. However, only one or two fans are available in these large rooms, and some of these are not in working condition. Often, therefore, the workers preferred to sleep outside rather than inside on the bunk beds.

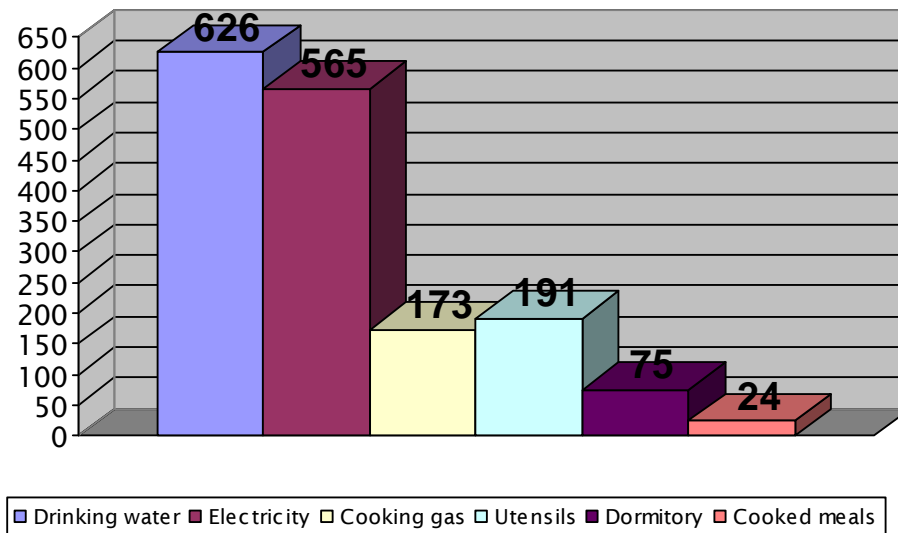
**Table 9.5 - Other Amenities**

Drinking water	626
Electricity	565
Cooking gas	173
Utensils	191
Dormitory	75
Cooked meals	24



Indira Gandhi stadium

Fig. 9.4 - Other Amenities



#### Living conditions at the Rose Garden labour camp at the airport

*Reportedly, up to 10,000 workers can be accommodated in this camp. During the interaction of the research team with the workers, they were all sitting outside the rooms because the rooms had no fans or no electricity and were too hot, especially during the day, and too many workers were stuffed into one room. They complained that about 40-50 workers live in one room. The rooms are too hot to sleep in the in*

*the night. Consequently, the workers do not get good sleep and feel sleepy at work, where the contractor may scold them for dozing. There are also cases of theft of money, mobiles, etc. The workers at this camp are provided lunch-packets to carry to work. However, workers complained about the quantity as well as the quality of the food. And that the food in the canteen is packed in polythene in the morning, it tends to get spoilt in the heat and they have to consume this spoilt food.*

*Some workers complained that the water is not potable. The water becomes too hot to drink in the daytime and they have to drink that hot water. Although there are 120 toilets in the camp, the doors of many of the toilets are broken and the contractor or company are not taking any steps to repair them. So in the morning they have to wait outside for the toilet.*

***Based on FGD at the Rose Garden labour camp at the airport, 13 July***



**Workers at the 'Tree House' at the airport construction site**

#### **The 'Tree House', Airport, near Centaur hotel**

*In this virtual mini-basti, almost 60 workers are residing under trees without any other roof over their heads. They hail from different parts of Bihar and Jharkhand. These unrecognized workers are neither under any contractor nor under any company. They have deliberately chosen not to work under any company or contractor, and work independently.*

*These workers have good reasons for not working through any contractors. The contractor pays very low wages - hardly Rs 80-100 per day - while they can earn*



*about Rs 125 to 150 per day. Workers inside the construction site have to work for 12 hours under the contractor or company, while these workers take only two to three hours in unloading a truck. The contractors do not pay wages in time, while the driver pays them, as soon the truck is unloaded. At the time of workers going home, the contractor troubles them in giving their wages. He withholds the wages of workers so that the latter remain trapped with the contractor or employer. However, this is not the case with the truck un-loaders.*

*The construction or material supply companies use automatic unloading trucks but there are also trucks to be unloaded manually, which these workers do. They directly contact the truck drivers who come with the loaded trucks and negotiate the work with them. When the loaded trucks arrive, the drivers call these workers. It takes four workers about two hours to unload one truck, for which they are paid Rs 400 or 450. Once they are through, they wait for another truck to arrive. The number of trucks arriving in a day is variable, but on average, these workers are able to earn approximately Rs 150 per day. Some of the workers do not have sufficient work so they tried alternate work options, like selling some foodstuff or selling fruit juice, but they were not allowed to do so. They complained that the companies have given sole discretion to the nearby canteen owner to sell foodstuff in the area. They have only one stove and few very small pots to cook their food. Thus, food for all the workers cannot be cooked at one go and only 3-4 workers can eat at a time.*

*Even though they are working at the airport site, they do not have any connection with the contractor or company. They are completely 'invisible' in the eyes of the company, although the company is well aware of the work they are doing. They have not been given any room to stay or any other facility. Although they tried to build a hut with a polythene sheet as cover the police did not allow them to build it. They built the huts several times but that was raged by the police. Be it rain or storm, in they stay under the tree and to save themselves from the rain water they cover themselves with plastic.*

*They also run the risk of being stung by snakes, worms etc as there are shrubs, trees and undergrowth in the surrounding their 'tree-house'. There are no toilets and no water facility. They go to the nearby open areas for defecation. They fetch water from the water source inside the construction site, quite far away. The company has allowed these workers to enter in the work site with out ID card from main gate and some workers some time take entry from one of back door for fetching water, grocery from the inside shop. Neither do they have any medical facility; when any of them fall ill they do not take any medicine until the ailment is too serious. They go to Mahipalpur to quacks or private clinics, if needed.*

*The construction company arranges movie shows in the open every Sunday evening for the workers and these 'invisible' workers are allowed by the guards to see these movie shows.*

***Based on FGD at the 'Tree House', Airport, near Centaur hotel, 13 July, 2009***

# 10

## Benefits under the Building and Other Construction Workers' Act (1996)

- Hardly any of the workers have heard of the Building and Other Construction Workers' Act, 1996 or The Delhi Construction Workers' Welfare Board (DCWWB) and the benefits that they are supposed to get from the Board under the Act.
- Only three workers in the sample had heard of the Welfare Board. Nine had been registered under the Board but no worker had been renewing the registration regularly as required. **Only four workers in this study had been informed by the employer or contractor about the registration required with the Welfare Board and the benefits available to the workers.**

Nearly all the workers interviewed in this study have not heard of the The Building and other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996 (BOCW Act, in brief) or The Delhi Construction Workers' Welfare Board (DCWWB) and the benefits that they are supposed to get from the Welfare Board under the Act. As the **Table 10.1** below shows, only 3 workers in the sample had heard of the Welfare Board. Nine had been registered under the Board but no worker had been renewing the registration regularly as required. **Only four workers in this study had been informed by the employer or contractor about the registration required with the Welfare Board and the benefits available to the workers.** A list of benefits available to workers under the Act and the registration procedure for workers is attached at **Annexure 6**.

When the research team cross-checked this information with the employers / contactors, it found that some workers have indeed been registered with the Board but the workers themselves are unaware about it. The employer / contractor even showed the passbook to the research team in some cases. Some of the employers have apparently registered the workers under the Act and have got the passbook but they have not handed over the passbooks to the concerned workers.

**Table 10.1 – Awareness of and benefits under BOCW Act, 1996**

Benefits	No. of respondents
Aware about the Welfare Board	3
Registered under the Welfare Board	9
Employer/ contractor informed about registration and benefits	4
Identity card and passbook issued	5
Other benefits	No response



# 11

## Work Satisfaction and Critical Problems

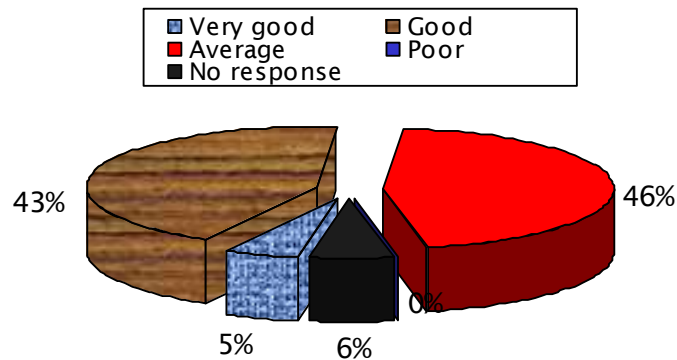
- Despite low and delayed wages to poor sanitation and health facilities, 43 per cent workers rated their work satisfaction level as ‘good’ and 5 per cent rated it as ‘very good’. Another 46 per cent considered their work satisfaction level as average.
- **The biggest concern of the workers, noted by 45 per cent workers, is about low wages and late payment of wages along with long hours of work.** Workers feel that even though the contractors are paid money by the principal employer, their wages are withheld for one month or so as a ploy to keep the workers under their (contractors’) control.
- **The next big problem, mentioned by 23 per cent respondents, is inadequate number of toilets or dirty toilets and lack of other facilities at the labour camps.** The lack of closed bathrooms for women is a concern. Almost equally important is the problem of water shortage at the worksite or the labour camp.
- The next set of problems mentioned by workers is about poor living conditions, no fans in rooms and lack of rest at work. **Safety is a low priority for the workers - only 3 to 4 per cent workers mentioned safety issues and violation of safety guidelines as a concern.**

### 11.1 Work Satisfaction

From low and delayed wages to poor sanitation and health facilities, the workers in this study complained about many issues. Despite this, it appears that 43 per cent workers rated their work satisfaction level as ‘good’ and 5 per cent rated it as ‘very good’. Another 46 per cent considered their work satisfaction level as average. The workers said that they are averagely satisfied with their work, as they do not have work in their native places, but at least they get some employment, despite facing so many problems and working with inadequate provision of facilities. None of the workers were completely dissatisfied with their work, although 6 per cent of the workers gave no response to the question.

**Table 11.1 - Work satisfaction level  
(No. of respondents)**

Very good	38
Good	303
Average	321
Poor	Nil
No response	40

**Fig. 11.1 - Work satisfaction level**

### 11.2 Critical Problems faced at Work

At the end of the interview, the workers were asked to list the three most important issues or problems they faced at work. The workers' responses are tabulated at **Table 11.2** below and shown by **Fig. 11.2**. This tabulation shows clearly the workers' perceptions of the most important problems they face.

**The biggest concern of the workers is about low wages and late payment of wages along with long hours of work.** 45 per cent of the workers listed this as the most important problem. Workers feel that even though the contractors are paid money by the principal employer, their wages are withheld for one month or so as a ploy to keep the workers under their (contractors') control.

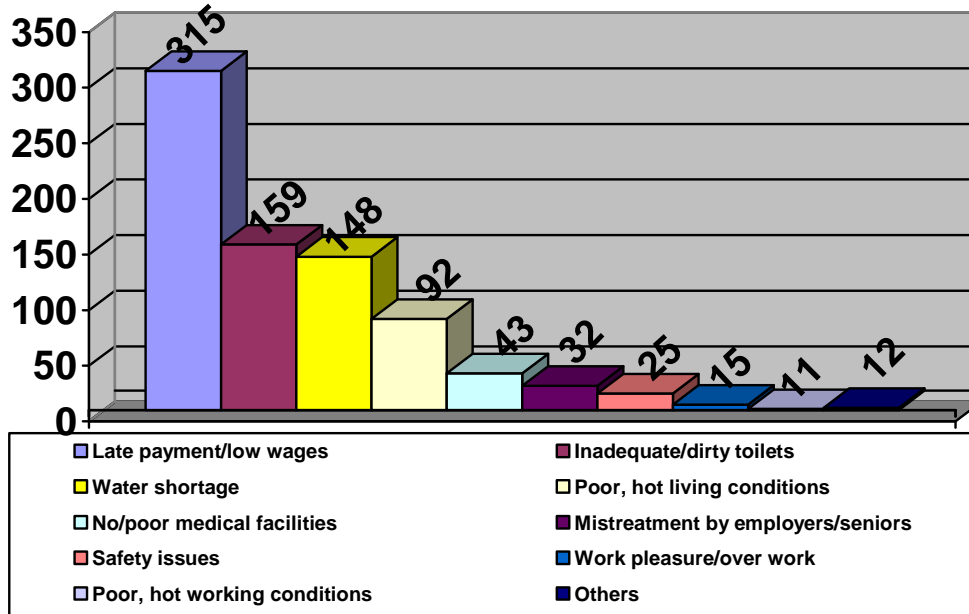
**The next big problem, mentioned by 23 per cent respondents, is inadequate number of toilets or dirty toilets and lack of other facilities at the labour camps.** The lack of closed bathrooms for women is a concern. Almost equally important is the problem of water shortage at the worksite or the labour camp. The next set of problems mentioned by workers is about poor living conditions, no fans in rooms and lack of rest at work. **Only 3 to 4 per cent workers mentioned safety issues and violation of safety guidelines as a concern.**

**Table 11.2 - The most important issues/problems at work**

Sl. No.	Three most important issues/problems listed by the workers	No of responses
1	Wage problems/Late payment of wage/Long working hours and less payment/Low wage	315
2	No/inadequate toilets (at site/residence)/Facilities at camp not available or poor/No doors in toilets/Too dirty/Open bathrooms for ladies	159
3	Water shortage (at site/residence)/No water	148
4	Not getting benefits/No rest room at site/No rest-break/Light problem/Residence problem/No fan /Available rooms are too	92

	hot/Poor living conditions	
5	Health issues/Dirty site or camp/No medical facilities or check up	43
6	Misbehaviour by contractor/masons/seniors/officers	32
7	Safety problems/Not following the safety rules	25
8	Sometimes contractor forces to work more, rebukes and forces us to complete work very shortly without adequate rest	15
9	Nature of work/Too much work, too much heat	11
10	No electricity/Poor electricity supply	6
11	Carelessness by contractor	3
12	No advance	1
13	Threats by contractor	1
14	No holidays	1
	<b>Total</b>	<b>852</b>

Fig. 11.2 - The most important issues/problems at work





**FIs speaking to an officer at Dhyan Chand Stadium**

**Annexure 1****Sites and locations where the workers were contacted for this study**

Sl. No.	Site	On-site locations	Off-site locations
1	Airport		1.Rose Garden labour basti, 2.L & T basti Labour basti, 3.Canteen 4.Centaur Hotel near tree house
2	Games Village, Near Akshardham	1. Gate no. 1 2. Gate no. 2	1. Mandawli 2. Sarai Kalekhan 3. Pandav Nagar 5. Sabji Mandi
3	J N Stadium, Lodi Road		
4	Dhyan Chand National Stadium, India Gate	On-site labour basti	Sarai Kalekhan
5	Siri Fort Sports Complex	On-site labour basti	1. Shapur Jat 2. Dhaula Kuan (Shanti Niketan) 3. Gautam Nagar
6	Talkatora and Shivaji Stadium	On-site Labour basti	Park near Talkatora stadium
7	Thyagaraja Complex, Seva Nagar	On-site Labour basti	1. Kotla Mobarakpur 2. Thyagraj park
8	Indira Gandhi Indoor Stadium/Velodrome	On-site labour basti	
9	Delhi University complex (6 colleges)	On-site labour basti	1. Polo Ground 2. Tea shop in front of Correspondence college
10	Jamia Milia	On-site	Okhla Gaon
11	DMRC site East Delhi, Laxmi Nagar/Karkari Mor etc.		Kakari Mor, Laxmi Nagar
12	DMRC South Delhi, Hauz Khas / AIIMS		Labour basti near NIFT
13	DMRC South-West Delhi, Vasant Kunj / Gurgaon stretch	On-site	
14	DMRC Nehru Place / Moolchand	On-site	
15	DMRC Jangpura / Lajpat Nagar	On-site	

## Annexure 2

## Questionnaire

### Safety and Security of Construction Workers

Date: \_\_\_\_\_

Site/location: \_\_\_\_\_

Researcher: \_\_\_\_\_

Worker Type: ☐ Manual ☐ Semi-skilled ☐ Skilled

Designation/Work description: \_\_\_\_\_

Name: \_\_\_\_\_

Age: \_\_\_\_\_

Sex: \_\_\_\_\_

Education: \_\_\_\_\_

Present address: \_\_\_\_\_

Originally from: \_\_\_\_\_

Number of children: \_\_\_\_\_

#### I. NATURE OF WORK

1. Nature of work carried out: \_\_\_\_\_

\_\_\_\_\_

2. Working hours:

Begin time	End time	Lunch break duration	Tea breaks duration	Overtime hours

Do women workers get break/time for breast-feeding? \_\_\_\_\_

Number of breaks in eight hours: \_\_\_\_\_

Attendance register is maintained? Yes [ ☐ ] No [ ☐ ]

3. Weekly Off

	With pay	Without pay
Regular workers		
Casual workers		
Contractual/Malda Labours		

Clarification: regular workers are on the rolls of contractor/company for more than 1 year; casual workers are daily wagers.

**II. WAGES**

## 4. Wage payment particulars

Wage payment	Monthly	Weekly	Daily
Frequency			
Mode of payment			
Signing of wage register - Yes / No			
Overtime paid - rate?			
Late payment of wages - how often? (per cent of all payments)			
Non-payment of wages (per cent of all payments)			

5. Any commission paid to get work:  
If yes, to whom it was paid and amount paid?

**III. AMENITIES**

## 6. Availability of the following amenities at the site:

- ☐ Drinking water (room temp)
- ☐ Drinking water (cooler)
- ☐ Latrine/Urinal. Number: \_\_\_\_\_ for \_\_\_\_\_ workers
- ☐ Separate toilets for women? \_\_\_\_\_ for \_\_\_\_\_ women workers
- ☐ Cleaning - daily/weekly/ monthly.
- ☐ Rest-room
- ☐ Tea
- ☐ Canteen
- ☐ Crèche - for how many children? \_\_\_\_\_
- ☐ Facilities and number of workers at the crèche:

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**IV. ACCIDENTS**

## 7. Information on accidents at the site during past 6 months:

Type of accident	Number of workers with	Number of workers with	Number of deaths
------------------	---------------------------	---------------------------	------------------

	<b>serious injuries</b>	<b>minor injuries</b>	
(a) Fire accidents			
(b) Fall of worker from height			
(c) Fall of structures / caving in of earth			
(d) On-site collisions			
(e) Injury through machine operations or tools			
(f) Burning due to excessive heat / mortar / treating			
(g) Dehydration			
(h) Electric shock			
(i) Any other (please specify)			

8. The most commonly occurring accidents:

- -----
- -----
- -----

9. What follow-up actions were taken after the accidents?

-----  
 -----

10. Was compensation paid to the victim/victim's kin? How much and by whom?

-----  
 -----

## V. SAFETY GUIDELINES AND MEASURES

11. On a construction site, a large number of tasks involve highly repetitive unskilled and skilled operations and manual load carrying throughout the day. In this context:

- (a) Is sufficient rest between repetitive tasks allowed?
- (b) Weight to be carried manually is within the limit allowed by law? (Refer Para 38 of Central Rules, 1998: 55 kg/30 kg for adult man/woman. 30/20 kg for adolescents.)



(c) Number of workers allocated for a given operation is sufficient or not? Yes / No

12. (a) What safety gadgets are provided to you at the site?

- ☐ Helmet (indicate thickness gauge)
- ☐ Boots
- ☐ Jackets
- ☐ Goggles
- ☐ Air masks
- ☐ Sign/crane traffic movement boards
- ☐ Others (Please Specify).....

(b) Other Safety precautions (Tick)

- ☐ Digger
- ☐ Leakage of dangerous material
- ☐ Testing of lifting appliances
- ☐ Explosives
- ☐ Electricity-related
- ☐ Others (Please Specify).....

(c) Precautions regarding leakage of dangerous material/ fencing/ use of explosives/ electricity:

-----  
-----

13. Is Ambulance/medical aid/essential life-saving aids and appliances available?

(Refer Para 232 of Central Rules) -----

-----

14. What procedure is followed for reporting of accident?

-----

-----

## VI. SAFETY AWARENESS

15. Are you aware of the Safety Guidelines under the Building and other Construction Workers (regulation of employment and conditions of service) Act, 1996?

Have you heard of the Construction Workers Act?	
Are any provisions put up at the work site?	
Are you aware of any specific provisions? Examples:	
Have any safety officers/inspectors	

visited your site?	
--------------------	--

16. (a) Do you have a Safety Committee?: Yes / No

(b) Does it meet every month? Yes / No

(c) No. of workers/representatives attending safety committee meetings: \_\_\_\_

(d) Have any Safety Officers been appointed? How many? \_\_\_\_\_

(e) Recommendations of Safety Committee have been followed? \_\_\_\_\_

\_\_\_\_\_

17. What specific safety risks do you perceive in the work being carried out by you?

a)

b)

c)

18. What additional safety measures should be provided at the site?

\_\_\_\_\_

19. How would you grade the quality of safety measures provided at the site?

- ☐ Very good
- ☐ Satisfactory
- ☐ Poor

20. Did you or other workers ever make demands for improving the safety conditions at the site? What were the demands?

\_\_\_\_\_

\_\_\_\_\_

## VII. HEALTH FACILITIES

21. (a) What health facilities are available?

Facility	By employer	By government agency
Medical check-up held during last three months		
Provision of first-aid box and sufficiency of its contents		
Number of visits by doctor in a month		

- a. If the worker is injured/falls sick while working, how long does it take to provide medical attention: \_\_\_\_\_
- b. Whether medical leave granted? Yes / No
- c. If yes, for which diseases leave is granted:  
\_\_\_\_\_
- d. What is the basis for grant of medical leave:
- i. Medical certificate from company's doctor
  - ii. Medical certificate from a registered medical practitioner
  - iii. Medical certificate from supervisor/site manager
  - iv. Any other (please specify): \_\_\_\_\_
- e. Whether wages paid for medical leave: \_\_\_\_\_

## VIII. HOUSING

22. (a) Where do you live? \_\_\_\_\_
- (b) Type of locality: \_\_\_\_\_
- (c) Type of house provided by company: Pucca / Kuchha
- (d) On site / Offsite
- (e) Housing related amenities provided by the company:
- ☐ Drinking water
  - ☐ Electricity
  - ☐ Latrine/Bathroom. Number: \_\_\_\_\_ for \_\_\_\_\_ workers
  - ☐ Separate toilets for women? \_\_\_\_\_ for \_\_\_\_\_ women workers
  - ☐ Cleaning – daily/weekly/ monthly.
  - ☐ Cooking Gas
  - ☐ Utensils
  - ☐ Dormitory
  - ☐ Cooked meals
  - ☐ Any Other?
- (f) HRA given by company? If yes, amount? \_\_\_\_\_
- (g) Distance from work site: \_\_\_\_\_
- (h) Mode of transport to work site: \_\_\_\_\_

## IX. BENEFITS UNDER BUILDING AND OTHER CONSTRUCTION WORKERS' ACT (1996)

23. Have you received the following benefits as construction worker?
- ☐ Are you aware about the Welfare Board? Yes / No
  - ☐ Registered under the Welfare Board Yes / No
  - ☐ Registration – When and for what period? \_\_\_\_\_
  - ☐ Renewed Y/N

- ☐ Did employer/contractor inform you regarding registration & benefits?
- ☐ Identity card cum Passbook issued?
- ☐ Life insurance policy
- ☐ Scholarship for children's education
- ☐ Financial assistance for marriage
- ☐ Maternity benefits (for women, Specify period of leave, other benefits)

- 
- ☐ Loan
  - ☐ pension
  - ☐ Any other benefit? Elaborate: -----

24. Whether you have received the following benefits while working at the site:

- ☐ Accident relief and compensation
- ☐ Medical assistance for routine sickness
- ☐ Treatment of serious diseases through referral by the employer to hospitals and bearing the cost

-----

#### **X. SKILL TRAINING / UP-GRADATION**

25. Was any training imparted to you – and by whom? - To improve skills for doing your tasks or managing the tasks at the site:

-----  
-----

#### **XI. WORK SATISFACTION AND PROBLEMS RELATED TO WORK**

26. Work Satisfaction level – Tick one:

Very Good [1]    Good [2]    Average [3]    Poor [4]

27. List, in order of priority, up to three most important issues/problems you face at work (whether about safety, nature of work, wages, ill-treatment or anything else):

- a) -----
- b) -----
- c) -----

## Annexure – 3

प्रश्न-पत्र

## निर्माण मजदूरों की सुरक्षा एवं बचाव

दिनांक: .....

कार्य स्थल/बस्ती: .....

अन्वेषक: .....

मजदूर प्रकार: ☐ अकुशल ☐ अर्ध-कुशल ☐ कुशल

पद/कार्य का विवरण : .....

नाम: उम्र: शिक्षा: वर्तमान पता:  स्थायी निवासी: बच्चों की संख्या:	लिंग:
---	-------

**I. कार्य का प्रकार**

1. किये जाने वाले कार्य की प्रकृति: .....

2. कार्य का समय:

प्रारम्भिक समय	समाप्ति का समय	भोजनावकाश का अन्तराल	चाय के अवकाश का अन्तराल	अतिरिक्त कार्य (ओवरटाईम) की अवधि

क्या महिला मजदूरों को बच्चों को दुग्धपान के लिए अवकाश/समय दिया जाता है? .....

8 घण्टे के कार्यकाल में चाय अवकाशों की संख्या: .....

क्या उपस्थिति रजिस्टर में प्रतिदिन हस्ताक्षर करते हैं?   हाँ ( )                      नहीं ( )

3. साप्ताहिक अवकाश:

	वैतनिक	अवैतनिक
स्थायी मजदूर		
अस्थायी मजदूर		
ठेके पर/माल्दा मजदूर		

स्पष्टीकरण: स्थायी मजदूर ठेकेदार के साथ/कम्पनी में एक वर्ष के अधिक समय से कार्यरत हैं, अस्थायी मजदूर दैनिक मजदूरी पर हैं।

**II. मजदूरी**

4. मजदूरी भुगतान का विवरण:

मजदूरी भुगतान	मासिक	साप्ताहिक	दैनिक
आवृत्ति			
भुगतान का प्रकार	चैक/नकद		
भुगतान रजिस्टर में हस्ताक्षर	हाँ/नहीं		
ओवरटाईम के लिए मजदूरी – भुगतान की दर			
मजदूरी का भुगतान देरी से कितनी बार में किया गया?			

(प्रतिमाह या प्रतिवर्ष?)			
मजदूरी की गैरअदायगी (माह या वर्ष में कितनी बार?)			

5. यदि मजदूरी पाने के लिए कोई दलाली दी गयी है तो किसको एवं कितने रुपये? .....

### III. सुविधायें

6. निम्नलिखित सुविधाओं की कार्यस्थल पर उपलब्धता:
- पीने का पानी (समान्य)
  - पीने का पानी (टण्डा)
  - शौचालयों/मूत्रालयों की संख्या: ....., ..... मजदूरों के लिए
  - महिला प्रसाधानालयों की संख्या: ....., ..... महिला मजदूरों के लिए
  - सफाई – प्रतिदिन/साप्ताहिक/मासिक
  - विश्राम कक्ष
  - चाय
  - जलपान गृह
  - शिशु गृह: ..... बच्चों के लिए ..... गृह
  - शिशु गृह में कार्यकर्ताओं की संख्या एवं सुविधायें: .....

### IV. दुर्घटनायें

7. कार्यस्थल पर पिछले 6 महिनों में घटित हुयी दुर्घटनाओं की जानकारी:

दुर्घटना का प्रकार	गम्भीर रूप से घायल मजदूरों की संख्या	सामान्य रूप से घायल मजदूरों की संख्या	मृतकों की संख्या
a. आग जनित दुर्घटनायें			
b. मजदूरों का ऊँचाई से गिरना			
c. ढोंचे का गिरना/जमीन का धँसना			
d. कार्यस्थल पर टकराव			
e. मशीन/उपकरण के प्रयोग से चोट पहुँचना			
f. अत्यधिक गर्म बस्तु/चूने से जलना			
g. शरीर में पानी की कमी			
h. विद्युत आघात			
i. अन्य (उल्लेखित करें)			

8. प्रायः घटित दुर्घटनायें:
- .....
  - .....
  - .....
9. दुर्घटना के पश्चात उनकी रोकथाम के लिए किये गये उपाय: .....
10. क्या पीडित/पीडित के सम्बन्धी को कोई मुआवजा दिया गया है? किताना एवं किसके द्वारा?

## V. सुरक्षा के उपाय एवं मानक

11. निर्माण स्थल पर वजन उठाने वाले कार्यों का पूरे दिन दोहराव होता है। इस सम्बन्ध में:
    - a. क्या दोहराव वाले कार्यों के मध्य पर्याप्त विश्राम है?
    - b. क्या मजदूरों द्वारा उठाने वाला वजन नियमानुसार तय की गयी सीमा के अन्दर है? (केन्द्रीय नियमावली 1998 के अनुच्छेद 38 के अनुसार: वयस्क पुरुषों/महिलायों के लिए 55 किग्रा/33 किग्रा एवं किशोरों के लिए 30/20 किग्रा।)
    - c. क्या दिये गये कार्य के लिए नियत मजदूरों की संख्या पर्याप्त है या नहीं?      हाँ/नहीं
  12. सुरक्षा उपकरण:
    - a. क्या कार्यस्थल पर आपको सुरक्षा उपकरण उपलब्ध कराये गये हैं?
 

☐ हेलमेट: मोटाई (गेज में) .....  
☐ बूट  
☐ जैकिटें  
☐ चिह्न/क्रेन यातायात संचालन बोर्ड  
☐ अन्य (उल्लेखित करें) .....

☐ चश्मे  
☐ मास्क
    - b. सुरक्षा के लिए अन्य सावधानियों (चिह्नित करें)
 

☐ खनित्र (Digger)  
☐ उठाने वाले उपकरणों का परीक्षण  
☐ विद्युत सम्बन्धी  
☐ अन्य (उल्लेखित करें) .....

☐ हानिकारक पदार्थ का रिसाव  
☐ विस्फोटक
    - c. विद्युत/विस्फोटकों का प्रयोग/चाहरदीवारी/खतरनाक पदार्थों के प्रयोग से सम्बन्धित सावधानियों
 .....  
 .....  
 .....
  13. क्या एम्बुलेंस/चिकित्सीय सहायता/आवश्यक जीवन रक्षक सहायता एवं उपकरण उपलब्ध हैं?  
 (केन्द्रीय नियमावली के अनुच्छेद 232 के अनुसार) .....  
 .....
  14. दुर्घटना की सूचना के लिए क्या क्रिया विधि अपनायी गयी है?  
 .....  
 .....

## VI. सुरक्षा की जानकारी

15. क्या भवन एवं अन्य निर्माण मजदूर (रोजगार एवं कार्य करने की स्थितियों का नियमन) अधिनियम, 1996 में उल्लेखित सुरक्षा नियमों से आप अवगत हैं?

क्या आपने निर्माण मजदूर अधिनियम के बारे में सुना है?	
क्या कार्यस्थल पर मुख्य अधिनियम लिखे गये हैं?	
क्या आप किसी विशेष अनुबंध के बारे में जानकारी रखते हैं? उदाहरण लिखें।	
क्या किसी सुरक्षा अधिकारी/निरीक्षक द्वारा कार्यस्थल का	

निरीक्षण किया गया है?	
-----------------------	--

16. निम्न प्रश्नों के उत्तर दीजिए:
- क्या आप की कोई सुरक्षा समिति है?
  - क्या इसकी बैठक प्रत्येक माह में होती है?
  - मजदूरों/प्रतिनिधियों की संख्या जिन्होंने बैठक में भाग लिया है: .....
  - क्या कोई सुरक्षाधिकारी नियुक्त किये गये हैं? कितने? .....
  - सुरक्षा समिति की कौन-सी सिफारिशों पर अमल किया गया है? .....
17. आप द्वारा किये जा रहे कार्य में सुरक्षा की दृष्टि से आप किन खतरों को अनुभव करते हैं?
- .....
  - .....
  - .....
18. कार्यस्थल पर कौन से सुरक्षा के अतिरिक्त प्रबंध किये जाने चाहिए?
- .....
- .....
19. कार्यस्थल पर सुरक्षा के उपायों को आप किस श्रेणी में रखेंगे:
- ☐ बहुत अच्छे ☐ संतोषजनक ☐ अपर्याप्त
20. क्या आप/अन्य किसी मजदूर ने सुरक्षा की स्थिति में सुधार के लिए कोई माँग रखी है? यदि हाँ तो कौन-सी?
- .....
- .....

## VII. स्वास्थ्य सुविधायें

21. उपलब्ध करायी गयी स्वास्थ्य सुविधायें का विवरण दें:

सुविधायें	नियोक्ता द्वारा	सरकार द्वारा
पिछले तीन महिनो में किये गये स्वास्थ्य परीक्षण		
प्राथमिक उपचार पेटिका की उपलब्धता एवं उसमें समिग्री की पर्याप्तता		
परीक्षण के लिए चिकित्सक एक माह में कितनी बार आये हैं?		

- कार्यरत मजदूर के घायल/बीमार होने पर स्वास्थ्य सुविधा उपलब्ध कराने में लिया गया समय: .....
- बीमारी के लिए कोई अवकाश प्रदान किया गया? हाँ/नहीं
- यदि हाँ, तो किस बीमारी के लिए? .....
- बीमारी के लिए अवकाश प्रदान करने का आधार:
  - कम्पनी के चिकित्सक द्वारा प्रदान प्रमाण-पत्र के आधार पर
  - प्रमाणित चिकित्सक द्वारा प्रदान प्रमाण-पत्र के आधार पर
  - सुपरवाइजर/कार्यस्थल प्रबन्धक द्वारा प्रदान किये गये चिकित्सीय प्रमाण-पत्र के आधार पर
  - अन्य के आधार पर (लिखें): .....
- क्या बीमारी के लिए किये गये अवकाश की मजदूरी प्रदान की गयी? .....

## VIII. आवास



22. निम्न के उत्तर लिखो:

- a. आप कहाँ रहते हैं?: .....
- b. बस्ती का प्रकार: .....
- c. कम्पनी द्वारा उपलब्ध आवास का प्रकार: पक्का/कच्चा
- d. कार्यस्थल के अन्दर/बाहर:
- e. कम्पनी द्वारा प्रदान की गयी आवासीय सुविधायें:
 

<input type="checkbox"/> पीने का पानी	<input type="checkbox"/> बिजली
<input type="checkbox"/> शौचालय/स्नानगृह की संख्या ....., .....	मजदूरों के लिए
<input type="checkbox"/> महिला प्रसाधनालयों की संख्या: ....., .....	महिला मजदूरों के लिए
<input type="checkbox"/> सफाई – प्रतिदिन/साप्ताहिक/मासिक	
<input type="checkbox"/> भोजन पकाने वाली गैस	<input type="checkbox"/> वर्तन
<input type="checkbox"/> विश्राम गृह	<input type="checkbox"/> पका हुआ भोजन
<input type="checkbox"/> अन्य	
- f. क्या कम्पनी द्वारा आवास भत्ता दिया जाता है? यदि हाँ तो राशि लिखें: .....
- g. कार्यस्थल से दूरी: .....
- h. कार्यस्थल पर आने-जाने का साधन: .....

## IX. भवन एवं अन्य निर्माण मजदूर अधिनियम, 1996 में मजदूरों को लाभ

23. क्या आपने निर्माण मजदूरों के निम्नलिखित लाभ प्राप्त किये हैं?:

- |   |
|---|
| <input type="checkbox"/> क्या आपको मजदूर कल्याण परिषद के बारे में जानकारी है? हाँ/नहीं                    |
| <input type="checkbox"/> क्या आप मजदूर कल्याण परिषद में पंजीकृत हैं? हाँ/नहीं                             |
| <input type="checkbox"/> यदि पंजीकरण है तो – पंजीकरण की दिनांक एवं अवधि: .....                            |
| <input type="checkbox"/> क्या नवीनीकरण हुआ है? हाँ/नहीं   |
| <input type="checkbox"/> क्या नियोक्ता/ठेकेदार ने पंजीकरण एवं उसके लाभ के सम्बन्ध में आपको जानकारी दी है? |
| <input type="checkbox"/> क्या परिचय-पत्र सहित पासबुक आपको प्रदान की गयी है?                               |
| <input type="checkbox"/> जीवन बीमा  |
| <input type="checkbox"/> बच्चों की शिक्षा के लिए छात्रवृत्ति  |
| <input type="checkbox"/> शादी के लिए आर्थिक सहायता  |
| <input type="checkbox"/> प्रसूति में लाभ (महिलाओं के लिए, निश्चित अवधि के लिए अवकाश, अन्य लाभ) .....      |
| .....   |
| <input type="checkbox"/> ऋण   |
| <input type="checkbox"/> पेंशन  |
| <input type="checkbox"/> अन्य लाभ? (विवरण दें): .....   |

24. कार्य स्थल पर कार्य करते समय आपने निम्नलिखित किसी भी लाभ को प्राप्त किया है:

- ☐ दुर्घटना सहायता एवं मुआवजा
- ☐ सामान्य बीमारियों के लिए चिकित्सीय सहायता
- ☐ गंभीर बीमारियों के इलाज के लिए नियोक्ता द्वारा किसी अस्पताल भेजा गया एवं खर्चा भी वहन किया:

.....

#### X. दक्षता के लिए प्रशिक्षण

25. क्या आपकी कार्य कुशलता का बढ़ाने अथवा कार्यस्थल पर नियत कार्य के प्रबन्धन के लिए कोई प्रशिक्षण दिया गया है?  
– किसके द्वारा?:

.....

.....

#### XI. कार्य की संतुष्टि एवं कार्य से सम्बन्धित समस्याएँ

26. कार्य की संतुष्टि की श्रेणी (किसी एक को चिह्नित करें):

बहुत अच्छा ( 1 )      अच्छा ( 2 ) औसत ( 3 ) कम ( 4 )

27. तीन प्रमुख मुद्दे/समस्याएँ जो कार्य करने के दौरान प्रकट हुयी हों (सुरक्षा, कार्य की प्रकृति, मजदूरी, गलत व्यवहार अथवा अन्य किसी से सम्बन्धित) – प्राथमिकता के आधार पर लिखें:

a. ....

b. ....

c. ....

**Annexure – 4****PRINCIPAL EMPLOYERS AND LEAD BUILDING AGENCY AT MAJOR  
COMMONWEALTH GAMES 2010 SITES, DELHI**

<b>S. No</b>	<b>Project</b>	<b>Agency/Contractor</b>
1	Commonwealth Games Village	Principal Employer – DDA Agency - EMAAR MGF Contractor- Ahluwalia Contracts Pvt. Ltd
2	Jawaharlal Nehru Stadium	Principal Employer - SAI; Agency – CPWD Contractor - Shapoorji Pallonji
3	Thyagaraja Sports Complex	Principal Employer - Delhi Government ; Agency - PWD Contractor - JMC Projects (India) Ltd.
4	Dhyan Chand (National) Stadium	Principal Employer – SAI; Agency – CPWD
5	Indira Gandhi Indoor Stadium	Principal Employer - SAI; Agency – CPWD Contractor – Swadeshi Company; JMC Projects (India) Ltd.
6	Talkatora Stadium & Swimming Pool	Principal Employer - SAI; Agency – CPWD Contractor - Ahluwalia Contracts Pvt. Ltd
7	Siri Fort Sports Complex	Principal Employer/Agency – DDA Contractor – B. E. Billimoria & Co. Limited
8	S.P. Mukherjee Swimming Pool	Principal Employer – SAI; Agency – CPWD
9	Yamuna Velodrome	Principal Employer - SAI; Agency – CPWD Contractor – JMC Projects (India) Ltd.
10	Delhi University (Six Colleges) Jamia Milia Islamia University	Principal Employer - Delhi University, Jamia Milia Islamia University
11	Shivaji Stadium	Principal Employer/Agency - NDMC Contractor - China Railway Shishu Group Corporation
12	Dr. Karni Singh Shooting Range	Principal Employer - SAI; Agency – CPWD
13	R.K. Khanna Tennis Complex	Principal Employer - All India Tennis Association (AITA)

## Annexure – 5

NUMBER OF ACCIDENTS AND DEATHS OF CONSTRUCTION WORKERS IN DELHI & NCR REGION, 2008 – 2009					
2008					
S. No	Date	Deaths	Injury	Reason	Source
1	21-Jan	1		Underground water tank collapsed at Laxmi Nagar	The Tribune, Jan 22, 2008
2	14-Feb	1		Labourer died after falling at the Airport construction site	Express India, July 23, 2008
3	27-Mar	1		Came under the road roller at the Indira Gandhi International (IGI) airport	Express India, July 23, 2008
4	29-Mar	1	10	Building in Seemapuri, collapsed	The Indian News, March 29, 2008
5	1-Apr	1	4	Building collapse, Rohini	The Tribune, April 2, 2008
6	Apr??	1		Labourer died after falling from tall shaft at IGI Construction site	Express India, July 23, 2008
7	18-May	17	30	Wall of a under construction warehouse collapsed in Gurgaon	Hindustan Times, May 18, 2008
8	23-Jul	1	1	Outside IGI while offloading glass sheets from a truck	Indian Express, July 23, 2008 (Net Edition)
9	30-Aug	1		Fell from second floor at CWG site	Rashtriya Sahara, Aug 31, 2008
10	20-Sep	1	5	Under-construction building collapsed at Paharganj	The Statesman, The Hindu, Sept 20, 2008
11	19-Oct	1	12	A portion of an under-construction bridge of the Delhi Metro project collapsed at Laxmi Nagar	Times of India, Oct 19, 2008
12	23-Oct	1		Jacked up floor falls, in Gurgaon	The Pioneer, The Indian Express, Nav Bharat Times - 24 Oct, 2008
13	20-Nov	2		Tractor accidentally dumped mud on them at Nangloi metro construction site	IBN Live, Nov 20, 2008
14	23-Nov	1		A metro worker died after he fell at an elevated stretch of under construction Delhi Metro Corridor in West Delhi, Mundka area	Thaindian News, Nov 23, 2008
15	24-Nov	2	12	Three-storey building collapsed	The Tribune, Nov 25, 2008

S. No	Date	Deaths	Injury	Reason	Source
16	15-Dec	1	1	Crane collapsed at CWG Village	The Hindu, Dec 15, 2008
17	21-Dec		1	Under construction building collapsed at Preet Vihar	Dainik Hindustan, Dec 21, 2008
18	28-Dec	1		Labourer died after falling from a girder at Delhi Metro construction site at Lajpat Nagar	Thaindian News, Dec 28, 2008
<b>Total</b>		<b>35</b>	<b>76</b>		
<b>2009</b>					
1	9-Jan	3	2	Buried during an excavation work at IGI Airport	The Hindu, Jan 10, 2009
2		3		Single-storied residential building collapsed in Meethapur area of Badarpur in southeast Delhi	Hindustan Times, Feb 4, 2009
3	12-Jul	5	15	Pre-fabricated concrete segment collapsed along with a portion of the girder launcher at Zamrudpur near LSR College	Times of India, July 13, 2009
4	22-Jul	1		A steel beam fell on him at a DMRC site in West Delhi	IANs, July 22, 2009
5	29-Aug	1		20-year-old labourer dies in Metro plant mishap at Jasola	Times of India, August 31, 2009
<b>Total</b>		<b>13</b>	<b>17</b>		
<b>March 5, 2008 - Unconfirmed reported deaths of 100 construction workers at the CWG Village due to outbreak of Meningitis</b>					
<b>Total Deaths of Construction Workers (2008-09) – 48</b>					
<b>Total Injured Construction Workers in Accidents (2008-09) – 93</b>					
<b>Grand Total – 141</b>					

## Annexure – 6

## The Delhi Building and other Construction Workers' Welfare Fund

Benefits for Registered Workers

S. No	Benefits	Amount	Criteria/Explanation	Form to be filled (Form no.)
<b>Immediate Benefits:</b>				
1	Maternity benefit	Rs. 1000	Benefit not allowed for more than two children	XXXIV
2	Medical assistance	1. Rs. 200 (for first 5 days) and Rs. 20 each for the remaining days. Maximum- Rs. 1000 2. Rs. 5000 (depending upon percentage of disability)	1. Met with an accident and put in plaster at residence 2. Disability is resulted due to accident	XLII or XLVI
3	Financial assistance for education	Rs. 100/month (Rs. 300 quarterly) up to two children	---	XLIII
<b>Other Benefits:</b>				
4	Loan advance for purchase or construction of house	Rs. 50, 000	1. Membership in fund for continuously for 5 years 2. Having 15 years service for superannuation	XXIX
5	Loan for the purchase of tools	Rs. 5000	1. 3 years membership in the fund 2. Those who remit contribution regularly 3. The worker should be less than 55 years of age 4. Loan amount shall be recovered in not more than 60 installments	XL
6	Payment of funeral assistance	Rs. 1000	---	XLI
7	Financial assistance for marriage (Own marriage as well as children's marriage)	Rs. 2000	1. Continuous membership for 3 years 2. Only up to two children	XLIV
8	Payment of death benefit	1. Rs. 15, 000 2. Rs. 50, 000	1. Natural death 2. Death due to accident during the course of employment	XXXVII
9	Refund of the contribution of	On death of a member, the amount	Payable only after 1 year of a person becoming member of the fund	---

	deceased member	of contribution standing in his credit shall be given to his nominee. In the absence of a nominee the amount shall be paid to his legal heirs in equal shares		
10	Family pension	50% of the pension received by the pensioner or Rs. 100 (whichever is higher)	---	XLV- To be submitted within 3 months from the date of death of the pensioner
11	Pension for worker	Rs. 150 – Rs. 450 per month. Increase of Rs. 10 shall be given for every completed year of service beyond 5 years	1. Working as building worker for not less than 1 year 2. Should have completed 60 years of age 3. Pension payable from the first day of the succeeding to the month in which he completes 60 years of age	XXXV
12	Withdrawal to pay premium for Life Insurance Policy	---	1. Withdrawal of amount not allowed more than once in a year 2. No amount, more than those required for remitting the premium, shall be sanctioned from the amount standing in this credit of the member	---
13	Disability pension	1. Rs. 150 per month 2. Rs. 5000	1. Permanently disabled due to paralysis, leprosy, T.B., accident etc. 2. Depending upon the percentage of disability	XXXIX

### Registration Procedure

1. Registration form (No. XXVII) needs to be filled.
2. Required documents - two passport-size photographs, proof of age or notarised affidavit and proof of having worked for 3 months as a construction worker (as a union, we can certify our own members for the same, this makes the process easier as most contractors do not give a hazari card).
3. They can go to the Deputy Labour Commissioner (DLC) office in their respective zone and submit the form.
4. They need to pay Rs. 85 (Rs. 25 for registration and Rs. 60 as first quarterly payment). Now they can pay for the whole year or 6 months together as well.
5. Once the card is made, the worker can collect it from the DLC office.
6. The registered worker has to pay a minimum of Rs. 60 every 3 months at the DLC office.