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IMPLEMENTATION OF INSURANCE SCHEME UNDER EMPLOYEES STATE INSURANCE ACT 1948, A SOCIO-LEGAL STUDY CONDUCTED IN HOTELS OF NAGPUR CITY

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Abstract
Employee State Insurance (abbreviated as ESIC) is a self-financing social security and health Insurance scheme for Indian workers. Their fund is managed by the Employee State Insurance Corporation (ESIC) according to the rules and regulations stipulated therein the ESI Act 1948. ESIC is an autonomous corporation by a statutory creation under Ministry of Labor and Employment Government of India. Most of the sector or so called establishment including Hotel Industry does not implement the Employees State Insurance Act, in their industry, in order to avoid over burden on their profit. Even there is lack of awareness amongst the employee related to ESIC Act and its benefits the hotel industry keep its employees deprived of taking advantage of the Act. The aim of the study is to implement the Employees State Insurance Act in hotels of Ramdaspeth area of Nagpur city in order to protect the social security of Labor/employees.
Keywords: Employee State Insurance Corporation (ESIC), Indian Workers, Hotel Industry Nagpur City.

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Introduction

The Employees State Insurance Scheme is an integrated measure of Social Insurance embedded in the employees State Insurance Act and it is designed to accomplish the task of protecting "Employees "as defined in the Employees State Insurance Act 1948, against the impact of Incidences of sickness, maternity, disablement, and death due to employment injury and to provide medical care to the insured persons and their families. Employees State Insurance Scheme applies to Factories and other establishment like road, Transport, Hotels, Restaurant, Cinemas, Newspaper, shops and Educational Medical Institutions wherein 10 or more persons are employed of the aforesaid categories of factories and establishment drawing wages up to 21000/- p.m. are entitled to social security cover under the ESI Act. The basic objective is to offer Social Insurance to workers. However in some state the limit of employee is 20 or more persons. The ESIC ACT is a social and fare legislation enacted with the object of providing certain benefits to employees in case of sickness, maternity and employment injury.

The Hotel Industry has grown considerably over the past decade, and is expected to remain one of the high-growth industries through 2014 (Bureau of Labour Statistics, 2008). However, the availability of a skilled pool of labour for this sector has not kept pace, and is likely to remain in short supply in the near future. As a result, the need to retain employees, and improve employee experience within the organization, has become increasingly important. Increasing employee job satisfaction results in higher levels of customer satisfaction, increased employee productivity and, consequently, an increase in revenue and profits for the employer. Alongside education and training, employee benefits play a crucial role in attracting and retaining quality personnel in the industry.

While the need to retain employees and reduce turnover within the industry is paramount to revenue generation and market expansion, short-term cost reduction pressures currently force many employers to offer benefits that are less competitive than other industries within this sector. As stated in Bernhardt (1999), only one-third of employees in the services industry have access to employer-sponsored retirement plans, and little more than half enjoy employer-provided health insurance coverage or take advantage of the ESI act and its benefits. It is also witnessed that fewer hotels provide ESI benefit to the employee and hence the researcher through this study will find the whether the Hotels of Nagpur City provide ESIC benefit to its employees.

Objective

- To study Hotels offering Insurance to workers under ESIC Act in Hotels of Ramdaspeth area of Nagpur City.
- To gain knowledge about implementation of object of this act is being provided to the employees and their dependents under social security law conferring the benefits to the employees, in case of sickness, maternity, disablement death and employment Insurance.
- To provide economic security to workers, working in Hotels under Factory and Establishment Act.

Limitations

The researcher has restricted her study to Hotels of Ramdaspeth area of Nagpur City and due to shortage of time the researcher was not able to give full justice to the research work and no Government Hotels in Nagpur City.

Hypothesis

Due to non-implementation and lack of awareness amongst the employees / workers about the Employee State Insurance Act, the Hotel employees / workers are deprived of the benefits of the act for themselves as well as their dependent sickness, maternity, disablement death etc. and thus have no security of their future or family members which is also equally important.

Review of Literature

Recent studies in this area find that availability of employer-provided benefits, such as retirement and insurance plans, helped increase employee job satisfaction and reduce employee turnover in hospitality services companies (Nadiri and Tanova, 2009).

Schmitt and All stead (1995) find that satisfied employees engaged in better customer service, which led to an increase in customer loyalty, corporate revenues and market share, and led to a reduction in long-term costs for the hospitality services provider (

Fields, et al., 2000). Batt (2002) also finds that revenue growth was higher in corporations that provided greater employee benefits and higher pay and involved employees in the decision-making processes of the company.

Other studies find that a benefits-based incentive structure increased motivation and commitment among employees (Appelbaum, et al., 2000; MacDuffie, 1995).

Delery and Doty (1996) find in their study that employer profit-sharing and benefits were positively associated with higher revenue generation in firms.

Batt (2002) concludes that providing greater employee benefits, sharing corporate profits with employees and involving employees in human resource decisions resulted in the retention and accumulation of greater industry-specific human capital in firms.
Tanke (1990) recommends that firms in the hospitality industry develop employee compensation programs that helped in retaining employees and increasing employee commitment, especially because the hospitality industry experienced such high employee turnover rates.
Shaw and Williams (1994) find that the degree of compensation in the hospitality industry differs by type of employment. The authors find a shortage of permanent employees in skilled positions, and employers try to retain these employees by offering higher salaries and various retirement benefits.
Hoffman and Ingram (1992) underscore the importance of offering adequate compensation to retain these employees and increase their commitment to the organization, due to both shortage of skilled labour and the prevalence of competition among firms seeking strong employees, and due to the level of responsibility these employees have for making critical field level decisions, which plays a role in the revenue generation process of their employers.

Scope of Social Security

The quest for social security and freedom from want and distress has been the consistent urge of man through ages. This urge has assumed a several forms, according to the needs of people and their level of social consciousness, the advance of technology and the pace of economic development. These measures have introduced an element of stability and protection in the midst of stress and strains of life. There are nine components of the social security which configure its scope. It envisages that the members of a community shall be protected by a collective action against social risks causing undue hardships and privation to individuals whose prime resources can seldom be adequate to meet them. It covers through appropriate organisations; certain risks are such than an individual of small means cannot effectively provide for them by his own ability or foresight alone or even in private combination with his colleagues. The crux of the labour problem is the mutual conflict between the employer and the employee over the question of adequacy of which the collective bargaining and the industrial conflict are two main aspects

I.L.O and Social Security

The primary object of the International Labour Organisation(ILO) is promoting social justice and improving the living and working conditions of workers throughout the world. It emphasized the importance of comprehensive social security measures in the preamble to its constitution, in which it promised, “protection of employment injury and disease and workers against stress, the protection of children, young person and women, provision for old age and injury.

Indian Constitution and Social Security

The directive principles of our constitution reflect the concern of the state to protect and promote the interests of weaker sections of our population. The constitution of India was enshrined with the provisions in a way to ensure social security to the human beings, in particular the workmen. The constitution guarantees the promotion of welfare of the people and eradication of the inequalities and it provides for the state to direct its policy towards securing livelihood, common hood etc., By the constitution the operation of a legal system shall be secured and effective provisions were made by the state for the participation of workers in undertakings and for securing just and humane conditions of work and a decent standard of life.

The provision of the constitution was incorporated as a remedial measure to deal with the inconsistency between laws made by the parliament and legislatures of the state. The matters relating to the labour class are enumerated in the concurrent list]. If any provisions were made inconsistent with that list, it will be void. The state legislatures has full power to legislate regarding these subjects, subject to the provisions of article 254(2), that is, provided the provisions of state act do not conflict with those of any contract act on the subject. The constitution also prohibits trafficking and child labour.

Establishment of Employees State Insurance Corporation

Pursuant to the power granted to the central government under section 3 of the Act, the central government established the corporation on 1. 10.1948 by the issue of notification in the official gazette. The corporation is a body corporate having perpetual succession and a common seal and shall sue and sued.

Constitution of the Corporation

The Corporation consists of the members representing the governments at the centre and the states, parliament, medical council, employers and employees. The chairman and vice chairman of the corporation are nominated by the central government. The director general of the corporation will be an ex officio member. He is vested with the powers to manage the affairs of the corporation. The other members of the corporation are chosen as follows:

(i) Not more than five members nominated by the central government;

(ii) One person nominated by the state government of each state in which the act is in force;

(iii) One person nominated by the central government to represent the union territories;

(iv) Five persons representing the employers to be nominated by the central government in consultation with the employers' organization;

(v) Five persons representing the employees nominated by the central government in consultation with the employees organization;

(vi) Two persons representing medical profession to e nominated by the central government after consulting the organizations of medical practioners ;

(vii) Three members of parliament of whom two shall be from the lok sabha and one from the rajya sabha who are elected by the concerned houses.

The chairman, vice chairman, representatives of the central government, state governments and union territories hold office during the pleasure of the government concerned whereas the representatives of the employer's medical professions and parliament are to hold office even after the expiry of their tenure until the nomination of their successors is notified.
Powers of The Employees State Insurance Corporation

The Corporation is empowered to take steps for the benefit of the insured persons. They are:

(i) To promote the measures for the improvement of health and welfare of insured personnel;

(ii) To promote the measures for the rehabilitation and re-employment of insured persons who are disabled or injured;

(iii) To incur expenses in respect of such measures from its fund up to a limit prescribed by the central government.

Constitution of Standing Committee

The standing committee is constituted from among the members of the corporation as follows:

(i) A chairman nominated by the central government;

(ii) Three members of the corporation representing three state governments as nominated by the central government;
(iii) Three members of the corporation nominated by the central government;
(iv) Eight members elected by the corporation from among its members;
(v) Three representing employers, three representing employees;
(vi) One representing medical profession;
(vii) One representing the parliament.

The chairman and representatives of the central and state governments hold office during the pleasure of the central government. The other members of the committee elected by the corporation hold office for two years from the date on which election is notified.

Powers of the Standing Committee

The standing committee is constituted to administer the affairs of the corporation. It is to function in accordance with the regulations framed by the corporation. Its activities are controlled and supervised by the corporation under the general provision ad matters as specified in the regulations for the corporation's consideration and decision.

Role of ESIC to Secure Social Security through Benefits Available under Employees State Insurance Act, 1948 –

The various benefits under this clearly shows that this is for social security legislation. It provides for six types of benefits to which the insured persons, their dependants and certain other entitled persons.

The benefits are as follows:

1. Sickness benefit
2. Maternity benefit
3. Disablement benefit
4. Dependants benefit
5. Medical benefit
6. Funeral benefit

Sickness Benefit

An insured person is entitled to claim sickness benefit if he had paid contribution for a period of not less than 13 weeks. For sickness occurring during the first benefit period, he can claim sickness benefit if he had paid for half the number of weeks of the contribution period ending in that period (for e,g. more than 26 weeks in the one year)

A duly appointed medical practioner must certify that the insured person is suffering from sickness. The daily rate of sickness benefit is calculated by a ratio between his average daily wages and the contribution period.

But if sickness recurs within 15 days he can get the benefits. Sickness benefit is not payable for more than 56 days in any two consecutive benefit periods. The daily rate at which the benefit is payable to a person for the period of sickness is the standard benefit rate corresponding to the daily average wages during the corresponding contribution period.

The following conditions are to be complied with to entitle to sickness benefit:
(i) The person must be under medical treatment at the dispensary hospital or institution provided under the act and must carry out the instructions given by the medical officer.
(ii) While under treatment, he must not do anything which might reduce his chances of recovery.
(iii) He should not leave the area without the permission of the medical officer.

(iv) He must allow himself to be examined by any duly appointed officer authorized by corporation.

Waiting Period In Sickness Benefit Under ESI Act, 1948
Sickness benefit is not payable for the first two days of a spell of sickness except in case of a spell commencing within 15 days of closure of earlier spell for which sickness benefit was last paid. This period of two days is called 'waiting period'.

Maternity Benefit
An insured woman can get maternity benefit in cases of miscarriage, confinement, sickness due to pregnancy and for premature birth of a child. The grounds of eligibility of an insured woman to such payments must be certified by an insurance medical officer as provided by the regulations under the act. However, she should have paid weekly contributions for not less than 13 weeks. All the other rules are similar to the rules in sickness benefit except that her standard benefit will be doubled. The maternity benefit is not available for maternity benefit is not available for more than six weeks during her confinement. If the insured women dies leaving behind a child, the maternity benefit is paid for the whole period. If the child also dies, the maternity benefit is given to the woman workers nominee. If there is no nominee it is paid to her legal representatives.
In the year 1921, ILO adopted a recommendation to the effect that each member should take measures to ensure to woman wage-earner employed in agricultural undertakings protection before and after child birth, similar to that provided by the maternity protection convention, 1919.
The Employees state Insurance Scheme provides benefits against maternity, insecurity of danger to life and death of the mother and child arising out of miscarriage, confinement, still and premature birth and sickness or disease due to pregnancy.
The justification for maternity benefit is twofold:
(1)To protect the health of mother and her child; and
(2)To alleviate part of the financial hardship caused by the birth of a child.
Statutory definition of maternity benefit: periodical payments to an insured woman in case of confinement or miscarriage or sickness arising out of pregnancy, such women being certified to be eligible for such payments by an authority specified in this behalf by the regulations is hereinafter referred to as maternity benefit.
However, it may be noted that section 50 which contained all these provisions has been substituted in 1989. Section 50 as it now stands provides that the qualification of an insured woman to claim maternity benefit, the conditions subject to which such benefit may be given, the rates and period thereof shall be such as may be prescribed by the central government.
Contingencies under which it is payable: As indicated above, the maternity benefit is payable for (a) confinement, (b) miscarriage, (c) sickness arising arising out of pregnancy confinement, premature birth of child, or miscarriage, and (d) death.
Disqualifications for maternity benefit -An insured woman may be disqualified from receiving maternity benefit if (1) she fails without good cause to attend for; or (2) to submit herself to medical examination when so required and such disqualification shall be for such number of days as may be decided by the authority authorized by the corporation in this behalf. However, she may refuse to be examined by other than a female doctor or midwife.

Disablement Benefit

An accident is an unfortunate occurrence resulting in cessation of work by worker or a group of workers. More often than not, every accident also inflicts on worker. The ESI Scheme provides for benefits to be paid to workers who sustain employment injury as defined under the provisions of this act, are entitled to claim benefits. Periodical payment to an insured person suffering from disablement as a result of an employment injury sustained as an employee under this act, certified to be eligible for such payments by an authority specified in this behalf by regulations, is referred to as the disablement benefit.

Section 51 of ESI Act provides for disablement benefit in case of temporary and permanent disablement. The disablement benefit shall be payable to an insured person. The amended section 51 makes provisions for the disablement benefit in tow contingencies:

(1) Where a person sustains temporary disablement for not less than three days excluding the day of accident;

(2) Where a person sustains permanent disablement, whether total or partial.

The rate and the conditions of eligibility were governed by first schedule before amendment made in 1989 but now the first schedule and some provisions of old section 51 have been omitted. In place of these provisions now the central government has been empowered to prescribe rates, periods and conditions subject to which such benefit shall be payable.

Dependants Benefit

The individualistic character of the family and the want of income yielding property or family occupation causes economic insecurity for the members of a workers family in case he dies a premature death. With human life there is an asset value; the life of bread-winner is the biggest asset often the only asset of the average family of the industrial workers. The death of its bread-winner is the greatest calamity that can befall. The family at once sinks below the poverty line and hence flows a train of evils. It is this that is largely responsible for putting women in factories when they should have been in homes and the children on the streets when they should have been at school.

Dependants benefit is a monthly pension payable to the eligible dependants of an insured person who dies as a result of an employment injury or occupational disease. The benefit cane be drawn in cash at the branch office or by money order at the cost of the corporation or it can be credited every month the bank account of beneficiary.

Review of Dependent's Benefit - Any decision awarding dependents benefit may be reviewed at any time by the Corporation if it is satisfied by fresh evidence that the decision given in non-disclosure or misrepresentation by the claimant or other person of a material fact whether the or misrepresentation was not or was fraudulent or that the decision is no longer in accordance with this due to any other or due to the marriage, remarriage or cesser of infirmity of or attainment the age of 25 years by, claimant subject to the provisions of ESl. Act, the Corporation may, such direct that the dependents' benefit be continued, increased, reduced or discontinued. The Corporation has been empowered to review the decisions taken earlier for award of dependent's benefit in order to provide relief in cases where decision has been taken in consequence of non-disclosure of material fact or misrepresentation of material fact, secondly, if the circumstances have changed due to birth or death or marriage or re marriage or cesser of infirmity or attainment of prescribed age.

Medical Benefit

The first need of a sick or injured person is the alleviation of his physical care. He must be cured of his ailment and restored to his suffering by per medical normal health as rapidly as possible. Health is the most precious asset individual and the only asset of the wage earner. No amount of cash payment can adequately compensate for its loss. Ill-health is a permanent drain on the meagre earnings of an individual; medical benefit, therefore, forms an integral part of insurance benefit and more than the cash payment made to compensate the loss of earnings. In fact is more important the pecuniary compensation which aims at shielding the patient from the most material cases only subsists as a factor side by side with medical assistance. The supplementary maintenance of a healthy and vigorous labour supply is of capital importance not only for the workers themselves, but also for communities which desire to develop their productive the workers the capacity. The medical care recommendation of ILO provides that a medical care service should meet the need of the individual for care by the members of the medical and allied professions and for such other facilities as are provided at medical institutions.

(A) With a view to restoring the individual's health, preventing the further development of diseases and alleviating suffering when he is afflicted by ill health (curative care);

(B) With a view to protecting and improving his health (preventive care).

The Universal Declaration of Human Rights adopted in 1948 by United Nations General Assembly proclaimed the right of everyone to medical care and so it recognised medical care principles contained in ILO recommendations The provision for medical benefit has been made under ES.I Act, 194s in accordance the above ILO Medical recommendations. The responsibility to provide medical benefit to the insured person is placed on the State Governments which have to make arrangements for medical assistance etc. in consultation with the ESI Corporation and according to the standards laid down by it. The State Governments are not to bear the cost of medical care since the Corporation reimburses each State for a part of the expenditure incurred in providing medical care to the insured person under the act. Medical treatment for an attendance on insured persons is hereinafter referred to as medical benefit.

Conditions for Medical Benefit-Following are the conditions for application of section 56 of the ESI. Act :

(1) The claimant must be an insured person

(2) The claimant must be in such a condition which requires medical treatment and attendance.

(3) The claimant must have paid his contribution for the period for which he requires medical benefit then and then only he shall be entitled to medical benefit during such a period or he is qualified to claim sickness benefit or he is entitled to claim maternity benefit or he is in receipt of such disablement benefit as does not disentitle him to medical benefit under the regulations.

(4) Medical benefit is given to the insured person and to his family, where it has been extended to cover family of an insured person.

If an insured person or any member of his family requires medical treatment, then medical benefit is given. It may be given either in the form of outpatient treatment or as inpatient in the hospital. The insured person is entitled to medical benefit during any week in which contributions are payable. The state government also arranges for medical treatment and provides rules for the kind and scale of medical benefit. The corporation may establish and maintain hospitals, dispensaries and surgical services with the approval of the state government, for the benefit of insured persons and their families. The corporation may undertake responsibility of providing medical benefit to insured persons in consultation with the state government.

Funeral Benefit

Besides benefits indicated earlier, ESI scheme provides for funeral expenses also under certain circumstances. Section 46 (f) provides that payment to the eldest surviving member of the family of an insured person who has died, towards the expenditure on the funeral of the deceased insured person, or, where the insured person did not have a family or was not living with his family at the time of his death, to the person who actually incurred expenditure on the funeral of the deceased insured person to be known as funeral expenses shall be one thousand rupees.

For the application of section 46 (f), the following conditions must be fulfilled-

(1) The insured person must have died;

(2) The claimant must have incurred expenditure on the funeral of the deceased insured person;

(3) The claim for such payment shall be made within three months of the death of the insured person.

However, the period may be extended by the corporation or any officer or authority authorized by it in this behalf. The rules regarding funeral expenses have been substituted with effect from 15-6-1991; which provide in respect of issue of death certificate, submission of claims for funeral expenses, etc.,

Other Benefits

Besides the above, other benefits being provided to the beneficiaries are confinement expenses, funeral expenses, unemployment allowance and skill up gradation training under RGSKY, vocational rehabilitation facilities for permanently disabled persons, aids to insured persons and his family members etc., and role in providing a complete social security to a major work force.

Research Design

This Research Design is used to find out that, the ESI Act 1948 is being implemented in the hotel in Ramdaspeth Area of Nagpur city.

Method is the way of doing something. Methodology is the science or study of particular subject. The method a researcher follows in persuing a Research Methodology. Dickinson McGraw and George Watson define methodology as “the procedure by which researcher goes about their work of describing, explaining and predicting phenomena”.

Nature of Study

The present study is aimed to analyze the socio-legal problem which is arising due to non-implementation of ESI Act 1948. The researcher has tried to analyze the benefits of the insured employee under the Act. The study is Exploratory and base on Analytical, descriptive in nature and based upon Empirical Method.

Universe – Universe of the study is concerned with in around Ramdaspeth area of Nagpur city, where the researcher will carry out the study. The main purpose of the study is to find out whether Hotel Industries is implementing the ESI Act 1948 and whether the employees working in Hotel are getting social benefits under the provision of the said Act.

Population – The term population generally to the total of items or units about which the information is gathered. The population of the present study is the employees of the Hotel and the Owners, Directors, General Manager of the Hotel which is located in Ramdaspeth area of Nagpur city. The data has been collected through personal Interview and with the help of Questionnaire.

Sample Selection and Sample Size – To carry out the research the sample is selected from the Ramdaspeth area of Nagpur city by using Random Sampling Method. The hotels were divided into star and non- star hotels of Ramdaspeth area of Nagpur City.
The size of the sample was restricted to 30 samples from Hotels in Ramdaspeth area of Nagpur City.

Method of Data Collection
The tools and techniques used for collection of data will be divided under the following heads –
1. Primary data collection – primary data was collected thru general and individual survey which will be collected with the help of questionnaire as a tool for data collection.
2. Secondary data collection – consist of information gathered by referring books, journals, articles & websites. Other references from newspaper, magazines, were also collected. The data collected is then interpreted. Data is collected by random purposive sampling.
After the analysis the data will be summarized and concluded in this chapter.

Statistical Analysis of Data
The data collected was coded and tabulated on coding sheets and suitable statistical analysis was used to draw the inferences, Bar diagrams and pie diagrams will be taken into account for suitable representation of the findings.

Major Finding, Conclusion and Suggestion
Major Findings

- It has been found that an overwhelming majority of respondents belong to males in Hotel Industry, which were a considerable issue to discuss about.
- A positive indication was revealed about training of the workers, because employees in majority were trained.
- The survey shows that various social security legislation have vital impact on workers as majority employees opined about it.
- During research it was revealed that 100% respondent had knowledge of ESIC but when interviewed they did not know much in detail about the provisions of the Act.
- Hotels deducted ESI contribution from 70% of respondents whereas 30% did not take benefit as their salary was above limitation of the Act.
- Through the research study it is also revealed that 70% respondents are taking benefit of ESIC Act whereas 30% are not benefitting through this act. More training need to be imparted to respondents regarding benefits of ESI Act in Hotels.
- No doubt, the ESIC Act has been implemented in a star hotels but awareness levels of employees especially about some provisions i.e. maternity benefit, disablement, and dependent benefits, and funeral benefits was low.
- The ESIC Hospital/dispensaries are established to facilitate the workers during illness. It has been observed that most of the employees around 46 % were getting the medicine occasionally.
- Most of 40% employees sometimes don't go to ESIC Dispensary due to lack of facilities and procedural lapse.
- IN spite of the deductions from salary it is revealed that the hotels are not providing compensatory amount to the family members of respondent. As per ESI Act every member of the respondent family is entitled for the compensatory benefit during illness.

Conclusion

ESIC has played a significant role in providing social security to the millions of employees/workers in the organised sector. It is the social security organisation in the country which provides Insurance coverage for exigencies related to health, maternity, disablement, death and employment. The Corporation that extends complete social security cover to workers and their family members. The Government should gain the confidence of the working class of hotel Industry to protect them from uncertain Contingencies, so that they can happily contribute towards social security Schemes.

The purpose of the study was to compare the determinants of respondents receiving employee benefits from their Employer with a focus on the Hospitality Industry.

Suggestions

During the study a number of problem and challenges were found before relating to social security legislation. An attempt has been made to suggest measures for improving social security in Hotels of Ramdaspeth area of Nagpur City.

- Awareness Generation- majority of employees were not fully aware of the special provisions of the various social security act. Without full awareness, it will be difficult to provide full benefits. Therefore appropriate actions required to generate awareness.
- Strategic Objective – To enhance knowledge and awareness amongst the employees about the several provisions and benefits of social security legislation,

Action to be taken by the Government

1. Generate awareness among workers through seminars, workshops, press media and electronic media.
2. Appoint special officers having full knowledge of social security and Labour welfare acts to visits the Factory.
3. Arrange special lectures on various provisions for Hotel staff to know their benefits.
4. Help employees by providing education at free time on ESIC and its provisions.
5. Establish regional board and Local committee in Hotel Industry sector to provide knowledge about ESIC act and requisite provisions of the Act,

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2. Articles 38, 39, 41, 42, 47 of the constitution of India.
3. Report of the national commission on labour (1969), p.162.
4. Medical care, old age benefit, unemployment benefit, family benefit, sickness benefit, invalidity benefit, maternity benefit, survivors benefit and employment injury benefit.
5. Social security (minimum standards) convention (No: 102) adopted by ILO in 1952.
6. Report of the national commission on labour, 1969.
7. Supra. P.p.162-163
8. Article 38: the state shall strive to promote the welfare of the people by securing and protecting as effectively as it may, a social order in which justice, social, economic and political shall inform all the institutions of the national life.
9. Article 38(2): the state shall in particular, strive to minimise the inequalities in income facilities and opportunities, not only amongst individuals but also amongst groups of people residing in different areas or engaged in different avocations

10. Article 39: a) that the citizens, men and women equally, have the right to an adequate means of livelihood.
b) That the ownership and control of the material resources of the community also distributed as best to sub serve the common good.
c) That the operation of the economic system does not result in the concentration of wealth and means of production in the common detriment.
d) That there is equal pay for equal work for both men and women.
e) That the health and strength of workers, men and women, and tender age of children are not forced by economic necessity to enter avocations unsuited to their age or strength.
f) That childhood and youth are protected against exploitation and against moral and material
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