

## CHAPTER VIII

### WELFARE OF THE CANTEN EMPLOYEES

#### 8.1 Welfare Councils

Canteen Employees Welfare Councils will be constituted in all the main cities. The Delhi Canteen Employees Welfare Council (DCEWC) will be headed by the Chief Welfare Officer, DP&T. The Director of Canteens will be its Honorary Secretary. Six members will be democratically elected, giving representation to all categories of canteen employees as per the distribution of membership given below:—

- (1) Sweepers/Wash Boys . . . . . —One member
- (2) Bearers . . . . . —One member
- (3) Tea/Coffee makers . . . . . —One member
- (4) Cooks/Halwais . . . . . —One member
- (5) Clerks Salesmen, Cashiers,  
Store-keepers/Accountants . . . . . —One member
- (6) Asst Managers, Managers, De-  
puty General Managers, Gene-  
ral Managers . . . . . — One member

If the names of the any of the elected members out of above six categories of employees by holding a proper election are not intimated to the Chairman of the council within a period of 60 days from the date of the notice to this effect, the members against these constituencies will be nominated by the Chairman out of the concerned categories of the employees at his discretion, so as not to delay the formation of the council. Four to six members will be nominated by the Chairman as official side members out of the staff employed in Departments/Offices of that city or the Managerial staff of the local Departmental Canteens. The tenure of the Council will be renewed every three years, unless dissolved or changed earlier by the Chairman. Meetings will be held once in a quarter or earlier if necessary. The main function of this Council will be to attend to and progress all welfare matters in general (other than individual cases) with respect to the employees of the Departmental/Cooperative Canteens and tiffin rooms. Welfare Councils on similar lines will be set up in all the other major cities under the Chairmanship of the Chairman Central Government Employees Welfare Coordination Committees of those cities.

#### 8.2 Grievance machinery (for individual cases)

Grievance is anything which irritates a worker on a working condition which is not to his

liking, which must be taken up and settled immediately. A model grievance settlement procedure is given below, which may be sufficiently made clear to all concerned, provided that the grievance is connected with or arising out of the work of the aggrieved person.

#### Grievance procedure:

*Stage I.*—If an employee of a canteen has grievance, he should take it up with the Manager concerned, as soon as possible. The Manager will settle the grievance normally and satisfy the individual within two working days (Most of the grievances should be settled at this stage).

*Stage II.*—If reply given by the Manager do not satisfy the aggrieved employee or he do not receive any reply from the Manager within four working days, he may submit his grievance to the Honorary Secretary of the Managing Committee. The Honorary Secretary will deal with the grievance and reply within another four working days.

*Stage III.*—If the employee still feels that his grievance has not been dealt with satisfactorily he may place his grievance within four working days, before the Chairman, Managing Committee for decision.

*Important Note.*—If a canteen employee has submitted a grievance through the proper channel, while the grievance will be dealt with by the concerned officers, in the mean time the aggrieved person must comply with the existing orders and continue to perform his work without any interruption.

#### 8.3 Trade Unions/Service Associations

Since the employment of the canteen employees is connected with the affairs of the Union labour laws do not apply to these employees, such Trade Union activity is not permissible in the departmental canteens. The canteen employees may, however, form Service Association comprising of the office bearers from within the employees of the departmental/cooperative canteens provided that prior permission to form such Associations is granted by the Managing