

# Chapter 8

---

## **Beneficiary Survey and Joint Physical Verification**

---



## CHAPTER

# Beneficiary Survey and Joint Physical Verification

### 8.1 Beneficiary Survey

The Beneficiary Survey was conducted to evaluate the performance of the Board in respect of identification and registration of beneficiaries, extending benefits to the BOC workers and grievances of the beneficiaries etc. District-wise details of beneficiaries surveyed, claims disbursed, rejected, and pending are given in **Table-8.1**.

**Table-8.1: Details of the claims rejected, pending and disbursed**

District	Total Beneficiaries surveyed	Claims Disbursed	Claims Rejected	Claims Pending
Hanumakonda	91	58	8	25
Hyderabad	90	47	07	36
Karimnagar	90	62	3	25
Khammam	90	42	29	19
Ranga Reddy	80	52	14	14
<b>Total</b>	<b>441</b>	<b>261</b>	<b>61</b>	<b>119</b>

*Source: Information furnished by the test-checked Offices of the Department of Labour*

Tele survey of 441 beneficiaries conducted (May/June 2023) in test-checked Districts revealed the following:

- In Khammam District, none of the sampled beneficiaries (90) were aware of mechanism available for giving representation for difficulties faced by them during the registration and submitting claims.
- Further, the beneficiaries were not informed about the reasons for rejection of their claims or for keeping them pending, depriving the beneficiaries of the benefit accruing under the Act.

The beneficiaries (441) in five test-checked Districts were neither aware of the awareness programmes organised by the Department nor were they intimated to attend the awareness programmes organised by the Labour Department.

### 8.2 Impact Assessment

#### 8.2.1 Joint Physical Verification of Registered Establishments

The Establishments were jointly inspected (May/June 2023) for conducting survey to assess potential non-registered beneficiaries, verify adherence to prescribed safety and health norms by employer, compliance to objections raised during inspections conducted by the Labour Department, if any, identification of reasons for occurrence of incident/accidents, if any.

Twenty (20) registered Establishments, four each from five test-checked Districts were selected for Joint Physical Verification along with the staff of the Labour Department.

During the Joint Physical Verification, the following issues were noticed:

- None of the Establishments had submitted Form XXV indicating details such as number of workers employed, number of man-days employed, details of accidents, etc.

- Inspections had not been conducted in respect of all the selected Registered Establishments
- The data provided by the Department in respect of the BOCW works did not have details as to whether the work was a completed work or an ongoing work. In view of this, out of 20 Establishments, selected for test-check, the works in respect of 18 Establishments were already completed which in turn defeated the purpose of the Joint Physical Verification.

In respect of two<sup>38</sup> on-going works the following were noticed:

- It was observed that no warning signs were displayed.
- In both the ongoing works, health and safety policy were not framed despite employing more than 49 workers.
- Facilities of health services like regular medical examination, training of first aid to personnel, immunisation for infectious diseases, appointment of qualified medical officer with sufficient staff were not ensured in respect of works at Hanumakonda.

No specific reply was furnished by the department.

## **8.2.2 Joint Physical Verification of Unregistered Establishments**

The Joint Physical Verification along with the officials of the Department was done in respect of 20 unregistered Establishments (four in each test-checked District) to ascertain the details of Cess paid, registration of workers and provision of welfare measures to the workers. Details of status of works selected for Joint Physical Verification are given in **Table-8.2**.

**Table-8.2: Details of Status of works selected in the test-checked Districts**

District	Completed	Progress	Stopped	Yet to be commenced	Total
Hanumakonda	3	0	1	0	4
Hyderabad	2	2	0	0	4
Karimnagar	0	4	0	0	4
Khammam	0	4	0	0	4
Rangareddy	0	2	0	2	4
<b>Total</b>	5	12	1	2	20

**Source:** Information furnished by ULBs/UDA and results of Joint physical verification

- It was observed from the Survey conducted by Audit during Joint Physical Verification that none of the 154<sup>39</sup> workers who were working in on-going works was registered as beneficiary under the Act.
- Out of 12 works in progress, 11 Establishments did not submit the building permission copy, hence Audit could not verify the details of payment of Cess.
- All the unregistered Establishments had not communicated the notice of the commencement and completion of works to the Inspectors. Further the Establishments had also not submitted annual return in Form-XXV.

On an audit enquiry, DCL Hanumakonda replied (January/June 2023) that action would be taken to register above unregistered Establishments and workers whereas DCL Rangareddy replied (June 2023) that as per Ease of Doing Business (EODB) norms, inspections have

<sup>38</sup> Micron Electronics, Rangareddy and Gaja Engineering Private Limited, Hanumakonda

<sup>39</sup> Karimnagar – 41, Rangareddy – 21 and Hanumakonda – 68, Hyderabad – 7 and Khammam - 17

been regulated, only inspections which have been allotted would be done by the concerned Officer. Workers have to register themselves through MeeSeva as most of the workers were aware of the BOCWW Act and benefits.

Reply of the DCL, Rangareddy District is not acceptable as beneficiaries in the Tele survey informed that they were neither aware of the awareness programmes conducted by the Board nor were informed by any other source.

### 8.3 Conclusion

*Tele survey of 441 beneficiaries conducted (May/June 2023) in selected offices of the test-checked Districts revealed that the beneficiaries were neither aware of the awareness programmes organised by the Department nor were intimated to attend the awareness programmes organised by the Labour Department. As noticed from the Survey conducted by Audit during the Joint Physical Verification at work sites of unregistered Establishments, none of the 154 workers working in ongoing works was registered as Beneficiary under the Act.*

### 8.4 Recommendations

- The Department may conduct awareness programmes to inform beneficiaries about the registration process, benefits of the schemes implemented by the Labour Department.
- The Department may also conduct periodical survey to identify and register all eligible workers under BOCW Act.

Hyderabad  
The 04 FEB 2025

  
(P. MADHAVI)  
Principal Accountant General (Audit)  
Telangana

Countersigned

New Delhi  
The 07 FEB 2025

  
(K. SANJAY MURTHY)  
Comptroller and Auditor General of India

