

A
PROJECT REPORT
ON
**“HR ISSUES AND CHALLENGES IN MAHARASHTRA STATE
ELECTRICITY DISTRIBUTION COMPANY LIMITED.”**

FOR
**MAHARASHTRA STATE ELECTRICITY DISTRIBUTION
COMPANY LIMITED,DHULE**

SUBMITTED TO
SAVITRIBAI PHULE PUNE UNIVERSITY
IN PARTIAL FULFILLMENT OF THE REQUIREMENT FOR THE
MASTER OF BUSINESS ADMINISTRATION (MBA)

SUBMITTED BY
MINAL RAJENDRA BHAMARE

UNDER THE GUIDANCE OF
PROF.SARIKA PATIL
DEPARTMENT OF MANAGEMENT STUDIES

SANDIP FOUNDATION'S
SANDIP INSTITUTE OF TECHNOLOGY & RESEARCH CENTRE, NASIK-
422213

2018-19

Department of Management Studies

(Approved by AICTE, New Delhi, Affiliated to Savitribai Phule Pune University, Pune & Recognized by Govt. of Maharashtra)

Ref: SF/SITRC/MBA/PROJ/2018-19/HR/08

Date: 08/08/2018

CERTIFICATE

This is to certify that Mr /Ms Minal Rajendra Bhamare
has completed his / her Summer Internship Project (SIP) entitled
HR Issues and Challenges in MSEDCCL at
MSEDCCL, Dhule satisfactorily
as a partial fulfillment of the requirement of **Master of Business Administration (MBA)**
course of **Savitribai Phule Pune University, Pune** during the academic year 2018-19.



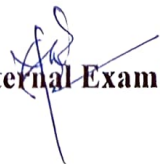
Project Guide



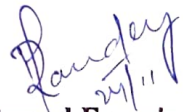
Prof.(Dr) Rakesh S.Patil
Head-MBA



Prof. (Dr) Sanjay T. Gandhe
Principal



Internal Examiner



External Examiner

Academic Tester Program



Teesside University

Teesside University Middlesbrough



ALBA
Graduate
Business School

Business unusual
at The American College of Greece

Collaboration with

ISO 9001:2008
TUV NORD

As ISO 9001:2005 Certified Institute

siliconindia

Ranked 39th among the Top 100 MBA Colleges, 2014
It is also ranked 9th in
Excellence Academic at all India level

THE WEEK

**Topper in North Maharashtra
Region in 2011 - By THE WEEK**



Recipient of 20th National Level "The Best Business School
B-Schools in India" By Siliconindia Dewang Mehta
Education Leadership Award-2012

No 552 = -

29 JUN 2018


TO WHOM IT MAY CONCERN

CERTIFICATE

This is to certify that **Miss.Minal Rajendra Bhamare** a student of MBA , Sandip Foundation Nashik, has successfully completed 45 Days (From 15-May-2018 to 28-June-2018) internship programme at MSEDCL,Dhule.

During the period of her internship programme with us she was found punctual and hardworking.

I wish **Miss.Minal Rajendra Bhamare** a bright future.


Add.Executive Engineer,
M. S. E. D. Co. Ltd.
C.C.O.&MS, Dhule, Dhule.

A
PROJECT REPORT
ON
**“HR ISSUES AND CHALLENGES IN MAHARASHTRA STATE
ELECTRICITY DISTRIBUTION COMPANY LIMITED.”**

FOR
**MAHARASHTRA STATE ELECTRICITY DISTRIBUTION
COMPANY LIMITED,DHULE**

SUBMITTED TO
SAVITRIBAI PHULE PUNE UNIVERSITY
IN PARTIAL FULFILLMENT OF THE REQUIREMENT FOR THE
MASTER OF BUSINESS ADMINISTRATION (MBA)

SUBMITTED BY
MINAL RAJENDRA BHAMARE

UNDER THE GUIDANCE OF
PROF.SARIKA PATIL

DEPARTMENT OF MANAGEMENT STUDIES

SANDIP FOUNDATION'S
SANDIP INSTITUTE OF TECHNOLOGY & RESEARCH CENTRE, NASIK-
422213

2018-19

STUDENT'S DECLARATION

I undersigned hereby declare that, the project entitled, **“HR Issues and Challenges in Maharashtra State Electricity Distribution Company Limited ”** is executed as per the course requirement of two year full time MBA program of Savitribai Phule Pune University. This report has not been submitted by me or any other person to any other University or Institution for a degree or diploma course. This is my own and original work.

Place:

Date:

Minal Rajendra Bhamare

ACKNOWLEDGEMENT

Apart from the efforts of me , the success of any project depends largely on the encouragement and guidelines of many others . I take this opportunity to express my gratitude to the people who have been instrumental in the successful completion of this project.

I am highly indebted to Principle Dr.S.T.Gandhe Sir(Sandip Foundation,SITRC,Nashik) and Head of the Department Dr.Rajesh Patil Sir for providing necessary facilities for completion of this project.

I express my warm thanks to my internal guide Prof.Sarika Patil madam (Sandip Insitute of Technology and Research Center,Nashik) for their aspiring guidance and support.

I would also like to thank my external project guide Mr.Fulpagare Sir(U.D.C.HR,MSEDCL Dhule) for their kind co-operation.

Minal Rajendra Bhamare

CONTENT

Chapter No	TITLE	Page No
	COLLEGE CERTIFICATE	
	COMPANY CERTIFICATE	
	STUDENT'S DECLARATION	
	ACKNOWLEDGEMENT	
I	Executive Summary	
II	Objective of Study	1-2
III	Company Profile	3-7
IV	Theoretical Background	8-17
V	Research Methodology	18-20
VI	Data analysis and Interpretations	21-34
VII	Findings	35-36
VIII	Suggestions/Recommendations	37-38
IX	Conclusions	39-40
	REFERENCES	41
	APPENDIX	42-44

LIST OF GRAPHS

Sr.No	Graph No	Title of Graph	Page No.
1	6.1	Health and Safety	22
2	6.2	Accidents	23
3	6.3	Skills	24
4	6.4	Productivity	25
5	6.5	Dissatisfaction among employees	26
6	6.6	Work life balance	27
7	6.7	Employee Grievance	28
8	6.8	Conflict	29
9	6.9	Other Challenges	30
10	6.10	Health and safety	31
11	6.11	Action for skill improvement	32
12	6.12	Productivity	33
13	6.13	Strategies for work_life balance	34

LIST OF TABLE

Sr.No	Table No	Title of Table	Page No.
1	6.1	Health and Safety	22
2	6.2	Accidents	23
3	6.3	Skills	24
4	6.4	Productivity	25
5	6.5	Dissatisfaction among employees	26
6	6.6	Work life balance	27
7	6.7	Employee Grievance	28
8	6.8	Conflict	29
9	6.9	Other Challenges	30
10	6.10	Health and safety	31
11	6.11	Action for skill improvement	32
12	6.12	Productivity	33
13	6.13	Strategies for work_life balance	34

CHAPTER-I
EXECUTIVE SUMMARY

Introduction of the Project :- “Human resource management (HRM) is adopted by many companies because of its benefits. But at the same time, various challenges and issues may emerge in front of managers of human resource department while performing their duties. Any capable HR manager would work on these issues and challenges to prevent the organizational activities from being obstructed. But they must first identify these issues. Such issues and challenges are described in this project.”

Project Title :-“ HR Issues and Challenges in Maharashtra State Electricity Distribution Company Limited”

Location :-Dhule

Duration of the Project :-45 Days.

CHAPTER-II

OBJECTIVES

OBJECTIVES

- To study various HR challenges.
- To know the various HR challenges faced by organization and employees.
- To analyse various factor of challenges which faced by organization and employees.
- To study how to overcome issues faced by the organization and employees

CHAPTER-III

COMPANY PROFILE

COMPANY PROFILE

Name of Company:-“Maharashtra State Electricity Distribution Company Ltd”

Mission :-“We , as a professional company , rededicate ourselves to accept all challenges to serve our consumers by supplying reliable and quality power at reasonable and competitive tariffs so as to boost agricultural , industrial sector and overall economic development of Maharashtra.

We , commit to Honesty , Integrity and Transparency in our all actions to achieve higher standards of consumer satisfaction .

We , aim at achieving technological excellence and financial turnaround for the overall benefit of the consumers .

We shall be a learning organization focusing on continuous improvement .”

Logo :-



Maharashtra State Electricity Distribution Company – controlled by Government of Maharashtra, is a public sector undertaking (PSU) and second largest Electricity Distribution Company after State Grid Corporation of China which distributes electricity to all regions of the state.

The company's predecessor was the Bombay Electricity Board which was formed on November 6, 1954 and operated up to March 31, 1957 when it was renamed to Bombay State Electricity Board which operated until June 19, 1960. In accordance with Electricity Act 2003 of Government of India ((Maharashtra State Govt.vide G.R.No. ELA-1003/P.K.8588/Bhag-2/Urja-5 Dated 24-01-2005)), the Maharashtra State Electricity Board was restructured into 4 companies w.e.f. 6 June 2005. These companies were registered with Company Registrar, Mumbai on 31 May 2005 as follows:

MSEB Holding Company Limited.

- Mahanirmiti or Mahagenco (Maharashtra State Power Generation Company Limited (MSPGCL)).
- Mahaparesan or Mahatransco (Maharashtra State Electricity Transmission Company Limited (MSETCL)).
- Mahavitaranor Mahadiscom (Maharashtra State Electricity Distribution Company Limited (MSEDCL)).

Of these, MahaDiscom is responsible for distribution of electricity throughout the state by buying power from either MahaGenco, Captive Power Plants or from other State Electricity Boards and Private sector power generation companies. The 'MSEB Holding Company' was created to hold all the stakes in these three companies.

MSEDCL has a workforce of about 66,521 employees. This force is the real asset of the company . The welfare and well being of this asset has been given top priority by the company. As such it has enhanced the scope of training facilities to a great extent. In addition to the existing 4 training centers, MSEDCL has recently established well equipped 25 training centers at Circle offices which impart necessary training to line staff. Every year about 20000 employees are put through refresher/professional/HR trainings. Safety is given special importance and safety training is imparted to line staff on regular basis.

In terms of infrastructure, MSEDCL operates a vast far flung network comprising 33 kV, 22 kV & 11 kV transmission lines, Sub-stations and Distribution Transformers spread over 3.08 lakh km² geographical area of Maharashtra covering 41,095 villages and 457 towns. It has 2680 sub-stations & Switching Stations with 49,000 MVA of transformation capacity, 10,334 HV feeders, and several thousand circuit km of HT and LT lines.

Achievements

- Honored with The National Energy Conservation Award 2014 organized by the Central Power Ministry for its contribution in the field of energy conservation.
- Taking a note of the remarkable work done by Mahavitaran in the power sector, the Central Ministry of Power recognized it with the A ranking.
- Won the 6th Indian Power Award 2013 by the Council of Power Utility, Delhi for the various works done by the Company.
- With the help of the R – APDRP Scheme, Mahavitaran took various measures to effectively reduce the distribution losses and to give excellent service to its consumers by using sophisticated technologies.
- With the help of Information Technology, Mahavitaran incorporated innovative ideas in administration. Taking a note of this work, the Maharashtra Government recognized Mahavitaran with the bronze medal for the year 2012 – 2013.
- Recognized with the Iconic Insight Award orchestrated by the International Data Corporation for best IT based Consumer Services by Mahavitaran
- The Institution of Engineers also felicitated the Testing division of Nagpur and Aurangabad for the remarkable performance of the Quality and Control department.

- Bestowed with the Best Employer of the year and Best Organization and Staff Development by the World HRD Congress 2014.
- Conferred with the Asia Pacific HRM Award 2014.
- Won the second place Power Excellence Award – 2013 by the Kolkata Chamber of Commerce.
- Won the Golden Leap Vault Award organized by the Institute of Social Science.

CHAPTER IV
THEORETICAL BACKGROUND

THEORETICAL BACKGROUND

Human Resource :-

- Human resources is used to describe both the people who work for a company or organization and the department responsible for managing resources related to employees.
- “Human resource are a whole consisting of inter-related , inter-dependent ,and interacting physiological , psychological, sociological and ethical components .”
- Human resource involves both strategic and comprehensive approaches to managing people, as well as workplace culture and environment.
- The role of human resources professionals is to ensure that a company’s most important asset—its human capital—is being nurtured and supported through the creation and management of programs, policies, and procedures, and by fostering a positive work environment through effective employee-employer relations.
- A human resources department is an essential, if not critical, component of any business regardless of the organization's size. It is primarily focused on maximizing employee productivity and protecting the company from any issues that may arise from the workforce. HR responsibilities include compensation and benefits, recruitment, firing and keeping up to date with any laws that may affect the company and its employees.
- HR departments are expected to perform human resource management (HRM) strategies. HRM is a strategic and comprehensive approach to managing employees and the organizational culture and environment. It focuses on the management and general direction of the people who work in an organization.

Human Resource Management in Maharashtra State Electricity Distribution Company Ltd.

- The Human Resources of an organization represent one of its largest investments. The term human resources at the macro level indicate the sum of all the components (like skill, creative ability) possessed by all the people.
- Human resources at the organizational level include all the component resources of all employees from rank and file to top level management. So, it includes the resource, of all people who contribute their services to the attainment of organizational goals. Human resources play a crucial role in the development process of the present economy.
- It is often felt that though the exploitation of natural resources, availability of physical and financial resources and international aid play prominent roles in the growth of modern economies, none of these factors is more significant than efficient and committed manpower.
- The human resources of an organization consist of all people who perform its activities. Human resource management is concerned with the personnel policies and managerial practices and systems that influence the workforce. In broader terms, all decisions that affect the workforce of the organization concern the HRM function.

HUMAN RESOURCE ISSUES AND CHALLENGES

Health and safety:-

Health and safety is the major challenge for MSEDCL. This include health and safety of employees.

- Health and safety challenge arise when employees are not uses protective equipment like rubber goods such as gloves ,sleeves ,blankets etc.
- Personal conduct through consuming liquor ,drug ,smoking or any sort of intoxication while on job causes accidents.
- Unsafe act which may cause accident include operating without authority or warning , such as closing switches without authority ,operating or working unsafe such as driving too fast ,throwing away material or tools to another worker, jumping from a vehicle or platform .

Health and safety is very important aspect of MSEDCL life. The top management in MSEDCL understand the important of safety and is committed for implementing safety measures . The management has initiated necessary steps for health and safety awareness .

Safety Initiatives

In order to implement the safety measures, at, various levels, Safety Officers were nominated who are responsible for safety awareness, training etc.

SN	Organization	Authority	Roles & Responsibility
1	Corporate Office	Chief Engineer (TRD)	<ul style="list-style-type: none">• Safety Policy,• Safety Training,• Safety Audit,• Analysis of accidents
2	Zone Office	Executive Engineer (Admin)	<ul style="list-style-type: none">• Safety Training,• Safety Audit,• Periodic Inspection and procurement of Safety Equipments
3	Circle Office	Executive Engineer (Admin)	
4	Division Office	Additional Executive Engineer (Admin)	
5	Sub-Division level	Assistant Engineer (Quality Control)	

Lack Of Skills :

The skills required in the employment of public sector is advancing but the graduates of the technical colleges & universities are groomed according to the latest requirements. Therefore most of the employees lack the standard required skills to perform their duties and it becomes a big challenge for HRM to properly train these new & old employees to become an efficient & effective workers.

HR- Training Research And Development

The HRD/Training needs of Technical, Non-Technical and Supporting Staff should be addressed keeping in view the National Training Policy for the Power Sector. As per the training policy of Ministry of Power, Government of India, it is expected that all the existing employees working in the Distribution Utilities should undergo minimum 7 days of training every year. Human Development Programs and Training to improve and update employee skills to enable to work efficiently under commercially oriented work environment is being provided. To do the full justice to our mandate of providing quality of supply to our consumers, MSEDCL planned development of exceptional leadership and mentoring professional skills among our work force. Therefore, as MSEDCL embark upon fresh challenges, it is imperative to take a look at changing aspiration matrices of individuals and Company and impart fresh perspective to the concept of training. Therefore MSEDCL training focus will be on Development of Professional Competencies, Commercial acumen, team building, changing attitude, developing work culture and enhancing safety standards . The training policy has been framed and being implemented with effect from 1st January 2010. The training is planned for all levels of employees keeping in view their training needs) O&M Training to all existing employees engaged in O&M of Distribution System as per statutory requirements under the Gazette Notification of September 2010 issued by CEA ranging from 4 Weeks to 30 Weeks.

ii) Induction level training for new recruits for 6weeks (Technical & Non-Technical) is considered must in the MSEDCL.

iii) Refresher/Advanced training of 5 Days to 15 days in a year to all existing personnel of varying degrees in various specializations in line with National Training Policy for Power Sector.

iv) Middle Level management/Junior level/Staff level trainings.

v) Management training of 5 Days in a year to the senior

Engineers /Managers in India/Abroad inline with National Training Policy for Power Sector

Productivity:- Productivity is defined as the measure of the value that an employee can add to the final product or service of the organization. The increased output per employee is reflected as increased productivity. Ability & motivation are two important factors that affect the employee productivity. The ability of the employee can be improved by the hiring & replacement along with the proper training & career development. On the other high quality of work life serves as accelerator to the motivational factor of the employees.

- MSEDCL introduced the concept of annual performance reports based on improvements in area specific Aggregate Technical & Commercial (AT&C) losses and collection efficiency for its employees. Such an initiative has led to involvement of employees in the reform process. Company also conducts management classes for its staff and sends them for training courses, besides sharing best practices with employees.
- Channel of promotion is available for vertical growth of every individual employee depending on his performance and available of post. Promotions are carried out in impartial manner strictly as per Recruitment Regulations & Service Regulations. Departmental Promotion Plan displayed before 01 September of every year.
- Increment/s on acquiring additional professional / academic qualification while in service

Dissatisfaction Among Employee:-

Factors Leading To Dissatisfaction Among Employees

Workload:

MSEDCL is operating in a service sector and so as a whole it looks like that it is a labour intensive Company. More than 70 percentage of work force are Technicians who possess qualifications equivalent to ITI pass out. Also when work nature can be classified into two types of work viz. field work and office work, the nature of work load for employees working in field is 24x7 in practice. Also it involves larger interaction with all stakeholders of the Company. As on date, in practice the nature of work of field employees is more customer-centered and commercial in nature than technical. The workload is affected by socio-economic-environmental changes. Work load also varies as per geographical diversity and climatic conditions of the State of Maharashtra. (Employees working in Konkan Region and Vidrbha Region) Also paying capacity of consumers, consumer mix and use of power varies widely throughout the State. In such scenario the performance levels are expected to be same. Further for employees working in offices are having very different work nature and having specific time frame.

Uneven distribution of work at same level

In MSEDCL generally people enter at two stages one is Technical cadre and other is Non-Technical Cadre. They are trained on same platform during their probation but when they work as a confirmed officer they have to deal with different kind of assignments and sometime it happens that same set of officers have to deal with tough assignments always. So HR should take care of all these issues and should actively practice Job Rotation theory to encourage all staff and to ensure that distribution of work is proper.

Changes in employee values:

In present scenario new work force has led to introduction of new values, new ideas more expectation from the employer and when these are not perceived by the organization in right perspective it leads to dissatisfaction and affects commitment of the employees (Say 5 day working, flexible working hours)

Lack of Enabler Training System:

Although MSEDCL is providing training to its employees which employees find very useful. But on a larger scale it has been found that individual focus should be given which can make them more efficient and productive. On the job training is the general trend followed by of MSEDCL but it has no value when your job is actually not properly defined and then it becomes a mess.

Work Life Balance:-

Work–life balance is the term used to describe the balance that an individual needs between time allocated for work and other aspects of life.

By working in an organization, employees identify, to some extent, with the organization, as part of a collective group. Organizational values, norms and interests become incorporated in the self-concept as employees increase their identification with the organization. However, employees also identify with their outside roles, or their "true self" .Examples of these could include: parental/caretaker roles, identifications with certain groups , religious affiliations , align with certain values and morals, mass media etc.

Employee Welfare schemes:

Various employee welfare schemes are adopted by MSEDCL to value the services rendered by an individual employee. Few of them are mentioned as under

oEmployee Welfare Trust Fund (Employee Welfare Scheme): Under this scheme the dependent of the employee can get medical aid Staff Welfare Employee Trust up to Rs. 20,000/- and through company Rs. 10,000/- for 39 various diseases which are keep on updating from time to time.

oProviding Alternate Employment : In case an Employee met with an Accident and not able to perform duties assigned to his post is provided with an alternate employment and his services are continued.

oMonthly Monetary Benefit : The Monthly Monetary Benefit is paid at Rs. 3000/- p.m.to the dependants of deceased employee.(For further information refer to the Circular No. LIR / MMB/ 21993 Dt. 12th July 2010.)

oEmployment of the son/daughter of the deceased employee (C.S.28 cases): This scheme covers cases of the dependants of the MSEDCL's employee, who were working on regular basis and who expired while in service or retired prematurely on medical ground. The scheme will also cover the cases of the dependants of the MSEDCL temporary employee who on due selection by the competent selection panel have put in 3 or more years service against temporary / regular post and who expired while in service or retired prematurely on medical grounds.

oGroup Accident Insurance Scheme : MSEDCL has tied up with the United Indian Insurance Company for Group Accident Insurance Scheme (GAIS) for its Employees. Under this scheme all the employees are covered for amount of Rs.2,00,000/-.The premium for the above scheme is completely borne by the MSEDCL only. The compensation amount is depends upon the extent of damage to the employee.

oScholarship Scheme for children : The Scholarship up to the degree course is Rs.200/-and up to the post graduate course level Rs. 400/-.

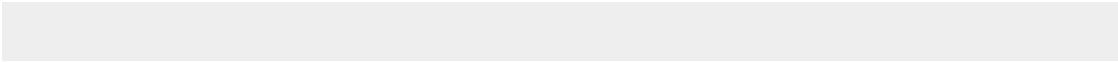
oMedical Benefits: Employees are eligible for free Medical Aid. The list of the recognized Institution hospitals / nursing homes is published from time to time.

oMedical Camp : A medical camp is arranged by Chief Engineer of Each Zone to carry out the free health check up of employee at each Zonal / Circle level.

oMediclaim Policy : As a part of wage revision agreement for 2013-2018 Group Mediclaim Insurance Policy has been introduced by MSEDCL in Dec 2014 for employee and his 5 dependent family members.

EMPLOYEE GRIEVANCE:-

Employee grievance refers to the dissatisfaction of an employee with what he expects from the company and its management. A company or employer is expected to provide an employee with a safe working environment, realistic job preview, adequate compensation, respect etc. However, employee grievance is caused when there is a gap between what the employee expects and what he receives from the employer.



CHAPTER V
RESEARCH METHODOLOGY

RESEARCH METHODOLOGY

1.RESEARCH METHODOLOGY:

Research refer to a search for knowledge it is also define as scientific and systematic search for pertained information on specific topic.

A **research method** is a systematic plan for conducting research. Sociologists draw on a variety of both **qualitative** and **quantitative** research methods, including experiments, survey research, participant observation, and secondary data.

Making deduction and reaching conclusion and at last carefully testing conclusions to determine whether they are fit to the formulated hypothesis.

- Research Methodology is the systematic and objective search for an analysis of information relevant to the identification and solution of any problem in the field of business.

Research methodology considers logic behind the research methods , so it is necessary for a researcher like us to design methodology for our problem.

2.TYPES OF DATA COLLECTION:

2.1 Primary Data:First-hand information was received from the employees through questionnaires and personal interviews .

Type-Personal

2.2 Secondary Data:The data from internet , official website , various journals and magazines was collected to get a better insight in the company

3.METHODS OF DATA COLLECTION:

The study necessities collection of both primary and secondary data questionnaire were designed and interviews were conducted in order to collect primary and secondary data.

4.SAMPLING TECHMIQUE:

The sample size selected for the interviews was thirty of the employees in the organization .

Sample Size:for analysis the sample size is 30 .

5.DESIGNING OF THE QUESTIONNAIRE:

A questionnaire divided into two parts .Section first is for employee and section two is for organization .

6.INTERVIEW:

Interview of the HR and employees were conducted by asking open ended questions with the help of questionnaire designed to study the HR Issues and Challenges.

CHAPTER VI
DATA ANALYSIS AND
INTERPRETATION

DATA ANALYSIS AND INTERPRETATION

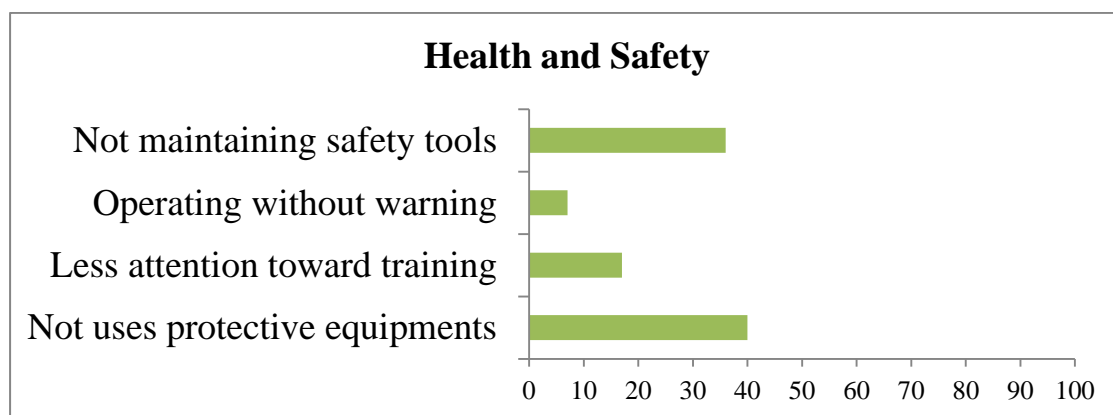
Section-I

1)When health and safety challenges arises?

Table:6.1

Sr.No	Parameters	Response	Percentage
1	Not uses protective equipments	12	40%
2	Less attention toward training	5	17%
3	Operating without warning	2	7%
4	Not maintaining safety tools	11	36%

Bar chart:6.1



Interpretation:

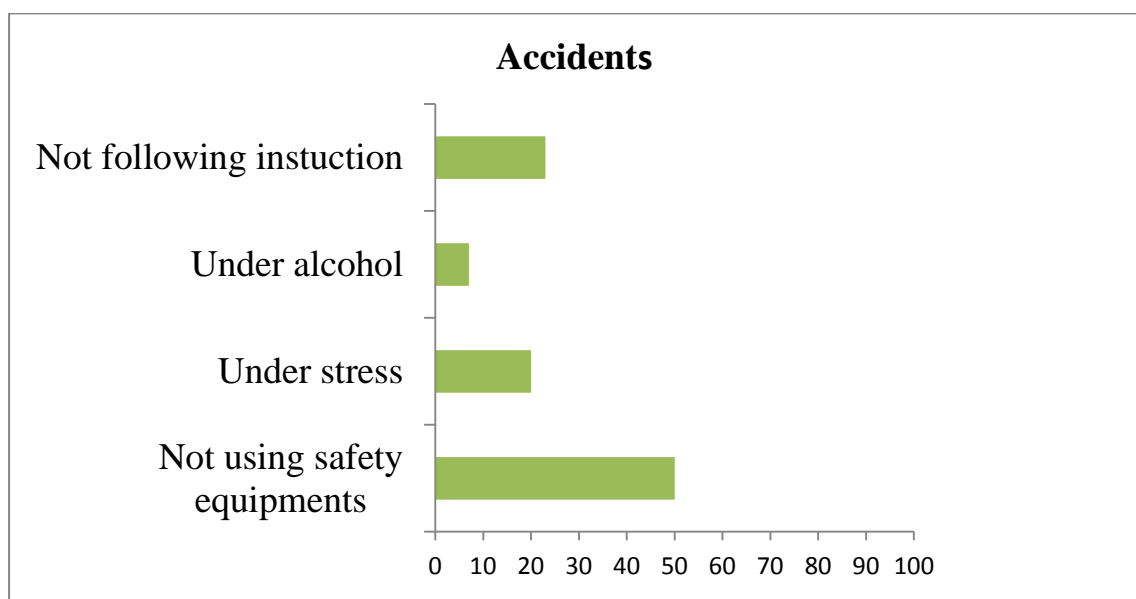
Health and safety is the crucial challenge in MSEDCL and it occurs because sometimes employees are not give proper attention towards their health and safety . When employee not uses protective equipments they face major challenges regarding health and safety. Safety tool must be kept clean and carefully preserved .Unsafe act which may cause accident include operating without warning such as closing switch without authority .

2)What are the causes of accidents?

Table:6.2

Sr.No	Parameters	Response	Percentage
1	Not using safety equipments	15	50%
2	Under stress	6	20%
3	Under alcohol	2	7%
4	Not following instruction	7	23%

Bar Chart 6.2



Interpretation:

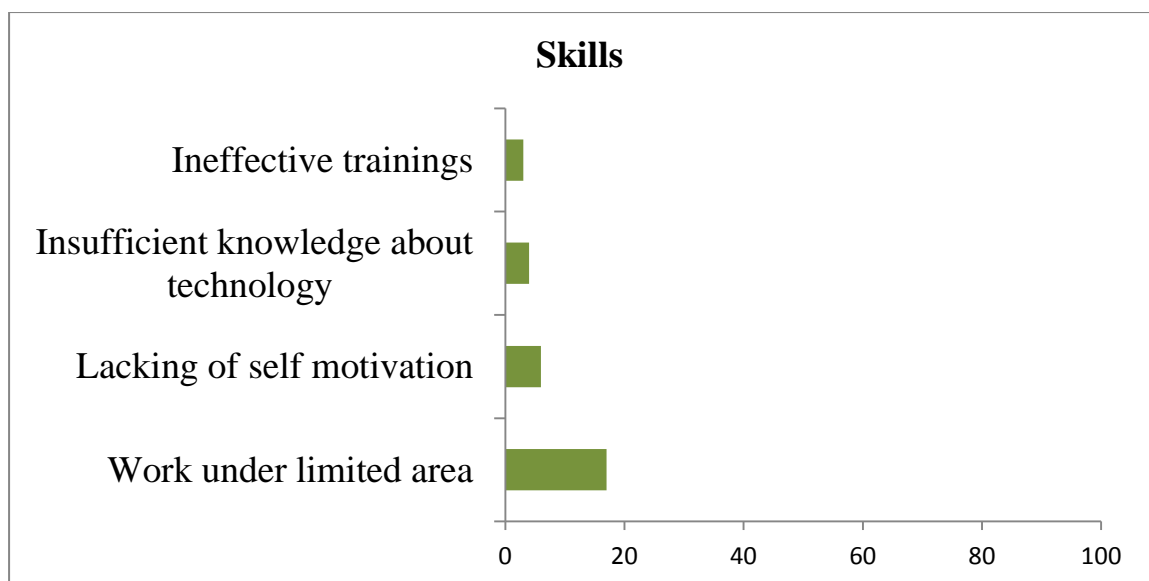
MSEDCL have more than 28,500 technical workers which provide technical services . Accident is the result of unsafe condition or unsafe act. Accidents are happen at the time of duty due to various reasons like employee under alcohol , under stress Employees who drink heavily or dependent on alcohol are causes of accident and can undermine a workforce's overall health and productivity.

3) What are the issues behind less improvement in skill of employees?

Table:6.3

Sr.No	Parameters	Response	Percentage
1	Work under limited area	17	57%
2	Lacking of self motivation	6	20%
3	Insufficient knowledge about technology	4	13%
4	Ineffective trainings	3	10%

Bar chart:6.3



Interpretation:

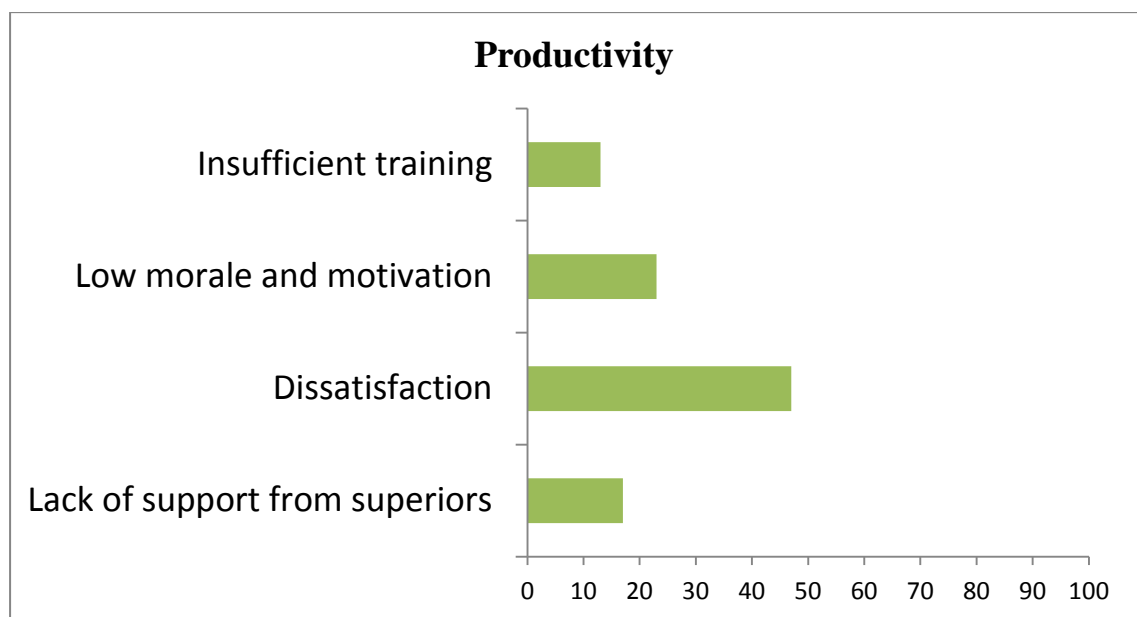
Some employee said that Although MSEDCL is providing training to its them which they find very useful but individual focus should be given which can make them more efficient.

4)What are the issues in decreasing productivity ?

Table:6.4

Sr.No	Parameters	Response	Percentage
1	Lack of support from superiors	5	17%
2	Dissatisfaction	14	47%
3	Low morale and motivation	7	23%
4	Insufficient training	4	13%

Bar chart:6.4



Interpretation:

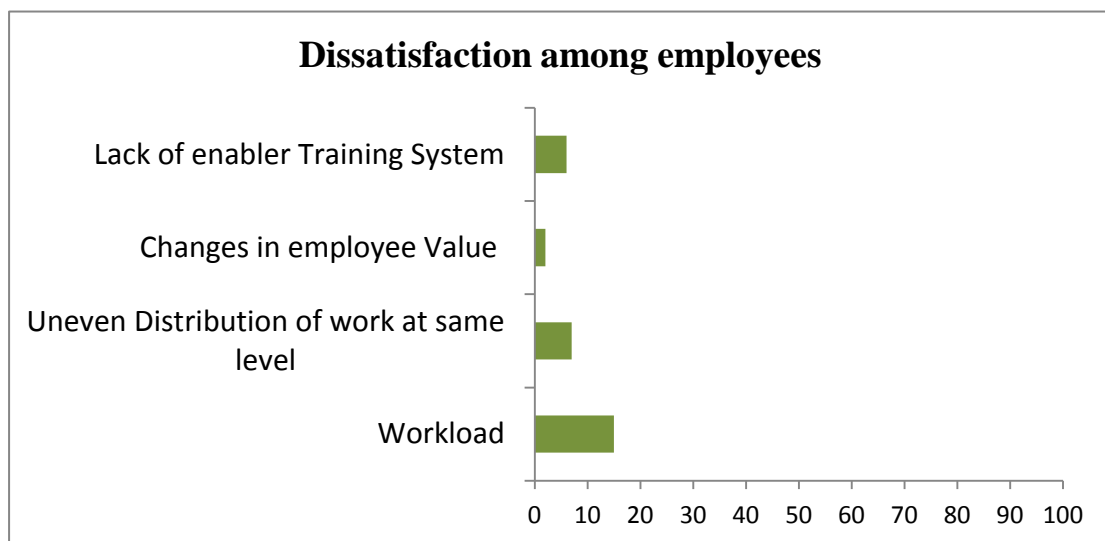
Productivity is the major challenge for employee and organization and there can lot many things which result in low productivity . Different work nature , distribution of work ,more expectation from employees reflect in dissatisfaction of employees . Some employee said that lack of motivation from top management reflect in low productivity.

5)What are the major factor which lead to dissatisfaction among employee?

Table:6.5

Sr.No	Employees Dissatisfaction	Response	Percentage
1	Workload	15	50%
2	Uneven Distribution of work at same level	7	24%
3	Changes in employee Value	2	6%
4	Lack of enabler Training System	6	20%

Bar Chart:6.5



Interpretation:

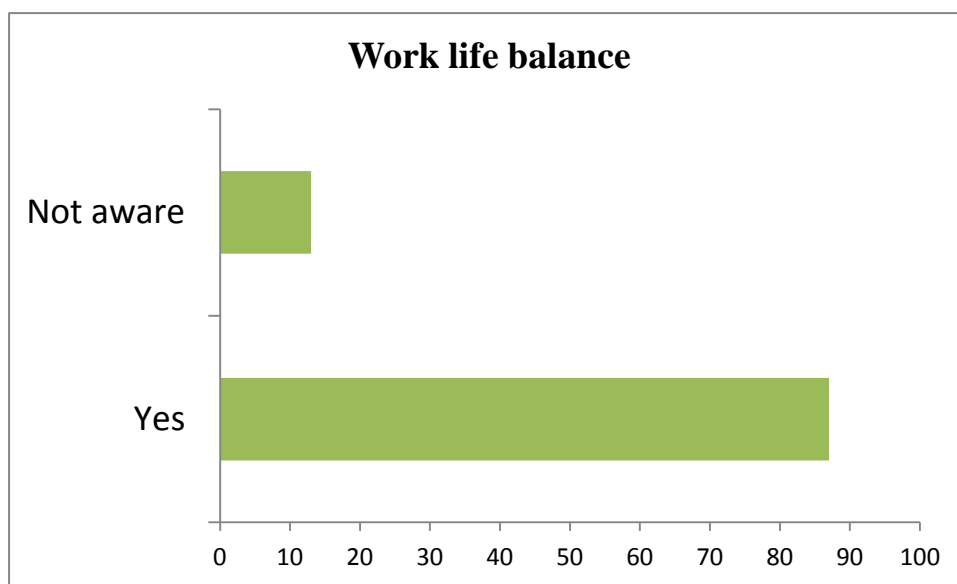
Dissatisfaction among employees is one of major challenge which impact in low productivity , minimization of profit and other organizational challenges. Workload reflect in dissatisfaction of employee .

6)Does organization focuses on work life balance ?

Table:6.6

Choices	Response	Percentage
Yes	26	87%
Not aware	4	13%

Bar chart:6.6



Interpretation:

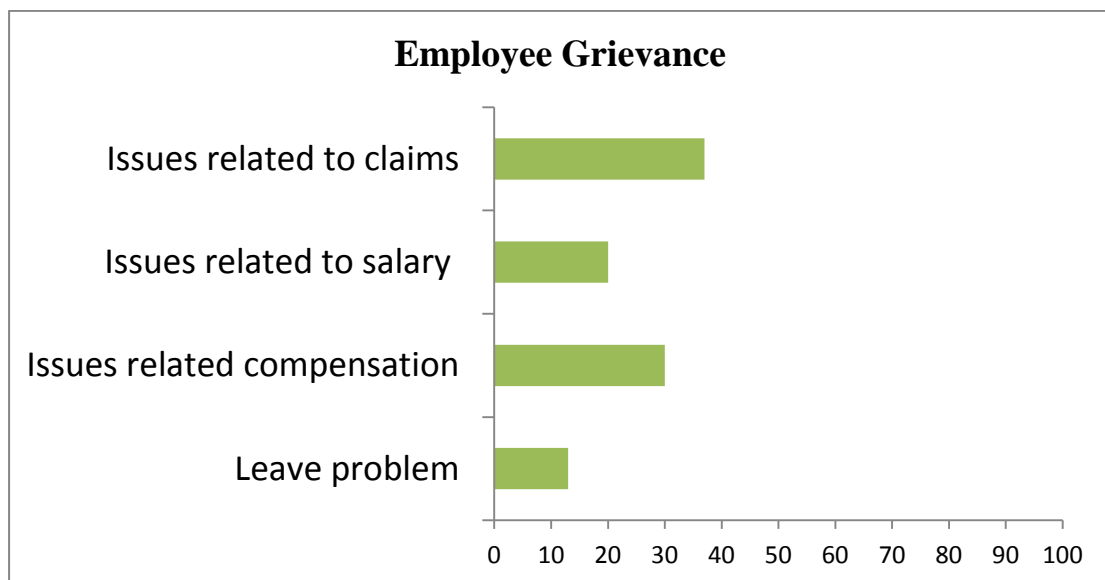
Work life balance is also one of the challenge and 87% employees say that organization focuses on work life balance although 13% employees are not aware about it.

7)What are the issues of arising grievance ?

Table:6.7

Sr.No	Parameters	Response	Percentage
1	Leave problem	4	13%
2	Issues related accidental compensation	9	30%
3	Issues related to salary	6	20%
4	Issues related to claims	11	37%

Bar chart:6.7



Interpretation:

Employee grievance is one of the challenge for employee and organization and it arises when employee have any problems regarding daily allowances . traveling allowances they can claim for it .Issues related accidental compensation is also major problem between employees and organization.

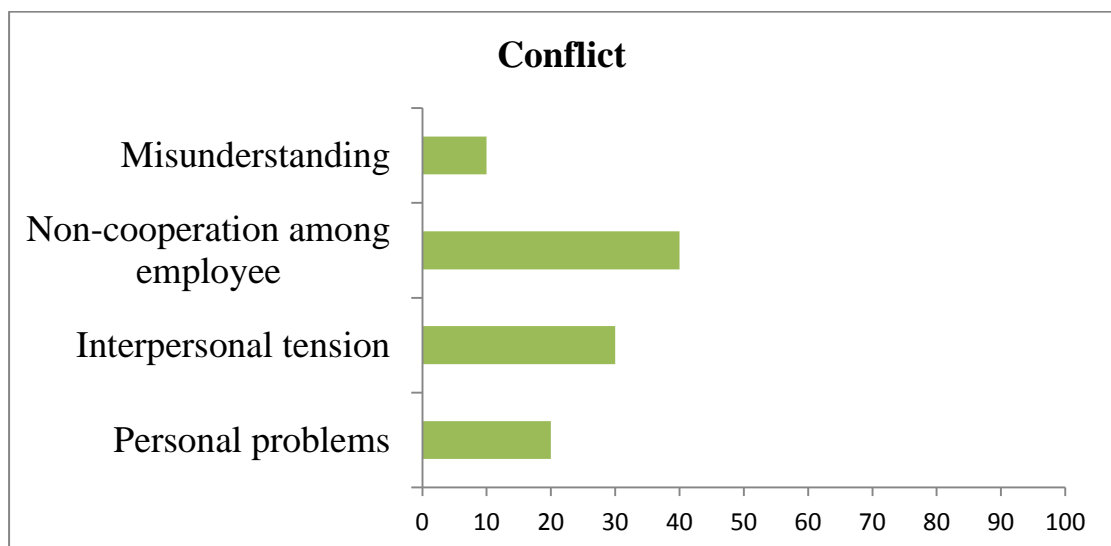
\

8)What are the causes conflict between employees in an organization?

Table:6.8

Sr.No	Parameters	Response	Percentage
1	Personal problems	6	20%
2	Interpersonal tension	9	30%
3	Non-cooperation among employee	12	40%
4	Misunderstanding	3	10%

Bar chart:6.8



Interpretation:

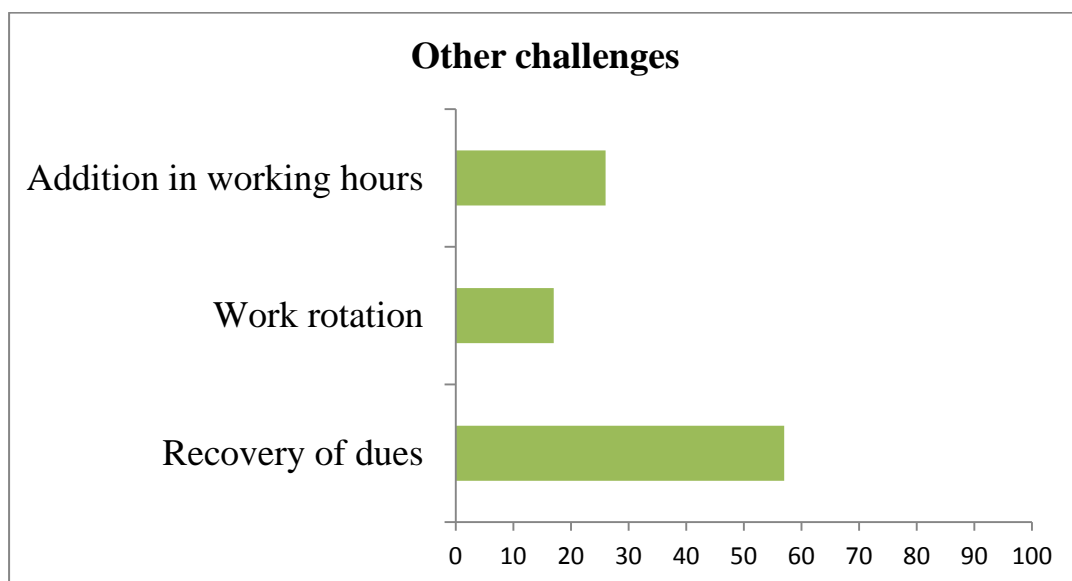
No two people are exactly alike. Therefore, personality clashes in the workplace are unavoidable. One employee may have a reserved personality while another may be more outgoing and forward. Problems arise when the two do not understand or respect each other.

9)What other challenges do you faces on duty?

Table:6.9

Sr.No	Parameters	Response	Percentage
1	Recovery of dues	17	57%
2	Work rotation	5	17%
3	Addition in working hours	8	26%

Bar chart:6.9



Interpretation:

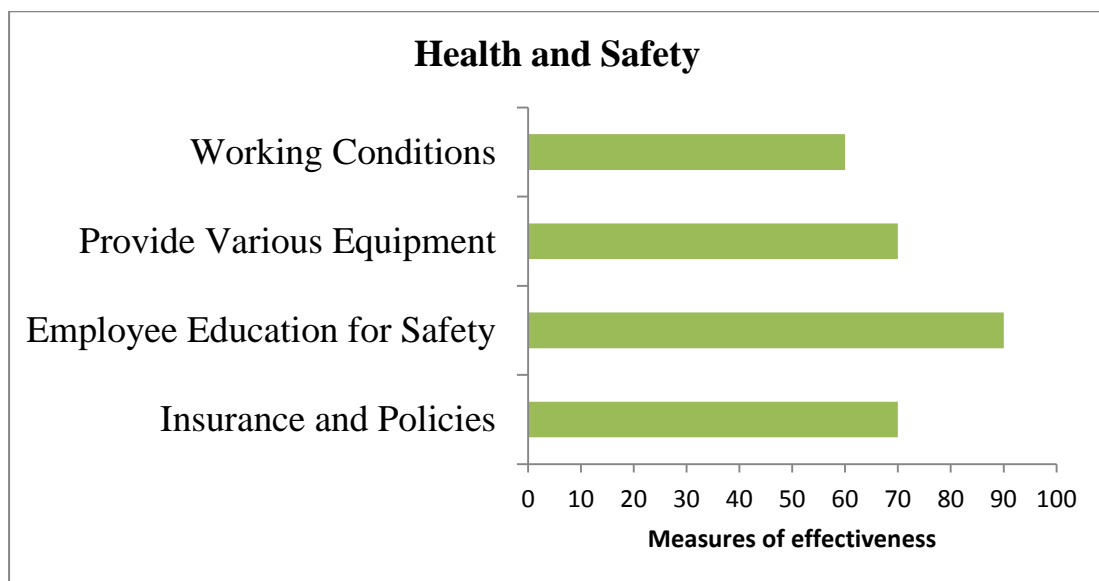
There are many day to day challenges which organization and employees are faces while performing their job. These challenges are handle by employees and organization in systematic manner.

10)What measures are been taken by organization to improve health and safety?

Table:6.10

Sr.No	Health and Safety	Percentage
1	Insurance Policies	70%
2	Employee Education for Safety	90%
3	Provide Various Equipment	70%
4	Working Conditions	60%

Bar Chart 6.10



Interpretation

As MSEDCL is provide the service of electricity it is very important to maintain health and safety of employee MSEDCL initiated number of steps which educate employee for health and safety.

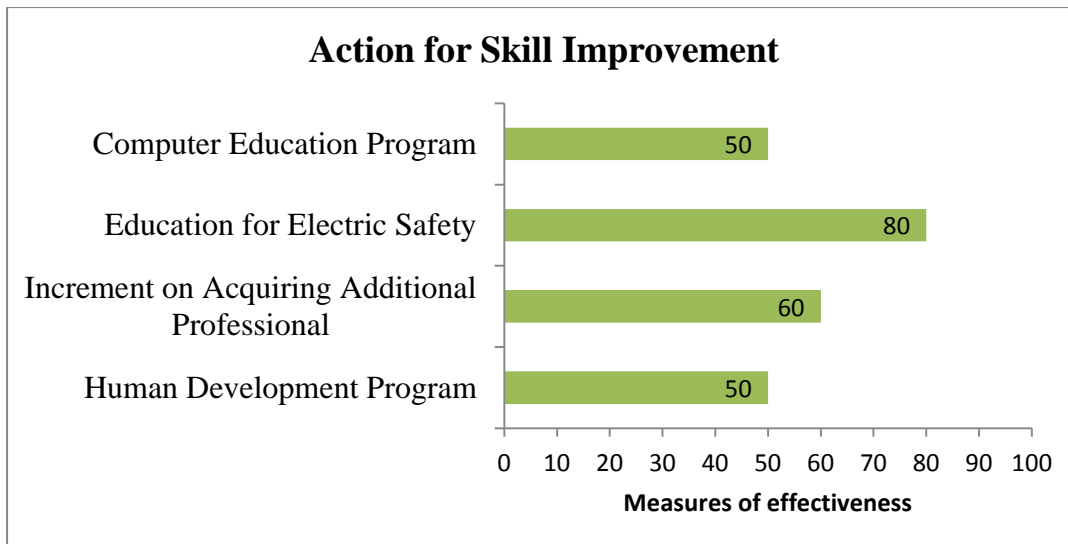
Section II

11).What actions you are taking for improving skills of employee ?

Table: 6.11

Sr.No	Lack of Skill of Employees	Percentage
1	Human Development Program	50%
2	Increment on Acquiring Additional Professional	60%
3	Education for Electric Safety	80%
4	Computer Education Program	50%

Bar Chart:6.11



Interpretation

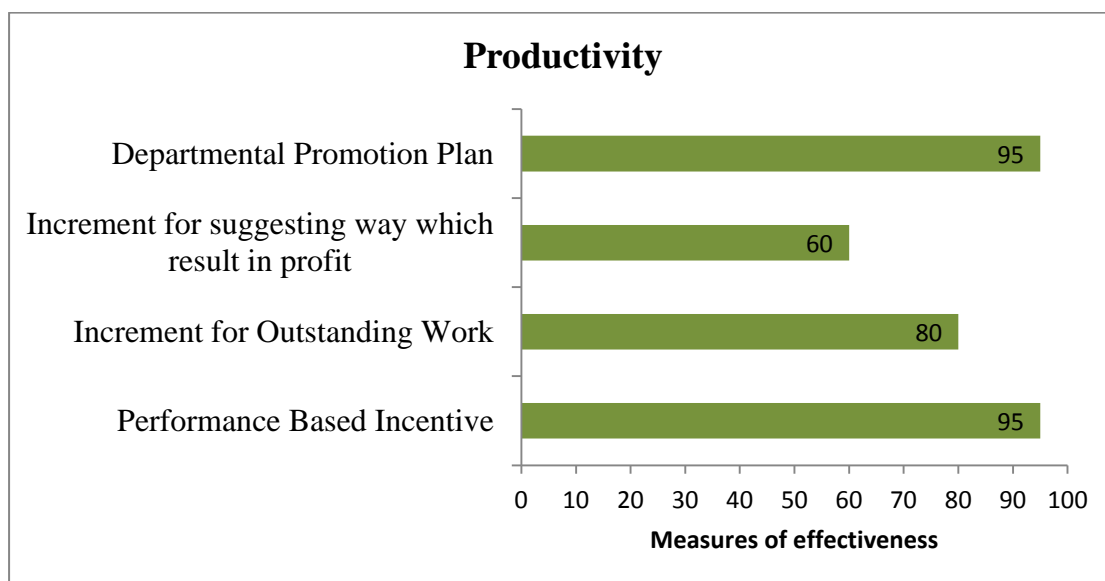
To face the challenge of lack of skills of employee MSEDCL take multiple initiative to improve the skills and ability of employee to perform specific task.

12) What measures are taken to increasing individual productivity ?

Table 6.12

Sr.No	Productivity	Percentage
1	Performance Based Incentive	95%
2	Increment for Outstanding Work	80%
3	Increment for suggesting way which result in profit	60%
4	Departmental Promotion Plan	95%

Bar Chart:6.12



Interpretation

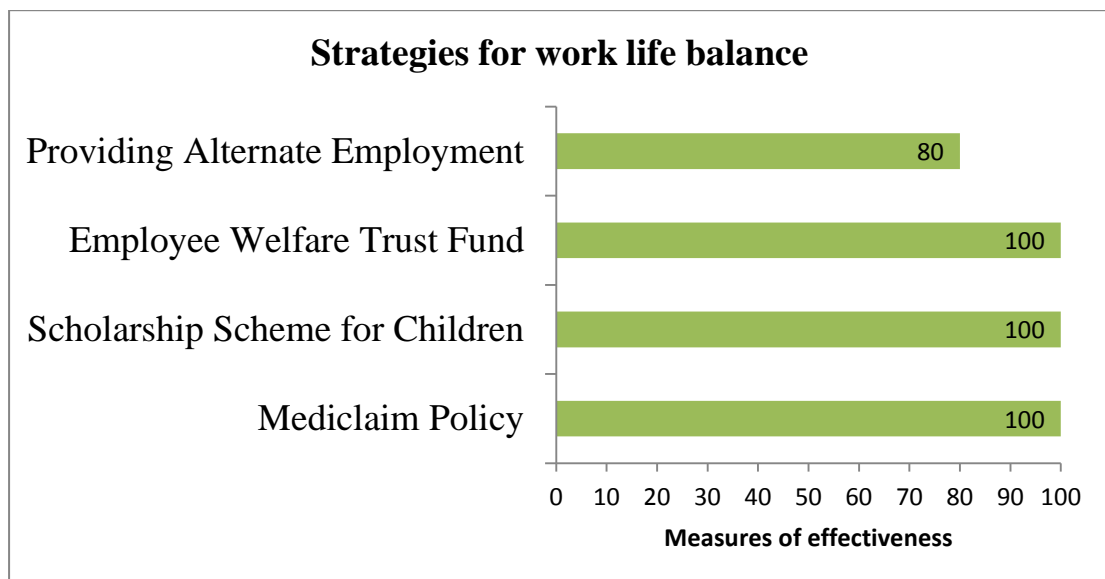
MSEDCL have certain plan which promote employees to improve their efficiency which result in productivity . Channel of promotion is available for vertical growth of every individual employee depending on his performance and available of post. Promotions are carried out in impartial manner strictly as per Recruitment Regulations & Service Regulations. Departmental Promotion Plan displayed before 01 September of every year.

13)What strategies are implemented to face the challenge of work life balance?

Table:6.13

Sr.No	Work Life Balance	Percentage
1	Mediclaim Policy	100%
2	Scholarship scheme for Children.	100%
3	Employee Welfare Trust Fund	100%
4	Providing Alternate Employment	80%

Bar Chart: 10



Interpritation:

MSEDCL create various policies to maintain work life balance of their employees. MSEDCL have working flexibility , and various provision for maintaining the work life balance of employee. The Scholarship up to the degree course is Rs.200/-and up to the post graduate course level Rs. 400/-.

CHAPTER VII

FINDINGS

FINDINGS

- For maintaining work life balance among employee MSEDCL provide employee welfare schemes under this various employee welfare schemes are adopted by MSEDCL to value the service rendered by individual employee.
- Lack of skills of employee is one of the major challenge for MSEDCL ,for improving the skills of employee various programs are arranged by MSEDCL which result in improving the efficiency of employee.
- An employee who has been charged for misconduct , regarding commission of act of violence while on duty serious action is taken against him.
- Biggest challenge in front of MSEDCL is health and safety of employee .MSEDCL face this challenge by providing employee safety training , various equipments , insurance and policies.
- In case an employee met with an accident and not able to perform duties assigned to his post is provided with an alternate employment and his service are continued.
- Various benefits are given to employee for their encouragement .
- To deal with challenge of productivity MSEDCL introduced the concept of annual performance reports based on improvements in area specific Aggregate Technical & Commercial (AT&C) losses and collection efficiency for its employees. Such an initiative has led to involvement of employees in the reform process. Company also conducts management classes for its staff and sends them for training courses, besides sharing best practices with employees.
- MSEDCL give increment for outstanding work or suggesting ways and means resulting in any benefit or profit to the company.

CHAPTER VIII
SUGGESTION/RECOMMENDATION

SUGGESTION/RECOMMENDATION

- ❖ Organization may arrange effective program which helpful in maintaining work life balance of employee .
- ❖ Employee should be panelize for not using personal protective equipments.
- ❖ HR manager should be focus on individual performance and help employee to correct their mistakes which can help employee to more efficient and productive.
- ❖ Training of technical, non technical and supporting staff should be addressed keeping in view their needs.
- ❖ HR should be actively practice job rotation theory to encourage all staff and to ensure that distribution of work is proper.
- ❖ Employees performance should be evaluate unbiased . Performance management system should be fair.
- ❖ New ideas from employee should be perceived by organization in right perspective.
- ❖ The clerical and up to middle management grade of supervisory employees of MSEDCL is the main work force on which operational responsibilities lies and their opinion should be taken for better prospect of employees.
- ❖ MSEDCL employees are the internal customers of organization and so they should be given proper space not a bureaucratic style of functioning.
- ❖ Effective communication should be build between management and employees

CHAPTER IX

CONCLUSION

CONCLUSION

From the above project researcher have conclude that the employee and management team in Maharashtra State Electricity Distribution Company Limited face various issues and challenges at different level .

This study was done to analysis various MSEDCL a full insight into the various challenges and issues faced by organization . After conducting a deep study it was found that majority of challenges company and employee faced while handling health and safety challenge , various dissatisfaction among employees like lack of enabled training system , uneven distribution of work at same level , handling of employees grievances in which various issues related to claims , safety , compensation , problem and many other challenges is been studied .

BIBLIOGRAPHY

BOOKS

- Employee Service Regulations , published by s.s.joshi, ,directorate of personnel , Maharashtra State Electricity Board , Mumbai
- Human Resource Management by S.S.Khanka
- Research Methodology By C.R.Kothari

WEBSITES

- www.mahadiscom.com
- www.google.com
- www.wikipedia.in
- www.shodhganga.in

APPENDIX

1)When health and safety challenges arises?

1. Not uses protective equipments
2. Less attention toward training
3. Operating without warning
4. Not maintaining safety tools

2)What are the causes of accidents?

1. Not using safety equipments
2. Under stress
3. Under alcohol
4. Not following instruction

3) What are the issues behind less improvement in skill of employees?

1. Work under limited area
2. Lacking of self motivation
3. Insufficient knowledge about technology
4. Ineffective trainings

4) What are the issues in decreasing productivity ?

1. Lack of support from superiors
2. Dissatisfaction
3. Low morale and motivation
4. Insufficient training

5)What are the major factor which lead to dissatisfaction among employee?

1.Workload

2.Uneven Distribution of work at same level

3.Changes in employee Value

4.Lack of enabler Training System

6)Does organization focuses on work life balance ?

Yes

Not aware

7)What are the issues of arising grievance ?

1.Leave problem

2.Issues related accidental compensation

3.Issues related to salary

4.Issues related to claims

8)What are the causes conflict between employees in an organization?

1.Personal problems

2.Interpersonal tension

3.Non-cooperation among employee

4.Misunderstanding

9)What other challenges do you faces on duty?

1.Recovery of dues

2. Work rotation

3. Addition in working hours

10) What measures are been taken by organization to improve health and safety?

1. Insurance Policies

2. Employee Education for Safety

3. Provide Various Equipment

4. Working Conditions

11). What actions you are taking for improving skills of employee ?

1. Human Development Program

2. Increment on Acquiring Additional Professional

3. Education for Electric Safety

4. Computer Education Program

12) What measures are taken to increasing individual productivity ?

1. Performance Based Incentive

2. Increment for Outstanding Work

3. Increment for suggesting way which result in profit

4. Departmental Promotion Plan

13) What strategies are implemented to face the challenge of work life balance?

1. Medici claim Policy

2. Scholarship scheme for Children

3. Employee Welfare Trust Fund

4. Providing Alternate Employeement