

(17)

Labour Welfare Practices in Tea Industry: A Case Study of Cossipore Tea Estate in Cachar District of Assam

Brinda Roy* & Soumendra Bhattacharjee**

Abstract

Tea is the most widely consumed and reasonably priced beverage available in India. Tea plantation is a large agro-based and labour-intensive industry and the single largest employer in the country, providing work to about a million workers directly. Tea has become one of India's most important commodities during the past few decades. A Survey was undertaken at Cossipore Tea Estate with a targeted sample of 200 labourers regarding the availability of various welfare facilities as part of an effort to investigate the roles played by management, the government, and labour unions towards labour welfare practices of the Tea industry in Assam. This study speaks about how the management is taking care of workers' health, safety, and welfare. The welfare, health, and safety precautions provided by the management of tea gardens will immediately impact the workers' attentiveness, confidence, physical and emotional well-being, and inclusive productivity. The primary data was collected for the study through a structured schedule and face-to-face

* Assistant Professor, Department of Commerce, Monmohan Ghosh Anil Das Memorial College, Silchar, Assam

** Associate Professor, Department of Commerce, Assam University, Silchar, Assam

interviews, and the percentage analysis method was used to interpret and analyse the data.

Keywords: *Cossipore Tea Estate, Plantation Labour Act, Welfare Measure.*

Introduction

Labour is vital in a world where competition is fierce and factors like price, quality, innovation and flexibility are highly competitive. The tea industry employs a significant number of workers throughout the manufacturing process, from the planting of tea bushes to the finished product, making it one of the most labour-intensive sectors in the world. The situation of labourers on tea plantations differs from that of other industrial systems. Two significant distinctions from different professions are the lower income they make and the harsh environment they have been living in. For this reason, the government needs to act quickly and decisively to raise the status of these workers (Hazarika, 2017). India's social policy has always strongly emphasized labour welfare, demonstrating the nation's dedication to securing the well-being of its sizeable labour population. In India, labour welfare programs seek to enhance the quality of life of the labourers by promoting their social, mental and physical health as well as creating a motivated and productive workforce. The term "Labour welfare" describes the range of benefits, conveniences and facilities companies, governments, or other organizations offer their workforce to enhance their general well-being and working circumstances.

As the world's leading producer of tea, Assam has witnessed the extraordinary expansion and development of its tea industry over the years. Before Mr. Robert Bruce discovered tea in the early 19th century, the indigenous Singpho population in upper Assam had a history of tea plantations. Workers from Orissa, Jharkhand, Chhattisgarh and other parts of the nation were brought to Assam to work on tea plantations at the behest of the British tea planters. These individuals eventually made their home and blended in with Assamese society and culture; are now referred to as the Tea Tribe or Adivasi community in Assam. The world's recognition and fame for Assam tea are a result of the arduous effort of the tea garden workers and the exceptional skill of tea leaf plucking by the women pluckers.

In 1931, the Royal Commission on Labour acknowledged the necessity of labour welfare measures during the colonial era, stating that workers relied heavily on these measures because they could not ensure their well-being. Additionally, the panel acknowledged that labour welfare measures were a prudent investment because they would increase labour productivity and efficiency and yield a profit. The commission came to the following conclusions: the availability of canteens would improve the physical appearances of employees; the provision of entertainment would lessen the prevalence of vices; medical assistance, maternity and child welfare services would enhance employee and family health and lower rates of overall, maternal and infant mortality and educational services would boost employee productivity and efficiency. The social and economic pillars of the industrial economy were said to be protected by industrial workers, who were actual soldiers. According to IMC reports, the welfare committees that the government already provides to the nation's residents should also be extended to the plantation estates and therefore, pertinent provisions in the Plantation Labour Act need to be reviewed. (Bhattacharjee & Nirmolia, 2015).

Statement of the Problem

The Tea Industry of Assam has faced several difficulties, which also include welfare issues of its employees. To protect the health, happiness and general standard of living of the workers who form the foundation of the tea Industry, labour welfare policies are crucial. However, the federal and state governments have periodically developed various labour welfare policies to safeguard employees at their places of employment and in their gardens; these policies have also been embraced by the tea estate. Even with the various labour welfare measures implemented in tea estates, workers' concerns have not yet been addressed. Concern should be raised about inactive labour unions and tea estate management's role in this regard. The problems that workers encountered remain unresolved till date despite the various labour welfare procedures that tea estates implement. In addition to this, another instance of deprivation is the incorrect local application of various acts, regulations, rules, and ignorance of the various welfare benefits to be provided by the employer.

Review of Literature: The literatures reviewed for the purpose of the present study are highlighted below:

Pachoni, P. (2016) conducted a study that emphasized the crucial role played by tea workers throughout the entire tea plantation process. The primary goal was to investigate the labour welfare methods adopted by the management of the chosen tea plantation, in addition to the part played by the state and labour unions in these procedures. A sample of 100 respondents, who were either workers or consumers, was chosen for the study using a random sample method. It was concluded from the study that Tea workers are still in the industry's continued progress. Labour welfare practices are essential for tea estates to ensure increased productivity, good working relationships, low absenteeism, a positive work atmosphere, job satisfaction and security.

Shailshree, K. (2019) conducted a study with a sample size of 150 respondents to evaluate the various welfare programs available for coffee plantation workers and is based on the degree of workers' satisfaction with the programs. The primary goal of this study was to find out the connections between the welfare program and demographic variables. Primary data was gathered using the interview method, whereas official records, journals, newsletters, and handbooks were also consulted for secondary data. The study revealed that the majority of workers were updated with all the well-being programs that the government and office boards have put in place.

Borgohain, J. (2020) conducted a study highlighting that any action performed by a company on behalf of its workers to increase or promote their level of comfort is referred to as welfare. The main objective was to ascertain whether or not employees in the construction industry are aware of the voluntary and statutory welfare opportunities that are accessible to them. Both primary and secondary sources of information were gathered. According to the study, most of the employees in unorganized sectors were ignorant about their industry's and their own voluntary and statutory welfare advantages.

Waititu, Kihara, & Senaji (2017) evaluated the results of a study conducted with 172 sample respondents for a welfare program at a Kenya Railways station to assess the influence of occupational health on employee performance and to investigate the influence

of succession plans on employee performance and the study concluded that employee performance is affected by five variables ((occupational health, succession planning, training, and development, employee referral scheme, and remuneration policies).

Naushad, J.A. and Haorei, W. (2018) conducted a study with 350 sample respondents and observed that more men than women entered the tea plantation industry at a very early age without completing the necessary schooling, which affects their knowledge level and educational background. The primary objective of the study project was to investigate the welfare initiatives implemented by the small tea growers in the Nilgiri district.

Satyanarayana and Reddy (2012) conducted a study that attempted to ascertain the degree of employee satisfaction with labour welfare measures at KCP Limited. The researcher conducted the study by using a convenience sampling technique. A structured schedule was employed to understand each employee's viewpoint on various measures. Findings of the study showed that most of the employees are happy with the welfare facilities made available by the company to them.

Jindal, O., Singh, R., & Biswas, N. (2018) conducted a study to determine the best welfare measures that can be implemented for the employees, analyse the application of labour welfare laws, and estimate the impact of welfare initiatives on employee satisfaction, productivity, and performance. Techniques used in the study included surveys, interview and case studies, and the approach included quantitative and qualitative research techniques, factor analysis, such as regression analysis, and content analysis.

Chaubey & Rawat (2016) conducted a study to ascertain how labour welfare measures affected work satisfaction. The sample method used for this study was a convenient sampling method. The main focus area of the study covered Dehradun's small-scale industries. A sample of 153 respondents was taken from the entire population. After being coded, the acquired data were analysed utilizing several statistical tests and SPSS run depending on fictitious and related factors. The findings showed that labour welfare measures had a considerable impact on job satisfaction.

Kalimuthu, M., & Megavarshini, N. (2021) conducted a study intended to evaluate working conditions, identify factors affecting wages and look at the socio-economic and demographic profile of plantation employees. In addition to highlighting their social and economic backwardness, illiteracy, lack of knowledge about labour welfare and social security programs, inadequate sanitation and water facilities, lack of a permanent status and vulnerability to exploitation. The findings highlighted the miserable living conditions of tea estate workers. Government intervention, tighter laws and regulations and the protection of worker rights and welfare were all stressed in the report. Regression analysis and the semi-log earning function were used as a technique and socioeconomic research, case studies and evaluation studies were used as the methodology.

Research Gap

Numerous earlier researchers' studies show the impact of welfare programs on productivity and performance; nevertheless, more in-depth research is needed to assess how successfully these programs should be implemented given the diverse demands and worker demographics. In their extensive studies on the plantation industry and labour welfare in India, numerous social researchers have taken into consideration the factors of safety, health, welfare measures and productivity of the tea workers. However, one of the main issues that has not been fully examined is the availability of creche facilities, working conditions, and infrastructure facilities. Moreover, not many researchers have studied the conditions of the tea estates of the Barak Valley in particular, especially Cossipore tea estate, which is located in the Cachar district of Assam and is chosen for this study.

Objective of the Study: The present study includes the following objectives:

1. To study the awareness of the tea garden workers regarding the various welfare facilities that can be availed by them.
2. To study the different labour welfare practices adopted by the management of Cossipore Tea Estate.
3. To know the satisfaction and dissatisfaction level of the respondents towards the welfare facilities provided and availed by them.

Methodology

The analytical research design was used as a basis for this study, and the data was collected from primary and secondary sources. The personal interview method was the primary approach used to obtain primary data. A structured schedule was set up to conduct the entire investigation at the Cossipore Tea Estate in the Cachar District of Assam. A sample of 200 respondents, i.e. workers, was selected through a simple random technique. Personal interviews with the Garden Manager, workers, and union leaders were also undertaken. Besides these, secondary data were obtained from books, research papers, unpublished theses, and websites, etc. Several provisions of the Plantation Labour Act, 1951, Assam Tea Plantation Employees Welfare Fund Act, 1959 had also been reviewed.

Data Analysis and Interpretation

Table 1: Gender of the Respondents

Gender	No. of Respondents	Percentage (%)
Male	115	57.50
Female	85	42.50
Total	200	100.00

Source: Compiled from Schedule.

Interpretation: From the above table, it can be revealed that out of 200 respondents, 115 were males, while the remaining 85 respondents were females.

The analysis shows that, out of the total respondents, men made up a slightly larger number (57.5%) than women, this gender distribution data can be essential for deciphering the sample's demographic makeup and examining gender-specific insights.

Table 2: Age of the Respondents

Age	No. of Respondents	Percentage (%)
18-30	40	20.00
31-45	105	53.00
45-58	55	28.00
Total	200	100.00

Source: Compiled from Schedule

Interpretation: From the above table, it can be observed that out of sampled respondents, 40 respondents are between 18-30 years, 105 respondents are between 31-45 years, and the remaining 55 respondents are between 45-58 years.

Table 3: Educational Qualification of the Respondents

Educational Qualification	No. of Respondents	Percentage (%)
VIII Passed	43	21.50
HSLC Passed	22	11.00
HS Passed	11	05.50
Below VIII Standard	124	62.00
Total	200	100.00

Source: Compiled from Schedule

Interpretation: The above table shows that 43 respondents were VIII Passed, 22 respondents were HSLC Passed, 11 of them were HS Passed, and the remaining 124 respondents mentioned that they did not receive any formal education. This distribution makes it clear that most respondents have little to no formal education, which may impact their ability to find work, income, and general socioeconomic standing.

Welfare Measure

Creche Facilities

According to the Plantation Labour Act, 1951

The employer of every Plantation wherein 50 or more women workers, including women employed by any contractor, are ordinarily employed, or where the number of children (below the age of 6 years) of women workers is 20 or more, shall provide suitable rooms for the use of children. Besides, the state government may order the provision of creche facilities in any plantation employing less than 50 women workers or where the number of children of women workers is below 20. The creche rooms shall be under the charge of women trained in the care of children and infants. It should be adequately lighted and ventilated, and maintained in a clean and hygiene condition lighted and ventilated, and maintained in a clean and sanitary condition.

The opinion of the respondents concerning the Creche Facilities is represented below:

Table 4: Satisfaction towards Creche Facilities

Satisfaction towards Creche Facilities		
Particulars	No. of Respondents	Percentage (%)
Highly Satisfied	20	24.00
Satisfied	39	46.00
Neutral	10	10.50
Dissatisfied	13	15.50
Highly Dissatisfied	03	04.00
Total	85	100.00

Source: Compiled from Schedule

Interpretation In order to obtain the feedback of the services of creche facilities, opinion of female respondents i.e., 85 out of 200 respondents have only been taken for the study. The above table reveals that out of 200 respondents, 48 were highly satisfied with the creche facilities, 92 respondents were satisfied, 21 respondents were neutral about their opinion, 31 respondents expressed their dissatisfaction, and only 8 respondents were highly dissatisfied with the facilities due to the poor maintenance of the Creche.

Canteen Services

As per the Plantation Labour Act, 1951

Every plantation with 150 or more employees must have one or more canteens available and kept up for the workers' use.

The following is the condition of the Canteen facilities available in Cossipore Tea Estate.

Table 5: Canteen Facilities

Particulars	No. of Respondents		Percentage (%)	
	Yes	No	Yes	No
Availability of Canteen	0	200	0	100.00

The Price paid in the factory is different from the market price	0	200	0	100.00
Availability of Quality food at a reasonable price in the canteen	0	200	0	100.00
Total	200		100.00	

Sources: Compiled from Schedule

Interpretation: The above table reveals that out of 200 respondents, it can be observed that all respondents responded negatively to the provision of canteen services to the labourers. None of the respondents mentioned positively to the questions related to canteen services, which shows negligence on the part of the authorities towards the Canteen services, which are basic and essential for the survival needs of the labourers and help to motivate them to increase the work timing and productivity.

Recreational Facilities

As per the Plantation Labour Act, 1951

Employees and children working on the employer's plantation may be obliged to have access to appropriate recreational facilities.

The scenario of the Recreational facilities in Cossipore Tea Estate is highlighted below:

Table 6: Awareness Regarding Recreational Facilities

Awareness Regarding Recreational facilities		
Particulars	No. of Respondents	Percentage (%)
Yes	70	35.00
No	130	65.00
Total	200	100.00

Sources: Compiled from Schedule

Interpretation: The above table reveals that out of 200 respondents, 70 respondents positively confirmed their awareness of recreational facilities in the estate, whereas 130 respondents negatively responded to the statement.

Educational Facilities

Table 7: Rating the Satisfaction level towards Overall Educational Facilities Provided in Cossipore Tea Estate

Educational Facilities	Respondents	Percentage (%)
Highly Satisfied	22	11.00
Satisfied	112	56.00
Neutral	23	11.50
Dissatisfied	20	10.00
Highly Dissatisfied	23	11.50
Total	200	100.00

Sources: Compiled from Schedule

Interpretation: The above table shows that out of sampled respondents, 22 respondents were highly satisfied, 112 respondents were satisfied, 23 respondents, were neutral about their opinion, 20 respondents and remaining 23 respondents were highly dissatisfied with the educational facilities being provided by the estate.

Housing Facilities

According to the Plantation Labour Act, 1951

Every employer is required to provide and maintain necessary housing accommodation (a) for all employees and their families living on the plantation and (b) for all employees and their families living outside of the plantation who have worked there continuously for 6 months and who have written down their desire to live there. However, a worker who is a member of the family of a deceased worker who lived on the plantation just before his death shall not be subject to the requirement of six months of service. The regulations should be followed when providing housing amenities. The following table shows the status of housing facilities of the Cossipore tea garden.

Table 8: Beneficiary of the Housing Scheme of the Government of Assam

Availed the Housing Scheme provided by the Government of Assam		
Particulars	No. of Respondents	Percentage (%)
Yes	112	56.00
No	88	44.00
Total	200	100.00

Sources: Compiled from Schedule

Interpretation: The above table explains the fact that out of 200 respondents, 112 respondents responded positively that they received the housing scheme provided by the Government of Assam, whereas 88 respondents responded negatively that they have not availed the benefit of housing scheme by the Government of Assam.

Table 9: Availability of different parameters relating to Housing Facilities

Particulars	Opinion of the Respondents			
	No. of Respondents		Percentage (%)	
	Yes	No	Yes	No
Centralized Water Supply	162	38	81.00	19.00
Centralized Sanitation Compound	173	27	86.50	43.25
Centralized Gas Supply	151	49	75.50	24.50
Electricity	191	9	95.50	04.50

Sources: Compiled from Schedule

Interpretation: The above table reveals that out of 200 respondents, 162 respondents positively responded to the statement that centralized water supply is made available to the them, while 38 respondents disagreed with the statement. In case of Centralized sanitation compound facility, 173 respondents positively replied

that the facility is made available to them, while 27 respondents negatively responded to the statement. Again, 151 respondents positively responded to the statement that Centralized Gas supply is available to them, while 49 respondents negatively responded to the statement. Out of 200 respondents, 191 positively responded that the Electricity facility is provided to them, while 9 respondents do not have access to the facility yet.

Other Facilities: -

As Per the Plantation Labour Act, 1951

The employer may be required to provide the workers with such number and type of umbrellas, blankets, raincoats, or other things like amenities for the protection of workers from rain or cold as may be prescribed under the rules.

The following table shows the feedback of the Respondents towards various other facilities which the management of Cossipore Tea Estate provides.

Table 10: Intramural and Extramural Facilities

Facilities	Highly Satisfied	%	Satisfied	%	Neutral	%	Dissatisfied	%	Highly Dissatisfied	%	Total
Seating Facility	45	22.50	87	43.50	23	11.50	30	15.00	15	07.50	200
Transport Service	17	08.50	72	36.00	67	33.50	19	09.50	25	12.50	200
Washing Area	11	05.50	44	22.00	84	42.00	47	23.50	14	07.00	200
Rest Room	21	10.50	67	33.50	54	27.00	41	20.50	17	08.50	200
Emergency Service	51	25.50	23	11.50	66	33.00	42	21.00	18	09.00	200

Sources: Compiled from Schedule

Interpretation: The above table shows that opinion towards extramural and intramural facilities (includes Seating facilities, Transport services, washing area, Rest room, and Emergency services) reveals that out of sampled respondents, 45 respondents were highly satisfied, 87 respondents were satisfied, 23 respondents were neutral, 30 respondents showed dissatisfaction and the remaining 15 respondents were highly dissatisfied with the Seating facility. While Regarding the opinion about the Transport services, 17 respondents were highly satisfied with the service, 72 were satisfied, 67 respondents were neutral, 19 of them were dissatisfied, and remaining 25 respondents showed high dissatisfaction. In case of the washing area facility, 11 respondents were highly satisfied, 44 respondents were satisfied, 84 respondents were neutral about their opinion, whereas 47 respondents were dissatisfied, and the remaining 14 respondents were highly dissatisfied. Again, in case of rest room services, 21 respondents were highly satisfied, 67 respondents were satisfied, 54 respondents were neutral, 41 respondents were dissatisfied, and while the remaining 17 of them were highly dissatisfied with the service. Again, it is observed that 51 respondents were highly satisfied with the Emergency services, 23 respondents were satisfied, 66 respondents were neutral, 42 respondents were satisfied and the remaining 18 respondents were highly dissatisfied.

Hours and Limitations of Employment:

i) Working hours

According to the Plantation Labour Act, 1951. The working hours of an adolescent worker shall not exceed 27 hours a week and that of an adult worker shall not exceed 48 hours a week. An adult worker may work overtime so that the working hours do not exceed 9 hours on any day and 54 hours a week. Besides, no woman worker should be assigned to work between 7 A.M. and 6 P.M.

ii) Weekly Holiday

Plantation Labour Act 1951 states that State Governments may make rules allowing all workers to work overtime on a day of the week for every seven days and also determining the conditions

and circumstances under which an adult worker may be allowed or required to work overtime.

iii) Rest Interval

As per the Plantation Labour Act, 1951. No worker shall work for more than 5 hours before he has had a rest interval of at least half an hour. The spread-over on any day for an adult worker in a plantation shall not exceed 12 hours, including his internal rest and any time spent waiting for work. And many other provisions.

The following table represents the hours and limitations employment facilities prevailing in Cossipore Tea Estate.

Table 11: Rating the Satisfaction of Working Environment of the Estate according to the Respondents

Rating the Satisfaction of Working Environment of the Estate		
Parameters	No. of Respondents	Percentage (%)
Highly Satisfied	32	16.00
Satisfied	57	28.50
Neutral	71	35.50
Dissatisfied	26	13.00
Highly Dissatisfied	14	07.00
Total	200	100.00

Source: Compiled from Schedule

Interpretation: Under the Plantation Labour Act, 1951, there are different provisions by the hours and limitation of employment for the tea garden labourers, such as Working hours and Weekly holiday, etc. From the above table and diagram, it can be revealed that 32 respondents were highly satisfied with the working environment of the Estate. 57 respondents were satisfied, 71 respondents were neutral in their opinion, whereas 26 respondents were dissatisfied, and the remaining 14 respondents mentioned high dissatisfaction with the prevailing working environment of the Estate.

HEALTH PROVISION

The Plantation Labour Act, 1951, provides various facilities for maintaining the health of the labourers.

The following table gives clear picture about the Health Facilities available in Cossipore Tea Estate.

Table 12: Rating the Satisfaction of the Respondents towards Medical Facilities provided by Cossipore Tea Estate

Medical Facilities	Highly Satisfied	%	Satisfied	%	Neutral	%	Dissatisfied	%	Highly Dissatisfied	%	Total
Routine Checkup	21	10.5	50	25.00	60	30.00	48	24.00	21	10.5	200
First-Aid	39	19.50	66	33.00	70	35.00	21	10.50	04	02.00	200
Medicine Supplied	22	11.00	51	25.50	72	36.00	39	19.50	16	08.00	200
Ambulance Service	32	16.00	79	39.50	64	32.00	21	10.50	04	02.00	200
Hospital Service	33	16.50	54	27.00	89	44.50	11	05.50	13	06.50	200

Source: Compiled from Schedule

Interpretation: Enquiries made towards various medical facilities (which includes Routine checkup, First-Aid, Medicine supplied, Ambulance service, and Hospital services) reveals that out of sampled respondents, 21 respondents were highly satisfied with the Routine checkup facility, 50 respondents were only satisfied, 60 respondents were neutral about their opinion, 48 were Dissatisfied and remaining 21 respondents were highly dissatisfied. While opinion towards First-Aid facilities, 39 respondents were highly satisfied, 66 respondents were satisfied, 70 respondents had a neutral opinion, 21 respondents were dissatisfied, and the remaining 4 were highly dissatisfied. About

22 respondents were highly satisfied with the supply of Medicine, 51 respondents were satisfied, 72 respondents had a neutral opinion, 39 were dissatisfied, and the remaining 16 were highly dissatisfied with the facility. In case of Ambulance services, about 32 respondents were highly satisfied, 79 respondents were satisfied, and 64 respondents had a neutral opinion, while 21 respondents were dissatisfied and the remaining 4 respondents were highly dissatisfied. It is observed that 33 respondents were highly satisfied with the Hospital service, 54 respondents were satisfied, 89 respondents were neutral, 11 respondents were dissatisfied, and 13 respondents were highly dissatisfied with the hospital service of the estate.

Drinking Water Facilities

Table 14: Satisfaction of the Respondents about Drinking Water Facilities

Satisfaction about Drinking Water Facilities		
Particulars	No. of Respondents	Percentage (%)
Yes	131	65.50
No	69	34.50
Total	200	100.00

Source: Compiled from Schedule

Interpretation:

The above table speaks that out of 200 respondents, 131 respondents positively responded that they are satisfied with the drinking water facilities provided to the workers, and 69 respondents negatively responded about the statement.

Sanitary Facilities

Table 15: Opinion about the Sanitary Facilities in the Tea Garden

Opinion about the Sanitary Facilities in the Tea Garden		
Particulars	No. of Respondents	Percentage (%)
Highly Satisfied	32	16.00
Satisfied	53	26.50
Neutral	74	37.00

Dissatisfied	32	16.00
Highly Dissatisfied	09	04.50
Total	200	100.00

Source: Compiled from Schedule

Interpretation: The above table reveals that out of sampled respondents, 32 respondents confirmed that respondents are highly satisfied with the sanitary facilities in the factory. 53 respondents mentioned that the respondents are satisfied with the sanitary facilities provided by the authority, and 74 respondents were neutral in their opinion. 32 respondents were dissatisfied with the sanitary facilities, and 9 respondents were highly dissatisfied with the facilities.

Findings and Suggestions:

Suggestions

- According to the study, only 5.5% of the labour force was HS-passed and 62% of them had their education level below class VIII, so it is important for the authority to educate their labour force.
- Women should be provided with more facilities such as maternity and childcare benefits.
- According to the Plantation Labour Act of 1951, every tea garden must have a welfare officer to look after the availability of necessary welfare facilities to the people, but there is no welfare officer available in the Cossipore Tea Estate, which should be taken into consideration by the Garden authority.
- Recreational facilities should be increased to boost the morale of the employees and to relieve them from work and family stress.
- Canteen services should be provided in the garden for all the workers as it is a compulsory requirement stated under the Plantation Labour Act. 1951.
- Garden workers must be provided with adequate health and sanitary facilities as per the provisions mentioned under the Plantation Labour Act, 1951.

- Medical staff should be increased to deal with emergency cases.
- The concerned authorities should take steps to improve the existing recreational facilities to make employees feel relaxed and stress-free, and spend quality time with their friends and families.

Conclusion

The tea industry of Assam, which employs the maximum labour workforce in the state, has always lagged behind other labour communities in terms of development. Since the tea business is still in its most developing stages, its workers must be empowered to maintain the industry's steady growth. One of the major reasons for the under development of workers is the lack of awareness about various welfare schemes framed by the Government. Women are mostly not aware of the maternity and childcare benefits, especially those implemented for the labourers. In addition to these, certain essential facilities such as canteen facilities, transport services, and infrastructure facilities are not so improved, which should be taken into consideration. Workers are also disappointed with the present wage system and they find it difficult to maintain their livelihood properly. Awareness campaigns can be organized to empower people about their social, economic, and political rights. Therefore, efforts should be made by the competent authorities to provide welfare facilities to the workers to improve their quality of life.

Bibliography

- Baishya, D. (2016). History of Indian Tea Industry and Status of Tea Garden Workers of Assam. *International Journal of Applied Research*, 2(9), 522-556.
- Bhattacharjee, A. & Nirmolia, L.P. (2015). Role of Tea Industry in Rural Development of Assam: Issues and Challenges in respect of Human Resources. *XVI Annual Conference Proceedings*. 957-966
- Borah, N. (2013). The rights of women workers in the tea gardens of Assam. *The Clarion International Multidisciplinary Journal*, 2(2), 128-131.
- Chaubey, D.S., & Rawat, B. (2016). Analysis of Labour Welfare Schemes and its Impact on Job Satisfaction: An Empirical Study. *Journal on Management Convergence*, 7(2)2016,45-53.

- Ekere, O.A., & Onuoha, B.C. (2021). Impact of Staff Welfare Scheme and Skill Development on Employee Productivity: A Study of Anambra State Civil Service. *International Journal of Research Publication and Reviews*, 4(7), 338-348.
- Gonji, D. & Reddy, E. (2024). A Study on Employee Welfare Measures in Chassis Industry, *International Journal of Research Publication and Reviews*, 5(5), 3081-3088, May 2024.
- Gowalla, H. (2014). Corporate social responsibility towards the workers in the tea industry of Assam. A Case study with special reference to three company-based industries. *International Journal of Research-Granthaalaya* 2(2), 14-19.
- Hazarika, B. and Boruah, D. (2020). Rights of marginalized and role of state: study on tea garden labourer in Assam, *Journal of Critical Reviews*, 7(4), 2394-5125, 2020.
- Hazarika, S. (2017). *Identity Assertion of the Tea Garden Labourers: A Study of the Tea Gardens of Upper Assam* [PhD thesis, Gauhati University]. Shodhganga: a reservoir of Indian theses. <http://hdl.handle.net/10603/214342>
- Hassan, M.A. (2014). Employee welfare programmes: Panacea towards improving labour productivity in the service sector in Nigeria. *Mediterranean Journal of Social Sciences*, 5(10), 78.
- Konwar, M.J. (2016), Welfare Facilities in Tea Gardens – A Comparative Study of the Daisajan & Khobong Tea Estates of Tinsukia District, *Journal of the Department of Sociology (USTM)*, 1(1)2016, 133-142.
- Krishnamoorthy, M., & Sekar, P. 2017. A Study on the Socioeconomic working conditions of workers leading to job satisfaction in tea plantations with special reference to Nilgiris. *International Journal of Applied Research*, 3(11), 301-303.
- Kalita, D.N. (2016), tea garden labourer and their living condition: a study in Borsillah Tea Estate of Sivasagar District, Assam. *International Journal of Advanced Research (IJAR)*, 163-169
- Naushad, J.A. & Haorei, W. (2018). Investigation on welfare initiatives implemented by the small tea growers in the Nilgiris District with special reference to Nilgiris District, Tamil Nadu, India. *Journal of Humanities and Social Sciences Studies*, 5(2)2018, 250-532.
- Pandiya, B. & Upadhyaya, C. (2019). Nature of Labour Welfare Laws in India with special reference to Tea industry of Assam, *Pacific Business Review International Journal*, 11(10), 86-98.
- Pachoni, P. (2016). Labour Welfare Practices in Tea Industry with Special Reference to Harmutty Tea Estates of Assam. *International Journal of Humanities and Social Science*, 5(1), 75-83.
- Roy, N.C, & Biswas, D (2019). Labour Welfare Practice and Ownership Pattern of Tea Plantations in West Bengal. *A Journal of Composition Theory*, 12(8), 344-350.