

Agri-logistics company uses mobility to streamline warehouse management

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BY PRERNA SHARMA

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coded on available platforms and implemented on commercially available technologies.

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In order to ensure real-time reporting and information flow, SLCM equipped its audit inspectors with GPS enabled device. Further, it introduced biometric handheld devices at 26 locations. The handheld device is a smart portable system that can be configured to track the record of the data inventory and communicate the same to the client on a real-time basis.

Today, with the implementation of the mobility solution, the processing of collateral information into an MIS has been reduced from 48 hours to a few minutes. This in turn helps the clients take informed decisions. In addition, risks associated with ignorance have been eliminated.

The solution enables real-time capturing of data in SAP with real-time reporting and controls. It is equipped to send an SMS to the client upon validation of the data by the main database, thus, eliminating chances of human errors and delays. Further, the system eliminates third-party intervention, which results in enhanced security of cargo. **IW**

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Bhagirati Dhal, Ex. Executive
Director (P&A), SAIL

In the next couple of years, contract labour will be one of the major issues facing the country. While it is laudable that the government is introducing labour reforms, they need to include the industry and the trade unions at this stage because once the laws are amended, it would become difficult to change the reality on the ground any time soon.

Some initiatives are taking place at a bipartite level where the unions and industries are working together without the interference of others in areas of common interest. It is about building trust and finding common ground slowly and steadily.

Contract labour is a very explosive issue, which will lead to a very large-scale problem if it is not handled urgently and at a very fast pace. While some noticeable work has been done by CII West and Northern regions with the help of pilot projects, many central trade unions along with a number of industry bodies are now working in collaboration on this issue. The stakeholders have to be taken along to make an impact.

The other issue would be of the enforcement agencies which the gov-

ernment has created over a period of time. They are inadequate bodies with very less sensitivity and concern than what is expected of them. This issue now needs to be taken up on priority. When it comes to ESI, the employers are paying the money. However, the hospitals need to be created and the benefits must reach the people. Rather than talking about these issues at forums and conferences, they need to be addressed on priority. If there is a major income gap between contract and regular workers, it will lead to a lot of issues and the violent route it has now taken could be a very bad precedent.

Another important issue is providing minimum working conditions and safety at the workplace. The maximum number of fatalities at the workplace involve contract labour; they need to be owned and provided for. For things like working conditions and safety issues, a company should not differentiate between regular and contract labour. And these issues will keep cropping up unless it is addressed by industry bodies like CII, FICCI, AIOE, EFI and others. They are already on the job, but it is time to ramp up these efforts. ●●

IF IR AND ER ARE NOT GIVEN PRIORITY, THIS MANUFACTURING DREAM OF THE MODI GOVERNMENT CANNOT TAKE OFF. JUST LIKE CREATING GOOD INFRASTRUCTURE, GOOD INDUSTRY RELATIONS NEED TO BE WORKED ON

In today's scenario, the importance of Industrial Relations has increased tremendously as IR managers can help tackle conflict management. It is quite easy to deal with the educated and intellectual class compared to the labour class. The IR manager has to understand the psyche of the labour class to solve their problems and act as a bridge between the employer and the labourer. IR issues are very critical and it is up to the managers to make it simple.

Since labour is a subject in the concurrent list of the Indian Constitution, where both the Centre and the state can amend and frame the labour laws, it varies from state to state making it difficult for IR managers to follow the laws strictly. Productivity & flexibility are

not mentioned anywhere in Industrial Disputes Act 1948 and hence it becomes difficult to retrench any worker or take any steps against him even though he is not working according to expectations. But, we believe the government is striking the right chord to overcome the challenges.

We at SLCM manage our workforce in a very efficient way by being compliant with the law of the land and empathetic towards our workforce by giving them solutions to their problems. We make it a point to cover each employee in a month and the HR representative talks to each one individually, formally or informally. I can proudly say that we have so far managed the force across 20 states and 600 warehouses. ●●

Rajat Seth, HR and Administration
Head, SLCM

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Mobility

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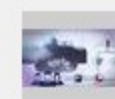
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