

Internship Study Reports on Four Sectors

Transport
Hotel & Restaurant
Health & Diagnostics
Construction



BANGLADESH INSTITUTE OF LABOUR STUDIES-BILS
Labour Resource & Support Centre (LRSC)



Internship Study Reports on Four Sectors

(A BILS LRSC Publication)



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Internship programme with university students is a regular programme of BILS under its long term plan to ensure bridging between academicians and trade union. BILS has been doing this from its inception period. Encouraging interns for preparing labour related research and facilitating them to increase their knowledge on Industrial Relations and workers rights are the major objectives of this initiative.

Interns achieve their experience through a chain of activities like communications with external and internal supervisors, exchanging ideas about working strategies, preparing plan, specifying research field, presenting report, reviewing, evaluation and publication.

As a result of internship programme, BILS has enriched its knowledge hub in different important issues like Trade Union history of Bangladesh, Labour related laws and policies, working environment and workers' rights, workplace accidents, disputes and violence, problem of labours in labour court etc.

BILS Labour Resource & Support Centre (LRSC) in Chattogram regularly organises internship programme, which is fruitful for the university students in Chattogram in a view to develop their understanding in different labour and workplace related issues.

We hope, this compilation of studies, done by a number of students, may help develop knowledge of others on selected issues. We are thankful to Dr. Muhammod Shaheen Chowhdury, Associate Professor of Law, Chittagong University for his generous effort to supervise this Internship Programme.

We expect this activities will be continued in future, where time befitting issues will be covered. In this regard, we appreciate your valuable feedback. Finally, we acknowledge DGB-BW for their support to carry out this programme and publication.

Md. Habibur Rahman Shiraz
Chairman, BILS

Nazrul Islam Khan
Secretary General, BILS

Preface

In its simplest concept, 'internship' is a period of work experience offered by an organization for a limited period of time. It consists of an exchange of services for experience between the intern and organization. Internship is typically undertaken by students and graduates looking to gain relevant skills and experience in a particular field. Once confined to medical graduates, it is now used for a wide range of placements in businesses, international organizations, non-profit organizations and government agencies. Internships are used to determine if the intern still has an interest in the concerned occupation or service after the real-life experience. In addition, internships can be used to create a professional network that can lead to future employment opportunities. They provide the students the ability to explore in a field of their choice to receive hands on learning about a particular future career, and preparing them for full-time work after graduation. Employers benefit from these placements because they often recruit employees from their best interns who have known capabilities, thus saving time and money in the long run. The benefits of bringing an intern into full-time employment are that they are business-ready, already familiar with the enterprise, their position and they usually need little or no training. This conventional picturesque applies generally to the internships sponsored by BILS, the leading labour rights organization in Bangladesh.

BILS had started off its operations in 1995 with a vision to promote the basic human rights of working population in Bangladesh, help them improve their living standards, eliminate exploitation and discrimination from the workplace as well as establish social justice for all. It vows to partner with the Government and other organizations in the process of developing a prosperous democratic country free from poverty, miscarriage of justice and inequality. BILS has targeted in-depth field research and internship on labour issues as significant ammunition to combat improper working conditions and thus ensure fundamental rights of workers engaged in different economic activities and occupations. The organization is also aiming at creating a pool of right defenders through field study, research, collaboration and advocacy. Building on the success of its maiden internship initiative in Chattogram, BILS ventured into two more consecutive internship programmes involving graduate students from

different local universities. The pilot initiative, which was successfully carried out in 2017, laid the foundation of a structured, time-bound and organized internship project for the successive periods. It resulted into the conclusion of several memorandum of understand (MOU) with the local public and private universities to make stable supply line of graduate interns for the field studies in Chattogram. The second and third internships kept up the spirit of the previous one to sensitize the students about the problems and pains of general workers and trade unionists in the selected sectors.

Industrial relations and decent work in Bangladesh are at crossroads. Labour conditions in any establishment or sector are affected by several factors including economic, political, organizational, social and others. The socio-economic and political contexts of the country play significant role in determining the course of labour relations in a particular economic sector. While there is a large cohort of labour laws in Bangladesh, very little efforts of the entrepreneurs are seen to comply with them. Similar situations seem to exist with regard to the monitoring and enforcement of regulations by the labour inspectorate department. The most characteristic features of an industrial relations system, namely, collective bargaining, tripartite negotiation or conciliation, arbitration etc. are hardly exercised signifying a looming collapse of the system. In the absence of long established and universally recognized labour practices, some alternative parasitic mechanisms had appeared to dilapidate the healthy growth of trade unionism and labour market in the country. The cancerous unfair labour practice can degenerate the sustainable progress of industries, homogenous and regulated labour market and fulfillment of basic labour rights faster than the imagination.

The above observation about the landscape of labour jurisprudence and trade unions in Bangladesh applies equally to the labour situations in Chattogram which were also revealed from the study reports prepared by the intern students. The interns were divided into several small groups to visit and observe working conditions of the selected labour sectors, namely, health and diagnostic, hotel and restaurant, construction and transport sectors. The outcomes of their findings were reflected in their reports. Before undertaking the field visit, the teams were provided with orientation training about the objectives and purposes of the internship, labour laws, basic concept of trade union rights, trajectory of trade union movements in Bangladesh, current situations and labour practices in different sectors in Chattogram, as well as internship methods and report writing. The most challenging and critical part of the internship was to provide coaching and supervision to the naïve students

who virtually had very little or no understanding and experience about the problems and rights of workers. The supervision was a kind of hectic process and took much of my energy and concentration to prepare the interns for field study and finalizing the study reports. At the end of the day, everything was accomplished in some way or other.

The tasks of supervision involved holding series of discussion sessions with the study groups both in face-to-face meetings or through online communications. Co-ordination of different groups and bringing the best out of them were the most challenging part of the supervision. Students were given tasks for their field work, and a prototype structure of the report was designed beforehand to accomplish the assignments. The teams adapted the report format according to their tasks in hand. Interestingly, some new inclusions had added variety to the internship programme. Firstly, inclusion of transport sector as a field of research added salt to the coverage of BILS initiatives, and secondly, efficient use of data collection methods by the interns paved the way for future undertaking of quality research on labour issues. In fact, the internship study would not have been possible without the valiant efforts of student interns, enthusiastic support of trade union volunteers and stand-by assistance by the LRSC officials, especially, Mr. Rizwanur Rahman Khan and his brigade. I must also appreciate the regular monitoring of the study's progress by the top leadership of LRSC and co-ordination team of BILS headed by Mrs. Kohinoor Mahmood.

The BILS sponsored internship was a kind of stimulus adventure tour where the interns unearthed many stories of workers regarding their basic human rights at work. As has been gleaned from the study reports, the FGDs and interviews with workers unleashed opportunities for bringing the realities of workplace to broad day light. It is quite obvious that workers are generally made subject to exploitation and discrimination in all economic sectors although the magnitudes vary. Effective remedial actions have become long overdue to rescue the victims from the malaise they have been suffering from. The ILO declares that work is not a commodity or product that anyone can buy from or sell at a marketplace. Work is a part of everyone's daily life and is crucial for his/her dignity, well-being and development as a human being. It is a symbol of citadel, a stronghold of protection against privation, hardship and injustice. ILO's labour standards cover fundamental rights of workers, decent work variables, social security, social policy and other related subjects. The domestic labour laws of Bangladesh comply with the ILO rules to a significant extent. But the internship reports reveal that proper enforcement of the labour laws at the enterprise level is still very challenging in Chattogram mainly due to unwillingness of the employers,

lack of diligent initiatives from the enforcement agencies, utterly explicit disunity of trade unions and unawareness of general workers about their rights and interests.

The students had endeavored to put their observations in their reports as much professionally as were possible on their part. They had also put forth some recommendations to reduce the problems identified through their field study. Despite the honest and sincere efforts from all concerned, there remained some shortcomings throughout the whole process. Ideal conditions were not available all the time to conduct the study by the students and carry out the supervision activities. Some students were found to be less passionate than the level expected from them. Whereas, some others seemingly displayed their professionalisms at quite superior level. There is still room for further improvement of the process for recruitment of interns. It is fairly necessary to adopt a definite guideline for selecting the graduates. On the other hand, lack of co-ordination between the trade union volunteers and interns had sometimes hampered the progress of field of study. It was also felt that a moderate supply of logistics from BILS (for example, ID card, bag, field work kits etc.) would have made the study experience of interns more convenient and efficacious. All these issues had made the supervisory tasks quite challenging. But none of the challenges is bigger than the achievements of BILS and LRSC which have already been bagged so far. The internship programme has appeared to be a great success. The tasks of improvement is a continuous process. Therefore, a proactive approach from all concerned will make the internship worthier and rewarding for the workers and trade unions.

(Dr. Muhammod Shaheen Chowhdury)

Supervisor of Internship Programme

&

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Internship Study Report on Transport Sector

Israt Jahan Tisha

Md. Mehedee Hasan

Part 1: Introduction

'Labour', after hearing the word what's the scenario that comes up on your mind? Certainly not a govt. employee or a company owner or an administrator who are doing their jobs in an air conditioned room. No, it can't be that pretty. Instead, you would think of a scenario where labour works relentlessly day after day, stories of unpaid labour, stories of sorrows and sufferings. Now, who made the life of the labour such a horrible one? Are the owners alone to blame in this? Actually, it's not. We, the educated peoples, are very much engaged in this too. We could have made at least some amount effort to make their life better. BILS has recently taken various steps to make sure that Labours do know their rights and raise voice for their own demand. It is actually the beginning of a long road which will lead us to a new sun where the margin of deprived and sorrowful labours would be lessened to its best. In that mission, our part of concern is Transport workers. Bangladesh government enacted the labour law 2006 to preserve all sorts of labour right, and founded the labour court to implement that. But it is questionable that whether the laws are exactly implemented to preserve labour right like employment opportunity, working hour, minimum wage level, minimum working age, security of work, occupational safety, compensation, freedom of association and so on. Rather labours always are villains in the eyes of many. They forget about the demand of appointment letter, eight hour labour day, safe work environment. Actually the workers are provoked. Here owner and leader are Murubbi and worker Ummed. If you are not guaranteeing one's rights and dignity as a citizen, you can't call it a true democracy. It is said that, there is business for all in the transport sector. So, we tried to figure out the ongoing condition of the labours in transport sector and to assess the violation or respect of labour laws here.

According to Wikipedia, Transport worker means a person who is employed in a motor transport undertaking directly or through an agency, whether for wages or not to work on a professional capacity on a transport vehicle or to attend to duties in a connection with the arrival, departure or lading. Now, in the context of our country, it is the drivers and helpers that we count as transport workers. Currently, around 6,000 buses and minibuses ply Dhaka and Chattogram cities, while around 70,000 buses ply different inter-district and long-haul routes according to the Daily Star on May 01, 2016. There are 1.27 lakh truck and lorries, according to transport operators. Around 40 lakh workers are directly or indirectly involved in the road transport sector in the country, according to the Sramik federation. The last time government revised the wages of road transport workers was in 2005. At that time, the minimum wage for drivers was fixed at Tk. 12,000; for contractors Tk. 8,000 and for helpers Tk. 6,000. But the owners do not follow it. Wages are supposed to be revised every five years. If any worker thinks he is being deprived, he can lodge complaints with the labour court.

It is so true that if their wheels stop running so will the development of the country stop. But even after having such a huge importance in the country's development, do they really get what they deserve? Not close by any margin. It is the same old story like any other labour sectors of the country, a life full of sufferings, deprivation and depression. The reports on daily newspapers give us a hint of the present lifestyle of the labours. Issues of extortion, transport workers strike, denying the responsibilities of accident by owners are common in everyday newspapers. There are laws for the workers or the owners. But there are no laws for regular peoples who are creating accident because of their absence of knowledge about the traffic rules. The blame always rests upon the worker's shoulder. How is this fair! To reduce the ratio of road accidents we need effort from both sides. Not only the transport workers but also the general people should be aware of the traffic laws and rules. The most concerning fact is, after working day and night restlessly and with lots of pressure on their mind they can't even manage a minimum standard of living for their family. It is a very appreciable work that, along with all the forms of workers and their rights, BILS Keeps in view to build a democratic society, enables the workers' organizations to play an appropriate role as a major force, it emphasizes on capacity building of the Trade Unions through Trainings, research, and information sharing. BILS is an organisation which works towards the development of the rights of the workers in Bangladesh. We owe a great debt to BILS for making us a part of that mission.

BILS started its journey in Bangladesh on 1995. Over the years it has aided the labours of this country at a great deal. But the Chattogram office of BILS was established only 3 years ago on 2016. But it has grown in a marvelous form in such short amount of time and continuing to do so. Protecting workers rights is the main objectives of BILS and it strives to promote just and worker-friendly policies and Laws in Bangladesh. It also plays a catalyst role in bridging trade unions civil society and the government of labour market issues. Workers should not be treated as a commodity but the respectable partner of progress. BILS internship is the doorway to connect the next generation with the working class of people. This internship enables students to understand the dynamics of the socio-economic condition of the labours. This internship not only connects students to the labours but also gives them an opportunity to study the society through their own eyes. Interns can understand what is there to be done to get rid of the problems where most of the labours don't.

Part 2: Methodology, Objectives and Limitation of Study

This study is both explorative and descriptive in nature and adopted qualitative methodology to address the problem from its root. Both primary and secondary data were used to meet the research objectives better. The labours in transport sector are the unit of analysis here. This was conducted in Chattogram city and suburbs focusing some important area like Chaktai Notun Bridge, Panchlaish, Kaptai bus terminal at Bahaddarhat. Non-probability sampling, especially purposive sampling technique was applied here to draw better data from relevant respondents.

The study followed four instruments to obtain qualitative data. Primary data were collected through conducting FGD (Focus Group Discussion), case study and KII (Key Informant's Information). Three FGDs, two case studies and three KIIs were administered in the visited places. We had to contact the volunteers to fix meetings with the samples and we had to meet them to conduct either FGD or Case Study. In some cases, the volunteers themselves gave the required data as the key informants. Newspapers, periodicals, study reports and articles were surveyed to collect secondary data.

Relevant data were processed and analyzed categorizing and arranging into themes and sub-themes following the research objectives. Responses were presented in line to describe the situations systematically. Acquired data are presented in a narrative manner. All the information received from the samples was recorded and are accessible for further verification.

The study has the following three objectives:

1. To assess the present condition of workers in transport sector in terms of basic labour rights;
2. To review the extent of enforcement of labour rights in transport sector;
3. To suggest remedial measures to improve working conditions in this sector.

During the field work, we had some limitations which were unavoidable. The major one was the shortage of time. Due to busy schedule of the transport workers, we got very little scope to talk with them. As the study covers a large area of Chattogram, it should have included more samples to represent the targeted populations. Experts have their limitations and we are just a bunch of newbies. Therefore, we have our own limitations of understanding people and making them understand various factors. As researchers, we could not be out of value judgment or biasness during investigation. Despite all these limitations, we tried our best to get as much information as we could.

Part 3: Study Findings

3.1 Employment Opportunities

The workers of transport sector usually start the job at a very young age and sticks with the job like forever. Some of them have recently joined in the job and some of them are here for about 26 years or more. It's good to know that almost all of them have an ID card in city bus section. But at the same time it is disappointing that they don't have any appointment letter and service book. There is no formal contract between transport owners and labours. As they have no documents of their employment, owners can exclude them anytime and they can't take any legal action against the owners through law enforcement agencies or court. They don't ever check whether their full information of service is being recorded in any register.

The data we found from the External Route Bus section suggests that no workers have the letter of appointment. All the drivers have their identity cards. But it takes about 1-2 years for a helper to get the identity card. A helper can be promoted to a driver after working at least 6 years with the bus. The drivers collect their license from BRTA through a very vague procedure. There are workers who are at the job for more than 30 years. No one really knows about the service book. So there is no written document of their occupational designation and age.

In our FGD field most of the CNG drivers are very young and just started their job as a CNG driver. Among our respondents we found only 1 person who has

been driving CNG for about 17 years and his age is 45. Others were in the job for about 1-5 years. Although all of them have their identity card and driving license but the problem is, not all of them holds the id card. Some of them used to drive a four wheeler and now driving a three wheeler with that same license and have to face the law when checked by the police.

From this study, it is evidence that no transport workers are found with the appointed latter. They are appointed informally without having any ID card, contract documentation or service book. But according to Chapters 2, 3 & 4 of the Labour Act, 2006, the issuance of appointment letter, identity card and service book for a worker has been made mandatory.

3.2 Adequate Earning & Productive Works

It is no new discovery that the workers who put their physical labour for maintaining subsistence for them have always been deprived from their potential needs. The story of the transport workers isn't any different. They have no fixed wages. There is no minimum wage gazette for the transport sector at this moment. That's because the drivers final earning stand not more than 500-700 tk. a day and for the helpers it's about 200-300/-. One could say that that's enough for living a minimum standard of time. But the problem is, as they earn at a daily basis and there is no fixed amount of wage, so some days it may reach 500 and some days it may not. Along with that if your (drivers) wheel is not running, you are not earning. Added to that, is the pressure of providing Tk. 2200 to owners daily (for minibus) and it doesn't matter whether one has earned that much or not. Besides, the cost of gas/fuel refilling, police toll, helper resides on the shoulder of driver. To meet one's minimum earning one has to go through all these issues. One of the respondents says that he gets just Tk. 350 to 400 for his 16 to 17-hour workdays. He added that he don't want to take days off because the bus owner won't pay him for those days.

Whereas city bus workers have to provide the owner a certain amount of money regardless of what the workers earn, but in external route bus the worker and the owner ties themselves in a very different fashion. The total income of the worker is distributed to labours and the owner at certain ratio. The worker doesn't have to pay a mandatory fee to the owner. There is no specific wage limit and the wages are got at daily basis. Their wages varies all the time. But the average income stays within tk. 200-300 and for the helper

even lesser. Most of the workers don't receive any extra amount from the owner.

There is no fixed wage for a CNG driver like the others. There are two types of owners in this sector. One is an Individual owner and the other is Company owner. These people give CNG to the driver for tk. 900 a day. And one has the pay this particular amount to the owner even in his absence. Otherwise he will lose his job. After maintaining fueling costs and others tolls they hardly earn tk. 300-400 a day and sometimes it's even lesser. According to them police files cases against them even when there are no faults.

Transport workers' wages have been fixed by the Bangladesh Labour Law. But the rules were not followed as there was negligence on the part of transport owners and a lack of monitoring by the authorities concerned.

3.3 Working Hour

The usual eight-hour working time a day is not applicable for transport workers. They have to work for 10 hours on average in a day. Sometimes it may rise up to even 14-18 hours. One of the respondents, who is the helper of a local bus, wakes up at 5:30am and toils at least until 11:00pm. He starts his day by sweeping and cleaning the bus, checking tires and the engines of the vehicle that will run on the city streets all day. After the bus hits the road, he doesn't have a single moment to relax. Till midnight he hollers on the top of his voice, calling passengers and helping the driver. Rain or shine, he is on the bus doing his job. As per Motor Vehicles Ordinance, 1983, drivers are supposed to drive for a maximum of eight hours a day with 30 minutes break every five hours. As they work on a daily basis so it's something like every day is holiday or there is no holiday. That means, it's completely up to the worker's will. As there is no fixed working hour, therefore there is no formal overtime. They take an interval at 8:00 am for their breakfast and another is between 2:00-4:00 pm. Usually all of their meals are taken from hotels and their food habit is not at all healthy. They have no definite time for rest and meal.

In external route bus sometimes working time may even reach to 16-18 hours in a single day. CNG drivers usually drive for 6-7 hours a day. There are two working shifts for CNG drivers. The morning shift is from 5:00 am to 5:00 pm and the night shift is 5:00 pm to 5:00 am. One has to drive either the morning or

the day shift and can even drive for both shifts. Therefore, there is no availability of overtime for the CNG drivers.

3.4 Forced Labour

The owners only want their demanded money per day. Now it is of no interest to the owners, if the labours do overtime or not. The owners forced only for their demanded money. Usually labours have to give the transport back to the owner within 4:00 am. No force is used in the city bus by the employer to make the labours do overtime. Instead there are some cases where the labours are restricted from doing overtimes. But forcing for overtime or not, one certainly is forced to work even when he is unfit to work. There are many stories where one gets beaten up for simple faults.

In external bus route there isn't any forced labour for overtime either. But sometimes workers have to work against their will. For instance, someone who is feeling sick still has to continue the work. Otherwise he will lose the job.

3.5 Combining work, family and personal life

The works in this sector do not get any type of leisure and rest. They also do not obtain any casual leave and leave for sickness. In terms of getting leave for sickness, there is a higher possibility of losing one's job. That refers to that fact that, if you want a leave you'll get it but you will have to remain unpaid for that. And the transport workers have literally no idea that they are entitled to get different paid leaves under the labour laws. They often fail to fulfill their family demand. In fact, they can't even maintain their individual needs. The childrens of the transport workers mostly remains uneducated or undereducated. Girls get married earlier than they are supposed to. Wife works in others home or in a factory or sometimes just a mere housewife. Obviously, there are some cases which depicts a completely opposite. But those are very rare. Now, as a developing country we don't want this huge portion of population to stay under the radar of poverty and unemployment, do we? Well, then, we need to act as soon as possible cause the scenario is worsening.

3.6 Minimum Age of Work: Child Labour:

Mini bus has child labours that are of 8-9 years old working in this sector. Very few are in driving, maximum of them are helpers. The workers think that they work because if they don't they will die out of hunger. There is neither any inspection on the issue nor any 'fitness certificate' for the child labours. Most of

the workers are unaware about the legal consequences of child and adolescent labour. In CNG sector it doesn't have any child driver in city part.

3.7 Stability and security of work:

They have many experiences in removal from service such as lay off and dismissal. One of the respondents said that he was dismissed because he did not fill up the demanded money of owners. Sometimes they get laid off for several reasons and they don't get any remedy against such removal. They face verbal harassment every now and then. It is a very simple matter to them. They don't know that they have legal protection against the harassment and they don't think about that anymore. They have to face public wrath, and even physical assaults from passengers over fare, slow movement of the bus and additional passengers. Many of them complain that people do not use footpath, foot over-bridge but fall in accident and the driver is blamed. CNG drivers complain that, though they have everything okay but they have to fall in lawsuits. One of the respondents said that he has to send a major portion of his earnings to home. So he can neither take proper food nor afford accommodation.

3.8 Equal opportunity and treatment in employment (discrimination)

There are no female workers in transport sector. Transport workers have no discrimination on the ground of religion. But they feel deprived, depressed and discriminated. Many of the respondents said that they were not paid enough money rather they have to pay the owners a certain amount. In their families there are wants of food, cloth, and money but they cannot afford to fill up the family demand. They take food from roadside restaurants and uses public toilet. In some cases because of many mental stresses and need for more money one joins in competition, load extra passengers and sometimes fall in accident. There have brokerage about labours issues. Owner and labour union does extortion and there are syndicates. So, labours are always discriminated from their rights. They have mental stresses for life struggle, installment debt etc.

Maximum of them have no formal education. They have no academic knowledge and training about driving. They have no academic knowledge about accessories loading, transport speed. They learn driving from the fellow workers. They say that they take license through commission agents and they have to give 14000 to 20000 tk. instead of 1300 tk. In our FGD we found that only one of them took training from BRTA training school.

External route bus drivers say that though they have license but if they want to renew it after 5 years, then they have to pay 5000/- instead of 250/-. They also have to face commissioned agent. They further said that they save daily 400-500 income after buying oil, gas and other expenditures and give money to owner. They faces fuel crisis.

3.9 Occupational safety: safe work environment

As they are transport worker, in their workplace there is dust. They load extra passenger so their workplace is crowded. There are no safety arrangements like seat belt, first aid appliances. Very few of them know about the necessity of these safety arrangements. One of them said with grievance that the owners do not know about the laws at all and they don't know what should be kept in their transport. Maximum of them take cigarette and some of them are narcotics addicted. There have so much competition in city bus or others bus between companies for earning much money. So, they overtake frequently. Traffic congestion, the dust, the ill behavior of passengers makes their surrounding uncomfortable. They are unaware about the primary treatment and they think if anyone is in danger, one must look for a hospital or pharmacy. Owners also force them to drive with defective vehicles which later traumatize them in working periods. The most astonishing fact we found in this study is each and every worker is inflicted with abusive language and they don't even know whether there are laws to preserve their rights.

3.10 Non-wage benefits: social security

There is no provident fund for Transport workers. They do not get any festival bonus. They do not receive any compensation for injury. One of the respondents said with grievance that they arrange a fund if any labours fall in injury, but the owners does not give any compensation. They pressurize the owner but the owner gives little compensation. They do not get any medical treatment services from the employer. There is no medicine store at transport. Most of them don't have an insurance policy.

3.11 Freedom of association

Some of them are the members of labour Union. The workers of establishment cannot freely join the trade union. Some of them know about the functions of trade union. But others do not know anything about the functions of trade union. Labour Union has extortion and owners also extort to the labours. There

have lots of Syndicates. Though they are the members of trade union but the leaders do not properly think about the labour's interest. Ultimately labours are deprived from all of their rights.

External route bus has the freedom of association for about 40 years. Their associations' name is "Kaptai Bus-Minibus Union". Every member give 20 tk. monthly to the union. As the owners are not seeing the labours tragedy, so the union came forward in the labours misery.

CNG drivers say that there are labour unions but they did not join there. Some of them don't know clearly about the facilities of labour union. They said that there are many categories in trade union. But most of them are ineffective to work towards developing the condition of labour. Some of them even try to form a labour union themselves, without having the minimum knowledge about it.

3.12 Remedies

Violation of labour rights can't be cured ever if the labours are not conscious about their rights. But the scenario is different. The labours don't even know what their rights are. They have little knowledge about labour law. Very few of them know that they have something to do against the violation of the rights. The labours are not trained about their rights except one or two.

Part 4: Recommendations to solve the problems

1. Transport workers should be given appointment letter. Academic training about driving, transport speed, accessories loading etc. should be given. Awareness class should be taken for them.
2. The amount of money labours receive as their salary is not adequate by any means, considering their investment of labour. A minimum but standard salary scale for the transport labours should be set by the govt. and should also be checked on the implementation of law.
3. All the districts must have an office where one can issue a driver's license with extensive training and corruption and irregularities in the issue of licenses should be stopped. There should be training school for labours in every district.
4. According to Motor Vehicles Ordinance, 1983, drivers are supposed to drive for a maximum of eight hours a day with 30 minutes break every five hours. This should be maintained strictly. Working hours and

weekend should be monitored and implemented via law enforcement agency.

5. If the labour is capable or need to work more than 8 hours that must be counted as paid overtime.
6. Police harassment on roads should be stopped.
7. Labours should be given permanent security for their job in their workplace. They should be given life insurance or policy.
8. Target trip should be stopped.
9. Govt. and labours distance should be reduced. Govt. and minister panel should raise their voice about workers matters and rights in national parliament.
10. We should give the importance to ILO. Everyone should know about the labour rights and human rights.
11. Fitness Certificate must be checked by the authority before appointing an adolescent.
12. Brokerage about labours issues cannot be supported and should be stopped.
13. All transport must have first aid box.
14. All owners and workers should check fitness, registration of their transport. They should maintain route permit.
15. Transport workers should be given respect.
16. In our academic book, there should be concept about traffic, zebra crossing, transport sector and other traffic instructions. Televisions channels should broadcast about various traffic issues and rules to increase awareness.
17. Govt. should reduce Weigh-scale (Truck Weight Scale) fine.
18. During the registration of a vehicle, attested signature of union president and general secretary should be included.
19. Trade unions should be formed that would protect the labours rather than owners. Labours should organise themselves for ensuring their own rights
20. Specific laws should be improved only to preserve the transport working sector.

21. A contract system could be very useful. Where, after providing a certain amount of money to the owner the worker himself will become the owner of the vehicle.

Part 5: Conclusion

As a working experience this was amazing. But as a human, the result found from the field is heart breaking. Labours of this sector are deprived, exploited & under privileged. Labours are deprived from their employment opportunity. They don't have employment letter, adequate earnings. Their working hour is longer than the hours fixed by the labour laws and they have to do overtime but they are not paid for that. There are no paid leaves and rest and leisure time are not sufficient. Their stability and security of work is very poor. They have no social security and freedom of associations. They are bound by target trip. Labour laws are kept only in books rather than implementing them. There is visual distance between trade unions and labours. With a view to gaining more profit, owners are very much willing to deprive the workers from their rights.

So, if we want to improve those conditions, we need to follow the recommendations and should take proper steps. Government, trade unions and relevant policy makers should take positive steps to solve these problems. The workers also should raise their voices against all repressions, oppressions and deprivations by being united.

This was indeed a journey that will be evergreen in our minds. We have shared some of the best times of our lives with the labours on this sector. We are optimistic that our work will make some difference to the lives of workers.

Internship Report on Hotel and Restaurant Sector

Sabrina Akther

Rayhan Miazy

Introduction

In exchange of money where food and drinks are prepared and served to customers are known as restaurant. Some of the outlets of restaurants have option of takeaways and home delivery but basically restaurant is where the foodies sit and enjoys the food of their choice. In the Bangladesh Hotel and Restaurant Act, 2014 restaurant is defined as a business establishment where 30 or more people can be served food. There are different types of workers working in hotel and restaurant sector such as cook, karigar, table boy, handy, and some female worker for mashing the spices. The labour law provides them with many facilities but the real situation is much different from expectation.

The workers of the hotel and restaurant are deprived of their rights under the labour law. In Bangladesh, workers of the hotel and restaurant sector are the most clockwork, unsettles, without any facility, under privilege and informal. They are just working to run their lives without any facility which are provided for them. The labour law mentioned about working hour, leave, holiday, employment condition, minimum wage level, health and sanitation condition and compensation for workers who is being hurt during work period specifically. The owner of the establishment is under the duty to provide these facilities toward the workers working in his establishment but in practice, the owners cheat the workers with lesser wages, which is not sufficient for workers to live in this current society. The biggest problem of the hotel and restaurant sector is that the workers are not aware of their rights. Most of the workers of this sector do not know about labour law. To solve all kind of problem of this sector, the owner should provide appointment letter to the workers immediately.

Background of workers

The workers of hotel and restaurant are being swindled from the past decade. They are not getting their adequate wages according to law till now. But some changes have arrived in this sector but which is not sufficient to conduct a healthy life for a worker. Earlier on, the owner was potent to terminate any worker from work but now because of trade union they can't do it easily. Trade union member workers are more dynamic than ordinary workers. For this reason, getting involved with trade union are prohibited for workers by the owners. If the owner discovers that someone is getting involved with trade union, he will terminate him showing any other cause. In the past, the system was not stable for the workers. But at present trade unions are working on this to make it stable for both the workers and owners. In the past, the owner would have paid very little, but now workers are more concerned about their wages. They demand adequate salary from the owner to survive in this current situation. Though the owners agree to pay the workers according to their demand but later if the owners get someone claiming less than the old one, the old worker are terminated by his owner in order to appoint the less demanded person unfortunately.

According to report, there are roughly 300,000 restaurant, bars and tea stalls in Bangladesh. About 967,000 workers are working in this sector where around 99,000 are women workers.ⁱ From the past the workers of the hotel and restaurant are deprived of their right according to data source. According to study report, the workers of hotel and restaurant are less than eighteen years of age almost one-twentieth. Ninety percent workers of hotel and restaurant do not have any appointments letter till now. Some restaurants like medium to large size restaurant giving appointment letter to their workers which is less in number only 10 percent. According to study report most of the workers of hotel and restaurant working for more than eight hours in a day, more than one-third (42%) workers working for nine to ten hours, more than one-third (40%) workers working for eleven to twelve hours and almost one seventh working for thirteen to fourteen hours in a day. There are more than one-fourth (26%) workers who are working constantly without any break time or interval. The hotel and restaurant's workers are not getting their either weekly holidays (86%) or public holidays (82%) which is more than eighty percent and according to study report, more than eighty percent (82%) workers are working on the international workers day of May day which is declared as holiday for all working people all over the world. There are more than ninety percent (94%) workers are uninformed about May day. In holidays, they pass their time by watching movies or cinema (36%), or staying in the house and spend time with

the family (36%), rambling with the family (16%) and asleep (6%). Approximately, one third (32%) hotel and restaurant's workers getting their wages on daily basis and the residual (68%) of the workers getting on weekly or monthly basis. According to study report, for ninety percent (90%) workers, monthly income is very much insufficient which is confined between TK. 7500/- (seven thousand five hundred) to TK. 17500/- (seventeen thousand five hundred) only. Approximately, one-fourth (28%) earn between BDL 7500/- to BDL 10000/- only, almost one-fourth (22%) gets between BDL 10,001/- to BDL 12,500/- only, and in the (BIL)region of, one-fourth (24%) gets between BDL 12,501/- to BDL 15,000/- only a month. Trade union involvement is very much unsatisfactory which less than five percent is (4%).¹

Purpose

Our Internship study had started to find out the real situation of the workers from the different sectors according to the instructions. BILS, has been working from the very beginning to develop Bangladesh through the labour movement and to be a flourishing country, where there will be zero discrimination and exploitation of all kinds and where will be assurance of equal rights and opportunities for all workers in respect of fulfilling their basic needs such as food, shelter, education, proper treatment, security, rule of law, peace and progressive socio-cultural environment. Workers should treat in a respectable manner not as material. If their life becomes progressive the country will see many more successes in future.

Research object

- To identify the current situation of hotel and restaurant workers in term of national labour law and to know about the problems facing by the workers of the hotel and restaurant.
- To understand working area, policies, role, and present condition of the trade union in this sector.
- To create awareness about labour right of the workers provided by labour law.
- To find out why the workers are so careless about their rights and to understand the real view and opinion of the worker.

1 BILS Journal (Jan-June 2017)

Methodology

This research has been done by using qualitative method. Information is collected from both primary and secondary sources. We have specially worked on focus Group discussion and interview methods. Surveys mostly done in Chattogram area and its adjacent locations based on our structural questionnaire. Our primary data collected by survey, FGD and interview. On the other hand, literature review and secondary data collected from books journal newspaper reports, research articles and various governmental reports and websites of various agencies and organizations.

Survey: A survey on Hotel Restaurant workers has been done in Hotel concentrated areas of Chattogram Area like: Laldighi, Dewanhat. Respondents were particularly selected based on availability and accessibility and willingness of workers to respond to survey questions. There was no such unambiguous question for workers. For collecting the real information question were purposively selected.

FGD: FGD method used to have deep discussion with the workers. So that we could able to know their wage, living and other standard issues. In each 10-12 participants, including workers and Trade Union activists have taken part in this FGD.

Interview: For making the research paper stronger we have taken interviews of workers and Trade Union activists besides Survey and FGD.

Stakeholders

There are many sectors that will be benefited by this paper all over Bangladesh.. The beneficiary will be the government, employer, workers, trade unions and Ngo. Some discussion given below;

Government will be benefited by this research. This research paper discusses about the real problem of the workers and where the law should be amended for better situation of the workers. For this reason, it will assist the government to know the real situation of the workers and the authority as well as the involvement of the trade union. It will help the government to find out the defects, flaw, error and loopholes of the law. And helps to make some effective measure to get rid of this problem and understand the way by which the law should be exercised.

Employers can also be benefited by knowing the demand and claim of the workers. The authority cannot change anything without understanding the problem of the workers. This research paper will help them to understand the real defects and how to implement the law by providing all the benefits which given by law for workers. It will also help the authority to find a new method by which they can assist the workers without any kind of force.

Workers are the ultimate beneficiary of this research paper. The object of the research is helping the workers by creating awareness between the workers and the authority about the right of the workers. The rights of the workers are also protected and assure by this research. This research will helps them to led a healthy lifestyle and acquire their right which is given by Labour law. It will also help them to improve their situation.

Trade union leaders will know the fact where they are failed to ensure the right of the workers and their defaults. This research helps them to improve their leadership quality and understand the method how they can assure the right of the workers.

Lastly **Ngo**, there are many Ngo which are working for the right of the workers. This research will help them to know the reason for which workers are deprive of their right and which law are ravishing by the authorities.

Labour situation in case of hotel and restaurant

The workers of hotel and restaurant in Bangladesh are not abundance, liberal in money oradequate life. They are always left from their right which is absolutely given by law.

When the owner appoints any worker for his establishment he appoints him by oral agreement. There is no contract or appointment letter exist in case of appointment. For that reason the owner can terminate him at any time when the owner prefers. If the found any person who demand less amount than the current workers, the owner will terminate the current worker and appoint the less demanded person in his place. In their opinion, if they are provided with appointment letter or any contract the owner cannot terminate them when the owner wishes to terminated. But the owner for his own benefits never provides them any written agreement or contract or appointment letter. Without appointment letter, they cannot appear before the court for any problem which they want to solve. Without appointment letter, the Labour court never hears any suit against the owner. Not only appointment letter, the owners ever provides them any service book or registration book to record their daily data in

that book. In Labour law it is mentioned that, every establishment should provide their workers appointment letter when they appoint them and maintain registration book and service book to record their particulars. But, the authority never cooperates with the law by providing workers their required id card, service book and appointment letter.

After doing so much hard work the gaining of the workers is nothing. A worker is working for 12 hours in a day, but end of the day nothing is left in his hands. He has to arrange lunch and dinner for his family every day, without food there are other things which is needed for every people in their daily lives. It is very difficult for a worker of hotel and restaurant in Bangladesh to provide all things which is needed for his family to enjoy a life properly with such inadequate wages or salary which he gets from his owner. The workers told us that they cannot afford minimum life style which every person desire to live in this earth. They cannot provide proper education facility towards their children that's why their children's future remains uncertain. Because of this reason, most of the children are working to support their family, and the problem of child labour is increasing day by day. Most of the workers are daily basis workers that's why they expend their wages daily for living in this earth. On account of that reason they cannot save any money for their future.

Not only their wages is insufficient, their working hours is also intolerable for them. Though they contract orally with their owners that they will work for 8 hours but in real they have to work for ten to twelve hours. The resource less workers force themselves to do work for twelve hours under pressure. The owners are creating pressure upon workers for their own benefits and forced them to do work for more than 8 hours. But the owners never provide them the overtime wages as mentioned in Labour law. There is no suitable washroom facility for workers; they have to work in a very unhealthy condition. The owners never allowed them to rest or to take leisure during working time. Because of such work pressure sometimes they become sick and could not be able to do their work properly. Every person need appropriate time to do his work properly, but the workers of the hotel and restaurant never get that time during work. There is no system to count holiday wages in their wages.

Hotel and restaurant workers never get any kind of leave from their authority. There is no way by which the workers can take casual leave and get their wages for that day. The regular system is if someone take leave, he will not get his wages for that day. The informants with a depressed voice told us that, even on Eid day they have to work. But during Ramadan they are terminated by their owners. That time they became unemployed, but the owners never provide

them any kind of compensation for loss of service. In this situation we can say that, they have no job security.

The owners preferred to appoint adolescents as worker than adult as worker. The reason behind this is that they can appoint adolescents with less money than adults. Under Labour law, child labour is completely prohibited but most of the hotel and restaurant do not follow this law. As an adolescent's worker, children never get any benefits from the owner. Most of the adolescent's workers are 10 to 15 years of age. But they have to work as like an adult. The owners always treat them as the owners treat the adult workers. They also have to work for ten to twelve hours but never received any extra money from the owner. The owners force them to work more than six hours in a day though they are acknowledged about the fact that child labour is absolutely prohibited in our country. The authority never checks their fitness properly for that reason some child workers become weak after working for ten to twelve hours. In our observation, not a single hotel and restaurant owners maintain the safeguard process for young workers.

Finding and Analysis

Employment opportunities

They are not provided with any identity card or any sort of agreement paper by the owner of the establishment. Given the fact they do not get it, they hardly have any idea on the importance of it. Owners are found to avoid providing id card to workers deliberately to escape legal punishments if any. There is no professional grading to their work in some hotel and restaurant but in some they were waiter is terms of professional rank. The employers do not maintain any registered book. The informants said that there is no service book for the workers. After talking to them, we find out that they don't have any idea about service book, even they are not concerned about their service book's data. They never demand for the service book from the owner of the hotel or restaurant. Only attendance book is provided for the workers where they have to sign to confirm the owner about their presence. Restaurants which are renowned tend to maintain service book during raid only apart from that the employers do not maintain any workers register. So, the particulars of the workers need to be recorded in register book, these remain uncertain, because of not having register book. These particular are very important for workers to acquire their right but the owners knowingly escape this matter to avoid his liability. One informant who has been working for 10 years as a handy in Jashim hotel and

before this establishment he did not work anywhere, another informant who has been working for 1 year as a karigar in pubali hotel and he worked for an establishment which is situated in Baddarhat area before joining his current establishment, another informant who has been working for 2 and half year as a table boy in Satkania hotel and before this establishment he did not work anywhere, another informant who is working for 9 year as a cook in Jashim hotel and before working in this establishment, worked as a chef at another hotel.

Adequate earnings

They answered with an upset voice that their wages amount is not sufficient to living a regular life. Worker termed as cook are provided TK 450 as daily wages and monthly TK 13500, worker termed as table boy get TK 6000 monthly, worker termed as handy gets TK 7500 monthly, worker termed as karigar gets TK 9000 monthly. Worker termed as 'table Boy' is paid 100-250 taka (max) as daily wages in other hotel. They are not aware of their required wages. The informants do not know about their basic salary. Most of the employees are not aware of their minimum wages as per the Labour law of our country. The owners don't maintain any fixed salary payment date, there is a huge interval, they tend to start paying salary from 5th, 6th or 15th day of the month that ends paying to the following next month. Most of the hotel owners follow the rule of pay on the daily basis. The workers get their payment daily, if any one does not come to work then he does not get the salary. During Ramadan workers are affliction from unemployment problem and because of that crux they don't have any earning. During that time they have nothing to do, they remain jobless. They do not have any income at that time. That time is very much rigorous for them to survive their daily life. Owners always try wield the workers as their wish, never understand the real problem of the workers. The biggest problem of the workers is inadequate earnings. The workers never get sufficient money from their owners as they need to handle their daily life expenditures. The money which they get as their salary is not adequate to give their children proper education, healthy food, hygienic environment and not even sufficient to give them some beautiful clothes.

Working Hours and works

The workers of this field are assigned 84 hours every week which is 12 hours' work a day with no break interval. Working time is divided among worker on the basis of working post. Different work time for different worker. Cook has to

work in two shift morning from 8am to 1pm and evening 6pm to 9pm, manufacturer working for 11 am to 11 pm. They are not provided with any weekend or leave. If daily based workers do not come to work, they do not get any payment whatever the reason for leave. There is no weekend for the workers of hotel and restaurant. They have to work 7 days in a week and 30 days in a month. They do not count wages for holidays and the employees are not aware of what the labour law instructs for leisure or rest. They are not allowed to rest while they are at work but workers who are provided with snacks, lunch during work they are allow to rest just for finish the meal. The informant told us that they are not aware about the law of rest and leisure while working. The employees do not feel motivated and cannot tolerate to work for a continuous period of 12 hours a day. They work under compulsion to survive their livelihood. Because of work pressure they have to do the work after working time which is very much painful for them. Sometimes they became so tired that they got sick during work time. The owner never provides them any kind of medicine or money for their treatment. If the worker is very seriously injured then the owner gives some money but later he will deduct that money from that person's salary.

Break interval: Workers are instructed to work at a stretch day long without letting them take break to rest.

Forced labour and Overtime

Workers are working 12 hours a day where they are supposed to work for 8 hours as per the law and the exceeding hours worked for should be counted as overtime, but unfortunately they are hired to work for 12 hours forcibly every day and they are not paid for the extra 4 hours as overtime work at all. An estimate of 120 hours of overtime are not counted and paid to each workers of this field. The owner always applied force to do overtime, they are not allowed to go home without finishing their work, no matter how long they have to work. Moreover, the workers of this field are not aware of what the labour law states on overtime wages. Most of the force labour applied in case of cook and his helper. They have to do some work after closing the hotel and restaurant. Without doing these they cannot go to their house. So for the sake of their job they have to do overtime without overtime payment otherwise they will lose their job. Some workers do overtime to reduce their work burdens for tomorrow. But owners never provide them any payment for overtime. The owners are obligated to the extra money for overtime to the workers and the

workers are entitled to those payment for doing overtime. But in real situation they are deprived of their right.

Workers leave

No paid leave is granted to the workers, also there is no festival leave and no double payment is provided if workers are found working in festival days. Workers are not granted casual or sick leave at all if requested and applied. During Ramadan the workers are terminated by the owners showing cause that, during that time they have no income to pay them for their work. The owners never give them any compensatory money for that termination; don't even give them any festival bonus. They can take casual leave or sickness leave, but they will not receive any payment from the owner if he is a daily basis worker, or if he monthly payments worker then some money will be deducted from his salary. One of the informants told us that one of their colleagues was seriously sick, because of that he could not attend his work for half of a month, the owner terminates him without any notice and even didn't give him any sort of money for treatment.

If any worker is found absent for any valid reason, he is sacked the day following hiring someone else in his position without any prior notice. Also, the owners sack of workers on spot without proper notice and they are not provided any payment which they were meant to receive. If any worker seeks any leave for sickness or any valid reason then he have to provide someone in this place for work but the payment will not be receive by him. In hotel and restaurant sector, women are working for mashing the spices, for that reason owner never appoints anyone who is pregnant. So, the problem about maternity leave never arises in this sector. If any woman worker has children, she can't bring them along with her. If any woman worker brings her child with her, she will lose her job.

Minimum age of work: Child labour

In this sector child labour is found. They know about the fact that child labour is prohibited under law but they are not aware of the fact of the consequences. Usually children are working as table boy informally as waiters. They know that working hour for child labour is 6 hours. But the owner fix the time which is also 12 hours in a day but they get only TK 80 to 120 as daily wages. They got not only less money than adults' workers but also do the same work as the adult workers do. The workers are not concerned about the fact that there is child

labour exist in his establishment, in their opinion it's a matter between the adolescent and the owner, there is nothing they can do. The informant told us that the authority never checks the fitness of adolescent workers properly. Because authority can manage adolescents' worker with less money than that which the adult workers demand from the owner, for that reason the owners don't check their fitness. Even they can force the adolescents to work more than the adult workers. They are acknowledged about the restriction for employment of adolescents in work. But authority decided that whom they want to appoint as workers, they have to agree with their owner's decision otherwise owners will terminate them. There exists no safeguard for young workers. Most of the adolescent's work for cleaning purpose and serving purpose that's why they are safe from any kind of dangerous incident, in their opinion.

Stability and security of work

In this sector there is no stability or security of work. Removal, dismissal or retrenchment anytime may happen. It's completely up to the owner's mind. As workers do not have appointment letter or id card, the owners take the advantage of it. And they do not get any remedy against such removal, retrenchment, dismissal or job cut. As a result, workers become worried about their livelihood and try to find out any other job or the same job in any other Hotel or Restaurant. If any worker is found absent for any valid reason, he is sacked the day following hiring someone else in his position without prior notice. Also, the owners sack off workers on spot without proper notice and they are not provided any payment which they were meant to receive. According to the field visit report most of the workers become harassed verbally by the owners and they have nothing to do because anytime owners can dismiss them from the job.

Equal opportunity (Gender discrimination)

There is no female worker in Hotel & Restaurant sector. Because kitchen work is such a restless job and almost all the time, they have to work in front of stove and in most of the hotel or restaurant ventilation system is not so good. So, it is really tough for a woman to work in a hotel or restaurant. There is no gender discrimination on the ground of gender, religion, belief or race. Mostly all the workers are Muslim but there are some other people who are Hindu or from any other religion and the workers do not face any discrimination on the ground of religion.

Occupational safety: Safe work environment

All the survey location of the workplaces is unhygienic, some of them are very much risky for the workers. Temperature of the kitchen room is always high because of the lack of proper ventilation system. As a result, workers keep sweating all the time. In most of the Hotel & Restaurant the kitchen room is not so spacious rather tiny and the entrance of the kitchen is so small. In kitchen room they do not have proper light that's why it become a bit dark always. They have to work in an unhygienic condition, and there is no safe exit in times of danger occurrence. The working condition is prone to unpredictable accidents. The work place do not have any first aid box to help at times of minor injury. Employers do not pay attention or do not feel important to maintain a hygiene working environment for the workers and hence the workers are meant to work that way. The workers are not provided with any proper training for the work assigned for. In FGD we got some case where labours had serious injury and even died by doing his job but owner did not pay any extra payment in respect of his job. After that Trade Union worked along with the owners and then owner agreed to pay some money.

Non-Wage Benefits: Social Security

The employers do not maintain any PF for the workers. No festival bonus as such is granted and even if it is paid, it depends on the sweet will of the owner and the owner do not maintain any proper payment system for festival bonus as stated in the labour law . The owners are not financially helped in times of injury, rather if helped; the amount is deducted from their salary. They are not aware as to whether the employer is connected to any workers welfare Foundation. If workers is found dead naturally or accidentally, the owners are do not seem to do much on the passing away of their worker and do not provide any compensation for any accidental compensation to the deceased's worker's family. The workers are not aware of providing such compensation is mandatory by the employers as stated in the labour law. None of the facilities mentioned in the questionnaire no 10. 8 are provided by the employers in the present workplace.

Freedom of Association

In Hotel & Restaurant sector very, few workers are aware of Trade union. Some of them are aware but they can't freely join the trade union because if someone joins he may dismiss or removed by the owners. In this sector trade unions are

trying to improve worker rights. If someone injured or damaged during the working hour and did not compensate by the owner and if such person opt the help of the trade union that time trade union try to mitigate with the owner and have some compensation for such worker. Workers do not get any support from Federation or Govt. authorities if they face trouble in joining with trade union.

Remedies

Workers are not at all aware of his rights in his workplace under the labour law. A worker named Md. Jahangir Alam said that “we have law, our Government passed enough law but the enforcement authorities are not active.” So, he thinks if authority can properly enforce the law and make binding the provisions upon the owner or owner’s association only then their rights will not be violated and they will have freedom of work.

Very few workers seek remedies against violations turned out successful.

An active person trade union named Mintu explained an incident in which he worked directly for the benefit of his co-worker who in an accidental case an employee died. Though according to law his family should get remedies from his work place. But the owner denied. That time the co-workers of that deceased person made a protest and complained before their respective Trade union. Union leader along with owner of that restaurant had a meeting in which the owner agreed to give 20000/- out of 50000-taka proposal. That's it. But according to law the family of deceased person should have more rights. In maximum case employer don't even care in such accidental case.

Labour Court and Inspection

Most of the workers do not have any idea about Labour Court. Very few are concern who are working with trade union and some them went before Labour Court. But according to them as they do not have appointment letter or id card, their complaint become dismissed by the Court. Because it doesn't have any validity. Inspectors do not inspect the factories or establishment.

Recommendation

In hotel restaurant site workers are facing so many problems like they have no appointment letter, id card, leisure or work break or rest time during their working time which is provided by law as remedies. But implementation of law is still out of hands for workers. That's why we are giving some effective

recommendation for the improvement and betterment of workers of the hotel and restaurant.

1. The worker should get ID card and the keeping of service book as an obligation. But there is no hotel restaurant that is provided an id. So, the government should use checking system through proper administrative authority whether this law regarding id card and appointment letter are implementing properly or not;
2. The owners of hotel restaurant do not follow the minimum wage board and also, they do not provide the salary within 7th of the month which mentioned in law. So for this irregularities law should provide punishment and such law should implement properly;
3. According to law their minimum working hour is 8 hours but in some hotel restaurant owners forced to work in two shifts which become burden for the workers rather they do not get any leisure or working break. And after 8 hours overtime do not count. So such owners should bring under law and force them to implement such rights;
4. According to law forced labour is completely prohibited but in some hotel restaurant owners are exercising this bad manner. This should be stopped by taking proper measure;
5. Workers should get different types of leaves but they don't get such leaves. So, it should be taken under consideration;
6. There are some provisions relating appointment of child and adolescent as worker under law. And if appointed so punishment should provide by law. Most of the restaurant's owners are appoint child labour for their own benefits. So, they should bring under trial and implement such law properly;
7. Workers may anytime be discharged or removed from his job. That means there is no job security in their job sector. And after discharge or remove they do not get any compensation and not even their due. In such case trade union, be more effective for the benefit of the workers;
8. In their work place there is no proper safety and first aid. And when they become sick they do not get any help from their respective job sector for their treatment. That's why it makes them vulnerable. So, the work place must be safe and proper first aid equipment should be there;
9. In hotel restaurant site provident fund is not maintained, that's why this site is more insecure for the future of the workers. So, this should be checked;

10. Under law every worker has the right to associate with trade union but for the pressure of employer they can't. Existing trade union should arrange workshop to motivate the other workers who still did not join trade union. It will help them to join trade union whether having any kind of force or pressure from employer not to form or associate in any trade union.

Conclusion

In Bangladesh there are so many problems in Hotel & Restaurant sector. According to the findings the result is not so good regarding the rights of workers. Besides owners are not maintaining the laws properly rather they are neglecting. Workers are deprived from their rights and privileged. Though law provides their rights and privileged but implementation of such law do not happen in reality. Workers are not aware of laws which results their situation is not improving at all. At the same time distance between trade union and workers are becoming wider. Though some trade unions trying to raise awareness among the workers but still they are failing to ensure the rights of the workers. As an example, if a worker deprived from his rights trade union cannot go before the labour court because such worker does not have any Id card or appointment letter which proves that such worker works in such hotel or restaurant. Owners are always ready to deprive the workers from their rights and as the implementation of law does not happen they took all the privilege of it. Govt. enacted so many laws but still it couldn't protect the rights of the workers. There is no such special post by govt. regarding the checking of Hotel & restaurant sector.

Based on such intolerant situation we have given some recommendation and if such recommendation can be taken under consideration then the current situation may be improved. The whole solution policy is up to the govt. and the trade unions. If the govt. considers the problems of this sector seriously and work with the trade unions side by side for the betterment of the workers then it may improve.



Internship Study Report on Health and Diagnostics Sector

Md. Sarafat Hossain

Sharmin Jahan

Part 1: Introduction

“The history of all hitherto existing society is the history of class struggle”-Karl Marx. In this capitalist era, the relation between labourers and capitalists is still dominating and exploitative. Although it's well recognized that the labourers are the backbone of a country's economy, they are ignored from their legal rights directly or indirectly in almost every society. Bangladesh government enacted the complete labour law and founded a labour court to preserve the rights of the labourers eradicating all sorts of discrimination, deprivation and exploitation against them. But the conditions of labour could not be developed yet in spite of all the efforts. They are still suffering from job insecurity, extra pressure of work, low payment, different sorts of harassment, and so forth. So the research question is oriented to discover the challenges they face in various establishments especially in health and diagnostic sector.

However, BILS emerged in 1995 to reach a set of goals regarding these miserable condition of the labourers. It works to enhance the ability of trade union movement, to ensure labour rights, and to create self-consciousness among the workers. During its journey of almost two eras, it has been trying to establish a democratic society where there will be no exploitation, discrimination and violation of rights. And the internship project under BILS has two purposive orientations also. Firstly, Research is a part of BILS' activities as to know the actual condition of the labourers in different sectors and to investigate the violations of their right of basic needs like food safety, shelter, education, medical care, employment opportunity, social security and others, since the labourers are inevitable part of a country's economy. Secondly, we all

know that students are the future policy makers of a nation. One day, they will play the role to build and re-build this nation in a new dimension. Concerning these, BILS wants to relate the students with labourers so that they can feel how awful life the labourers lead. When they will hold the steer of this nation may they can take an influential role towards the development of labour condition. In this internship project, BILS targeted the labourers of the most crucial four sectors to be studied by the interns are- “Hotel & Restaurant”, “Health & Diagnostic”, “Construction” and “Transportation”.

1.1 Background of the Study

Bangladesh is now one of the fastest growing nations in the world. She has recently passed all the criteria to become a lower-middle income country. This achievement has significantly come from the collective efforts of the citizen of Bangladesh from all occupations. And we certainly know that our labourers deserves the majority share of this great achievement. But the unfortunate truth is, they belong to the lower classes of social stratification in our society. The socio-economic condition of labourers is so miserable that they can't even fulfill their basic needs. Except labourers, most other people of this nation are leading their life quite colorful. But those people who are providing colors to others are leading antique life. The state at times took various steps to ensure the rights of labour. “The labour act-2006” and the labour court were also introduced for the same purpose. But the bitter truth is that acts are just on the papers not on the real ground. In almost every sector, the employers don't count the laws and always ignore labour right. In this circumstance various government, non-government organizations have come forward to ensure the rights of labourers what they really deserve. BILS (Bangladesh Institute of Labour Studies) is one of the leading non-government organizations who work for the implementation of labour rights. Every year they undertook different types of projects for labour development. This study is also operated under the sponsorship of BILS. In this study we especially emphasized the labourers in health and diagnostic centers. We tried to find out the challenges they face and signs of violation of their rights in this sector. Bangladesh is the most densely populated country of South Asia. In this country, the improvement level of health sector is relatively low though it has improved recently as poverty level has decreased. However, it has been noted by the international community for its progress on the Human Development Index that a significant rate of improvement in a number of health indicators, including a reduction in under-5 mortality, immunization coverage, maternal mortality & total fertility have

increased recently. But what the background story of this success, what the internal matters made us think are little bit different what we majority don't know from the core of the system. The labourers accompanied with the doctors and authorities have a great contribution for every success of this sector.

Part 2: Study Objectives & Methodology

2.1 Objectives:

- (a) To explore the problems and difficulties of the labourers in health and diagnostic sector;
- (b) To understand the consciousness level of the labourers about their rights;
- (c) To figure out the remedies towards the solution of the problems in their occupational lives.

2.2 Methodology

This is a qualitative study, based on FGD, Case study, with the labourers working in different hospitals, and KII with the persons who have contemporary knowledge on this field. We used qualitative method as it can help provide with in-depth description about the ongoing condition in this sector. The field work was conducted pervading September, 2018 to October, 2018 in different hospitals in Chattagram city and suburbs. The study consists of 5 FGDs including 33 labourers, 4 case studies from different private hospitals working as cleaner, nurse, word-boy etc. Labourers were recruited with the help of volunteers who work in respective establishments. Key Informants were selected from the persons work with labour union and have a clear knowledge about labour rights and ongoing situation of the labourers. Among nonprobability sampling techniques, accidentalsampling is preferred here to reach the population from the targeted sector as we had to conduct FGD in their working time. So, those consented to join in the group discussion who could manage their time during work pressure. For collecting data from the field, FGD, case interview and KI were conducted by the researcher themselves. Respondents were asked open ended question to opine about their condition clearly. The information they provided were recorded with electric device and in a written form too. The respondents were informed about research purposes precisely, and permission for recording information was taken from them. Secondary sources were also used to enrich insights about labour rights and compare the primary data with previously recorded data. Related journals and articles, books and newspapers were surveyed purposively to be supported with. Collected data are analyzed

and categorized manually under several points related with major aspects of their rights depicted in labour act.

2.3 Limitations of the research:

As the study covers a large area of Chattogram, it should have included more sample to represent the targeted populations. It was tougher to aggregate health sector's labours to conduct FGD in their working time. That's why enough time could not be invested for them to opine deeply about the issues presented to them.

Secondary sources like previous researches, articles, and books are not available enough to inform about the actual condition of the labours in this sector. That's why the study could not be enriched with deep sights from the previous studies.

As a researcher, probably we could not be out of value judgment or biasness during investigation. Further study and reassessment are recommended to understand the situation better.

Part 3: Study Findings

3.1 Employment opportunities:

Most of the labourers are not provided with appointment letter and service book although chapter 2, 3, and 4 of the Labour Act, 2006 precisely obligated about the issuance of them. As many of them have no documents of their employment in the establishment where they work, they can't take any legal action against the hospital authority. A few of the hospital authorities are now giving appointment letter to their staffs facing pressure from different labour unions and labour movements. But yes, workers in almost 5 of the 6 establishments have just a nominal identity card of their respective establishment.

3.2 Adequate earning and productive works:

None of the workers is satisfied with their salary as it is very inadequate compared to their services. In all hospitals, the average salary of a labourer is around 4,000-7,000 Tk (including basic and others) only. The workers have to struggle just to keep their body and soul together within the amount they are paid as salary. That's why many of them look for another part time job or are intended to work overtime in their respective establishments. The regularity of payment system is quite good. They are paid in a monthly interval within the 7th

to 10th date of every month. Workers in hospital get two annual bonuses. Muslims get two bonuses in two Eids (Eid-ul-Fitr & Eid-ul-Azha). Hindus and others also get two bonuses in their respective major festivals. The bonus amount is the same as their basic salary. But here is a mysterious mechanism. The labourers complained that if their salary is increased that isn't increased in their basic salary but in their accessories as to shorten their bonus amount. There is no fixation in labour act about minimum salary for them. Government should have included in Labour Act about the minimum scale salary in such sectors to lessen labourers' plights.

3.3 Working hour (Decent working time):

Most of the hospitals maintain three shift based working hour. Morning shift is from 8:00 am to 2 pm, Afternoon-shift starts at 2:00 pm and ends at 9:00 pm, and Night-shift starts at 9:00 pm and ends at 8:00 am. Here, all the workers have to maintain different shift of work in different day. Workers are compelled to work 8 hours a day with no rest or meal time.

Generally, in every Hospital, there is no fixed scope for overtime duty but when any of the workers becomes absent, another one gets the chance for overtime duty and that's for another 8 hour shift. Overtime payment isn't twice of the hourly remuneration. It's the same as normal payment for a working shift. Here, we can figure out the violation of the chapter 2, 3 & 4 of the labour act, 2006 where it was precisely depicted that OT pay is twice the hourly remuneration.

There is a holiday for the labourers in a week. But different workers have different day as their weekly holiday. Other than that, in a few of the hospitals, labourers get 15-18 paid allotted leaves annually. They also don't get any breakfast, lunch or dinner budget from the hospital authority. But when they work two shifts continually they get only 30-40 Tk for their meal.

3.4 Forced labour and overtime

The workers are not forced to work overtime here. But, at times when any one of them remain absent, another one has to fulfil the blank duty. In most of the hospitals, overtime is shift (8 hours) based, but the reverse was also found where overtime hour is not fixed. To be noted that, the labour act, 2006 prohibited overtime for more than two hours a day and OT pay is twice the hourly remuneration.

3.5 Workers' leave, rest and leisure

To say about their leave, in a few of the hospitals, workers get 15-18 annual leaves with payment. But majority of the hospitals don't provide leave let alone paid leave. Sometimes they are threatened to leave their job if they insist for any accidental leave. A female floor cleaner (50+) complained that she had to take his son in medical when he stroked but, she could not manage leave to take care of her son staying there. However, if the hospital authorities give labourers any leave like sick leave, casual leave or any other leave, they don't pay for that. Majority of the labourers don't even know that they are entitled to get different paid leaves. However, Very few of the establishments are also found who provide women with paid maternity leave. The labour act (chapter 2, 3, & 4) is also ignored here. But the sorrowful matter is, workers get no rest or break for meal although the Labour Act, 2006 stated in chapter 2, 3, and 4 about workers' right to rest and meal for more or less than one hour in a working day.

3.6 Minimum age of work; child labour

A remarkable side of the diagnostics sector is that they don't appoint any child labour in their establishments although it used to be happened before. According to chapter 3 of the labour act, 2006, child labour (under 14 years) is completely prohibited. The workers also know about the prohibition of child labour but they have no precise idea about minimum age for a child to be allowed for work. They, except a few, also don't know what fitness certificate for adolescents (upper than 14 years and below 18) is and what the importance of that.

3.7 Stability and security of work

Security of work is a vital part of labourers' occupational lives because most of them are the only one dependable member in their family. Most of the labourers have been working in a hospital for not more than 15 years. That means the establishment they work in is temporary in nature. Majority of the workers feel insecurity of their job always since they have no legal documents of their establishment like appointment letter, service book and ID card to claim strongly for their compensation after illegal dismissal from the establishment. They know that anyone can be dismissed at any time whenever the authority wants. But the situation is changing gradually because they are more self-conscious nowadays and their bonding level is comparatively better than

before. Consequently, when any of the workers is dismissed without any logical reasons they all together try to protest that whatever the result comes. Instances were also found in several hospitals that the labour who was dismissed from the job got compensation from the authority with the help of labour union.

Physical and sexual harassment are rare to be found in this sector. But some of the labourers complained that if they make any mistake subconsciously they are being harassed verbally. In addition, sometimes they have to pay fine if they bring any harm to any product by mistake. They also said that if they made even 5 to 10 minutes late to come in office they are fined for that.

3.8 Equal opportunity and treatment in employment

Collected data proves that there is no discrimination in this sector on the ground of race, gender, religion, belief or whatever. Male and female labourers are also paid equally respective of their positions. Chapters 10 & 11 of the labour code, 2006 are satisfactorily met in this segment.

3.9 Occupational safety; safe work and environment:

It is known that chapters 5, 6, and 7 of the act deal with health and hygiene, safety and welfare of the workers respectively. Relatively, majority of the hospitals have a comfortable environment for work. The hospitals are neat and clean and there is enough space for air & light. But one thing to be noted that majority of the hospitals don't have any first aid appliance for their labourers. And if the labourers become injured, they have to pay the medicine cost from their own pocket although chapter 12, 15, 16 & 17 of the labour act, 2006 emphasized full compensation from the establishment where they work. Very few of the hospitals have full or half compensation system for their labourers' injury.

Almost in every hospital, workers use enough safety equipment to handle dangerous machines. Fire safety measures are also available in every floor. Majority of the labourers are more or less trained about how to run machines to stop fire accident. But, they are not paid for the days of their training session.

Sometimes, the hospitals get crowded of patients and it enhances labourers' sufferings. They have to take double pressure of work in that situation. Besides, many of the labourers complained that there is inadequate number of staffs in every floor, that's why they are compelled to work much.

3.10 Non-wage benefit & social security

There is no provident fund or insurance for the labourers in health and diagnostic sector. The workers also never demanded for any provident fund by any written application. Chapter 8 of the labour act emphasizes the essentiality of provident fund if three-fourths of the establishments' workers demand for that.

However, as mentioned before, the labourers are just paid two bonuses in two festivals and in majority of the hospitals, women get maternity benefits but with much suffering. It was noticed by the labourers that hospitals approve three month maternity leave but they try to lessen the benefit; often they provide benefit for only one month out of three. And in a few hospitals, female worker get maternity leave with no payment.

Compensation for labourers' injuries is also rarely given in most of the hospitals. Most of the hospitals have a dispensary in their establishment but majority of them don't provide any free first aid appliance for the labourers. Some of the hospitals provide discount in buying medicine, some of them provide just nominal amount to buy medicine, but most of the cases prove that compensation for labourers' injury is more or less ignored in almost all of the hospitals. Labourers also informed that they get free doctor's prescription for trivial injuries.

3.11 Freedom of association

Chapter 13 of the labour act, 2006 ensures that labourers can freely join in any trade union. In majority of the hospitals, labourers are not prohibited to join in any trade union. But sometimes, the labourers who join in trade union have to tolerate different pressures from the establishment authorities. Sometimes they have to tolerate verbal harassment for joining in trade union. Although none of the establishments is found where there is any completely formed trade union, there's labourers get involve in central trade union known as "Non-government Health Institution of Labour Union". The labourers who are member of any trade union try to motivate other workers to join in trade union and to raise their voices against any mistreatment from the establishment. But most of the workers are afraid to do so because hospital authority may dismiss their job at any time. The few workers know about the functions of trade union except those who are members of any trade union.

Part 4: Remedies & Recommendations

Majority of the workers don't even know about their rights in the establishment where they work. Some of them know about the existence of labour law, labour court and legal remedies against the violation of such rights. But they are pessimistic about the remedies of the problems through labour court. Majority of them don't even know about that at all. A few of the labourers who are involved in a trade union are more or less trained about labour rights but the rest are not. Here, some of the remedies are suggested to solve all of the above mentioned problems.

1. Although the labourers are entitled to get their appointment letter, service book and ID card, majority of them working in health and diagnostic have no appointment letter and service book except ID card. Govt. should re-concentrate on implementation of the chapters 2, 3 and 4 of the labour act, 2006 to ensure these ignored labour rights.
2. The salary for the labourers in health and diagnostic sector is not adequate at all considering their investment of labour. A minimum but standard salary scale for the labourers should be set by the govt.
3. The labourers have to work hard that seems to be double work because of inadequate labourers in every floor. So, adequate number of workers should be appointed in every floor.
4. Although the labourers are entitled to rest and meal during work, they are not provided with that opportunity in this sector. They have to manage time themselves for having meal during working hour. So chapter 2, 3 and 4 of the labour act 2006 should be implemented to ensure interval for rest and meal during work.
5. Maternity leave in non-government establishment like hospitals is less than that of government sector (4 months compared to 6 months). This discrimination should be negotiated by the intervention of the govt. Even, female workers are also not provided with full payment as three months maternity benefit in these non-government sectors. Related law should be implemented to negotiate this problem.
6. Maternity leave should be ensured with full payment because in most of the hospitals, female workers are deprived from this legal right.
7. Employers should create a friendly working environment where all workers can work freely.

8. Labourers should be trained on their rights through various campaign, seminar or meeting etc.
9. For social security, provident fund or insurance should be created for the labourers.
10. Workers have to pay from their pocket if they are injured during work. But the payment of compensation to the workers for injury by accident is dealt with by chapter 12 of the Bangladesh labour act, 2006. So, implementation of the law related with compensation should be taken care of by the authority.
11. Labour court should be fast to handle the cases. Because many workers complained that they are hopeless about labour court as it couldn't negotiate any of their cases in spite of waiting 2-3 years.
12. Trade union system need to be updated into easier way so that it can be formed easily in every health and diagnostics center.
13. The labourers who are member of trade union should be trained well through various programs, seminar etc.

Part 5: Conclusion

The study findings on Health and Diagnostics sector is not so horrible compared to other sectors in the issues of rights of the workers. Labourers of this sector are deprived, exploited & under privileged. Labourers are deprived from their employment opportunity. They don't have adequate earnings. Their working hour is longer than the hours fixed by the labour laws and they have to do overtime but they are not paid for that. Workers' leave, rest and leisure time are not sufficient. Their stability and security of work is not enough. They have no social security and freedom of associations. Labour laws are kept only in books rather than in use. There is visual distance between trade unions and labourers. With a view to gaining more profit, owners are very much willing to deprive the workers from their rights. So, if we want to improve this conditions, we need to follow the recommendations and should take proper steps. Govt., trade unions and relevant policy makers should come forward take positive steps to solve these problems. The workers also should raise their voices against all repressions, oppressions and deprivations being united. They should be conscious about their rights.

Internship Report on Transportation Sector

Mohammad Mamun

Minhazul Islam Titon

Introduction

Due to rapid growth of the population in the last few decades, the Bangladeshi labour force has grown rapidly. According to the EIU Country Profile, the Bangladeshi labour force almost doubled in a matter of a decade, growing from 30.9 million people in 1985-86 to 56.0 million people in 1995-96.

Although all sectors of the national economy experienced significant growth, they were far below the speed of the labour force growth. According to Bangladeshi national statistics, in 1995-96 only 12.4 percent of the labour force had formal employment. In general, the competition for working positions in the country is intense, and the working conditions are very harsh, especially in transportation sector.

Transportation, a very vital sector of economy of Bangladesh but less focused to the terms of conditions of 'Transportation Workers'. According to research output, there is no effective mechanism to supervise the condition of the workers of Transportation Sector.

With the salient purpose of looking into the actual scenario of Transportation Sector especially to the fact of the fate and condition of Transportation Workers, this research project was conducted. After extensive field visit and discussion with workers, the report has been made.

This report is primarily focused on the condition of transport-sector workers like bus drivers, truck drivers and other public transport workers. All the information are assessed upon the interview with the informant. This report aims at providing the present condition of the workers of transportation sector.

Background information about the sector

The transport or transportation generally means the movement of the people or goods from one place to another. This sector are consists of various modes such as land, water, air, cable, space etc. Transportation is an inseparable part of any society and which is essential for the development of civilization.

Over the centuries, people were developing the ways of transportation and the development in transportation have changed with the consistency of how we live and work. In ancient time, people used horses, mules and any other animals to travel to different location and to transport good. Humans' first means of transport was walking, running etc. After that the domestication of animals introduced a new way of transportation. In the evolution of time, road transport and water transport have made changes in the way of living and working and therefore have a great part in the development of civilizations.

Objectives and purpose

This research report concentrates on an important sector of labour force-“Transportation”. Through our efforts, we have tried to look into the actual condition of the transportation sector, concerned labour force and enforceability of their rights under labour law.

The salient purpose and objectives of this research work are:

1. To look into the actual scenario of the condition of the transport sector workforce.
2. To find out the problems and irregularities of the sector and to snatch out the untold words of the workers regards discrimination, exploitation, difficulties etc. faced by them.
3. And to know about their involvement with the trade union, role of trade union and knowledge about labour court and to inspect on the fact that why their conditions are not changed is spite of lots of mechanism.

Research Locations and Description

To obtain the ultimate objective of the whole research work, we have focused on collecting necessary, relevant, diversified and authentic information or data by conducting field visit to the transportation sector. Basically, we made our field visit in different places on the basis of availability of different classes of

transportation workers to collect the appropriate and objective information for the research.

Visiting area

Notun Bridge Area, Hathazari Area, Oxygen Circle Area and Alongkar Area of Chittagong.

Number of Interviewed Workers

Total 25 transportation workers have been interviewed among them 18 were Drivers of different kinds of vehicle and the other 7 were assistant of the drivers.

We have made visit to such place where we can get sufficient access to collect much of information by interviewing multiple workers. At the visiting places, we have made out discussions with the workers, asked several questions, collected out relevant information to be specially mentioned about the condition of the workers.

Research Methodology

This whole research report has been prepared following qualitative methods. We have directly visited respective field of transportation and gathered data on the basis of previously set questionnaire. We materially conducted FGD (Focused Group Discussions) with the respective working group. Questions on the basis of questionnaire were asked, discussions have been made, interviewees were given enough liberty to answer the questions and share their words.

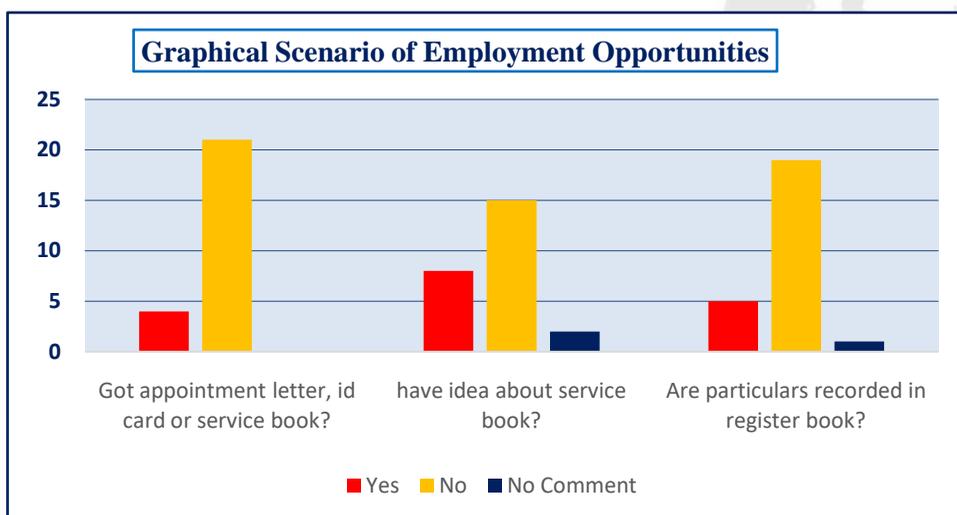
Source of Information

All the information herein provided are primarily collected from Primary Source of Research Work through extensive field visit, unstructured interview, direct interview, FGD and to analyze those information and for assessment we also took help of the secondary sources of research like books, journals, paper articles etc.

Description and analysis of the information on the basis of field work

Employment opportunities

Here employment means a relationship between two parties named employer and employee where employees work in return for payment. In that relationship employment opportunities is an important term which literally means the opportunities of employees such as appointment letter, id card or service contract, service book etc. Here is a graphical view of the conditions of employment opportunities given below-



Analysis upon the field visit: At the beginning of the interview, we asked them about the different employment opportunities such as appointment letter, ID card, service book.

But it is a matter of fact that none of them has the appointment letter and ID card. Vehicles owner or company do not issue any appointment letters, ID card to the workers. In some cases they made false appointment letter by 50 taka only by their own.

They have no service book for guiding them and they have no idea about it. But law says that Every employer shall, at his own cost, provide a service book for every worker employed by him. We also asked them about their professional rank and most of the transport labours work as Driver and Helper. But on the

basis of experience some divers are senior and some divers are Junior. There is no Register book for the workers, so question of recorded of all the particular of the worker doesn't arise. They told us that, they have been working in this sector since 7-12 years.

In accordance with law, no employer shall employ any worker without giving such worker a letter of appointment and every such employed worker shall be provided with an identity card with photograph but actual scenario is totally different. Workers shall be appointed through the specific procedure by giving above mentioned employment opportunities in accordance with law.

Adequate earnings

Earnings generally prescribed as the amount of money that someone is paid for working or an amount obtained in return for services. As per the received information, majority of the workers have no idea about the minimum wages under labour law. That's why the amount of their wages is very much poor and the vehicle owners or company pay them with their own wishes.

Analysis upon the field visit: We talked with some workers about their wages. As mentioned above most of the transport labours work as Driver and helper. The driver of city buses gets 500-700 Taka and on the other hand helper get 300-400 Taka on the daily basis. Truck driver and helper are paid on commission for trips. They get 8-10 percent commission on every trip and the amount is divided between the driver and helper.

There are two types of workers in transport sector one is with license drivers and the another is without license. There are some different shown in their wages amount too. The workers with license get only 500 to 700 taka daily but the workers without license get much more than with license drivers.

There is no system of basic salary because they are working for daily basis and they get their wages on daily basis. Again, many of them have pointed out a fact that they are harassed by the police to give money for run his vehicle in road.

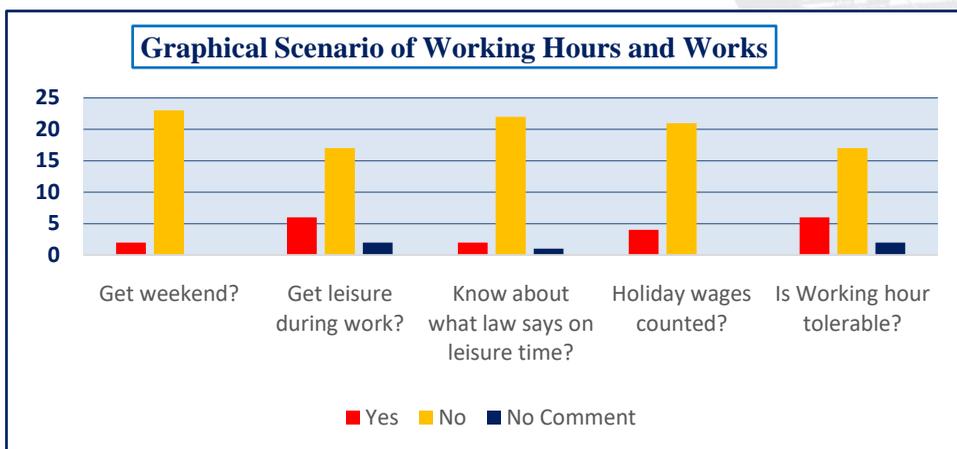
Concerned legal provisions provides that, where in respect of any industry, the Government is of the opinion that, in view of the prevailing rates of wages of workers engaged in that industry, it is reasonable and necessary to fix the minimum rates of wages for all or any class of workers employed in such industry, it may direct the Wages Board to recommend, after such enquiry as the wages board thinks fit, the minimum rates of wages for such workers or class of workers. The minimum rates of wages for any industry may be re-fixed

after every five years as may be directed by the Government. But maximum of the vehicle owner or company has not follow the specific procedure of the law.

So a minimum wage for the labours shall be fixed, Payment of wages and wage board shall be formed in accordance with law.

Working hour and works

Generally the highest working hour is 8 hours in a day. The worker of this sector usually works morning to midnight in a day that means in transport sector labours have to work 15-18 hours in a day and with a upset voice they told that, the extra working hour is not tolerable to them. In case of truck stuffs, they need two or three days to reach the destination, if there is traffic jam on road. Here is a graphical view-



Analysis upon the field visit: Given chart shows that there is absence of weekend. Most of the interviewee opined that they have no idea about the law on rest and leisure while working. A positive thing is that, truck stuffs can take leisure time for lunch and any other things during the trip. The bus stuffs also get leisure time. The workers take leisure for lunch or dinner only. There is no fixed time for leisure for the workers. When they get time they take their lunch and dinner. They don't have any particular holiday. If they work, they get money. Mainly they work in a daily basis, so it's up to them when they want to work and when they want to take a leave. So there is no holiday wage. Interesting matter is that there is specific law of transport workers weekend as, adult worker employed in an establishment- which is a road

transport service, shall be allowed in each week one day's holiday of twenty four consecutive hours; and no deduction on account of such holidays shall be made from the wages of any such worker. So there should have weekend as specifically prescribed in the law.

Law says that no adult worker shall ordinarily be required or allowed to work in an establishment for more than eight hours in any day. The original scenery is totally opposed to the law and very much pathetic. So, enough supervisory mechanism must be taken to inspect into the matter.

Forced labour and overtime

There are no such forced labour in transportation site. As this is not a contractual work there are no time limit or overtime. In transportation sector labours have to work 15-18 hours in a day without counting their extra working hours as overtime.

Workers like driver and helper have to work from early morning to almost mid night. Because there are some target which they have to fulfill. Such as they have to give 2500 taka to the owner('Company') of the vehicle per day. After that the fuel cost, helper cost and driver cost have to earn.

These are the targets. So they have to work until they reach their target money. But the actual situation is totally different and opposed to law as law says that, the periods of work of and adult worker in an establishment shall not spread over more than eleven hours, and subject to such conditions as maybe imposed by the Government, either generally or in the case of any particular establishment. The matter of regret is that majority of the labours has no idea about the law and the law about overtime wages.

Workers leave

There are no particular leave or holiday in transportation site. Workers can leave for sickness, because they have no restrictions. But it is a matter of great sorrow that in some cases when they couldn't able to work, after the recovery they have to pay the rent of which they couldn't. Otherwise the owner will not give the key of the vehicle or give it to other or new worker. And when workers become sick owner doesn't even help them rather become disturbed as he is not going to have the rent of that day.

Law says that, every worker shall be entitled to casual leave the full wages for ten days in a calendar year, and such leave shall not be accumulated and carried

forward to the succeeding year and another is- every worker, other than a newspaper worker, shall be entitled to sick leave with full wages for fourteen days in a calendar year but there are no particular leave in this sector. So such leave and payment of this leave shall be given by following the procedure.

Minimum age of work: Child labour

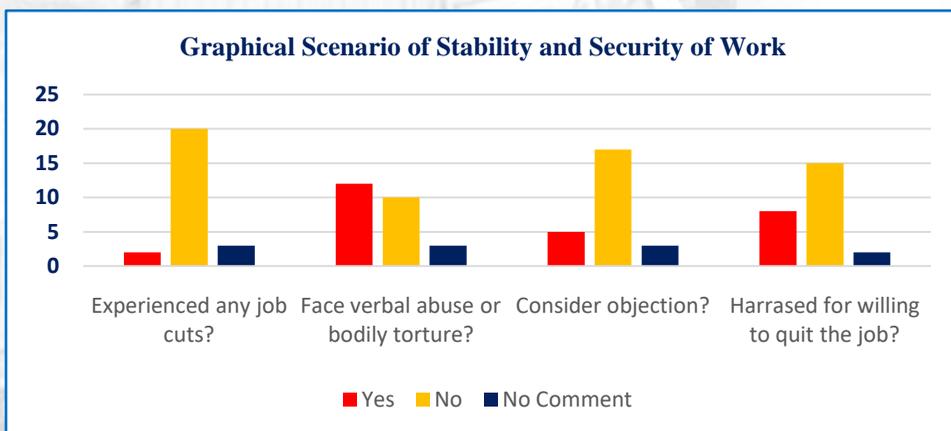
The incidence of child labour in Bangladesh is high and here it is a complex issue. According to labour law, the minimum age of child labour is 14 years and no child shall be employed or permitted to work in any occupation or establishment. Majority of the workers have no idea about the minimum age of child labour or the specific law. But they know that child labour is not allowed.

Workers are aware of the facts of child labour at their establishment but not the owner. Mostly the owner or company appoint the child labour. Because the owner can pay the less money to the child labour. Though there are some restrictions and working hour limitations for child labour but the owner do not maintain the law. Child labour also works the same from early morning to the midnight rather they use to get poor money.

So, employers must be acquiesce with the child labour laws.

Stability and security of works

The workers of transportation sector take mentionably more time to establish than others. Because there experience is a very vital fact and without experience there has scarcity of opportunities. According to the opinion of the informant, they are with this establishment for a long period of time like 8-12 years or more. There is less example of job cut or removal. And there has no



remedial procedure to get back the job because it's a private-person matter between the employer and employee.

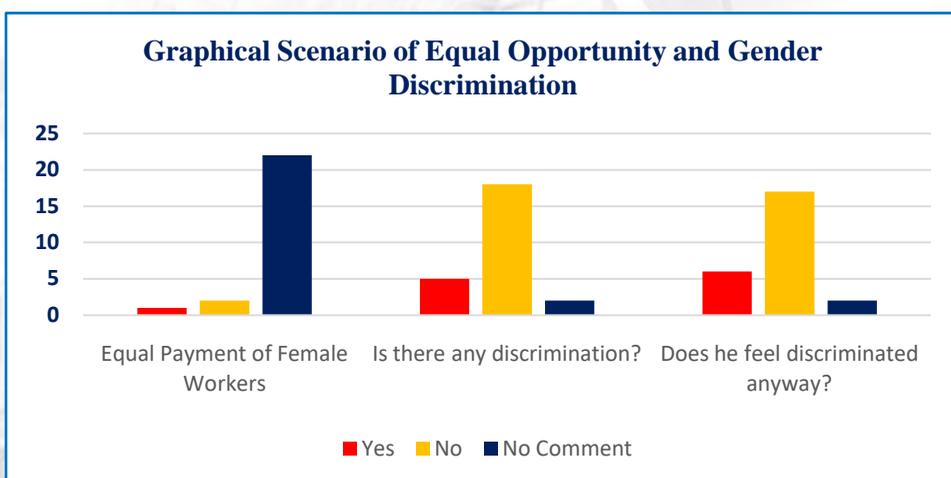
The transportation workers especially bus stuffs have to face verbal abuse or physical harassment by the passenger or someone else, on the other hand Truck labour or staff don't face any physical or any kinds of harassment. The bus staff are suspended by the owner but the truck staffs didn't face that yet. While the bus staff are free to quit job, the truck staffs are not free to quit job willingly.

Equal Opportunity (Gender Discrimination)

Throughout the world, ensuring gender equality in every sphere of the society as well as the country is most talked and most on work issue not only in developed country but also in underdeveloped country. Equality is a must for friendly work environment and for the growth of women's empowerment.

Relevant Legal Provisions: The Constitution of the People's Republic of Bangladesh provides expressly that equality must be ensured and no discrimination can be made upon gender, religion or belief. Again the existing Legal framework is also clear to the fact that no discrimination will be allowed in any way.

With this purpose, to look into the actual scenario of gender equality in transportation sector, the research team had made several visit to the different transport related area and made discussion with the workers of transportation sector, questioned about different facts, tried to find out the actual information from them. Here is a graphical scenario-



Analysis upon the field visit: This is not at all unclear to the fact that there has a very little entry of women workers at transportation sector. That is why the situation is quite different here regards the ensurance of gender equality.

Another point to be specially noted here that there has insufficient evidence as to whether there has any discrimination regarding gender, religion, belief or race or not. And as per the opinion of the workers, they rarely feel deprived or discriminated in regards religion or belief.

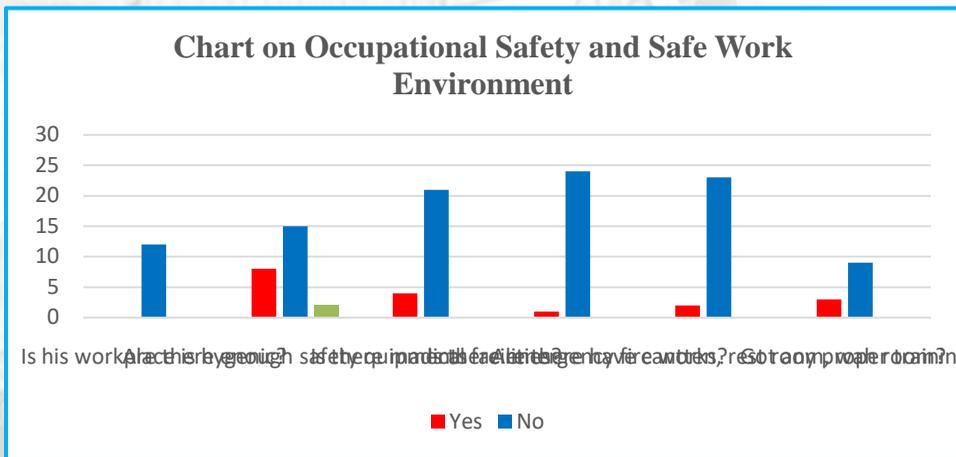
Though there has a very rare apparent discriminatory issues in the transportation sector, still the concerned authority should inspect more cautiously into this fact.

Occupational Safety: Safe Work Environment

Hygienic workplace is a must for every workers. If the workplace is not Hygienic, there may have chances of grievous harm to the health of the workers.

Relevant Legal Provisions: Section 51, 52, 57, 61-78, 89 and 92-94 are concerned sections of the Bangladesh Labour Act, 2016 regarding the fact of occupational safety and safe work environment. Under these provision, these are addressed that safe work environment has to be ensured for the worker and enough safety measures have to be taken in order that.

Keeping the provisions in mind, to find out the actual fact regards whether there have hygienic workplaces for the transportation workers or not, we made field visits to the different bus stands and met with the workers like driver and assistant. We made deep discussion with them and collected the informations upon which a chart has been made as below-



Analysis upon the field visit

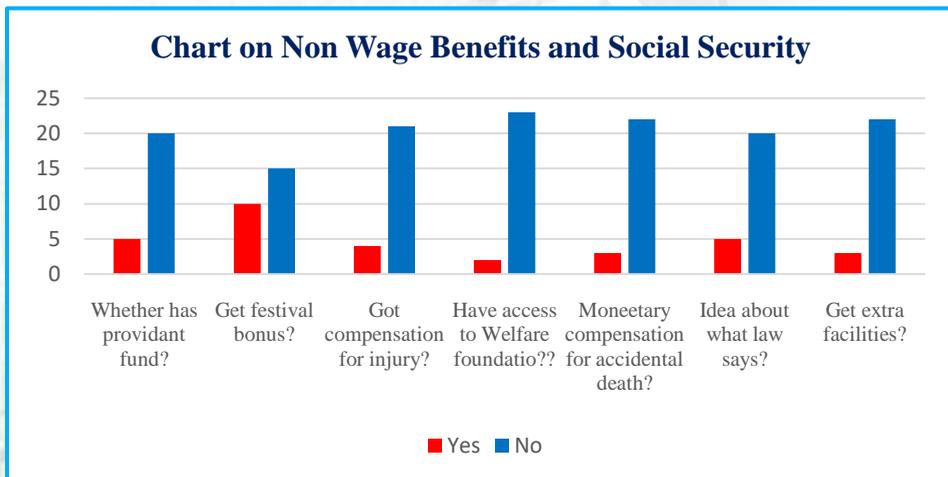
This given chart shows a clear scenario of the occupational safety in transportation sector. The informants opined that the workplaces are totally unhygienic for them. There doesn't have any sort of certain workplace rather the respective vehicles are their rest house and everything. There doesn't have sufficient safety equipment to handle dangerous situation. There also doesn't have any medical facilities for them. There doesn't have canteen, rest room, wash room and child nourishment service for them.

Another important issue to be specially mentioned here that many of the transportation workers usually don't get any proper training for their respective work. How concerning this is! Proper Training of the drivers is vital for the safety of the workers as well as for general people.

Non-wage Benefits (Social Security)

Provident fund facility is important for social security of the workers after the retirement from the workplace. This facility is available in many working sectors but this is harsh but true that there doesn't have any such kind of facility for the workers of transportation sector. Socially unsecured portion of the workers community they are!

Again, festival bonus is another important matter to be mentioned. In many of the sector it is a trend to get festival bonus from the employing authority. True fact is that there doesn't have no such kind of bonus facility in public transportation sector.



Analysis upon the field visit

Compensation for injury is a must for a secure workmind and social security. But there doesn't have sufficient example of paying such compensation to the injured worker in this sector. In a very rare case, some of the injured worker get this privilege luckily.

The fact now to be noted here that the employers are not connected with workers' welfare association rather the discourage regards kind of association's activity. Again there has a very little access of the workers in terms of getting the facility of this kind of foundation.

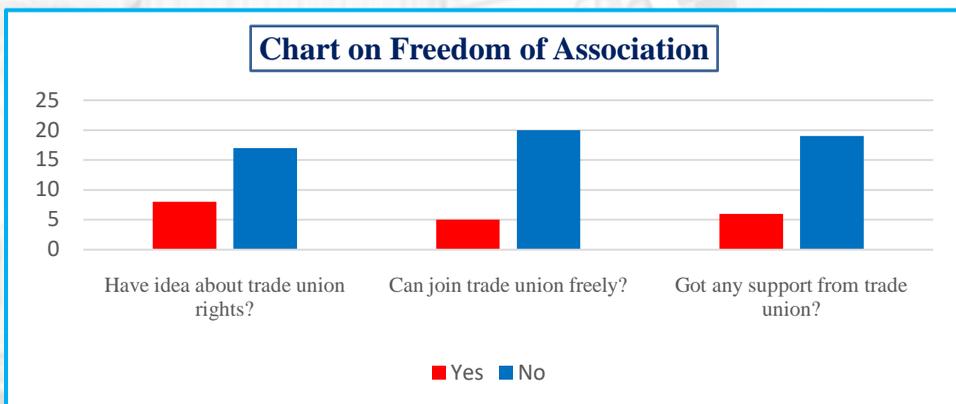
Monetary compensation for accidental death is made a compulsory provision for the employer by state legislation. But it is rare example of getting such compensation by the victimed family and if such compensation is paid but the amount is too low to mention.

Matter of great sorrow that, many of the transportation sector workers are unaware of their rights and thus they don't have actual idea about the monetary compensation for the injuries or death under the Labour Law.

Surprisingly, the workers of transportation sector don't get any kind of medical facility, canteen, separate washroom, rest room, common room and provident fund facility.

Freedom of Association

Association is vital to the sense of growth of the righteous society. Trade Union is vital to ensure the rights of the workers of every sector. Matter of regret that this vital matter is highly unappreciated by the employing authority. Many of



the informer were in unaware mood regards whether they have idea about trade union rights or not.

Relevant Legal Provisions: Section 176 and 202-208 are concerned sections regarding the Trade Union issues. Here is a chart below on the condition of freedom of association in transportation sector-

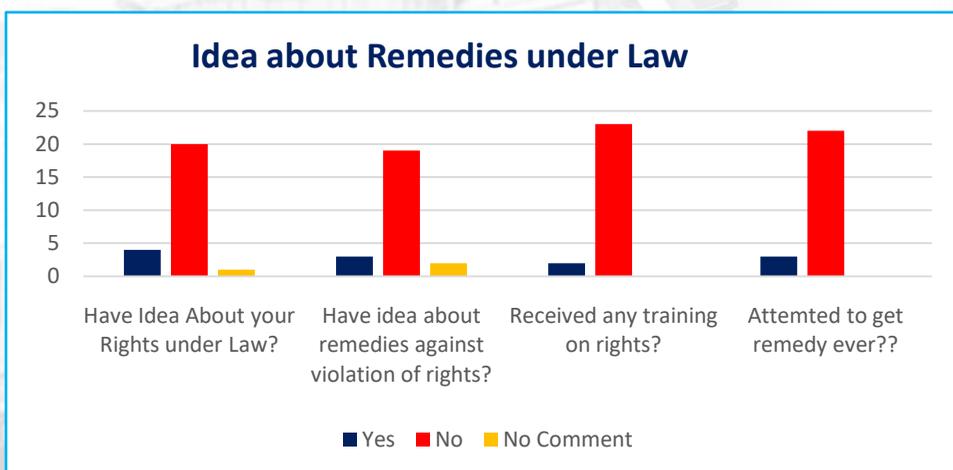
Analysis upon the field visit: According to the opinion of the workers of the transportation sector, they cannot join in the trade union freely. There have some pressure from the employing authority. They face different kind of difficulties regards in joining to a trade union like- losing the job, continuous observation by the employer etc.

They get insufficient support from the active trade unions because those unions are not that much powerful to control the whole community of the workers of the transportation section in Bangladesh.

As opined by the interviewee, suggestions to strengthening trade union may be as - to give encouragement to work with trade union by the state authority, creating awareness, giving full state support to trade union.

Idea about Rights and Remedies Under Law

State authority ensures rights of the people and provides remedial procedure for the violation of that right through sufficient measures like legislation, awareness initiative and instant action etc. Like all that, there has specific legislation by the state regards the control of violation of rights of the workers of the country. Here is a chart on the workers' idea about their rights and remedies under law given below-



Analysis: Actual fact is that for some reason, many of the workers whose rights have been ensured by the law, themselves don't have any idea about their rights. Most of the workers don't have any clear idea about their rights as a worker as well as no idea about the available measures which can be taken by them for the violation of their rights by the employer.

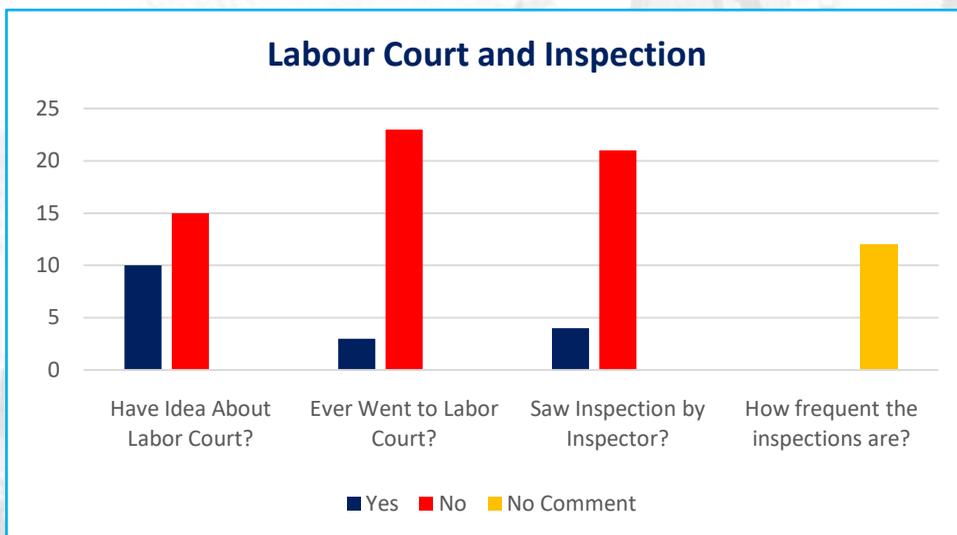
The reason behind this unawareness is lack of training on rights and remedies. Lack of management, lack of procedural fairness and complexity of law. The workers are unwilling to get remedy by availing to the legal procedure rather compromise is a better option for them as of their opinion.

So, confidence upon the legal procedure and remedial measure has to be raised through campaign, awareness project and by ensuring easy and speedy disposal of disputes. Inspection should be ensured more cautiously.

Labour Court and Inspection

Labour Court is established under the existing law, The Labour Act (Amended), 2013, and through this law this court is empowered to deal with the disputes regards workers rights.

Relevant Legal Provisions: Section 214 of the Bangladesh Labour Act, 2016 provides that the Government may establish as many Labour Courts as it considers necessary. This court deals with the matters under Bangladesh Labour Act, 2016. Again the Act sets a number of authorities (i.e. Director, Additional



Director of Labour, Chief Inspector, Deputy Chief Inspector, Officers of Labour etc.) who are made responsible to enforce the provisions of the Act and rules framed under the Act. Here is a chart which shows the actual scenario of the transportation sector regards labour court and inspection process-

Analysis upon the field visit: Many of the informants replied in the affirmative to the question whether they have any idea about labour court or not. Some of them opined as they just heard and some opined as they have no notice about such kind of court at all. But the matter of similarity is that no one of them has gone to labour court for getting the remedy they might seek from the court. The core reason behind that is, as they expressed their opinion freely, that court procedure is a complex process & they are not interested at all to get involved in that process, like why to get into another trouble to get the remedy for another. So they choose to resolve their dispute mutually with the owner.

There is another important fact to be mentioned that no inspector has visited the workplace and they never heard about such kind of visit of an officer and thus they didn't get any opportunity to be aware of their rights. When any one is aware about his rights only then he can seek the remedy from the proper authority. But when they don't have sufficient measure to make them aware about their rights and remedies, it is unwise to expect a better situation in the transportation sector than the present.

Recommendations to solve the issues

The Government always keeps trying to maintain the labour force with a cautious hand. Labour Act is in force, Labour courts have been formed, necessary authorities are empowered to deal with the issues regarding the workforce but, unfortunately, still there is chaos and irregularity. The foremost reasons behind all these maybe unawareness of the workers about their rights and proper procedural issues, strong supervisory mechanism and corruption on the part of the concerned persons in authorities.

So-

1. First of all, a strong supervisory committee has to be formed, awareness programs have to be arranged, inspection has to be ensured and most importantly raising the confidence on the legal procedure among the workers has to be ensured. Only then an effective mechanism of ensuring regularity and justice will be achievable.
2. Workers must be recruited through a formal procedure and appointment letter has to be given to them as provided under **section 5** of the Labour

Act, 2006. Again, service book must be provided by the employers which has been referred in **section 6** of the Act.

3. Workplace must be made more safe and hygienic. Sufficient safety equipments must be provided.
4. There should have rest room facility, separate room for female, canteen and prayer room.
5. A minimum wage for all the workers must be fixed. Proper steps must be taken to fix up this.
6. Social Security should be ensured by managing provident fund, pension etc.
7. Wages must be paid within 1-8 days of any month. A wage board should be formed to supervise this matter.
8. Compensation for accidental injury, accidental death and other afflictions should be paid and reserved.
9. Trade union rights should be encouraged by the empowered authority and facilitated by the state authority.
10. Administration should take the workers as partner of the establishment, not as hostile.
11. Supervisory body must be formed with proper care and inspection should be frequent.

Conclusion

In this era of rapid growth of technology, the world has become closer and people even of farthest corner of the world are getting the advantages of this improvement. Rapid transportation facilities made the distance shortened. But the labours are still in a severe condition of getting their necessary wages to facilities as a labour force of a country.

This whole report was prepared keeping concentration on that point of unlucky condition of the labours of transportation sector. All the data and analysis have been made with necessary caution keeping in mind the condition of the transportation sector workers. This report will be a handy instruments in terms of investigation into the condition of the labour force working in the most disadvantaged sector- transportation. This report will be helpful for the respective Govt. authority, transportation officials, labour organization, researchers and other academic purpose.

Internship Study Report on Construction Sector

Md. Alauddin
Muhib Ulla

Part 1: Introduction

Few decades ago Bangladesh was known as a country whose economy was depended only on agriculture. But now the scenario has changed. Bangladesh is now on the list of lower-middle-income country. The annual export of this country is now 41 billion dollar. Bangladesh is now on the track of industrialization with the GDP rate of 7.86 percent.¹At present except agriculture sector, a few more sectors have grown that are helping for the development of this country. And of course, among these sector Construction is one of the large, dynamic, and complex sector that plays an important role in the Bangladesh economy and as well as in the global economy. Construction sector is one of the most important sectors in the World. The construction industry has earned the 6% of the global GDP in 2016.² And In 2016, this industry has earned 7.67% of growth GDP of Bangladesh (Bangladesh Bureau of Statistics, 2016). This industry has a great interaction with other economic industries as a backward and forward linkage .But construction industry is considered as one of the most unsafe and uncertain industrial sector in the country. This is recognized as the most hazardous and uncertain industry due to its unique nature. Construction industries have also recorded several work-related accidents and injuries for various causes. The Rate of physical injury in this construction industry is much greater than any other industries in Bangladesh. According to Occupational Safety, Health, and Environment (OSHE),

1 www.wikipedia.org/wiki/Economy_of_Bangladesh

2 https://www.researchgate.net/publication/283007781_Role_of_Construction_Sector_in_Economic_Growth_Empirical_Evidence_from_Pakistan_Economy

1,196 construction workers lost their lives between 2005 and 2016, with 179 worker deaths in 2017 alone from falling, electrocution, stuck between objects etc.³so this statistics clearly indicate the low safety management of construction sites. Not only safety issue, the labours are deprived from other basic facilities and rights. That's some of the many reasons why we saw them protesting time to time.

Labour is the key to any sort of development. And it has been so from the start of mankind. Labour can be classified in two different sectors where one is mental and the other is physical. Now within the current societal system it seems that mental labour has the upper position than the physical labour. There are many types of physical labour too. The construction sector is one of them. Workers o this sector put their hard labour to construct other's houses and hopes whereas no one cares about their hopes and demands. A construction labour works in a variety of projects. Some of their tasks include digging holes, ditches, and trenches; mixing concrete; painting and plastering; and installing drywall. They help to build and maintain buildings and infrastructure such as roads and highways. They also set up and cleanup work sites. Construction labourers work in a variety of settings. Some work outdoors, while others work indoors, at great heights, or underground. This is one the riskiest jobs in the work field. But yet it has little safety facilities out in the workplace. Bangladesh has a massive portion of its working population in construction sector. Despite that it hasn't provided the workers with the least of their demands. The purpose of this study is to lay a path for the workers through which they would get to know their rights properly and ultimately reach closer to their desired life.

Labours are derived from their rights from ancient period. Still now they are crying out for the minimum facilities. We can also see the same reflection in Bangladesh, that's why Labour right now became a major issue in Bangladesh. Therefore, it is high time someone takes the responsibility to ensure them the lifestyle they deserve to live. For ensuring labour rights, many organisations came forward. BILS (Bangladesh Institute of Labour Studies) is one of those organizations who came upfront in aid of those labours. It started its journey in 1995. During this time it has accomplished many goals. It works to enhance the ability of trade union, to ensure the labour rights, and also to create self-consciousness among the workers. By doing all of this they want to bring sustainable development in this country. Where there will be no discrimination. And labours will be able to lead a happy life like others. Over the years it has

3 www.oshebd.org/workplace-accidents-kill-179-construction-workers-in-2017/

aided the labours of this country at a great deal. But the Chattogram office of BILS was established only 3 years ago on 2016. But it has grown in a marvelous form in such short amount of time and continuing to do so. Here are some of the purposes of BILS-

- Making the labours aware of their rights.
- Reforming the labour rights according to the demand of labours.
- Uniting the labours as one so that they can fight for their rights as one.
- Train the labours about the labour rights and other important matters.

First of all, BILS at Chattogram is yet but a child compared to that of Dhaka. As we said earlier, despite being only 3 years old it has made some tremendous improvement. Some of the purposes of BILS Internship are mentioned below-

- To make students aware of the situation where labours are actually in.
- To inspire students to work for the rights of labour.
- To make the interns belief that they can make a difference of present situation.
- To associate the mental and physical labours together so that the distance may reduce.

Part 2: Methodology, objectives and limitation

2.1: Methodology

In this study Descriptive research strategy has been used. And basically this is a qualitative research. This study was conducted on Chattogram City and Suburbs. And for operating this research we selected six construction site. We used non-probability sampling procedure. There are five types of non-probability, we have used purposive sampling. We have used open ended questionnaire, and sound recorder device for collecting data. For collecting data from field we used FGD, Case study and key informant interview method. We have used both primary source and secondary source for collecting data. Primary data has been collected from field. And secondary data is being collected from the following sources

- Related journals and articles
- published articles and books from BILS
- Different books related labour rights.

Acquired data is presented in a descriptive manner. All the information received from the samples was recorded and usable for further inspection.

2.2: objectives of the study

- To explore the present scenario of construction labour which includes their socio-economic condition, problems, facilities, wages, safety and other aspects.
- To form an idea about their knowledge of labour rights and their demands.
- To know the role of various labour organisations for them. And to see how self-conscious they are.
- Figuring out the remedies to various problems/issues of the workers in the construction sector.

2.3: Limitation

In this study, there are also have some limitation. Firstly we started this study, without having any sort of pre-knowledge or experience about construction workers. And secondly, we got very short time for completing this study. These barriers possibly put some negative effect on our research.

Part 3: Description and Analysis

3.1 Employment Opportunities

Like most of the jobs out in the job market the construction sector doesn't follow a particular recruitment system. From this study, it is evident that no transport workers are found with the appointment letter. They are appointed informally without having any ID card, contract documentation and very few employers maintain service book for their workers. As a result when a worker complain against their boss for any valid reason, their boss simply refuse to concede them as his worker. And the labour fails to get their proper rights because of identity issue. But in Bangladesh Labour act -2006, section 5, it is mention that 'No employer shall employ any worker without giving such worker a letter of appointment and every such employed worker shall be provided within identity card with photograph' and in section 6 it is said that 'Every employer shall, at his own cost, provide a service book for every worker

employed by him.' So, in this sector most of the employers violated these rules. They don't ensure the basic rights of an employees in this study it is found that about 90% of the construction labour don't have any identity card, it is provided to only a few labours who works in bigger construction site.

3.2 Adequate Earnings & Productive Works

Labours are the great example of exploitation. In every sectors they are being deprived from each facilities. Even they don't get their basic salary. Now per capital income in Bangladesh is 1751 dollars.⁴ But construction labours average wage is much lower than that. In this sector workers mainly work under a contractor. And the contractor arranges work for them, when their contractor fails to get any constructional work they remain jobless. So there is not any guarantee for full month work in this sector. And the wage system in this sector is multifarious. Most of the site the wage system regulates on a daily basis, and in some site it is weekly. They get an indefinite form of wage. They are paid according to their position. Generally a foremen gets 600-650 taka, a bricklayer wage range is 550-600 taka and their assistant wage range is 350-450 taka per day. There isn't any specific criteria of their wage. Labour who workers under bigger contractor they comparatively earn more. And another disappointing fact is, any of the construction labour don't get any pension or any facilities during retirement. As a result they have to lead a very miserable life in the age of old.

They never get extra salary on any occasions. They even don't get any Eid bonus. But in the labour act it is mentioned that employers should provide two bonus salary in a year. So for lack financial support they can't manage to celebrate these occasion cheerfully with their family, even 50% of the worker fails to give their children's desire dress in Eid.

3.3 Working Hour

Construction workers usual worktime is 8-9 hours in a day which starts at 8:00 am and ends before dawn 4pm. But most of the time they need to work 1 or 2 hours more than normal worktime. And they don't get any payment for this work. In this study about 60% of the labours told that they have to work more than 8 hours. They get an interval break at 10:00 am for 20 minutes and another at 1:00 pm for lunch which is for 30 minutes. As they work on a daily basis so

4 https://en.wikipedia.org/wiki/Economy_of_Bangladesh

the question of getting holidays gets out of the equation. As they say it “No Work, No Pay”.

Overtime facility is available for 2-3 hours at most and that too depends on the demand of the work. Anyone willing to do the overtime can do so. They get paid for the overtime but there is no specific rule as to how much one should be paid for their overtime. Generally overtime wage is similar to normal time wage. If they work till 9pm, they extra half wage of their normal daily wage. So here the employers don't obey the labour act section 108 (1), where it is mentioned that 'When a worker works for more hours than the hours fixed, under this Act in an establishment on any day or in a week he shall, for overtime work, be entitled to allowance at the rate of twice his ordinary rate of basic wage and dearness allowance and ad-hoc or interim wage, if any.' So clearly the workers in this sector are deprived from their overtime work privilege.

3.4 Forced Labour

It is soothing to know that most of the workers of the construction sector agree to the fact that there is no forced labour here. They can work as their wish. And if they want they can leave any time from working site. But the fact is they don't get amount of money without working.

But sometimes the conductor put pressure to his workers to do overtime work. When they need to fulfill a task within fixed time.

3.5 Combining Work, Family & Personal Life

In this site, a worker can stay absent any day for any reason. Working is up to them. But they can't get any leave with wages. So there is no existence of casual leave, annual leave or sick leave with wage. In fact, there is no existence of wage without work. But in labour act section 116 (1) it clearly declares that 'except a newspaper worker, every worker shall be Entitled to sick leave with full wages for 14 (fourteen) days in a calendar year.' And section 118 (1) it is mentioned that 'every worker shall be allowed in a calendar year 11 (eleven) days of festival holiday with wages'. But none of the rules are maintained in this sector. Both wage and leave are maintained in an informal way.

From this study we found that the workers are not exactly living a sound life with their family. Because the amount of money they earn per month is hardly enough for the whole family. The workers families mostly consists 4-7 members and in most cases they are the sole earing person in the family. Besides if they are absent from work for any reason they are not getting paid. Not only does

the worker suffer in the situation but also the family joins him in his sufferings. And day by day the price of all the necessary commodities is going higher and higher, but the labour wage isn't being increased in that ratio, and they fail to buy their necessary things. In this circumstances they are leading life in a miserable condition and most of labour suffer from malnutrition. As a result labours lost their proper working capability in very few years of their working career and suffer from different diseases. They also can't admit their children in a reputed school or college and can't able to provide necessary educational equipment. For these reasons the dropout rate of their children is very high.

3.6 Minimum Age of Work: Child Labour

In this construction site the work type is very heavy that a children can't tolerate. May be that's why the rate of child labour is lower here. Most of the sites is free from child labour, but we found couple of sites where child labour exists. So by appointing children they clearly neglected the labour act- section 34. Where it remarks that 'No child shall be employed or permitted to work in any occupation or establishment.' And the children works here as a beginner, they join here without having any work training. As a result they easily fall in injury during work. Though child labourers perform very simple works in construction, but sometimes in the situation of lack of adequate labour, child workers have to perform tougher work. Actually Children started working in this site with his father. As we know the socio-economic condition of labours is very poor. And they need to struggle hard to lead life, that's why they bring their children in this sector for working so that their son can bring extra money to support their family. So poor economic condition of labours is the main reasons for child labour.

Though most of the workers of this sites do have the idea about minimum age of work. And they know about the restriction for employment of adolescent in certain works. But they hardly know about the working hours, safeguards of adolescents and the legal consequences of prohibited use of child and adolescent labour.

3.7 Stability & Security Work

As far as the matter of stability is concerned in the construction sector the answer is "There isn't any. If you are unfit to work, you are out of work". It's as simple as that. In this study we found very few workers who works more than 5 years in one construction site. They change their working site for the desire of

better wage and facilities. For this reason the inter-relationship among workers in this sector is not satisfying. There are some cases where the worker gets dismissed or terminated from work. It takes place when the contractor/recruiter thinks one is not doing his part properly. And in the time of when workers don't work according to recruiters. But most of the time they are being dismissed when their employers have less work. One gets paid for the dismissal day and gets his/her due payments too. One of the positive findings is that there are no sign of sexual harassments in the workplace. But sometimes they are being verbally harassed by the contractor in the time of making mistake.

3.8 Equal Opportunity & Treatment in Employment

Majority of the workers of construction sector are men. And very few female labour works in this site. Only 5%-10% labours are female. They works as an assistance for a male worker. The females are the minority in this sector and they are treated as a minority. Whereas the male workers least amount of wage is tk. 350 the female workers gets tk. 300 at best. Though female workers worktime is equal to male workers. Usually the women do the helping job, not any kind of heavy job. But even when they do the heavy works they still gets less paid than the men. There isn't any discrimination based on religion, belief and race. And none of the male workers feel deprived or discriminated in their work field. But some of the female workers feel discriminated and deprived because of partial wage and facilities.

3.9 Occupational Safety: Safe Work Environment

With the economic development of Bangladesh, the infrastructural development is also increasing. And this changes are coming through the hand of our construction labour. But Out of all the jobs out there, the construction sector is one of the most risky jobs. But sadly this sector has the least safety measures of all the jobs in our country. The most common fatalities are caused by the fatal four: falls, being struck by an object, electrocutions, and being caught in between two objects. Construction work has been increasing in developing and undeveloped countries over the past few years. With an increase in this type of work occupational fatalities have increased. The year 2015 alone sees about 987 construction workers death all over the globe. And 260 construction workers had death in Bangladesh⁵. The working places are so

5 <https://www.thedailystar.net/construction-brings-highest-worker-deaths- this-year-survey-51612>

dusty and filthy. In labour act section 51, we found that 'Every establishment shall be kept clean and free from Effluvia arising from any drain, privy or any other nuisance'. And yet there is no mask for the workers to stay free from dust. And most of the sector have lacking's to provide pure drinking water and sanitation facilities. That's why labours need to go the nearest shop or tea stall for drinking water. But in labour act 2006 section 58, 'it is clearly declared that 'in every establishment, arrangements shall be made at a suitable point to supply sufficient purified potable water for all workers employed therein.' But these laws have not been maintained in this sector. There is enough space for air and light and maximum workplaces are not so crowded.

There are lots of other major safety issues that remains unnoticed. Only a few employers ensure the minimum safety facilitates and the small and medium companies don't have any kind of PPE at the workplace. Basic safety protection is very necessary here. Like helmet, ergonomic protection, fall protection, work gloves, hearing protection, eye glasses, proper shoes etc. In labour act, section 61 to 78 it has said that all employers should ensure the safety facilities (PPE). There aren't any first aid appliances too. Besides that fire safety is avoided in most of the sites. Labour act 2006 section 62 mentioned that 'every establishment shall be provided with such means of exit including at least one alternative staircase connecting with every floor at the time of fire.

So possibly these are the reasons for the cause of high number of labour death in this sector. The safety issue is remained very much neglected in this sector

3.10 Non-Wage Benefit: Social Security

Labour of this sites don't get any festival bonus which basically is their rights. And if any female worker wants maternity leave, she can get it as long as she wants. But she won't get any kind of salary during that period. For this reason maximum of the female workers do not getting enough courage to take baby. Because they know that in the maternity period they need to keep themselves apart from work for at least 6/7 month without any salary. And obviously without salary they can't maintain their family. And another issue is, almost 100% of the construction side does not any baby care facilities. These are the main barriers for a female worker who wanted to take child.

There isn't any separate provident fund for construction workers. But some labour are the member of workers at Bangladesh Labours Welfare Federation (BLWF) which can be acquired through filling a form and some other procedures. But due to lack of transparency and lack of proper knowledge the

labours most often doesn't receive any financial help from the board. There is a law about the compensation for injury of which most of the workers are unaware of. There was a rule that if the injury causes death then owner had to give 1 Lakh and the Govt. also had to provide 1 Lakh taka. But since the rule has changed and the BLWF takes the responsibility of providing 2.5 lakh as compensation so the owners are now not bound by law to give any penalty to the victim's family. But in case of other injuries neither the owner nor the BLWF compensate any money. So, the labours and the local organization such as INSAB take the responsibility and try to help as much as they can. But the workers who are not member of such organisations, they don't get any kind of facilities. Even when a labour gets injured seriously, most of the time he/she gets only medical treatment but don't get any compensation. In labour act section 150 and 151 it is said that if a labour got seriously injured during work and become unable to work anymore then the employer should give him/her 1.25 lack taka. And if someone dies during work his family will get 1 lack taka as compensation. But most of the cases this rules are not maintained. The employer doesn't provide any medical help to the victim. Most of the workers of this sector don't have any insurance policy.

3.11 Freedom of Association

Most of the construction site there is no existence of trade union or any other labour organization. But in some site there are several trade unions where the workers can freely join. But despite having the freedom to join the trade union only few of the overall workers are associated with the trade union. Now, this arouses the question "why don't the workers join the trade union?" There are various reasons for that. But above 80% the workers think the major reason is that the workers don't know the facilities and activities of trade union and they don't even have any idea of the necessity of being associated with a trade union. There are some obstacles to form and maintain a trade union. The most important problem is that they don't have any leader who can guide them to form a trade union. And lack of communication among them is another barrier. Financial problem also plays a vital role here. Then there are also some political issues too and the owner's tendency towards not hiring a group who are associated with a trade union.

3.12: Settlement of dispute, labour court, labour appellate tribunal

Labour court has been established for giving free service to workers. And there are two labour court in Chattogram. But about 90% of labours don't know about

the facilities and function these court. And some labour knows about this and some of them have experience to litigate. But they told that the service of this institution is very poor and it takes too many time to judge a case. In labour act it is said labour court complete its judgment within 60 days. But we found the opposite scenario in Chattogram labour court. Now total amount of recorded unjudged cases of these court is 2000. Some of the cases had been recorded 7/8 years earlier.⁶

Part 4: Remedies & Recommendations

Construction industry has some issues which need to be taken care of seriously. Among all of them, the most concerning one is that the labours don't have the minimum amount of knowledge about their labour rights. In fact, most of them don't have any sort of idea about their rights as a labour. That's because they are not provided with any training prior to or during their working career. Because of the ignorance they aren't able to know their rights and that's why they can't take hard step against their employer. And it creates chances for the employer to exploit their labours. As a result they made lots of money and on the other side workers can't fulfill their basic need. And of course, government has already introduced labour act but the sorrow story of here is that these laws are only confined only on paper. So, in this circumstance here are some recommendations to get rid of various issues of the construction sector.

1. Proper recruitment system must be followed in this sector.
2. Government should set a new salary scale. So that all labour could fulfil their basic needs with that salary.
3. Labour and Employment Ministry need to play a big role here. They need to update their monitoring system. Because this ministry works on behalf of workers and this is their responsibility. And only they can bring those employers under law who don't obey the labour act.
4. Workers must be provided with a Ration Card that will allow one to buy food & other stuffs at a cheap rate.
5. Govt. must help trade union with the safety measures so that they can ensure safety of their workers. And Forming Trade union system need to be updated into easier way so that it can be formed very easily in every construction sites.

6 Fujlul Kobir Mintu 'present context of Bangladesh labour rights',p-22

6. There should be a mandatory law for every worker to be a part of a trade union & at the same time those workers should be trained about laws, functions of trade union and safety issues. During their training time they should get a daily payment.
7. The owners must be given some responsibility of the safety and compensation for the injury of workers by law. And Government should introduce some new act that if any employer don't provide all rights to his employees he shall be punished.
8. There should be two separate restrooms and washroom for men and women.
9. Discrimination between men & women's wage must be eliminated.
10. A proper inspection should be authorized on Child Labour issue.
11. The amount of least wage should be increased to minimum tk. 500 a day.
12. The owners should provide first aid facilities on the workplace.
13. The trade union must be kept free from any kind of political interruption.
14. The amount of home loan of this sector is the lowest of all the sectors. So, the home loan must be increased.
15. The owner's should provide the workers some festival bonuses.
16. Govt. and other organizations should help the trade union financially as finance is one of the major problems for running a trade union.
17. Existing labour Act 2006 need to be updated, because the present act can't ensure the basic right of labour.
18. All the government and non-government should work together to increase facilities of labour so that they can live a better life.

Part 5: Conclusion

After conducting this study, we believe that there can be too much lacking in our work. May be we cannot able to re-view all the things that are related to our study because of limited time and knowledge but we tried our best. In conclusion, we profoundly feel that, labour in construction sectors deserves more than they are getting. They aren't even living an average life. Along with that, in their workplaces they literally don't have any kind safety facilities available. They don't get any appointment letter, identity card from their employers. Their salary is very poor compared to the other job. That's why they

can't able to maintain their family. Even they don't get any bonus. And if a labours got injury during and became unable to work more, in that case most of the time he/she don't get any help from their employers.

There are labour laws and its limitations. Most of the labours don't have any sort of knowledge about their rights. So, it is our duty to make their life better as they make ours. Especially the salary they are getting right now, need to increase immediatly. And other facilities should be provided to them at once. And employers should change their attitude toward their workers. Without their help, the socio-economic condition of labours can't be changed. Government of Bangladesh need to play a role here. It needs to take few steps so that labours can get fulfill their demands. And government should introduce a system in which labour rights can be ensured. Though this is not only the duty of government but also all of the people in Bangladesh should work together for their development. And it's a true fact that if we are able to make our labours hand stronger then they can bring development in this nation faster.



Internship Report on Health and Diagnostic Sector

Md. Jahedul Islam
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Introduction

Right to health care is one of the basic human rights. Irrespective of class, profession, social status, race or gender of any person, getting health care is fundamental to every human being. A developing country, Bangladesh has a vast population numbering 166.37 millions with a density of 1,115.62 people per square kilometre,(2,889.45/square mile)¹.Among this population, age groups (5-14 and 15-24) are 24.88 and 17.04 among male and 23.47 and 19.29 among female respectively.² Besides, According to Social Welfare Ministry figures, there are about 15 million senior citizens in the country now³. Population including this large number of youth and elder citizens' health care greatly dependent on our hospitals diagnostic canterers whether this is public or private. In a report, World Health Organization (WTO) has stated that there are an estimated 3.05 physicians per 10,000 population and 1.07 nurses per 10,000 population (estimates based on MoHFW HRD 2011)⁴.As an important and

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- 1 Bangladesh Population 2018, at <http://worldpopulationreview.com/countries/bangladesh-population/>Last visited: 13th September, 2018
 - 2 Bangladesh Bureau of Statistics, November 2015 “Children and Youth in Bangladesh: Human Capital and Employment”
 - 3 Limana SolaimanMridha, “Senior Citizens”, the Daily Independent, 16th October, 2017
 - 4 Bangladesh, at <http://www.who.int/workforcealliance/countries/bgd/en/>Last visited: 23rd September, 2018.

inevitable stakeholder of this publicly important sector, workers rendering health services have great role to play in our national health state. The Constitution of Bangladesh has recognized public health as one of the fundamental state policies⁵ It also incorporated provisions regarding exploitation-free works⁶, one of the basic labour rights, which reflects the core message of the socialism. But the workers employed in this vital sector are often deprived of their basic rights by the employers by different means.

In Chattogram, there are a few number of public hospitals as well as private hospitals which are not adequate in comparison with large 3,920,222⁷ population. Public hospitals are too congested with the large number of patients but having very poor staff and material supports. Workers recruited in formal process maintaining governmental criteria who enjoy a minimum wage. But in private hospitals, workers are recruited not following proper process. Employees have serious lack of labour rights. They are not given formal appointment letter, service book, id cards as well as adequate supports to avoid professional hazards. Labour movement and activities of labour unions in health and diagnostic sector is very poor. Employers often try to discourage even obstacle labour right activists by different means. Remedy forums like labour courts, inspectors etc. are not that much effective to resolve workers' grievances.

This research aims to experience the real life situations of the workers in this sector. Implementation of labour laws, health and safety, social security, decent working conditions, consciousness of the workers, deprivations and remedies etc. have been portrayed in this paper. This paper tried to engage different stakeholders for the research purpose.

Background of the sector

Health and diagnostic is not new sector at all. In this is age of welfare state, Bangladesh also adopted a Constitution for the newly independent country

5 Article 18 of the Constitution of the People's Republic of Bangladesh

6 Article 14 of the Constitution of the People's Republic of Bangladesh

7 Population of Cities in Bangladesh (2018), at <http://worldpopulationreview.com/countries/bangladesh-population/cities/> Last visited: 29 September, 2018.

where there were promise as fundamental principles of state policies to maintain the utmost care of public health. Labour movements alike Indian Subcontinent in Bangladesh are not too strong. Afterward different legislations were made by governments to assure public health issue. Amongst these, Labour Act, 2006 is the most sophisticated and modern law which incorporated many of the labour rights.

After the independence of Bangladesh, people were died by high fever locally called *kalajo, cholera, dengue etc.* when there were no adequate means to serve people and protect them from such disease. But now the scenario has been gradually changed. With the growing economy and socio-cultural structure, Bangladesh has developed her health and diagnostic sector far better. Several public and private medical colleges and hospitals are established gradually. But as one the fundamental state policies, health sector has remained as one of the neglected site for the government as informal sector as per labour legislations. Workers are not usually given any formal appointment letter m, service book, id card and other facilities. There is no common standard of wages, leaves, safety measures etc. in practice. There are a huge number of workers who works on different health and diagnostic centre who are fighting to get their basic rights till now.

Purpose and rationality of BILS

BILS is one of the major key stakeholders in labour movement n Bangladesh. Keeping in view to build up a just and democratic society, enabling the workers organizations to play appropriate role as a major force, BILS emphasizes on capacity building on the Trade Union through training, research and information sharing. It also plays a catalyst role in bridging trade unions, civil society and government on labour issues.

BILS contributes to develop Bangladeshi labour sector to be prosperous democratic society, which will be free from discrimination and exploitation of all kinds and where equal rights and opportunities will be ensured for all the people in respect of fulfilling their basic needs like food, shelter, medical care, social security, role of law, peace and progressive socio cultural environment. Workers should not be treated as a commodity but they respectable partner of progress. BILS works to help in strengthening the democratic functioning of the trade unions and to improve their service towards the society. Assisting the trade unions in Bangladesh for becoming self-reliant through training, education, research campaign and communication among them and other social partners as well as civil society. BILS helps to increase participation and

representation of women and young workers in trade unions and eliminate all kinds of discrimination between male and female workers. It works for improving occupational health and safety situation and workers welfare as a whole. Brightening the image of trade union movement in Bangladesh and to increase the organized workforce and consolidate the strength of trade union movement. Trying to eradicate multifaceted activists for human resource development and introduce programs for productivity and good industrial relation.

Research objects

This research aims to investigate core labour standards existing in health and diagnostic sector practically. It also inquires the implementations of labour provisions in field level. In this research, interactions with the workers were exclusively private and aims not to disclose any clear identity in this paper. This paper aims to pursue the following objectives:

Find out multidimensional problems: This research is to find out the root causes of not getting the basic labour rights of healthcare workers i.e. appointment letter, service book, id cards etc. on by understanding the real situation of the workers of the health and diagnostic examining the theoretical and practical aspects of existing labour legislations. Along with this, to find out the problems regarding safety, workplace environment, injury risks and compensations in the health sector, and workers right, their lifestyle, economical crisis, their social status searching a connection with the wages, leaves, social security benefits. As well this paper aims to know about the freedom of association and existing level of awareness and knowledge about the labour law trade union, the society, concern employers and workers.

Recommend remedies: Evaluating the effectiveness of the existing remedy forums and loopholes of the whole system, this paper also aims to suggest timely solutions and remedies of detected problems in health and diagnostic sector which may facilitate to get the effective ways to help the health sector workers to ensure labour rights.

Methodology

This paper has followed both qualitative method of research. Researcher directly visited respective hospitals and diagnostic centers and collected data as per the previously set questionnaire. The team visited National Hospital Private Limited, Delta Health Care Chittagong Limited and Chittagong Lab Limited for

the purpose of the research. Researchers visited Chittagong Lab Delta Health Care Chittagong Limited and National Hospital Private Limited for data collection purpose and interviewed about 20 workers among whom workers working in different posts were interviewed.

Workers were gathered in place and participated in focus group discussion and questioned them in common. Besides, unstructured interview, group interview were followed to gather information. Collected data were arranged as per the elements of decent working conditions and sampled as per the criteria of the questionnaire. Researchers basically conducted focused group discussions targeting the groups of workers from different sections of the visited hospitals and pathological centres. Using the questionnaire, researchers regulated the conversation in interview style where interviewees were given full freedom and space to answer any sort as they really face in their regular works.

Though information were collected in different methods, there were limitations in following one single methodology. Sometimes workers were not spontaneous in their answering. In some cases, response rates were a bit low. But as per the questionnaire, team tried to collect real and genuine data from the workers throughout the process remaining free from personal biasness or emotion toward any issue.

Sectors in details:

Employment opportunities

This is really tough to comments about employment opportunities. If we look From the last 2 years some workers have found their id card but these workers are new, the old workers does not have there id card yet. This is not acceptable anymore, because all the workers have to their own identity when they are working on. This is concerning that the old workers doesn't have Not only id card the appointment letter too. The workers are not secure if they are able to join their workplace tomorrow or not cause they don't have any documents that they are engaged with them. Even they don't have any idea about service book and yes they are concerned about it but the management does not care about their service book at all. They always denied the workers demand. The workers are fighting to get their id card, appointment letter, but the authority doesn't allow their demand they are on their way and there is a problem that is not the all workers, it's important to fight together. But the authority makes them divided that's why they are unable to win. There are ward boy, aid nurse, staff nurse, hospital housekeepers and pharmacist in the hospital. There is another

concern that all particulars of the worker which are mention in section 9 of the Labour Act 2006 are not recorded in the register book. It's really unacceptable. The workers who works over there are not free from injustice by the authorities. There are many workers who are working for 10 to 12 years. This result tells us everything what is going over there. Another important thing is that management authority intentionally make false appointment date to reduce their working time. This is really like No, there was no one who had work in any establishment before this hospital. Book and yes they are concern about it but the management does not care about their service book. The workers are fighting to get their id card, appointment letter.

Issues/ Hospital	Number of interviewe d workers	Formal recruitmen t process	Appointment letter (Number of workers)	Any service book	Registrar
National Hospital Chittagong	9	No	5	No	Yes
Delta Health Care Chittagong Limited	7	No	3	No	Yes
Chittagong Lab	4	No	3	No	Yes

There are ward boy, aid nurse, staff nurse, hospital housekeepers and pharmacist in the hospital. No, all particulars of the worker which are mention in section 9 of the Labour Act 2006 are not recorded in the register book. There are many workers who are working for 10 to 12 years. This is undoubtedly can say that the authority exploit the labour also the management authority intentionally make false appointment date to reduce their working time. What is illegally did. The interesting thing is that, there was no one who had work in any establishment before this hospital. We are concerned about working opportunities in hospital and diagnostic centre. They are mainly doing labour exploitation.

Observation: As a service sector, health sector workers are very crucial in our society. But they are not recruited maintaining a formal procedure in hospitals and diagnostic canters. Very importantly, they are not given any formal appointment letter which lack them an clear relationship between workers and

employers. Absence of service book causes them in many ways. They can't know their service age in this absence. So they are treated as apprentice or novice in any other subsequent works.

Adequate earning

The workers who work on hospitals and diagnostics centers have another thing to fight with is adequate earning. The workers are who are new get wage amount is start from 3000 taka and for the old workers called experienced who are working for 8 to 10 years get wage amount is 8200 taka. They have to struggle to survive cause this amount is really insufficient to support their family. But interestingly they know about their basic wages which is 4000 to 5000 taka. What is not sufficient to bear their costs. No one was answered about labour act. They have no idea about labour act and because of this lacking they have no idea about their minimum wage under the law which is mentioned in section 139 of Labour Act. This really surprised us that they don't follow labour law which was made for their good. They share with us an incident if anyone is entitled to get any wages he or she have to go to the union to get his or her wages on time, otherwise management authority delay this process.

Issues/ Hospital	Number of interview ed workers	Earning range (tk.)	Wages payment date	Overtime wages	Expected range of wages (tk.)
National Hospital Chittagong	9	4500-8200	7-15 th of month	1 time of basic	15000- 25000
Delta Health Care Chittagong Limited	7	3800-8000	5-10 th of month	1 time of basic	20000- 25000
Chittagong Lab	4	3000-8000	5-10 th of month	1 time of basic	15000- 25000

The authority and the union has an understanding, so if they recommend the worker will get his money. But there is also two parties minimum who made the difference between labour. The workers said that the authority usually paid the workers wages on after 15th of the month. So this answer can say that they

have to depends on others cause they authority where they leave (with family) is not wait for 15 the day of the month they demand their rent within 3-5 and it takes highest 10 the day of the month, so have to loan from others to live their. If the authority give their wages in time they will be pretty happy cause no one wants to beg to others doesn't matter is it loan or something.

Observation: Workers employed quite informally not maintaining the provisions of labour laws in this sector. Workers are basically recruited on the basis of personal affiliation, recommendation and other subjective ways. Absence or erroneous appointment letter, service book, id card etc. clearly causing the workers seriously in their works to get their justified rights. Serving appointment letter and service book can solve many of the labour disputes very pacific and meditative way.

Working hour and works

First of all we have to realize that this is most important that workers and working hours and what about the law says. The workers who is working on hospital and diagnostic There are three shift for working time which are 8am to 2pm, 2pm to 9pm, and lastly 9pm to 8am. There is no difference between male and female both are same when they are on working. If we look at the weekend facility all the workers get weekends without housekeepers, cause they have to serve the people all the time. And all the workers get leisure only for their lunch and dinner which is uncertain, if they don't get back to their work on time management authority deduct fine from their wages.

Issues/ Hospital	Number of interviewed workers	Average working hour	Holiday wage	Leisure during work
National Hospital Chittagong	9	9-10	Yes	No
Delta Health Care Chittagong Limited	7	10	Yes	No
Chittagong Lab	4	8-10	Yes	No

When we talk about law they said they don't know about the law on rest and leisure while they working. Even they don't have any idea about holiday, what the law says they don't aware about it, they are pretty surprised when we ask about holiday law. On this ground we can clearly say that the authority or owner always exploit the workers rights where they get space. Workers have to work every day, and they have to work in time if they want any break the authority won't count this time as working time. So they have to do what they are asking for. They told us that it's very hardship for them to work without any leisure for rest such a long period. They also told us that if because of rain or some uncertain events if they could not attend on work on time three consecutive day then management authority deduct fine for 1 working day by register them as absent for 1 day from their wages. This is not fair and injustice too for the workers to cut off 3 days for 1 days absent by the authority. They feel it that it's injustice by authority but slowly they are abide by it. The authority always looking for more benefits if they able to they will force to do whole day work without any payment.

Observation: Tolerable working hour is one of the basic labour rights. Among other denominators, working hour is almost maintained in both visited hospitals. But in this regard too, overtime payment which is suppose to be paid double of the basic salary as per law is not maintained⁸. Giving no specific break during works, working hour is usually extend to more than standard period. But as earlier mentioned, workers are unwilling to bargain with the employers.

Forced labour and overtime

Only this sector is positive for the workers, the report says that the authority or management doesn't force to work as overtime. Yes there is opportunity to do overtime while they are working over there. When we ask to them about it they told us that they do overtime which time is sufficient for them. Overtime is up to the workers how long they want to do it. No there is no force applied to do overtime. Yes, they know about the law on overtime wages but they don't get the actual amount which is fixed by the law. They are happy though to have minimum extra income, they have minimum wage what is really insufficient to bare their livelihood. So if they get a little sum they will be happy with that

8 Section 108 of the Labour Act, 2006

doesn't matter if they get proper wages or not. Probably this is the only sector where workers are happy to have overtime with less wages. They have works for 8 hours and works also is not so hard that's why they always prefer to have overtime. They always look forward to grab the opportunity to do overtime. Sometimes the management force to do work if they fell it's necessary.

Workers leave

The workers have to refresh themselves, so they always leave looking to have the chance to refresh or enjoy the moment, as a workers they are concerned about their job cause if they work their family will survive or else the will be on fast. The workers told us that they can take leave for 4 days for their personal reason but the management authority allow only 2 days by fraud. They aware about it but they use to adjust with it. They told us they get leave for sickness but they firstly have to fix someone else to work instead of them to enjoy their leave. This is the main thing that the authority will always looking for his business, doesn't matter his stuff are come or not if they all stop then he thinks that's why management allows this replacement system. The women gets maternity leave. This is good sign for authority that they act as human on these maternity regards. Though The leave is not according to the law, also not enough for a women but they allows minimum that the workers makes happy and to work with that. The women workers know about the benefit of maternity leave but management authority don't give them these benefit. They told us a recent incident that one women worker applied for maternity leave, management authority grant the leave but they don't give her the other benefit like they give her only one basic salary during her maternity leave. But she is entitled to get more according to labour act. The management thing not only his staff his business too, if he pays huge sum without working they will sufferer with that. Probably that's why the management unable to fully support their women stuff on when they are on maternity. Most of the time workers are satisfied to job over there just because this job is not so hard like construction workers or something like that, also they are enjoy the leave but it's true they are not get 100% advantage by the authorities cause the authority is here to business not to support them or help the patient freely. He is hare to earn money creates some opportunity to do job and main thing is to serve better to the patient.

As per the sections,⁹ workers are entitled to get at least 1 day weekly holiday, 10 days casual leave annually, 14 days sick leave annually, 11 days festival leave yearly.

Issues/ Hospital	Number of interviewed workers	Casual/sicknes s leave	Maternity leave	Total days in leave (monthly)
National Hospital Chittagong	9	No	1 month	4
Chittagong Lab	4	No	1 month	4
Delta Health Care Chittagong Limited	7	No	1 month	4

If the workers service well the authority will accept their demands what is not make his business down workers leave is one of them. If the workers have the replacement the authority doesn't mind it cause he wants service. So workers leave is really important specially women.

Observation: Leaves and holiday benefit are also recognized labour rights. But in all three hospitals, workers don't get their leaves properly. Basically, they work in hospitals just enjoying weekly holiday and a few festival leaves. Even if, many of these workers don't get festival leaves too because of the rush of patients in the hospitals.

Stability and security of work

The team of the researchers visited National Hospital Chittagong, Delta Health Care Chittagong Limited and Chittagong Lab to collect data regarding various labour issues practically having previously prepared questionnaire. Total 20 workers were asked regarding appointment, stability and security of work, wages, social security benefits, leaves and holidays, freedom of association, remedies etc. in group.

9 Sections 100-119 of the Labour Act, 2006

A graphical presentation has been inserted below:

Issues/ Hospital	Number of interview ed workers	Working age in the establishm ent (average)	Job cut or removal	Any unfair measures	Sexual, verbal or physical abuse (female)	Freedom of association in the establishm ent	Number abused by employer or third party
National Hospital Chittagong	9	6 months- 12 years	No	Yes	Yes	No	4
Chittagong Lab	4	1-12 years	No	Yes	Yes	No	1
Delta Health Care Chittagong Limited	7	1-4	No	Yes	Yes	No	4

The interviewees were asked how long they are been working for in these hospitals. They replied various ages i.e. 6 months to 15 years in average. Among 13 workers, about 4 workers who were serving for more than 10 years. Two of them were working for below 1 year.

Regarding the issue job cut or removal as provided in sections 16, 20, 22 and 27 of the Labour Act, 2006¹⁰, one the metropolitan based union leaders working at National Hospital, Chittagong said, they are threatened to terminate their jobs in many cases by the administration but they didn't face any sort of lay off or retrenchment yet. Rest of the workers agreed with him. In Chittagong Lab, they also faced no removal or termination there. But most alarmingly in National Hospital and Delta Health Care Chittagong Limited, three delay or four in a month whether it may be of major or minor delay is considered as unauthorized absent which is a clear ground of dismissal mentioned in section 23 referring to section 24 of the Labour Act, 2006 which has been treated as misconduct and also violation of Termination of Employment Convention, 1982 (No. 158). Though there is digital fingerprint system of attendance in National Hospital and Delta Health Care Chittagong Limited, but many of the aged workers are not familiar with this system. As the digital attendance system has been set on third floor, many of the workers got unintentional late to reach this register. Workers have suspicion of erasing attendance by the administration intentionally to create pressure on certain targeted workers. So the administration though not removing or terminating any worker but ultimately creating a ground of

10 Act no. 42 of 2006

dismissal which can be used anytime against the workers. They got no remedies against such activities and have no expectation to get remedies as because the administration will be very rude to the alleging person.

In Chittagong Lab, they also face fear of immediate termination or retrenchment. In both hospital, workers have no appointment letter, service book. Thus they can't raise any issue to the administration because of the fear of the termination of job. Nobody of the workers wants to be terminated asking for any remedy or rights. One of the workers dismayed saying, "If I talk today, owner (administration) will remove us today and appoint another in my post within short time. So I don't want to ask for rights leaving my job. This will hamper my family."

In all three hospitals, workers must keep a substitute worker if anyone apply for leave. Two cleaner from the National Hospital interchangeably worked for each other during the leaves but the management didn't count the substitute worker. As a result, they got unauthorized absence in the register.

In Delta Health Care Chittagong Limited, alike the National Hospital, marking as unauthorized absent is high. Workers remain in fear of absence which results deduction of wages at the end of the month.

In these hospitals workers said they have not faced any sort of sexual or physical abuse. But of the female worker from National Hospital Chittagong took phone number of one of the research team members and called him on letter. She narrated about the sexual harassment to her one of her close colleagues (currently working in another hospital). She said, one of the employee from the human resource section made an unfair relation first using undue influence of the employment which letter provoked her to be in a relation with him. He sexually abused her several times. Though rest of the workers have no allegation of sexual abuse, they had allegation against management not to prevent any sort of physical violence by the relative of patients or third parties in many cases. They got abused verbally by the officials during work but they didn't complain it anytime because of fear. In Delta Health Care Chittagong Limited too, workers are frequently abused verbally in their activities.

In these hospitals, surprisingly there were a common allegation regarding some workers who maintain good terms with the administration and usually get a good favour of the employers. In National Hospital Chittagong, one of the staff nurses (female) who joined the hospital 6 months ago, found non-responding to the questions. Later on, other workers said in her absence, like this staff nurse, other diploma-holder nurses maintain good terms with the administration and

join nowhere in union activities. Afterward, she was asked whether she will join the metropolitan union of the hospital and diagnostic workers for the betterment of the sector. She said apparently positive but it seemed not the true answer.

Observation: To the research team, it has been seemed that, workers were actually forced to do works and let not to speak out against any sort of deprivation of their rights. The provision retrenchment as per the sweet will of the owner or administration mentioned in section 20 and 26 of the Labour Act, 2006 has given a very wide and arbitrary power which can be abused by any moment. So, this is very easy for the employers to remove any worker showing 'so called' grounds. This is very abuse-tending provision in this sophisticated and modern labour legislation.

Equal opportunity (gender discrimination)

Equal opportunity of work irrespective of gender is a fundamental rights¹¹. As per the Labour Act, 2006 and other legislations, there is no such scope to allow any gender discrimination in employments rather female workers have been given many extra benefits which are inevitably part of their works.

A graphic presentation has been inserted below:

Issues/ Hospital	Number of interviewe d workers	Gender- based appointme nt	Discriminati on in wages	Discriminati on in posting or up gradation	Discriminati on on the basis of race or religion
National Hospital Chittagong	9	Yes	Yes	No	No
Chittagong Lab	4	Yes	No	No	No
Delta Health Care Chittagong Limited	7	Yes	No	No	No

11 Article 27 and 29 of the Constitution of the People's Republic of Bangladesh

In National Hospital and Chittagong Lab, most of the workers asserted negative answer regarding gender based discrimination. But in Chittagong National Hospital, two of the workers alleged that sometimes male workers got some extra favour than them. Males can bargain more than female during the appointment and sometimes regarding rights. In both of the hospitals, there exists gender-based appointments. Female usually gets priority as nurse. Lab man, computer operators, accountants etc. usually got by male workers. But they couldn't able to define the reasons behind it. In both hospitals, there were almost equal number of female workers where it has been reported that, in National Hospital, there is about 40-45% are female workers among 320 staffs. In Chittagong Lab, they assumed this number as 50-55% as female.

In Delta Health Care Chittagong Limited, they asserted that they faced no such gender based discrimination but still many of the workers were appointed on the basis of gender. There is more number of female nurses than male nurses. In total, number of female workers will be almost half of the total.

During interaction, the interviewees were asked regarding caste or religion based discrimination. They replied negative and opined there is no such discrimination on the basis of religion, caste, belief, race or whatever. There work peoples from different religion i.e. Islam, Hindu and Buddhism. But nobody thinks they got any favour just because of their religious identity. But sometimes, people from other religion than Islam seem avoided by the some of the Muslim workers which sometimes being expressed in their expression or words. There is no treatment on the basis of religion, caste or other factor toward workers by the administration in Delta Health Care Chittagong Limited too.

Observation

This is really positive not to be discriminated by the administration on the basis of religion, caste or gender. But this is really alarming that, some of their colleagues can't take other religious believer easily which clearly indicate the social segregation of peoples on the basis of religious believes. Appointment on the basis on gender is though not so big issue but it must not be practiced there. Comparatively than other issues, gender-based discrimination is less in number in these hospitals.

Occupational safety: safe work

International Labour Organization (ILO) has adopted Occupational Health and Safety (OHS) as one the eight core labour standards ensuing decent working

conditions¹². Safe working environment is a basic labour right that shall be ensured by the employer side. Hospital and diagnostic workers are also entitled of decent working environment during working hour in the establishment.

Issues/ Hospital	Number of interviewe d workers	Workplace hygiene	Adequate toilet, bathroom etc.	Any injury protection measure	Fire safety
National Hospital Chittagong	9	Satisfactory	Inadequate	No	Yes
Chittagong Lab	4	Satisfactory	Inadequate	No	Yes
Delta Health Care Chittagong Limited	7	Satisfactory	Inadequate	Inadequate	Yes

Regarding hygiene of the workplace, workers expressed their concern that they have very rare safety measures in hospitals. The environment of the hospital is congested than it should be comparing with the number of doctors, patients, staffs, officials, visitors etc. They expressed their dismay that aid nurses, staff nurses, cleaners, lab assistants and other staffs have no minimum safety. Nurses deal different kind of diseased patients who contain serious infectious germs and microbes without hand globes, masks, uniforms and other protective measures in both hospitals. Clearers clean the whole of the hospital, bed, equipment etc. conventionally which has a huge risk of being infected by diseases. Alarmingly, lab assistants have no special measures during their dealing with x-ray, ultrasonic test, optical fibre, ray-orientated equipages etc. But as mentioned in labour laws, there is provision of extra wages for risky works which is not maintained in any of the two hospitals.

12 Decent Works, at <https://www.ilo.org/global/topics/decent-work/lang--end/index.htm> Last visited: 15th September, 2018

One of the aid nurses, aged 23, said they are not injected injection every year which is supposed to give annually as protective measure. They highly urged the researchers to mention the lack of vaccination in the research paper. Another cleaner from National Hospital said they have no safety equipages in dealing wastages.

One of the lab assistants complained that their management doesn't take any sort of responsibility even they become sick during the working hour. But as per section 150 of the country's most sophisticated labour legislation, Labour Act, 2006 provides provisions of the payment of compensation by the employer if any worker gets injured during the course of employment. Workers have to pay regular expenses from their own to get treatment from their working hospital.

One of the staff nurse from Delta Health Care Chittagong Limited complained, they are never given any sort of training regarding risks during works. Many of them got infected by diseases which suppose to transmitted from patients. So self-consciousness is the main protection in their hospital.

All these hospitals have heavy equipages like patient bed, metal machines, surgery equipment box, oxygen cylinder, medicine box which are carried by workers from one floor to another. But as mentioned in the section 74 of the Labour Act, 2006, it has been clearly prohibited to carry overweight which has possibility to injure the carrier.

There is an arrangement of fire safety in all three hospitals but the workers don't know how to use these equipment. Workers actually expressed their view in very dismayed way saying, "As hospital is the property of the owner, there is protection. But we are not property of owner side. So no protection is for us." This clearly expressed the ultimately disappointment of the workers and mentally downed them which is very related to human dignity. Though in all these hospitals, there is fire safety equipment, but the instruments given in the Labour Act, 2006 have not been followed. As mentioned in section 62 of the Labour Act, 2006, there is no proper indication of emergency exit doors, windows, fire precaution signs etc. Section 62(8) of the Act provides necessity of exhibition of mock fire-fighting where there is 50 or more workers but both of the hospitals even never took such initiative having more than 50 workers.

It's very concerning to the workers that they have no training even if they worked their for more than 10 years. They simply appointed and work in

different posts. Afterward, workers get promotion on the basis of service period and maintenance of good terms with the administration. In National Hospital, aid nurses get promoted to staff nurses after serving for 3-5 years. In this regard, one of Metropolitan union leader praised BILS so that they at least consult them legal rights and problems of them.

There have canteen facilities in National Hospital but workers have to pay the same price as outer pays. In Chittagong Lab, there is no canteen facility. They have to buy foods from outside. Some of the workers carry meals with them in tiffin box. There is no rest room, day care center or child nourishment facilities which results very serious problem to the newly conceived mothers. Two of the female workers said, they had to face serious trouble when they gave birth of baby two years ago. New-born babies were to keep at home which was as seriously inhumane to a mother as well baby. There is no separate prayer room in all these of the hospitals. Female workers anyhow manage a space to pray their prayers.

Observation

As narrated above, employers just use the workers as tool to serve their purpose. In all these hospitals, there were lots of instances of the violation of labour laws. Most shocking matter is, workers got feared to express their grievances to the employers which vitiate the core ideology of freedom of expression and association. Non-grant of leaves, replacement in case of leaves, so called unauthorized absence, no minimum training, inadequate safety measures etc. were found which clearly violate the labour rights grossly.

Non-wage benefits: social security

As social being, workers deserve social security from their employments. It's also a core labour standard of ILO to ensure social security benefits of the workers. This is now well recognized that, employers will ensure social security of the workers with the help of employees. It can be in many ways like forming provident fund, insurance, announcing bonus and gratuity, granting leave, scholarship fund, pension, special allowance etc.

Issues/ Hospital	Number of interviewed workers	Provident Fund	Pension	Insurance	Bonus	Maternity Leave
National Hospital Chittagong	9	No	No	No	Yes	Yes (1 month)
Chittagong Lab	4	No	No	No	Yes	Yes (1 month)
Delta Health Care Chittagong Limited	7	No	No	No	Yes	Yes (1-1.5 month)

As we asked, the workers of all three establishments said there is no provident fund facilities. One of them from National Hospital said, there was a project resemble to provident fund initiated by Swish Bank before two years back but the management didn't cooperate them. So they stopped the project. But in Chittagong Lab, workers have no such benefit. Actually in both hospitals, employees have many basic problems like not giving appointment letter, service book, id card, minimum wages, injury benefit etc. which are very core labour rights. In the absence of basic labour rights, provident fund facility seems very remoter to them.

Workers usually get two Eid bonus as festival bonus but not on other occasions in both hospitals. The amount was not actually fixed for all. They just paid it on the basis of relation with the management. Some of the aid nurses in National Hospital got 3000-5000 as Eid bonus in last Eid. Workers from other religion than Islam get their festival bonus too.

One of the staff nurse said, all the profits are being taken by the administration. But as an important stakeholder, workers get nothing. Even, if any of the patient get any sort of gift or cash money from patients, these are also be taken by the administration fully.

Researchers asked regarding maternity leave to the female workers. They said they have idea on it. Some of them got maternity leave earlier. But the most concerning matter is, administration only give one month leave (about 4 weeks) to the female workers which is clear violation of sections 46-47 of the Labour Act, 2006. They only get one month's basic salary during this period but get nothing except this. As provided in section 46-47, a female worker shall be entitled of total 16 weeks before and after the delivery of baby. And all the female workers who worked for more than 6 months shall get this benefit. But

the workers actually don't expect more than this one month wages though they know they are entitled to get more than one months as they think this as extra to them. So, in both hospitals, there is clean non-compliance of labour law provisions.

They have no compensation of injury anytime though some of the interviewees faced minor injuries during their working hour. There is no connection of the employer with workers' welfare foundation rather they try to avoid such relation. No one witnessed any death of the workers in their establishments. Overall, all of them have no idea about the provisions of monetary compensation in case of death or injury under labour law. Hospital may give a very primary treatment in case of injury but the authority doesn't take the full responsibility in case of grave injury.

There are shortage of washroom, common room, separate room for female workers in the both hospitals having about 750, 200 and 100 more staffs in National Hospital Delta Health Care Chittagong Limited and Chittagong Lab respectively among whom a large number is female worker. They have no group/separate insurance facilities or gratuity benefit though there are more than 100 workers.

Observation: Workers are social human being too. Social needs are equally required by them also. But workers are not treated here as deserved dignity. Mere human existence is not right to life rather existence with a dignified life is the demand of human life. In this age of high cost of living, workers surely can't afford their daily necessities by a low waged income. Workers are just used here mechanically without motivation, appreciation and due care to serve the purposes of the employers. Though these three are private hospitals, workers are working there without proper incentives which demean the human existence of the workers. Provident fund, pension fund, supplements, allowances etc. enhance the quality of life and uphold a dignified life. Absence of vaccination, injury risk, infection risk etc. has high volume of risk in this sector but there is no group insurance. Above all, workers are working in this sector only for maximizing the benefits of the employers without giving any sort of support to the workers.

Freedom of Association

Association is the forum by which workers can demand and ensure their labour rights. Freedom of association is incorporated in the Constitution of

Bangladesh¹³ also. The history of labour law has a glorious past of struggle for right to association. Trade unions and federations can play very vital rule to collectively bargain with the employers on different labour issues. Workers and employers are not hostile parties rather correlated one.

Issues/ Hospital	Number of interviewed workers	Any workers' organization in the establishment	Threat or coercion	Encouragement to join association
National Hospital Chittagong	9	No	Yes	No
Chittagong Lab	4	No	Yes	No
Delta Health Care Chittagong Limited	7	No	Yes	No

Research team asked the workers regarding the trade union rights. All of them have a bit idea about worker's union. There is no trade union or worker's union in any of the three hospitals. They seriously complained against the administration that, employers are not satisfied at all about joining any sort of union. Freedom of union is not welcomed rather obstacle in many ways. So workers usually join the central organization of clinical staffs and nurses which works all over the Chattogram.

The best example of non-cooperation and humiliation for joining union is a leader of metropolitan based union who is currently working in National Hospital, Chittagong who is tagged as "mad" by the administration publicly which humiliate him and his worker entity. He was even physically assaulted previously for rising voice for workers' rights. Many of the female workers think, joining union is unnecessary hassle for them. They want a peaceful job. Administration helps the workers who are not any sort of member of any organization or union. On the other hand, the workers who are involved in union have to face cutting of wages, showing intentional absence, compensating just because of minor excuses, not granting leaves etc. Labour

13 Article 38 of the Constitution of the People's Republic of Bangladesh

Inspectors have good relation with administration and sometimes even they threat the workers not to be involved in any organization.

Observation: Trade union is a basic labour right of workers. But historically, employers don't like the workers who join any sort of union. Though unions are the key spokes-platform to rise different labour issues, but in both hospitals, employers don't avail this right at all. Many of the workers got threats and sufferings just because of joining union. But this is clear violation of section 176 of the Labour Act, 2006 which delegated the power of forming trade union in any establishment. This a clear unfair labour practice in the part of employers defined in section 195 of the Act.

Remedies

Labour Act, 2006 is one of the modern and sophisticated labour legislations in the history of Bangladesh. It has given almost many of the labour rights and provided remedies. As the workers face lots of problems, research team asked them regarding remedies given in labour laws. But they have no idea about proper remedies. They have no such to be trained on these issues. Workers fear of termination and cutting down facilities if they seek for any remedy. They think many of the people will be available if the got removed by the administration. So they usually don't argue against the administration. BILS trained and instructed a few of them regarding labour rights and other labour issues.

In the Labour Act, 2006, there are many remedy forums i.e. labour court, inspector, collective bargaining, trade union, worker's federation, other pressure groups etc. But there is threefold problems on the part of workers, employers as well as labour courts or inspectors. So effectivity of these forums is actually remain in dark. Though there are several remedy forums or ways, the Labour Act, 2006 has not provided any sort of plan or policy to connect all three stakeholders i.e. workers, employers as well as labour courts or inspectors.

Labour court and Inspection

As a remedy forum, labour courts are established and inspectors are appointed to deal the labour issues. Labour court is specialize court to hear and try cases and complaints regarding labour disputes promptly and ensure access to justice of the poor labour class. But they have very little knowledge about labour court.

One of them went to labour court for a case which was related to the workers of another hospital. But his experience was very bad. He said he got a court decree against the hospital after 2 years but in the meantime the hospital was broken down and the administration couldn't found.

Labour courts though provisioned to dispose any case within prescribed time in sections 215-217, but judges take much more time even 5 more years to dispose labour issues. The previously mentioned worker said, labour court judges even remain absent in very little drizzling. They often adjourn session in different excuses. Even he found a judge remained absent on the fixed of hearing for his family program. Once a date is adjourned, it takes many days to fix again. Actually filing a suit in labour court causes money, time and ultimately access to justice for the workers.

Besides, it is very tough for workers to avail prominent lawyer's assistance lack of money. On the other hand, administration can get the best service from lawyers and sometimes manipulate court in many ways. As the workers have no formal contract with employers through appointment letter and service book, this is really tough to prove own case for the workers. Though Labour Act, 2006 has provided forum, but it has not incorporated the way or manner how to reach this hard-reaching forums.

Inspection is very poor to their establishment. Inspectors sometimes visit their hospital but they only go to the administration and don't visit the workers directly. Even there is many instances of visiting the hospitals after evening or night and get money from the employers. Workers alleged, inspectors only work for administration, not for the workers.

Observation: Labour legislations have provided platforms to ask for remedy but this is really hard-reaching to the poor and less educated workers. So, only incorporation of provisions can't make any fruitful change in this regard if these are not practically implemented for the betterment of the workers.

Recommendations

As one the basic sector of the public health, hospitals and diagnostic canters play very vital role to maintain national health system smooth and good. Workers, one of the important stakeholders of this sector, are neglected in many ways by the employers which suppose not to be done. After having field visit, data analysis and getting findings, research team would like to recommend following points.

- 1) Workers must be recruited through a formal procedure giving appointment letter to them following the provisions of section 5 of the Labour Act, 2006.
- 2) They must be provided service book by the employers which has been referred in section 6 of the Act.
- 3) Job security must be strengthen of the workers through strict following of laws.
- 4) Standard of the health and hygiene of the workers and work places should be increased.
- 5) Safety measures in the workplace should be known to all of the workers.
- 6) Fire safety management must be strengthen. Emergency exits, signs and other indications should be clearly mentioned and make aware the workers. Mock fire-fighting should be held at least once a year.
- 7) Structure provided in National Building Code must be followed in case of building a hospital.
- 8) Hospitals should have minimum management of rest room, separate room for female, canteen, prayer room.
- 9) There should have day care canter in every hospital which will help the female workers greatly.
- 10) Safety equipages i.e. masks, globes, special glasses etc. must be provided to the workers.
- 11) A minimum wage for the workers must be fixed.
- 12) Social benefits should be provided by the employers through different scheme like gratuity, pension, bonus, prizes etc.
- 13) Payment of wages must be done within 1-7 days of any month. A wage board should be formed in this regard.
- 14) Injury benefits should be given to the workers.
- 15) Overtime wages must be paid as per the provision of labour laws.
- 16) Maternity leaves should be given properly and payments as per the Labour Act, 2006 must be followed.
- 17) Provident fund should be formed in every establishment.
- 18) Many of the sections of Labour Act, 2006 should be amended. For example, maternity leave has an exclusionary character adding at least 6 month working age for getting this benefit.

- 19) The Act should add some mechanism to implement provisions practically. In the absence of proper mechanism, provisions provided in laws remain bookish only.
- 20) Very importantly, trade union rights should be encouraged by the administration not rather obstacle this basic labour right.
- 21) NGOs should take must more initiatives to help the workers directly to find the proper remedy mechanism.
- 22) Administration should take the workers as partner of the establishment, not as hostile.
- 23) Media should play much role to make sure the accountability of this sector.
- 24) Labour courts should play much important role to dispose labour issues quickly.
- 25) Inspection of the establishments should be enhanced and strictly maintained.
- 26) Media should take a positive approach to improve the lifestyle of the workers.
- 27) A special taskforce may be formed having representatives from all the relevant stakeholders to deal and dissolve labour issues in health and diagnostic sector.
- 28) Labour court's judges should be given more training and proper direction to dispose cases quickly
- 29) Arrangement of training should be added as mandatory responsible for the employers.
- 30) Government should pay special concern to this sector's workers.
- 31) Special teams all over the country may be formed who will inspect all the hospitals and take care of labour issues.
- 32) Legal assistance should be increased by governmental and non-governmental initiatives.
- 33) Employers should make understand by different programs that they are not opposite party to the workers rather helping hands.
- 34) In case of necessity, labour laws should be amended to necessary extent.

Conclusion

This is the sector where we can improve to get better situation. If we look at Chattogram right now we will find that a huge number of patient go abroad for get better treatment, this is alarming for us. If we wants to have better treatment here we need to do better service to the workers. Without their participation nothing can be changed. We are now always looking for better treatment but maximum of the time we lose a huge amount of money for a small disease. But the authority isn't act well with their workers, as example we can look back to a female worker who is working for Delta only for BDT 4400 now she is working here for two and half years, Is it sufficient for maintain her livelihood!!! obviously not, she said she will leave the job within few days. So if we really wants to develop our health and diagnostic sector we need to improve the workers facilities first, a lots of workers demands their salary like government hospital workers get. And another concerning thing is that the authority takes it as only business firm this trends must have to change cause all we know this is as public service.

The authority have to open their doors to do trade union, they won't obstacles anymore. The workers are always in the favour of their owners, if the owners alive then the workers are in if they aren't where they do job! So they demands their all rights not against to the authorities Cause they wants to see their organization on top.

But the authorities always takes them as their opposition party, if the workers demands the authorities deny it without any thinking. So this is a big Industry without participation nothing is going to happen, recently we see action of owners, shutdown all the health and diagnostic centre for harassment by the administration, we see they won the race. So there is two ways for to Improve the workers condition; the government have to introduce a new labour law another is the workers have to be United to achieve their rights.

This is really Unhealthy sector as we know by this report but their is option too, to overcome this. In conclusion we can undoubtedly say that Health and Diagnostic sector is unhealthy sector for the workers but it can be Healthy if the major steps are taken what we are already discuss earlier.

Internship Study Report on Hotel & Restaurant Sector

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Chapter 1: Introduction

Bangladesh is a developing country where labours are the backbone of its economy. It is well known that Bangladeshi labours are hardworking and comparatively cheap for any sector. The labours in 'Hotel & Restaurant' sector have to work hard since early morning to midnight. Most of the hotels and restaurants in Bangladesh are informal in terms and policies. Bangladesh government enacted the labour law 2006 to preserve all sorts of labour right and founded the labour court to implement that. But it is questionable that whether the laws are exactly implemented to preserve labour right like employment opportunity, working hour, minimum wage level, minimum working age, security of work, occupational safety, compensation, freedom of association and so on. Therefore, we tried to figure out the ongoing condition of the labours in hotels and restaurants and to assess the violation or respect of labour laws here.

1.1 Hotel & Restaurant Sector:

The tradition of hotel and restaurant is found in every society. The first & oldest hotel "Nishiyama Onsen Keiunkan" was found in Japan ensured by the 'Guinness World Records'. Hotels are the establishments that provide paid services like food, drinks, and lodging outside the home. There are many types of hotel and restaurants around the world in respect to its facilities and inclusion of other services. In Bangladesh, "Hotel and Restaurant" is one of the most prominent informal sectors. Majority of the hotels are established unproportionately to

provide just food and drink services and some of them have residence service too. Very few of the hotels have the world class features established for the VIPs and tourists. The restaurant workforce can include chefs and other kitchen staffs, waiters and head waiters, table busing staff, a cashier coatroom personnel. Man comprises the highest proportion of the workforce in any hotel or restaurant in Bangladesh.

Country's hotel and restaurant sector is going to post higher growth in the ongoing fiscal year. Provisional estimation of the national income, released by the Bangladesh Bureau of Statistics (BBS), showed that the sector may post 7.28 per cent growth in FY18 which was 7.13 per cent in the past fiscal year. The size of the sector is likely to reach at Tk 73.16 billion in the current fiscal year which was Tk 68.20 billion in FY18, according to BBS estimation. The contribution of the sector is, however, still tinny which is only 0.75 per cent. The sector is considered as one of the sectors of the overall service sector of the economy which is now 52.18 per cent of the country's Gross Domestic Products (GDP). Meanwhile, there are two components of the hotel and restaurant sector. One is accommodation service, another is catering service. The latest data of the labour force survey showed that some 1.15 million workers are engaged in the accommodation and food service activities in the country.

The labours work here from early morning to 10-12 pm boundlessly. But the salary amount for them is comparatively very low here and structured following the working position. It is pathetically heard that they serve the delicious items for the customers but they can't have those meal without paying enough. The labours work in hotel and restaurant but are not recognized by the authority as the labour of that establishment when they are in problem. Because they are not appointed with formal documents. Except these, many other problems have to be faced by the labours in this sector.

1.2 Purpose of the Internship under BILS Sponsorship:

BILS was established in 1996 to help implement the rights of labours and to intermediate between labours and employers through social mitigation. BILS is oriented to contribute to develop a practicing democratic country where there will be no exploitation and deprivation from all sorts of rights especially for the labours who possess the major workforce of a country.

The commencement of the internship under the BILS has a purposive orientation. Research is a part of BILS' activities to know the actual condition of the labours in different sectors and to investigate the violation of their rights for

basic needs like food safety, shelter, education, medical care, employment opportunity, social security and others. Labours are the inevitable part of a country's economy. However, in this internship project, BILS targeted the most crucial four sectors presently to be studied by the interns are- "Hotel & Restaurant", "Health & Diagnostic", "Construction" and "Transportation".

It is well known that many labours are overwhelmingly working under these sectors. In 'Hotel & Restaurant' sector, most of the workers have to go through the hardship of their long working hour, less payment, insecurity of work and other difficulties. The estimation about the number of hotels, restaurants bars and hotel like tea stalls is around 300,000 (three lacs). And the labours working in these establishments are estimated 9, 67,000 (Nine lacs and sixty-seven thousand) among them women labours are almost 99,000 (ninety nine thousands) in number (BBS, 2017). So the study on these huge number of labours are in need of great importance to know and reveal their socio-economic conditions, difficulties they are suffering in the establishments and others. That is what BILS is oriented to do through this internship project.

1.3 Objectives of the Study:

The study was designed to assess the condition of labours in hotels and restaurants in regard to their rights and guided through the following objectives:-

1. to know the socio-economic conditions of the labours working in hotel and restaurant;
2. to figure out the violations of labour right in this sector;
3. to examine the awareness level of labours about their rights;
4. to find out the remedies to root out the difficulties and problems of labours.

1.4 Research Questions:

The following were research questions which are in line with specific objectives.

1. How labours in hotel and restaurants lead their socio-economic life?
2. What are the difficulties and problems they face in occupational life?
3. Are they aware of their rights to protest violations against them?

1.5 Limitations of the Research:

As the study covers a large area of Chattogram, it should have included more samples to represent the targeted populations. It was tougher to aggregate hotel labours to conduct FGD in their working time or in free time. As a result, enough time could not be invested for them to opine deeply about the issues presented to them.

Secondary sources like previous researches, articles, and books are not available enough to inform about the actual condition of the labours in this sector. That's why the study could not be enriched with deep sights from the previous studies.

Further study and reassessment are recommended to understand the situation better.

Chapter 2: Research Methodology

This is both explorative and descriptive in nature and it adopted qualitative methodology to address the problem from its root. Both primary and secondary data are investigated to meet the research objectives better. The labours in hotel and restaurant sector are the unit of analysis here. This was conducted in Chattogram city and suburbs focusing some important area like Chaktai, Chawkbazar and EPZ considering the prevalence of hotel and restaurant. Nonprobability sampling, especially Purposive sampling technique was applied here to draw better data from relevant respondents.

2.1 Research Instruments:

This study followed four instruments to obtain qualitative data is depicted below. Primary data was collected through conducting FGD (Focus Group Discussion), case study and KII (Key Informant's Information). Two FGDs, two case studies and two KIs were administered in those two separate places. Newspapers, books and articles were surveyed to collect secondary data.

2.2 Data Processing and analysis:

Relevant data was processed and analyzed categorizing and arranging into themes and subthemes following research objectives. Responses were presented in line to describe the situations schematically.

Chapter 3: Description and Analysis

Employment opportunity

Study findings show that no labour in hotels and restaurants is provided with the appointment letter. There is no formal contract between hotel authority and labour. The labours even have no identity card as a labour of the establishment. A few of them are contracted for certain things but the contractual documents are just in possession of the authority. The labours are not provided with any service book too. As they have no documents of their employment in the establishment they work in, they can't take any legal action against the hotel authority through law enforcement agencies or court. But according to Chapters 2, 3 & 4 of the Labour Act, 2006, the issuance of appointment letter, identity card and service book for a worker has been made mandatory. In some cases regarding danger, hotel owners deny the appointment of workers with the establishment. As a result, the labours cannot take legal actions against the owners.

Adequate earnings:

The salary scale for the labours is set by the authority in accord with their positions. We found that Baburchi (the chef) and Karigar (who makes snack item like fast food, grill, Sharma etc.) are paid better than others. The rest of the male labours are paid very low salary and for female labours, it is negligible. Indeed, the salary is not enough at all comparing with the labour they invest for the establishment. There is no festival bonus for them like Eid-ul-Fitr, Eid-ul-Adha etc. Even, they are obliged to work in the festival days without any extra payment. If they are paid double for any day that is just for the Eid day. And if they are paid bonus for Eid-ul-Fitr, the amount doesn't exceed taka 500. They don't receive any other amount except their basic wages. The salary scale for waiters and others is only taka 4000-5500. Waiters can earn extra income receiving tips from the customers. But, the salary is not enough at all comparing with the labour they invest for the establishment. Very few of the hotels pay their workers full bonus in Eid-ul-Fitr and half bonus for Eid-ul-Adha.

Along with restaurant sector, the wage system in hotel sector is more stratified and inconsistent. Generally, labours are not paid until they force or show a causal logic to the owner.

Working hour:

The labours have to work more than 10-13 hours a day. The routine of work most of them usually follow is 5:30 am -11:00 am & 03:00 pm - 9.30 pm or 08:00 am – 03:00 pm & 06:00 pm – 09:00 pm in a working day. They have to work until the hotel or restaurant gets closed. For different

A Case Study of a Hotel Labourer

I am Musa and I have been working in this hotel for 15 years as Ruti Karigar (Bread Manufacturer). Since the inception, I am not given appointment letter or ID card. At present my salary is 12,000, although it took my whole working career to reach at this stage. It is irritative for me when the hotel manager pays my monthly salary after two weeks away. My working hour is inconsistent. Sometimes, I have to work for the other parts of the hotel but I am not paid for this duty as well as it reduces my rest and leisure period. I receive leave for illness but my hotel owner never serves expenditure for medical treatment. I also receive leaves for different occasions but as for Eid-ul-Fitr, I confront some affliction as there is no need of bread maker in our hotel. Every year hotel owner discharges us for a month. We remain unoccupied on the Ramadan month. I am not associated with labours organization, moreover, I don't know about the functions of it. If we were trained, we would be aware about our working.

occasions like “mehedi night”, marriage, “mejban” (traditional hospitalities in Chattogram) etc., they are forced to sacrifice the whole night for working without a little sleep. Even, they are obliged to join at work in regularly scheduled time in the next day ignoring their sleepy eyes. But they are not paid even a single penny for their overtime although the Labour Act, 2006, says that over time (OT) work is maximum of two hours a day (more than 8 hours). OT payment is twice of the hourly remuneration. The labours have to work even in festival days like Eid-ul-Fitr, Eidul-Adha etc. They don't get any weekly holiday, even no interval to rest during work time. The labours usually get their salary within the 20th day of a month. But sometimes, they are paid late.

Forced labour and overtime

It is a constitutional right of the labours that they are not obliged to work more than 8 hours a day. But the workers in hotels and restaurants are automatically

forced to do overtime work. The labours are informally contracted to work in the hotel till customers are available. It necessitates them to work 2-5 hours more than constitutional working hour. They are also forced to work even in festivals and other govt. leaves. According to labour Act, forced labour is prohibited.

A few of the hotels allow their labours to get leave for sickness or important purposes. But the labours are not paid for the leaves except fixed holidays in a month. A few of the labours know that they are entitled to get paid leave under the labour law.

Workers' leave, rest and leisure:

Workers in hotel and restaurant are deprived of getting leaves for different occasions. If they get leave fortunately for Eid-ul-Fitr they are not allowed to get leave for Eid-ul-Adha. They are not allowed for any other leave. But sometimes hotel authority considers their leave if they are extremely sick and unable to work. The labours are not paid for any leave. Majority of them don't even know that they are entitled to get different paid leaves. It also happens that when any labour is in extreme need of leave for important purposes and sick leaves from the authority, they are sometimes threatened to leave the job. One of the FGD members said- "I couldn't but resigned from the job because I was not permitted for a week leave to solve my family problems". The labours get little chance to take rest during work hour. They are allowed to have a meal and to perform salah (prayer) within a limited time. This is the only opportunity for them to take rest for a while. Otherwise, they have to be busy all day at work.

In some hotels, labours get two or three days leave in a month. Besides, they get extra leave like sick leave and others if they need. But the labours are not paid for any extra leave. The labours get little chance to take rest during work hour. They are allowed to have meal and to perform salah (prayer) within limited time. This is the only opportunity for them to take rest for a while.

According to Labour Act 2006, workers are entitled to rest and meal in a day as follows: (i) one hour interval for over six hours work a day; (ii) half an hour interval for more than five hour work; and (iii) one hour interval once or half an hour interval twice for more than eight hours work a day. Workers are entitled to holidays, casual leave, festival leave, annual leave and sick leave. But these rights are extremely violated in hotels and restaurant.

Minimum age of work (Child labour):

Every hotel and restaurant has child labours from 6%-10% and their ages are from 8 -15. Majority of them have to perform heavy tasks and sometimes get hurt and injured during work. If they accidentally damage anything, they are tortured verbally and physically by the authority. A respondent says- "Hotel manager kept a stick to punish child labours if they make any mistake". A few of the labours know about the prohibition of child labour. But the majority of them don't know it, even it is normal for them to think that a poor child can work for his survival. As labour law defined the minimum age of work is 14 but, almost all of them are not certain about the minimum age of work. However, it is also informed that the adolescent workers in the hotel have no "fitness certificate" to join in work. The labours are not known about what fitness certificate is and why it is important. Very few of the hotel authorities are aware of the prohibition of child labour albeit the rest are not. Majority of the labours know about the prohibition of child labour but they don't know the minimum working age of the children. It is normal to them to think that a poor child can work for his survival. As labour law defined, the minimum working age is 14. However, it is also informed that the adolescent workers in the hotel have no "fitness certificate" to join in work. The labours are not known about what fitness certificate is and why it is important.

Stability and security of work:

Job security is an important matter for the labours. Most of the labours have been working in a hotel for not more than 5 years. That means the establishment they work in is temporary. They have a little job security in this sector. Whenever the authority wants, eliminates his staffs either for their trivial fault or for nothing. There is no formal contract between the hotel authority and the labours about employment guarantee. Before the month of Ramadan, hotel authorities dismiss their workers without any logical reasoning. The labours who are dismissed from the work get no remedies or reinstatement from the hotel authority. Since the workers have no legal documents, they can't seek justice for any illegal treatment against them like job dismissal, unpaid work, torture, etc. On the other hand, if the labours themselves want to leave the job they are forced to stay. A certain amount of labours' wages (the salary of 5-10 days) are illegally detained by the authority to make them obliged not to go and join anywhere. So, the labours' job are completely dependent on the authorities to be survived or to be dismissed.

The labours get no remedies when they are dismissed from work. It is rare to see that labours get a negligible amount after the dismissals. Sometimes, worker's all day labour goes vain if they come late to attend. A few of the labours complained that they are verbally harassed if they come late at the workplace but not any serious harassment or punishment they get for any fault. Since the workers have no legal documents, they can't seek justice for any illegal treatment against them.

Equal opportunity (gender discrimination):

As the labours reported, there is no discrimination of gender, race or religion in their hotel for employment. In reality, the numbers of women labours in the hotel are negligible comparing the male labours. They also reported that female labours get paid less than male labours although their work is tougher than male labours. Female labours usually blender/mash spices, cut vegetables, wash plates and pots etc. Female workers do not get equal payment corresponding to their male colleague for the same level of industry. No religious discrimination was found there. Female labours get no maternity benefit. They have to leave their work if they want any maternal leave. Apart from this, they can appoint others as their replacement until they rejoin in their work.

Occupational safety: safe work environment:

Majority of the labours reported that their workplaces are dusty and unsavory. The kitchens are not well ventilated. As a result, it is always hot and uncomfortable for the workers. The labours keep sweating and get tired much. Enough space and lighting are not available in hotels. The hotels are overcrowded for the labours to move easily. There is no safety measures available in the floor like fire extinguisher to stop fire accident. Labours don't have any equipment to use for their personal protection. Any first aid appliance is also not available in the hotel and restaurant. The labours have to go to the nearby pharmacy to get primary treatment when they are injured during work. But different cases were found also who occupy in a neat and clean environment. Even they get compensation when they are injured at the workplace. But such treatment to the labours is very rare.

According to Labour Act 2006, Safety is a basic and primary requirement in an establishment. Unless body, mind and life of workers are secured, smooth and proper working cannot be ensured in any establishment. Safety provisions are contained in sections 61 to 78 in Chapter 5.

Non –wage Benefits (social security):

There is no provident fund and insurance for the labours in their establishment. The labours get no festival bonus. If any, not more than 500 tk, and that is just for Eid-ul-Fitr. The female labours in the hotel don't get any maternity benefit even no leave with or without payment. Sometimes, they face accidents during work and get injured. But they have to bear the treatment cost of their own. It is rare case to be compensated by the authority even for fatal accidents like permanent destruction of any organ or death. It is known from a labour that a labours' (his co-worker) family got paid just 20,000 tk after his death through kerosene blast during work. The labours have very limited knowledge about their rights of being compensated by the authority if they are injured during work.

Freedom of Association:

It is rare to find the trade union in the hotels whose labours we talked with. But very few of them are involved secretly in different trade unions outside of their workplace. They informed if the hotel authority knows that his labour is involved in any trade union, he will expel that labour without any show-cause. In a hotel in Chawkbazar, 4-5 labours are involved in trade union. A few of them know what trade unions do for them but the rest do not. According to Chapter 13 of the Labour Act 2006- Every worker employed in any establishment has the right to form and join a trade union of their own choice.

Labour court and Labour Inspectors:

At present, Labour Courts in Bangladesh are functioning under the Bangladesh Labour Act, 2006. According to this Act, the Labour Court is a unique and distinct court, constitution of which is based on tripartite representation model. At the moment there are 13,000 pending cases with seven labour courts in Bangladesh out of which 9,000 are in Dhaka. The seven courts do not sufficiently serve those who come to them for justice. And there are numerous cases which do not get filed because not every district has a labour court and if a worker from Sylhet has to travel to Chattogram to file a case which will most likely be pending for years, why would he or she want to lose his/her daily wage, let alone take the hassle.

We have found that, most of the labours have no idea about the labour court. They are not even known about their rights and not conscious about that. Only one of the members in FGD was found who had experience to fight for his right

with the help of a trade union leader. But, the rest have no experience to do so. They are pessimistic and afraid of going to the court for their right. They think that there is nothing to do against the authority with the help of labour court. One of the restaurant workers Karim who is dealing with a case for four years regarding his accidental discharge from his job without anticipation. He adds, “We are neglected and we endured delaying in the process of justice.

Remedies for labour rights violations (Awareness and knowledge of workers):

Violation of labour rights can't be cured ever if the labours are not conscious about their rights. But the scenario is different. The labours don't even know what their rights are. They have a little knowledge about labour law. Very few of them know that they have something to do against the violation of their rights. But they believe that it is limited in paper not in reality. The labours are not trained about their rights except one or two. Nevertheless, they believe, if they were informed with any of the efforts or training sessions through governments, they would be able to take proper steps against exploitation as well as they could preserve their own rights.

Chapter 4: Recommendations to solve the problems

1. A worker has right to receive the documents of his/her appointment in any establishment. But the labours in hotel and restaurant are not provided with their appointment letter, ID card and service book by the hotel authority. Govt. should implement the related law through law enforcement agencies.
2. The amount of money that labourers receive as their salary is not adequate anyhow considering their investment of labour. A minimum but standard salary scale for the labours in hotel and restaurant should be set by the govt.
3. There is no fixed working hour for the labourers in most of the hotels. The 8 hour working day should be implanted with the help of law enforcement agencies. If the labourers have to work more than 8 hours that must be counted as paid overtime. Because the labourers have no complain about their working hour if they are paid for overtime.
4. Gender discrimination is slightly figured out in the hotel sector. Female labours are negligible in number comparing male labours. Such discrimination should be driven away.

5. The labourers are prohibited to join in trade union. It should be checked whether there is a fulfilment of minimum condition to form a trade union. If yes, the labours should be free to form that. If not, they should be let join in any federation of trade union beside him.
6. Child labours should be eradicated from the sector following the section 34, 37, 39, 41 and 284. "Fitness Certificate" must be checked by the hotel authority before appointing an adolescent.
7. Safety measures should be enhanced in the workplace. The hotel authority should manage primary treatment for the labours and stock first aid appliance in his hotel.
8. The labourers should be united by trade unions and trained about their rights. Campaign, seminar and symposium should be arranged to train them and make them aware of their rights.
9. Labourers should be trained both by Government efforts and Hotel owners so that they are well informed regarding their rights.

Chapter 5: Conclusion

The result found from Hotel and Restaurant sector is not satisfactory in the issues of rights of the workers. The extreme disregard towards the rights of the workers in this sector is multifarious. Labours of this sector are deprived, exploited & under privileged. Labours are deprived from their employment opportunity. They don't have adequate earnings. Their working hour is longer than the hours fixed by the labour laws and they have to make overtime but they are not paid for that. Workers' leave, rest and leisure time are not sufficient. Their stability and security of work is not enough. They have no social security and freedom of associations. Labour laws are kept only in books rather than in practice. There is a visual distance between trade unions and labours. With a view to gaining more profit, owners are very much willing to deprive the workers from their rights.

Moreover, the living standard of the workers is very low. It is exigent for hotel and restaurant sector to metamorphose this industry into formal economy. To improve the perilous conditions of the exploited workers, we need to follow the recommendations and should take proper steps. Govt., trade unions and relevant policy makers should take positive steps to solve these problems. The workers should raise their voices against all repressions, and deprivations being united.



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