



Distinctive Capabilities for the Agile Business.



## Workers' Benefits Administration

### Summary

**Client: Department of Labour (Government of AP, India)**

Labour Department is one of the oldest departments of the Government of Andhra Pradesh. Its primary function is maintenance and promotion of harmonious worker – industry relations. It acts as a facilitator for securing fair wages to workmen through collective bargaining.

The A.P. Building and Other Construction Workers Welfare Board formulates various schemes for the welfare of building and construction workers.

The Labour Department proposed to implement a Scheme for Construction Workers both skilled and unskilled labourers. The program is to register all the workers and provide relief; rehabilitation and administer benefits in case of any occupational accidents and protect the rights of the labours. The government has decided to add construction workers cess to all developers and projects and the contributions are directly transferred to the Construction Workers Welfare fund.

### Challenge

The construction workers are mostly illiterates and getting them enrolled into the system was a complicated process. The workers are highly mobile and large number of people migrate to cities regularly. Nearly 3.5 million households will have to be registered under this scheme. Issuing worker ID cards to these households, identification of works, monitoring the movement of workers, complaints handling, managing disputes and claims and disbursements of benefits were important aspects of the program. Without the usage of Information and Communication Technology (ICT), implementation & tracking of such schemes are difficult task.

Key Problem Areas:

- The agency must capture and manage member and beneficiary and member data across multiple locations and multiple years.
- No central depository database for defined benefits information and manual calculation

## Ajel Solution

Ajel provided a solution that enabled the Department to fully automate its innovative benefits scheme and the associated administrative processes in a cost effective manner.

Ajel began by initiating a thorough audit of the benefits, processes and workflow at the agency site. This created the roadmap for the project including the benefit rules and interfaces with the various systems. Ajel then configured all of the rules in the benefits engine and automated all of the administrative tasks to run in the background.

The solution is hosted and administered by Ajel. Member's queries and residual administration is handled by the agencies settlement department alongside other duties. The solution has been supplied with some basic configuration tools so that the agency can make certain changes themselves, as their needs change from month to month. This gives the agencies settlement department more control and reduces the overall cost of the project.



## Modules

- Worker Registration
- Wage & Benefits Administration
- Contribution Management
- Worker Wages Disbursements
- Claims Managements
- Complaints Managements
- Disputes Settlement

## Result

- Ability to scale and add capacity in a faster manner with respect to skilled resources than what was possible before Improved operational efficiency due to addition of capacity at a lower cost Process Standardization due to transformation of processes from client centric delivery model to a process specific delivery model
- The benefits organisation benefited as well from a decreased workload and real time access to benefits-related information for analysis, which could be easily exported for reporting and for use with providers. The new system also reduced administrative costs and time and led to a significant reduction in manual errors.

For further details visit us at [www.ajel.in](http://www.ajel.in) or mail us at [info@ajel.in](mailto:info@ajel.in)