
EFFECTIVE ADHERENCE OF LEGAL REFORMS FOR PROTECTION OF WOMEN AT WORK PLACE WITH SPECIAL REFERENCE TO WOMEN WORKING IN NIGHT SHIFTS IN BPO SECTORS

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Abstract: The growth of the BPO sector in India has its roots in the liberalization and the globalization policy of the government of India. Since the 1990s the process of globalization and liberalization has led to the rapid growth in India's economy. The growth rate of the Indian BPO is more than 35% from the year of 2005, with revenues of US\$ 99.1 billion in economic year of 2014. Indian BPO sector prefer hiring young, knowledgeable women since they have excellent skills like hardworking, attentive, enduring, faithful and less destructive with improved interpersonal and analytical skills when compared to men. The women employee's with their excellent skills in BPO shows the rapid growth in the industry. Since some set of BPO group client requires special care ,BPO prefers young women mainly enthusiastic with IT skills . Women employee's in BPO sector is frequently rising from 25% in the year of 2006, 40 % in 2008 and in the year of 2015 amount of women employee's reached around 75% (NASSCOM Foundation, 2008; NASSCOM, 2009).The BPO employers require "emotional labor" who empathize with the client requirements in professional manners hence the BPO employers preferred women's for this job . The educated, English speaking, middle-class urban women find in this sector not only an opportunity to improve their financial autonomy but also a platform for greater mobility and greater acceptance in the male society .

Introduction: Even though the growth of women in the BPO sector is predominant night shifts for women's working in the BPO is the most challenging factor for both the women employees in BPO and Indian constitution . A recent Commonwealth survey found that a rape has taken place every 25 minutes in India over the past 13 years, though activists say only 10% of sexual violence cases are actually reported to police in this most of the women's are working in BPO at night shifts and recent murders of BPO women employees at night shift reveals that there is insecurity for women in India who working at night shift at BPO.

Problems Facing by women employee's in BPO sectors: For the BPO job women are the best to answer, clarify any query/doubt raised by the client by their sweet voice and polite way of putting things. Among the typical characteristics of BPOs are the high proportion of women workers (predominantly young female workers performing low-wage, low-skill work), extensive use of overtime work, job insecurity and a low rate of unionization. Such a situation is ripe for socially problematic employment conditions [3]. The concern is that, in many BPOs, the setting of unrealistically high Production targets often results in night work and substantial overtime being viewed as necessary over protracted periods. Indian BPO sector is holding women by the hand to participate in the night shift economy. The women working on night shift in BPO constitute over 40% workforce in the BPO sector. Women works during night shifts in BPO sector does not come under labor regulations. Therefore IT women workers are not permitted to have their Unions.

Women working on shifts tend to suffer from following psychological and behavioral syndromes: Irritability, Alcohol use, Ulcers, Anxiety & depression and Concentration Problems

According to the Assocham Social Development Foundation (ASDF) evaluation shows that about 48% of women's are occupied with the small scale segment, 26% in the medium part and 23% in the substantial scale foundations are massively worried about their security [3]. To ensure the women safety in India the parliament has formulate many laws still there are some more bills to ensure women safety for BPO employees working in night shifts.

Law's in India for women safety: Nightshifts for women employees was allowed in all the countries over the world but in India it was lately implemented after the amendment to the Factories Act in 1948.The act allowed the women's to work in night shifts in industries. The correction, permitting ladies to work between 10 pm and 6 am, is relied to advantage those working in Special Economic Zones (SEZs), materials, articles of clothing, crafted works, calfskin and IT division particularly in BPO. The Convention concerning night work expectations for women employees in industry embraced in 1948 characterized night hours in such a way as to permit longer hours of work for women's and gave adequate adaptability to industry to allow a twofold movement arrangement of work. The changes further proposes that night shift for women employees must be permitted just if the business guarantees security, satisfactory shields in the production line, sufficient assurance of their pride, honor and transportation from the industrial facility premises to the closest purpose of their homes.

In 1919, the ILO choose to totally restrict night work for women in Public and Private Industry. Then again, the Convention expressed that the night work ought to be allowed if there should arise an occurrence of power majeure, when in any under taking their happens an intrusion of work which was difficult to anticipate and which is not of a repeating nature or on the off chance that where the work needs to do with crude materials or materials over the span of treatment, which are liable to quick disintegration, when such night work is important to save such materials from specific misfortunes. This tradition made it clear that women could be permitted to work during the evening in the more noteworthy national interest or in the monetary hobbies of forestalling loss of crude materials.

Bill's in India that enforcing women safety : India moved one stage closer to shielding a huge number of its working women from inappropriate behavior by passing another bill to handle unwelcome behavior such as sexual advances, murders and work place safety for women employee's working at night shifts. The Govt. of India and various state governments have starting taking the BPO night shift women employee's safety as a very serious issue. NASSCOM has done a wonderful job in working with the government to formulate new policies which are in favor of the BPO working womens . To advance India as a noteworthy destination for the BPO division, the administration is additionally considering a proposition to set up an "India Brand Marketing" trust. Bodies like Confederation of Indian Industry (CII), Federation of Indian Chambers of Commerce (FICCI), Associated Chambers of Commerce and Industry of India are bringing activities alongside colleges to incorporate BPO in the educational program.

There is a need for more number of affirmative policies for empowering women safety in BPO sector. Such as – Flexi-timing like Tele-commuting, Career planning seminars and workshops, Conducting gender sensitization for men and women, Developing good support system to all women to main work-life balance and strong recruitment policy for selecting more number of women at the front line management in the firm. All legislative proposals have to be brought in the form of Bills before Parliament.

On bill for women safety in work place: The Protection of Women against Sexual Harassment(Prevention, Prohibition and Redressal) act , at Workplace Bill was passed in lower house of parliament in 2012 and enacted in 2013. The

fundamental point of this bill is to guarantee a sheltered situation for women working in both people in general and private segment. The bill still must be approved by the upper house of parliament. Women and Child Development Ministry said that this bill will allow women to balance, life and freedom in living up to expectations conditions all around," . This bill will facilitates schools and universities to set up grievance boards of trustees to examine all objections. Employers who neglect to agree will be rebuffed with a fine of up to 50,000 rupees. Rehashed infringement may prompt higher punishments and scratch-off of permit or enlistment to direct business. According to this act the BPO employers should provide the sufficient and safe travel facilities for the women employee's from workplace to home working at night shift.

On bill for women safety against sexual harassment: The Criminal Law (Amendment) Bill in 2013 which is also known as the anti-rape bill came into force after it got the approved from the President of India . The main background of this bill is during December 2012 a female physiotherapy intern was beaten and gang raped in Delhi. She died thirteen days later, even though receiving treatment in India and Singapore. For this incident the whole country strongly voices for to safeguard of women against the sexual harassments hence the Indian parliament passed a bill to ensure women safety. There were several agreements and disagreements, but finally the Criminal Law (Amendment) Act 2013 or "anti-rape law" has been passed to Upper House of Parliament (Rajya Sabha) 2013. The main aim of this act is to ensure to safeguard the women against the sexual harassments and murders. The main problems faced by women employees working in BPO sectors at night shift are work place safety, sexual violations and murders. This threats for women safety are considered in the above mentioned bill's in Indian parliament to safeguard women's in India at night shifts.

Conclusion: The finding shows that the women employee's working at BPO sectors undergoes both the physical and social problems. The social problems like sexual harassments and murders of women employees in BPO is a serious threat to an Indian government. Since the Indian government enforced a two bill to safeguard in women in workplace and from sexual harassments these bills are of great expectation for night shifts women employee's in the BPO sectors.Its effective implementation and adherence by the BPO will have to be closely monitored.

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