

# REGISTER OF ACCIDENTS & DANGEROUS OCCURRENCES

## Form 32 under The Factories Act, 1948 & Rules, 1948

**Organization:** Tata Consultancy Services Limited

**Registered Office:** 9th Floor, Nirmal Building, Nariman Point, Mumbai - 400 021

**CIN:** L22210MH1995PLC084781

**Establishment ID:** UP/TCS/001 (EPFO Code)

**Reporting Period:** April 2024 - December 2024

**Document Date:** 20th December 2024

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## PART A: STATUTORY COMPLIANCE INFORMATION

Field	Details
Organization Name	Tata Consultancy Services Limited
Factory Location (Primary)	Mumbai, Maharashtra
Additional Facilities	Bangalore (Karnataka), Chennai (Tamil Nadu), Delhi (Delhi), Hyderabad (Telangana)
Facility Manager	Pradeep Manohar Gaitonde, Company Secretary
Safety Officer	Rajesh Kumar Singh, Head of Occupational Health & Safety
Total Employees	1,247
Register Maintained From	01st April 2024
Reporting Authority	State Factory Inspector, Maharashtra
Register Last Updated	20th December 2024
Certified By	Rajesh Kumar Singh, Safety Officer
Manager Signature	Pradeep Manohar Gaitonde

## PART B: REGISTER OF ACCIDENTS & DANGEROUS OCCURRENCES

### B.1 Incident Summary (April - December 2024)

Category	Count	Severity Level	Status
Minor Injuries	3	Low	Reported
Reportable Injuries	1	Medium	Reported
Serious Injuries	1	High	Reported to DGMS/Inspector
Fatalities	0	Critical	N/A
Dangerous Occurrences	1	Medium	Reported
Near Misses	8	Low	Recorded
TOTAL INCIDENTS	14	-	All Documented

**B.2 Detailed Incident Log (Form 32 Format)**

**Incident #1: Minor Injury - Slip & Fall**

Field	Details
Date of Accident	12th April 2024
Time of Accident	10:30 AM
Serial Number	ACC-2024-001
Name of Injured Worker	Mr. Vikram Sharma
Age & Gender	34, Male
Employee ID	TCS-HR-12847
Department	Human Resources
Designation	Senior HR Executive
Date of Joining	15th March 2018
Experience in Current Role	3 years 2 months
Nature of Employment	Full-time Permanent

**Accident Details:**

Particulars	Description
Exact Location	HR Office Corridor, 9th Floor, Nirmal Building
Location Details	Between meeting room and pantry area
Nature of Injury	Abrasion and minor laceration on left knee
Body Part Affected	Lower leg - knee region
Severity Classification	Simple wound/abrasion (Non-reportable)
What Worker Was Doing	Walking to attend a meeting
Weather/Environmental Condition	Rainy day - wet floor despite warning sign
Equipment/Machinery Involved	None
Cause of Accident	Slipped on wet floor surface
Root Cause	Insufficient floor drainage; wet conditions
Immediate Circumstances	Worker lost footing on wet marble floor

#### Medical & Treatment Details:

- **First Aid Provided By:** Ms. Anjali Verma, First Aider (Certificate Valid)
- **First Aid Given:** Wound cleaning, antiseptic application, sterile dressing
- **Hospital/Clinic Treated:** TCS Medical Center, Mumbai
- **Attending Doctor:** Dr. Priya Malhotra, MD
- **Date of Treatment:** 12th April 2024
- **Treatment Days:** 1 day outpatient care
- **Diagnosis:** Minor laceration with abrasion; no sutures required
- **Medical Fitness Certificate:** Worker fit for duty from 13th April 2024
- **Days Absent from Work:** 0 days

#### Preventive & Corrective Actions:

- Enhanced wet floor signage installed in all corridors
- Increased frequency of floor drying (hourly instead of 4-hourly)
- Installed anti-slip flooring coating in corridor sections

- Conducted awareness program on slip/fall prevention
- Status: COMPLETED on 18th April 2024

**Investigation Findings:**

The accident resulted from environmental conditions (wet floor) rather than worker negligence. The worker had followed normal protocols. Root cause was insufficient drainage system during monsoon. Corrective measures implemented to prevent recurrence.

**Authority Reporting:** Not required (Minor injury)

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**Incident #2: Minor Injury - Paper Cut**

Field	Details
Date of Accident	25th May 2024
Time of Accident	2:15 PM
Serial Number	ACC-2024-002
Name of Injured Worker	Ms. Shreya Nair
Age & Gender	28, Female
Employee ID	TCS-OPS-45623
Department	Operations
Designation	Process Analyst
Date of Joining	10th July 2021
Experience in Current Role	2 years 10 months

**Accident Details:**

Particulars	Description
Exact Location	Operations Department, 5th Floor
Nature of Injury	Paper cut on right index finger
Body Part Affected	Right hand - index finger
Severity Classification	Simple laceration (Non-reportable)
Equipment Involved	Paper (document filing)
Cause of Accident	Sharp edge of document paper
Preventive Actions	Finger dressing applied; use of document folders recommended

**Medical Treatment:**

- **First Aid:** Wound cleaning and adhesive bandage by First Aider
- **Days Absent:** 0 days
- **Fitness:** Full duty next day

**Investigation:** Routine occupational hazard; no systemic issue identified. Worker educated on proper handling.

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**Incident #3: Minor Injury - Minor Burn**

Field	Details
Date of Accident	08th July 2024
Time of Accident	10:45 AM
Serial Number	ACC-2024-003
Name of Injured Worker	Mr. Anil Kumar
Age & Gender	42, Male
Employee ID	TCS-MNT-78934
Department	Facilities & Maintenance
Designation	Maintenance Technician

Accident Details:

Particulars	Description
Exact Location	Server Room, Basement Level
Nature of Injury	Minor thermal burn on right palm
Cause of Accident	Contact with hot server equipment
Root Cause	PPE (gloves) not worn during routine maintenance
Preventive Actions	Mandatory glove requirement enforced; heat warning labels added

Medical Treatment:

- **First Aid:** Burn treatment with soothing cream, sterile dressing
- **Doctor Consultation:** Dr. Ramesh Nair, General Practitioner
- **Days Absent:** 1 day
- **Follow-up:** Wound check on 09th July 2024
- **Status:** Fully healed within 10 days

**Corrective Actions:** Refresher training on PPE compliance for all maintenance staff completed on 15th July 2024.

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Incident #4: Reportable Injury - Finger Fracture

Field	Details
Date of Accident	15th August 2024
Time of Accident	11:20 AM
Serial Number	ACC-2024-004
Name of Injured Worker	Mr. Suresh Deshmukh
Age & Gender	35, Male
Employee ID	TCS-FAC-56782
Department	Facilities Management
Designation	Operations Assistant
Date of Joining	22nd January 2019
Experience	5 years 7 months

Accident Details:

Particulars	Description
Exact Location	Document Storage Room, 3rd Floor
Nature of Injury	Fracture of left ring finger (4th digit)
Severity Classification	REPORTABLE INJURY
What Worker Was Doing	Moving heavy file cabinet
Equipment/Machinery	File cabinet (heavy metal storage)
Root Cause	File cabinet tipped over; inadequate manual handling technique
Immediate Cause	Worker's hand crushed between cabinet and wall
Witness Present	Yes - Mr. Rajesh Kumar (colleague)

Detailed Accident Description:



Worker was attempting to relocate a heavy lateral file cabinet containing archived documents. The cabinet was not properly balanced. When attempting to pivot it, the worker did not position hands correctly, resulting in the cabinet tipping. The worker's left hand was pinned, causing a fracture to the ring finger.

**Medical & Treatment:**

Particulars	Details
First Aid	Immediate ice application and immobilization by First Aider
Hospital Admitted	Yes - Breach Candy Hospital, Mumbai
Date Admitted	15th August 2024
Doctor	Dr. Vikram Joshi, Orthopedic Specialist
Investigation Conducted	X-ray, CT scan
Diagnosis	Simple fracture of 4th digit (ring finger)
Treatment Provided	Conservative treatment - splinting and immobilization
Hospitalization Period	1 day (discharged same evening)
Follow-up Visits	3 follow-ups (21st, 28th Aug; 4th Sep 2024)
Date of Fitness Certificate	20th September 2024
Days Absent from Work	22 days (15 Aug - 6 Sep 2024)
Modified Duty Period	14 days (7-20 Sep 2024, desk-based only)
Date Returned to Normal Duty	21st September 2024

**Investigation & Root Cause Analysis:**

- Primary Cause:** Manual handling of heavy objects without proper training and equipment
- Secondary Cause:** File cabinet not secured; improper storage arrangement
- Organizational Cause:** Lack of mechanical assistance (trolleys, lifts) for moving heavy items
- Environmental Cause:** Inadequate workspace for safe repositioning of furniture

**Preventive & Corrective Actions Implemented:**

- All heavy file cabinets replaced with mobile, lightweight storage systems (Completed: 25th August 2024)
- Provided mechanical trolleys and moving equipment to all departments (Completed: 22nd August 2024)
- Conducted mandatory manual handling training for all staff (Completed: 30th August 2024)

- Installed warning labels on remaining heavy equipment (Completed: 28th August 2024)
- Revised storage room layout for better accessibility (Completed: 10th September 2024)
- Monthly safety audits of storage areas initiated (Ongoing)

**Statutory Reporting:**

- **Report to Factory Inspector:** YES - Filed within 48 hours
- **Report Reference:** FI/MH/001/2024/ACC-004
- **Report Date:** 16th August 2024
- **Inspector Inspection Date:** 22nd August 2024
- **Inspector Comments:** "Adequate corrective measures taken. Good follow-up care provided."
- **Compliance Status:** ✓ COMPLIANT

**Similar Incidents in Past 12 Months:** None

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**Incident #5: Serious Bodily Injury - Stress-Related Hospitalization**

Field	Details
Date of Accident	12th October 2024
Time of Accident	3:30 PM
Serial Number	ACC-2024-005
Name of Injured Worker	Mr. Arjun Mehta
Age & Gender	38, Male
Employee ID	TCS-ENGG-89234
Department	Engineering & Development
Designation	Senior Software Engineer
Date of Joining	05th June 2015
Experience	9 years 4 months

**Incident Details:**

Particulars	Description
Exact Location	Engineering Office, 7th Floor
Nature of Injury	Acute stress-induced chest pain / heart palpitations
Severity Classification	<b>SERIOUS BODILY INJURY</b> (Occupational Stress)
Incident Type	Occupational illness resulting from workplace stress
Immediate Symptoms	Severe chest pain, breathlessness, dizziness, profuse sweating
Duration of Symptoms	Onset sudden; lasted 45 minutes

#### Incident Description:

Worker experienced acute stress-related symptoms during a critical production deployment meeting. Worker had been working on a high-pressure project with tight deadlines for the past 2 months. On the day of incident, project deadline was accelerated due to client requirement changes, causing sudden anxiety and panic attack symptoms. Colleague immediately notified First Aider and emergency services were called.

#### Medical & Treatment:

Particulars	Details
Immediate Action	Paramedic arrived within 8 minutes; stabilized worker
Hospital Transported	Apollo Hospitals Mumbai (Cardiac Emergency Department)
Date Admitted	12th October 2024, 4:15 PM
Specialist Consulted	Dr. Arun Singh, Cardiologist; Dr. Priya Desai, Psychiatrist
Investigation Conducted	ECG, stress tests, troponin levels, blood work
Diagnosis	Acute panic attack; stress-induced chest pain; no cardiac pathology
Treatment	Anti-anxiety medication, psychiatric counseling
Hospitalization Period	3 days (12-14 Oct 2024)
Discharge Date	14th October 2024
Follow-up Care	Weekly psychiatric sessions for 8 weeks
Occupational Health Support	Company-provided counseling; stress management program
Medical Fitness Certification	25th October 2024 (for modified duty)
Days Absent from Work	28 days (12 Oct - 8 Nov 2024)
Modified Duty Period	21 days (9-29 Nov 2024; desk-based, no high-stress projects)
Date Returned to Normal Duty	1st December 2024

#### Root Cause Analysis:

- Primary Occupational Cause:** Excessive work pressure, unrealistic deadlines, inadequate resource allocation
- Individual Factors:** Worker's predisposition to stress; limited coping mechanisms; perfectionist mindset
- Organizational Factors:** Inadequate workload distribution, insufficient project planning, lack of rest periods during critical phases
- Environmental Factors:** High-pressure meeting environment; sudden scope changes without planning buffer

#### Preventive & Corrective Actions Implemented:

- Immediate Actions (Completed by 16th Oct 2024):**
  - Redistributed project responsibilities among team members

- Reduced worker's workload to 50% of normal capacity
- Assigned project mentor for guidance
- Provided access to Employee Assistance Program (EAP)
- **Short-term Actions (Completed by 30th Oct 2024):**
  - Mandatory stress management training for all project managers
  - Implemented "No Unrealistic Deadline" policy
  - Created flexible work-from-home arrangement for high-stress projects
  - Established monthly workload review meetings
- **Long-term Actions (Ongoing):**
  - Comprehensive occupational health assessment for all staff in high-stress roles
  - Mental wellness program with quarterly counseling sessions
  - Establishment of occupational health clinic with psychologist on-call
  - Regular stress audit and risk assessment process
  - Enhanced employee support services

#### Statutory Reporting:

- **Report to Factory Inspector:** YES - Filed within 24 hours
- **Report Reference:** FI/MH/002/2024/ACC-005 (Serious Bodily Injury)
- **Report Date:** 13th October 2024
- **DGMS/Factory Inspector Informed:** Yes, 13th October 2024
- **Report to Labour Commissioner:** Yes, as per Occupational Safety Code
- **Compliance Status:** ✓ FULLY COMPLIANT

#### Lessons Learned:

Organization recognized occupational stress as a serious workplace hazard.  
Comprehensive wellness program introduced to prevent similar incidents.

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#### Incident #6: Dangerous Occurrence - Near-Miss (Cable Fire)

Field	Details
Date of Incident	22nd November 2024
Time of Incident	2:45 PM
Serial Number	ACC-2024-DO-01
Category	<b>DANGEROUS OCCURRENCE</b> (No injury, but high-risk potential)
Location	Data Center, Basement Level
Discovering Officer	Mr. Vikram Sharma, Data Center Manager

#### Incident Description:

During routine server maintenance, a damaged electrical cable (power supply to server rack #12) began to arc and smolder. Smoke was detected within minutes. The Data Center Manager immediately activated the emergency protocol: isolated the affected rack, activated fire suppression system, and evacuated the area. Fire brigade arrived within 8 minutes and confirmed the fire was contained with no spread to adjacent equipment.

**Cause Analysis:**

Root Cause	Details
Primary Cause	Damaged electrical insulation on power cable
Contributing Factor	Cable was 8 years old (exceeded recommended 5-year replacement cycle)
Preventive Failure	Previous cable inspection (6 months ago) missed damage indicators
System Failure	No automated monitoring for cable temperature/arc detection

**Immediate Response Actions:**

- Fire suppression activated automatically
- Area evacuated; no personnel in danger
- Fire brigade called; incident confirmed as controlled
- All other server racks isolated from affected circuit
- Facility remained operational through redundant systems

**Potential Consequences If Not Managed:**

- Risk of electrical fire spreading to adjacent racks
- Potential data loss and business continuity disruption
- Risk of equipment damage (₹ 50+ lakhs)
- Potential injury to maintenance personnel if they were near during arc flash

**Corrective Measures Implemented:**

- 1. Immediate (Completed 22nd Nov 2024):**
  - Replaced damaged cable; repaired affected server rack
  - Inspected all similar cables in data center
  - Disabled affected power circuit; rerouted load
- 2. Short-term (Completed by 30th Nov 2024):**
  - Replaced all cables exceeding 7-year age with certified cables
  - Installed temperature monitoring sensors on all power cables
  - Upgraded fire detection system with arc flash detection capability
  - Conducted emergency drill with fire brigade
- 3. Long-term (Ongoing):**
  - Established 5-year cable replacement schedule (strict compliance)
  - Monthly cable inspection protocol implemented
  - Quarterly testing of fire suppression systems
  - Annual electrical safety audit by certified electrician

### Authority Reporting:

- **Report to Factory Inspector:** YES - Filed within 24 hours
- **Report Reference:** FI/MH/003/2024/DO-01
- **Report Date:** 23rd November 2024
- **Electrical Safety Officer Inspection:** 25th November 2024
- **Compliance Status:** ✓ COMPLIANT

### Lessons Learned:

Preventive maintenance schedules must be strictly adhered to. Early warning systems (sensors) are critical for high-risk equipment areas.

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## B.3 Near-Miss Incidents (Low-Risk, Preventive Awareness)

### Near-Miss #1 - Tripping Hazard (No Injury)

- Date: 03rd May 2024
- Location: Corridor, 6th Floor
- What Happened: Electrical cable left loose across corridor
- Immediate Action: Cable secured; staff notified
- Status: Recorded for pattern analysis

### Near-Miss #2 - Spillage (No Injury)

- Date: 18th June 2024
- Location: Cafeteria
- What Happened: Water spilled on kitchen floor; potential slip hazard
- Immediate Action: Area cleaned; warning sign placed; drainage improved
- Status: Recorded

### Near-Miss #3 - Malfunctioning Door (No Injury)

- Date: 09th July 2024
- Location: Emergency Exit Door, 5th Floor
- What Happened: Door latch mechanism began to fail; door not closing properly
- Immediate Action: Door locked out of service; emergency route rerouted; maintenance initiated
- Status: Repaired; tested for safety

### Additional Near-Misses (Summary):

- Total near-miss incidents recorded: 8
  - Preventive actions taken for all: Yes
  - Pattern identified: 5 incidents related to facilities maintenance
  - Outcome: Enhanced maintenance schedule implemented
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# PART C: ACCIDENT ANALYSIS & TRENDS

## C.1 Accident Statistics (April - December 2024)

Category	Count	% of Total	Trend
Minor Injuries (Non-reportable)	3	21.4%	Stable
Reportable Injuries	1	7.1%	↓ Decreasing
Serious Bodily Injury	1	7.1%	↓ Decreasing
Fatalities	0	0%	✓ Zero
Dangerous Occurrences	1	7.1%	↓ Decreasing
Near-Misses	8	57.1%	↑ Increasing (Good - More Reporting)
TOTAL	14	100%	-

**Incident Rate (per 100 employees):** 1.12 incidents per 100 employees (Industry Benchmark: 2-3 per 100)

**Severity Rate:** TCS performing BETTER than industry average

## C.2 Injury Type Distribution

- **Slips/Falls:** 1 incident (12%)
- **Minor Cuts/Abrasions:** 2 incidents (24%)
- **Fractures:** 1 incident (12%)
- **Occupational Illness:** 1 incident (12%)
- **Dangerous Occurrences:** 1 incident (12%)
- **Near-Misses/Hazard Detection:** 8 incidents (28%)

## C.3 Department-wise Breakdown



Department	Incidents	Severity	Status
Facilities Management	3	Low-Medium	Under control
HR/Operations	2	Low	Under control
Engineering	2	Medium-High	Action taken
Data Center Ops	1	High-Risk (no injury)	Controlled
General/Other	3	Low	Routine monitoring

#### C.4 Seasonal Patterns

- **Monsoon Period (Jun-Sep):** Increased slip/fall incidents (1 incident) - Preventive measures implemented
- **High-Pressure Work Periods:** Occupational stress incidents - Support system enhanced
- **Year-end Period (Oct-Dec):** Incidents trending down - Awareness programs effective

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## PART D: MEDICAL & OCCUPATIONAL HEALTH

### D.1 Medical Fitness & Rehabilitation

Injured Worker	Injury	Days Absent	Modified Duty	Date Fit	Status
Vikram Sharma	Knee abrasion	0	No	12-Apr-24	✓ Fully Fit
Shreya Nair	Paper cut	0	No	25-May-24	✓ Fully Fit
Anil Kumar	Burn	1	No	09-Jul-24	✓ Fully Fit
Suresh Deshmukh	Finger fracture	22	14 days	20-Sep-24	✓ Fully Fit
Arjun Mehta	Stress-related	28	21 days	01-Dec-24	✓ Fit (Follow-up ongoing)

**Rehabilitation Success Rate:** 100% - All workers returned to normal duty

**Medical Professionals Involved:**

- Dr. Priya Malhotra, General Practitioner (TCS Medical Center)
- Dr. Ramesh Nair, General Practitioner & Occupational Health
- Dr. Vikram Joshi, Orthopedic Surgeon
- Dr. Arun Singh, Cardiologist
- Dr. Priya Desai, Psychiatrist
- Ms. Anjali Verma, Certified First Aider (Level 2)

## D.2 Occupational Health Surveillance

**Annual Medical Checkup Coverage:** 85% of staff (Target: 100% by FY 2024-25)

**High-Risk Role Assessments:**

- Data Center Staff: Annual health screening with focus on electrical safety
- Software Engineers: Mental wellness assessment (stress levels, sleep patterns)
- Facilities Staff: Physical fitness assessment; manual handling capability

**Health & Safety Records Maintained:**

- Fitness certificates for all workers involved in serious incidents
  - Medical leave documentation
  - Follow-up medical appointments tracked
  - Occupational health trend analysis conducted quarterly
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# PART E: WORKPLACE SAFETY MEASURES & COMPLIANCE

## E.1 Safety Infrastructure & Equipment

### First Aid Facilities:

Facility	Location	Status
First Aid Kits	12 locations (all floors)	✓ Fully Stocked
AED (Automated External Defibrillator)	Ground Floor, 5th Floor	✓ Functional
First Aiders (Certified)	8 staff members	✓ Valid Certificates
Fire Extinguishers	25 units (all floors)	✓ Tested & Certified
Emergency Contact Numbers	Posted in all areas	✓ Current

### Fire Safety Systems:

- Fire detection system (smoke detectors, heat sensors): 45 units installed
- Fire suppression system (sprinklers, extinguishers): All critical areas covered
- Emergency evacuation routes: Clearly marked; tested quarterly
- Emergency assembly points: Designated at 4 locations
- Fire safety drills: Conducted every quarter (Last drill: 15th November 2024)

### Electrical Safety:

- All equipment tested & certified annually
- Electrical earthing system inspected every 6 months
- Power cables replaced on 5-year cycle
- Fire detection in data center with arc flash monitoring
- All electrical work performed by certified electricians

### Manual Handling Equipment:

- Trolleys and mechanical lifts available for moving heavy items
- Ergonomic workstations provided to all staff
- Manual handling training conducted annually

## E.2 Safety Training & Competency

### Training Programs Conducted (Last 12 Months):

1. **General Safety Induction** – All new employees (100% coverage)
  - Duration: 2 hours
  - Content: Emergency procedures, hazard awareness, safe work practices

- Frequency: Continuous (new employees)
- Attendance: 156 employees trained
- 2. **First Aid Training** – Staff designated as responders
  - Duration: 16 hours (2-day course)
  - Certification: Valid for 2 years
  - Frequency: Annual refresher
  - Attendance: 8 staff members certified
- 3. **Manual Handling Training** – Facilities & Operations staff
  - Duration: 4 hours
  - Content: Safe lifting techniques, equipment use
  - Frequency: Annual
  - Attendance: 45 staff members trained
- 4. **Fire Safety Training** – All staff
  - Duration: 2 hours
  - Content: Fire detection, evacuation, extinguisher use
  - Frequency: Annual
  - Attendance: 92% of workforce trained
- 5. **Electrical Safety Training** – Facilities & maintenance staff
  - Duration: 8 hours
  - Content: Electrical hazards, PPE, safe work practices
  - Frequency: Bi-annual
  - Attendance: 25 staff members trained
- 6. **Occupational Stress Management** – All staff (especially high-pressure roles)
  - Duration: 3 hours
  - Content: Stress recognition, coping mechanisms, support resources
  - Frequency: Introduced in Oct 2024; planned annual refresher
  - Attendance: 187 staff members trained (ongoing)

**Competency Verification:** All staff competencies documented; certifications tracked with expiry alerts

### E.3 Statutory Compliance Status

<b>Requirement</b>	<b>Due Date</b>	<b>Compliance Status</b>	<b>Evidence</b>
<b>Register of Accidents Maintained</b>	Ongoing	✓ YES	This document
<b>Incident Investigation</b>	Within 48 hours	✓ YES	Investigation reports filed
<b>Reporting to Factory Inspector</b>	Within 48 hours	✓ YES	All reports filed on time
<b>Medical Certificates</b>	Maintained	✓ YES	Filed for all serious cases
<b>First Aid Provision</b>	Ongoing	✓ YES	12 kits + 8 trained staff
<b>Safety Training Records</b>	Maintained	✓ YES	Training database maintained
<b>Risk Assessment Documentation</b>	Annual	✓ YES	HIRA updated quarterly
<b>Hazard &amp; Incident Review</b>	Monthly	✓ YES	Safety Committee meetings held
<b>Emergency Procedures</b>	Annual review	✓ YES	Last reviewed Nov 2024

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## **PART F: HAZARD IDENTIFICATION & RISK ASSESSMENT**

### **F.1 Key Workplace Hazards Identified**

<b>Hazard Category</b>	<b>Specific Hazard</b>	<b>Risk Level</b>	<b>Mitigation Status</b>
Physical	Wet floors during monsoon	Medium	✓ Controlled
Physical	Heavy object manual handling	Medium	✓ Mechanical alternatives provided
Electrical	Damaged electrical cables	Medium-High	✓ Replacement schedule implemented
Environmental	Occupational stress	Medium	✓ Support program established
Fire/Emergency	Fire hazards (electrical/chemical)	Low-Medium	✓ Suppression system in place
Ergonomic	Prolonged sitting (office work)	Low	✓ Standing desks available
Occupational Health	Work-related stress	Medium	✓ Counseling services available

## F.2 Risk Rating Assessment (5-Level Scale)

Hazard	Likelihood	Severity	Risk Rating	Control Measures
Slip/Fall	Possible (wet floors)	Minor	Medium	Enhanced cleaning; non-slip flooring
Electrical Arc/Fire	Rare (with maintenance)	Serious	Medium	Cable monitoring; replacement schedule
Occupational Stress	Possible (deadline-driven work)	Serious	Medium	EAP; workload management; counseling
Manual Handling Injury	Possible (without equipment)	Serious	Medium-High	Mechanical assistance; training
Emergency Response Delay	Unlikely (systems in place)	Serious	Low	Regular drills; trained responders

**Overall Risk Status:** Acceptable with existing controls (Green Status)

## PART G: INCIDENT RESPONSE & EMERGENCY PROCEDURES

### G.1 Emergency Response Protocol

#### For Serious Injury/Medical Emergency:

##### 1. Immediate Actions (0-5 minutes):

- Ensure worker safety; move away from hazard if safe
- Call emergency services: Ambulance/Police (Dial 102 or 108)
- Provide basic first aid if trained
- Notify supervisor and Safety Officer

##### 2. Immediate Reporting (5-15 minutes):

- Preserve incident scene (photos if safe)
- Collect witness information
- Document initial observations
- Notify Factory Inspector (within 24-48 hours for serious incidents)

##### 3. Follow-up Actions (Within 24 hours):

- Detailed incident investigation
- Root cause analysis
- Medical documentation and fitness assessment

- Incident report filing with authorities

**For Dangerous Occurrence:**

- Isolate affected area
- Alert personnel to danger
- Activate appropriate emergency response (fire, electrical, etc.)
- Notify Fire Brigade/Electrical Department as needed
- Preserve evidence for investigation
- Report to authorities within 24 hours

## G.2 Committee & Review Process

**Safety Committee Composition:**

- **Chairman:** Pradeep Manohar Gaitonde, Company Secretary
- **Members:**
  - Rajesh Kumar Singh, Safety Officer
  - Department Heads (Facilities, HR, Engineering)
  - Employee Representatives (3 staff members)
  - Medical Officer (TCS Medical Center)

**Committee Meetings:** Monthly (Held on 1st Thursday of each month)

**Topics Covered:**

- Incident review and analysis
- Corrective action effectiveness
- Safety training updates
- Hazard identification and risk assessment
- Statutory compliance review
- Employee feedback and suggestions

**Minutes Maintained:** Yes - All meetings documented and filed

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## PART H: ACCIDENT PREVENTION STRATEGY

### H.1 Continuing Improvement Actions

**Short-term (0-3 months):**

- ✓ Completed: Enhanced maintenance schedule
- ✓ Completed: Facilities upgrade (anti-slip flooring, signage)
- ✓ Completed: Stress management program launch

**Medium-term (3-6 months):**

- Automation of maintenance alert systems
- Quarterly safety audits by external consultant
- Employee wellness survey and feedback
- Enhanced occupational health screening

**Long-term (6-12 months):**



- Establish ISO 45001 (Occupational Health & Safety) certification
- Implement AI-based hazard detection in data centers
- Comprehensive mental wellness program
- Industry partnership for safety benchmarking

H.2 Performance Indicators (Safety KPIs)

KPI	Q1 2024	Q2 2024	Q3 2024	Target 2024-25	Status
Incident Rate (per 100 emp)	0.8	0.9	0.8	<1.0	✓ On-track
Lost Time Injury Frequency	0.05	0.08	0.06	<0.10	✓ On-track
Near-Miss Reporting Rate	2.1	2.4	2.8	>2.0	✓ Improving
Safety Training Completion	78%	85%	92%	100%	✓ Improving
Hazard Identification	5/month	6/month	8/month	>5/month	✓ Good
Corrective Action Closure Rate	95%	97%	99%	100%	✓ Excellent

PART I: STATUTORY AUTHORITIES & COORDINATION

I.1 Reporting to Authorities

Factory Inspector, Maharashtra (Lodging):

- **Office:** Factory Inspector's Office, Mumbai District
- **Contact:** +91-22-2263-6565
- **Email:** [factory.inspector@maharashtra.gov.in](mailto:factory.inspector@maharashtra.gov.in)
- **Incidents Reported to Date:** 2 (Reportable & Serious injury)
- **Compliance Status:** ✓ All reports filed on time

District Labour Commissioner:

- **Office:** Labour Commissioner's Office, Mumbai
- **Reports Filed:** Yes, for serious occupational incidents
- **Compliance Status:** ✓ Compliant

**DGMS (Directorate General of Mines Safety) - If Applicable:**

- Not applicable (TCS is IT services company, not mining/hazardous industry)

**I.2 Inspection History**

Inspection Type	Date	Inspector	Observations	Status
Routine Inspection	22-Aug-2024	Mr. Rajesh Kumar (Factory Inspector)	Positive feedback on corrective measures	✓ Pass
Fire Safety Audit	10-Sep-2024	External Fire Safety Consultant	Recommendations for upgrades (all implemented)	✓ Pass
Electrical Safety Inspection	25-Nov-2024	Certified Electrical Auditor	Satisfactory; cable replacement praised	✓ Pass

**Overall Compliance Rating:** EXCELLENT (No violations noted)

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## PART J: DOCUMENTATION & RECORD MANAGEMENT

**J.1 Records Maintained**

**Physical Records:**

- Original incident report forms
- Medical fitness certificates
- First aid treatment records
- Training certificates (First Aid, Fire Safety, etc.)
- Investigation reports with photographs
- Witness statement forms
- Authority correspondence and receipts

**Digital Records:**

- Incident database (searchable, backed up daily)
- Scanned copies of all documents
- Digital incident photographs
- Email correspondence with authorities
- Training records management system

**Storage & Retention:**

- Records stored in secure, dedicated cabinet
- Digital records backed up to secure server
- Retention period: 5 years (as per Factories Act)

- Access control: Limited to Safety Officer & HR Manager
- Confidentiality: Strict - Medical information kept separate

## J.2 Documents Attached (Appendices)

The following supporting documents are maintained and available for inspection:

1. Detailed incident investigation reports (5 reports)
2. Medical fitness certificates (5 certificates)
3. First aid treatment records
4. Authority correspondence (Factory Inspector, DGMS, Labour Commissioner)
5. Safety committee meeting minutes (9 meetings)
6. Training completion certificates (200+ records)
7. Equipment maintenance and test records
8. Photographs of incidents and corrective measures
9. Risk assessment documentation (HIRA matrix)
10. Emergency procedure documents
11. Safety policy documents
12. Employee acknowledgment forms

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## PART K: AUTHORIZATION & CERTIFICATION

**This Register of Accidents is maintained in compliance with The Factories Act, 1948 (Section 41) and The Factories Rules, 1948 (Rule 161, Form 32).**

**I certify that the above information is accurate and complete, and all incidents have been properly investigated and reported to the competent authorities as required by law.**

### Manager's Certification

\_\_\_\_\_  
**Name:** Pradeep Manohar Gaitonde

**Designation:** Company Secretary & Factory Manager

**TCS Registration:** ACS 7016

**Signature:** \_\_\_\_\_

**Date:** 20th December 2024

**Official Seal:** [COMPANY SEAL]

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### Safety Officer's Certification

\_\_\_\_\_  
**Name:** Rajesh Kumar Singh

**Designation:** Head, Occupational Health & Safety

**Competency:** National Safety Council Certified Safety Officer

**Signature:** \_\_\_\_\_

**Date:** 20th December 2024

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## PART L: IMPORTANT NOTICES & DISCLAIMERS

**This Register is a statutory document maintained under The Factories Act, 1948. It contains sensitive information about workplace incidents and worker health.**

**Confidentiality:** All information in this register is confidential and shall be disclosed only to authorized personnel, workers involved, medical professionals, and government authorities.

**Accessibility:** Workers have the right to view incident records relevant to them. Requests for information must be made through the HR Department.

**Authority Reference:** All incidents reported as per Factories Act, 1948 (Section 41) and Rules, 1948 (Rule 161).

**Accuracy Certification:** Information provided is accurate to the best of our knowledge based on investigations, medical reports, and witness statements.

**Continuous Review:** This register is reviewed quarterly by the Safety Committee. Feedback and suggestions are welcome.

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## DOCUMENT INFORMATION

**Document Title:** Register of Accidents and Dangerous Occurrences - Form 32

**Reference Standard:** The Factories Act, 1948; The Factories Rules, 1948

**Document Classification:** Statutory Compliance Document

**Organization:** Tata Consultancy Services Limited

**Reporting Period:** April 2024 - December 2024 (9 months)

**Total Incidents Recorded:** 14 (3 Minor + 1 Reportable + 1 Serious + 1 Dangerous Occurrence + 8 Near-Misses)

**Document Prepared By:** Rajesh Kumar Singh, Head - Occupational Health & Safety

**Document Reviewed By:** Pradeep Manohar Gaitonde, Company Secretary

**Document Certified By:** Safety Committee

**Last Updated:** 20th December 2024

**Valid Till:** 31st March 2025 (Annual review due)

**Revision Control:** Version 1.0 (First comprehensive register document)

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**For Further Inquiries:**

Tata Consultancy Services Limited  
Occupational Health & Safety Department  
9th Floor, Nirmal Building, Nariman Point  
Mumbai - 400 021, Maharashtra, India  
Phone: +91-22-6778-9595 Ext. 2847  
Email: [safety@tcs.com](mailto:safety@tcs.com)

**Statutory Authority Contact:**

Factory Inspector, Maharashtra  
Phone: +91-22-2263-6565  
Email: [factory.inspector@maharashtra.gov.in](mailto:factory.inspector@maharashtra.gov.in)

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**END OF DOCUMENT**

*"Safety is not negotiable. Every incident is a learning opportunity. Our commitment is to provide a safe, healthy workplace for all employees." — TCS Safety Vision*