



INDOCO REMEDIES LIMITED

Plant-II, L-32, 33, 34, Verna Industrial Estate, Verna, Goa 403 722 ■ Tel. No.: (0832) 6624 242

Ref No : HR/GOA-II/Others_ltr/2024/51

Date : 27/05/2024

To,
Dr. Levinson Martins
The Labour and Employment Commissioner
Government of Goa
4th floor shram Shakti Bhavan
Patto Plaza Panaji Goa 403 001.

Reference: your letter dated 22nd May 2024, Ref. number: 429/EE/EMI/2024/656

Subject: Response to your Show cause notice dated 22nd May 2024.

Dear Sir,

With reference to the show cause notice issued dated 22nd May 2024 which we have received on 23rd May 2024 at around 11am by hand through DLC Margao. We have carefully gone through your notice which we would like to respond as below.

First of all we would like to provide an overview of our company and the nature of our operations. Indoco Remedies Limited, Goa Plant-II is a state-of-the-art sterile facility specializing in Ophthalmic and Injectables. Our facility holds approvals from esteemed regulatory bodies such as USFDA, UKMHRA, ANVISA, ENVIMA, NAFDAC-NIGERIA and Ministry of Health - Tanzania. We take immense pride in our advanced infrastructure, which includes sophisticated internal environment monitoring systems to ensure compliance with stringent quality and safety standards. There are limited sterile facilities available in Verna Industrial Estate. Hence we need specialized, Skillful, Experienced, workforce to run the facility. We are manufacturers of life-saving drugs and Injectable vials hence human intervention, discipline, skill and experience becomes inevitable.

The decision to conduct recruitment outside of Goa was made after careful consideration of several other and above factors, which we would like to outline below:

1. As you aware that we had organized interviews on 24th and 25th May 2024 at Boisar, Mumbai, Maharashtra location, the same interviews were cancelled after the intervention of our Honorable Chief Minister Dr. Pramod Sawant. Before organizing this walk-in interview, we have informed the said vacancies through employment exchange portal wide acknowledgement number RQ240024810 dated 22nd May 2024 which was

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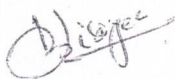
REGISTERED OFFICE

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well within stipulated time, Hence there is no contravention and violation of sub section (1) or sub section (2) of the section 4 of the Employment Exchange Act 1959. **Enclosed Annexure number 1** – Cancellation letter addressed to CM office dated 22nd May 2024. The same notification was circulated through our internal communication via e-mail, Internal office correspondence, social media platforms and through our notice boards where in all the employees have an access of the notification including Goan employee. Our commitment to transparency and adherence to government regulations is evident in this effort. We also would like to inform you that the walk-in for local /Goan candidate is scheduled on 27th May 2024 at Goa Plant II. We have shared our email id's and contact details on advertisement circulated through various social media and also in the notification of Government portal, so that interested Goan candidate can apply online for these vacancies.

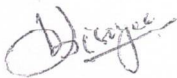
2. Our recruitment process is merit-based, focusing solely on candidates 'qualifications, skills, knowledge, and talent. We do not discriminate the applicants based on their regional or gender biases, we always prioritize fair and equal opportunities for all the applicants. We always gives first preference to Goan Candidates based on our criteria. So currently we have more than 200 numbers of Goan employees working in Goa Plant II, out of which 54 numbers have been recruited and given permanent employment in the year 2023-24. **Enclosed Annexure: no 2**
3. Given the sensitive nature of our sterile injectable plant, specialized skills and experience are paramount for ensuring product quality and safety. We prioritize candidates with expertise in operating critical machinery like Filling machines, Tunnel, Autoclave, etc. and proficiency in various processes such as HPLC, UV, Karl Fisher, Autotitrator, Gas Chromatography and dissolution among others. Specifically aseptic processes required specialize skill of operators and officers involved which comes with experience of specific areas.
4. According to the market analysis, Goa had very limited sterile formulation manufacturing facilities who had regulatory approvals, and many of them are not working at its full strength and hence having limited human source. As such we are the only sterile manufacturing regulatory facility available in Verna Industrial Estate which is working with full strength. Due to Limited availability of experienced candidates in Goa, our recruitment team faces tremendous challenges in fulfilling the requirement in limited time. The scarcity of skilled professional/ proficient in operating specialized machinery further necessitated widening our recruitment scope beyond state boundaries.





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5. In the past we have scheduled many walk-in interview at Goa location, which is preferable to offer opportunities to Goan youth. We have circulated the notification through our internal communication via e-mail, Internal office correspondence, social media platforms throughout the Goa state, and displayed copies in all the notice boards where in all the employees have an access of the vacancy notification including Goan employees. Also since last two years multiple times we have notified the vacancies through employment exchange, the list along with acknowledgment number is attached herewith as per enclosed **Annexure no 3** (RQ240024810, RQ220013771, RQ220012823, RQ220009927, RQ210003263, RQ210003124, RQ210000880) for you reference.
6. Despite of conducting scheduled walk-in interviews at our plant for the past four months, the pool of candidates did not meet our specific requirements, compelling us to explore alternative recruitment possibilities outside Goa States also there is limited response from local candidates for these interviews. **Enclosed Annexure no 4**
7. Despite of organizing job fairs/ mela's in Panjim in the month of November 2022 and at Verna in the month of March 2023, the response has been limited. However through Panjim Job Fair we have received more than 100 CV's but mostly they were fresher's and non Pharma related experienced and during Verna job fair we have received almost 1450 CV's, out of which only 50 number of CV's were relevant to us hence accordingly 8 numbers of Goan candidates have joined us. The list of the candidate who have given opportunity through job fairs which is **Enclosed as per annexure no. 5.**
8. We take great pride in our Apprenticeship Program aimed at nurturing local talent. Through this initiative, we have trained Goan youth and employed significant number of Goans, this initiative is quiet visible that currently we have total 11 Goan Apprentices and subsequently after finishing their apprenticeship program we have offered 05 numbers of trainees given permanent employment in our establishment. This shows our commitment to provide opportunities for Goan youth remains unwavering. Letter of apprenticeship appointment was given to trainees by Honorable Chief Minister Dr. Pramod Sawant in the month of May 2023. List of Apprentices trainees taken on permanent role. Ref. **Enclosed Annexure number 6**

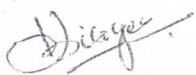


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9. As of now there are only two pharmaceutical colleges available in Goa, out of which 60% are female's who graduates every year. However currently females are not allowed to work in second and third shift especially between 7 pm to 6 am. Our company runs in all three shifts, in this situations employing female candidate is a challenging task for our recruitment team. However we have also applied for a permission to employ female workers across all three shifts, which is pending for approval from the relevant authorities. Once it gets sanctioned, it will create additional employment opportunities for women in Goa and Goan female youth, which will contribute to gender inclusivity in the workforce and subsequently this may resolve the issues of attrition. **Enclosed Annexure number 7** (Application date 12th January 2023 addressed to Factories and Boiler office seeking permission to engage females for second and night Shifts)
10. After analyzing of our company's attrition rate over last one year, it has been revealed that it impacted majorly on our operations and business. We also observed reluctance among Goan youths to work in all three assigned shifts, posing challenges in maintaining operational efficiency. As per our analysis we have around 42% of attrition rates among employees from Goa Region in the financial year 2023- 2024. List of Goan left employees along with reasons **Enclosed as per Annexure number 8**

We would like to assure you that our recruitment activities outside of Goa are not intended to overlook local talent but rather to complement our efforts in addressing skill gaps and operational requirements. Our commitment to transparency and compliance is evident in our proactive engagement with government portals and the Labour and Employment Exchange, as well as our consistent communication of vacancies and recruitment processes. Details of acknowledgment number of notification are enclosed.

We also would like to inform you that we have won the Vibrant Goa Inspiration Award as "Inspiring Goan Pharma Company of the Year" received dated 9th July 2023 at Rajbhavan, Goa through Shri Rohan Khaunte - Minister of Tourism Goa. **Enclosed as per annexure no 9**, Also we have won "The Goa Best Employer Brand Award 2023" by World Federation of HR Professional on dated 22nd February 2023. As per **Enclosed annexure no 10**.





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Moving forward, we will be collaborating with the Labour and Employment Exchange office to identify and support local/ Goan interested candidates in joining our company. We sincerely request you to help us in providing candidate preferably from Goa who is interested to work with us according to the given criteria, skill, competence, experience, education, knowledge and flexible to work in all 3 shifts. We welcome any assistance or guidance you can provide in this regards and we look forward to continue your coöperation in advancing employment opportunities for Goan residents. This will help us in running our business smoothly.

In conclusion, our decision to conduct walk-in recruitment outside of Goa was driven by operational necessities and the imperative to maintain our stringent quality standards. We assure you our commitment to comply with labor laws and regulations while endeavoring to address the employment needs of the local community.

Thanks for your cooperation and support throughout the years.

Thanking you,

Yours Faithfully,
For Indoco Remedies Ltd.



Basavaraj Kolkur
Sr. General Manager – HR – Goa Region



 Enclosed annexures – 1 to 10

Cc to :

1. Chief Minister's Office
2. IAS Secretary, Labour Government of Goa
3. Regional employment exchange office, Panjim, Goa
4. Dy. Labour commissioner office, Margao, South Goa