

Date of Visit: 14th December 2023

Number of Students: 17

Number of Faculties: 2

Departure from the Institute: 8.15 am

The Industrial Visit to Mahindra and Mahindra, Kandivali, Mumbai

The students and faculties of NLDIMSR's PGDM HR 22-24 batch went for an industrial visit to Mahindra and Mahindra, Mumbai headquarters at Kandivali on 14th December. The group arrived at the location by 9.30 am.

The objective of the trip was

- to get an in-depth insight into Labor laws and Industrial Relations, and practical exposure to how these practices are implemented in a company
- to have an insight of HR's role on the shop floor, the management and the organisation as a whole.

At first the students were assembled in the seminar hall of M&M. Mr. Sagar Jagtap (Head-Transmission P U) welcomed the students and faculties and Mr. Vinod Sawant, the head of Logistics gave an overview of the company. It includes plant locations, customers, organizational structure, machinery, processes and products, safety and precautions, training center (PRISM), R&R, and CSR activities. Later, Mr. Ratnakar Saawant (Manager-Maintenance) threw some light on the safety protocols to be followed throughout the visit.

Field Observation:

Mr. Ratnackar Saawant escorted the students and the faculties to the factory. The visit was divided into three parts – Transmission PU shop floor, Engine PU shop floor, and a Q&A on Plant ER practices.

Transmission PU shop floor visit – Mr. Sagar Jagtap guided the group to the Transmission PU shop floor where he explained how casting machines and other types of equipment are heated in a furnace at 900 degrees to shape and mold. These are made from alloy and steel. Later, the host explained the workings of gears and how they're made. The group also got to witness a robot-styled machine that acts as a tool for the fixation of various parts in a machine which was introduced by Mahindra and Mahindra for the first time.

Engine PU shop floor visit – The Engine PU shop floor was all about how the engines are oiled and washed and then properly aligned in automatic machinery.

All these components are made at the Kandivali branch and are later supplied to other plants for further tracker manufacturing process. Tractors right from 40 horsepower to 90 horsepower are manufactured at Mahindra and Mahindra but in India tractors up to 50 horsepower are used so the remaining above are exported to other countries like the U.S.A, Canada, Mexico, etc.

Apart from the manufacturing part, the students also got to visually witness the blue-collar workers who are referred to as “Cell members” working at the factory. They also witnessed how the ventilation, drinking water facilities, sanitation, and safety measures are taken by the staff.

Plant ER practices – The group moved their way back to the seminar hall where Mr. Chandrakant Kamthi (Head – ER & D) addressed the session. The students actively interacted on various topics such as Grievance handling, Strikes, Trade Unions, Diversity and Inclusion where specially challenged and disabled people are also hired for certain jobs. The HR representative along with Mr. Sagar enlightened the group on how everyone follows the same uniform to indicate that all are equal irrespective of their designations. The plant also hires contractual workers and provides equal medical aid for them. The company also encourages a lot of employee engagement activities where the cell members and their families are also included. Many individual development sessions are also provided which include mental health awareness programs. They also talked about medical leave and holiday factors and how it doesn’t hamper the work in case of any cell member’s absence as everyone is trained under a 3x3 matrix which simply means that everyone is trained to operate at least 3 types of machinery so that they can cover up for the absent member.

The session ended with the students and faculties sharing their experiences throughout the visit. The group was then escorted to the canteen where they were given options to choose from a diet meal or a regular meal.



Overall, the visit was highly insightful on how the role of an HR impacts the whole organisation and its functions through employment relations. Further, students got practical exposure to the working of IR and LL where their theoretical knowledge was enhanced after this visit.

Report by,
Team HR