Subject		Industrial Relations and Labour Welfare	
Roll No.		Marks	60
Total No. of Questions	7	Duration	3 Hours
Total No. of printed pages	2	Date	29.12.2017

Note: Answer to Question 1 is compulsory.
Answer any FOUR from the remaining SIX Questions.

1. Compulsory Question: Answer **BOTH** - a) and b) parts   10+10 marks

   a) 3000 workers in the Nashik plant of an auto company resorted to a strike on their Charter of Demands. The Union and Management have been in discussion and have reached adeadlockin discussions over the demands made by the Trade Union.

   The company is proceeding cautiously as the wage settlement in Nashikplant will set the trend for settlements that will follow subsequently in their Igatpuri and Kandivli plants. If the settlement inNashikplant sets a wrong precedent, the company will have major problems at other locations. The company dug its heels in and that initiated the strike action.

   When the 3000 workers in Nashik resorted to the tools down strike, the company responded by suspending two officials of the Trade Union who were leading the agitation.

   The Union quickly reacted and said that no discussions would take place unless the striking leaders were permitted to come back to work and the company agrees to Union's demands.

   The strike was called off after two days.However, Union officials went on a hunger strike before the Commissioner of Labour's office, seeking intervention of the government authority to resolve the issues.

   Meanwhile, the company suffered production loss of around 500 vehicles on account of the strike.However, this will not immediately impact sales, as the company has sufficient stocks and there is a slump in the auto sector.

   1. In your view, what action should the management take now to resolve the issue?
   2. How would you have approached the discussions with the Trade Union on Charter of Demands submitted by them?

   b) A complaint was received against Mr Ramesh Jadhav,an employee of Secure Assets Financial Services, of demanding and accepting illegal gratification for sanctioning of loan.

   On preliminary investigation, it was found that there was substance in the complaint and it was decided to hold detailedinquiry against Mr Ramesh Jadhavon charges of committing misconduct under rules of the company.

1. Detail the process of conducting domestic inquiry against Mr Ramesh Jadhav.
2. If Mr Jadhav is found guilty of the charges, what penalties can the company impose on Mr Jadhav?

2. **Answer any TWO from a), b) or c) –**   2x5 marks
   a) Explain the Systems Approach to Industrial Relations.
   b) Name the important laws regulating Industrial Relations in India.
   c) By what methods do trade unions achieve their objectives?

3. **Answer any TWO from a), b) or c) -**   2x5 marks
   a) What are statutory methods of resolving industrial conflict?
   b) How has ILO influenced labour laws in India?
   c) What are the objectives of workers' participation in management?

4. **Answer any TWO from a), b) or c) –**   2x5 marks
   a) What are the respective responsibilities of management and workers in maintaining discipline in an organisation?
   b) What are the features of an effective grievance procedure?
   c) How has the concept of labour welfare evolved in India?

5. **Answer any TWO from a), b) or c) –**   2x5 marks
   a) What is the interrelation of labour welfare with productivity?
   b) How has globalisation affected industrial relations in India?
   c) What is collective bargaining and what issues are covered in collective bargaining agreements?

6. **Answer any TWO from a), b) or c) –**   2x5 marks
   a) What welfare measures are implemented in an organisation?
   b) What are the features of Voluntary Retirement Schemes?
   c) What are the forms of worker participation in Management?

7. **Answer any TWO from a), b) or c) –**   2x5 marks
   a) What schemes are being taken up by organisations under CSR?
   b) What is Total Quality Management?
   c) What are the conditions necessary for successful industrial relations?