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| **C:\Users\ADMIN\Desktop\j.png** | **JAIPURIA INSTITUE OF MANAGEMENT, INDORE**  Post Graduate Diploma in Management |
| **Course Title: Industrial Relations & Labour Laws(Course Code: 40323)**  **Improvement Examination, Term - IV (November, 2024)** | |
| **Time Duration : 2 Hours Total Marks: 40** | |

***General Instructions*:**

1. *Answer the questions as directed. The break-up of the marks is given wherever necessary.*
2. *Marks against each question is indicated to its right.*
3. *Answer all the questions of a ‘Section/Question’ at one place in continuation.*
4. *Answers should be brief and to the point.*
5. *Do not write on the question paper except your roll number.*

**SECTION - A**

**Case Study - Cavita Cleaning Company**

On visiting one of Cavita Cleaning Company’s stores, Jenny (owner of the company) was surprised to be taken aside by a longer term Cavita employee, who met her as she was parking her car, “Mahesh (the store Manager) told me I was suspended for two days without pay because I came in late last Thursday.” Said Gurvinder. “I am really upset, but around here the store manager’s word seems to be law, and it sometimes seems like the only way anyone can file a grievance is by meeting you or your father like this in the parking lot. “Jenny was very disturbed by this revelation and promised the employee she would look into it and discuss the situation with her father. In the car heading back to headquarters she began mulling over what Cavita Cleaning Company ‘s alternative might be. The philosophy of Jenny and her father about Grievance system is ”The best way to handle a grievance is to develop a work environment in which grievances don’t occur in the first place. Hone your ability to recognize diagnose, and correct the causes of potential employee dissatisfaction (such as unfair appraisal, inequitable wages or poor communication) before they become grievances.

Question 1: Do you think it is important for Cavita Cleaning Company to have a formal Grievance Process in place in organization? Why or why not?  **5 marks**

Q2 If you are a Human Resource Manager of Cavita Cleaning Company what type of Grievance Handling procedure you will design for this organization to bring in elements of fairness, uniformity in decision making and time bound resolution of grievances of the employees?

**5 marks**

**SECTION - B**

Q2. Write Short notes on any three: **10 marks**

1. The Factories Act 1948

2.The Industrial Disputes Act 1947

3.The Payment of Bonus Act 1965

4.The Maternity Benefits act 1961

Q3 What are the reasons for poor industrial relations in India? Why multinational organizations are finding challenges in setting up factories in India? What are the hindrances they face from employment and labour laws perspective?  **10 marks**

Q4. Explain why organizations should follow good preventive, investigative industrial disputes mechanism. In light of this explain the various preventive and statutory disputes resolving machinery available to the management in an organization of your choice under the Industrial Disputes Act 1947. **10 marks**