

PG Odd Semester (CBCS) Exam., November—2016

BUSINESS ADMINISTRATION

(3rd Semester)

Course No. : MBACC-3302

(Management of Industrial Relations)

Full Marks : 70

Pass Marks : 28

Time : 3 hours

*The figures in the margin indicate full marks
for the questions*

Answer **all** questions

1. Discuss various approaches of Industrial Relations. 14

OR

2. Write a short note on the evolution of Industrial Relations in India after independence. Highlight the emerging trends of IR post globalization. 7+7=14
3. "A factory has a large workforce of more than 1000 workers. There is a canteen within the factory run by private contractors. One of

the servers in the canteen is dismissed for inefficiency. A section of factory workers went on strike demanding reinstatement of the dismissed canteen worker."

State whether this is an industrial dispute. Elaborate the provisions under the Industrial Disputes Act, 1947, for settlement of industrial dispute. 3+11=14

4. Elucidate the levels of collective bargaining. Discuss the emerging issues of collective bargaining in India. 4+10=14

OR

5. With the object of pursuing the genuine grievances of University-appointed teachers, secure better service conditions for them and to facilitate collective bargaining with University authorities, Delhi University-appointed teachers form Delhi University Appointed Teacher Association (DUATA). DUATA is desirous of securing registration under the Trade Unions Act, 1926. The executive committee thereof approaches you to obtain your written legal opinion on the following :

- (a) Whether DUATA falls within the definition of 'Trade Union' under Section 2(h) of the Trade Unions Act, 1926? 2

(b) What steps should they take to get DUATA registered under the Act? 12

6. CASE :

Mr. A had been working as a conductor in Z depot of the road transport corporation. He was on duty on 19th September, 2015 on a route (R to K passenger bus). He had overloaded the bus almost to a double of the seating capacity. Mr X, a passenger of the bus, did not purchase a ticket despite repeated enquiries of the conductor, because of the heavy overloaded condition of the bus and his illness. The conductor was unable to count the passengers because of the overload. In this state, the ticket-checking officers stopped the bus, verified the tickets of all the passengers and found that Mr. X had not purchased a ticket. They blamed the conductor for not issuing the ticket and the passenger for not buying the ticket. Then Mr. X in a written appeal to the checking staff stated that he had not purchased the ticket despite repeated enquiries by the conductor because he was ill and the bus was heavily overloaded. He requested, therefore, not to take any action against the conductor. The ticket-checking staff collected the ticket fare and penalty from Mr. X and suspended the conductor ignoring the

written request made by Mr. X. Moreover, the repeated requests made by the co-passengers of that bus were not paid any heed to.

The suspension of the conductor created an uproar among all the bus crew of the depot (Z). The operating staff (conductors and drivers) held a meeting on 19th September itself and resolved to limit the intake of passengers to the seating capacity. This decision was implemented with immediate effect.

Consequently, most of the commuters were unable to leave for their destination as the seating capacity of the buses was not enough to accommodate all. Average revenue per day of Z bus depot declined to ₹ 75,000 from ₹ 1,00,000 between 20th and 27th September. The suspension of Mr. A at Z bus depot served as the potential 'fuel' for the staff, working in other depots to launch a work-to-rule agitation. Viewing the situation, the officials of the corporation re-examined the whole case and withdrew the suspension order served on Mr. A on 27th September, 2015.

(a) Was the conductor guilty of negligence of duty?

(5)

- (b) Should the corporation officials ignore the pleas and evidences of the passengers travelling in that bus while imposing a penalty? 3
- (c) Should a genuine mistake call for the drastic punishment of suspension? 2
- (d) What should be the purpose and objectives of disciplinary action? Should the objectives and purpose of disciplinary action contribute to the goals and objectives of a corporation? 5+2=7

OR

7. Discuss the major provisions of the Industrial Employment (Standing Orders) Act, 1946. 14
8. Define industrial democracy. Elaborate the practices of Workers' Participation in Management in India. 2+12=14

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