

Enrollment No./Seat No.:

**GUJARAT TECHNOLOGICAL UNIVERSITY**  
**MBA - SEMESTER - III EXAMINATION - WINTER 2025**

**Subject Code: 4539293**

**Date: 22-12-2025**

**Subject Name: Management of Industrial Relations and Labour Laws**

**Time: 10:30 AM TO 01:30 PM**

**Total Marks: 70**

**Instructions**

- 1. Attempt all questions.**
- 2. Make suitable assumptions wherever necessary.**
- 3. Figures to the right indicate full marks.**
- 4. USE of SIMPLE calculators AND non-programmable scientific calculators are permitted.**

|                                                                                                      | <b>Marks</b> |
|------------------------------------------------------------------------------------------------------|--------------|
| <b>Q.1</b> ALL 7 Questions must be Compulsory.                                                       | <b>14</b>    |
| (a) Labour Law                                                                                       |              |
| (b) Extra Mural                                                                                      |              |
| (c) Contract Labour                                                                                  |              |
| (d) Works Committee                                                                                  |              |
| (e) Domestic Enquiry                                                                                 |              |
| (f) Grievance                                                                                        |              |
| (g) Retrenchment                                                                                     |              |
| <b>Q.2 (a)</b> Explain the objectives and principles of Labour Laws in India.                        | <b>07</b>    |
| (b) Explain the major provisions related to welfare under the Factories Act, 1948.                   | <b>07</b>    |
| <b>OR</b>                                                                                            |              |
| (b) Discuss the provisions of the Contract Labour (Regulation & Abolition) Act, 1970.                | <b>07</b>    |
| <b>Q.3 (a)</b> Highlight the key features of the Child Labour (Prohibition & Regulation) Act, 1986.  | <b>07</b>    |
| (b) Prepare a model standing order for disciplinary proceedings in a textile industry.               | <b>07</b>    |
| <b>OR</b>                                                                                            |              |
| (a) Define Workers' Participation in Management and explain its levels and objectives.               | <b>07</b>    |
| (b) Explain various forms of Industrial Disputes and methods of settlement.                          | <b>07</b>    |
| <b>Q.4 (a)</b> Discuss the objectives and key provisions of the Apprentice Act, 1961.                | <b>07</b>    |
| (b) Discuss the formal grievance handling procedure in an industrial organization.                   | <b>07</b>    |
| <b>OR</b>                                                                                            |              |
| (a) Write a short note on Supreme Court guidelines on sexual harassment of women at workplace.       | <b>07</b>    |
| (b) Prepare a proposal to implement workers' participation in management in a service-based company. | <b>07</b>    |

**Q.5****CASE STUDY:**

Case Title: Labour Dispute and Grievance Handling at Zenith Auto Components Pvt. Ltd.

Zenith Auto Components Pvt. Ltd. is an automobile parts manufacturer located in Gujarat. The company employs 500 permanent workers and about 250 contract labourers. For many years, the company enjoyed stable industrial relations. However, in the past year, several problems began to surface. The management, in an attempt to increase productivity, introduced a new biometric attendance system and changed the shift timings without consulting the labour union. The contract workers also complained about poor working conditions, non-payment of overtime, and lack of welfare facilities such as drinking water and restrooms.

The union leader alleged that the management was violating provisions of the Factories Act, 1948, and Contract Labour (Regulation & Abolition) Act, 1970.

A notice of strike was served to the HR department, demanding the following:

Revision of wages for both permanent and contract workers.

Improvement in welfare and safety measures.

Introduction of a transparent grievance redressal mechanism.

Recognition of the workers' union as the official representative body for negotiations.

The HR Manager, Ms. Kavita Deshmukh, realizes that the situation could escalate into a full-fledged industrial dispute. She decides to call a meeting with union representatives to resolve the issues amicably. She also considers involving a conciliation officer if internal discussions fail.

- |            |                                                                                                                                                                                                                      |           |
|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| <b>(a)</b> | Identify the major causes of industrial dispute in this case.                                                                                                                                                        | <b>07</b> |
| <b>(b)</b> | As the HR Manager, how should Ms. Kavita Deshmukh balance management's productivity goals with workers' welfare concerns? Discuss specific negotiation and communication strategies to resolve the dispute amicably. | <b>07</b> |

**OR**

- |            |                                                                                                                                                            |           |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| <b>(a)</b> | If you were the HR Manager, what immediate steps would you take to prevent the strike and restore industrial peace?                                        | <b>07</b> |
| <b>(b)</b> | Which provisions of the Factories Act, 1948 and Contract Labour (Regulation & Abolition) Act, 1970 appear to have been violated by Zenith Auto Components? | <b>07</b> |

\*\*\*