

Industrial Dispute and Grievance

Module 5_Session 3

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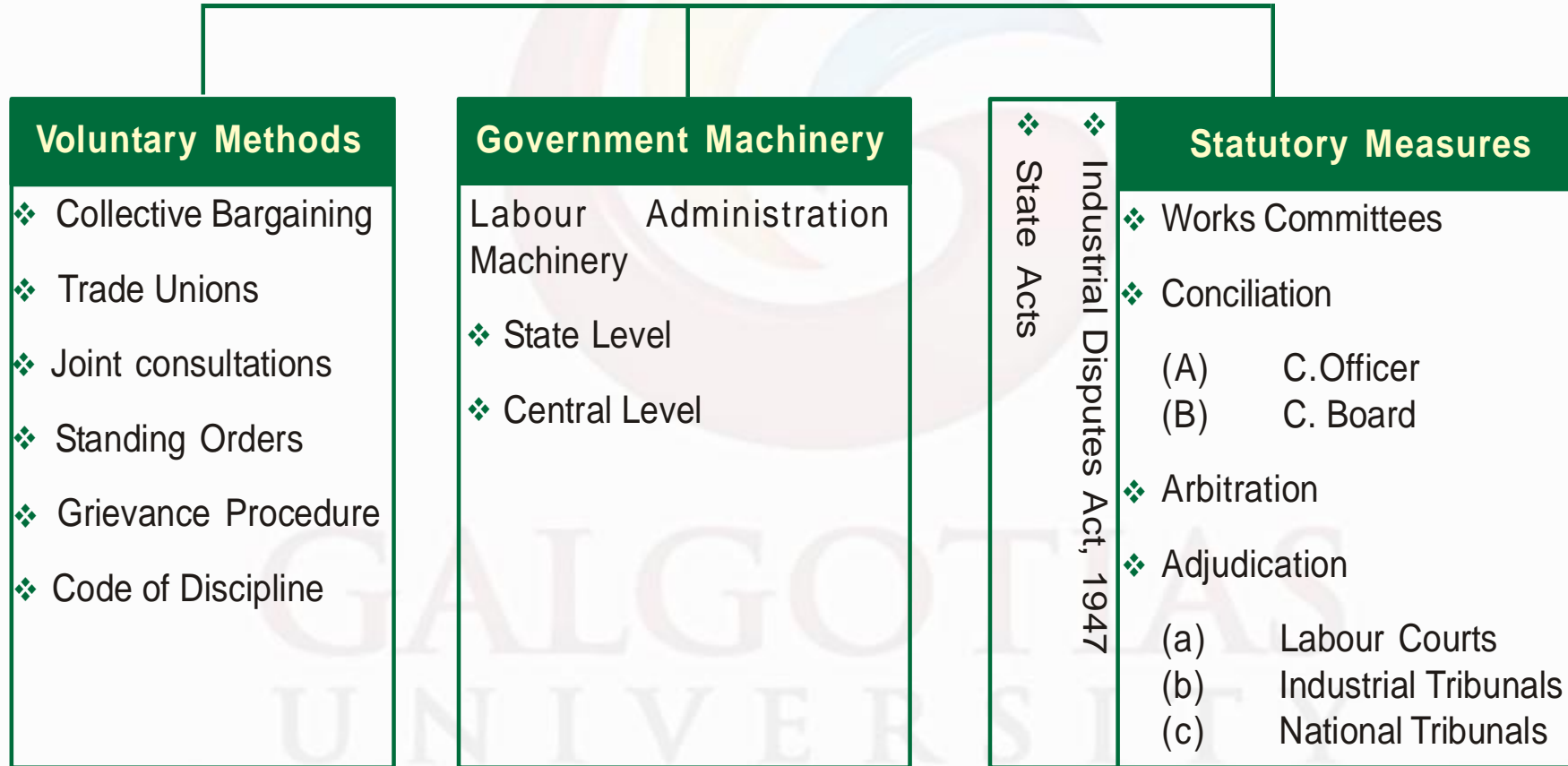
Content to be covered

- **Settling Industrial Disputes**
- **Grievance**
- **Grievance handling procedure**

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Settling Industrial Disputes

Machinery for prevention and settlement of disputes



What is Grievance?

- A written complaint filed by an employee—claiming unfair treatment. - ***Dale Yoder***
- ❖ Any real or imagined feeling of personal injustice which employee has concerning his employment relationship.

—***Keith Davis***

- ❖ Any dissatisfaction or feeling of injustice in connection with one's employment situation that is brought to the notice of management.

—***Beach***

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Features

- A grievance refers to *any form of discontent or dissatisfaction* with any aspect of the organisation.
1. The dissatisfaction must arise out of employment and not due to personal or family problems.
 2. The discontent can arise out of *real or imaginary reasons*.
 3. The discontent may be *voiced or unvoiced*.
 4. A grievance, broadly speaking, may refer to perceived non-fulfillment of one's expectations leading to dissatisfaction with any aspect of the organisation.

Causes

- **Grievances may occur for a number of reasons:**
 - Discipline
 - Seniority
 - Job evaluations
 - Work assignments
 - Overtime
 - Vacations
 - Incentive plans
 - Holiday pay
 - Problem employees

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Model Grievance Procedure

- Model Grievance procedure in India provides for 5 successive time bound steps:
 1. The aggrieved worker in the first instance will present his grievance verbally in person to the officer nominated by the management for this purpose. The officer must give answer within forty-eight hours of the presentation of the complaint.

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Model Grievance Procedure

2. In the event of the officer not giving an answer or the answer not being acceptable to the worker, the worker goes to the next step. At this stage the worker (either alone or accompanied by his departmental representative) approaches the Head of the Department who has to give an answer within three days.

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3. If the Departmental Head fails to give an answer or if the worker is not satisfied with his answer, the worker may appeal to the Grievance Committee, consisting of the representatives of the employer and employees.
 - The recommendations of this Committee should be communicated to the Manager within seven days from the date of the grievance reaching it. The employee would be communicated the recommendation within three days.

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Model Grievance Procedure

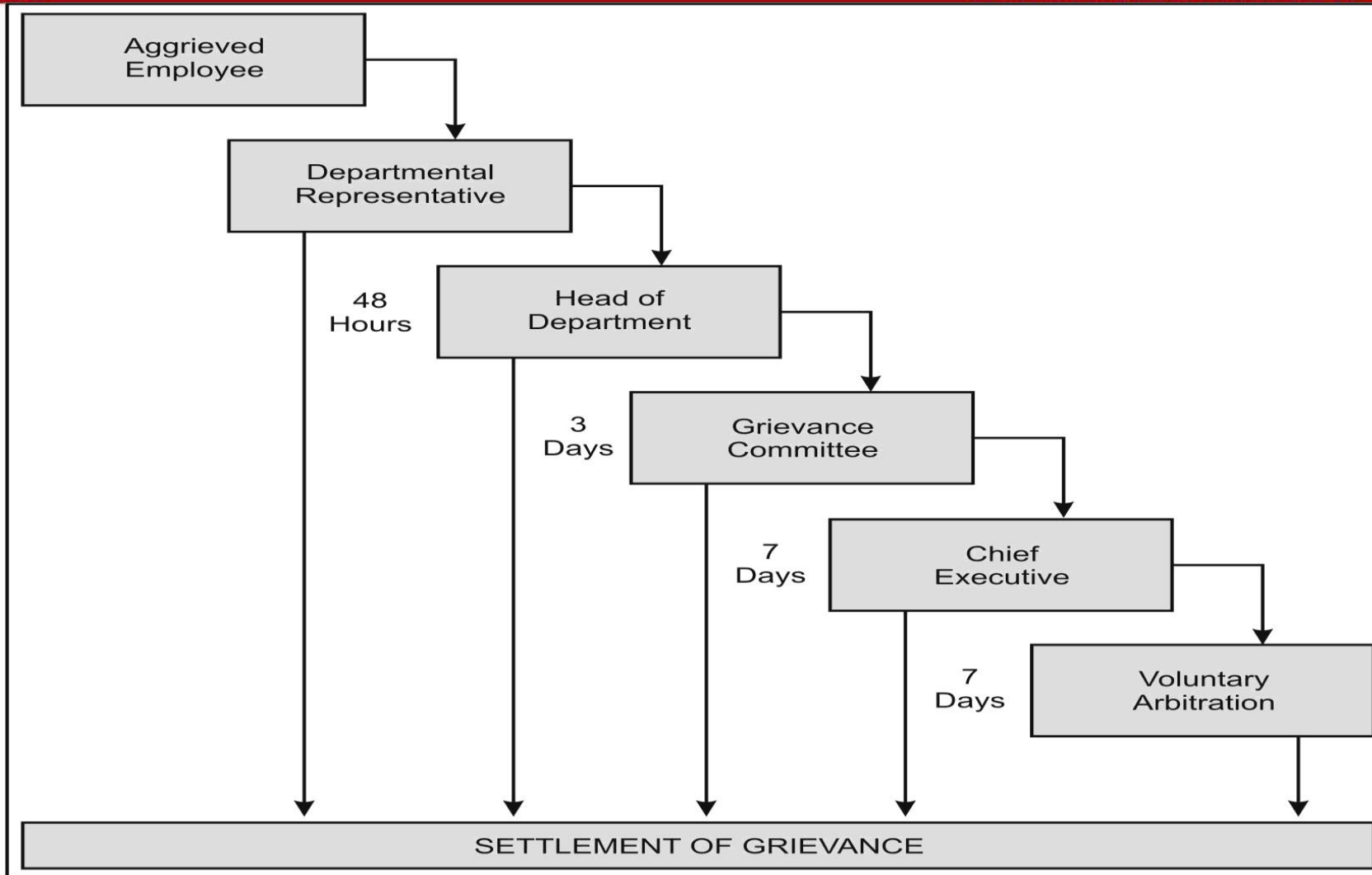
4. If the committee fails to take decision within stipulated period or if employee is dissatisfied, he can make an appeal for revision to management
 - Management is supposed to communicate its decision within seven days of the worker's revised petition.
5. Last is to refer the grievance to arbitration within a week. **VOLUNTARY ARBITRATION** refers to the mode of settling labor-management disputes by which the parties select a competent, trained and impartial person who shall decide on the merits of the case and whose decision is final, executory and binding.

School of Business

Model Grievance Procedure

Course Code : BBAD2001

Course Name: Human Resource Management



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Program Name: BBA

References

Sinha, P. R. N., Sinha, I. B., & Shekhar, S. P. (2017). *Industrial Relations, Trade Unions and Labour Legislation*. Pearson Education India.

