

CONTENTS

Chapter No.	Title	Page
I	<u>RESEARCH DESIGN AND METHODOLOGY</u>	1 - 9
	Introduction : Review of Some Studies	: 1
	Importance of the Study	: 1
	Statement of the Problem	: 4
	Objectives of the study	: 5
	Scope and Limitations of the Study	: 5
	Methodology Followed	: 5
	Details of Data Collected	: 7
II	<u>CONCEPTUAL INPUTS - A FRAME-WORK OF THE STUDY</u>	10 - 27
	What is Grievance	: 10
	Why Should a Grievance Be Heard and Removed	: 14
	Causes and Sources of Grievances	: 16
	How Does an Employee Express His Grievance	: 23
	Maslow's Hierarchy of Human Needs	: 26
III	<u>ORGANISATIONAL PROFILE OF THE STUDY</u>	28 - 37
	History	: 28
	Management	: 30
	Departments	: 31
	Current Position	: 34
	Labour Welfare Facilities	: 36
IV	<u>GRIEVANCE PROCEDURE IN GENERAL</u>	38 - 67
	Need for a Grievance Procedure	: 38
	Grievance Settlement Machinery	: 40
	Steps in Grievance Procedure	: 44

Chapter No.	Title	Page
IV contd.	Basic Elements of a Grievance Procedure	: 49
	Features of Grievance Procedure	:
	Legislative Aspects of Grievance Settlement Procedure	: 60
	Essence of Model Grievance Procedure	: 65
V	<u>APPROACHES TO GRIEVANCE PROCEDURE</u>	68 - 70
	The Three Approaches	: 68
	Dynamics of Resolution of an Issue For Policy Grievances	: 69
	Does it Satisfy an Employee If His Grievance is Resolved	: 69
VI	<u>GRIEVANCE PROCEDURE IN SHRI SHAHU CHHATRAPATI MILLS</u>	71 - 105
	Presentation of Data	: 71
	Analysis and Interpretation of Data	: 77
VII	<u>CONCLUSIONS AND SUGGESTIONS</u>	106 - 131
	Conclusions	: 106
	Suggestions	: 108
	Bibliography	: 110
	<u>Appendix - I</u>	: 111
	a) Annexure - A	: 117
	b) Annexure - B	: 121
	<u>Appendix - II</u>	
	Questionnaire	: 123