Labour Relations play an important role in the success of an organization. Indian Railways are the biggest service industry employing 14,4152 lakh workers spread over the length and breadth of the country. It is imperative that the customers are given the maximum comfort by ensuring safety, security and punctual running of the trains both freight and passengers. Thus, a dynamic effective work force and their management is essential for the success of the Indian Railways.

The thesis entitled “Labour Relations in Indian Railways with Special Reference to Its Northern Zone since 1991” is an attempt to study the labour problems in Northern Railways. Labour relation is a fascinating subject for study, understanding, discussion and practice, as it covers the whole range of human relations within the industry.

In any undertaking, good relations between the Management and workers depend upon the degree of mutual confidence. This in turn, depends upon the recognition by the employees of the goodwill and integrity of the Management in the day-to-day handling of questions which are of mutual concern.

The first requisite for the development of good Labour relations is a good Labour policy. The aim of such a policy should be to secure the best possible cooperation of the employees. Every employee should have the opportunity to contribute not only his services, but his suggestions and
ideas also towards the common efforts. The employer, the personnel executive, the individual employee, trade unions, government and public play a signal role in the great task of fostering and maintaining good labour relations. It is the Management’s duty to ensure a man’s work a satisfactory and satisfying part of his life. Progress of industry means the economic development of the country.

Labor relations in Northern Zone is satisfactory. For instance avoidance of strikes in organizations should not be the ultimate goal. The Labour Relations should be judged on job satisfaction. It is therefore that Railways should take special measures to increase the efficiency of the Railways. Against this backdrop, this study has been undertaken to threadbare examine and analyse the Labour relations in Indian Railways specially in the Northern zone. The study goes into different facets of Labour relations in Northern Railway zone such as, recruitment policy, wage policy, promotion policy, strikes and lockout, bonus and other benefits to the employees. Based on the statistical analysis, findings of the study have been arrived at and recommendations and suggestions have been given for overall improvement of Railways performance in the Northern zone.