

HRM GRIEVANCE REDRESS MECHANISM IN BANK

As all are aware, the success of an organization is the result of the unstinted support and contribution of its employees and their total compliance of its systems and procedures.

A cordial and vibrant HR machinery is already in place in our Bank, contributing and support employee welfare through various staff and admin functions. As an additional motivating gesture, it is proposed by the Bank to introduce a Grievance Redressal Portal on the Bank's website, with the objective of providing a platform for staff members to escalate their grievances / complaints for expeditious redressal of the same as per banks rules.

A majority of staff functions have since been decentralized at Regional Office level, like sanction of various perks, benefits, staff loans and other amenities. Initially, the Grievance Redressal Portal will be operative for employee grievances relating to six admin functions namely, sanction of TE Bills, leave, LFC, perks and benefits, hospitalization and staff housing loan. Other staff related issues will be included in the Portal in due course. The Portal will enable an employee to present his/her grievance for examination / redressal at the level of Branch / Regional Office / FGMO / Central Offices, as the case may be. A differential time limit at each level of redressal is fixed to resolve the grievance.

The "HR Aapke Dwar" Portal is designed to provide the necessary software support for HRM Personnel/Management to readdress the staff grievance. Integration of staff grievances into this module to enables tracking of the grievance, monitoring of TAT and evaluation of grievance handling quality. The collection of grievances created over time will be useful for analysis of trends in queries, service requests and complaints.

There are three basic concepts in the design of the Grievance Redressal Portal, with reference to how a grievance is displayed

- 1) All aspects of grievance should be available in one place with the Grievance ID as the reference number
- 2) The Staff should be able to track the grievance online.
- 3) The work flow for RO/ZO/CO should be user friendly and with escalation

Based on the grievance pertaining to office, a grievance is automatically routed to a specific officer in the Regional Office. The grievance is then "Taken" by a member of that RO/ZO and CO. That particular officer then becomes the "Owner" of that grievance. HRM Personnel keeps the staff updated while processing the grievance and informs the staff once the grievance has been addressed.

Life Cycle of a Grievance in Grievance Redressal Portal

- Grievance lodgment
- Generation of Reference ID
- Taken up by HRM Team at Regional Office / FGMO / Central Office

- Studying the grievance and attending
- Escalations if the grievance is not resolved with TAT
- Closure of the grievance
- Gathering Feedback from Staff

The design of Grievance Redressal Portal ensures that all these aspects are usually kept within the system

FOR STAFF: -

All Staff of the bank can access the web based portal “HR Aapke Dwar” through UBINET. All staff can access “STAFF CORNER” section for Lodging Grievance and Track the Status of Grievance.

Lodge Your Grievance

- » Enter PF No and Mobile No for getting staff details like Name, Designation, Place of Posting, etc. and generating one time password (OTP).
- » Get the OTP through SMS on given Mobile Number and enter OTP for verification.
- » After successful verification of OTP, staff can lodge grievance by entering nature of grievance, grievance description, and grievance pertain to which office etc.

View Status of Grievance

- » Enter Reference Number and Mobile No on which OTP has been received.
- » View grievance details.

FOR RO/ZO/CO (Administrative Functions):-

Dept. of Personnel / Regional Office / FGMO can access the web based portal “HR Aapke Dwar” through UBINET. They can access “DEPARTMENT OF PERSONNEL & HR” for login into “HR Aapke Dwar” Portal. User ID and Password will be provided to concerned officers of Dept of Personnel, Regional Office, FGMO.

View Pending Grievance

- » Pending Grievance List will display.
- » Select grievance number to view details.
- » Select grievance STATUS to update to action taken on grievance.
- » Select “FORWARD TO” for forwarding grievance to higher authorities.

View Closed Grievance

- » Pending Grievance List will display.
- » Select grievance number to view details.

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- » Generate various reports