



भारतीय स्टेट बैंक
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STATE BANK OF INDIA

The Chief General Manager
State Bank of India
Local Head Office
All Circles

HR/PPMD/AL/2023-24/1306

Date: 12.12.2023

Madam/ Dear Sir,

SBI PENSIONERS GRIEVANCE REDRESSAL FORTNIGHT
'SAMADHAN PAKHWADA': 18th DECEMBER TO 30th DECEMBER 2023

Pensioners Grievance Redressal Fortnight "Samadhan Pakhwada" was organized across the Circles for the first time from 08th May 2023 to 20th May 2023. The objective of organizing this event was to propagate a culture of quick grievance redressal and to resolve all grievances lodged by pensioners during the fortnight. The program also envisages to meaningfully address all previous complaints after root cause analysis and to streamline the grievance lodgement through Sanjeevani Portal. "Samadhan Pakhwada" has not only served as a testament to our dedication but also contributed significantly to the overall satisfaction of our pensioners.

2. During the last "Samadhan Pakhwada" held between 04th September to 16th September 2023 a total number of 5781 pensioners and family pensioners attended the event. Throughout the fortnight, there were 1696 grievances lodged and 1616 of these grievances i.e., (95.28%) were successfully resolved. Granular of Circle wise unresolved residual complaints is attached as Annexure - I. Circles are advised to attend and resolve the pending complaints on priority.

3. Considering the success of "Samadhan Pakhwada" initiative, it has been decided by the Bank to conduct "Samadhan Pakhwada" every quarter. For quarter ending December 2023, it has been determined that the "Samadhan Pakhwada" shall be scheduled to take place between 18th December to 30th December 2023. All the grievances received during the "Samadhan Pakhwada" have to be addressed and resolved before 15th January 2024.

4. Furthermore, "Data Purification" is one of the major concerns of the bank. In this regard, recently SBI has sent an SMS to all the SBI retirees urging them to meticulously review and verify their personal information, including Name, DOB, Gender, Address, Mobile No., e-mail ID, etc., in HRMS. In the event of any discrepancies or issues encountered by the retiree in these fields, they are advised to promptly contact CM HR, of respective AO or AGM PPG of the Circle. Therefore, "Samadhan Pakhwada" initiative is to be effectively utilised for purification of such data.

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नीति एवं पेंशनर्स प्रबंधन विभाग
कॉर्पोरेट केंद्र,
२६वां मजदूरा एवम रोनी ब्लॉक ६७

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Policy & Pensioners
Management Department
Corporate Centre



5. In this connection, we request you to arrange as under:

One Day Grievance Redressal Program on 21st December 2023 to be organized at Circle, AO and Region Level to address the issues of the Pensioners face to face, as per the Program Scheduled below:

S. No.	Program to be conducted by	Attendees	Date of Program
1	Region Level	Regional Manager & Manager HR	21.12.2023 (Thursday)
2	A.O. Level	Deputy General Manager & Chief Manager HR	
3	Circle Level	General Manager & Circle Development Officer	

It is imperative to ensure that this information is promptly disseminated to all pensioners through various channels such as, SMS, registered emails, poster display at branches, Notices on the Pension Seva Portal on the Bank's website or any other suitable communication medium, well in advance. The Federation of SBI Pensioner's Associations is also to be notified about the "Samadhan Pakhwada" event for further dissemination of information to all their members.

6. To ensure the success of "Samadhan Pakhwada" and its objectives, Circles are requested for:

- i. Expeditious resolution of all grievances pending as on date.
- ii. All grievances lodged by the pensioners / family pensioners during the fortnight to be resolved within the fortnight.
- iii. **All the complaints / grievances received between 18.12.2023 to 30.12.2023 through emails, letters, SMSs, verbal are to be lodged in Sanjeevani Portal by Circle HR / PPG Department.** Appropriate arrangements to be ensured by the Circle AGM PPG in advance so that all complaints are updated on the portal.
- iv. Ensure that the grievances are lodged under relevant category / sub-category.
- v. Also, ensure that the complaints lodged in the Sanjeevani portal are meaningfully resolved. It is observed that the complaints are not properly attended to within the prescribed TAT and in many cases, proper remarks are not submitted in the Sanjeevani portal.
- vi. The details of the Nodal officers at the Circles, having responsibility to resolve grievances are as follows:

Sr. No.	Grievance Related To	Nodal Officer at Circle Level
1	Payment of Pension / Family Pension, PF, Gratuity & other terminal benefits/ any other	AGM (PPG)
2	Any amount / benefit that was due during the active service of pensioner	AGM(HR)
3	Group Mediclaim Policies/ e-Pharmacy Scheme, EMWS, Dispensary Services, Critical illness, Diagnostic Services, etc.	CM (IR) / CM (Welfare)



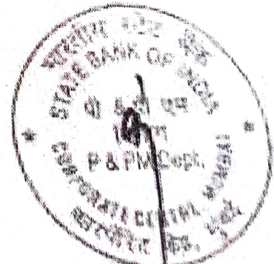
- vii. The overall responsibility will be with DGM & CDO at Circles for monitoring, follow up and reporting to the Corporate Centre.
- viii. Root-Cause Analysis of all grievances and arrangement for Remedial Measures as required, for prevention of occurrence of similar grievances in future.
- ix. To send communication to Circle Pensioners' Associations and Administrative Offices of the Circle about conduct of "Samadhan Pakhwada".
- x. Ensure to submit a report with the remarks against all the complaints lodged in the Sanjeevani portal.
- xi. Circle will ensure the timely submission of a concise report detailing the grievances received during the "Samadhan Pakhwada", including a comprehensive analysis of their root causes and the corresponding mitigation measures undertaken. This report will be compiled by gathering grievance data from the respective Administrative Officers and Regional Business Offices. The submission deadline for this report is set for no later than January 1st, 2024.

7. In addition to the above, all the complaints / grievances related to Bank's Medclaim Policies, i.e., SBI Health Care / SBI Health Assist and e-Pharmacy Scheme are resolved through the below mentioned resolution mechanism:

Issues and Complaints related to Group Medclaim Policy/ e-Pharmacy Scheme

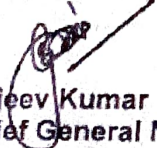
Sr. No.	Issues	Complaint Areas	Resolution Mechanism
i.	e-card related issues, Age correction, Member's Name and Spouse Name, Inclusion of dependents	Group Medclaim Policies	The resolution of the Grievances to be taken by the respective Circles, after making necessary changes in HRMS and subsequently through ARIBL representatives.
ii.	All Issues related to Medclaim Claims	Group Medclaim Policies	Respective Circles through ARIBL representatives in LHO/AOs.
iii.	Issues related to registration in SBI Health Assist/ SBI Health Care	Group Medclaim Policies	An email with screenshot of error to be sent to hrms@sbi.co.in Copy of the mail to be marked to: medclaim@sbi.co.in
iv.	Address/ Mobile No./ Dependents/ 20% Discount or Corporate Benefit/ Delays in Orders	e-Pharmacy facility	Circles to write to: i) For MediBuddy: hello@medibuddy.in ii) For Tata 1mg: concierge-sbi@1mg.com Copy of the mail to be marked to: Pradosh.debnath@rathi.com

Note: Above-mentioned contact details are for exclusive use of HR officials at AO, LHO & Representatives of Brokers and not to be shared with the Pensioners.



9. We are sanguine that the Circles will diligently undertake requisite measures to ensure the success of "Samadhan Pakhwada" and thereby address the concerns of the pensioner's fraternity.

Yours sincerely,



Rajeev Kumar
Chief General Manager (HR)
022-22741670

