



USER MANUAL

SANJEEVANI HR HELPLINE

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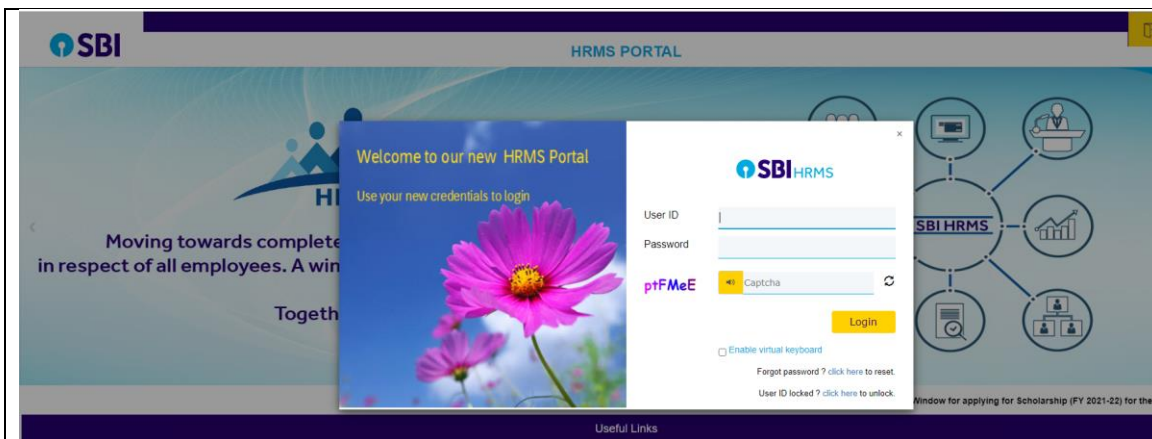
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1. General: Sanjeevani HR Helpline

Earlier this module was being handled through a separate portal namely Sanjeevani Portal which was out of HRMS System. To provide enhanced User Interface and ease of handling the grievance in the same system which is being used for all other services of employee/pensioners, Grievance Management Module has been developed in HRMS system as per approval of competent authority of Bank.

1.1 Employee/Pensioner login page:

The new Grievance Module can be accessed through HRMS portal using your log in credentials.



1.1.1 Employee/Pensioner Access Point/Tile:

Both Employee as well as Pensioners have common Tile “Sanjeevani HR Helpline” under Employee Self service



1.1.2 Registration of Grievance by Employee/Pensioner

After clicking on Tile “Sanjeevani Register Grievance” under Employee Self service, below screen will appear wherein employee/pensioner has to register Grievance. User has to select Category type and subtype of Grievance from the given drop down, input his/her grievance in

1000 characters and attach maximum 3 pdf/jpg/png files with maximum size of 500 kb each if any and use the “**Submit Grievance**” Button for registering Grievance. User has also option to change Mobile number and Email Id for this transaction only. Change of Mobile number and Email Id will not have any impact on permanent record available in HRMS system. A confirmation message in this regard will be popped up on the screen. Once, the request is registered, it will move to Level 1 Resolution Authority [Manager HR(RBO) and CM HR (AO)]. E-mail/SMS will be triggered to employee/pensioner as an acknowledgement of grievance registration and the copy of e-mail will be also triggered to Level 1 & Level 2 Resolution Authority (AGM-HR/PPG of Circle) for their alert.

PF Index	Name	Employee Group	Employee Sub Group
5150011	Atul Kudkar	Officers Cadre	Chief Gen. Manager
Branch	Region	Module	Circle
CORPORATE CENTRE, MUMBAI (03999)	00	CC ESTABLISHMENT	CAOU-II, MUMBAI(KOLK
Department	Date of Retirement	Mobile Number	Email ID
.59 Organizational Unit 1	01-11-2021	9004666134	RAHUL.WIPRO@SBI.CO.IN

Grievance Resolution Authority			
Level 1 (Manager HR - RBO)	Level 1(CM HR - AO)	Level 2 (AGM HR / PPG - Circle)	Level 3 (Corporate Team)
3999930 Rishabh Pant	90300 K Vasantha	245692 P V Raveendran	Sanjeevani CC Team

Select Category

Grievance Details

1000 characters left

Attachments
 Upload Attachment (If Any) Browse... Browse... Browse...

* File should be uploaded in .pdf, .jpg, .png format
 * File size should not exceed 500 KB

After the submission of grievance, a Success Pop-up Message containing the grievance number will appear on the screen. User should note this number for future reference purpose which can be viewed/tracked in “**My Request**” Tab. Display will be as under;

The screenshot displays the 'Register Grievance' interface. At the top, there are navigation tabs: 'Register Grievance', 'My Requests', and 'Knowledge Bank'. Below this is a user profile section with fields for PF Index (5150011), Name (Atul Kudkar), Employee Group (Officers Cadre), Employee Sub Group (Chief Gen. Manager), Branch (CORPORATE CENTRE, MUMBAI (03999)), Region (00), Module (CC ESTABLISHMENT), Circle (CAOU-II, MUMBAI(KOLK)), Department (.59 Organizational Unit 1), Date of Retirement (01-11-2021), Mobile Number (9004666134), and Email ID (RAHULWIPRO@SBI.CO.IN). A 'Grievance Resolution Authority' grid lists Level 1 (Manager HR - RBO), Level 1 (CM HR - AO), Level 2 (AGM HR / PPG - Circle), and Level 3 (Corporate Team). A success message dialog box is open, stating 'Submitted successfully with Req No.: GRI202100000081 You can further track the same in "My Request"'. Below the dialog, there is a 'Select Category' dropdown menu set to 'CDS', a 'Grievance Details' text area containing the message 'My Actual data figure is not correct for KRA Overheads', and an 'Attachments' section with 'Upload Attachment (if Any)' buttons and instructions: '* File should be uploaded in .pdf, .jpg, .png format' and '* File size should not exceed 500 KB'.

Important process flow and its timelines for employee/pensioner are as below

- ✚ This Grievance will be forwarded to Level 1 Resolution Authority [Manager HR(RBO)/CM HR (AO)] for their response.
- ✚ In case, you do not receive any response from Level 1 till 7th day of Grievance, it can be converted to Ticket on or after 8th Day of Grievance registration. Timeline will be up to 10th day from the date of Grievance registration.
- ✚ In case, you receive response from Level 1 and you are satisfied with response, you can close the Grievance and provide Feedback also.
- ✚ In case, you receive response from Level 1 but you are not satisfied, you can immediately generate Ticket which will be forwarded to Level 2 Resolution Authority [AGM-HR (Circle) for employee & AGM-PPG (Circle) for pensioner. Timeline will be 3 days from the date of response of Level 1.
- ✚ In case, you receive closure response from Level 2 and you are satisfied, you should provide Feedback also.
- ✚ In case, you receive closure response from Level 2 but you are not satisfied, you can immediately Re-open the Ticket which will be directly forwarded to Level 3 Resolution Authority (Team-Sanjeevani, Corporate Centre). Timeline for Re-open will be 7 days from the date of response of Level

1.1.1 View My Request

My Request functionality is made available as next TAB to Register Grievance. Employee/pensioner can view the status of Grievance and also make the action like Close Grievance/ Submit Feedback/Generate Ticket/Re-open Ticket once he/she clicks on the selected Grievance/Ticket.

Register Grievance

Register Grievance [My Requests](#) Knowledge Bank

PF Index 5150011	Name Atul Kudkar	Employee Group Officers Cadre	Employee Sub Group Chief Gen. Manager
Branch CORPORATE CENTRE, MUMBAI (03999)	Region 00	Module CC ESTABLISHMENT	Circle CAOU-II, MUMBAI(KOLK)
Department .59 Organizational Unit 1	Date of Retirement 01-11-2021	Mobile Number 9004666134	Email ID RAHUL.WIPRO@SBI.CO.IN

Grievance Resolution Authority

Level 1 (Manager HR - RBO) 3999930 Rishabh Pant	Level 1 (CM HR - AO) 90300 K Vasantha	Level 2 (AGM HR / PPG - Circle) 245692 P V Raveendran	Level 3 (Corporate Team) Sanjeevani CC Team
--	--	--	---

Grievance Details

Select Category

Grievance Details

1000 characters left

Attachments

Upload Attachment (If Any) Browse... Browse... Browse...

* File should be uploaded in .pdf, .jpg, .png format

* File size should not exceed 500 KB

After clicking on My Request functionality, below screen will appear for user;

Register Grievance

Register Grievance [My Requests](#) Knowledge Bank

Search by Request Number Request Status Request Submitted

Request No	Ticket No	Status	Category	Sub Category	Date Logged	Feedback
GRI20210000079		Request Submitted	CDS	DATA	10-12-2021	

Here, there are two option of filter for user. 1st option is with **Request number** and 2nd option is with **Request status** where drop down option has been made available for selection. User can select the status as per his/her requirement or select All option which will list all the request submitted by user.

Register Grievance

Register Grievance [My Requests](#) Knowledge Bank

Search by Request Number Request Status Request Submitted

Request No	Ticket No	Status	Category	Sub Category	Date	Feedback
GRI20210000079		Request Submitted	CDS	DATA	10-	

- Request Submitted
- Request Responded
- Request Closed by Employee
- Ticket Raised
- Ticket Escalated by L2
- Ticket Reassigned by CC
- Ticket Closed by L2
- Ticket Closed by CC
- Ticket On-Hold by CC
- Ticket Auto Closed
- Feedback Submitted
- Ticket Raised by CC
- Ticket Re-opened by employee
- Ticket Re-opened by CC
- All

1.1.3.1 Close Grievance/ Ticket

Employee/pensioner has privilege to close any grievance or Ticket.

Timeline for Closure of Grievance

Timeline for closure of status "Request Submitted" is 10 days.

Timeline for closure of status "Request Responded" is 3 days

Timeline for Closure of Ticket

There is no timeline for closure of Ticket. Employee/pensioner can close the ticket any time till the Ticket is closed by Level 2 or Level 3.

After the selection of Request , below screen will appear for Grievance Closure. User has to click on **Close Grievance** which will prompt the next screen wherein user has to select the proper reason for closure of Grievance.

[Req No: GRI20210000096, Status: Request Submitted](#)

Process Flow

Request Submitted

Atul Kudkar(5150011)

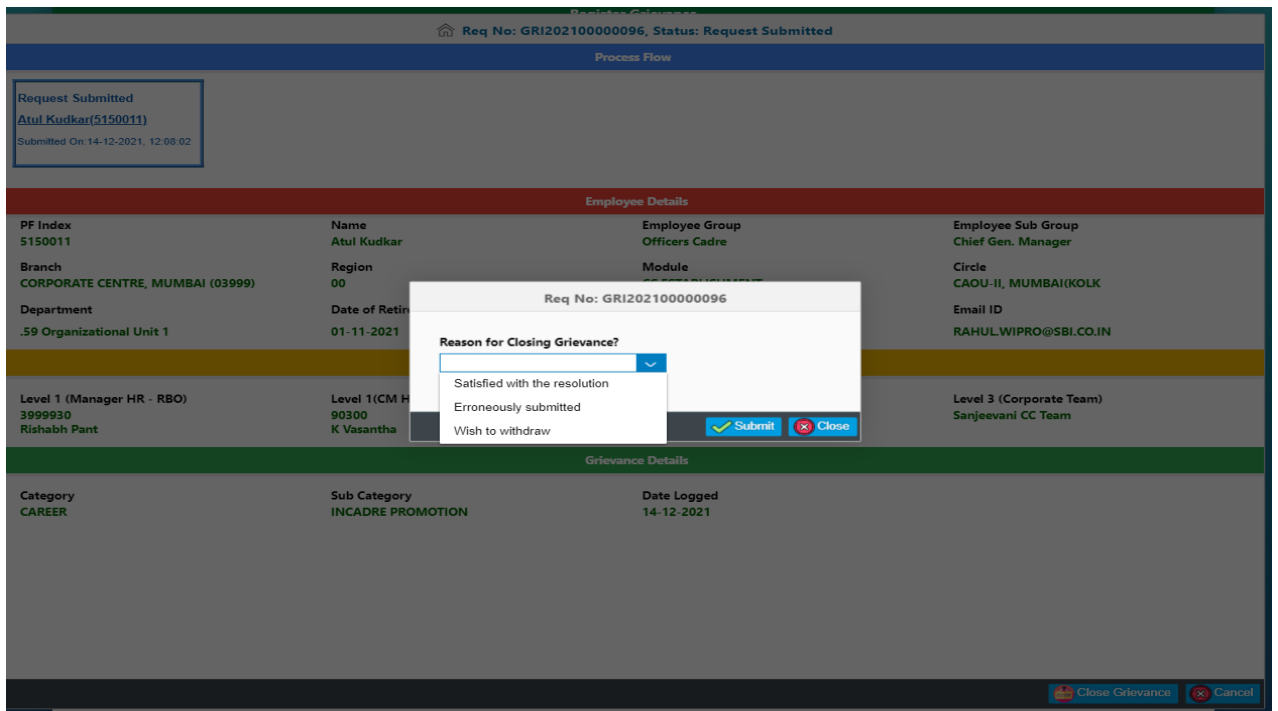
Submitted On:14-12-2021, 12:08:02

Employee Details			
PF Index 5150011	Name Atul Kudkar	Employee Group Officers Cadre	Employee Sub Group Chief Gen. Manager
Branch CORPORATE CENTRE, MUMBAI (03999)	Region 00	Module CC ESTABLISHMENT	Circle CAOU-II, MUMBAI(KOLK)
Department .59 Organizational Unit 1	Date of Retirement 01-11-2021	Mobile Number 9004666134	Email ID RAHULWIPRO@SBI.CO.IN

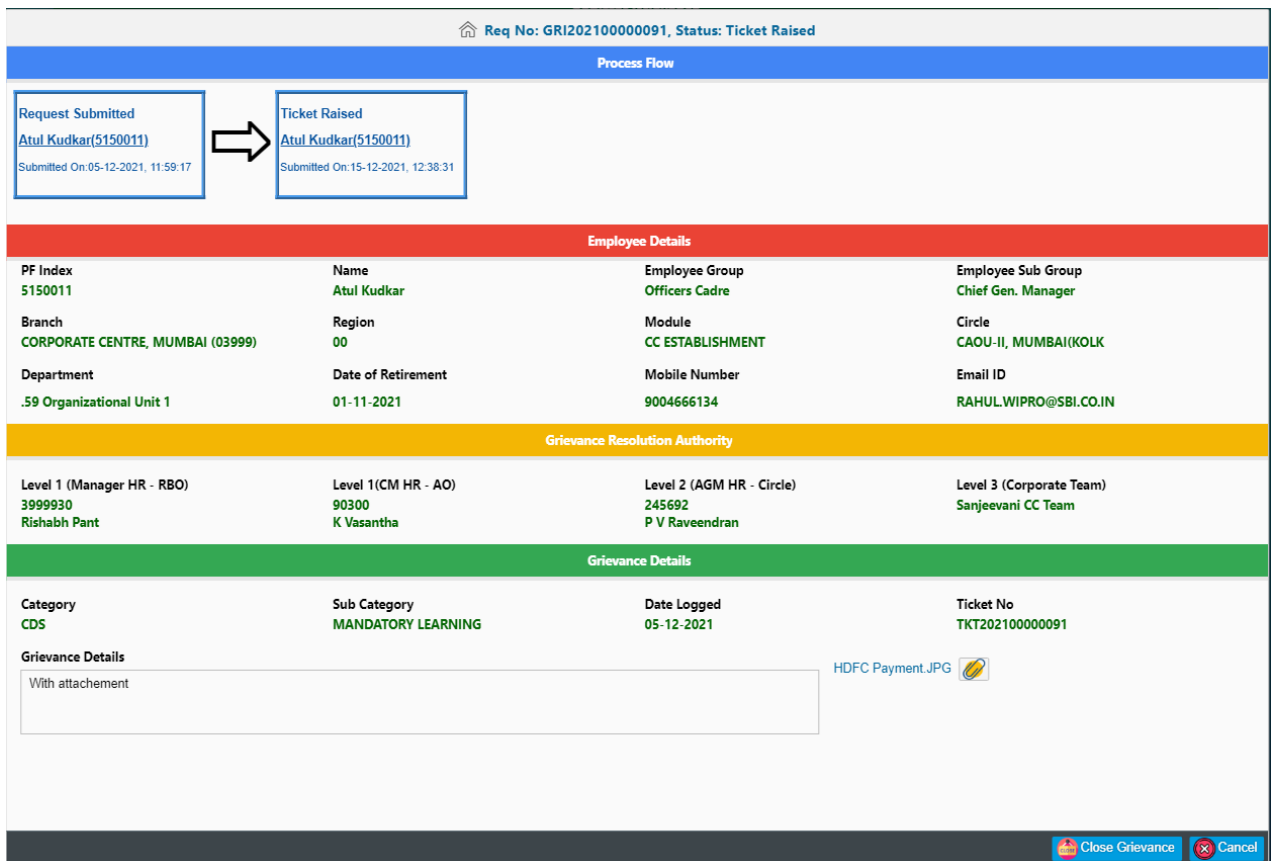
Grievance Resolution Authority			
Level 1 (Manager HR - RBO) 3999930 Rishabh Pant	Level 1(CM HR - AO) 90300 K Vasantha	Level 2 (AGM HR - Circle) 245692 P V Raveendran	Level 3 (Corporate Team) Sanjeevani CC Team

Grievance Details		
Category CAREER	Sub Category INCADRE PROMOTION	Date Logged 14-12-2021

Close Grievance Cancel



After the selection of Request, below screen will appear for Ticket Closure. User has to click on **Close Grievance** which will prompt the next screen wherein user has to select the proper reason for closure of Ticket.



Req No: GRI20210000091, Status: Ticket Raised

Process Flow

Request Submitted
Atul Kudkar(5150011)
Submitted On:05-12-2021, 11:59:17

Ticket Raised
Atul Kudkar(5150011)
Submitted On:15-12-2021, 12:38:31

Employee Details

PF Index 5150011	Name Atul Kudkar	Employee Group Officers Cadre	Employee Sub Group Chief Gen. Manager
Branch CORPORATE CENTRE, MUMBAI (03999)	Region 00	Module CORPORATE CENTRE	Circle CAOU-II, MUMBAI(KOLK)
Department .59 Organizational Unit 1	Date of Retirement 01-11-2021		Email ID RAHUL.WIPRO@SBI.CO.IN
Level 1 (Manager HR - RBO) 3999930 Rishabh Pant	Level 1 (CM HR) 90300 K Vasantha		Level 3 (Corporate Team) Sanjeevani CC Team

Reason for Closing Grievance?

- Satisfied with the resolution
- Erroneously submitted
- Wish to withdraw

Submit Close

Grievance Details

Category CDS	Sub Category MANDATORY LEARNING	Date Logged 05-12-2021	Ticket No TKT20210000091
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Grievance Details

With attachment

HDFC Payment.JPG

Close Grievance Cancel

Req No: GRI20210000091, Status: Ticket Raised

Process Flow

Request Submitted
Atul Kudkar(5150011)
Submitted On:05-12-2021, 11:59:17

Ticket Raised
Atul Kudkar(5150011)
Submitted On:15-12-2021, 12:38:31

Employee Details

PF Index 5150011	Name Atul Kudkar	Employee Group Officers Cadre	Employee Sub Group Chief Gen. Manager
Branch CORPORATE CENTRE, MUMBAI (03999)	Region 00	Module CORPORATE CENTRE	Circle CAOU-II, MUMBAI(KOLK)
Department .59 Organizational Unit 1	Date of Retirement 01-11-2021		Email ID RAHUL.WIPRO@SBI.CO.IN
Level 1 (Manager HR - RBO) 3999930 Rishabh Pant	Level 1 (CM HR) 90300 K Vasantha		Level 3 (Corporate Team) Sanjeevani CC Team

Request Closed successfully

Success

OK

Grievance Details

Category CDS	Sub Category MANDATORY LEARNING	Date Logged 05-12-2021	Ticket No TKT20210000091
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Grievance Details

With attachment

HDFC Payment.JPG

Close Grievance Cancel

1.1.3.1 Raise Ticket

In case, the Grievance registered by employee/pensioner is not responded or if responded, he/she is not satisfied with, Ticket can be raised. User has to select the grievance Request from **My Request Tab**. After clicking on the selected Request, below screen will be appear for user. While using option to Raise Ticket, User has to submit the reason for **conversion of grievance to Ticket**. Here user has to select the reason from the drop down as shown on screen shot and submit.

With this process, the registered Grievance will be converted Ticket.

Timeline for Raising Ticket

- If Grievance is not responded by Level1 Resolution Authority, employee/pensioner can raise the Ticket from 8th days to 10th day of Grievance Registration. Example : If grievance was registered on 01.12.2021, he/she can raise ticket from 8.12.2021 till 10.12.2021.
- If Grievance is reponded by Level 1, user can raise the Ticket till next 3 days from the date of response of Level 1. Example: If grievance was registered on 01.12.2021 and responded on 02.12.2021, he/she can raise ticket from 02.12.2021 till 05.12.2021. User will have 3 clear days for action.

Register Grievance						
Register Grievance	My Requests	Knowledge Bank				
Search by Request Number			Request Status		Request Submitted	
Request No	Ticket No	Status	Category	Sub Category	Date Logged	Feedback
GRI202100000105		Request Submitted	CAREER	JOB FAMILY	14-12-2021	
GRI202100000107		Request Submitted	CDS	DATA	14-12-2021	
GRI202100000092		Request Submitted	CDS	MANDATORY LEARNING	05-12-2021	
GRI202100000101		Request Submitted	CDS	SCORE	14-12-2021	
GRI202100000102		Request Submitted	CDS	SCORE	14-12-2021	
GRI202100000103		Request Submitted	CDS	SCORE	14-12-2021	
GRI202100000104		Request Submitted	HARASSMENT	OTHERS	14-12-2021	
GRI202100000109		Request Submitted	HARASSMENT	OTHERS	14-12-2021	

Req No: GRI20210000092, Status: Request Submitted

Process Flow

Request Submitted
Atul Kudkar(5150011)
Submitted On:05-12-2021, 11:59:28

Employee Details

PF Index 5150011	Name Atul Kudkar	Employee Group Officers Cadre	Employee Sub Group Chief Gen. Manager
Branch CORPORATE CENTRE, MUMBAI (03999)	Region 00	Module CC ESTABLISHMENT	Circle CAOU-II, MUMBAI(KOLK)
Department .59 Organizational Unit 1	Date of Retirement 01-11-2021	Mobile Number 9004666134	Email ID RAHULWIPRO@SBI.CO.IN

Grievance Resolution Authority

Level 1 (Manager HR - RBO) 3999930 Rishabh Pant	Level 1(CM HR - AO) 90300 K Vasantha	Level 2 (AGM HR - Circle) 245692 P V Raveendran	Level 3 (Corporate Team) Sanjeevani CC Team
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Grievance Details

Category CDS	Sub Category MANDATORY LEARNING	Date Logged 05-12-2021
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Grievance Details

With attachment HDFC Payment.JPG

Raise Ticket
 Close Grievance
 Cancel

Req No: GRI20210000092, Status: Request Submitted

Process Flow

Request Submitted
Atul Kudkar(5150011)
Submitted On:05-12-2021, 11:59:28

Employee Details

PF Index 5150011	Name Atul Kudkar	Employee Group Officers Cadre	Employee Sub Group Chief Gen. Manager
Branch CORPORATE CENTRE, MUMBAI (03999)	Region 00	Module CC ESTABLISHMENT	Circle CAOU-II, MUMBAI(KOLK)
Department .59 Organizational Unit 1	Date of Retirement 01-11-2021	Mobile Number 9004666134	Email ID RAHULWIPRO@SBI.CO.IN

Grievance Resolution Authority

Level 1 (Manager HR - RBO) 3999930 Rishabh Pant	Level 1(CM HR - AO) 90300 K Vasantha	Level 2 (AGM HR - Circle) 245692 P V Raveendran	Level 3 (Corporate Team) Sanjeevani CC Team
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Grievance Details

Category CDS	Sub Category MANDATORY LEARNING	Date Logged 05-12-2021
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Grievance Details

With attachment HDFC Payment.JPG

Req No: GRI20210000092

Reason for Raising Ticket?

Not resolved by concerned

Not responded by concerned

Partial resolution

Close

Raise Ticket
 Close Grievance
 Cancel

Req No: GRI20210000092, Status: Request Submitted

Process Flow

Request Submitted
Atul Kudkar(5150011)
Submitted On 05-12-2021, 11:59:28

Employee Details

PF Index 5150011	Name Atul Kudkar	Employee Group Officers Cadre	Employee Sub Group Chief Gen. Manager
Branch CORPORATE CENTRE, MUMBAI (03999)	Region 00	Module CAREER DEVELOPMENT	Circle CAOU-II, MUMBAI(KOLK)
Department .59 Organizational Unit 1	Date of Retirement 01-11-2021		Email ID RAHULWIPRO@SBI.CO.IN
Level 1 (Manager HR - RBO) 3999930 Rishabh Pant	Level 1 (CM HR - AC) 90300 K Vasantha		Level 3 (Corporate Team) Sanjeevani CC Team

Success

Ticket Raised successfully with Ticket No: TKT20210000092

Grievance Details

Category CDS	Sub Category MANDATORY LEARNING	Date Logged 05-12-2021
-----------------	------------------------------------	---------------------------

Grievance Details

With attachment

HDFC Payment.JPG

Submit Feedback

Close Grievance

Cancel

1.1.3.2 Re-open Ticket

In case, the Ticket raised by employee/pensioner is closed by Level 2 but employee/pensioner is not satisfied with, Ticket can be Re-opened. User has to select the Request from **My Request Tab**. Ticket Closed by Level 3 Resolution can not be Re-opened.

Timeline for Re-opening Ticket

- 7 days from the date of closure by Level 2. Example : If Ticket was closed on 01.12.2021, he/she can Re-open ticket from 8.12.2021 till 14.12.2021.
- Ticket can be re-opened only once in entire process.

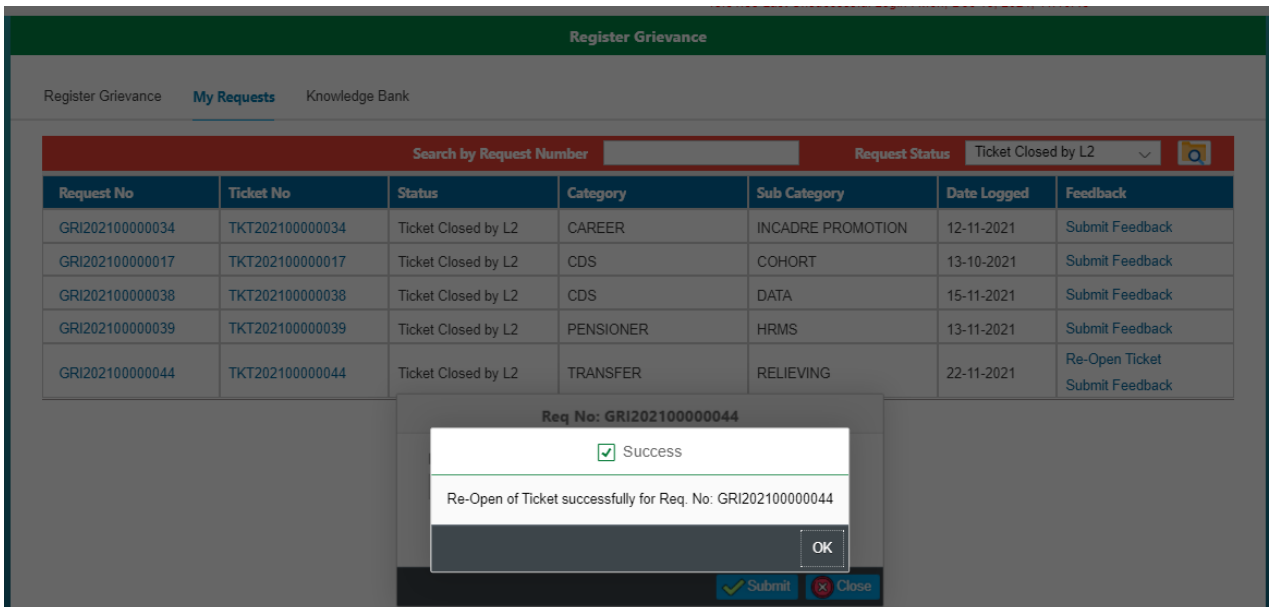
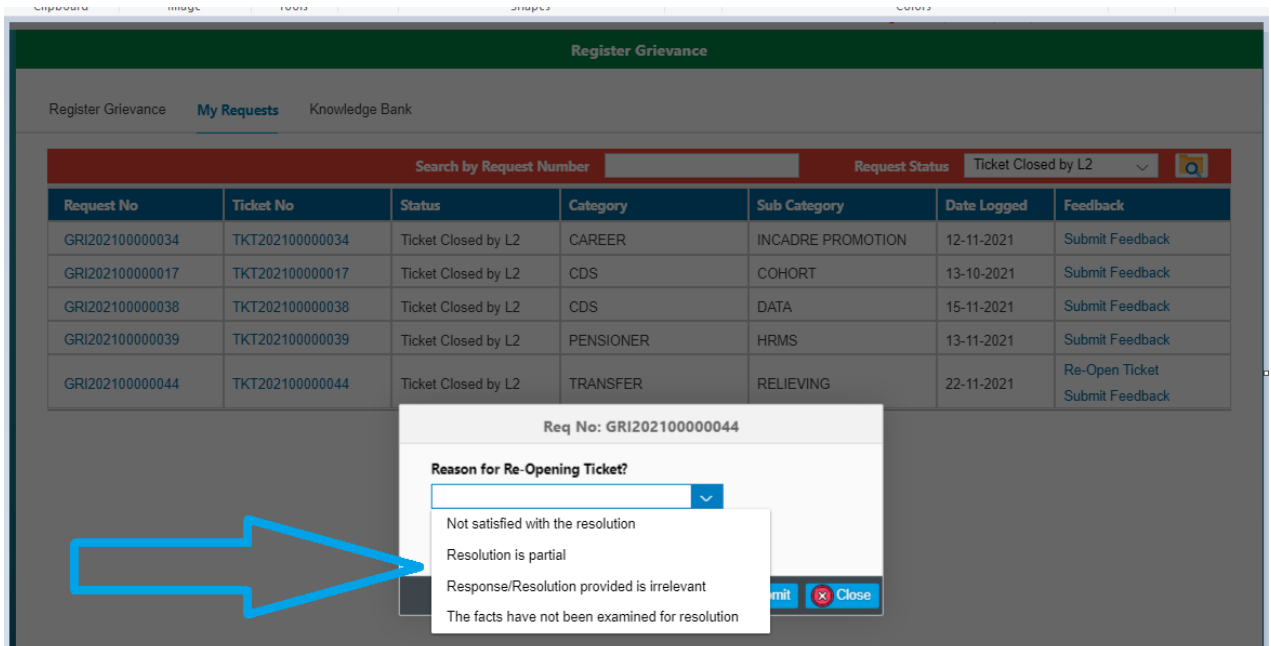
Register Grievance

Register Grievance **My Requests** Knowledge Bank

Search by Request Number Request Status Ticket Closed by L2

Request No	Ticket No	Status	Category	Sub Category	Date Logged	Feedback
GRI20210000034	TKT20210000034	Ticket Closed by L2	CAREER	INCADRE PROMOTION	12-11-2021	Submit Feedback
GRI20210000017	TKT20210000017	Ticket Closed by L2	CDS	COHORT	13-10-2021	Submit Feedback
GRI20210000038	TKT20210000038	Ticket Closed by L2	CDS	DATA	15-11-2021	Submit Feedback
GRI20210000039	TKT20210000039	Ticket Closed by L2	PENSIONER	HRMS	13-11-2021	Submit Feedback
GRI20210000044	TKT20210000044	Ticket Closed by L2	TRANSFER	RELIEVING	22-11-2021	Re-Open Ticket Submit Feedback

After clicking on the selected Request, below screen will be appear for user. While using option to Re-open Ticket, User has to submit the reason for Re-opening of Ticket. Here user has to select the reason from the drop down as shown on screen shot and submit.



1.1.3.3 Submit Feedback

If any Ticket is closed by Level 2 or Level 3 or by Self, employee/pensioners has to submit his/her feedback. User has to select the Request from **My Request Tab** as shown in below screen shot;

Register Grievance						
Register Grievance	My Requests	Knowledge Bank	Search by Request Number <input type="text"/>		Request Status	All
Request No	Ticket No	Status	Category	Sub Category	Date Logged	Feedback
GRI20210000002		Request Closed by Employee	CDS	DATA	15-12-2021	Submit Feedback
GRI20210000003	TKT20210000003	Feedback Submitted	CDS	DATA	15-12-2021	View Feedback
GRI20210000005		Request Submitted	CDS	SCORE	15-12-2021	
GRI20210000009	TKT20210000009	Ticket Reassigned by CC	HARASSMENT	OTHERS	15-12-2021	
GRI20210000010		Request Submitted	STAFF MATTERS	SALARY	15-12-2021	

After clicking on Submit Feedback, user will get below screen wherein user has to rate the resolution of grievance provided by Level 2 or Level 3 Resolution Authority which will be converted into STARS.

Register Grievance						
Register Grievance	My Requests	Knowledge Bank	Search by Request Number <input type="text"/>		Request Status	All
Request No	Ticket No	Status	Category	Sub Category	Date Logged	Feedback
GRI20210000002		Request Closed by Employee	CDS	DATA	15-12-2021	Submit Feedback
GRI20210000003	TKT20210000003				15-12-2021	View Feedback
GRI20210000005					15-12-2021	
GRI20210000009	TKT20210000009				15-12-2021	
GRI20210000010					15-12-2021	
GRI20210000004					11-12-2021	Submit Feedback
GRI20210000007					15-12-2021	View Feedback
GRI20210000006	TKT20210000006				05-12-2021	View Feedback
GRI20210000008					15-12-2021	

Overall feedback for Req No: GRI20210000002

How would you rate resolution of your query?

Register Grievance						
Register Grievance	My Requests	Knowledge Bank	Search by Request Number <input type="text"/>		Request Status	All
Request No	Ticket No	Status	Category	Sub Category	Date Logged	Feedback
GRI20210000002		Request Closed by Employee	CDS	DATA	15-12-2021	Submit Feedback
GRI20210000003	TKT20210000003				15-12-2021	View Feedback
GRI20210000005					15-12-2021	
GRI20210000009	TKT20210000009				15-12-2021	
GRI20210000010					15-12-2021	
GRI20210000004					11-12-2021	Submit Feedback
GRI20210000007					15-12-2021	View Feedback
GRI20210000006	TKT20210000006				05-12-2021	View Feedback
GRI20210000008					15-12-2021	

Overall feedback for Req No: GRI20210000002

How would you rate resolution of your query?

★★★★★

Comments

Excellent and prompt

1.1.3.4 Know the Process Flow

Grievance/Ticket with every status will have complete process flow on the top of screen as below. User can know the complete details of process i.e Name & PF ID of authority, Date and time of response and present status of grievance,

Req No: GRI20210000042, Status: Ticket Closed by CC

Process Flow

```

    graph LR
      A[Request Submitted  
Atul Kudkar(5150011)  
Submitted On:22-11-2021, 12:56:03] --> B[Ticket Raised  
Atul Kudkar(5150011)  
Submitted On:01-12-2021, 16:42:43]
      B --> C[Ticket Escalated by L2  
Kumar Mahesh(3999992)  
Submitted On:01-12-2021, 17:07:57]
      C --> D[Ticket Reassigned by CC  
Viswanath Lakshmi(5872170)  
Submitted On:03-12-2021, 09:52:03]
      D --> E[Ticket Closed]
    
```

Employee Details

PF Index 5150011	Name Atul Kudkar	Employee Group Officers Cadre	Employee Sub Group Chief Gen. Manager
Branch CORPORATE CENTRE, MUMBAI (03999)	Region 00	Module CC ESTABLISHMENT	Circle CAOU-II, MUMBAI(KOLK)
Department	Date of Retirement 01-11-2021	Mobile Number 9004666134	Email ID RAHUL.WIPRO@SBI.CO.IN
Taxation			

Grievance Resolution Authority

Level 1 (Manager HR - RBO) 3999930 Rishabh Pant	Level 1 (CM HR - AO) 90300 K Vasantha	Level 2 (AGM HR - Circle) 245692 P V Raveendran	Level 3 (Corporate Team) Sanjeevani CC Team
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Grievance Details

Category CDS	Sub Category COHORT	Date Logged 22-11-2021	Ticket No TKT20210000042
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Grievance Details

Request Raised on 22.11.2021

AGM HR Response

AGM HR Response_01.12.2021 [test_abap.pdf](#)

1.1.4 Knowledge Bank

A knowledge Bank is available for the service users wherein user can find help documents like User Manual, Circulars, Instructions etc.

Register Grievance

Register Grievance My Requests **Knowledge Bank**

HRMS Integration with ePay.pdf

SAP Note_721791_E_20210618.pdf

CDS KRA Creation Enhancements - FS.pdf

User Manual_Grievance Module.pdf

2. Grievance Resolution Authority

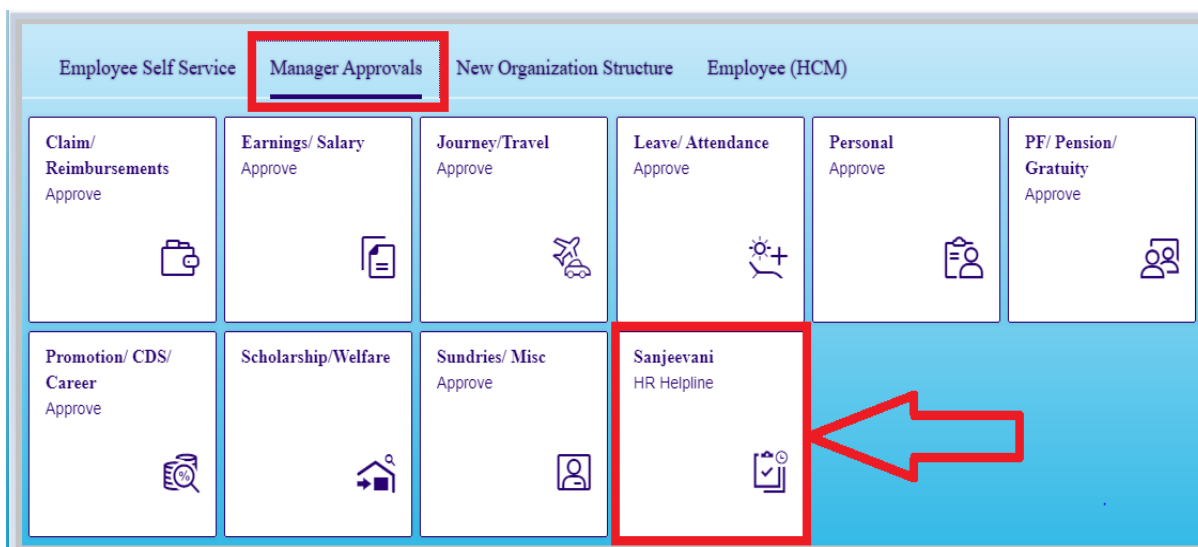
This module has three Level Resolution Authority. Manager HR(RBO) and CM HR (AO) are placed at Level 1 who can only input response against the grievance up to 7 days from the date of registration of Grievance. Level 1 can not close the grievance or ticket of employee/pensioner.

AGM HR/PPG of Circle has been placed on Level 2 for the resolution of Ticket raised by employee/pensioner. He can close the ticket up to 7 days from the date of ticket raised or he can also escalate the issue to Level 3 if he/she finds that issue is out of his/her purview or issue pertains to other Circle.

Team Sanjeevani, Corporate Centre will be Resolution Authority of Level 3 who can close the issue escalated by Level 2, Hold any ticket for the time being and Re-open any closed ticket. Further Level 3 Authority can close the ticket irrespective of Level.

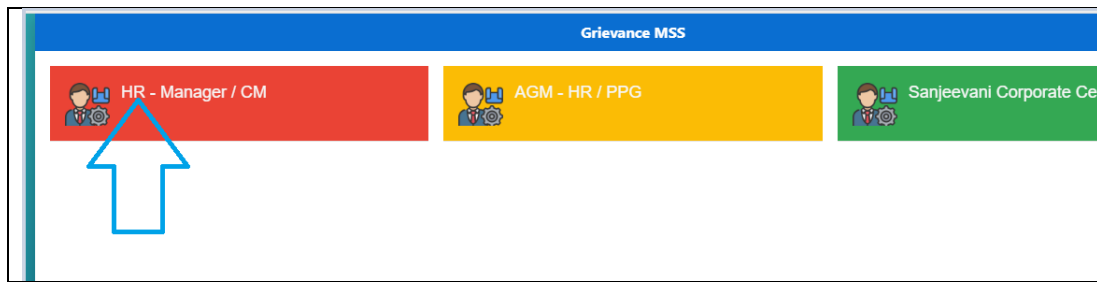
2.1 Resolution Authority Access Point/Tile:

All the Resolution Authorities (Level 1, 2 &3) have common access point/Tile “ Sanjeevani HR Helpline Approve” under Manager Approvals.

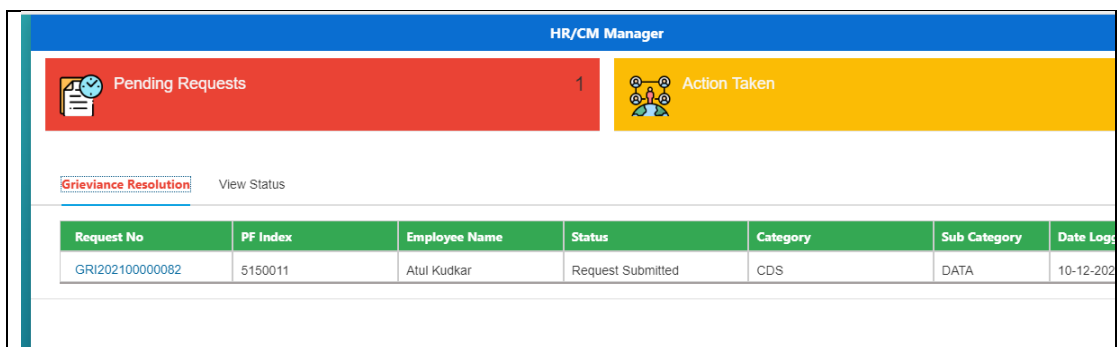


2.1.1 Resolution of Grievances at Level 1

After clicking on Sanjeevani Grievance Resolution, Resolution authority will get the below screen for selection. The icon **HR-Manager / CM** has to be clicked for attending grievances at Level 1.



Once the user clicks on **HR-Manager / CM** , main resolution screen will appear before the Resolution Authority for action. Here user will find two tab namely “ Grievance Resolution” & “View Status”.



The grievances which need to be responded, will appear under “ Grievance Resolution” and count of such grievances will be appear as Pending Request and list of grievance where action timeline is over or wherein no action needs to be taken, will appear under “View Status”.

Here, user has to click on the request number which he/she wants to respond. After the click on request number, below screen will appear wherein he/she can submit/input his/her response in maximum 1000 characters and attach 1 pdf/jpg/png file with maximum size of 500 kb.

Req No: GRI20210000082, Status: Request Submitted

Employee Details			
PF Index 5150011	Name Atul Kudkar	Employee Group Officers Cadre	Employee Sub Group Chief Gen. Manager
Branch CORPORATE CENTRE, MUMBAI (03999)	Region 00	Module CC ESTABLISHMENT	Circle CAOU-II, MUMBAI(KOLK)
Department .59 Organizational Unit 1	Date of Retirement 01-11-2021	Mobile Number 9004666134	Email ID RAHUL.WIPRO@SBI.CO.IN

Grievance Details		
Category CDS	Sub Category DATA	Date Logged 10-12-2021
Grievance Details My actual data is not correct for the month of Oct 2021 against KRA Overheads		
Managaer HR/CM Hr Response <input type="text"/>		
1000 characters left		

Attachments

Upload Attachment

* File should be uploaded in .pdf, .jpg, .png format

* File size should not exceed 500 KB

Once, the user click on **Submit Response**, successful message will be displayed as under and request number will move to next tab "View Status".

Req No: GRI20210000082, Status: Request Submitted

Employee Details			
PF Index 5150011	Name Atul Kudkar	Employee Group Officers Cadre	Employee Sub Group Chief Gen. Manager
Branch CORPORATE CENTRE, MUMBAI (03999)	Region 00	Module CC ESTABLISHMENT	Circle CAOU-II, MUMBAI(KOLK)
Department .59 Organizational Unit 1	Date of Retirement 01-11-2021	Mobile Number 9004666134	Email ID RAHUL.WIPRO@SBI.CO.IN

Grievance Details		
Category CDS	Sub Category DATA	Date Logged
Grievance Details My actual data is not correct for the month of Oct 2021 ag		
Managaer HR/CM Hr Response We will examine		
985 characters left		
Managaer HR/CM Hr Response We will examine		

Attachments

Upload Attachment

✔ Success

Response submitted successfully for Req. No: GRI20210000082

2.1.2 View Status of Grievances at Level 1

All the request where action timeline is over for Level 1 Resolution Authorities or wherein no action needs to be taken, will appear under “View Status”. After clicking on “View Status” tab, the below screen will appear before the user where 4 types of filter option have been provided for selection. User can search the request/grievance/ticket by input Request Logged date or PF Number or request number or selecting the specific Request status.

The screenshot shows the HR/CM Manager interface with the following components:

- HR/CM Manager** (Page Header)
- Pending Requests** (1) and **Action Taken** (1) (Navigation tabs)
- Grievance Resolution** (Section Header) with a **View Status** link.
- Search Filters:**
 - Search by Request Logged Date:** From Date... To Date...
 - Search by PF-Index:** [Input Field]
 - Search by Request Number:** [Input Field]
 - Request Status:** All (Dropdown menu is open showing options: Request Responded, Request Closed by Employee, Ticket Raised, Ticket Escalated by L2, Ticket Reassigned by CC, Ticket Closed by L2, Ticket Closed by CC, Ticket On-Hold by CC, Ticket Auto Closed, Feedback Submitted, Request Raised by CC, Ticket Re-opened by employee, Ticket Re-opened by CC, All)
- Table:**

Request No	PF Index	Employee Name	Status	Sub Category	Date Logged
GRI20210000082	5150011	Atul Kudkar	Request	DATA	10-12-2021
GRI20210000081	5150011	Atul Kudkar	Ticket A	DATA	10-12-2021
GRI20210000080	5150011	Atul Kudkar	Ticket A	OTHERS	10-12-2021
GRI20210000079	5150011	Atul Kudkar	Ticket A	DATA	01-12-2021
GRI20210000078	5150011	Atul Kudkar	Request	INCADRE PROMOTION	09-12-2021
GRI20210000077	5150011	Atul Kudkar	Ticket A	COHORT	08-12-2021
GRI20210000076	5150011	Atul Kudkar	Request	DATA	08-12-2021
GRI20210000075	5150011	Atul Kudkar	Ticket A	COHORT	07-12-2021
GRI20210000074	5150011	Atul Kudkar	Ticket A	COHORT	07-12-2021
GRI20210000072	5150011	Atul Kudkar	Ticket A	OTHERS	07-12-2021
GRI20210000071	5150011	Atul Kudkar	Ticket A	OTHERS	07-12-2021
GRI20210000070	5150011	Atul Kudkar	Request Raised by CC	CDS	06-12-2021

After selection of request/grievance, if he/she clicks on the request number screen will appear as below with complete process flow/journey of grievance.

Req No: GRI20210000039, Status: Ticket Closed by L2

Process Flow

Request Submitted
Atul Kudkar(5150011)
Submitted On:13-11-2021, 12:50:08

➡

Ticket Raised
Atul Kudkar(5150011)
Submitted On:22-11-2021, 13:24:10

➡

Ticket Escalated by L2
SBI Chairman(3999992)
Submitted On:22-11-2021, 13:25:46

➡

Ticket Reassigned by CC
Viswanath Lakshmi(5872170)
Submitted On:22-11-2021, 13:27:08

➡

Ticket
SBI Ch
Submitt

Employee Details

PF Index 5150011	Name ATUL KUDKAR	Employee Group Officers Cadre	Employee Sub Group Chief Gen. Manager
Branch CORPORATE CENTRE, MUMBAI (03999)	Region 00	Module CC ESTABLISHMENT	Circle CAOU-II, MUMBAI(KOLK
Department .59 ORGANIZATIONAL UNIT 1	Date of Retirement 01-11-2021	Mobile Number 9004666134	Email ID RAHUL.WIPRO@SBI.CO.IN

Grievance Details

Category PENSIONER	Sub Category HRMS	Date Logged 13-11-2021	Ticket No TKT20210000039
------------------------------	-----------------------------	----------------------------------	------------------------------------

Grievance Details

EPPiGMS is a customised portal of EPFO with an aim to redress grievances for the services provided by EPFO. Grievances can be lodged at any place and will land in concerned office to which the grievances pertain. Grievances can be sent to Head office at New Delhi or to the field offices now 135 across the country.

[UAN_Sonu_Paste.pdf](#)

AGM HR Response

Incorrect Ticket

✖ Cancel

Req No: GRI20210000039, Status: Ticket Closed by L2

Process Flow

Request Submitted
Atul Kudkar(5150011)
Submitted On:13-11-2021, 12:50:08

➡

Ticket Raised
Atul Kudkar(5150011)
Submitted On:22-11-2021, 13:24:10

➡

Ticket Escalated by L2
SBI Chairman(3999992)
Submitted On:22-11-2021, 13:25:46

➡

Ticket Reassigned by CC
Viswanath Lakshmi(5872170)
Submitted On:22-11-2021, 13:27:08

➡

Ticket
SBI Ch
Submitt

Employee Details

PF Index 5150011	Name ATUL KUDKAR	Employee Group Officers Cadre	Employee Sub Group Chief Gen. Manager
Branch CORPORATE CENTRE, MUMBAI (03999)	Region 00	Module CC ESTABLISHMENT	Circle CAOU-II, MUMBAI(KOLK
Department .59 ORGANIZATIONAL UNIT 1	Date of Retirement 01-11-2021	Mobile Number 9004666134	Email ID RAHUL.WIPRO@SBI.CO.IN

Grievance Details

Category PENSIONER	Sub Category HRMS	Date Logged 13-11-2021	Ticket No TKT20210000039
------------------------------	-----------------------------	----------------------------------	------------------------------------

Grievance Details

EPPiGMS is a customised portal of EPFO with an aim to redress grievances for the services provided by EPFO. Grievances can be lodged at any place and will land in concerned office to which the grievances pertain. Grievances can be sent to Head office at New Delhi or to the field offices now 135 across the country.

[UAN_Sonu_Paste.pdf](#)

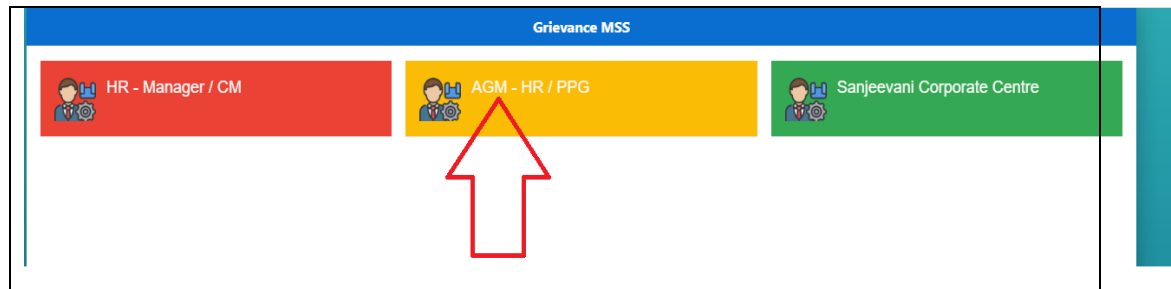
AGM HR Response

Incorrect Ticket

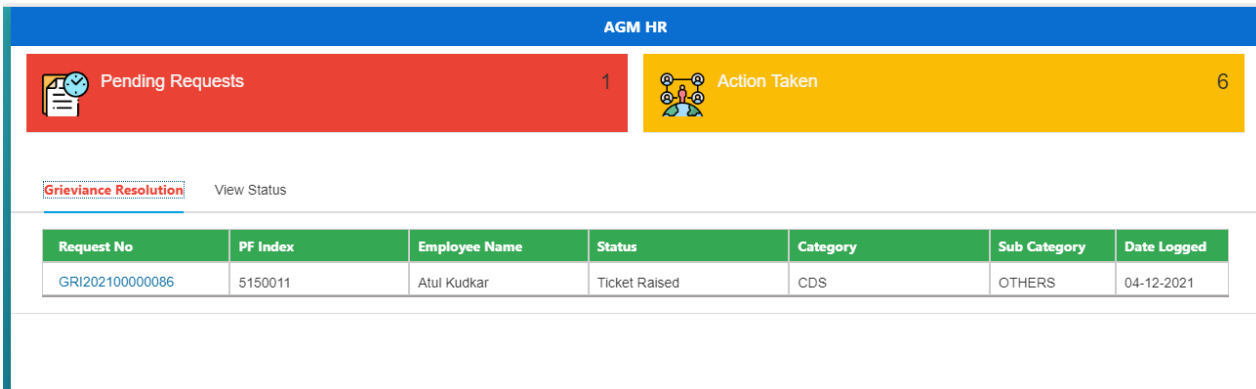
✖ Cancel

2.2.1 Resolution of Grievances at Level 2

After clicking on Sanjeevani Grievance Resolution, Resolution authority will get the below screen for selection. AGM-HR is Resolution Authority for employee and for pensioner AGM-PPG is Level 2 Resolution Authority. Whenever, grievance of employee/pensioner is not responded by L1 within the stipulated timeline or if responded, employee/pensioner is not satisfied with response, he/she may use his/her privilege to generate Ticket against the grievance within the timeline. Such generated Ticket moves directly to Level 2 Resolution Authority. The icon **AGM-HR / PPG** has to be clicked for attending grievances at Level 2.



Once the user clicks on **AGM-HR / PPG**, main resolution screen will appear before the Resolution Authority for action. Here user will find two tabs namely “Grievance Resolution” & “View Status”.



Request No	PF Index	Employee Name	Status	Category	Sub Category	Date Logged
GRI20210000086	5150011	Atul Kudkar	Ticket Raised	CDS	OTHERS	04-12-2021

The grievances which need to be responded, will appear under “Grievance Resolution” and count of such grievances will be appear as Pending Request and list of grievance where action timeline is over or wherein no action needs to be taken, will appear under “View Status”.

Here, user has to click on the request number which he/she wants to respond. Resolution Authority at Level 2 has two option. Either he/she can Resolve the Ticket or Escalate the ticket to Corporate centre for resolution. Both options are available as type of Action which he/she can select from drop down. After the selection of correction choice of Action, remark of resolution authority has to be submitted in AGM-HR/PPG response in maximum 1000 characters and 1 pdf/jpg/png file with maximum size of 500 kb can also be uploaded. Upload of file is optional. Screen and steps are same for both action “Resolve Ticket” & “Escalate to CC”.

Req No: GRI20210000086, Status: Ticket Raised

Process Flow

Request Submitted
Atul Kudkar(5150011)
Submitted On:04-12-2021, 12:06:34

➔

Ticket Raised
Atul Kudkar(5150011)
Submitted On:13-12-2021, 12:14:57

Employee Details			
PF Index 5150011	Name Atul Kudkar	Employee Group Officers Cadre	Employee Sub Group Chief Gen. Manager
Branch CORPORATE CENTRE, MUMBAI (03999)	Region 00	Module CC ESTABLISHMENT	Circle CAOU-II, MUMBAI(KOLK)
Department .59 Organizational Unit 1	Date of Retirement 01-11-2021	Mobile Number 9004666134	Email ID RAHUL.WIPRO@SBI.CO.IN

Grievance Details			
Category CDS	Sub Category OTHERS	Date Logged 04-12-2021	Ticket No TKT20210000086
Grievance Details <input type="text" value="My cohort is not correct"/>			
AGM HR Response <input type="text"/>			
1000 characters left			
*Action <div style="border: 1px solid #ccc; padding: 2px;"> Resolve Ticket </div> <div style="border: 1px solid #ccc; padding: 2px; margin-top: 1px;"> Resolve Ticket </div> <div style="border: 1px solid #ccc; padding: 2px; margin-top: 1px;"> Escalate to CC </div>			
Attachments			
Upload Attachment		<input type="text"/>	<input type="button" value="Browse..."/>
<div style="font-size: 0.8em; color: #4f81bd;"> <p>* File should be uploaded in .pdf, .jpg, .png format</p> <p>* File size should not exceed 500 KB</p> </div>			
			<input type="button" value="Submit"/> <input type="button" value="Cancel"/>

AGM HR

Req No: GRI20210000086, Status: Ticket Raised

Employee Details			
PF Index 5150011	Name Atul Kudkar	Employee Group Officers Cadre	Employee Sub Group Chief Gen. Manager
Branch CORPORATE CENTRE, MUMBAI (03999)	Region 00	Module CC ESTABLISHMENT	Circle CAOU-II, MUMBAI(KOLK)
Department .59 Organizational Unit 1	Date of Retirement 01-11-2021	Mobile Number 9004666134	Email ID RAHUL.WIPRO@SBI.CO.IN

Grievance Details			
Category CDS	Sub Category OTHERS	Date Logged 04-12-2021	Ticket No TKT20210000086
Grievance Details <input type="text" value="My cohort is not correct"/>			
AGM HR Response <input type="text" value="Cohort is as per Role and Employee Group"/>			
960 characters left			
AGM HR Response <input type="text" value="Cohort is as per Role and Employee Group"/>			
*Action <div style="border: 1px solid #ccc; padding: 2px;"> Resolve Ticket </div>			
Attachments			
Upload Attachment		<input type="text" value="USER MANUAL_BIO-DATA.1"/>	<input type="button" value="Browse..."/>
<div style="font-size: 0.8em; color: #4f81bd;"> <p>* File should be uploaded in .pdf, .jpg, .png format</p> <p>* File size should not exceed 500 KB</p> </div>			
			<input type="button" value="Submit"/> <input type="button" value="Cancel"/>

Information

Are you sure you want to submit response?

AGM HR
Req No: GRI20210000086, Status: Ticket Raised

Employee Details			
PF Index 5150011	Name Atul Kudkar	Employee Group Officers Cadre	Employee Sub Group Chief Gen. Manager
Branch CORPORATE CENTRE, MUMBAI (03999)	Region 00	Module CC ESTABLISHMENT	Circle CAOU-II, MUMBAI(KOLK)
Department .59 Organizational Unit 1	Date of Retirement 01-11-2021	Mobile Number 9004666134	Email ID RAHUL.WIPRO@SBI.CO.IN

Grievance Details			
Category CDS	Sub Category OTHERS	Date Logged 04-12-2021	Ticket No TKT20210000086

Grievance Details

My cohort is not correct

✔ Success

AGM HR Response

Your Cohort is as per your Role and ESG

Response submitted successfully for Req. No: GRI20210000086

OK

961 characters left

AGM HR Response

Your Cohort is as per your Role and ESG

***Action**

Resolve Ticket

Attachments

Upload Attachment

* File should be uploaded in .pdf, .jpg, .png format

* File size should not exceed 500 KB

2.2.2 View Status of Grievances at Level 2

All the request where action timeline is over for Level 2 Resolution Authorities or wherein no action needs to be taken, will appear under "View Status". After clicking on "View Status" tab, the below screen will appear before the user where 4 types of filter option have been provided for selection. User can search the request/grievance/ticket by input Request Logged date or PF Number or request number or selecting the specific Request status.

AGM HR

Pending Requests 0
 Action Taken 7

Grievance Resolution [View Status](#)

Search by Request Logged Date

From Date... To To Date...

Search by PF-Index

Search by Request Number

Request Status

All

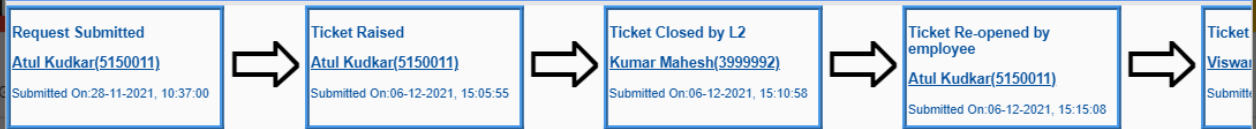
- Request Submitted
- Request Responded
- Request Closed by Employee
- Ticket Escalated by L2
- Ticket Closed by L2
- Ticket Closed by CC
- Ticket On-Hold by CC
- Ticket Auto Closed
- Feedback Submitted
- Request Raised by CC
- Ticket Re-opened by employee
- All

Request No	PF Index	Employee Name	Status		Sub Category	Date Logged
GRI20210000041	5150011	Atul Kudkar	Ticket A			22-11-2021
GRI20210000047	5150011	Atul Kudkar	Request			30-11-2021
GRI20210000054	5150011	Atul Kudkar	Request			03-12-2021
GRI20210000034	5150011	Atul Kudkar	Ticket C		INCADRE PROMOTION	12-11-2021
GRI20210000045	5150011	Atul Kudkar	Request		INCADRE PROMOTION	22-11-2021
GRI20210000078	5150011	Atul Kudkar	Request		INCADRE PROMOTION	09-12-2021
GRI20210000065	5150011	Atul Kudkar	Ticket C		JOB FAMILY	27-11-2021
GRI20210000031	5150011	Atul Kudkar	Feedback		PROMOTION	26-10-2021
GRI20210000056	5150011	Atul Kudkar	Request Raised by CC	CAREER	PROMOTION	03-12-2021
GRI20210000055	5150011	Atul Kudkar	Request Raised by CC	CAREER	TRAINING	03-12-2021
GRI20210000017	5150011	Atul Kudkar	Ticket Closed by L2	CDS	COHORT	13-10-2021
GRI20210000013	5150011	Atul Kudkar	Feedback Submitted	CDS	COHORT	13-10-2021
GRI20210000021	5150011	Atul Kudkar	Request Closed by Employee	CDS	COHORT	19-10-2021
GRI20210000035	5150011	Atul Kudkar	Request Closed by Employee	CDS	COHORT	12-11-2021
GRI20210000063	5150011	Atul Kudkar	Request Closed by Employee	CDS	COHORT	16-11-2021
GRI20210000070	5150011	Atul Kudkar	Request Raised by CC	CDS	COHORT	06-12-2021
GRI20210000075	5150011	Atul Kudkar	Ticket Auto Closed	CDS	COHORT	07-12-2021
GRI20210000074	5150011	Atul Kudkar	Ticket Auto Closed	CDS	COHORT	07-12-2021
GRI20210000077	5150011	Atul Kudkar	Ticket Auto Closed	CDS	COHORT	08-12-2021

[Back](#)

After selection of request/grievance, if he/she clicks on the request number screen will appear as below with complete process flow/journey of grievance.

Process Flow



Employee Details

PF Index 5150011	Name Atul Kudkar	Employee Group Officers Cadre	Employee Sub Group Chief Gen. Manager
Branch CORPORATE CENTRE, MUMBAI (03999)	Region 00	Module CC ESTABLISHMENT	Circle CAOU-II, MUMBAI(KOLK
Department .59 Organizational Unit 1	Date of Retirement 01-11-2021	Mobile Number 9004666134	Email ID RAHUL.WIPRO@SBI.CO.IN

Grievance Details

Category TRANSFER	Sub Category RELIEVING	Date Logged 28-11-2021	Ticket No TKT20210000066
-----------------------------	----------------------------------	----------------------------------	------------------------------------

Grievance Details

I am not getting relieved

NA.pdf

AGM HR Response

WILL BE RELIEVED 07.12.2021

Sanjeevani Corporate Centre Response

CLOSED

NA.pdf

Cancel

Req No: GRI20210000066, Status: Ticket Closed by CC

Process Flow

Ticket Raised
Atul Kudkar(5150011)
Submitted On:06-12-2021, 15:05:55

Ticket Closed by L2
Kumar Mahesh(3999992)
Submitted On:06-12-2021, 15:10:58

Ticket Re-opened by employee
Atul Kudkar(5150011)
Submitted On:06-12-2021, 15:15:08

Ticket Closed by CC
Viswanath Lakshmi(5872170)
Submitted On:06-12-2021, 15:17:32

Employee Details

PF Index 5150011	Name Atul Kudkar	Employee Group Officers Cadre	Employee Sub Group Chief Gen. Manager
Branch CORPORATE CENTRE, MUMBAI (03999)	Region 00	Module CC ESTABLISHMENT	Circle CAOU-II, MUMBAI(KOLK)
Department .59 Organizational Unit 1	Date of Retirement 01-11-2021	Mobile Number 9004666134	Email ID RAHUL.WIPRO@SBI.CO.IN

Grievance Details

Category TRANSFER	Sub Category RELIEVING	Date Logged 28-11-2021	Ticket No TKT20210000066
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Grievance Details
I am not getting relieved NA.pdf

AGM HR Response
WILL BE RELIEVED 07.12.2021

Sanjeevani Corporate Centre Response
CLOSED NA.pdf

Cancel

2.3.1 Resolution of Grievances at Level 3

After clicking on Sanjeevani Grievance Resolution, Resolution authority will get the below screen for selection. Whenever, Ticket of employee/pensioner is not responded by L2 within the stipulated timeline or if responded, employee/pensioner is not satisfied with response, he/she has used his/her privilege to Re-open Ticket within the timeline or L2 chooses the option to **Escalate the Ticket to CC**, such Ticket will move to Level 3 Resolution Authority. The icon **Sanjeevani Corporate Centre** has to be clicked for attending grievances/Tickets at Level 3.

Grievance MSS

HR - Manager / CM

AGM - HR / PPG

Sanjeevani Corporate Centre

↑

The grievances which need to be responded exclusively by Level 3, will appear under “**Grievance Resolution**” and count of such grievances will be appear as Pending Request. List of other grievance/Ticket will appear under “**View Status**” wherein Two type of action “**Re-open Ticket**” & “**Close Ticket**” will be enabled for Level 3. With the functionality of “**Re-open Ticket**”, Level 3 Resolution authority can re-open closed Ticket any time if he/she is not not satisfied with resolution provided by Level 2. Super right of Level 3 Authority to close any Grievance/Ticket at any Level at anytime has been made available through “**View Status**”.

Here, user has to click on the request number which he/she wants to respond. Resolution Authority at Level 3 has three option. Either he/she can Resolve the Ticket or Re-assign the Ticket to any Circle for resolution or Ticket can be put on hold for policy matter. All these three options are available as type of Action which he/she can select from drop down. After the selection of correction choice of Action, remark of resolution authority has to be submitted in SCC response in maximum 1000 characters and 1 pdf/jpg/png file with maximum size of 500 kb can also be uploaded. Upload of file is optional. Screen and steps are same for all actions “**Resolve Ticket**” , “**Re-assign Ticket**” & “**Ticket on Hold**”.

Sanjeevani Corporate Centre						
Pending Requests 6			Action Taken 8			
Grievance Resolution View Status Raise Grievance on Behalf						
Request No	PF Index	Employee Name	Status	Category	Sub Category	Date Logged
GRI20210000059	5150011	ATUL KUDKAR	Ticket Re-opened by employee	CDS	DATA	01-12-2021
GRI20210000061	5150011	Atul Kudkar	Ticket Re-opened by employee	CDS	DATA	01-12-2021
GRI20210000082	5150011	Atul Kudkar	Ticket Escalated by L2	CDS	DATA	10-12-2021
GRI20210000086	5150011	Atul Kudkar	Ticket Re-opened by employee	CDS	OTHERS	04-12-2021
GRI20210000058	3567125	P D PETER	Ticket Escalated by L2	PENSIONER	GRATUITY	25-11-2021
GRI20210000044	5150011	Atul Kudkar	Ticket Re-opened by employee	TRANSFER	RELIEVING	22-11-2021

Sanjeevani Corporate Centre

Pending Requests 6

Action Taken 8

Grievance Resolution [View Status](#) [Raise Grievance on Behalf](#)

Search by Request Logged Date

From Date... To To Date...

Search by PF-Index

Search by Request Number

Request Status

All

Request No	PF Index	Employee Name	Status	Category	Sub Category	Logged Date	Action
GRI20210000034	5150011	Atul Kudkar	Ticket Closed by L2	CAREER	INCADRE PROMOTION	12-11-2021	
GRI20210000045	5150011	Atul Kudkar	Request Closed by Employee	CAREER	INCADRE PROMOTION	22-11-2021	
GRI20210000078	5150011	Atul Kudkar	Request Closed by Employee	CAREER	INCADRE PROMOTION	09-12-2021	
GRI20210000096	5150011	Atul Kudkar	Request Closed by Employee	CAREER	INCADRE PROMOTION	14-12-2021	
GRI20210000065	5150011	Atul Kudkar	Ticket Closed by CC	CAREER	JOB FAMILY	27-11-2021	
GRI20210000105	5150011	Atul Kudkar	Request Submitted	CAREER	JOB FAMILY	14-12-2021	Close Ticket
GRI20210000031	5150011	Atul Kudkar	Feedback Submitted	CAREER	PROMOTION	26-10-2021	
GRI20210000056	5150011	Atul Kudkar	Request Raised by CC	CAREER	PROMOTION	03-12-2021	Close Ticket
GRI20210000055	5150011	Atul Kudkar	Request Raised by CC	CAREER	TRAINING	03-12-2021	Close Ticket

2.3.2 Raise Grievance on behalf of Employee/pensioner

Resolution Authorities at Level 3 has been provided a special right to Raise Grievance on behalf of employee/pensioner in the specific situation where employee/pensioner could not raise the Grievance in HRMS system for whatsoever reason (s).

Sanjeevani Corporate Centre

Pending Requests 6

Action Taken 8

Grievance Resolution [View Status](#) [Raise Grievance on Behalf](#)

PF Index(on Behalf)

Here user has to input the PF ID of employee/pensioner as shown in the below screen and submit the grievance after providing details and attachment if any.

