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For all Branches/Offices of
State Bank of India.

GRIEVANCE REDRESSAL SYSTEM
REVAMPING OF SANJEEVANI HR HELPLINE

Please refer to Circular No. CDO/P&HRD-CDS/92/2017 - 18 dated: 5th Feb 2018 vide which "Sanjeevani HR Helpline" was established for resolution of Staff HR related grievances. Subsequently, to make the system more technology driven, and efficient, online Sanjeevani portal was launched vide Circular No. CDO/P&HRD-IR/73/2019-20 dated 21.01.2020 for our staff to raise their various HR related grievances. The portal is being used by our staff for submission of grievance and the resolution is being provided by HR functionaries/ Sanjeevani Team.

2. During the last 4 years, Sanjeevani HR Helpline has gradually evolved by offering satisfaction resolution of the Staff/ Pensioner's grievances and providing suggestions to change some of the cumbersome process in line with renewed expectation of employees. This led to increase in expectations of employees / staff pensioners like availability of portal 24x7, across all the channels viz. Intranet / Internet. Hence, a need was felt and accordingly a common module has been developed in HRMS as "Sanjeevani **HR Helpline**" for raising of grievance by our employees as well as by staff pensioners. This functionality will be rolled out with effect from 14.02.2022 in HRMS.

3. In the revamped "**Sanjeevani HR Helpline**" module in HRMS, the process flow has been designed as under:

➢ After raising grievance by the complainant in HRMS, it will be escalated to Level-1 Resolution Authority-Manager HR(RBO) / CM HR (AO) for their response.

➢ In case, the complainant does not receive any response from Level-1 within 7th day of raising of the grievance, it can be converted to Ticket on or after 8th Day of registration of grievance. The timeline will be available to the complainant up to 10th day from the date of registration of the grievance.

➢ In case, the complainant receives satisfactory response from Level-1, he/she can close the grievance and may provide feedback.

➢ In case, complainant is not satisfied with the response of Level -1, he/she can generate ticket which will be escalated to Level-2 Resolution Authority- AGM-HR

(Circle) for employee & <mark>AGM-PPG (Circle) for pensioner.</mark> Timeline for generation of ticket will be 3 days from the date of response of Level-1.

- ➤ TAT for closure of grievance for Level-2 will be of 7 days from the date of generation of Ticket.

- ➤ In case of employee / pensioner receives satisfactory closure response from Level-2, he/she may provide feedback.

- ➤ In case, complainant is not satisfied with the closure response from Level-2 he/she can re-open the Ticket, which will be directly escalated to Level-3 Resolution Authority-Team Sanjeevani, Corporate Centre. Timeline for re-opening of ticket will be 7 days from the date of response of Level-2.

4. The quality of response/ resolution of the grievances will be ensured in line with the Bank's extant instructions on related issues and will be the responsibility of the Leve-1 and Level-2 officials,

5. The "**Sanjeevani HR Helpline**" module in HRMS will replace existing Sanjeevani Portal with effect from 14.02.2022. Lodging of grievance will be done only on new module. The existing Sanjeevani Portal will be made available up to 28th February 2022, for resolution of the already raised grievance in the old portal.

6. <mark>The existing system of lodging grievance/ queries by employees / pensioners through SMS</mark> (HELPHR to 567676) and voice call on 022-22858130 shall continue as hitherto.

7. <mark>Raising grievance through email by our pensioners will be allowed up to 31st March 2022, thereafter they will raise their grievance through HRMS only.</mark>

8. The Chief General Manager (HR) is authorised to issue clarification / operational guidelines on the subject matter.

9. Please bring contents of the circular to the knowledge of all concerned.

(Om Prakash Mishra)

Deputy Managing Director (HR) & CDO