

Employees Suggestions Scheme

The highlights of the “Scheme” are as under:

- The maximum amount of award for each implemented suggestion is Rs.50,000/-
- Ex-staff members can also submit suggestions under this scheme
- Photograph of staff, whose suggestions have been accepted/implemented by the ‘Employees Suggestions Committee’, would be got published alongwith name & designation in Staff Journal by concerned CO/HO Division, giving brief outline of suggestion and benefits thereof
- Name of employees who are awarded for their suggestions will be displayed in Ticker on Finacle also
- Suggestions can be sent through e-mail, even the personal e-mail ID of the staff member may be used for sending the suggestion, to spbpr@pnb.co.in

The detailed features of the scheme are given in Annexure.

On a review of the quality of suggestions received under the scheme in some cases it is felt by the Bank that the suggestions are not as per spirit of the scheme. Even branch/circle level complaints are being submitted under this Scheme as suggestion. Some employees were submitting more than one suggestion in a ‘letter form’ mixing up different items in a single mail. Most of the suggestions sent were too general in nature and vague.

Staff members are requested to keep the following in mind while submitting suggestions under Employees Suggestions Scheme:

- The suggestions should cover measures for improving/strengthening the existing system or evolving new product/process
- Suggestion should have practical value, i.e. it is beneficial to customers and/or working of staff etc.
- The system/workflow proposed should be clearly indicated
- The benefit which would accrue to the bank in the shape of enhancement of customer service/enhanced productivity of staff/synergy in the systems and procedure of the Bank should be properly articulated.

While all efforts be made to encourage independent thought process to find solutions care may be taken not to escalate the followings as suggestions:

- Matters of complaining nature such as shortage of staff, distribution of work at branches
- Seeking clarification on existing guidelines
- Procedural issues in CBS which should be escalated through SPSD tool.
- Merely flagging the issues of deviation from the laid down procedures
- Too general observations containing sweeping/fatherly statements without any backup solution

All employees are invited by the Bank to take full advantage of the scheme and contribute their valuable suggestions.

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