

PNB SAMADHAN – EMPLOYEE GRIEVANCE REDRESSAL SYSTEM

PNB SAMADHAN is now proposed to cover all work related and personal problems faced by serving staff members which have a bearing on their work. This, however, does not include grievances relating to issues of non-promotion, disciplinary action, APAR, transfer/posting for which there are well defined systems and guidelines. Other matters may be considered if the employees feel there is violation of rules or that there is a clear cut case of injustice or victimization.

The revised Samadhan scheme is proposed to follow progressive tier system through HRMS as under:-

Controlling Office	For Employees working under the jurisdiction of CO	For Employees working in FGMOs	For Employees working in HO Divisions	For Employees on deputation in India/Abroad
Level I	Circle Office	Zonal Office	Concerned Divn.	PSLB/IBD
Level II	Zonal Office	HO HRMD	HO HRMD	HO HRMD
Level III	HO HRMD	-----	-----	-----

- The employees seeking redressal of grievance can submit the same through HRMS. Where documents are required in support of grievance, a scanned copy of the documents may also be uploaded in HRMS, along with the grievance. In cases where the employee is not in a position to upload scanned copy, the documents may be sent separately to Circle Office/Zonal Office/HO Division. A Link has been provided in HRMS under Employees Self Service – Samadhan.
- Immediately after submission of grievance by the employee, a complaint number will be generated by the system. The Nodal Officer shall check/download, at least twice a day, the new grievances received under Samadhan.
- In case the grievance/complaint is neither acknowledged nor any solution is provided by the controlling Office at Level I within 10 days, it will automatically get escalated to the next higher level i.e. Zonal Office/HO
- In case the matter is resolved at first level, the resolution will be provided in HRMS by the concerned office and the employee shall be able to view the solution. Upon receipt of resolution, the employee may accept the resolution provided, if satisfied. Otherwise he/she may escalate the complaint to next higher level along with reasons for non acceptance of resolution provided by Office at Level I, within 10 days.
- If nothing is marked in the HRMS by the aggrieved employee for 10 days it will be deemed that the resolution is acceptable to the employee.
- In case the complaint is escalated to next higher level because of non acceptance of resolution by the employee or because of non acknowledgement/solution not provided by controlling office at Level I, the nodal officer of controlling office at Level II will take steps for immediate resolution of the grievance escalated to their office.

- In case the employee does not receive satisfactory solution within 10 days from Controlling Office at Level II, the employee may again escalate the matter to next higher level as per the above mentioned procedure for redressal of his grievance, through HRMS itself.

Even though the grievance may pertain to an office beyond their jurisdiction, it will be the responsibility of Level I Office to coordinate for its resolution.

Grievances redressal under PNB Samadhan will be coordinated in Circle Office/Zonal Office/HO Division by an officer not below the rank of Chief Manager, specifically designated by CO/ZO/HO Division as Nodal Officer.

It may be noted that:-

- * The Controlling Office at Level-I will acknowledge the grievance in HRMS as a token of having downloaded the same.
- * There will not be any other channel for employees to redress their grievances i.e. the grievance of the employee is to be routed through this channel only.
- * All relevant details should be provided in the first instance itself and where required all supporting documents should also be submitted so as to avoid further correspondence in the matter.
- * An employee may withdraw the complaint any time but second complaint on the same issue will not be entertained. This circular may be brought to the notice of all employees.

(Ref.: HRD Cir. No. 705 dated 28.07.2015 and HRMD Cir. No. 566/2021 dated 23.04.2021)