

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.

[Operation Division (SBPR) Consolidated Circular No. 10/2014 dated 30.08.2014]

Salient features of 'Employees Suggestions Scheme'

1. Eligibility:

All the staff members (present and honourably retired) are eligible to submit suggestions.

2. Nature of suggestions:

Suggestions should have practical value, i.e. it is beneficial to customers and working of staff. The suggestions should cover measures for improving/strengthening the existing system. They should clearly indicate the system proposed and 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.

3. Mode of submission:

The Suggestions under the scheme may be sent through email at spbpr@pnb.co.in or to the above address, with complete name, PF Number, place of posting, designation (address in case of ex employees) and contact (Mobile) number of the employee giving the suggestion. Staff members may use even their personal e-mail ID for sending the suggestion.

4. Procedure:

Immediately on receipt of a suggestion, an acknowledgement with a reference number will be sent to the concerned employee. Thereafter, the suggestions will be placed before 'Employees Suggestions Committee' comprising of General Managers of identified HO Divisions. DGM Operations Division will act as "convener" of the committee. The meetings of the Committee would be convened as and when required depending on the requirement/the number of accumulated suggestions received by SPBPR under the 'Employees Suggestions Scheme'.

5. Awards for suggestions:

(i) In order to encourage members of staff and to show the Management's appreciation for employee participation in the Scheme, awards will be given for suggestions that are accepted and implemented. The maximum amount of award is Rs. 50,000/-, depending upon the value of the suggestion to the Bank.

(ii) In case of similar nature of suggestions received from more than one employee, the suggestion that is received first at SPBPR Cell will be considered for award if found eligible in terms of rules of the 'Scheme'.

(iii) The award amount for the implemented suggestions will be credited to the accounts of the concerned staff members by the respective Circle Office (taking care of TDS if any). In case of award to ex-employees, it will be through the CO/HO Division where he/she last worked. A letter of appreciation from the Chairman of the 'Employees Suggestions Committee' will be routed through the Circle Head/Divisional Head, so that the CO/HO Division also knows about the valuable contribution made by the concerned staff member. A copy of appreciation letter will also be placed in the personal file of the staff, if in service.

(iv) The appreciation letter shall be delivered to the concerned existing employee, in a Staff Meeting wherein the staff members should be apprised of details of the suggestion made and the benefits thereof to the Bank.

(v) Name of awarded employee and quantum of Award will be got displayed in the Ticker on Finacle/CBS.

(vi) 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.

(vii) If the Suggestion pertains to an area of banking operation for which the concerned employee is otherwise responsible in normal course of his duties or if it pertains to an issue on which the Bank has already initiated an action, the same will not qualify for any Award.

(viii) The decision of the 'Employees Suggestions Committee' shall be final, for any issue pertaining to the scheme.