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BHARAT SANCHAR NIGAM LIMITED
(A GOVT. OF INDIA ENTERPRISE)
SG CELL
517 C, DAK BHAWAN
SANSAD MARG, NEW DELHI-110001

ORDER

AGM (OCM)
AOM (A)

No1-2/2004-SG

Dated 19th October, 2004

The competent authority has decided to set up a Staff Grievance Cell in each Circle/SSA headed by an officer as per details given below by way of diversion of existing posts in Circle/SSA:-

- (1) Circle - To be headed by Sr. Time Scale level officer and will be designated as Staff Grievance Officer.
- (2) SSA To be headed by SDE and will be designated as Staff Grievance Officer.

To streamline the redressal of grievances system of individual employee, the following guidelines are issued:-

A STS level office in the Circle Office would be designated as Staff Grievance Officer (SGO) for Circle Office staff and the Circle.

A SDE level officer in SSA would be designated as Staff Grievance Officer (SGO) for staff in the SSA/unit of Circle.

In addition to above, the following features would form part of redressal machinery of BSNL:

- i) SGO should make himself freely available to hear the grievances personally, at least once a week.
- ii) Every grievance from the staff should be registered and if a final decision is not possible within fortnight, an acknowledgement should be sent to applicant along with an indication as to when he can expect a final reply.

- iii) SGO should be specifically charged with the work of monitoring the grievances and ensure that timely action is taken on the same. As a matter of general rule, no grievance should remain pending beyond the limit of 3 months.
- iv) As far as possible, a self-speaking answer should be given while replying to the grievance submitted by an employee.
- v) It should be the duty of every official to deal with the staff matters in a fair, impartial and speedy manner. Where the Rules and regulations have already been laid down, the same should be applied uniformly. Discretion, where permissible, should be used in a limited number of cases and in a manner, which does not lead to dissatisfaction among other employees.
- vi) Existing arrangements pertaining to matters like completion of service documents, drawl of annual increment, preparation of seniority list etc. which are necessary for promotion to higher grades should be continuously reviewed, and delays avoided so that employees do not have to undergo hardship in service matters.
- vii) In other service matters like transfers, postings in difficult areas, etc., clear cut norms should be prescribed. For example, ordering routine transfer only at the end of school session varies from State to State, providing uniform opportunities for deputation, training etc.
- viii) Meeting of the Selection Committees/Departmental Promotional Committee should be held regularly and approved list of officials approved for promotion prepared in advance so that when an official is transferred or retires and the vacancy is to be filled up by transfer or promotion, the same is done promptly without affecting the work or efficiency. This will also ensure that opportunity of timely promotion to an official next in line is not delayed or denied which otherwise could give rise to a grievance.

RTI INFORMATION

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ix) For requests of various kinds from the staff on personal matters, like seeking permission to join educational institutions, for grant of leave, request to leave station, advances for medical, traveling allowance, advance for purchase of a motor car/motorcycle, etc., issue of LPC, issue of "No-objection Certificate", transfer of GPF balance, transfer of service documents, etc., time limits for completion of action should be fixed within which, as far as possible, the personnel/administration section should complete the action so that the applicant does not have to waste time on unnecessary enquiries or personal visits to the concerned sections. As far as possible a week to two weeks should be the outer limit for deciding all such routine matters.

The specific complaints related to the pending vigilance/disciplinary cases and the cases in which the aggrieved employees had already approached the court will not come under the jurisdiction of grievances.

All concerned officers are requested to give priority to such grievances wherever referred to them for their comments/reports to enable the Staff Grievance Officer to dispose them quickly. The details of SGO at Circle level indicating name, office & Residence Telephone No. and address may be communicated to BSNL Corporate Office latest by 30-11-2004.

RTI INFORMATION

Vineet Saxena
(VINEET SAXENA)
JOINT DDG (WL & SPORTS)

Copy to:-

All Heads in BSNL Circles/Districts.

All Staff Unions Executives/Non-executives.

1st No: WL/General/2003-04/ChIV/5 dtd 08/12/04

Copy to:

1. All SSA's Heads in M.P. Telecom circle.

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