



All India Graduate Engineer Telecom Officers Association

(An Association of DR Graduate Engineers / Account Officers of BSNL)

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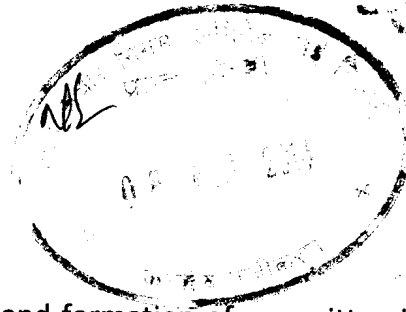
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No. GS/AIGETOA/65

Dated 08.08.2014

To

Shri A.N Rai
The Chairman and Managing Director
Bharat Sanchar Nigam Limited
Janpath, New Delhi



Subject: Regarding Grievance Redressal procedure and formation of committee in BSNL as per the guideline of DPE so that officers and other staff could make known their grievances and seek redressal.

Reference:

1. BPE O.M. No. 16(84)/82-GM dated 5th September, 1985 issued by DPE
2. BSNL Order vide No1-2/2004-SG dated 19th October, 2004

Respected Sir,

Whereas several forums, backed by legislation, are available to workers/workmen for redressal of grievances, an adequate mechanism does not exist in BSNL through which officers and other staff could make known their grievances and seek redressal. Executives associations in CPSEs are basically to represent the cadre issues and seek redressal but there are various individual grievances arising out of the implementation/non-implementation of the policies/rules or decisions of the organization. It is very much difficult for individual officers to find out the proper person/platform to represent his grievance and get it resolved. Such individual grievances not only force them to bear the loss for other's mistake but also adversely affect his performance towards the company and become the reason for local conflict/litigations. Due to absence of individual grievance redressal mechanism in BSNL, authorities at field units are also free to victimize and stops the benefits of individuals as per their whims and fancy, hence executives associations are forced to take up individual issues which ultimately become a reason for heated arguments.

Recognizing this situation Government of India through DPE has circulated "MODEL FOR GRIEVANCES REDRESSAL PROCEDURE FOR STAFF AND OFFICERS IN CENTRAL PUBLIC SECTOR UNDERTAKINGS" vide O.M. mentioned under reference (**Annexure-1**).

It is to recall that BSNL has circulated order containing procedure/guidelines for staff grievance redressal vide letter mentioned in reference-2 above (Annexure-2) with instruction to appoint Staff Grievance Officers (S.G.O.) at every SSA units. Although, procedure circulated through the order stated above has several deficiency and not in adherence to the "MODEL FOR GRIEVANCES REDRESSAL PROCEDURE FOR STAFF AND OFFICERS IN CENTRAL PUBLIC SECTOR UNDERTAKINGS" issued by DPE still It is regret to mention that field units has not appointed S.G.O. and not adopted any such grievance redressal mechanism for officers/staff even after order issued from BSNL CO. There are several grievances in respect of individual executives in BSNL, pending since long time due to absent of any such mechanism for grievance redressal in BSNL.

This association humbly requests your kind to issue necessary reminder for constitution of Grievance Redressal Committee at corporate, Circle and SSA level which is statutory provision in CPSEs as per the DPE guidelines mentioned under reference so that justice can be delivered timely to every individual officers/staff of this company.

Faithfully Your's

for: *Mantosh Kumar*
08/08/14
[R. P. Shahu]
General Secretary

Enclosure: as mentioned

Copy to: Shri Neeraj Verma, Sr.GM (SR), BSNL CO New Delhi

**Model Grievance Redressal Procedure for staff and officers
in the Central Public Sector Enterprises. (BPE O.M. No.
16(84)/82-GM dated 5th September, 1985.)**



CHAPTER II
PERSONNEL POLICIES

(c) Service Matters

11.

DPE/Guidelines/II(c)/11

Model Grievance Redressal Procedure for staff and officers in the Central Public Sector Enterprises

The undersigned is directed to say that the need for evolving a suitable grievance redressal machinery for the officers and staff in the Central public sector undertakings has been engaging the attention of the Government for quite some time. It has been noticed that whereas several forums, backed by legislation, are available to workers/workmen for redressal of grievances, an adequate mechanism does not exist in most of the public enterprises through which officers and other staff could make known their grievances and seek redress. A model Grievance Redressal procedure has now been formulated. This will cover all officers and staff of the Central public sector enterprises excluding employees who are deemed to be workers/workmen under the Factories Act, 1948/Industrial Disputes Act, 1947 or any other similar legislation applicable to such categories.

2. Such Central public sector enterprises who are already having an established formal procedure which is working satisfactorily need not adopt the procedure indicated in the Model enclosed. However, adaptation may be made under special circumstances as those obtaining in the Defence undertakings, organizations having several regional offices/projects, etc.

3. The Ministry of Industry and Company Affairs, etc. are requested to advise the Public Enterprises under their administrative control to adopt the enclosed model procedure with or without modification as appropriate to the enterprise concerned. A copy of the grievance procedure so adopted by the enterprises may please be sent to the Bureau.

(BPE O.M. No. 16(84)/82-GM dated 5th September, 1985.)

ANNEXURE

**MODEL FOR GRIEVANCES REDRESSAL PROCEDURE FOR STAFF AND OFFICERS IN CENTRAL PUBLIC
SECTOR UNDERTAKINGS:**

1. Objectives

The objective of the grievance redressal procedure is to provide an easily accessible machinery for settlement of grievances and to adopt measures in Central Public Sector Undertakings as would ensure expeditious settlement of grievances of staff and officers leading to increased satisfaction on the job and resulting in improved productivity and efficiency of the organization.

2. Applicability

The scheme will cover all staff and officers of the organisation except employees who are deemed to be workers/workmen under the Factories Act 1948/Industrial Disputes Act, 1947 or any other legislation applicable to such categories of employees.

3. Grievance

'Grievance' for the purpose of this scheme would only mean a grievance relating to any staff member/officer arising out of the implementation of the policies/rules or decisions of the organization. It can include matters relating to leave, increment, acting arrangements, non-extension of benefits under rules, interpretation of Service Rules, etc., of an individual nature.

4. Procedure for handling grievances

Subject to the above provisions, individual grievances of staff members and officers shall henceforth be processed and dealt within the following manner:

4.1 An aggrieved staff member or officer shall take up his grievance(s) orally with his immediate superior who will give a personal hearing and try to resolve the grievance(s) at his level within a week.

4.2 If the grievance is not satisfactorily redressed, the aggrieved staff member/officer may submit his grievance in writing to the Departmental Head concerned or to the Personnel Officer/Manager as may be determined by the Chief Executive of the organization. Such Nominated Authority will record his comments on the representation within seven days, and if need be refer it to the Grievance Redressal Committee in case the grievance is not resolved or settled amicably. The recommendation of the Grievance Redressal Committee will be conveyed within one month to the Deciding Authority to be nominated by the Chief Executive and the decision of the Deciding Authority will be final, subject to the provisions contained in para 4.3 below.

4.3 In exceptional cases, with the concurrence of the Grievance Redressal Committee, the aggrieved staff member/officer whose grievance has been considered and is not satisfied with the decision of the Deciding Authority, will have an option to appeal either to the Director concerned or to the Chief Executive. A decision on such appeals will be taken within one month of the receipt of the appeal. The decision of the Director concerned or the Chief Executive, as the case may be, will be final and binding on the aggrieved staff member/officer and the management.

4.4 Grievances in respect of the following two categories of officers will not fall within the purview of the Grievance Redressal Committee. In their case, the procedure will be as under:

- i. In the case of officers who are one step below the Board level, the individual grievance may be taken up with the concerned Director.
- ii. Officers reporting directly to the Chief Executive may approach him for resolving their grievances.

5. Composition of the Redressal Committee

The Chief Executive of the organization may determine the composition and tenure of the Grievance Redressal Committee.

5.1 In the case of multi-unit organizations the Chief Executive may constitute Grievance Committees at the Regional level and also nominate the Deciding Authorities. However, if the supervisors/officers in such Regional units are not satisfied with the decision of the Deciding Authority, then they may prefer an appeal to the Grievance Redressal Committee at the Headquarters. The committee should consider and take a decision on the grievances within a period of one month failing which it should be brought to the notice of the Director (Personnel) or the Chief Executive of the organization. The Grievance Redressal Committee should meet at least once a month.

6. Overall guidance and conditions

6.1 The Staff member/officer shall bring up his grievance immediately and in any case within a period of 3 months of its occurrence.

6.2 If the grievance arises out of an order given by the management the said order shall be complied with before the staff member / officer concerned invokes the procedure laid down herein for redressal of his grievance.

6.3 Grievance pertaining to or arising out of the following shall not come under the purview of the grievance procedure:

- a. Annual performance appraisals/Confidential Reports;
- b. Promotions including DPC's minutes and decisions;
- c. Where the grievance does not relate to an individual employee or officer; and
- d. In the case of any grievance arising out of discharge or dismissal of a staff member or officer.

6.4 Grievances pertaining to or arising out of disciplinary action or appeal against such action shall be channelled to the competent authority as laid down under the Conduct, Discipline and Appeal Rules of the organization and in such cases the grievance redressal procedure will not apply.

6.5 All grievances referred to the Grievance Redressal Committee/ Director (Personnel)/Chief Executive shall be entered in a Register to be maintained for the purpose by the designated officer(s). The number of grievances, settled or pending, will be reported to the Chief Executive every month.

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

ORDER

AGM (OEM)

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) | <u>Circle</u> - | <u>To be headed by Sr. Time Scale level officer and will be designated as Staff Grievance Officer.</u> |
| (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

Cont. P/3

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
(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/Ch II/5 dtd 08/12/04

Copy to:

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

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