

Table of Contents

Staff Grievance Redressal Policy Version 2.0

Sr. No.	Particulars	Page No.
1.	Background	1
2.	Objective	1
3.	Details/guidelines of Staff Grievance Redressal Policy	1
4.	Competent Authority for Redressal of Staff Grievance	2
5.	Procedure for redressal of grievance of staff members	2
6.	Other Guidelines	3
7.	Review of Policy	3



1. Background

Officers and Employees are employed at different levels in Gujarat Gramin Bank. The cases of dissatisfaction / affliction may appear among staff at workplaces due to the various cadre, different backgrounds, cultures, language. Grievance also arises on account of different interpretation of the instructions / guidelines issued by the bank by the officials at various levels in matters related to staff salaries, allowances, leave acceptance/rejection etc.

The Staff Grievance Redressal Policy is being proposed to settle all the grievances related to staff matters at the bank level with the implementation of the policy, to maintain cordial and interpersonal relations between the staff and the management which will also bring transparency in the work of the staff.

2. Objective:

The aim of implementing this policy is to provide the staff with congenial platform to express their grievance and to ensure job satisfaction and to increase the productivity and efficiency by ensuring timely settlement of grievance.

3. Details/guidelines of Staff Grievance Redressal Policy:

For the purpose of this policy, the meaning of grievance is only from the dissatisfaction/affliction related to any staff member arising out of the bank's policy / rules or implementation of decisions. The matters related to Salary, Allowances, Benefits/Facilities, leave regulations, clarification of service rules etc. may also be included.

Matters relating to staff service records data correction / modification and transfer requests cannot be categorized as grievance.

Grievance related to following matters may be represented under the Staff Grievance Redressal Policy:

1. Staff Service related matters.
2. Retirement Benefits.
3. Disciplinary matters.
4. Seniority list related matters.
5. Matters relating to Leave, Travel expenses and other facilities to the staff as per rules.
6. Salary and Allowances.
7. Unjust Behavior / Conduct with Superiors / Subordinates.
8. Interpersonal relations between staff.

However, the following matters will not be included in grievance under the policy:

1. Disciplinary proceedings / non vigilance / vigilance matters.
2. Subjudice matters.
3. Legal dispute.
4. Performance Appraisal Rating related matters.
5. Request Transfer / Posting related matters.
6. Personal and Family matters of staff.
7. Promotion related matters.



4. Competent Authority for Redressal of Staff Grievance:

For disposal of grievance, the competent authority will be as under:

Sr	Category of staff	First Authority	Second Authority	Appellate Authority
1	All the staff members (other than Branch Heads) posted at branch	Branch Manager	Regional Head of the concerned Region	General Manager
2	All the Staff members (other than Deptt.Heads/Chief Managers) posted at R.Os	Chief Manager (Co-ordination) at the concerned R.O	Regional Head of the concerned Region	General Manager
3	All Branch Heads/ Deptt. Heads (other than Chief Managers) posted at Regional Offices	Regional Manager	General Manager	Chairman
4	All the staff members (other than the Deptt.Heads and Chief Managers) posted at Head Office	In charge HRM Deptt.at H.O	General Manager	Chairman
5	Departmental Heads at Head Office/Chief Managers posted at Branches/ROs/H.O	Chief Manager(Vig.)	General Manager	Chairman

5. Procedure for redressal of grievance of staff members.

The written grievance will be submitted by the staff to the concerned authority through proper channel.

Redressal/disposal of grievance will be done by the concerned authority with in -15- working days from the receipt of application.

The information related to redressal/disposal of the grievance will be provided to the applicant by the concerned authority.

If the applicant is not satisfied with the redressal/disposal of his grievances, then he may appeal to the higher level authority in writing.

The decision taken by the Appellate Authority will be final and will be binding on the dissident staff members. The decision taken by the Appellate Authority will be informed to the concerned staff member within 15 working days.

An aggrieved staff must submit his/her grievance in writing and in polite and respectful language. It shall contain all material facts and documents. Grievance on the basis of comparative analysis with other staff, fictitious and imaginary in nature will not be considered under the above policy.

Matters which are sensitive in nature, the details and identity of the applicant will not be disclosed as per the request of the applicant.

A register will be maintained at the Branch/R.O./ H.O level in which all details /process of receipt and disposal of grievance will be recorded.

The authorities responsible for disposal should redress the grievance received at their level and if the grievance is not in their jurisdiction, they should submit the application to next higher level authority with their comments.



The Appellate authority upon receipt of appeal on merits of the case will advise the concerned authority. If no merits are found in grievance, then will inform the decision to the staff in writing.

For grievance related to transfer and postings, staff should redress the grievance as per the Transfer Policy of the Bank.

6. Other Guidelines:

All staff members will follow the procedure for redressal of their grievance. Any staff member cannot directly address his grievance to any other institution, Government of India, Political institution / authority, in connection with his personal grievance related to bank service.

Under the provisions of the “Gujarat Gramin Bank (Officers and Employees’) Service Regulations, 2010 with Subsequent Amendments”, no officer or employee shall bring or attempt to bring any political or other outside influence to bear upon any superior authority to further his interests in respect of matters pertaining to his services in the bank.

Violation of the above regulation will not be taken leniently and stern actions would be initiated against erring staff members, besides placing on record such instances in the personal service record of the employees.

All the staff members are advised that they should get their grievance redressed through this mechanism before filing any writ/case against bank in court.

The staff member should submit his/her application of grievance through proper channel.

The grievance of the staff should be considered in the correct perspective because it indirectly affects the efficiency of the staff.

The grievance should be redressed in the prescribed period keeping in view the provisions/circulars/guidelines/rules/ service regulations, If for special reasons, there is a need for more time for disposal, then the staff may be informed, giving an in-person reply.

Action Taken Report will be submitted on monthly basis by the Branches to Regional Offices and Regional Offices to Head Office.

7. Review of Policy

The policy shall be reviewed **annually** and shall remain in force until the next review. Any instructions, guidelines, or circulars issued by statutory, regulatory, or supervisory authorities from time to time in respect of this policy shall be deemed to form an integral part of the policy.

In the event that any modification/amendment to the policy is necessitated due to changes in the operating environment, market conditions, or other relevant factors, the Risk Management Committee, headed by the Chairman, will be authorized to approve such modifications. The modifications so approved will be placed before the Board at the time of the subsequent periodic review for confirmation.

*****End of Policy*****

