

Employee Grievance Redressal Mechanism for employees

The grievance redressal mechanism is part and parcel of the machinery of any organization. It is the gauge to measure the efficiency and effectiveness as it provides important feedback on the working of the administration.

1) GRIEVANCE REDRESSAL MECHANISM

(i) Introduction of Employee Grievance Redressal on-line Portal -

Employees are the human capital of an organization. The Satisfied and motivated employees play a vital role in the progress of an organization. For prompt settlement of genuine grievances of employees and to maintain a healthy employer-employee relationship, an Employee Grievance redressal on-line portal is in place in ULC which facilitates resolving the grievances related to employee benefits. The online portal caters to employees' grievances related to employee benefits & service conditions.

(a) OBJECTIVE OF THE PORTAL : The objective of the Employee Grievance Redressal Portal is -

- ❖ To understand the grievances of the employees and provide a fair & speedy means of dealing with the same.
- ❖ To encourage employees to raise concerns without fear of reprisal.
- ❖ To prevent minor disagreements developing into more serious disputes.
- ❖ To save employer as well as employees time by resolving grievances in a quick and hassle free manner.
- ❖ To nullify the effects of grievance viz. low productivity, frustration & indiscipline, lack of loyalty & commitment etc.
- ❖ To help build in an organizational climate based on openness and trust.

(b) General Guidelines for online portal :

- (i) Any employee can raise a grievance only after the expiry of minimum time required for processing the application / claim. An unique reference number will be generated in the system & Employee shall quote the same in all their correspondence with ZO/HO.
- (ii) HR officer posted at ZO shall handle the Employee Grievance Redressal Portal in zonal office. Staff officer has to resolve the grievances at ZO level and if required, on case to case basis shall forward and recommend it to H.O. through portal for necessary action.
- (iii) One designated officer at HRM department, H.O. shall handle the portal and He/She will allot and follow up with the concerned desk officers for speedy disposal of grievances.

- (iv) Branch Head/officer should submit the grievance in the portal on behalf of the employees (Retirees & Substaff / PTS) who do not have ULC access, after obtaining written application from the concerned employee.
- (v) It is the endeavor of the Bank to redress the grievances of the employee/s within a maximum period of 2 days at each level. Efforts will be taken to control the beginning of grievances and reduce the Turnaround Time (TAT) so that grievances entered in the portal are minimized.
- (vi) For submitting hard copies / relevant documents, a dedicated email ID has been configured hrgr@mahabank.co.in for this purpose.

(ii) Grievance Redressal through Individual representation –

- (a) The individual employees who are aggrieved on any issue affecting their conditions of employment shall make a representation to the Zonal Manager concerned through the Branch Head, in case employee is working in branch. The employees working in Zonal Office shall make their representation to the Zonal Manager. The employees working in Head Office shall make their representation to Dy. General Manager (HRM) through their Departmental Head. The Zonal Manager / Dy. General Manager (HRM) shall verify the contents of the grievance & its relevance as per the norms / rules and regulations followed by the Bank and shall communicate the decision to the employee concerned within 1 month from the date of receipt of the grievance.
- (b) In case the issue / complaint isn't resolved within stipulated time period, the aggrieved employee may approach to the next level higher authority i.e. Dy. General Manager, HRM for Zones & General Manager, HRM for employees working in Head office within 7 days of completion of specific period. The higher authority shall communicate the decision to the employee concern within 15 days from the date of receipt of the grievance". General Manager, HRM shall be the competent authority for Zones Headed by General Managers.
