



All India Graduate Engineer Telecom Officers Association

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

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No. AIGETOA/Punjab/CEC/Genl/2014/9-1

Dated: 19th Sept 2014

To

The CGMT
BSNL, Punjab Telecom Circle
Sanchar Sadan, Sec. 34-A, Chandigarh

Subject: Request for setting up a Staff Grievance Cell with nomination of a Staff Grievance Officer (SGO) at Circle & SSA level - regarding.

Respected Sir,

Your specific attention is requested towards BSNL Corporate office, SG Cell letter no. 1-2/2004/SG Dated 19th October 2004 (copy attached as Annexure-I) and subsequent SR Cell letter no. BSNL/7-9/SR/2013 dated 1st May, 2014 (copy attached as Annexure-II) on above mentioned subject. In this regard, it is requested that initiative should be taken to set up Staff Grievance Cell by nominating Staff Grievance Officer (SGO) at both Circle & SSA level in Punjab Telecom Circle.

It is further submitted that the Department of Public Enterprises (DPE) vide BPE O.M. No. 16(84)/82-GM dated 5th September, 1985 directed all the CPSEs through their concerned ministries to adopt the model grievance redressal procedure for redressal of staff grievances. It is worth mentioning here that setting of Staff Grievance Cell will not only help in addressing of genuine grievances of staff members but also creates healthy, cordial & constructive industrial relations between staff and the management and hence avoids agitational thoughts/actions from staff side.

In anticipation of favorable actions from your side please.

Sincerely yours

ARUN KUKKAR
(Circle Secretary)

Encl: As above

Copy for information to:-
General Secretary, AIGETOA-CHQ, Bhopal (M.P.)

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

ORDER

AGM (GEN)
AGM (A)

NoI-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

ATTENTION

file

- 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

(x) 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 LDC, 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.

BY INFORMATION

Vasava
(VINEET SAXENA,
JOINT DDG (WL & SPORTS),

Copy to:-

All Heads in BSNL Circles/Districts.

All Staff Unions Executives/Non-executives

Let No: WL; General, 2003-04/Ch IV/5 dtd 08/12/04


Copy to:

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

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	<p align="center">BHARAT SANCHAR NIGAM LIMITED (A GOVERNMENT OF INDIA ENTERPRISE) SR Cell, Corporate Office 8th Floor, Bharat Sanchar Bhawan, Harish Chander Mathur Lane, Janpath, New Delhi-110 001</p>
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No. BSNL/7-9/SR/2013

Dated, the 1st May, 2014

To

1. All Chief General Managers/
Heads of Administrative Units,
2. GMs - (Pers.)/(Estt.)/(Admn.), BSNL C.O.

Sub: Redressal of staff grievances at field units and avoidance of agitations - regarding

Occasional references have been made to this office by the representatives of various unions/associations regarding not-so-compassionate attitude of some of the field units towards the genuine grievances of the staff as brought forward by these representatives from time to time.

2. This office is appreciative of the fact that performance, strength and market perception of BSNL rest substantially on the foundation block of healthy, cordial and constructive industrial relations between staff and the management. While staff is expected to be positively responsive towards discipline, mutual respect and overall well being of the organisation, the management is equally expected to be sensitive towards genuine grievances of the staff and should strive for all possible resolutions. This organisation has maintained a long history of such healthy staff practices in the past.

3. It is in the light of above, it is reiterated that our field units may please continue to be vigilant and sensitive in mitigating staff grievances to the best of their capabilities and resources so as to encourage prevalence of industrial peace in the organisation and least of agitational thoughts/actions from the Staff side.


 (Neeraj Verma)
 GM (Trg/SR), BSNL C.O.

Copy for info to :

1. ES to CMD, BSNL
2. PPS to all Functional Directors, BSNL
3. GSs, Recognised Unions/Associations.