

BHARAT SANCHAR NIGAM LIMITED
(A Government of India Enterprise)
Corporate Office,
Room No. 221, 2nd floor,
Eastern Court, Janpath,
New Delhi - 110001.
S.G. (SCT) Branch

2/c
MOST URGENT

F.No 33-7/2014- BSNL(SG) / 815

Dated : 17.10.20104

To


All Heads in BSNL Circles/Districts,

Sub: Regarding Grievance Redressal procedure and formation of Staff Grievance Cell in each Circle/ SSA's.

Kindly refer to letter no.1-2/2004- SG dated 19th October, 2004 issued by J. DDG(WL& Sports) regarding setting up of a Staff Grievance Cell in each circle & their SSAs (Copy enclosed). In this connection, it is intimated that some associations in BSNL has complained that some of the Field units have not appointed any Staff Grievance Officers & also has not adopted any such grievance redressal mechanism for Officers/staff as per order mentioned above.

The undersigned has been directed to request all the CGMs to kindly ensure that Staff Grievance Cell may be set up in each Circle/SSA's immediately, wherever the same has not been formed, as per this office letter No.1-2/2004- SG dated 19th October, 2004 & the grievances may be settled within the time frame.

The compliance report in this regard may also be sent to this office.


(Ram Shakal)
Chief Liaison Officer (SCT)/
Staff Grievance Officer
Tele No. 011-23037363
Fax. No. 23766143

Encis: As above.

Copy to BSNL Intranet

Copy to G.M.(SR), BSNL Co. , Bharat Sanchar Bhavan, New Delhi w.r.t. their letter No.BSNL/20-1/SR/ 2014 dated 13.10.2014.

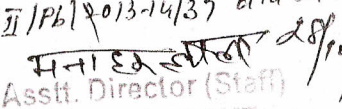
Endst No - AGM(Admn) / SG / PB / 2013 / 52

Dated - 28-10-2014

Copy for information & necessary actions to submit the report

1. All Head of SSAs / Units in Punjab Circle.

2. AGM(Admn) w.r.to letter No - PST/AIGETOA-72/II/PB/2013-14/37 dtd 27-10-


Asstt. Director (Staff)
BSNL, o/o CGMT
Pb. Circle, Chandigarh

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

ORDER

AGM (GCM)

No.1-2/2004-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

(10) 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/motorecycle, 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.

~~BY INFORMATION~~

Vineeta
(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.

Copy forwarded for kind information, necessary a

and compliance of

Ajain