



Circular No. PBGB/HO/PAD/ 133 /2024-25

Date: 02.12.2024

ALL BRANCHES/OFFICES

Sub: Grievance Redressal Cell for Retired Officers/Employees of the Bank

Establishing a clear and effective grievance redressal procedure is essential for maintaining a positive and productive work environment, even for our retired employees. This procedure provides a formal channel for retired officers and employees to express their concerns, helping us identify and address organizational issues. The grievance redressal procedure aims at streamlining the process for providing an accessible mechanism for resolution of grievances and to adopt requisite measures in the Bank for ensuring expeditious settlement of grievances of Retired Officers/Employees.

Mechanism for handling grievances for Retired Officers/Employees of the Bank:

To ensure timely and effective resolution, individual grievances shall be addressed through the following progressive escalation matrix. Grievances will not be entertained unless submitted through the designated channel.

All types of grievances relating to implementation of revised Pension Scheme and Computer Increment.	Level-I	Rajendra Kumar Sahoo Assistant Manager (HRM & Pension Cell) Mail ID- grievancecell@pbgb.co.in Contact No. 9777079117
	Level-II	Shirsendu Sahu Manager(Pension Cell) Mail ID- ho.pension@pbgb.co.in Contact No. 8240282490
	Level-III	Ali Mukhopadhyay Chief Manager(Pension Cell) Mail ID- ho.pad@pbgb.co.in Contact No. 8583883752
	Level-IV	Amid Kumar Murmu General Manager(Pension Cell) Mail ID- ho.gm2@pbgb.co.in

Note: Grievances pertaining to or arising out of disciplinary action or appeal against such action shall be channeled to the Competent Authority as laid down under the Conduct, Discipline and Appeal Rules of the Bank and in such

cases the grievance Redressal procedure will not apply.

Steps for redressal of grievances of retired Officers / Employees:

1. Retired Officers/Employees shall submit grievances in writing/email to **Level-I** office with all relevant details and supporting documents. Grievances will be resolved within **15** working days, or **30** working days for cases involving complexity.
2. If the grievance is resolved at **Level-I**, the concerned office will provide a written resolution via email/post to the Retired Officer/Employee. The Retired Officer/Employee, on receipt of resolution may:
 - i. Accept the resolution in writing/email if satisfied.
 - ii. Escalate to **Level-II** within **15** days, stating reasons for non-acceptance, if not satisfied.
3. Upon receipt of the escalated grievance, the concerned office at **Level-II** shall provide a written resolution via email/post within **15** working days. The Retired Officer/Employee, on receipt of resolution may:
 - i. Accept the resolution in writing/email if satisfied.
 - ii. Escalate to **Level-III** within **15** days, stating reasons for non-acceptance, if not satisfied.
4. The **Level-III** office will provide a written resolution within **15** working days. The Retired Officer/Employee, on receipt of resolution may:
 - i. Accept the resolution in writing/email if satisfied.
 - ii. Escalate to **Level-IV** within **15** days by email or writing to below mentioned address, stating reasons for non-acceptance, if not satisfied.

Address: General Manager (PSD & HRM) and Chairman of Paschim Banga Gramin Bank (Employees') Pension Fund Trust, Head Office, Natabar Paul Road, Chatterjee Para More, Tikiapara, Howrah-711101.

Initial Review: The General Manager (PSD & HRM), on receipt of escalated grievance will review the representation within **7-15** working days and provide his comments.

Referral to Grievance Redressal Committee: If the grievance is not resolved, the General Manager (PSD & HRM) may refer it to the Grievance Redressal Committee.

Committee Review and Recommendation: The Grievance Redressal Committee will review the grievance at their next meeting and submit a recommendation to the General Manager (PSD & HRM) within **15-30** working days.

Final Decision: The decision of the Chairman of the Pension Trust will be final.

Communication of Decision: The Chief Manager (PSD & HRM) will communicate the decision to the retired officer/employee within **7-15** working days of receiving the Chairman's decision.

The Grievance Redressal Committee shall consist of the following members and the quorum will be observed by presence of three members. However, presence of General Manager (PSD & HRM) & Chairman (Pension Trust) is mandatory.

- I. General Manager (PSD & HRM) & Chairman (Pension Trust)
- II. Chief Manager / In Charge of PSD & HRM Department
- III. Chief Manager / In Charge of General Administration Department.
- IV. Chief Manager / In Charge of Inspection Department

The content of this circular should be brought to the notice of all concerned for meticulous compliance.


(A K Murmu)
General Manager
PSD & HRM

