



# BANGIYA GRAMIN VIKASH BANK

Head Office: Berhampore, Murshidabad

## NOTICE

Ref No: BGVV/Pension/7584/2024-25

Date: 12-12-2024

### Re: Escalation matrix for the Grievance Redressal Policy for Retired Officers/Employees of the Bank

The Grievance Redressal Policy for Retired Officers/Employees has already been adopted by the Board of Directors in its 83<sup>rd</sup> Meeting and circulated vide Circular No:HR/187/2020-21 dated 05.12.2020. The policy 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:

Individual grievances of Retired Officers/Employees shall henceforth be redressed within the following progressive escalation matrix (*no grievances will be entertained without proper channel of escalation*):-

Category of Grievances	Level-I	Level-II	Level-III	Level-IV
1) Implementation / interpretation of the policies/rules or decisions of the organization & matters relating to past Service, provisions of Pension Regulation etc. 2) Matters relating to leave, normal increment & computer increment, acting arrangements, non-extension of benefits under rules, Post PPO issues like Payment of Pension, Deduction of Tax at Source, Commutation, TDS certificate, life certificate, Tax Plan etc.	Sri Arnab Kumar Das Manager (Pension Cell) bgvbpension@bgvb.co.in M:8759906986	Sri Soumabho Bhattacharya Senior Manager (Pension Cell) smpa@bgvb.co.in M:9830122049	Sri Prakash Kumar Chief Manager (HR & Pension) cmadm@bgvb.co.in M:7327079850	Sri Rakesh Kr Agrawal GM (HR) & Principal Nodal Officer (PNO) gmhr@bgvb.co.in

**Note:** Grievances pertaining to or arising out of disciplinary action or appeal against such action shall be channelled 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.

- 1) The aggrieved Retired Officers/Employees shall submit his/her grievance addressed to the **Level-I** office in writing/email under acknowledgement. All relevant details should be provided in the first instance itself and wherever required. All supporting documents should also be submitted so as to avoid further correspondence in the matter. While 15 working days' time is prescribed for resolution, 30 working days' time frame may also be taken into consideration for dealing with old records, cases pertaining to old records, cases requiring further legal opinion, etc. as the case may be.
- 2) In case the matter is resolved at Level-I, the resolution will be provided in writing/email by the concerned office to the Retired Officers/Employees. Upon receipt of resolution, the Retired Officers/Employees may accept the resolution provided, if satisfied. Otherwise he/she may escalate the complaint to **Level-II** along with reasons for non-acceptance of resolution provided by Office at Level I, within 15 days upon receipt of resolution.
- 3) At Level-II the resolution will be provided in writing/email by the concerned office within a period of 15 working days of receipt of the grievance and the Retired Officers/Employees shall be supplied with a copy. Upon receipt of resolution, the employee may accept the resolution provided, if satisfied. Otherwise he/she may escalate the complaint to the **Level-III** along with reasons for non-acceptance of resolution provided by Office at Level II, within 15 days upon receipt of resolution.



- 4) At Level-III the resolution will be provided in writing/email by the concerned office within a period of 15 working days of receipt of the grievance and the Retired Officers/Employees shall be supplied with a copy. Upon receipt of resolution, the employee may accept the resolution provided, if satisfied. Otherwise he/she may escalate the complaint to the **Level-IV** by email or writing to the below mentioned address within 15 days upon receipt of resolution by Level-III

**Address:** General Manager(HR) & Chairman of Bangiya Gramin Vikash Bank (Employees') Pension Fund Trust, Head Office, Chuanpur, BMC House, NH 34 Berhampore-742101.

General Manager (HR) will record his comments on the representation within 7-15 working days, and if need be, refer it to the Grievance Redressal Committee in case the grievance is not resolved or settled amicably. The Grievance Redressal Committee shall take up the grievance at the next meeting for resolving it and submit the recommendation within 15-30 working days to the General Manager (HR) cum Chairman of Bangiya Gramin Vikash Bank (Employees') Pension Fund Trust. The decision of the Chairman of Pension Trust will be final. Chief Manager (HR) will communicate the decision to the Retired Officers/Employees within 7-15 working days of receipt of the decision of Chairman of Pension Trust.

The Grievance Redressal Committee consists of the following three members and the quorum will be observed by presence of two members.

- i. General Manager (HR) & Chairman (Pension Trust)
- ii. Chief Manager in Charge of HR
- iii. Chief Manager in Charge of Inspection

All concerned are requested to adhere to the contents in right earnest.

  
General Manager (HR)

