



**HEAD OFFICE
HUMAN RESOURCES DEPARTMENT
INDUSTRIAL LAW DIVISION**

**Grievance Redressal System
&
System for review of pending
court cases filed by the Bank
employees against the Bank.**

BANK OF INDIA GRIEVANCE REDRESSAL SYSTEM (BOIGRS)

- I. Bank of India Grievance Redressal System (BOIGRS) is applicable to both officers as well as workmen staff who are on the regular rolls in the Bank up to the level of Staff Executives in Grade Scale-VIII.
- II. Grievance for the purpose of this Redressal System only mean individual grievance of the employee and includes complaints relating to -
 - a. Unfair Treatment by his / her Superior ;
 - b. Salary Payments, Special Allowance, Grant of Increments, Recovery of Dues, Deductions from Salary, Payment of Subsistence Allowance, Leave, Leave Encashment, Seniority;
 - c. Subsidized Accommodation / Allotment of Bank's Quarters/Flats;
 - d. Working Conditions, and Rights / Privileges of Concerned Employee under the Prescribed Terms and Conditions of Service / Employment.
- III. The grievance arising out of the following issues does not come under the purview of this Grievance Redressal System, unless there is a clear-cut case of victimization/ injustice supported by documents:
 - a. Terms of Appointment / Employment as laid down in the Service Conditions;
 - b. Issues of non-promotion / Annual Performance Appraisal;
 - c. Matters relating to Disciplinary Action taken, Departmental Enquiries, Investigations and Vigilance Cases;
 - d. Where the Grievance does not relate to an Individual Employee;
 - e. Transfers/Posting as per Bank's Prevailing Guidelines.
- IV. The individual grievance of the employee be dealt with as per the procedure laid down below:
 - a. The employee shall submit his grievance immediately and in any case within a period of three months of its occurrence.
 - i. However, if permitted by Chief General Manager (HR), in special circumstances, grievance pertaining to a period of more than 3 months back, but not exceeding 9 months (3 months plus grace period of 6 months) can be put by the employee before the Grievance Redressal Officer for his consideration.
 - 1) In such cases, the said Grievance/Complaint should be directly sent to the Chief General Manager (HR) at Head Office by the concerned employee stating reasons for delay.
 - 2) However, in such case decision taken by the Chief General Manager (HR) shall be binding on the employee.
 - b. If the grievance arises out of an order given by the Management, the said order shall be complied with before the employee concerned invokes the procedure laid down for redressal of his grievance;
 - c. An employee shall furnish his grievance(s) in writing in the prescribed format (**Form-I**) to their respective Grievance Redressal Officer (GRO) nominated/prescribed in the Schedule.

- d. The said Grievance Redressal Officer shall examine the grievance and, wherever necessary, will consult such other departments which are related/concerned with the grievance raised and shall communicate back the decision, in writing, to the concerned employee, preferably within a period of 15 working days of its receipt.
- i. The said Grievance Redressal Authority, while looking into the grievance, shall give fair opportunity to the complainant/staff to establish his / her case wherever required and deemed proper before arriving at the decision.
 - ii. For the purpose of giving fair opportunity he may at his / her sole discretion call for additional details / documents from the applicant and/or even consider to grant a personal hearing only if so requested for by the concerned complainant/staff.
 - iii. However it should be noted that the concerned staff will not be eligible for any travelling / halting allowance or any duty leave or reimbursement of any expenses for the purpose of attending the personal hearing. Further, no legal assistance shall be extended to the concerned employee in this regard.
- e. In case the employee/complainant is not satisfied with the decision of the Grievance Redressal Officer or does not receive any reply/response to his complaint within a period of 20 days from the date of submission of his / her application, he may submit his/ her grievance in the prescribed format (**Form-II**) within a period of 15 days from date of receipt of reply from the Grievance Handling Officer or expiry of 20 days from date of submission of his application to the Appellate Authority as prescribed in the Schedule.
- i. The said Appellate Authority shall examine the grievance(s) vis-à-vis the action taken by the GRO, if any, and if deemed proper, shall discuss the matter with the concerned department to which the grievance pertains for having it resolved wherever possible and shall convey his decision within 15 days from the date of receipt of the complaint.
 - ii. The said authority may at his / her sole discretion in order to give fair opportunity if deemed necessary call for additional details/documents from the applicant and/or even consider to grant a personal hearing if so requested for by the concerned applicant/complainant/staff.
 - iii. However it should be noted that the concerned staff will not be eligible for any travelling/ halting allowance or any duty leave or reimbursement of any expenses for the purpose of attending the personal hearing. Further, no legal assistance shall be extended to the concerned employee in this regard.

- f. All complaints received by the GRO/Appellate Authority shall be numbered along with date of its receipt and details of the employee from whom the said complaint is received along with the brief details of the grievance and decision taken shall be properly recorded in the prescribed format (**Form-III**). These tasks shall be ensured by the H.R. Dept. of the concerned Authority or the officer handling H.R. functions.
 - g. A quarterly reporting along with the said list should be furnished by the HR Department of the Zones/FGMOs by e-mail to the Chief General Manager (HR), Industrial Law Division at HO (e-mail: HeadOffice.IndustrialLaw@bankofindia.co.in) so as to reach them positively by 5th of succeeding month.

 - i. The concerned department at Head Office shall in turn compile and furnish a statement giving the details of the grievances received and redressed or otherwise pending with various authorities for being reviewed by a committee at the level of Managing Director & Chief Executive Officer (MD & CEO).
 - h. The Committee constituted at the level of the Managing Director & Chief Executive Officer (MD & CEO) to periodically review the system for redressal of grievances of employees, shall consist of the Managing Director & Chief Executive Officer (MD & CEO), the Executive Director handling HR matters and/or in his absence the Alternate Executive Director, the Chief General Manager (HR) and/or in his absence the Alternate Chief General Manager, the General Manager (HR) and/or in his absence the Alternate General Manager & the General Manager (General Operations Department). The Officer heading the Industrial Law Division, Head Office in the capacity of Deputy / Asstt. General Manager, shall be the Member Secretary of the said Committee.
- V. The employee may terminate his/her grievance under this system at any time by delivering to the Grievance Redressal Officer / Appellate Authority, a written notification requesting such withdrawal.
- VI. In all proceedings under the Bank of India Grievance Redressal System, the employee shall, if directed by the GRO/Appellate Authority at their sole discretion as deemed proper by them, appear himself / herself for personal hearing. However, no travelling or halting allowance or any reimbursement of expenses will be made for this purpose. No duty leave etc. will also be sanctioned for the said purpose.
- VII. The draft of the formats for submission of grievances to the GRO/Appellate Authority, the formats of the records to be maintained at Zonal Office/FGMO on grievances received/settled by GRO/Appellate Authority and the Schedule containing the Authorities nominated as GRO/AA as contained in Bank of India Grievance Redressal System approved by the Board are enclosed to this circular.

VIII. The important aspects of the policy in the form of a flow chart for easy comprehension of the steps involved and for understanding the provisions available in the said policy is annexed hereto at **Annexure-I**.

IX. In addition to the manual system of submission of Grievances, a module of Grievance Redressal System is also available in HRMS.

BANK OF INDIA GRIEVANCE REDRESSAL SYSTEM

SCHEDULE

(Authorities nominated as Grievance Redressal Officer / Appellate Authority)

Sr.No.	Category	Grievance Redressal Officer	Appellate Authority.
(i)	(ii)	(iii)	(iv)
1.	Award Staff and Officers up to SMG IV posted in Branches/Zonal Offices including those posted in Offices viz. SME / LCB / AMO / LDO / STC / ITTC / Audit Offices located within the geographical area of the concerned Zone.	Zonal Manager of the concerned Zone within whose geographical area the concerned Branch / Office is located.	General Manager of the respective FGMO under whose jurisdiction the concerned Zone is functioning.
2.	Award Staff & Officers up to SMG Scale-IV posted in FGMO.	Deputy General Manager and in his absence the Asstt. General Manager of the respective FGMO.	General Manager of the respective FGMO.
3.	Award Staff & Officers up to SMG Scale-IV posted in Head Office, MDI and other establishments directly under the control of H.O.	Deputy General Manager (HR) and in his absence the Asstt. General Manager (HR).	General Manager (HR).
4.	All Officers in Scale-V & VI posted in Zones/Branches/ Offices including those posted in Offices viz. SME / LCB / AMO / LDO / STC / ITTC / Audit Offices located within the geographical area of the concerned Zone.	General Manager of the respective FGMO under whose jurisdiction the concerned Zone is functioning.	Chief General Manager (HR).
5.	All Officers in Scale-V & VI posted in FGMO.	General Manager of the respective FGMO.	Chief General Manager (HR).
6.	All Officers in Scale-V and VI posted at H.O., MDI and other establishments directly under the control of HO.	General Manager (HR).	Chief General Manager (HR).
7.	Top Executives in Scale-VII.	Chief General Manager (HR).	Executive Director handling HR portfolio.
8.	Top Executives in Scale-VIII.	Executive Director handling HR portfolio.	Managing Director & Chief Executive Officer.

Grievance Redressal Officer /Appellate Authority for case/s against Grievance Redressal Officer /Appellate Authority:

Sr. No.	Cases against the Grievance Redressal Officer / Appellate Authority in the Category of	Grievance Redressal Officer	Appellate Authority
(i)	(ii)	(iii)	(iv)
1.	Asst. / Deputy General Manager.	General Manager of the respective FGMO / General Manager (HR).	Chief General Manager (HR).
2.	General Manager.	Chief General Manager (HR).	Executive Director handling HR portfolio.
3.	Chief General Manager (HR).	Executive Director handling HR portfolio.	Managing Director & Chief Executive Officer.

- In case where the General Manager (HR) or Chief General Manager (HR) are not in a position to function as GRO/AA, for any reason whatsoever, the Alternate General Manager (HR) or Alternate Chief General Manager (HR) will function as GRO/AA, as required.
- In absence of the authority specified in above column (iii) & (iv), the next higher authority, as applicable, is empowered to exercise the powers of Competent Authority as the case may be.

BANK OF INDIA GRIEVANCE REDRESSAL SYSTEM (BOIGRS)

Form – I

(Form for submission of grievance by staff member to the Grievance Redressal Officer).

Name :

PF No. :

Branch/Office/Zone :

Department :

Grievance & Reason, in brief :

Remedy requested :

Declaration: "The Information as provided above is true to the best of my knowledge. The management is free to take action against me in case the complaint is found to be frivolous."

Dated :

Signature of employee

(For the use of the Grievance Redressal Officer)

Grievance No. : Received on :

Whether Personal Hearing requested/Granted ? : Yes/No

If so, date of Personal Hearing :

Whether any further clarification/Details called for ? If so, date on Which it was called for. :

Date of receipt of clarification :

Date of Reply :

Nature of reply, in brief (indicating whether Grievance resolved and if not, Reasons therefor. :

Signature of Grievance Redressal Officer

Name :

Designation :

Place of posting :

BANK OF INDIA GRIEVANCE REDRESSAL SYSTEM (BOIGRS)

Form – II

(Form for submission of grievance to the Appellate Authority)

Name :

PF No. :

Branch/Office/Zone :

Department :

Grievance & Reason, in brief :

Remedy requested :

Date of submission of grievance
to Grievance Redressal Officer :

Date of receipt of reply from :
Grievance Redressal Officer
(if no reply received, state so)

Reason of Non-Settlement of
Grievance by GRO. :

Dated :

Signature of employee

(For the use of the Grievance Redressal Officer)

Grievance No. : Received on :

Whether Personal Hearing : Yes/No
requested/Granted ?

If so, date of Personal Hearing :

Whether any further clarification/ :
Details called for ? If so, date on
Which it was called for.

Date of receipt of clarification :
Date of reply :

Nature of reply, in brief :
(indicating whether Grievance
resolved and if not, Reasons thereof).

Signature of Appellate Authority

Name :

Designation :

Place of posting :

BANK OF INDIA GRIEVANCE REDRESSAL SYSTEM

Form – III

Format for record to be maintained at Zonal Office/FGMO on grievances received/settled.

_____ Zone / FGMO _____

Sr.No.	Grievance No.	Date of receipt	Name/Designation of employee	PF NO.	Nature of grievance, in brief
1.	2.	3.	4.	5.	6.

Remedy requested	Result / Reply	Whether grievance resolved	Date of reply	Remarks
7.	8.	9.	10.	11.

BANK OF INDIA GRIEVANCE REDRESSAL POLICY (BOIGRS)

Applicable to Award Staff and All Officers upto Scale VIII

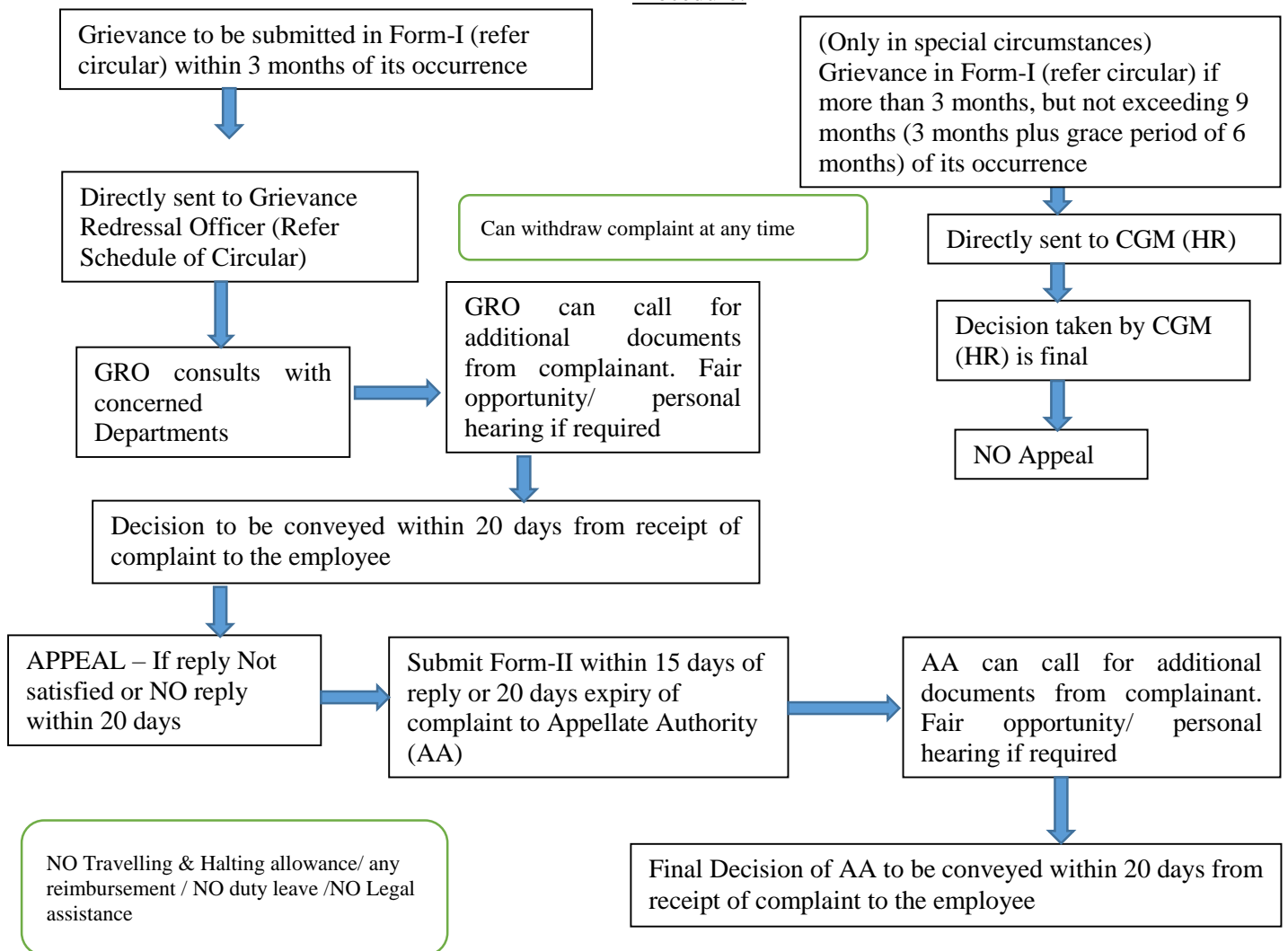
What is covered? - Individual Grievances:-

Unfair treatment by Superior	Subsidized Accommodation/ Allotment of Bank's Quarters / Flats
Salary payment, Special Allowance, Grant of increments, Recovery of dues, Deduction from Salary, Payment of Subsistence Allowance, Leave, Leave encashment, Seniority	Working conditions, Rights & Privileges of employee under the prescribed terms & conditions of service/ employment.

What is NOT covered? - UNLESS a clear cut case of victimization/ injustice supported by Documents

Terms of Appointment as laid down in Service conditions	Disciplinary action/ Departmental enquiry, Investigation & Vigilance cases
Issue of non-promotion/ Annual performance Appraisal; Transfer/ posting as per Bank's prevailing guidelines	Grievance does not relate to individual employee

Procedure:



SYSTEM FOR REVIEW OF PENDING COURT CASES FILED BY THE EMPLOYEES AGAINST THE BANK ON THEIR INDIVIDUAL GRIEVANCES/ DISPUTES.

- I. The objective of setting up of Review Committee is to examine all pending court cases which have been filed by the employees of the Bank/Trade Unions/Associations on their behalf against the Bank on individual staff matters relating to their conditions of service/terms of employment etc. and explore the possibility of any out of court settlement to resolve the disputes.
- II. The Committee shall look into only those specific cases relating to the service matters of employees/ex-employees relating to their individual staff relating grievances.
- III. The cases relating to the following issues shall not come within the purview of the said review :
 - a. Disputes on the policies formed/guidelines issued by the IBA/Govt. of India/ Bank for its employees ;
 - b. Matters involving action taken by way of terminating services of the employees as a consequence of vigilance cases relating to misappropriation, theft, fraud committed by the individual employee, unless there is a clear-cut case of victimization/injustice to the individual supported by documents.
- IV. The individual employee/unions/associations who have filed the said court cases shall approach, along with their proposals for amicable out of court settlement to resolve the dispute, to the respective Zonal Managers of the Zones to which the matter pertains to, who in turn will examine and forward the proposal to the Chief General Manager H.R. Department, Industrial Law Division, Head Office, along with their recommendations/views and financial implications on the Bank, in case it is decided to settle the matter out of court.
- V. The Zonal Managers of the concerned Zones shall also, on their own, review the court cases filed by the employees which are pending at their level and after discussions and carefully going through the facts of each of the case, submit their proposal for review of the case alongwith their recommendations on measures to be adopted for resolving these cases for out of court settlement along with financial implications, if any, on the Bank.
- VI. A committee constituted shall examine all such cases along with the proposal for amicable out of court settlement of these court cases and come to a consensus decision bringing out the possibility of any settlement. If so, the terms of said settlement.
- VII. The said committee shall place their recommendations/ views to the Managing Director & Chief Executive Officer who shall give a final consent / dissent for out of court settlement.
- VIII. The decision taken by the Managing Director & Chief Executive Officer would be final and binding.

- IX.** In case it is decided to amicably settle the matter out of court, the concerned employee shall have to withdraw his petition pending before the court before the settlement arrived at is acted upon/implemented.
- X.** The committee to be constituted for reviewing such court cases shall consist of the Executive Director handling HR portfolio, Chief General Manager (HR), General Manager (HR), General Manager (Risk Management), Dy. General Manager (Vigilance), Dy. / Asstt. General Manager (Law) and Dy. / Asstt. General Manager, Industrial Law Division.
- XI.** The important aspects of the policy in the form of a flow chart for easy comprehension of the steps involved and for understanding the provisions available in the said policy is annexed hereto at **Annexure-I**.

System for Review of pending Court cases filed by the employees against Bank

Applicable to all employees- ex- employees relating to individual staff related grievances

Objective:- To explore out of Court settlements to resolve disputes

What is NOT covered?

Dispute on policy/ guidelines formed by IBA/Govt/Bank for employees	Termination of employment in Vigilance cases
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Procedure:

