

Important Process Flow and its Timelines for Employee/Pensioner

- ✚ Grievance will be forwarded to Level 1 Resolution Authority [Manager HR(RBO)/CM HR (AO)] for their response.
- ✚ In case, you do not receive any response from Level 1 till 7th day of Grievance, it can be converted to Ticket on or after 8th Day of Grievance registration. Timeline will be up 10th day from the date of Grievance registration.
- ✚ In case, you receive response from Level 1 and you satisfied with response, you can close the Grievance and provide Feedback also.
- ✚ In case, you receive response from Level 1 but you are not satisfied, you can immediately generate Ticket which will be forwarded to Level 2 Resolution Authority [AGM-HR (Circle) for employee & AGM-PPG (Circle) for pensioner. Timeline will be 3 days from the date of response of Level 1.
- ✚ In case, you receive closure response from Level 2 and you are satisfied, you should provide Feedback also.
- ✚ In case, you receive closure response from Level 2 but you are not satisfied, you can immediately Re-open the Ticket which will be directly forwarded to Level 3 Resolution Authority (Team-Sanjeevani, Corporate Centre). Timeline for Re-open will be 7 days from the date of response of Level