**STAFF GRIEVANCE CELL**



**BHARAT SANCHAR NIGAM LIMITED**

**(A Govt. of India Enterprise)**

**From To**

**The Chief General Manager, All Heads of SSAs, BSNL**

**Bharat Sanchar Nigam Limited, PCE Civil/Elec/Arch. BSNL**

**Tamilnadu Telecom Circle The GM NW-Ops Trichy.**

**Chennai 600 202.**

**SGC/1-3/2010/33 dated at Chennai -2, the 16/07/2012.**

**Sub:** Staff Grievance Matters - guidelines /instructions- reg

**Ref:** BSNL HQrs. ND. letter No. 1-2/2004-SG Dt. 19/10/2004

Circulated vide TSA/10-12/SGO/2004 Dt. 22/11/2004

This office Lr. of even No. Dt. 22/03/2011

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Kindly refer to the letters cited above regarding setting up of SG Cell at Circle/ SSA/ Units level with specific instructions/ guidelines to streamline the redressal of staff grievances system of individual employee.

Of late, it is noticed that many of the Staff Grievance representations are received directly without exhausting the local channels of representations from the SSAs/ Units and without specific comments of the authorities concerned on the represented issue which causes much delay in settling the cases. Hence, it is hereby requested to follow the procedures mentioned below to enable expeditious disposal/ speedy resolutions of the grievance cases.

1. All the SG representations should be represented through the Staff Grievance Officers of the SSA/ Units concerned only.
2. Before projecting a case as a ‘Staff Grievance’ case, it should be ensured that whether the same had been exhausted in all routine channels of representations.
3. The SGOs of the SSAs/ Units has to sort out the representations, whether the SG cases involves local decision by the Head of the SSA / Unit or require intervention by the Head of the Circle.

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1. The cases requiring the intervention by the Head of Circle alone should be forwarded to Circle office with requisite documents in duplicate and comments of the local authorities concerned on the represented issue.
2. The forwarding letters should be specifically addressed to the ‘The Staff Grievance Officer’ ‘Staff Grievance Cell’, Circle office.
3. The issues / cases related to the pending vig./ dis proceedings and the cases in which the aggrieved employees have already approached the court will not come under the purview of the Staff Grievance.
4. The detail in respect of the Staff Grievance officer at SSA level should be circulated to all concerned and should be updated as & when changes occurs.

Further, it is requested to all concerned officers to give priority to Staff Grievance cases wherever referred to them for their comments/ reports to enable the SGOs to dispose the SG cases within the stipulated to time limit.

This may kindly be brought to the notice of all concerned.

Sd………………..

**(M.SHANMUGAM)**

**Dy. General Manager,(HR & Admn),**

**for CGM BSNL TNT Circle,**

**Chennai 600 002.**