

UTTARAKHAND GRAMIN BANK

Grievance & Redressal Policy

Frequency of Renewal	2 Years
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Valid up to	04/09/2026

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Head Office (10.70.1.81)

1. **Introduction**

This section outlines the purpose and objectives of the Grievances & Redressal Policy. It typically includes a commitment to maintaining a fair, transparent, and efficient process for addressing grievances raised by employees. It emphasizes the bank's dedication to resolving issues promptly and equitably, ensuring a positive work environment.

2. **Coverage and Scope**

This section defines the types of grievances covered by the policy, which may include:

- Employment-related grievances : Issues related to employment terms, working conditions, or unfair treatment.
- Disciplinary issues : Concerns regarding disciplinary actions or processes.
- Harassment and discrimination : Complaints about harassment, discrimination, or any form of unfair treatment.
- Workplace safety : Issues related to the safety and well-being of employees.
- Others : Any other grievances related to employment not covered in the above categories.

The scope also clarifies which employees are covered under this policy (e.g., all full-time and part-time employees, including temporary and contract staff).

3. **Employees Grievance Redressal Committee –jurisdiction, structure, and responsibilities**

The Principal Nodal Officer at Uttarakhand Gramin Bank, Head Office for grievances redressal is the General Manager. The Principal Nodal Officer is responsible for implementation and monitoring of grievances redressal in the entire Bank. Principal Nodal Officer regarding their grievances at the following address:

The General Manager,
Uttarakhand Gramin Bank, Head Office
18, New Road, Dehradun

ii) The Nodal officer for grievance redressal at the Regional Offices shall be the respective Regional Manager.

- **Jurisdiction** : Specifies the authority of the Grievance Redressal Committee in handling complaints. This may include the types of grievances the committee is empowered to address and any limitations on its authority.

- **Structure** : Details the composition of the committee, including:

- Chairperson : General Manager
- Members : Representatives from various departments, including HR, legal, and a staff representative.

- Secretariat : An administrative role to support the committee in documentation and communication by HR department.

- Responsibilities :

- Receiving Complaints : Collect and record grievances formally submitted by employees.
- Investigating Complaints : Conduct thorough investigations into the complaints, ensuring fairness and impartiality.
- Resolution : Propose solutions or corrective actions to resolve grievances.
- Communication : Inform employees about the status and outcome of their complaints.
- Monitoring : Oversee the implementation of resolutions and ensure compliance.
- Reporting : Prepare periodic reports on grievances and resolutions for senior management review.

This section aims to ensure that there is a clear, structured, and transparent process for handling grievances, contributing to a positive workplace culture.

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