

BHARAT HEAVY ELECTRICALS LIMITED
NEW DELHI

From : General Manager (HR),
BHEL, Corporate Office, New Delhi

To : All Heads of HR
BHEL, Bhopal / Jhansi / HEEP-Hardwar / CFFP-Hardwar / Tiruchy / BAP-
Ranipet / Hyderabad / R&D, Hyderabad / EDN-Bangalore / EPD-
Bangalore / ISG-Bangalore / Varanasi / Jagdishpur / Rudrapur / Goindwal
/ Industry Sector / Power Sector (HQ) / ROD(HQ) / Corporate Office /
HRDI-Noida / EMRP- Mumbai / ASSCP-Gurgaon

No. : AA/HR/MO5

Dated: October 21, 2005

Corporate Human Resource Circular No. 049 / IRX / 2005

Subject: **Public Grievance Redressal System.**

The Ministry of Personnel, Public Grievances & Pensions, Government of India, New Delhi vide its letter No. K-12011/15/95-PG dated 6.1.1997 desired that Public Grievances Redressal Machinery be strengthened and activated to not only provide quality & hassle free Public services, but also bring about systemic changes with emphasis on prevention of grievances. This was given a further fillip when the Prime Minister's office identified "Status Report on Public Grievances" as a thrust area for institutional reforms. It was thus felt that a formal "Public Grievance Redressal System" needs to be put in place to enable meet the above objectives and the requirements. **Accordingly the Scheme for Public Grievances Redressal System for BHEL, copy of which is enclosed has been formulated for implementation in all the Units / Offices of the Company. The schedule for implementation of the Public Grievance Redressal System is also enclosed and necessary reports according to that may be ensured.**

This issues with the approval of competent authority.

(B. Shankar)
General Manager (HR)

PUBLIC GRIEVANCE REDRESSAL SYSTEM

1. Objective:

The objective of the Scheme for redressal of "Public Grievance" in BHEL is to provide appropriate mechanism whereby an individual / group who believe(s) that he has been wronged by any act of the Company is able to redress his/her grievance.

2. Applicability:

The Scheme for Redressal of Public Grievances will be applicable to all the Manufacturing Units/Business Sectors & Offices of BHEL.

3. Coverage:

The Scheme will cover all individuals except (i) Employees, (ii) Shareholders, (iii) Vendors & Customers already having a contractual relationship with BHEL, since for these categories, a formal Grievance Redressal System already exists.

4. Definition:

A "Grievance" for the purpose of this Scheme would mean, a cause of distress felt on account of being wronged, to afford a reason for complaint, relating to any Individual / Group (other than those not covered under the Scheme) arising out of any decision taken by BHEL in relation to that Individual/Group.

5. Scheme:

- 5.1 A single window concept to be established and an Executive of the rank of DGM / AGM to be nominated as Public Grievance Officer (PGO) in each Unit / Office.
- 5.2 The Public Grievance Officer will be easily accessible at least on any one day of the week at stipulated hours exclusively for this purpose. The Public Grievance Officer's name, designation, room number, telephone & Fax No. & E-mail address etc. need to be displayed on a board to be placed at the main entrance and on the Company's / respective Units website. Copies of the format for registering grievances / appeals should be kept available at the reception. The formats should also be downloadable from the respective websites.
- 5.3 An individual can register his grievance in writing with the Public Grievance Officer directly on the specific day & time notified (Format for registering Grievance enclosed at "A"). Alternatively, the grievance in the prescribed format can also be put in the locked Grievance Box. This box is to be placed at the Reception and opened each day. All Grievances should be acknowledged within one week of receipt by the PGO.
- 5.4 Wide publicity is to be accorded to the PGRS (Public Grievance Redressal System).

5.5 The grievance column of the newspapers should be regularly examined by the PGO for any grievance.

6. Procedure: (Stage - I)

6.1 Public Grievance Officer to segregate all the Grievances on the basis of issues pertaining to various Departments.

6.2 If the Public Grievance Officer considers it necessary to seek information about any Grievance related to a particular Department, he may send the same to the concerned Department for obtaining comments to enable him send a reply.

6.3 The concerned Departments should not reply directly to the individual, but should send their comments / views to the PGO. The PGO should satisfy himself that the grievance is properly addressed before sending the reply to individual.

6.4 The Public Grievance Officer (PGO) will submit a monthly status report of all the Grievances received and settled. A list of grievances related to functions/department remaining unsettled within the stipulated period will also need to be submitted & forwarded to the High Powered Committee for settlement (refer clause 7.2).

6.5 Analysis of the nature of Grievances and its causes with the aim of identifying systemic deficiencies in policies, rules & regulations, procedures etc. if any, should be made by the PGO. For this purpose, expertise of Sr. Executives from functions to which the grievance relates / pertains can be drawn. This should be an ongoing process. The PGO should submit a monthly report to the Head of his Unit about the systemic changes that need to be made. Annexure - D

6.6 The PGO and other co-opted members will function under the Direct Administrative control of the Head of HR of the Unit.

6.7 Settlement of grievance should be done within a Maximum period of 45 days from the date of its receipt.

7. Appeal: (Stage - II)

7.1 If the aggrieved individual is not satisfied with the reply accorded to his Grievance by the PGO / concerned Department, he may appeal to the High Powered Committee through the PGO alongwith all related documents (Format for Appeal enclosed at "B").

7.2 This High Powered Committee shall consist of the following:

- i) Head of Finance
- ii) Head of HR - Convenor
- iii) Head of Department to which the Grievance is related.

7.3 The Grievance received by PGO for re consideration by the High Powered Committee shall be forwarded to the Convenor of the Committee.

7.4 The Committee shall decide on all the Grievances within 45 days of its receipt from the PGO and shall inform the aggrieved person about the decision of the Committee within 7 days through the PGO.

7.5 The decision given by the High Powered Committee will be final.

8. MIR System:

8.1 Monthly returns within 10 days after the end of each Month shall be submitted by every Unit to Corporate HR Department as per the format enclosed through E-mail for updation of status in the Company website (MIR Format enclosed at "C").

9. Exclusion of Types of Grievance.

Following Grievances will not be taken up:-

- i) Anonymous complaints or Frivolous cases and others in respect of which inadequate supporting details are provided.

- ii) Cases involving decisions/policy matters in which the aggrieved has not been affected directly/indirectly.
- iii) Cases where quasi judicial procedures are prescribed for deciding matters or cases that are sub-judice.
- iv) Service matters of employees - This should be taken up by an employee(Not anyone else) through Grievance Redressal system already in place.
- v) A grievance which has already been disposed off by the High Powered Committee.
- vi) Complaints of corruption. This should be lodged with the Vigilance Officer of the Unit and dealt with separately.

-X-X-X-

FORMAT FOR REGISTERING GRIEVANCE

From: Name: _____ To: Public Grievance Officer
Address: _____ Address _____

Contact No. :
(Off) : _____
(Res.) : _____
Mobile: _____

As per Para 5.3 of the Scheme of Public Grievance Redressal, I register my grievance as detailed below:

"Details of Grievance"

Undertaking: I hereby certify that statements made in my Grievance & the data enclosed are true & complete to the best of my belief. If at any time any part of the Grievance or the data is found to be false, I will be liable for any legal action that the company may deem it fit.

Date: _____ (Signature)
Name _____

Encl.: if any (for supporting Grievance)

"B"

APPEAL

From:

To:

Name: _____

Public Grievance Officer

Address: _____

Address _____

Previous Grievance date: _____ (to enclose copy)

Reply of Grievance Officer date: _____ (Copy of reply to enclose)

Vide Para 7.1 of the Scheme of Public Grievance Redressal, I appeal against the reply of Public Grievance Officer / other Official to my Grievance dated _____ on the subject _____.

Date: _____

(Signature)

Name _____

Encl.: if any (for supporting Grievance)

Note:- Clear reasons as to why the reply is not satisfactory need to be stated while submitting the Appeal

"C"

MIR ON PUBLIC GRIEVANCE STATUS

AS ON _____

UNIT _____

SL NO	RELATED TO (FUNCTION DEPARTMENT)	NO. OF GRIEVANCES RECEIVED	NO. OF GRIEVANCES SETTLED WITHIN STIPULATED TIME	NOS. OF GRIEVANCE OUTSTANDING	NOS. OF GRIEVANCES FORWARDED TO STAGE-II

Annexure- D

SYSTEMIC CHANGE SUGGESTED BASED ON THE ANALYSIS OF THE GRIEVANCES RECEIVED.

Sl. No.	Company's Policies / Rules / Procedures Which change requires	Functional Area / Deptt.	Systemic Change suggested