

SBI PENSIONERS GRIEVANCE REDRESSAL FORTNIGHT
'SAMADHAN PAKHWADA': 8TH MAY 2023 – 20TH MAY 2023

The Bank has put in place a robust Grievance Redressal Mechanism in the form of “Sanjeevani HR Helpline” for taking care issues of staff pensioners and family pensioners. In order to propagate a culture of Quick Grievance Redressal for our staff pensioners / retirees and to develop uniformity in redressal process, it has been decided by the competent authority to observe ‘Samadhan Pakhwada’ (Pensioners’ Grievance Redressal Fortnight) from **08th May 2023 to 20th May 2023**.

Process for logging of grievances through HRMS is as under:

Log into HRMS→Click on Sanjeevani HR Helpline Tile in HRMS→Select appropriate category and Subcategory, type in your Grievance in brief with Order no./ date etc. On submission a request number will be generated, progress of which can be checked under ‘My Request’ tab.