

'SAMADHAN PAKHWADA': 18TH DECEMBER 2023 – 30TH DECEMBER 2023
SBI PENSIONERS GRIEVANCE REDRESSAL FORTNIGHT

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 18th December 2023 to 30th December 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.