

## **All branches/office of State Bank of India**

### **'SANJEEVANI' – SBI HR HELPLINE**

#### **Existing Instructions:**

The Grievance Redressal System(GRS) was approved by the Executive Committee of Central Board in the meeting held on 14<sup>th</sup> October 2003 for introducing revised Grievance Redressal System for our employees in the Bank. The scheme for Grievance Redressal System has been framed under Section 43 of State Bank of India Act 1955. The GRS is applicable to both officers as well as workmen staff. The GRS is a **3-tier** system for providing resolution to the grievances lodged by the employees based on an escalation matrix. The online Employee Grievance Redressal Portal in SBITimes was developed, which was presently being utilised by our employees.

#### **Revised Instructions:**

In the past, our employees used multiple channels for redressal of their grievances viz. Employee Grievance Redressal Portal, mails, letters etc. At times, the turn-around-time was too long for providing meaningful resolution to the queries lodged by them and redressal of grievances could not be tracked over time.

To provide quick and meaningful resolution to the grievances lodged by our employees on HR matters, an HR helpline is felt as the need of the day with two way communication channel with our employees and our HR Team through Interactive Voice Response System.

2. In extension of our various HR best practices, and to increase employee engagement, we have launched '**SANJEEVANI-SBI HR Helpline**' which has commenced its operations. This will be a multimodal and integrated platform to handle all staff grievances and HR related queries. '**SANJEEVANI**' will be on Interactive Voice Response System-IVRS to handle all HR related matter queries/complaints. It can be reached by our employees through voice (022-22858130), e-mail (sanjeevani.hr@sbi.co.in) and SMS [HELPHR(space)XXXXXXX to 567676, where XXXXXX represent PF ID of the employee] for

seeking clarifications and lodging their grievances. Facility to lodge queries/grievances through HRMS, is also being developed and would be made available in due course. It would be manned by our own employees and the resolution would be provided within **3** working days.

3. The detailed guidelines are given in Annexure-I.

4. Please bring the contents of this Circular to the notice of all employees of the Bank to make use of the facility.

**Deputy Managing Director (HR) &  
Corporate Development Officer**