

उत्तर प्रदेश ग्रामीण बैंक

UTTAR PRADESH GRAMIN BANK

HO/01/HRM/RKJ/2025-26/65

Date: 15.05.2025

Circular to all Branches and Offices
Issued by HRM Department, Head Office

Dear Sir,

Re : Staff Grievances Redressal Policy-2025

We are pleased to inform that a Staff Grievances Redressal Policy of the Bank has been approved by Hon'ble Board of Directors in the meeting dated 07.05.2025.

The aforesaid policy named as "Staff Grievances Redressal Policy-2025" is enclosed herewith for information and compliance.

Please bring the contents of the policy to the notice of all concerned.

Yours faithfully,


(Ghanshyam Singh)
General Manager (HRM)

Encl. : Staff Grievances Redressal Policy-2025

Staff Grievances Redressal Policy-2025

I. Background

Officers and Employees are employed at different levels in Uttar Pradesh Gramin Bank. The cases of dissatisfaction / affliction may appear among staff at workplaces due to the various reasons viz. different backgrounds, cultures, language etc.. Grievances may also arise on account of different interpretation of various instructions / guidelines issued by the bank officials at various levels in matters related to staff salaries, allowances, leave acceptance/rejection etc.

The Staff Grievances Redressal Policy-2025 is being proposed to settle all the grievances related to staff matters at the bank level itself with the implementation of the policy, to maintain cordial and interpersonal relations between the staff and the management which will also bring transparency in the working of the staff.

II. Objective:

The aim of implementing this policy is to provide the staff with congenial platform to express their grievances, to ensure job satisfaction and to increase the productivity and efficiency by ensuring timely settlement of grievance.

III. Details/guidelines of Staff Grievances Redressal Policy-2025:

For the purpose of this policy, the meaning of grievance is only from the dissatisfaction/affliction related to any staff member arising out of the bank's policy / rules or implementation of decisions. The matters related to Salary, Allowances, Benefits/Facilities, leave regulations, clarification of service rules etc. may also be included.

The matters relating to staff service records data correction / modification and transfer requests cannot be categorized as grievance.

Grievances related to following matters may be represented under the Staff Grievances Redressal Policy-2025:

1. Staff Service related matters.
2. Retirement Benefits.
3. matters related to indiscipline
4. Seniority list related matters.
5. Matters relating to Leave, Travel expenses and other facilities to the staff as per rules.
6. Salary and Allowances.
7. Unjust Behavior / Conduct with Superiors / Subordinates.
8. Interpersonal relations between staff.

However, the following matters shall not be included in grievance under the policy:

1. Disciplinary proceedings / non vigilance / vigilance matters.
2. Subjudice matters.
3. Legal dispute.
4. Performance Appraisal Rating related matters.
5. Request Transfer / Posting related matters.
6. Personal and Family matters of staff.
7. Promotion related matters.

Uttar Pradesh Gramin Bank-Staff Grievances Redressal Policy-2025

IV. Competent Authority for Redressal of Staff Grievance:

For disposal of grievance, the competent authority shall be as under:

Sr	Category of staff	First Authority	Second Authority	Appellate Authority
1	All the staff members (other than Branch Heads) posted at branch	Branch Manager	Regional Head of the concerned Region	General Manager (HRM)
2	All Branch Heads & all Deptt. Heads / all the Staff members posted at R.Os (other than Chief Managers)	Senior Manager (HRM) at the concerned R.O	Regional Head of the concerned Region	General Manager (HRM)
3	All Chief Managers (including BHs) under Regional Offices.	Regional Head of the concerned Region	General Manager (HRM)	Chairman
4	All the staff members posted at Head Office	HOD, HRM	General Manager (HRM)	Chairman

V. Procedure for redressal of grievance of staff members.

The written grievance shall be submitted by the staff to the concerned authority through proper channel.

Redressal/disposal of grievance will be done by the concerned authority within -15-working days from the receipt of application.

The information related to redressal/disposal of the grievance will be provided to the applicant by the concerned authority.

If the applicant is not satisfied with the redressal/disposal of his grievances, then he may appeal to the higher level authority in writing, as envisaged above.

The decision taken by the Appellate Authority shall be final and binding upon the dissident staff members. The decision taken by the Appellate Authority will be informed to the concerned staff member within 15 working days.

An aggrieved staff must submit his/her grievance in writing and in a polite and respectful language. It shall contain all material facts and documents. Grievances on the basis of comparative analysis with other staff, fictitious and imaginary in nature shall not be considered under the above policy.

Matters which are sensitive in nature, the details and identity of the applicant will not be disclosed as per the request of the applicant.

A register will be maintained at the Branch/R.O./ H.O level in which all details /process of receipt and disposal of grievance shall be recorded.

Uttar Pradesh Gramin Bank-Staff Grievances Redressal Policy-2025

The authorities responsible for disposal should redress the grievance received at their level and if the grievance is not within their jurisdiction, they should submit the application to next higher level authority with their comments.

The Appellate authority upon receipt of appeal on merits of the case shall advise the concerned authority. If no merits are found in grievance, then the decision shall be informed to the staff, in writing.

VI. Other Guidelines:

All staff members will follow the procedure for redressal of their grievance. Any staff member shall not directly address his/her grievance to any other institution, other authority, Political institution / authority, Government of India, in connection with his / her personal grievance related to bank service.

Under the provisions of the “Uttar Pradesh Gramin Bank (Officers & Employees) Service Regulations, no officer or employee shall bring or attempt to bring any political or other outside influence to bear upon any superior authority to further his interests in respect of matters pertaining to his services in the bank.

Violation of the above regulation will not be taken leniently and stern action would be initiated against erring staff members, besides placing on record such instances in the personal service record /file of the employees.

All the staff members are advised that they should get their grievance redressed through this mechanism before filing any writ/case against bank in any court.

The staff member should submit his/her application of grievance through proper channel.

The grievance of the staff should be considered in the correct perspective because it indirectly affects the efficiency of the staff.

The grievance should be redressed within stipulated period keeping in view the provisions/circulars/guidelines/rules/ service regulations, If for special reasons, there is a need for more time for disposal, then the staff may be informed, in writing.

Action Taken Report will be submitted on quarterly basis by the Branches to Regional Offices and Regional Offices to Head Office.

VII. Policy review period:

The validity of the policy shall be three years from the date of approval of the Board. In case the policy cannot be reviewed on or before due date, The Chairman is authorized for allowing to continue with the policy for further three months from the due date of review.

Any change made by the Govt. of India/ RBI/ NABARD from time to time shall form integral part of this policy with immediate effect and it shall be treated modified to that extent.

The policy shall be reviewed on annual basis i.e one year from the date of approval by the Hon'ble Board or till the next approval whichever is earlier.