

The Chief General Manager
State Bank of India
Local Head Office
All Circles

HR/PPMD/PJ/2023-24/१११

Date: 06.05.2023

Madam/ Dear Sir,

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

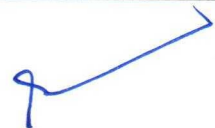
The Bank has been providing several services and benefits to the staff pensioners and family pensioners. These services act as welfare measures and aim to create a better user experience for our senior colleagues.

A robust Grievance Redressal Mechanism in form of "Sanjeevani HR Helpline" has also been put in place for taking care of all issues of staff pensioners & 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.

In this connection, we request you to arrange as under:

1. Expeditious resolution of all grievances pending as on date.
2. Resolve all grievances lodged by the pensioners/ family pensioners during the fortnight to be resolved within the fortnight.
3. Ensure to lodge all complaints/ grievances received through emails, letters, SMSs in Sanjeevani Portal by Circle HR/ PPG Department.
4. Ensure that the grievances are lodged under relevant category/ sub-category.
5. Assignment of responsibility to resolve grievances as below:

Sr. No.	Grievance Related To	Nodal Officer at Circle Level
1	Payment of Pension/ Family Pension, PF, Gratuity & other terminal benefits/ any other	AGM (PPG)
2	Any amount/ benefit that was due during the active service of pensioner	AGM(HR)
3	Group Mediclaim Policies/ e-Pharmacy Scheme, EMWS, Dispensary Services, Critical illness, Diagnostic Services, etc.	CM (IR)/ CM (Welfare)



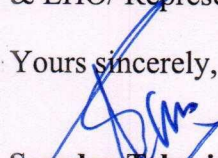
6. Root-Cause Analysis of all grievances and arrangement for Remedial Measures as required, for prevention of occurrence of similar grievances in future.
7. To send communication to Circle Pensioners' Associations and Administrative Offices of the Circle about conduct of "Samadhan Pakhwada".
8. Ensure to submit a summarized report on grievance received during "Samadhan Pakhwada" along with their root-cause analysis and mitigation measures thereof to Corporate Centre latest by 23rd May 2023.

In addition to the above, you are requested to ensure that the complaints/ grievances related to Bank's Medclaim Policies, i.e., SBI Health Care/ SBI Health Assist and e-Pharmacy Scheme are resolved through the below mentioned resolution mechanism:

Issues and Complaints related to Group Medclaim Policy/ e-Pharmacy Scheme			
Sr. No.	Issues	Complaint Areas	Resolution Mechanism
i.	e-card related issues, Age correction, Member's Name and Spouse Name, Inclusion of dependents	Group Medclaim Policies	The resolution of the Grievances to be taken by the respective Circles, after making necessary changes in HRMS and subsequently through ARIBL representatives.
ii.	All Issues related to Medclaim Claims	Group Medclaim Policies	Respective Circles through ARIBL representatives in LHO/AOs.
iii.	Issues related to registration in SBI Health Assist/ SBI Health Care	Group Medclaim Policies	An email with screenshot of error to be sent to hrms@sbi.co.in Copy of the mail to be marked to: medclaim@sbi.co.in
iv.	Address/ Mobile No./ Dependents/ 20% Discount or Corporate Benefit/ Delays in Orders	e-Pharmacy facility	Circles to write to: i) For MediBuddy: prashant.devkar@medibuddy.in ii) For Tata 1mg: kishan.chaturvedi@mg.com Copy of the mail to be marked to: sbigmchelpdesk@rathi.com

Please note that the above-mentioned contact numbers are for exclusive use of HR officials of AO & LHO/ Representatives of Brokers only and not to be shared with the Pensioners.

Yours sincerely,


Samden Tshering Lama
For Chief General Manager (HR)
022-22741670

