



SC/ST EMPLOYEES WELFARE ASSOCIATION OF BSNL (SEWA)

(The Recognised Association in BSNL, Regn. No. 5/58891/07 Delhi)



CENTRAL HEAD QUARTER

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No. SEWA-BSNL/CHQ/2021-24

Dated: 18.09.2024

To,

Dr. Kalyan Sagar Nippani ji,
Director (HR), BSNL Board,
Bharat Sanchar Bhawan, New Delhi

Subject: Enhancement of Grievance Redressal Mechanism for SC/ST/PWD Employees through online ERP (ESS) Portal

Ref: 1) NCSC File No. 39/Misc-2/IGR Committee12020ISSW-1

Dated: 29.07.2020

2) BSNL CLO (SCT Cell) No. 110-05/2010-SCT/426

Dated: 04.11.2010

3) MoHA No.12029/07/2020-Ad.V

Dated 03.11.2020

R/Sir,

With respect to the above-cited subject, it is to bring to your kind attention to the significant challenges faced by SC, ST, and Persons with Disabilities (PWD) employees in BSNL concerning the grievance redressal mechanism. A considerable number of SC/ST and PWD employees contribute diligently to the company; however, their grievances are frequently not addressed promptly or appropriately. It has been observed that many grievances and complaints are either suppressed or neglected, leading to dissatisfaction and eroding trust in the grievance redressal system. It is pertinent to mention here that SC/ST/PWD employees are compelled to approach constitutional authorities due to dissatisfactions in getting the justice.

Moreover, it has been noted that grievance registers for SC/ST and PWD employees are inadequately maintained across various units. This results in inaccurate and sometimes false quarterly reports being sent, which do not reflect the actual number and status of grievances.

To address these critical issues and improve the grievance redressal process, It is proposes the following comprehensive measures:

1. **Integration of an Online Grievance Redressal System within the ERP (ESS) Portal:**

- Introduce a dedicated module within the ERP (ESS) portal that allows SC/ST and PWD employees to register their grievances online. This user-friendly interface will ensure accessibility and ease of use for all employees.
- Employees should be able to log in to their ESS portal and submit their grievances electronically. This would streamline the process, ensuring that grievances are registered promptly and accurately.
- Time to time, new module tabs are being added related to the Employees Self Service (ESS) of the ERP portal as per need. In this regard, it is therefore kindly proposed to add a new tab in the ESS titled 'SC/ST and PWD Grievance Redressal'.

2. **Automated Routing to SC/ST and PWD Cell:**

: Correspondence :

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- The system should automatically route the registered grievances to the respective Deputy Liaison Officer (Dy. L.O) or Liaison Officer (L.O) of the SC/ST and PWD Cell. This ensures that grievances are addressed by the designated authorities without any delay or misdirection.
- 3. **Establishment of a Time-Bound Resolution Framework:**
 - Implement a strict timeline for grievance resolution. The Dy. L.O or L.O should resolve grievances within a stipulated period (e.g., 30 days).
 - If the grievance is not resolved within the specified timeframe, the system should automatically escalate it to the Chief Liaison Officer (CLO) at the Corporate Office for further action.
- 4. **Transparency and Accountability in Reporting:**
 - The online system should maintain a transparent and authenticated record of all grievances, including the date of filing, nature of the grievance, current status, and resolution details.
 - This data should be accessible to the employees, Dy. L.O, L.O, CLO, and relevant higher authorities to ensure accountability at all levels.
- 5. **Quarterly Reports and Monitoring:**
 - Generate automated and accurate quarterly reports from the system, reflecting the true number and status of grievances. These reports should be reviewed and approved by the CLO before submission to the SC/ST and PWD Commissions.
 - The system should include mechanisms for periodic audits to verify the accuracy and completeness of the reported data.
- 6. **Reduction in External Complaints:**
 - By implementing this efficient and transparent grievance redressal system, the number of service-related complaints registered with the National Commission for Scheduled Castes (NCSC), National Commission for Scheduled Tribes (NCST), and National Commission on the Rights of Persons with Disabilities (NCRPD) will be significantly reduced.
 - Adherence to guidelines issued by the NCSC, NCST, NCRPD, and the government will be ensured, thereby improving compliance and satisfaction among SC/ST and PWD employees.
- 7. **Training and Awareness:**
 - Conduct training sessions and awareness programs for all employees to familiarize them with the new grievance redressal system. Ensure that they understand how to use the ESS portal to register their grievances and follow up on their status.

The implementation of these measures will lead to a more efficient, transparent, and fair grievance redressal mechanism for SC/ST and PWD employees. This will not only address their concerns more effectively but also foster a sense of trust and satisfaction, allowing them to focus on their work and contribute to the progress of the company.

We are hopeful that you will consider this proposal favorably and take the necessary steps to implement these changes at the earliest.

Thank you for your attention to this matter.

Enclosures: As Above reference letters

Copy to: 1) The **CMD, BSNL**, Corporate Office, New Delhi
2) The **PGM (SR)**, BSNL Corporate Office, New Delhi
3) The **CLO (SCT)**, BSNL Corporate Office, New Delhi

Yours sincerely


(N. D. Ram)

General Secretary

SC/ ST Employees Welfare Association of BSNL