



PUBLIC GRIEVANCE REDRESSAL

BHEL, HARIDWAR

(Please mention 'Public Grievance' in the subject)

PUBLIC GRIEVANCE OFFICER (PGO)

लोक शिकायत अधिकारी

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Formats and Links

[Format for registering Grievance](#)

[Format for Appeal](#)

PUBLIC GRIEVANCE REDRESSAL SYSTEM

1. Objective

To provide appropriate mechanism whereby an individual / group who believe(s) that he has been wronged by any act of the Company is able to redress his/her grievance.

2. Applicability

The Scheme for Redressal of Public Grievances will be applicable to all the Manufacturing Units/Business Sectors & Offices of BHEL.

3. Coverage

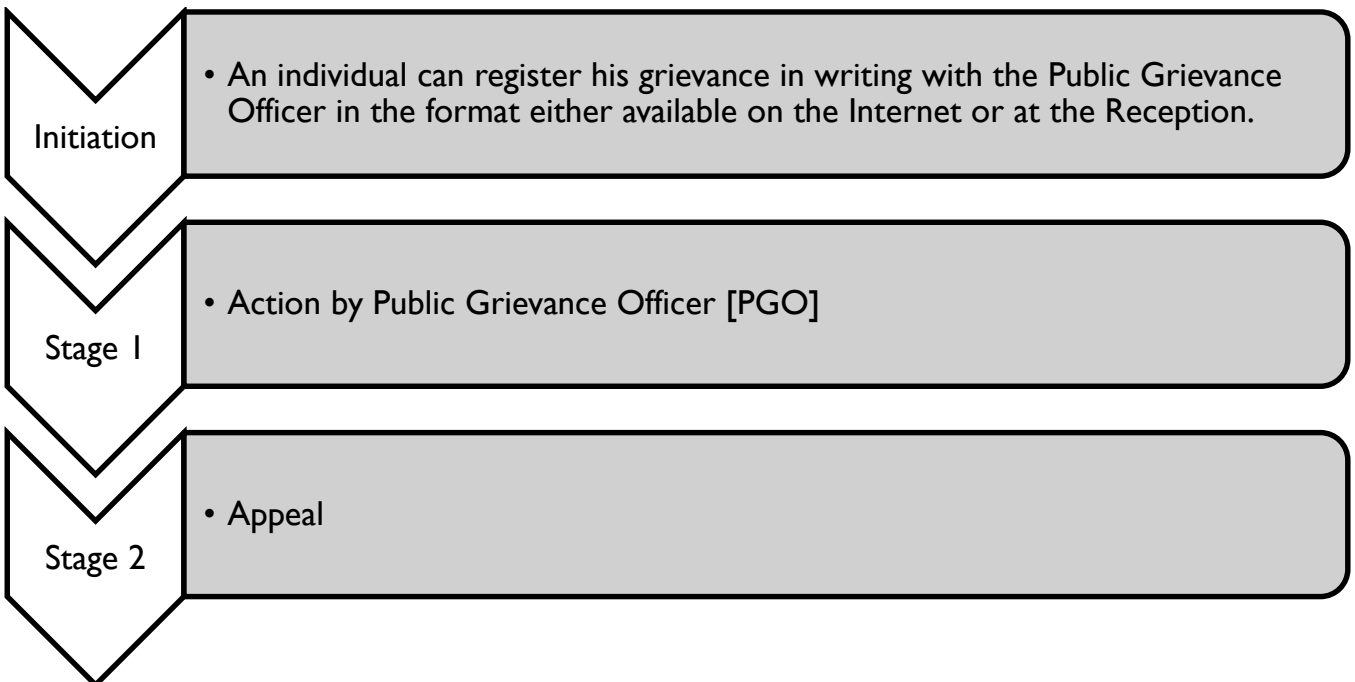
The Scheme will cover all individuals except

- Employees
- Shareholders
- Vendors & Customers already having a contractual relationship with BHEL, since for these categories, a formal Grievance Redressal System already exists.

4. Definition of Grievance

A "Grievance" for the purpose of this Scheme would mean, a cause of distress felt on account of being wronged, to afford a reason for complaint, relating to any Individual / Group (other than those not covered under the Scheme) arising out of any decision taken by BHEL in relation to that Individual/Group.

5. Grievance Redressal Process



Stage I Action by Public Grievance Officer [PGO]

Public Grievance Officer to segregate all the Grievances on the basis of issues pertaining to various Departments.

If the Public Grievance Officer considers it necessary to seek information about any Grievance related to a particular Department, he may send the same to the concerned Department for obtaining comments to enable him send a reply.

The concerned Departments should not reply directly to the individual, but should send their comments / views to the PGO. The PGO should satisfy himself that the grievance is properly addressed before sending the reply to individual.

The Public Grievance Officer (PGO) will submit a monthly status report of all the Grievances received and settled. A list of grievances related to functions/department remaining unsettled within the stipulated period will also need to be submitted & forwarded to the High Powered Committee for settlement.

Analysis of the nature of Grievances and its causes with the aim of identifying systemic deficiencies in policies, rules & regulations, procedures etc. if any, should be made by the PGO. For this purpose, expertise of Sr. Executives from functions to which the grievance relates / pertains can be drawn. This should be an ongoing process.

The PGO and other co-opted members will function under the Direct Administrative control of the Head of HR of the Unit.

Settlement of grievance should be done within a Maximum period of 45 days from the date of its receipt.

Stage 2 Appeal

If the aggrieved individual is not satisfied with the reply accorded to his Grievance by the PGO / concerned Department, he may appeal to the High Powered Committee through the PGO alongwith all related documents.



This High Powered Committee shall consist of Head of Finance Head of HR [Convenor] & the Head of Department to which the Grievance is related.



The Grievance received by PGO for re-consideration by the High Powered Committee shall be forwarded to the Convenor of the Committee.



The Committee shall decide on all the Grievances within 45 days of its receipt from the PGO and shall inform the aggrieved person about the decision of the Committee within 7 days through the PGO. The decision given by the High Powered Committee will be final.

6. Following “Types of Grievance” are excluded under this Scheme

- ❖ Anonymous complaints or Frivolous cases and others in respect of which inadequate supporting details are provided.
- ❖ Cases involving decisions / policy matters in which the aggrieved has not been affected directly / indirectly.
- ❖ Cases where quasi judicial procedures are prescribed for deciding matters or cases that are sub-judice.
- ❖ Service matters of employees which should be taken up by an employee (Not anyone else) through Grievance Redressal system already in place.
- ❖ A grievance which has already been disposed off by the High Powered Committee.
- ❖ Complaints of corruption which should be lodged with the Vigilance Officer of the Unit and dealt with separately