

PROCEDURE ORDER NO.06**Sub: Procedure for Monitoring of Online grievances System**

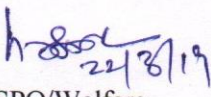
.....

In order to have a defined procedure for grievance received through online from the employees, the following procedure is issued for redressal of grievances system.

- On receipt of online grievance from the employee, the system will auto generate an SMS and sent an acknowledgement to the concerned aggrieved employee.
- Simultaneously, auto generated SMS will also reach the concerned WIs handling the concerned unit of the employee and acknowledge the same.
- It will be the responsibility of the concerned WI to check online grievance redressal system on a daily basis and acknowledge those cases that pertains to him.
- On acknowledgement by the WI, an SMS will be auto-generated and the same will be sent to the concerned aggrieved employee indicating the name of WI and his cell no, which will enable the employee to call the concerned WI and monitor the progress of his grievance whenever he wants.
- The concerned WI will take up the grievance on daily basis and take action to solve the same duly contacting the respective section dealing with the subject.
- The Ch.OS of the concerned section takes immediate action to solve the grievance and also in future, the concerned WI will give the status of the action taken by them.
- The section will be able to view the grievance received by the WIs so that they take action quickly.
- It will be the responsibility of the WI to inform the Ch.OS of the concerned section about the grievance. The Ch.OS will ensure that the same is being attended to and completed soon. The status of the grievance to be handled is to be mentioned by the Ch.OS and in turn, WIs will inform the concerned employee.
- On completion of the work related to the grievance, the concerned WI, will update the status and close the grievance. Immediately, an SMS will be auto generated and will reach the employee stating that grievance is attended and closed and he can verify it online.

Regarding the grievances received by the Welfare Inspectors orally, through grievance registers or in writing, the same will be updated in the Online Grievance Redressal System by the concerned WIs and the action to be taken will be followed. Similarly, the employees can also approach the Employees Facilitation centre available at Shell and Fur for registering their grievance online.

This has the approval of PCPO.


22/3/19
SPO/Welfare