



**RETIRAL BENEFITS DEPARTMENT**

(HUMAN CAPITAL MANAGEMENT DEPARTMENT)

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ALL OFFICES

**Reg: Launch of New Grievances Module for Staff Pensioners in HRMS**

We are pleased to announce the launch of a new Grievances Module for Staff Pensioners in our HRMS. This module enables Pensioners to submit their grievances online through the HRMS Internet / Mobile App. Additionally, Branches / Regional Officers and Zonal Officers have also been provided access to submit grievances on behalf of Pensioners who may have received such physical grievances via mail or letter.

**Navigation for Pensioners HRMS** – Pensioner Self Service > Grievance

**Navigation for BO / RO / ZO** – Manager Self Service > Pensioner Grievance on behalf > Add a new value > EMP ID (Pensioner)

The new Grievances Module is designed to facilitate easy registration, tracking, and transparent resolution of grievances within TAT system. Some of the key features of the new Grievances Module include:

- Categorization (15 items) and sub-categorization of grievances based on historical analysis, enabling ease in submission of grievance.
- System-generated email notifications to the nodal office (RBD) upon receipt of new grievances, ensuring timely attention.
- Re-assignment of grievances to various offices for additional details, with system-generated emails to concerned dealing officers, streamlining the process.
- Automatic email confirmation to pensioners upon resolution, ensuring transparency and closure.
- Tagging of pensioners' historical grievances on a single platform, providing a comprehensive view.
- Generation of MIS reports on grievances received and resolution TAT, facilitating internal analysis and process improvement."

Henceforth, all routine pensioner grievances must be submitted through the HRMS Pensioner Grievances Module by pensioners OR by BO/RO/ZO through the "on behalf" functionality.

All offices are advised to bring the content of this circular to the notice of Staff Pensioners for publicity of the Module and also convene pensioner meet sensitizing them about the new functionality for hassle free process of grievances redressal.

**(POPPY SHARMA)**  
**GENERAL MANAGER-HCM**

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