

# Welcome to HR Help Desk



The Help Desk Exercise is aimed at providing support and reassurance to all employees.

## BACKGROUND:

Braithwaite is a very old PSU with long established processes systems and culture. It has also seen financial difficulties as well as employee relation issues in the not so distant past. Off late the new work programs and motivational efforts are bearing fruits. However employee engagement and morale .The employee helpdesk is a meaningful effort towards this.

However, in spite of the organizations best efforts issues and problems continue to surface.

Now the organization wants to take concrete steps to smoothen day to day working life of Braithwaite family members.

**HR Help Desk is a step in this direction!!**

## PURPOSE:

Facilitate the resolution of problems, queries and administrative issues which employees may face from time to time.

## SCOPE:

This initiative covers all members of Braithwaite family.

## MODALITIES:

Employee issues would be treated under three (3) categories:

### 1. Category A: **Admin Related:-**

Registration with reference to the nature of grievance on HR Help Desk (LOG BOOK):

- Common areas like Wash Rooms, Canteen, Meeting Rooms etc.
- Work station, Tea & Snacks, Office equipments like printer, scanner etc.
- Transport, Infrastructure etc.
- General cleanliness, housekeeping etc.

2. Category B: **Inter Personal Issues** between teams, colleagues or individual issues impacting work.

**Confidential - Interactions will not be recorded.**

### 3. Category C: **Job Related issues:-**

Registration with reference to the nature of grievance on HR Help Desk:

- Training & Development.
- Payroll, leave, establishment Rules etc.
- Nature of assignment, work content, job satisfaction etc.
- Professional handling or professional sensitivity (non-monetary),
- Acknowledgment and involvement in official matters like employee performance, hierarchy, resource planning (material things) etc.

**The following issues shall not be included:**

- **Annual Performance appraisals / Confidential Reports**
- **Promotions including DPC's minutes and decisions**
- **Where the issue/grievance does not relate to an individual employee or officer**
- **In the case of any grievance arising out of discharge or dismissal of staff member of officer.**

**Interactions & processes will be recorded by HR Help Desk.**

The employees should put up the issue(s) with following details:

- 1. Employee Name:**
- 2. Employment No.:**
- 3. Email ID:**
- 4. Mobile No.:**
- 5. Describe the issue:**

**PROCESS (Step –by- Step):**

- Employee perceives a problem or faces an issue at work (Category A/B/C).
- He/she feels a need for help in this issue.
- He/she cannot satisfactorily get the issue resolved within the team/ location.
- The person contacts the HR Help Desk (Help Desk contacts).
- The person elaborates and explains the issue to the HR Help Desk.
- Consequent to the communication of an issue through HR Help Desk, following options are available to an employee:
  - a. Solution is provided instantly.
  - b. The person waits for redressal of his/her case/issue or he / she is advised to wait.
  - c. He / she is asked for further information and the employee gets back with the desired information as requested by the HR Help Desk.
  - d. Solution is provided after following due process as prescribed under the HR Help Desk upon receipt of desired information.
  - e. Finally, upon redressal of the issue the HR Help Desk requests the employee to confirm redressal of the issue.
  - f. The person acknowledges the redressal of the issue to the HR Help Desk.

