

# USER MANUAL FOR SAATHI APPLICATION

In any organization, be it in business sector or service sector, the human strength of the institution is considered as the greatest asset or strength. Employees are the base of a strong and vibrant organization. Similarly, in our bank, each member of PNB Parivar plays a crucial role in making PNB a Good and Trustworthy Brand in banking sector through their consistent efforts, strength, commitment, dedication and emotional connection with the bank.

Similarly, our ex-employees i.e. our RETIREES, after serving the Bank for 35 to 40 years, are still assisting in creating our image by acting as brand ambassadors of our bank. Hence, it is our prime responsibility to take utmost care of our Retirees at any point of their need.

The Human Resource Transformation aims at making PNB - The Employer of Choice and that is why it is important to align our existing HR processes in line with the industry best practices. In this direction, to start with our esteemed Retirees, we have developed a new portal named

## **Centralized Grievance Redressal and Monitoring System for RETIREE's - SAATHI**

The portal aims to facilitate our well-regarded Retirees in the following ways -

- It seeks to promote Retirees' welfare.
- It will serve as a single window forum for Redressal of grievances.
- It will assist in early resolution of complaints that will be within a pre-stipulated time frame.
- Redressal of complaints will be safeguarded in a systematic and orderly manner.

- Proper MIS will be available through this portal for analyzing problems pertaining to the retirees that will enable the scope of future improvement in our existing processes.

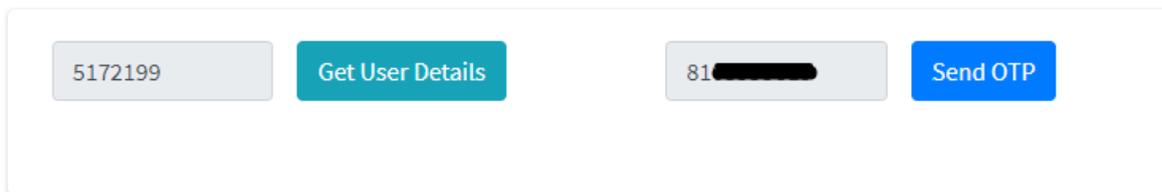
URL: <https://mypnb.in/saathi/login>

- In User id TEXTBOX Enter your employee id and click on SELF REGISTRATION button
- After clicking on SELF REGISTRATION Button following screen will be displayed

- Click on GetUserDeetails Button

- After clicking on the button following screen will be displayed, showing the mobile number associated with the Employee Id
- If the mobile number is incorrect or has been changed, mail the correct/updated mobile number along with the employee id to [retireehelpdesk@pnb.co.in](mailto:retireehelpdesk@pnb.co.in)

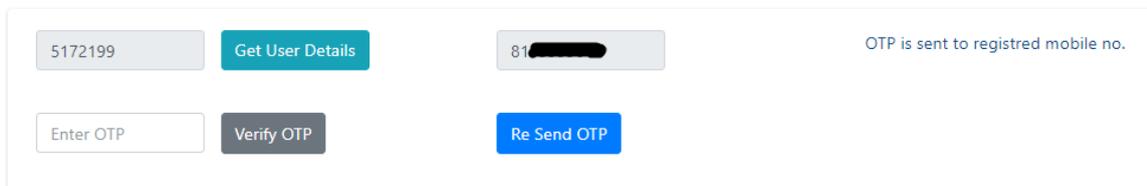
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5172199 Get User Details 81 [REDACTED] Send OTP

- After confirming the correct mobile number, click on Send OTP button
- On clicking the button, following screen will appear

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5172199 Get User Details 81 [REDACTED] OTP is sent to registered mobile no.

Enter OTP Verify OTP Re Send OTP

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- After entering the OTP received on your mobile number press Verify OTP
  - On Clicking the button following screen will appear

The screenshot shows a white dialog box titled "CHANGE PASSWORD" on a grey background. On the left side of the background, there are two grey boxes containing the numbers "517219" and "695810". The dialog box has a blue title "CHANGE PASSWORD" at the top. Below the title, there are two input fields. The first is labeled "ENTER THE NEW PASSWORD" and the second is labeled "CONFIRM PASSWORD". At the bottom right of the dialog box, there are two buttons: a green button labeled "CHANGE PASSWORD >>" and a red button labeled "Close".

- Enter the new password and confirm password

The screenshot shows the same "CHANGE PASSWORD" dialog box, but now with error messages. The "ENTER THE NEW PASSWORD" field contains four dots "....". Below this field, a red error bar contains the text: "PASSWORD must be between 6 and 15 characters long. PASSWORD must contain at least one number. PASSWORD must contain at least one uppercase letter. PASSWORD must contain at least one lowercase letter". The "CONFIRM PASSWORD" field contains three dots "...". Below this field, a red error bar contains the text: "\* CONFIRM PASSWORD DOES NOT MATCH". The "CHANGE PASSWORD >>" and "Close" buttons are still present at the bottom right.

- On successful completion of the process, you will be redirected to the login screen
- Enter the Employee id as user id and new created password in password
- Press on Get OTP
- Enter the OTP and enter the Captcha

- Press Login Button
- After Successful login the default page will appear.

- The following menu option will be available.
  - HOME
  - COMPLAINT CREATION
  - COMPLAINT SEARCH
  - LEAD GENERATION
  - CIRCULARS
  - USER PROFILE
  - LOGOUT

## COMPLAINT CREATION

SAATHI COMPLAINT / CREATION

### LODGE YOUR COMPLAINT

EMPLOYEE ID	5186020	NAME	ANKUR SINGH	LAST POSTING	HO HRD DIVISION
CONTACT NUMBER	9650949115	DESIGNATION	MANAGER - IT	GRADE	S2
COMPLAINT TYPE	PENSION CALCULATION	HO/ZONE	--SELECT--	CIRCLE	

BRIEF DESCRIPTION OF COMPLAINT

[SUBMIT-->](#)

- Based on the Complaint Type HO/ZONE option will be changed.
- On selecting the Circle Office to which the complaint is concerned, the name and employee id of the concerned official will be displayed

HO/ZONE: ZONAL OFFICE, AMRITSAR

CIRCLE: CO HOSHIARPUR

CONTACT DETAILS: 5125206 | KANCHAN KANTI DAS

- Enter brief description about your complaint and press SUBMIT button
- On successful submission of the complaint a COMPLAINT NUMBER will be generated and displayed on the screen.
- Kindly note the COMPLAINT NUMBER, as it will be used for tracking purpose.

COMPLAINT:

EMPLOYEE ID : 518601E

PH.NUMBER : 9650949115

COMPLAINT TYPE : FITMENT

LAST POSTING :

GRADE :

CIRCLE

CONTACT DETAILS



**Success**

COMPLAINT IS CREATED SUCCESSFULLY...KINDLY NOTE THE COMPLAINT NUMBER PNB || 11 || 2022 || 5186016 || 1019 FOR ALL FUTURE USE.

**OK**

**BRIEF DESCRIPTION OF COMPLAINT**

This is a test complaint for DEMO purpose

## LEAD CREATION

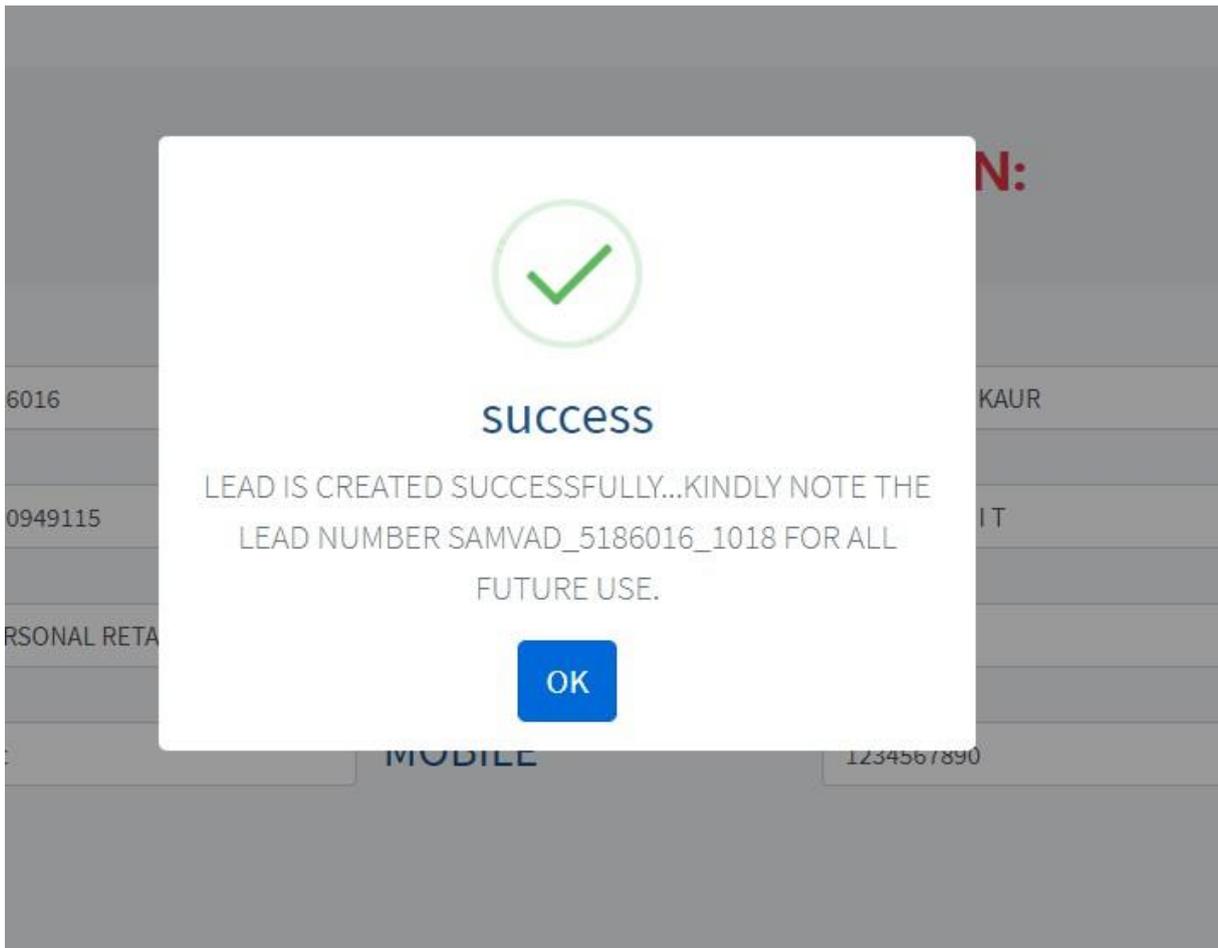
SAATHI LEAD / GENERATION

**LEAD CREATION**

EMPLOYEE ID	<input type="text" value="5186020"/>	NAME	<input type="text" value="ANKUR SINGH"/>	LAST POSTING	<input type="text" value="HO HRD DIVISION"/>
CONTACT NUMBER	<input type="text" value="9650949115"/>	DESIG NATION	<input type="text" value="MANAGER-I T"/>	GRADE	<input type="text" value="S2"/>
LEAD TYPE	--SELECT--	LOAN AMOUNT	<input type="text"/>	BRANCH	<input type="text" value="000220    Guwahati    Hem Barua Road, Pan"/>
CUSTOMER NAME	<input type="text"/>	MOBILE	<input type="text"/>	PINCODE	<input type="text"/>
				EMAIL ID	<input type="text"/>

**GENERATE >>**

- Enter the details for creation new Lead and press GENERATE button
- A new lead will be created with a unique Lead Number.



## SEARCH COMPLAINT

- Enter complaint number to track the complaint

**COMPLAINT SEARCH:**

ENTER THE COMPLAINT NUMBER

complaint_number	emplid	name	complaint_type	status	complaint_description	submitted_by	submitted_on	closed_comment	closed_by	closed_on
PNB    11    2022    5186016    1019	████████	████████	FITMENT	OPEN	This is a test complaint for DEMO purpose	5186016	07/11/2022 12:40:42			

## COMPLAINT CLOSED

- Select the complaint number form the dropdown list to close the complaint.

- Circle office users can also escalate the complaint back to the HO after doing their part

**CLOSURE OF COMPLAINT:**

COMPLAINT NUMBER :

complaint_number	emplid	name	complaint_type	status	complaint_description	submitted_by	submitted_on	is_Active
PNB    9    2022    5186020    1008	5186020		PENSION CALCULATION	ASSIGNED	<->	5186020	28/09/2022 13:08:38	<input type="checkbox"/>

No file chosen

## CIRCULARS.

- Click on the menu to get the PF and PENSION related important circulars.

**IMPORTANT CIRCULARS:**

BENEFIT OF ADDITIONAL NOTIONAL SERVICE TO SECURITY OFFICERS  
 DA PAYABLE FROM FEB 21 TO JULY 21  
 DA PAYABLE TO EXGRATIA FROM FEB 21 TO JULY 21  
 PROCEDURE TO SUBMIT STAFF FAMILY PENSION PROPOSAL  
 ROI ON PF BALANCE FOR SECOND HALF OF FY 21-225