

Introduction

The query module is designed for addressing employee queries, getting faster response to the queries and monitoring of grievances concerning the various departments within the organisation.

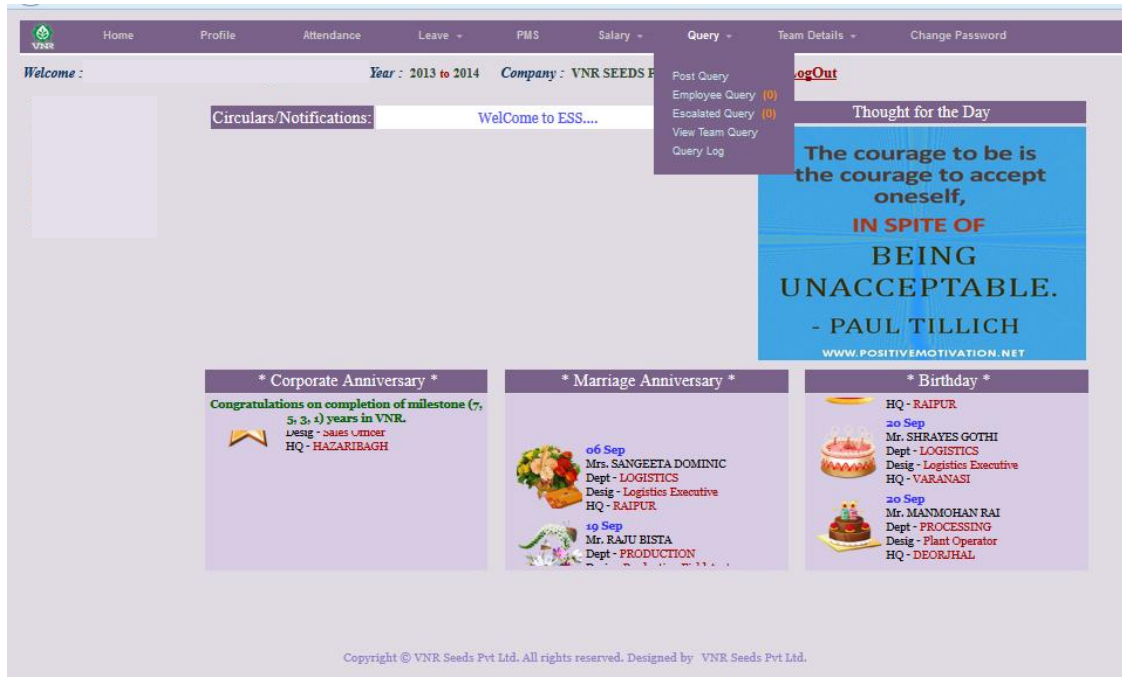
Objective

1. Improves the grievance redressal mechanism
2. Speedier and time bound query resolution
3. Provides a tool to analyse the nature of queries and responsiveness of process owners
4. Helps as a input in the policy making
5. Easy access to the concerned process owners
6. Increased employee satisfaction

Salient features

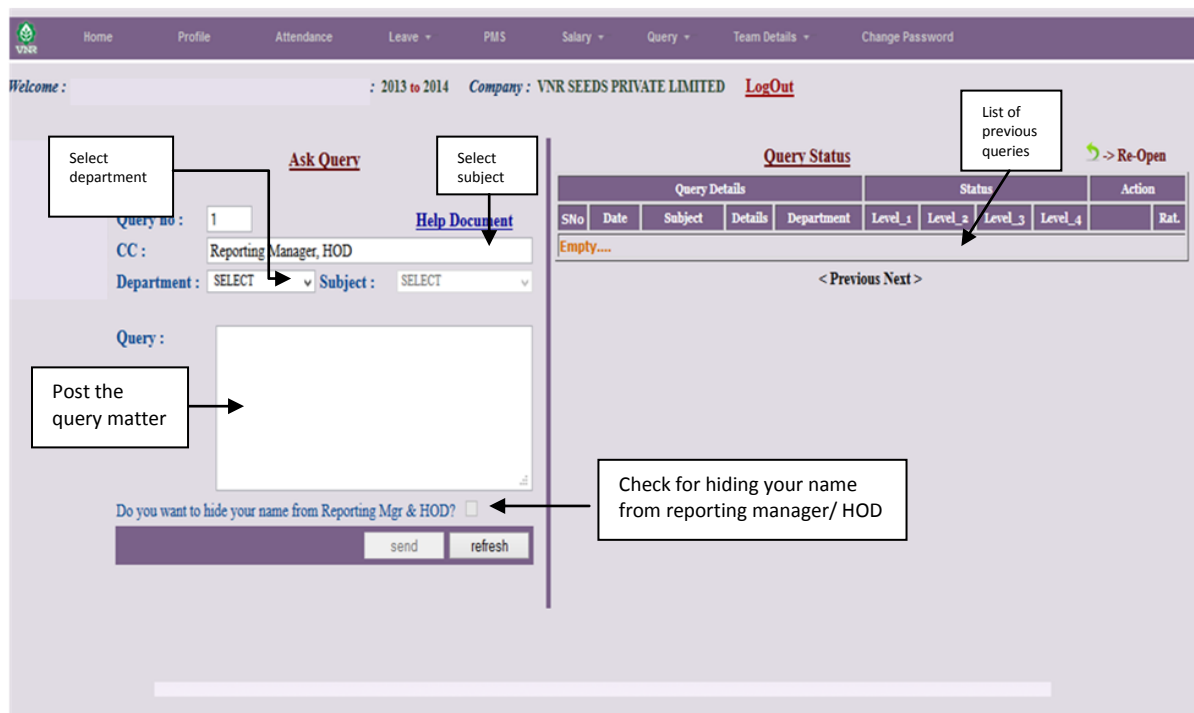
- Can select the departments and the topics
- Can choose the option of hiding your name to your reporting manager/ HOD
- Can Re-open the query , if not satisfied
- The query gets escalated to next level if not resolved within 3 days
- The reporting manager / HOD gets the copy of the query first time and on closure.

Query Module features



1. Post a query

One can post a query to any department by selecting the departments and the subjects given. In case the subjects on which query is to be asked is not mentioned in the list then the query can be posted in “Miscellaneous” or “Others” as mentioned.



2. List of pending queries

This link is available for the query owners where the list of queries raised by the employees is seen. The action needs to be taken on this page with status updates like;

- 1) “Reply” – Reply with the resolution.
- 2) “In-Process”- The query is being processed but needs some time for resolution.
- 3) “Forward”- the Query can be forwarded to other team member within the same department for resolution.

Home Profile Attendance Leave PMS Salary Query Team Details Change Password

Welcome : | Year : 2013 to 2014 Company : VNR SEEDS PRIVATE LIMITED [LogOut](#) Reply to the query

[Draft/ Pending Query](#) [Refresh](#) [Reply Query](#)

Opening Date	Closing Date	Subject	Name	Department	Details	Status	Action
11-Sep-13	14-Sep-13	Miscellaneous...	Undisclosed	HR	Read	Draft	Select
11-Sep-13	14-Sep-13	Miscellaneous...	Undisclosed	HR	Read	Draft	Select
10-Sep-13	15-Sep-13	ESS...	Undisclosed	HR	Read	Answer	Reply Forward

< Previous 1 Next > (Total 3 Records)

3. **Escalated Query:** All the queries received by the reporting managers of the process owners who have been unable to answer the queries at their level will be seen here. The escalation happens after 3 days of unanswered query.

Home Profile Attendance Leave PMS Salary Query Team Details Change Password

Welcome : | Year : 2013 to 2014 Company : VNR SEEDS PRIVATE LIMITED [LogOut](#)

[Reporting Mgr](#) [Draft/ Pending Query](#) [Refresh](#) [Reply Query](#)

Opening Date	Closing Date	Subject	Name	Department	Details	Status	Action
Empty....							

< Previous Next >

4. **My Team's Query**: Here the manager can view the queries raised by their team members to the respective departments.

The screenshot displays the 'My Teams Query' page. At the top, a navigation bar includes links for Home, Profile, Attendance, Leave, PMS, Salary, Query, Team Details, and Change Password. Below this, a 'Welcome' message is followed by the current year (2013 to 2014) and company name (VNR SEEDS PRIVATE LIMITED), along with a 'LogOut' link. The main content area has a 'Reporting Mgr' button and a 'My Teams Query' link. A table with columns for Opening Date, Closing Date, Subject, Name, Department, Details, Status, and Action is shown, currently displaying 'Empty...'. There are also 'Refresh' and 'Reply Query' links.

5. **Query Log** :

The query log is to be maintained by the process owners for maintaining the list of queries arising from other sources like telephone, mails , conversations etc.

This query log when collated at a departmental level will show which subjects needs to be addressed based on maximum entries in any particular subject. The analysis of employee concerns can be done based on properly filled query log.

The screenshot displays the 'Query Log' page. At the top, a navigation bar includes links for Home, Profile, Attendance, Leave, PMS, Salary, Query, Team Details, and Change Password. Below this, a 'Welcome' message is followed by the current year (2013 to 2014) and company name (VNR SEEDS PRIVATE LIMITED), along with a 'LogOut' link. The main content area has a 'Query Log' section with a table containing columns for QNo, Query, Raised By, Query-Date, Status, Closed-Date, Reason for Non-Close, and Save. The table shows one entry with QNo 1, Query, Raised By (Select), Query-Date 19-09-2013, Status (Select), Closed-Date, Reason for Non-Close, and a Save button. Below the table, there is a 'Query Log Reports' section with a message 'Query Log Deleted Successfully!..' and another table with columns for QNo, Query, Raised By, Query-Date, Status, Closed-Date, Reason for Non-Close, and Delete. The table shows an 'Empty...' state. There are also '< Previous Next >' navigation links.

6. **The escalations matrix** : The queries get escalated to the next level as per the matrix given;

Sr.No.	Query Owner	Next Level	Minimum days
1	Level1= Employee	Process Owner	3 days
2	Level 2= Reporting Manager of the process owner	Next Level	3 days
3	Level 3= HOD	Second Level	3 days
4	Level 4- Management(Final Stage)	Final Stage	3 days & Closure

A Mail is released at each level to ensure the concerned people are notified regarding the query stages and escalations.
