GRIEVANCES REDRESSAL MECHANISMS

A) SMS (SHORT MESSAGE SERVICE)

1) The two ways SMS system was launched on 15.05.2013 vide letter No. 35/SSB/Wel/SMS/13/2859 dated 15.05.2013. In this system each Frontier Hqrs had been allotted a separate SIM number to send SMS.

**Phone Numbers details:-**

i) Frontier HQr Ranikhet  -  9868803519  
ii) Frontier HQr Lucknow  -  9868210458  
iii) Frontier HQr Patna  -  9868866409  
iv) Frontier HQr Siliguri  -  9868803482  
v) Frontier HQr Guwahati  -  9968697307  
vi) SSB Academy Srinagar,  
    All Dte. of FHQ,NCR Units,RTC  
    Alwar,CSD & W Bhopal.  -  9868277921

2) The basic aim of exercise is to reduce/redress stress strain associated with working in organization and was an attempt to bridge the gap between FHQ and field units.

B) E-MAIL

1) E-mail system was launched on 15.05.2013 vide letter No. 35/SSB/Wel/SMS/13/2859 dated 15.05.2013. In this system each Frontier Hqrs had been allotted a separate SIM number to send E-mail. The following E-Mail, grievances Redressal system are presently functional.

a) adwelssbhq@gmail.com  
b) adwelssbhq@yahoo.com  
c) adwelssbhq@hotmail.com
2) The basic aim of exercise is to reduce/redress stress strain associated with working in organization and is an attempt to bridge the gap between FHQ and field units.

C) TOLL FREE NUMBERS UNDER VIGILANCE CELL

1. On 27th Oct, 2015, SIM No. 9868505018 has been allotted to SSB FHQ Vigilance Cell on occasion of the Vigilance Awareness with further direction to install/activate Facebook, Twitter, Instagram and what's App. to receive complaints/photographs/views/comments/communication etc from field units including the general masses.

D) UMEED BOX

1) The Umeed was conceptualized on 31st May”2010, when it was decided to facilitate units upto BOP level, wherein every personnel and their family members can drop suggestions/complaints/views/representations/personal and private problem etc. Vide FHQ Circular No.35/SSB/WEL/GB/2010/12 dated 31st May,2010.

2) On 22.06.12, the mechanism for opening of Umeed boxes was further decentralized and respective SHQs were authorized to open and dispose letters at their respective SHQs. Vide FHQ Fax Msg.No.35/SSB/WEL/UMEED/2012/2098 dated 22.06.2012.