User Manual of
SAIL Grievance Portal
For

स्टील अथॉरिटी ऑफ इण्डिया लिमिटेड
STEEL AUTHORITY OF INDIA LIMITED

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1.0 Introduction

Welcome to the SAIL Grievance Portal User Manual. This guide will help the registered vendors navigate the platform and effectively submit and track their grievances with the Steel Authority of India Limited (SAIL).

The SAIL Grievance Portal is a streamlined, user-friendly platform designed to ensure that all concerns from vendors are addressed quickly and efficiently. Through this portal, vendors can easily submit grievances, track their status, and communicate for resolution.

1.1 Key Features

The following are the key features of SAIL Grievance Portal:

- **Easy Registration:** Create an account to access the portal and submit grievances.
- **Grievance Submission:** File your grievance with relevant details for a quicker resolution.
- **Real-Time Tracking:** Monitor the status of your grievance and stay informed about updates.
- **Timely Resolution:** The dedicated Nodal Officer and Appellate is committed to promptly resolving your concerns.

This manual will guide users through each step of the process, ensuring users can make the most of the SAIL Grievance Portal. If you encounter any issues or need further assistance, feel free to reach out to our support team for help.

2.0 Overview

The SAIL Grievance Portal is designed to provide an online platform for vendors to file grievances, track their status, and get resolutions. There are three main types of users:

- **Vendor**
- **Nodal Officer**
- **Appellate Authority**

Each user has a specific role and permissions within the system.

Prod: URL: **https://sailtenders.co.in/grievance/portal/login**

2.1 How to navigate:

1. Go to SAIL Tenders Portal (https://sailtenders.co.in/)
2. Check for ‘HELP’ option from header
3. Hover on ‘HELP’

4. From the dropdown list, select ‘Grievance’

2.2 Registration

1. Step 1: Navigate to the official SAIL grievance portal website.
2. Step 2: New vendors must register through SAIL Tender website and need to provide valid details during the registration process.
3. Step 3: After registration, the user can log in using their credentials.

3.0 User Roles and Responsibilities

3.1 Vendor

Vendors are primarily responsible for raising grievances regarding material/contract as per category – Finance, Tender, PO/WO, GR/Quality, Registration, and Others.

3.1.1 Role Responsibilities:

- File grievances regarding product quality, contract issues, or payments.
- Track the status of grievances filed.
- Respond to queries from Nodal Officers or Appellate Authorities.
- Provide necessary documentation in PDF format to support their grievance.

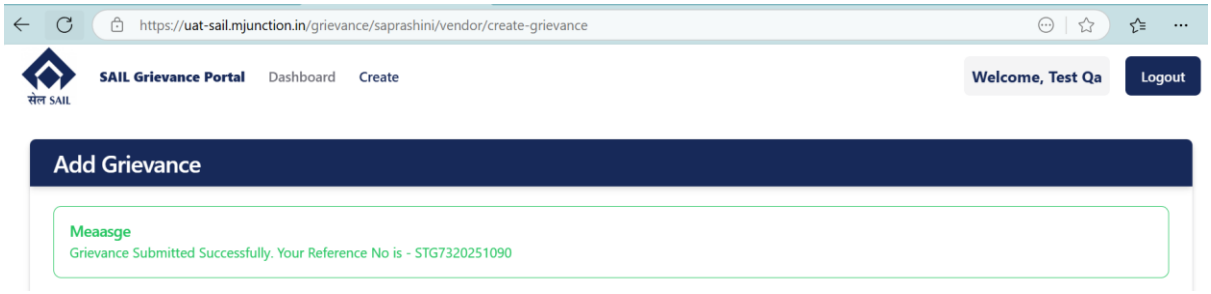
3.1.2 Process Flow:

1. Login to the portal (https://sailtenders.co.in/)
2. Click on **"Create Grievance"** or click on ‘**Create**’ from header.
3. Fill in the Grievance Details form.

    - Plant/Unit of grievance
    - Material/Contract of grievance
    - Category of grievance (e.g., Finance, Tender, PO/WO, GR/Quality, Registration, Others)
    - Grievance Description – details of the issue.
    - Upload relevant Documents in PDF format (Invoices, Contracts, etc.)
    - Select the checkbox to give permission.

4. Click **Submit**.
5. Enter the OTP received at registered email id and click on ‘**Verify**’.

6. After successful verification, vendor get the **Reference No.** and receive the same update in registered email.



3.2 Nodal Officer

The Nodal Officer is responsible for reviewing, processing, and resolving grievances filed by vendors.

3.2.1 Role Responsibilities:

- Review grievances filed by vendors.
- Resolve grievances and change the status.
- Ensure compliance with SAIL's grievance resolution policy.
- Track grievances assigned and resolve them within the stipulated time.

3.2.2 Process Flow:

1. **Login** to the portal.
2. Check grievances on the dashboard or click on **"Total Pending" and "Total In-Process"**.
3. Review grievances filed by vendors in the **"Total Pending"** section.
4. For each grievance:
    - **Assess the grievance** and decide on the action (Pending, In-Process, or Closed).
    - Mark the grievance as **Closed** once resolved.
5. Update the status of grievances regularly.

3.3 Appellate

The Appellate Authority is responsible for handling grievances that could not be resolved by the Nodal Officer.

3.3.1 Role Responsibilities:

- Review escalated grievances.
- Provide a final decision on unresolved grievances.
- Ensure fairness and transparency in the grievance resolution process.

3.3.2 Process Flow:

1. **Login** to the portal.
2. Click on **"Total Appealed"** to view grievances that need attention.
3. Review the grievance, including the history and action taken by the Nodal Officer.
4. **Make a decision** on the grievance (e.g., Pending, In-Process, Closed).
5. Communicate the decision to the Nodal Officer and Vendor with updating details in the Comment section while updating the status of the grievance.

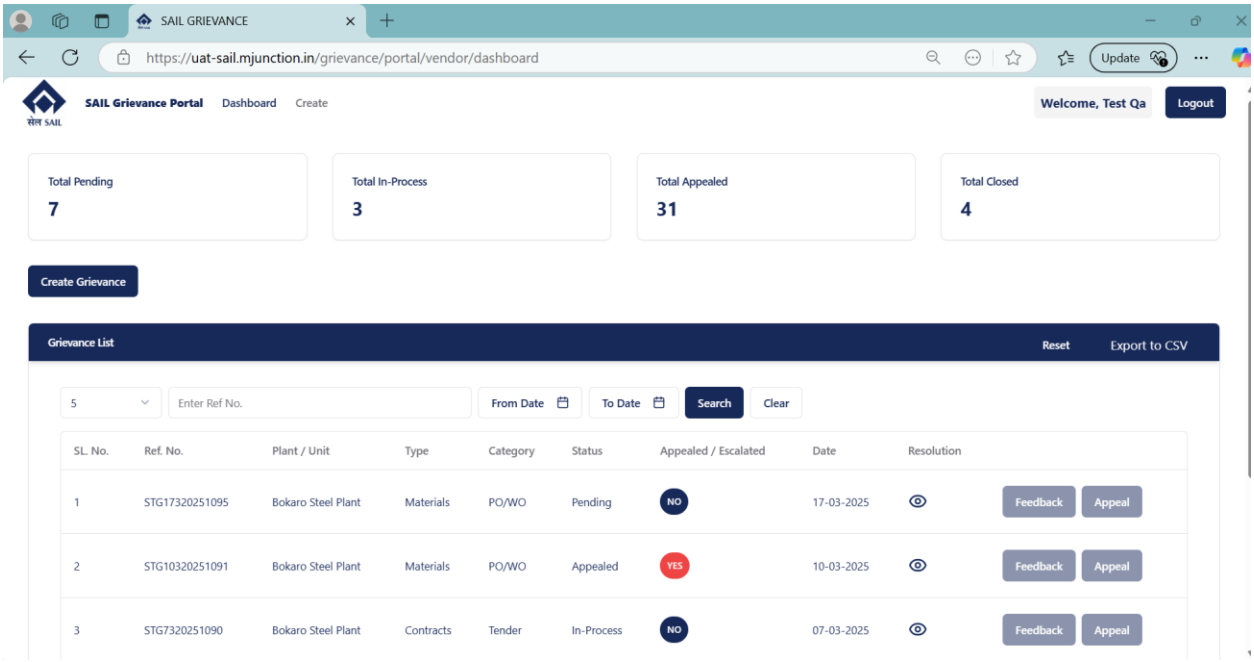
4.0 Common Features

Regardless of the role, all users can access these common features:

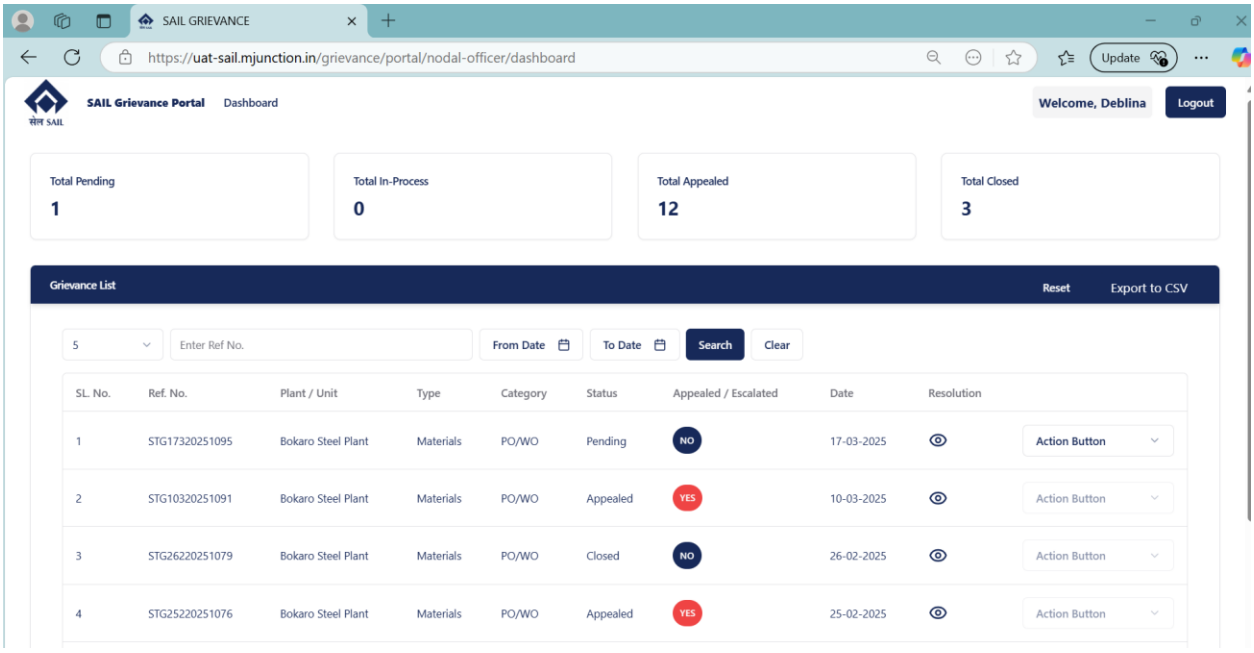
- **Grievance Dashboard**: A summary of grievances filed, under Pending, In-Process or Closed state.
- **Search & Filter**: Users can search grievances by Reference No. or Date range.
- **Help & Support**: Contact information for technical support or customer service.
- **Export to CSV feature**: The **Export to CSV** feature in the SAIL Grievance Portal allows users to download a report of grievances based on their specific selection, filters, or grievance status. This feature provides a convenient way to save and analyze grievance data offline in a CSV format.

5.0 Dashboards

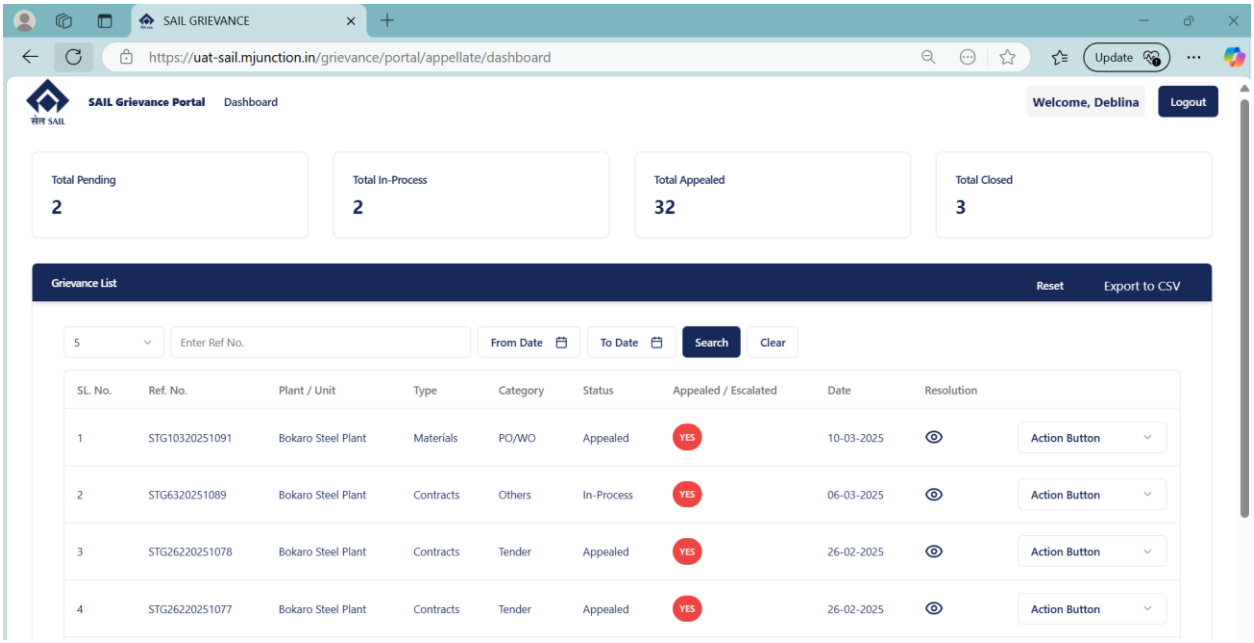
5.1 Vendor Dashboard



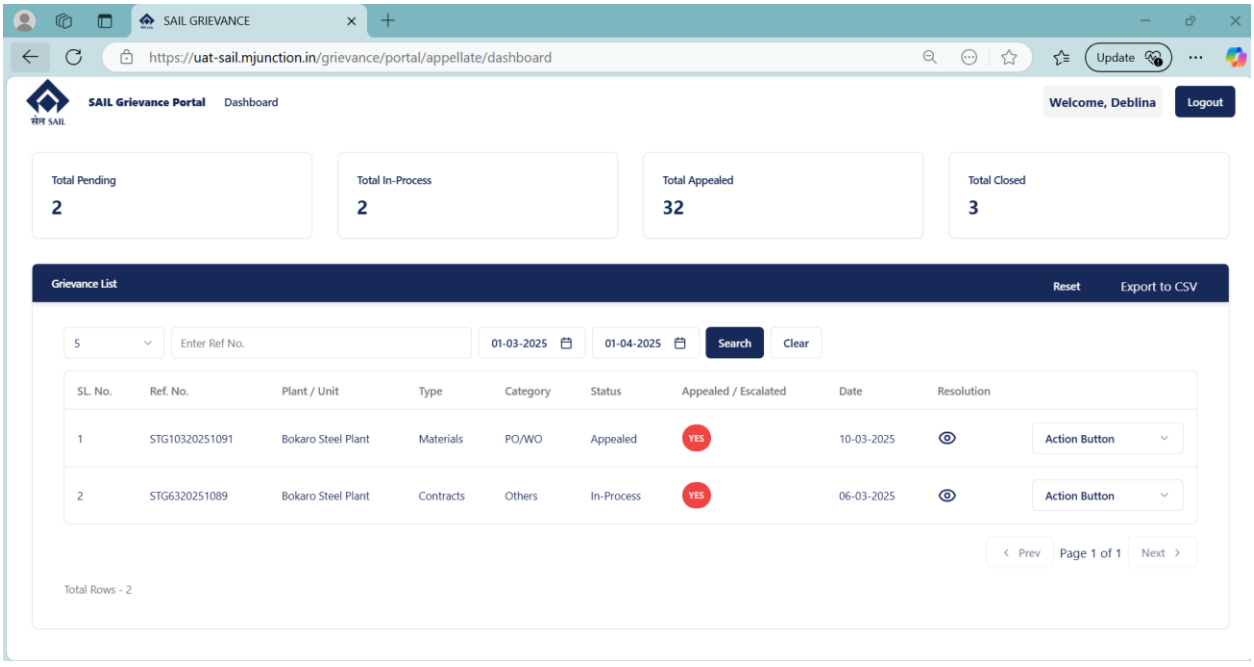
5.2 Nodal Officer Dashboard



5.3 Appellate Dashboard



6.0 Search & Filter:



7.0 Security and Privacy

- **Login Credentials**: All users must use a secure username and password to access the portal.
- **Data Protection**: All information submitted through the portal is protected under SAIL's data privacy policy.
- **Audit Logs**: All actions on the portal are logged for security and accountability.

8.0 FAQs

- **How can I reset my password?**

To reset your password, you can contact Customer Care for further assistance. They will guide you through the reset process and help resolve any login-related concerns.

- **What happens if my grievance is not resolved within the specified time?**

For grievances not resolved within the set time frame a mail will be sent to the nodal officers & appellate authorities notifying them of the unresolved grievance.

9.0 Contact and Support

For any issues or assistance with the portal, please contact:

- **Customer Support**:

Email For SAIL users: uploadsailtender@mjunction.in

Email For Vendor/Supplier: spooldesk.tbss@mjunction.in pooldesk.vspl@mjunction.in

- **Helpline**: [1800 419 20001]
- **Support Hours**: Monday To Saturday (9am To 5:30pm) (Except Public/Scheduled Holiday)