

Date: 16.01.2023

Annexure 01

Guidance Document for Raising Grievance

1.1 Submission of Grievance

The Complainant shall submit the following information for raising any Grievance for its redressal:

- Full name
- Name of the organisation
- Contact details (phone/fax/email address)
- Description of the grievance in detail
- Evidence to support and substantiate the grievance raised

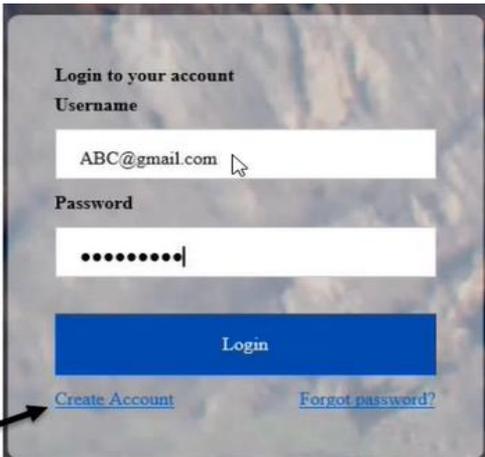
The complainant shall follow the following steps for raising grievance.

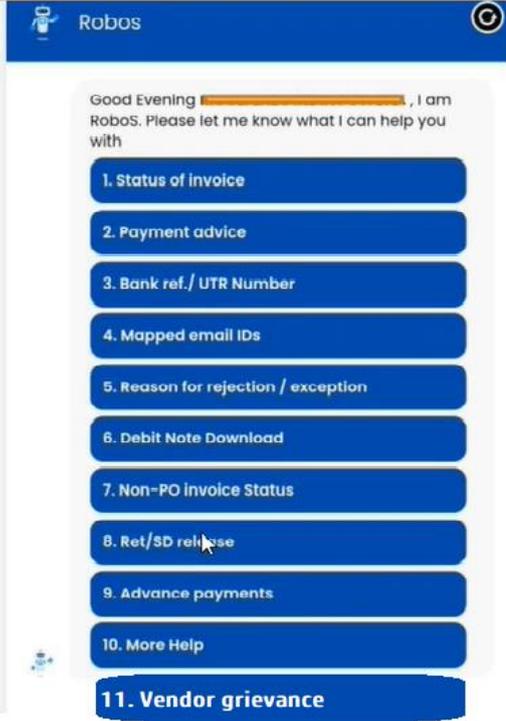
2) OPTION 1

Vendor/supplier/Business partner to submit their grievance through ROBOS/CHAT BOT.

Link : <https://sscapp.hzlmets.com>

Refer step by step procedure as below:

Step	Activity	Process
1	Login	<ul style="list-style-type: none"> • Vendor of HZL login to HZL Chat Bot for complaints or grievances. 
2	Select Required Option	<ul style="list-style-type: none"> • Vendor to select the grievances option from chat bot (option 11)

		
3	Enter the Grievances and Submit	<ul style="list-style-type: none"> • Post clicking on the 11th option, a new screen will appear, which will have the textbox and attachment option • Vendor will enter his Grievance, attach proof of the grievance (if any) and click on the submit button
3	Email Trigger to Agent Via Chat Bot	<ul style="list-style-type: none"> • Bot will read the description of the Grievance which is submitted by the vendor and generate unique grievance ID
4	Sends mail to vendor	<ul style="list-style-type: none"> • A copy of the Grievance submitted will be forwarded by the BOT to the Aggrieved Person/Complainant at the registered e-mail id and the status of the same shall be updated as per the progress of the resolution/redressal of the Grievance.

The Complaint shall also have the option of choosing their grievance and its redressal to be maintained confidential at the time of submitting their grievance in the Chat BOT/ROBOS.

2) OPTION 2

The second preferred method for submitting a Supplier grievance is through an email or a letter being addressed to HZL's grievance redressal email ID – HZL.Vendorsupport@vedanta.co.in

Vendor to write the full company name along with PAN Card details in the mail body.