

GOVERNMENT OF INDIA  
MINISTRY OF STEEL

**LOK SABHA**  
**UNSTARRED QUESTION NO. 1899**  
FOR ANSWER ON 11.03.2025

**GRIEVANCES AGAINST SAIL**

1899. SHRI RAMPRIT MANDAL:

Will the Minister of STEEL be pleased to state:

(a) whether the Government is aware that the officers of Steel Authority of India Limited (SAIL) are not showing the required sensitivity and promptness on complaints and requests of public representatives and general public, if so, the details thereof;

(b) the steps taken against this irresponsibility and indifference;

(c) whether the Government is contemplating to take corrective steps and to issue any concrete guidelines that the officers of SAIL become more accountable and the complaints of the public are resolved quickly; and

(d) if so, the details thereof?

**ANSWER**

THE MINISTER OF STATE IN THE (SHRI BHUPATHIRAJU SRINIVASA VARMA)  
MINISTRY OF STEEL

(a)to(d): Steel Authority of India (SAIL) follows guidelines issued from time to time by the Department of Personnel and Training(DoPT) and Department of Administrative Reforms and Public Grievances(DARPG) for effective handling of communications received from public representatives and general public in a time bound manner.

The Government also reviews the progress of disposal of grievances pertaining to CPSEs under its administrative control including SAIL for their effective and time bound disposal.

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