

Technical Complaint Registration:

Application Registration

The screenshot shows the home page of the Chhattisgarh State Power Distribution Company Limited (CSPDCL) website. The browser address bar shows the URL: [cspdcl.co.in/cseb/\(S\(naylpbzjv2x01ot03ongc3q\)\)/FrmHome.aspx](http://cspdcl.co.in/cseb/(S(naylpbzjv2x01ot03ongc3q))/FrmHome.aspx). The page header includes the CSPDCL logo and the company name. A navigation menu on the left lists various services and information. The main content area features a banner with the text: "विद्युत बिल का डिजिटल भुगतान हुआ ट्रांजेक्शन चार्ज फ्री" (Electricity bill digital payment is transaction charge free). Below the banner, there is a section titled "New Releases" with three items: "Standard Time Limit for Electricity Services as per CSERC", "Process for Registration of Complaint/Application", and "User Manual for online Bill". The right sidebar contains buttons for "Consumer Login", "Consumer Registration", "Pay Your Bill Online", "Bill Payment through RTGS/NEFT", "Bill Payment through Common Service Center", and "Pay Point Centers". A callout box with a blue border and white background points to the "Consumer Login" button, containing the text: "Click on consumer login button at home page of website".



Chhattisgarh State Power Distribution Company Limited



Consumer Login

BP No.

What is BP No.?

Password

Submit

- >> Forgot Password?
- >> New Consumer Registratation

Enter your credentials (BP No. ,Password)



Chhattisgarh State Power Distribution Company Limited

Web Self Service

Welcome, KRITIMA PANDEY

Logout

- Consumer Account
- Consumer Services
- Online Bill Payment
- My Bills
- My Bill Payment
- Online Complaints
 - Technical Complaints Registration
 - Technical Complaint Status
 - Commercial Complaint Registration
 - Commercial Complaint Status
 - Report Power Failure
- Online Applications
- Consumer Grievances
- CSPDCL Calendar
- Electricity Acts
- Right to Information
- Electricity Saving Tips
- Safety Measures
- Feedback

My Account

Click on Technical Complaint Registration

Consumers Information as per CSPDCL records

Consumer No. : 271860
Consumer Name : KRITIMA PANDEY
Consumer Type : Consumer
Consumer Category : CSPDCL Domestic Regular Employees
Address : D/O SHRI BALCHAND PANDEY ADAWAL JAGDALPUR(R) 494001
Mobile No. : 9424295084
e-Mail Id : kritima28pandey@gmail.com

Information submitted by User of Web Self Service

First Name : KRITIMA
Last Name : PANDEY
Mobile No. : 9424295084
e-Mail Id : kritima28pandey@gmail.com

Dear Consumer, Please update your mobile no. and email id for availing CSPDCL SMS and email services. Please go to Update My Account link to update.

Selected Alerts

- E-mail alert at the time of my bill generation.
- E-mail alert for confirmation of my bill payment.
- E-mail alert at the time of registering complaint.
- E-mail alert at the time of registering service request.
- E-mail alert at the time of outage affecting my supply.
- Send electricity bill by E-mail also.
- I would like to receive bill alerts through sms.
- I would like to receive bill alerts through E-mail.



Web Self Service

Welcome, KRITIMA P

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Select BP for which you want to register Complaint

Technical Complaint Registration

(No-supply Complaint Registration)

Consumer Information

BP No.

Name of Consumer

Address

Mobile No.

Telephone No.

Temporary Mobile No

Location Additional Info

Enter Mobile

Enter additional information of location if address is not complete

Complaint Information

Complaint Type

Complaint Sub-Type

Click on submit button



Complaint gets registered and complaint no. is shown in message.

cspdcl.co.in says
Your complaint has been registered with Complaint Id 522399. Use ID to know the complaint status. Dial 1912 to contact Centralised Call Center.

OK

Web Self Service

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Technical Complaint Registration

(No-supply Complaint Registration)

Consumer Information

BP No.

Name of Consumer


Address

Mobile No.

Telephone No.

Temporary Mobile No.

Location Additional Info



Complaint Information

Complaint Type

Complaint Sub-Type



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Technical Complaint Registration

(No-supply Complaint Registration)

Consumer Information

BP No.	100
Name of Consumer	KU. KI
Address	D/O S
Mobile No.	
Telephone No.	
Temporary Mobile No	
Location Additional Info	Near SBI

Complaint Information

Complaint Type	No Supply/Outage
Complaint Sub-Type	No Supply -Individual

Complaint gets registered and complaint no. is shown in message.

Your complaint has been registered with Complaint Id 522399 . Use ID to know the complaint status. Dial 1912 to contact Centralised Call Center.

Application Status

← → ↻ 🏠 cspdcl.co.in/cseb/(S(4d3qofmi4upt51bmveq2slg5))/frmCompStatusEnquiry.aspx 🔍 ☆ 👤 ⋮

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CSPDCL Chhattisgarh State Power Distribution Company Limited

Web Self Service Welcome, KRITIMA PANDEY Logout

Complaint Enquiry Status

Select Enquiry Details

BP Number

Name of Consumer KU. K

Complaint Number

Click on Submit

Complaint Details List

Complaint No.	Complaint Date	Category	Status
522399	06-Nov-2020	Supply Failure-Individual	In Process

Complaint details will be shown in screen

Commercial Complaint Registration:

The screenshot shows the CSDCL website interface for registering a commercial complaint. The browser address bar shows the URL: [cspdcl.co.in/cseb/\(S\(4d3qofmi4upt51bmveq2slg5\)\)/frmRegisterServiceRequest.aspx](http://cspdcl.co.in/cseb/(S(4d3qofmi4upt51bmveq2slg5))/frmRegisterServiceRequest.aspx). The page header includes the CSDCL logo and the text "Chhattisgarh State Power Distribution Company Limited". A navigation menu on the left lists various services, with "Online Complaints" expanded to show "Commercial Complaint Registration". The main content area is titled "Register Service Request" and contains a form with the following fields:

- BP Number:** A dropdown menu with "1" selected. A callout box points to this field with the text "Select BP for which you want to register Complaint".
- Name of the Consumer:** A text field containing "K...".
- Adresse:** A text field containing "D...4001".
- Mobile No.:** A text field containing "...".
- Telephone No.:** A text field.
- Service Request Category:** A dropdown menu with "Billing Related" selected. A callout box points to this field with the text "Select request category".
- Service Request Sub Category:** A dropdown menu with "Bill not received" selected. A callout box points to this field with the text "Select sub Category".
- Description:** A text area containing "Bill is not received Timely".
- Submit and Reset buttons:** Two buttons at the bottom of the form. A callout box points to the "Submit" button with the text "Click on submit button".

Application Status



Chhattisgarh State Power Distribution Company Limited

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Complaint Enquiry Status

Select Search Criteria BP Number Select Enquiry Details

Enter BP Number

Select Service Request No

Complaint Details List

REQUEST NO	REGISTRATION DATE	DESCRIPTION	STATUS
800000187245	29-AUG-2019	Contact detail update	Your order is in Progress

Select BP No.

Enter Complaint No.

Click on Get Status

Complaint details will be shown in screen