

# Technical Complaint Registration:

## Application Registration

The screenshot shows the homepage of the Chhattisgarh State Power Distribution Company Limited (CSPDCL). The browser address bar displays 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 such as 'About CSPDCL', 'Bill Payment Services', and 'Consumer e-Seva'. The main content area features a banner with the text 'विद्युत बिल का डिजीटल भुगतान हुआ ट्रांजेक्शन चार्ज फ्री' (Electricity bill digital payment is transaction charge free). Below the banner, there is a section for 'New Releases' with links to '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', and 'Bill Payment through RTGS/NEFT'. 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

- >> [Forgot Password?](#)
- >> [New Consumer Registration](#)

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

Consumers Information as per CSPDCL records

271860

KRITIMA PANDEY

Consumer

CSPDCL Domestic Regular Employees

**Address** : D/O SHRI BALCHAND PANDEY ADAWAL JAGDALPUR(R) 494001

**Mobile No.** : 9424295084

**e-Mail Id** : kritima28pandey@gmail.com

Click on Technical Complaint Registration

## 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.



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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

Select BP for which you want to register Complaint

Enter Mobile

Enter additional information of location if address is not complete

Click on submit button

#### Complaint Information

Complaint Type

Complaint Sub-Type



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cspdcl.co.in says

Your complaint has been registered with Complaint Id 522899 . Use ID to know the complaint status. Dial 1912 to contact Centralised Call Center.

OK

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

### 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 SHRI BALCHANDR PANDEY (R) ...
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

Browser address bar: cspdcl.co.in/cseb/(S(4d3qofmi4upt51bmveq2slg5))/frmCompStatusEnquiry.aspx

Browser tabs: Apps, Try Google Input T..., new Orders & Circu..., Approve Orders &..., VoterID, pan status, transfer, durg

**CSPDCL** Chhattisgarh State Power Distribution Company Limited

Web Self Service | Welcome, KRITIMA PANDEY | Logout

**Complaint Enquiry Status**

Select Enquiry Details

BP Number [dropdown] **Select BP No.**

Name of Consumer KU. K [text] **Enter Complaint No.**

Complaint Number [text]

**Submit** **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 'Register Service Request' page on the CSDCL website. The page includes a navigation menu on the left, a header with the company logo and name, and a main content area with a form. The form has several fields and callouts:

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

The left navigation menu includes: Web Self Service, 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, and Feedback.



# Application Status



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- My Bill Payment
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### Complaint Enquiry Status

Select Enquiry Details

Select Search Criteria  BP Number

Enter BP Number

Select Service Request No

Click on Get Status

Select BP No.

Enter Complaint No.

Complaint Details List

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

Complaint details will be shown in screen