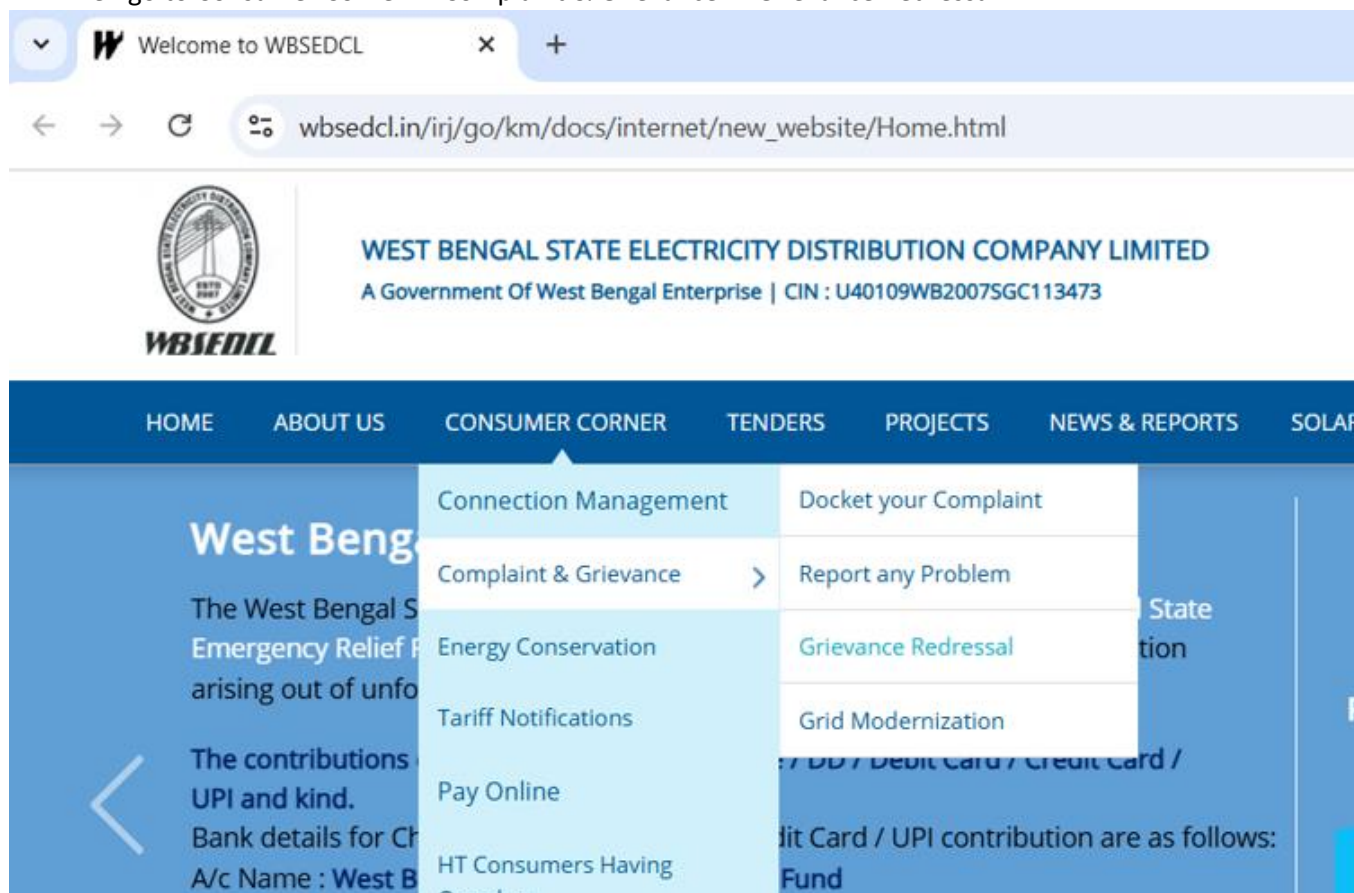


□ **Step 1:**

Visit WBSEDCL website home page at:

https://www.wbsedcl.in/irj/go/km/docs/internet/new_website/Home.html

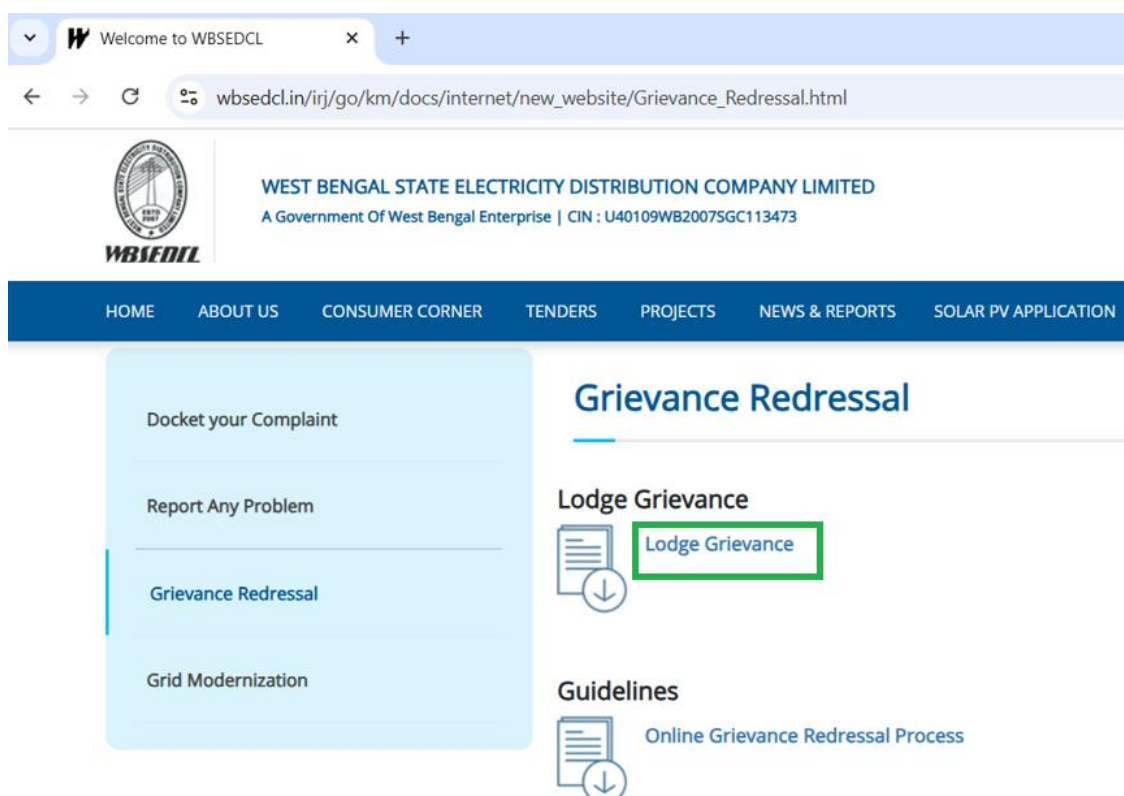
Then go to Consumer Corner -> Complaint & Grievance -> Grievance Redressal



□ **Step 2:**

Click on Lodge Grievance at that page:

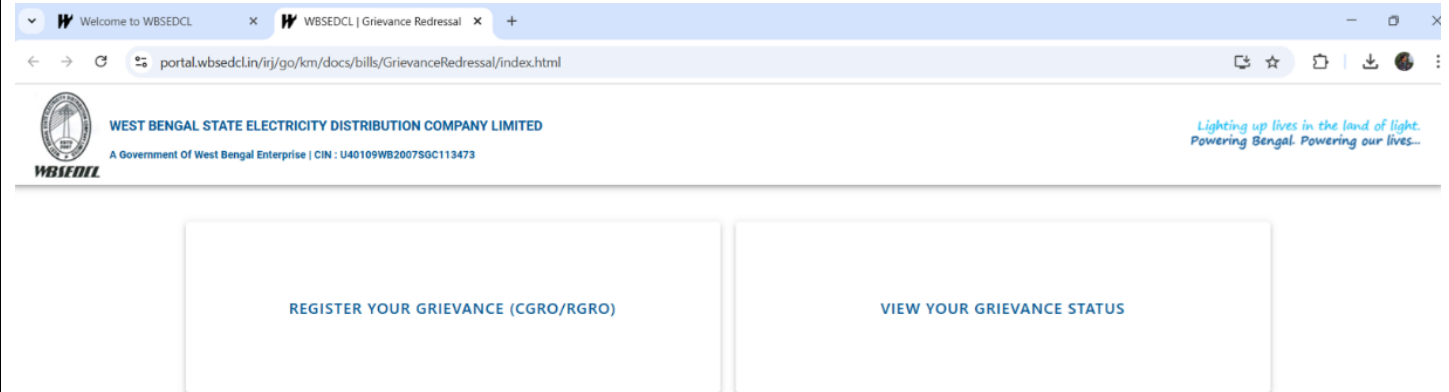
https://www.wbsedcl.in/irj/go/km/docs/internet/new_website/Grievance_Redressal.html



☐ **Step 3:**

Click on REGISTER YOUR GRIEVANCE (CGRO/RGRO) button at:

<https://portal.wbsedcl.in/irj/go/km/docs/bills/GrievanceRedressal/index.html> to open the registration page.



☐ **Step 4:**

Grievance can be registered using Application No. for New Connection or Temporary Connection related issues

at: <https://portal.wbsedcl.in/irj/go/km/docs/bills/GrievanceRedressal/index.html#/register-grievance>

A screenshot of the 'Register Your Grievance (CGRO/RGRO)' page on the WBSEDCL portal. The browser's address bar shows the URL: portal.wbsedcl.in/irj/go/km/docs/bills/GrievanceRedressal/index.html#/register-grievance. The page header is identical to the previous screenshot. The main heading is 'Register Your Grievance (CGRO/RGRO)'. Below the heading, there are two input fields: 'Consumer Id/Application No *' and 'Captcha Text *'. The captcha image displays the text 'I M D G 1'. To the right of the captcha is a blue 'Refresh' button. At the bottom of the form is a large blue 'VERIFY' button.

☐ **Step 5:**

Enter the Application No. along with Captcha Text and click on VERIFY button. The registered mobile no. of the applicant will be shown which is editable. On clicking the SEND OTP button, applicant will receive concerned OTP.

Consumer Id/Application No. *

Consumer Name *

Mobile Number *

SEND OTP CANCEL

☐ **Step 6:**

Enter the OTP and click on VERIFY OTP.

Consumer Id/Application No. *

Consumer Name *

Mobile Number *

OTP *

472796

VERIFY OTP RESEND OTP IN 91 SECONDS

☐ **Step 7:**

Details of the applicant will be shown.

e to WBSEDCL



WBSEDCL | Grievance Redressal



portal.wbseedcl.in/irj/go/km/docs/bills/GrievanceRedressal/index.html#/register-grievance

Register Your Grievance (CGRO/RGRO)

Consumer Id/Application No *	
<input type="text"/>	
Consumer Name *	
<input type="text"/>	
Mobile Number *	
<input type="text"/>	
Supply Office	
MAHINAGAR CCC-3113500	
Address Line 1 *	Address Line 2 *
<input type="text"/>	<input type="text"/>
Email	Problem Type *
<input type="text"/>	<input type="text"/>
Problem Description *	
<input type="text"/>	

0/500

☐ **Step 8:**

Email (if unavailable) can be added after OTP verification.

ome to WBSEDCL



WBSEDCL | Grievance Redressal



portal.wbseedcl.in/irj/go/km/docs/bills/GrievanceRedressal/index.html#/register-grievance

Consumer Id/Application No *	
<input type="text"/>	
Consumer Name *	
<input type="text"/>	
Mobile Number *	
<input type="text"/>	
Supply Office	
MAHINAGAR CCC-3113500	
Address Line 1 *	Address Line 2 *
<input type="text"/>	<input type="text"/>
Email	Problem Type *
<input type="text"/>	<input type="text"/>
OTP	
<input type="text"/>	
<input type="text"/>	
VERIFY OTP	RESEND OTP IN 46 SECONDS

□ **Step 9:**

Applicant / consumer need to select appropriate Problem Type from the Drop-Down menu.

Consumer Id/Application No. *

Consumer Name *

Mobile Number *

Supply Office
MAHINAGAR CCC-3113500

Address Line 1 *

Address Line 2 *

Email *

Problem Description *

Problem Type *

- Billing Related Problem
- Delay in Effecting Connection
- Delay in Restoration of Service
- Material Cost Refund
- Proportionate Cost
- Security Deposit Refund
- Miscellaneous

Where do you want to apply? *

☐ RGRO (All proceedings shall be held at Local Regional Office)

☐ CGRO (All proceedings shall be held at Vidyut Bhaban)

□ **Step 10:**

In case of New Connection / Temporary Connection related issues, applicant need to select Delay in Effecting Connection and fill up the Problem Description. He/she need to upload Supporting Signed Documents / Application Letter.

Consumer Id/Application No. *

Consumer Name *

Mobile Number *

Supply Office
MAHINAGAR CCC-3113500

Address Line 1 *

Address Line 2 *

Email *

Problem Description *

TEST PROBLEM

Problem Type *

Delay in Effecting Connection

Where do you want to apply? *

☐ RGRO (All proceedings shall be held at Local Regional Office)

☐ CGRO (All proceedings shall be held at Vidyut Bhaban)

Upload Supporting Signed Documents/Application Letter *

Upload PDF File of within 1MB

FormingEnglish(0).pdf

UPLOAD PDF

SUBMIT

CANCEL

Step 11:

Initially, the grievance should be submitted with concerned RGRO (Regional Grievance Redressal Officer). If unsatisfied with the verdict of RGRO or in case of undue delay in verdict, the same can be escalated to the CGRO (Central Grievance Redressal Officer).

W BSEDCL | Grievance Redressal

portal.wbseedcl.in/irj/go/km/docs/bills/GrievanceRedressal/index.html#/register-grievance

Consumer Id/Application No *

Consumer Name *

Mobile Number *

Supply Office
MAHINAGAR CCC-3113500

Address Line 1 *

Address Line 2 *

Email *

Problem Type *
Delay in Effecting Connection

Problem Description *
TEST PROBLEM

12/500

Where do you want to apply? *

☒ RGRO (All proceedings shall be held at Local Regional Office)

☐ CGRO (All proceedings shall be held at Vidyut Bhaban)

Upload Supporting Signed Documents/Application Letter *

Upload PDF File of within 1MB

Form_8_English (3).pdf

UPLOAD PDF

SUBMIT

CANCEL

Step 12:

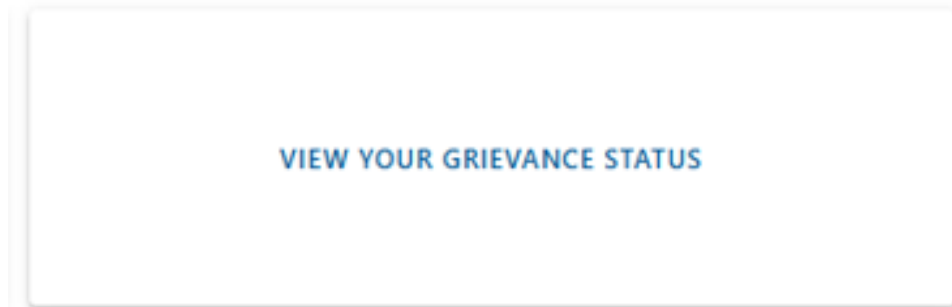
After successful submission of the grievance, an acknowledgement number will be generated and provided to the applicant / consumer.

**YOUR GRIEVANCE IS SUCCESSFULLY SUBMITTED.
THE ACKNOWLEDGEMENT NUMBER FOR FUTURE REFERENCE IS**

320

□ **Step 13:**

The status of the registered grievance can be viewed from the VIEW YOUR GRIEVANCE STATUS tab:
<https://portal.wbsedcl.in/irj/go/km/docs/bills/GrievanceRedressal/index.html#/grievance-status>
by providing Consumer ID / Application No / Acknowledgement Number / Docket Number.



Know Status of Your Grievance (CGRO/RGRO)

Please Select *

Consumer ID

Application No

Acknowledgement Number

Docket Number

□ **Step 14:**

Applicant / consumer need to verify the mobile number used to lodge the grievance.

Know Status of Your Grievance (CGRO/RGRO)

Please Select *

Docket Number

Docket Number

320

Verify Mobile Number

Mobile Number *

96XXXXXX98

SEND OTP CANCEL

Step 15:

Present status of the grievance along with the details will be displayed.



Know Status of Your Grievance (CGRO/RGRO)

Acknowledgement Status: NEW	
Docket No NA	Consumer ID/Application No [REDACTED]
Name [REDACTED]	Address [REDACTED]
Mobile Number [REDACTED]	Email [REDACTED]
Grievance Type Delay in Effecting Connection	Grievance Description Test Problem.
RGRO/CGRO Office RGRO	Acknowledgement Creation Date 2025-02-10 15:10:31

Step 16:


Once the grievance is accepted, the Grievance Status will be shown as OPEN and the Hearing Date &Time along with Office Location where the hearing will be held will be displayed. Docket receipt letter can also be downloaded.

Know Status of Your Grievance (CGRO/RGRO)

Grievance Status: OPEN	
Name [REDACTED]	Address [REDACTED]
Mobile Number [REDACTED]	Email [REDACTED]
Grievance Type Delay in Restoration of Service	Grievance Description hello
Hearing Date & Time 2024-11-23	Hearing Location ADMINISTRATIVE BLDGPADMAPUKUR,24 PGS(S)
RGRO/CGRO Office 24_PARGANAS(S) RGRO OFFICE-3110000	Docket Creation Date 2024-12-10
Docket Receipt DOWNLOAD	

☐ Step 17:

View the docket receipt downloaded from the aforementioned location.



WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED
DOCKET RECEIPT

Docket Number : 3268

Office : 24_PARGANAS(S) RGRO OFFICE-3110000

Application Receipt Date : 2024-12-10

To

Issuance Date:2024-12-10

Consumer id/Application no:

Dear Sir/Madam

Your complaint for Delay in Restoration of Service has been registered successfully. Docket number is 3268 with application received date 2024-12-10. Hearing date and time is 2024-11-23 and Hearing location is ADMINISTRATIVE BLDGPADMAPUKUR,24 PGS(S). Please bring all relevant documents along with photo id proof like (voter card/Aadhar card/driving licenses or pan card).

Thanking You,
Yours Faithfully,
Member secretary to RGRO

CRM_CELL

☐ Step 18:

Once the grievance is resolved, the status will be shown as COMPLETED.

Grievance Status: COMPLETED	
Name	Address
Mobile Number	Email
Grievance Type Delay in Restoration of Service	Grievance Description hello
Hearing Date & Time 2024-11-23	Hearing Location ADMINISTRATIVE BLDGPADMAPUKUR,24 PGS(S)
RGRO/CGRO Office 24_PARGANAS(S) RGRO OFFICE-3110000	Docket Creation Date 2024-12-10