

MSEDCL

Consumer Grievance Redressal Forum

Version 3.1.0

Login

MAHAVITARAN
Consumer Grievance Redressal Forum
Ver 3.1.0
Login

Username
99990028

Password
.....

Enter the text as shown in the image
wmh4d

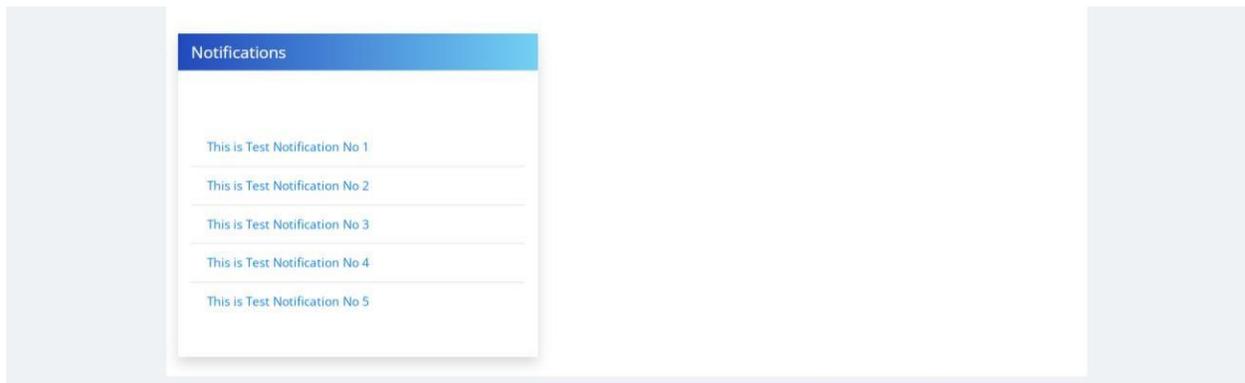
wmh4a

Login Clear

Please login with RAPDRP login credentials
Support Email : cgrf_support@mahadiscom.in
CGRF User Manual [📄](#)
Order Compliance User Manual [📄](#)
Follow us on : [f](#) [t](#) [y](#) [in](#)

CGRF user can login with RAPDRP login credentials.
User has to enter Username and Password with captcha code to login CGRF portal.

Home Page



Latest notifications are available on home page.

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Submit New Grievance

There are two ways for submitting grievance in CGRF portal.

They are as follows

1. Consumer can submit grievance directly by submitting online application.
 2. Consumer can send grievance documents (Hard Copy) to respective CGRF office.
Now CGRF user can submit grievance in portal based on documents received.
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1. Grievance submission by CGRF user



Click on “Grievance” menu. Submenu list will appear. Now click on “Create New Grievance”

The screenshot shows the 'Create Grievance' form. At the top, it asks 'Are you existing Consumer of MSEDCL?' with radio buttons for 'Yes' (selected) and 'No'. Below this, there is a section for entering the Consumer No or New Connection Application No. The 'Consumer No' field contains '99999999999'. There are 'GO' and 'CLEAR' buttons. The 'Consumer Details' section includes fields for Consumer Name (TEST CONSUMER NAME), Address Line 1, 2, and 3, Mobile No (8989898989), Email ID (test@abc.com), and Pincode (444916). An 'Activate Windows' watermark is visible in the bottom right corner.

Enter “Consumer No” or “New Connection Application No” and press “GO” button. Consumer’s data will be populated as shown above.

The screenshot shows the 'Details of Grievance' form. It includes a large text area for 'Details of Grievance', another for 'Nature of relief sought from the forum', and a dropdown menu for 'Is this Grievance represented by Consumer Representative?' set to 'No'. There is a section for 'Upload Grievance Documents' with a note: 'Only jpg, jpeg, bmp, png, pdf and zip file can be uploaded. File size should not be more than 5 MB.' Below this, there are two 'Choose File' buttons; the first is labeled 'Sample_file1.pdf' and the second is 'No file chosen'. A 'SUBMIT' button is at the bottom left. An 'Activate Windows' watermark is visible in the bottom right corner.

Enter other details as shown above and click on “SUBMIT” button.

The screenshot shows the 'Grievance Details' confirmation screen. A teal banner at the top states: 'Grievance created successfully with Grievance No : 446 on dated 04-Jan-2022 03:05:46 PM'. Below this, the 'Grievance Details' section shows the following information: Grievance No : 446, Consumer No : 99999999999, New Connection Appln No : (empty), and Consumer Name : TEST CONSUMER NAME. An 'Activate Windows' watermark is visible in the bottom right corner.

Grievance No will be generated as shown above.

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2. Grievance submission by Consumer

Go to <https://www.mahadiscom.in/> and click on "Consumer Portal".



Click on "Consumer Grievance Redressal" menu. Under "Consumer Grievance Redressal Forum" submenu, there is another submenu "Register New Grievance". Click on this menu.

A screenshot of the MSEDCL website showing two side-by-side panels. The left panel, titled 'How to Create Consumer Grievance', contains instructions to read the Grievance Manual before creating a grievance and lists three links: 'Grievance Manual', 'Download Schedule-A', and 'डाउनलोड अनुसूची-A'. The right panel, titled 'Track Status of your Grievance', contains instructions to enter a grievance number and press the 'Track Status' button. It features a text input field for the 'Grievance Number', a CAPTCHA image showing the text '672py', and a 'Track Status' button.

Click on "Review Petition" button to register Review Petition.

[Review Petition](#)

Submit New Grievance

Are you existing Consumer of MSEDCL? Yes No

Enter Consumer No or New Connection Application No. And press GO button

Consumer No :

New Connection Appln No :

[GO](#)

[CLEAR](#)

Are you existing Consumer of MSEDCL? Yes No

Enter Consumer No or New Connection Application No. And press GO button

Consumer No :

New Connection Appln No :

[GO](#)

[CLEAR](#)

Consumer Details

Consumer Name :

Address Line1 :

Address Line2 :

Address Line3 :

Mobile No :

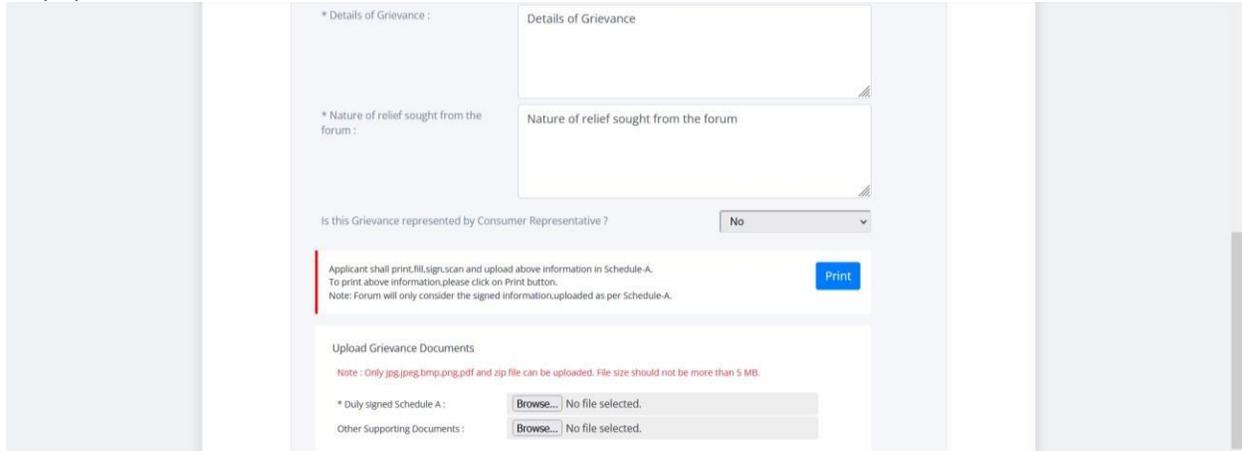
Email ID :

Pincode :

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Enter “Consumer No” or “New Connection Application No” and press “GO” button. Consumer’s data will be populated as shown above.

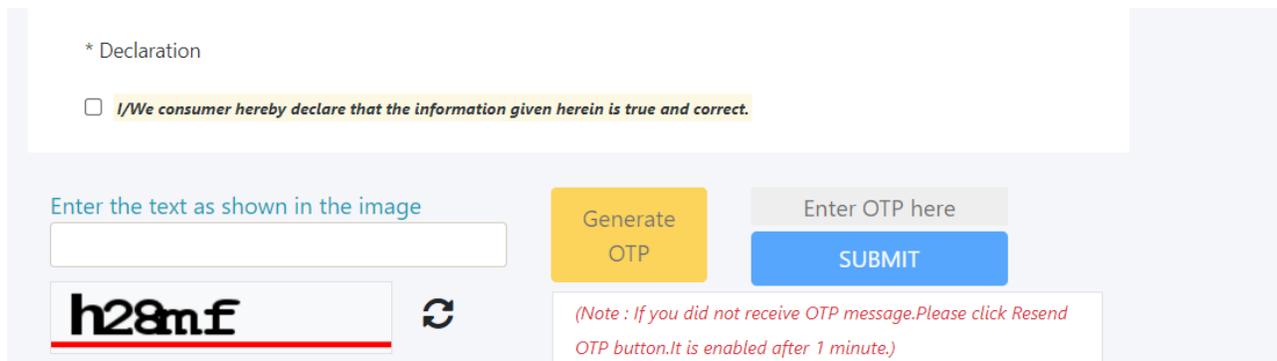


Enter other mandatory fields.

Applicant shall print, fill, sign, scan and upload application information in Schedule-A. To print information, please click on “Print” button.

Note: Forum will only consider the signed information, uploaded as per Schedule-A.

Now user will upload “Schedule-A” and other supporting documents (if any).



Tick declaration checkbox. Enter captcha code. Click on “Generate OTP” button.

OTP will be send on consumer mobile no. OTP will be valid up to 5 minutes.

Enter valid OTP and click on “SUBMIT” button.



Grievance No will be generated as shown above.

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Create New Case

Click on “Grievance” menu and then click on “Online Received Grievances”. Click on “Grievance No”. Grievance details will be populated. Click on “Register Case” button.

Enter data in other fields and click on “SAVE” button.

Case ID no will be generated as shown above.

Edit Case – Remand/Withdrawn

Click on “CGRF Case” menu and then click on “Edit” submenu.
Enter Case ID no and click on “View” button. Case details will be populated.

Note: Current case status should be “PENDING”.

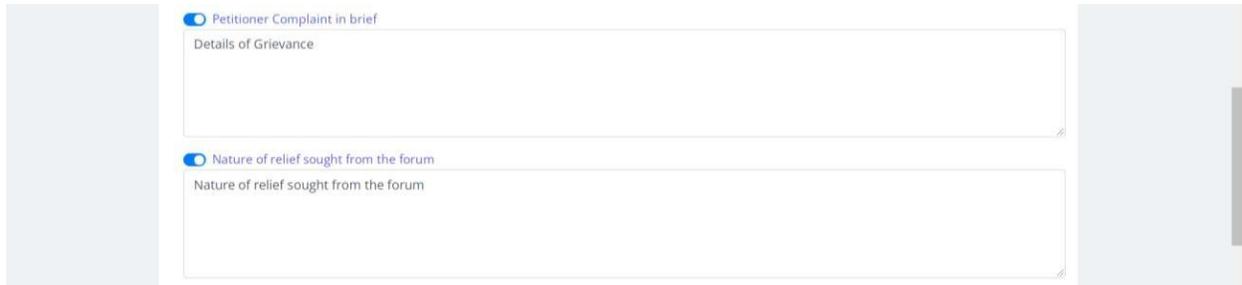
Enter date and remarks and click on “SAVE” button.

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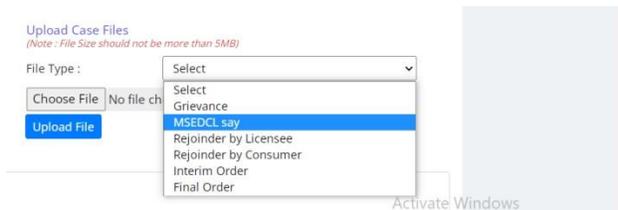
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Edit Case – Remarks



User can edit remarks field if case status is “PENDING”.
Edit remarks and click on “SAVE” button.

Edit Case – Upload Case Files



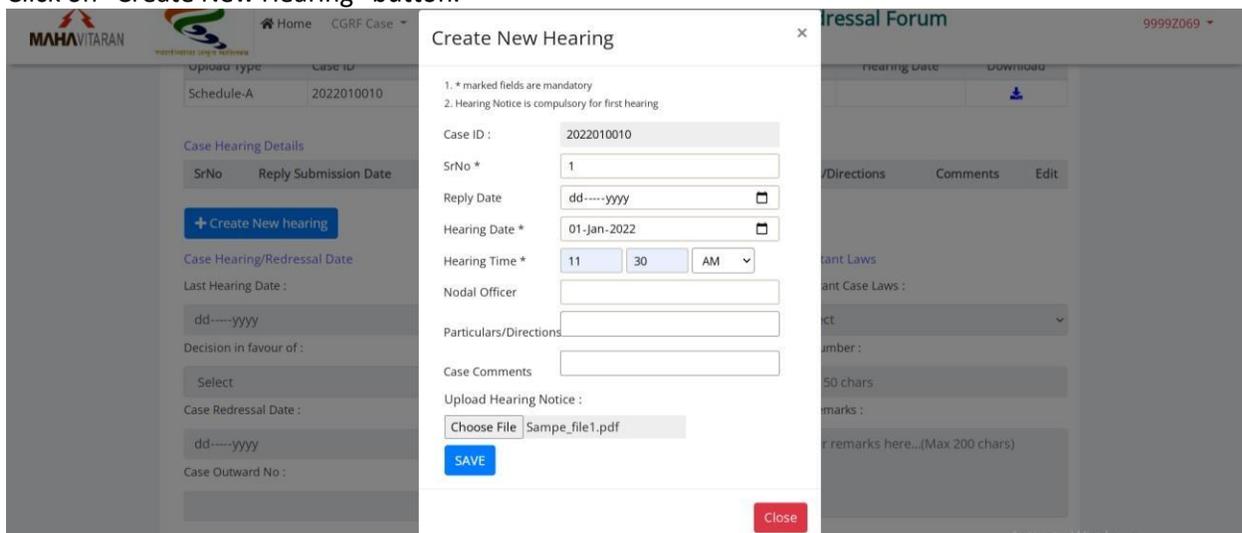
Select file type and choose file to upload.
Click on “Upload File” button.

Note: File size should not be more than 5mb.

Edit Case – Create New Hearing



Click on “Create New Hearing” button.



Enter all mandatory fields and click on “SAVE” button.

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Edit Case – Update Hearing Details

Case Hearing Details							
SrNo	Reply Submission Date	Hearing Date	Hearing Time	Nodal Officer	Particulars/Directions	Comments	Edit
1		2021-12-03	11:30 AM				

Click on pencil icon.

Update Case Hearing Details

Case ID : 2022010010

SrNo * 1

Reply Date dd----yyyy

Hearing Date * 03-Dec-2021

Nodal Officer

Particulars/Directions

Case Comments

UPDATE

Close

Enter data in required fields and click on “UPDATE” button.

Edit Case – Redressal

Case Hearing/Redressal Date

Last Hearing Date : 03-Dec-2021

Decision in favour of : MSEDCL

Case Redressal Date : 04-Jan-2022

Case Outward No :

Is Compliance Required ? Yes No

Expected Compliance Date : 07-Jan-2022

Important Regulations : CGRF AND OMBUDSMAN REGULATION

Regulation Number : NA

Regulation Remarks : NA

Important Laws : Select

Law Number : Max 50 chars

Law Remarks : Enter remarks here...(Max 200 chars)

Enter all required fields as shown above and click on “SAVE” button.

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View Case

Click on “CGRF Case” menu and then click on “View” submenu.
Enter Case ID no and click on “View” button. Case details will be populated.

Reports

Click on “CGRF Case” menu and then click on “Reports” submenu.

Reports of Consumer Grievances handled by CGRF

From Date: 01-Dec-2021 To Date: 31-Jan-2022 CGRF Name: NAGPUR CGRF

All Reports

- 1. Summary of Grievances Redressed during the Period
- 2. List and Summary of Category wise break up of Grievances redressed
- 3. List and Summary of Nature of Grievances redressed
- 4. List and Summary of Cases decided in favour of Licensee
- 5. List and Summary of Cases decided in favour of Consumer and Complied by MSEDCL
- 6. List and Summary of Non complied cases decided in favour of Consumer other than Writ Petition case
- 7. List and Summary of Writ Petition Cases
- 8. Summary of Grievances Redressed during the Period(Format 1B)
- 9. List and Summary of No.of Grievances pending for more than two months
- 10. Quarterly Report on Consumer grievances handled by the CGRF for the period
- 11. List and Summary of Category wise break up of Pending Grievances as on today
- 12. List and Summary of Nature of Pending Grievances as on today
- 13. Quarterly Report Format for CGRF (New)

GO

Activate Windows
Go to Settings to activate Windows.

Enter “From Date”, “To Date”, select “CGRF Name” and tick required reports and click on “GO” button.
Report will be generated.

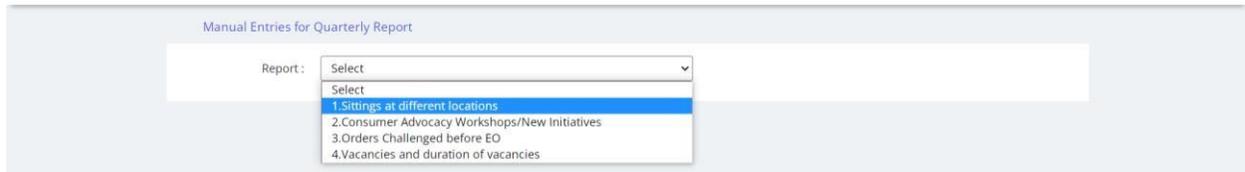
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Manual entries for Quarterly Report

Click on “CGRF Case” menu and then click on “Manual entries for Quarterly Report” submenu.



Manual Entries for Quarterly Report

Report:

- 1. Sitings at different locations
- 2. Consumer Advocacy Workshops/New Initiatives
- 3. Orders Challenged before EO
- 4. Vacancies and duration of vacancies

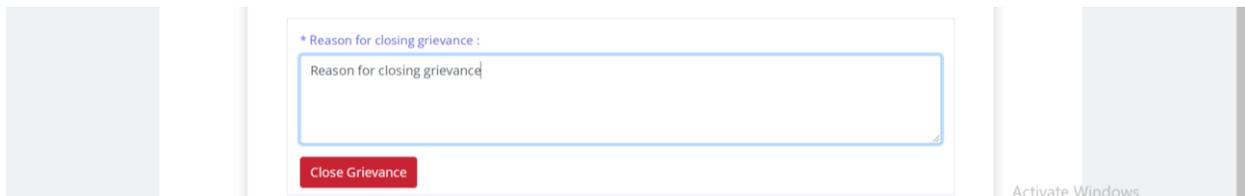
Enter correct data and click on “SAVE” button.

Close Grievance

Click on “Grievance” menu and then click on “Online Received Grievances” submenu.

Click on “Grievance No”. Grievance details will be populated.

Enter reason for closing grievance and click on “Close Grievance” button.



* Reason for closing grievance :

Reason for closing grievance

Close Grievance

Grievances List

Click on “Grievance” menu. Click on “Closed Grievances” submenu.

Select “CGRF Name”, enter “From Date”, “To Date” and click on “GO” button.

Closed grievances list will be generated.

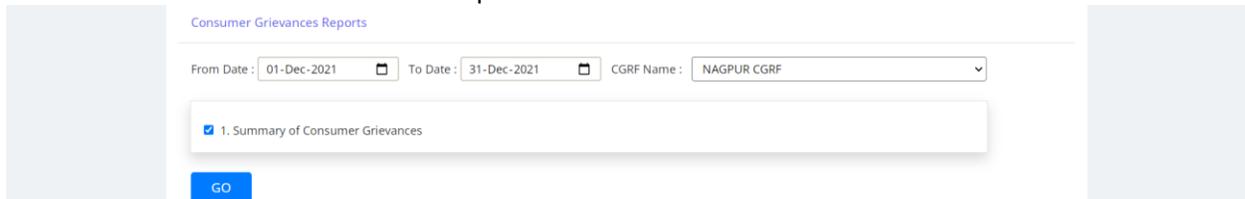
Click on “All Grievances (Except Closed)” submenu.

Select “CGRF Name”, enter “From Date”, “To Date” and click on “GO” button.

All grievances (Except Closed) list will be generated.

Grievances Reports

Click on “Grievance” menu. Click on “Reports” submenu.



Consumer Grievances Reports

From Date: To Date: CGRF Name:

1. Summary of Consumer Grievances

GO

Enter “From Date”, “To Date”, select “CGRF Name” and tick required reports and click on “GO” button.

Report will be generated.

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Review Petition

There are two ways for registering review petition in CGRF portal.

They are as follows

1. CGRF user can register review petition.
2. Consumer can register review petition by submitting online application.

Review Petition by CGRF user

Click on “Grievance” menu and then click on “Review Petition” submenu.
Enter Case ID no and then click on “GO” button. Case details will be populated.

Search criteria for CGRF cases		Enter Case ID Number. And press GO button	
Cons No :	<input type="text"/>	Case ID No :	<input type="text" value="2022010010"/>
Cons Name :	<input type="text"/>	<input type="button" value="GO"/>	<input type="button" value="CLEAR"/>
Case ID :	<input type="text"/>		
Case No :	<input type="text"/>		
<input type="button" value="Search"/>			
Consumer No/NC Appln No/Grievance No/Case ID		Consumer Details	
Consumer No :	999999999999	Circle :	C650-NAGPUR (R) CIRCLE
NC Appln No :		Division :	D653-KATOL DIVISION
Grievance No :	447	Sub Division :	S352-kondhali RURAL s/dn
Cons Type :	LT	Cons Name :	TEST CONSUMER NAME
Case ID No :	2022010010	Cons Category :	LT I Res 1-Phase

Enter other required fields and click on “SAVE” button.
Case ID no will be generated.

Review Petition by Consumer

Go to <https://www.mahadiscom.in/> and click on “Consumer Portal”.



Click on “Consumer Grievance Redressal” menu. Under “Consumer Grievance Redressal Forum” submenu, there is another submenu “Register New Grievance”. Click on this menu.



Click on “Review Petition” button.

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Enter Grievance Number or Case ID.And press Get OTP button

Grievance No : Or Case ID :

Enter the text as shown in the image

(Note : If you did not receive OTP message.Please click Resend OTP button.It is enabled after 1 minute.)

Submit Review Application

Consumer No :

New Connection Appln No :

Consumer Name :

Address Line1 :

Address Line2 :

Address Line3 :

Enter Grievance No or Case ID no and captcha code as shown in image. Click on “Get OTP” button. OTP will be sent on registered mobile no.OTP is valid for 5 minutes. Enter OTP and click on “SUBMIT” button. Grievance data will be populated as shown above.

Enter other required fields and click on “SUBMIT” button present at bottom of page. Grievance no will be generated.

Register review petition case submitted by consumer

Click on “Grievance” menu and then click on “Online Received Grievances” submenu.

Click on “Grievance No”. Grievance details will be populated. Click on “Register Review Petition Case” button.

Consumer No/NC Appln No/Grievance No/Case ID		Consumer Details	
Consumer No :	<input type="text" value="999999999999"/>	Circle :	<input type="text" value="C650-NAGPUR (R) CIRCLE"/>
NC Appln No :	<input type="text"/>	Division :	<input type="text" value="D653-KATOL DIVISION"/>
Grievance No :	<input type="text" value="448"/>	Sub Division :	<input type="text" value="S352-kondhall RURAL s/dn"/>
Cons Type :	<input type="text" value="LT"/>	Cons Name :	<input type="text" value="TEST CONSUMER NAME"/>
Case ID No :	<input type="text"/>	Cons Category :	<input type="text" value="LT Res 1-Phase"/>
Registration Date/Case No		Addr Line 1 :	<input type="text" value="ADDRESS LINE 1"/>
Date of Registration :	<input type="text" value="dd----yyyy"/>	Addr Line 2 :	<input type="text" value="ADDRESS LINE 2"/>
Case No :	<input type="text" value="Max 50 chars"/>	Addr Line 3 :	<input type="text" value="ADDRESS LINE 3"/>
Complaint Type/Complaint Sub Type		Email ID :	<input type="text" value="test@abc.com"/>
Complaint Type :	<input type="text" value="Select"/>	Mobile No :	<input type="text" value="8989898989"/> <input type="text" value="Pincode : 444916"/>
Complaint Sub Type :	<input type="text" value="Select"/>	City :	<input type="text"/>

Enter other required fields and click on “SAVE” button. Case ID no will be generated.

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Track status of grievance

Go to <https://www.mahadiscom.in/> and click on “Consumer Portal”.



Click on “Consumer Grievance Redressal” menu. Under “Consumer Grievance Redressal Forum” submenu, there is another submenu “Register New Grievance”. Click on this menu.

A screenshot of the 'Track Status of your Grievance' form. The form has a blue header with the title 'Track Status of your Grievance'. Below the header, there is a text box for 'Grievance Number' containing '448'. Below that is a text box for a captcha code containing 'x54a5'. A red line is drawn over the captcha code. Below the text boxes is a 'Track Status' button. To the left of the form, there is a section titled 'How to Create Consumer Grievance' with a list of links: 'Grievance Manual', 'Download Schedule-A', and 'डाउनलोड अनुसूची-A'.

Enter Grievance No and captcha code. Click on “Track Status” button as shown above.OTP will be sent on registered mobile no.

A screenshot of the 'Track Grievance Status' page. At the top, there is a green banner with the text 'OTP message sent successfully on registered mobile no XXXXX8989. It is valid for 5 minutes.' Below the banner, the page title is 'Track Grievance Status'. The page shows 'Grievance No : 448' and 'Grievance submission Date and Time : 04-Jan-2022 05:27:06 PM'. There is a text box for 'OTP' with the placeholder 'Enter OTP here' and a 'SUBMIT' button. A red 'BACK' button is visible on the left side.

Enter correct OTP and click on “SUBMIT” button.

A screenshot of the 'Track Grievance Status' page showing the final status. The page shows 'Grievance No : 448' and 'Grievance submission Date and Time : 04-Jan-2022 05:27:06 PM'. There is a text box for 'OTP' with the value '999999' and a 'SUBMIT' button. Below the form, there is a grey box with the text 'This Complaint is assigned to NAGPUR CGRF Office. Grievance Status : Pending'. At the bottom, there is a text box for 'Contact Email ID : cgrfnagpurzone@gmail.com'.

Current grievance status will be displayed on screen as shown above.