Consumer Grievance Redressal Forum

Grievance Manual

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A] Submit New Grievance

If you are existing MSEDCL consumer, then select “Yes” radio button.
Enter “Consumer Number” or “New Connection Application Number” and press GO button.
Consumer details for entered number will be shown. User must verify that the details shown are of the same consumer for which the grievance is being submitted.

If you are not existing MSEDCL consumer, then select “No” radio button. In this case, user has to enter “Consumer Details” manually.
(Note: Please fill Consumer Details in “English”.)

Enter “Details of Grievance” and “Nature of relief sought from forum”.

If grievance is represented by a representative, then select “Yes” from dropdown and enter details of the representative.

Read instructions given on left side of “Print” button and upload Schedule-A form as shown below.
User can also upload other supporting documents. (If more than one files are to be submitted then make zip file and upload it.)

Tick Declaration checkbox.
Click on “Generate OTP” button. OTP will be sent on registered mobile number. (It is valid for 5 minutes).
Click on “SUBMIT” button.

Grievance number will be created as shown below. Please note down grievance number. Using this grievance number, the user can track the status of grievance.

B] Track Grievance Status

Enter grievance number as shown below. Click on “Track Status” button.
OTP will be sent on registered mobile number.

Enter OTP received in mobile. Click on “SUBMIT” button.

User can get status of grievance as shown below.