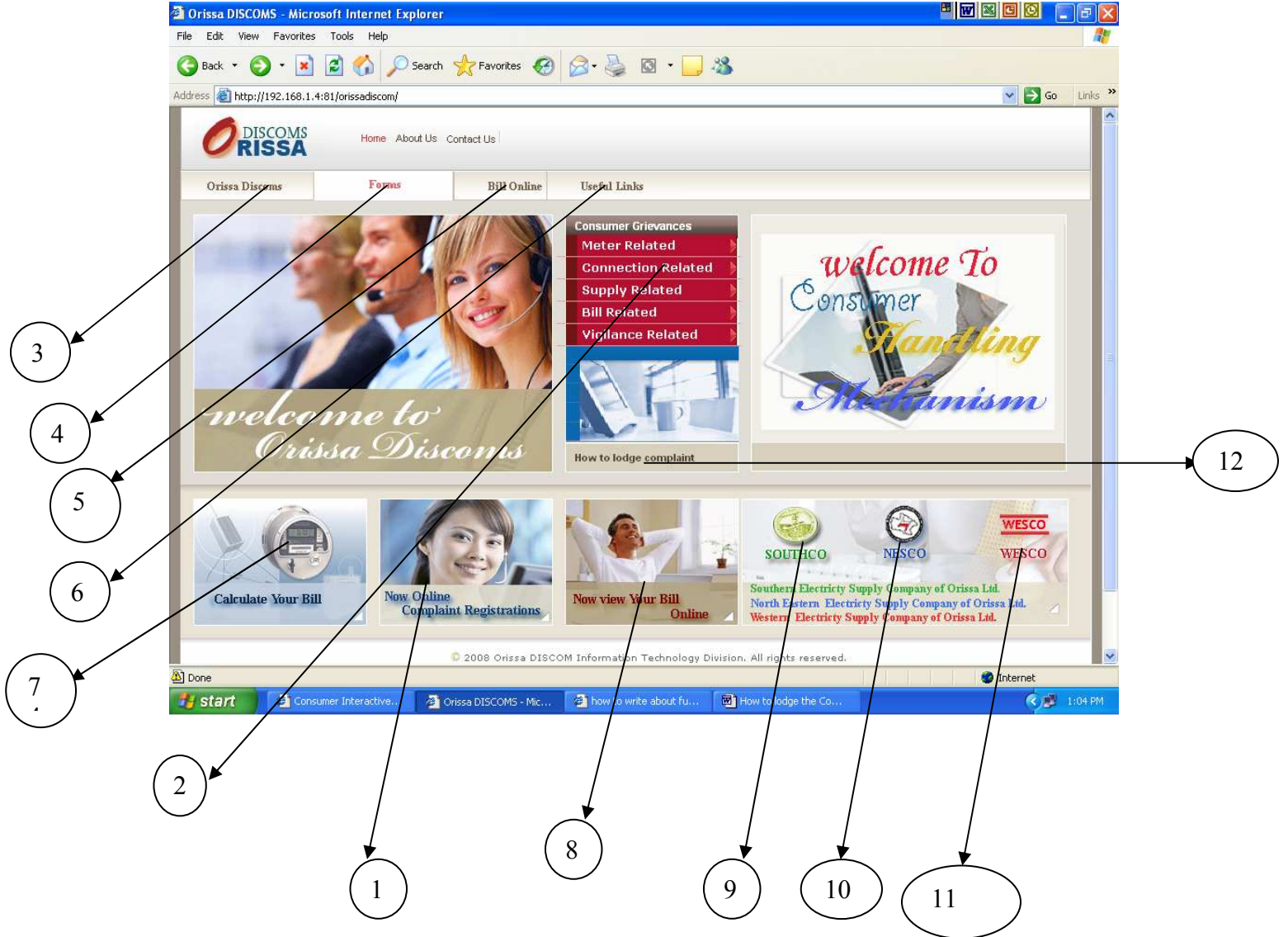


How to lodge the Complaint

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** *****

First of all users will have to logon to www.orissadiscom.com.
After logging the following Web page will appear on the Screen.



1. New online complaint registration link.

After clicking on **online complaint registration** another page appears.



The screenshot shows a Microsoft Internet Explorer browser window displaying the Orissa DISCOMS website. The address bar shows the URL: <http://192.168.1.4:81/orissadiscom/RegisterYourComplaint.aspx?GrevType=MR>. The website header includes the DISCOMS RISSA logo and navigation links: Home, About Us, Contact Us. Below the header, there are tabs for Orissa Discoms, Forms, Bill Online, and Useful Links. The main content area is titled "Welcome to Orissa Discoms Consumer Handling Mechanism..". On the left, there is a "Consumer Grievances" menu with five options: Meter Related, Connection Related, Supply Related, Bill Related, and Vigilance Related. The main form area contains the following fields: Complaint Type (set to Meter Related Complaints), Complaint Sub Type (set to Meter Running - Fast), Company (set to --Select Your Company--), New Account No., Complainant Name (set to Mr), Mobile No., Phone No., E mail Id, and Complaint Description. A "Register My Complaint" button is located at the bottom right of the form. A note at the bottom of the form states: "*We request you to register your Email-ID, Mobile No. or Phone No for faster communication". Below the form, there are four promotional banners: "Calculate Your Bill", "Now Online Complaint Registrations", "Now view Your Bill Online", and a banner for Southern Electricity Supply Company of Orissa Ltd., North Eastern Electricity Supply Company of Orissa Ltd., and Western Electricity Supply Company of Orissa Ltd. The footer of the website includes the copyright notice: "© 2008 Orissa DISCOM Information Technology Division. All rights reserved." and the Internet icon.

Here in the top left corner under the Consumer grievances menu five complaint Types are visible.

1. **Meter Related**
2. **Connection Related**
3. **Supply Related**
4. **Bill Related**
5. **Vigilance Related**

Among these five types of complaints user have to select any one according to his grievance.

Now the following steps will have to be completed by the user for registering the complaint.

1. Select a sub complaint from given drop down list.
2. Select company name from the given drop down.
3. Enter the New Account No.
4. Enter Mobile no
5. Enter phone no.
6. Write the description of the complaint.

Note: - Filling up the phone no or mobile no is mandatory.

After completing the above steps click on **Register my complaint**.



Here you will have the new screen showing the details of your inputs and message of successful complaint registration.

After registration user can take the print out for details of logged complaint for further reference the print out contains the system generated complaint no which can be used further for viewing the status of action taken against the complaint.

2. Another Way Of logging the complaint

After logging into the www.orisadiscoms.com click on any one link under consumer grievance menu.

Select the company name from the drop down and enter the new account no then click on submit button. Now follow the steps in the same manner as described above.

Viewing the complaint status

1. Click on a complaint type under consumer grievance menu.
2. Click on complaint status tab.
3. Enter either 14-digit complaint no or 12-digit account no.
4. Click on **show complaint status** button.

Current status of the complaint will display on the screen also the print out could be taken from here.

3. Orissa Discoms

Under this menu there are three separate following links.

1. NESCO LTD
2. WESCO LTD
2. SOUTHCO LTD

Detailed information can be taken about each companies by clicking on the individual links provided for NESCO, WESCO and SOUTHCO Ltd..

4. Forms

Different Performa of forms for NESCO, WESCO and SOUTHCO can be downloaded from the list given under this link.

5. Bill Online

Consumers of all three companies can find out bill related information under this link.

6. Useful Links

Under this Option five different links are available.

1. OERC
2. CESCO
3. NTPC INDIA
4. AEC Corporation
5. Reliance Energy

Related information and activities regarding OERC, CESCO, NTPC INDIA, AEC Corporation, Reliance Energy can be got using the above mentioned links.

7. Calculate Your Bill

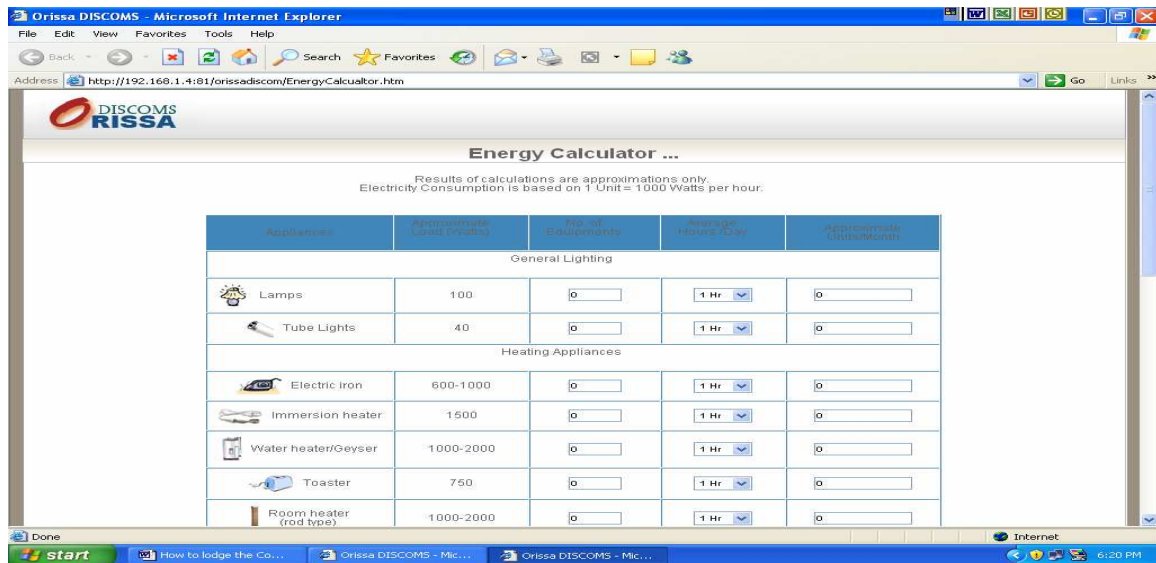
This link provides a small energy calculator for different electric appliances.

Only following two information needs to be feed

1. No of Appliance

2. Average uses

Energy consumption per month will be calculated accordingly.



8. Now View Your Bill Online

Consumers of all three companies can find out bill related information using this link.

9. SOUTHCO

Related information of SOUTHCO can be obtained from this link.

10. NESCO

Related information of NESCO can be obtained from this link.

11. WESCO

Related information Of WESCO can be obtained from this link.

12. How to lodge the complaint

description Step-by step process of complaint logging is available in this link.