



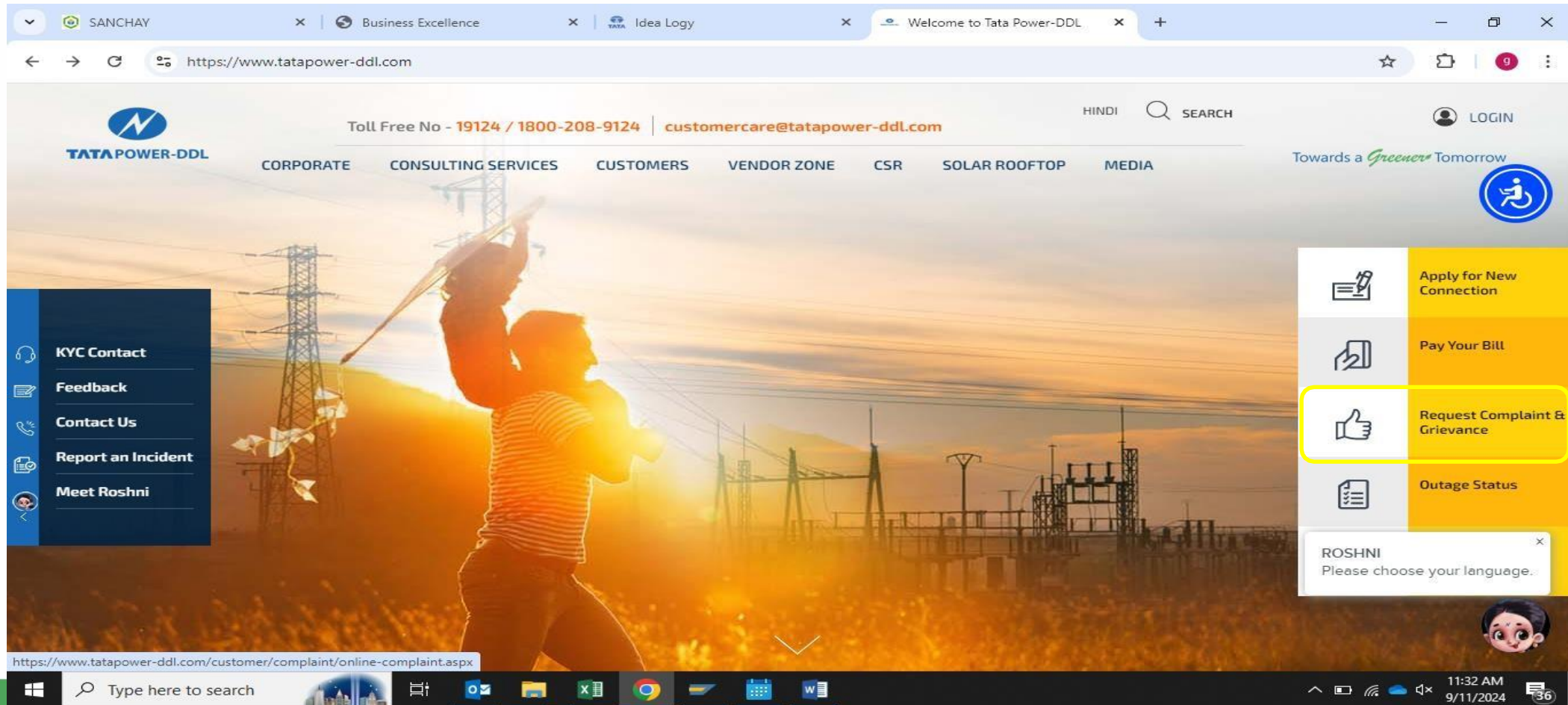
TATA POWER-DDL

Towards a *Greener* Tomorrow

User Manual – ICGRC Portal

Steps for Registration of your Concern at ICGRC Portal

Step 1- Click on 'Request complaint and Grievance' TAB



The screenshot shows the Tata Power-DDL website interface. The browser address bar displays <https://www.tatapower-ddl.com>. The website header includes the Tata Power-DDL logo, contact information (Toll Free No - 19124 / 1800-208-9124, customercare@tatapower-ddl.com), and a search bar. The main navigation menu includes links for CORPORATE, CONSULTING SERVICES, CUSTOMERS, VENDOR ZONE, CSR, SOLAR ROOFTOP, and MEDIA. A sidebar on the left contains links for KYC Contact, Feedback, Contact Us, Report an Incident, and Meet Roshni. A central panel on the right offers services: Apply for New Connection, Pay Your Bill, Request Complaint & Grievance (highlighted in yellow), and Outage Status. A language selection prompt for ROSHNI is visible at the bottom right of the central panel. A blue callout box on the right side of the image points to the 'Request Complaint & Grievance' option with the text 'Step-1 Click Here'. The browser's taskbar at the bottom shows the system tray with the time 11:32 AM on 9/11/2024.

Step-1

Click Here

Step 2- Click on “Internal Consumer Grievance Redressal Cell” TAB

REQUEST/ COMPLAINT

For any request/complaint registration and status update you may contact any of the following touch points

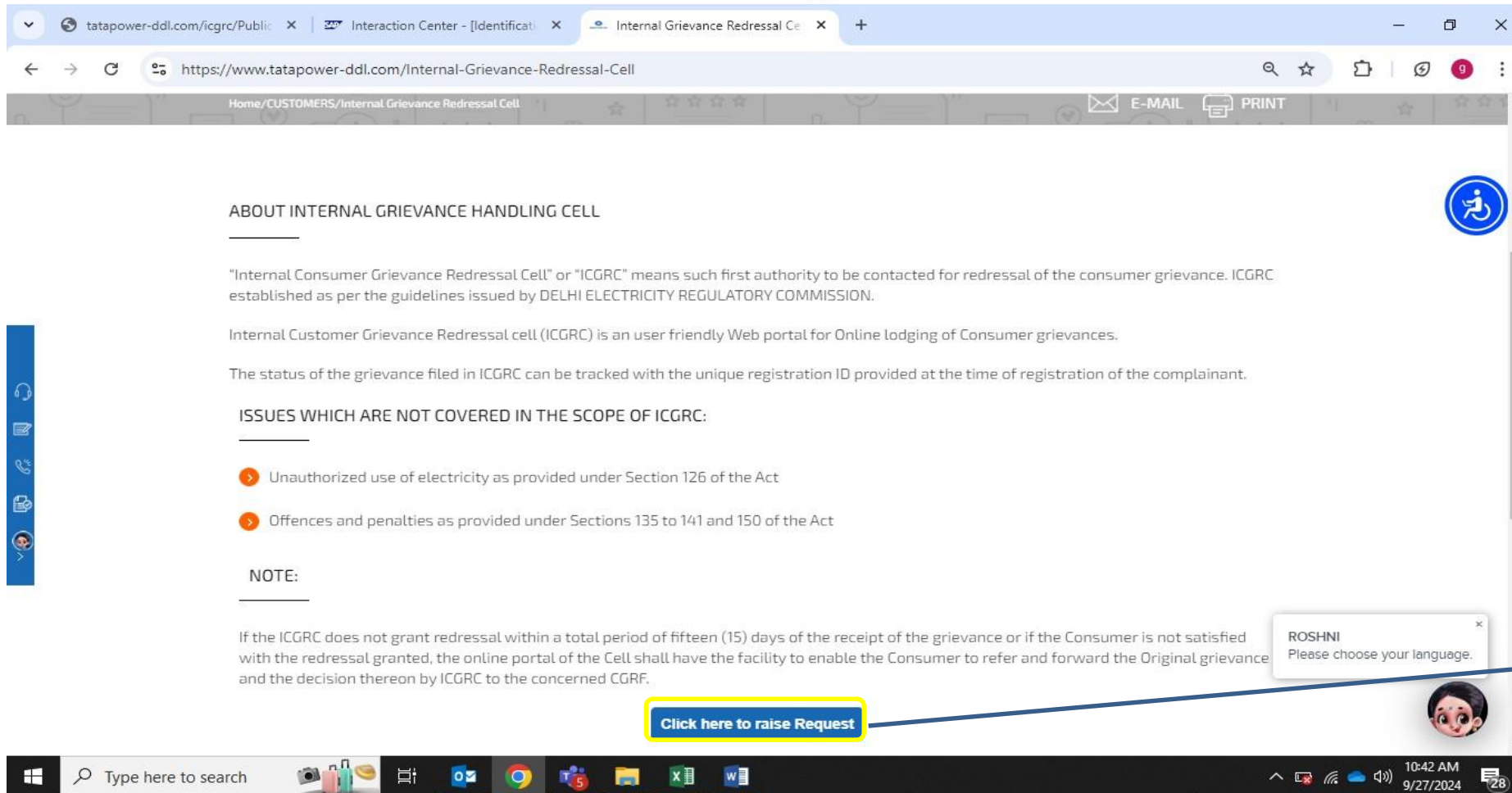
<p>Sampark Kendra(19124) Customer Care Centre (Click Here) Email: customercare@tatapower-ddl.com</p>	<p>For complaint registration CLICK HERE / send e-mail</p>	<p>Internal Consumer Grievance Redressal Cell CLICK HERE</p>
<p>Grievance Redressal Structure, CLICK HERE</p>	<p>For any registered complaint, please CLICK HERE to view the current status.</p>	

Step-2

Click here to register new grievance

tddl.com/Internal-Grievance-Redressal-Cell

Step 3 - Read instruction and proceed to register request



The screenshot shows a web browser window with the URL <https://www.tatapower-ddl.com/Internal-Grievance-Redressal-Cell>. The page content includes:

- ABOUT INTERNAL GRIEVANCE HANDLING CELL**

"Internal Consumer Grievance Redressal Cell" or "ICGRC" means such first authority to be contacted for redressal of the consumer grievance. ICGRC established as per the guidelines issued by DELHI ELECTRICITY REGULATORY COMMISSION.

Internal Customer Grievance Redressal cell (ICGRC) is an user friendly Web portal for Online lodging of Consumer grievances.

The status of the grievance filed in ICGRC can be tracked with the unique registration ID provided at the time of registration of the complainant.
- ISSUES WHICH ARE NOT COVERED IN THE SCOPE OF ICGRC:**
 - Unauthorized use of electricity as provided under Section 126 of the Act
 - Offences and penalties as provided under Sections 135 to 141 and 150 of the Act
- NOTE:**

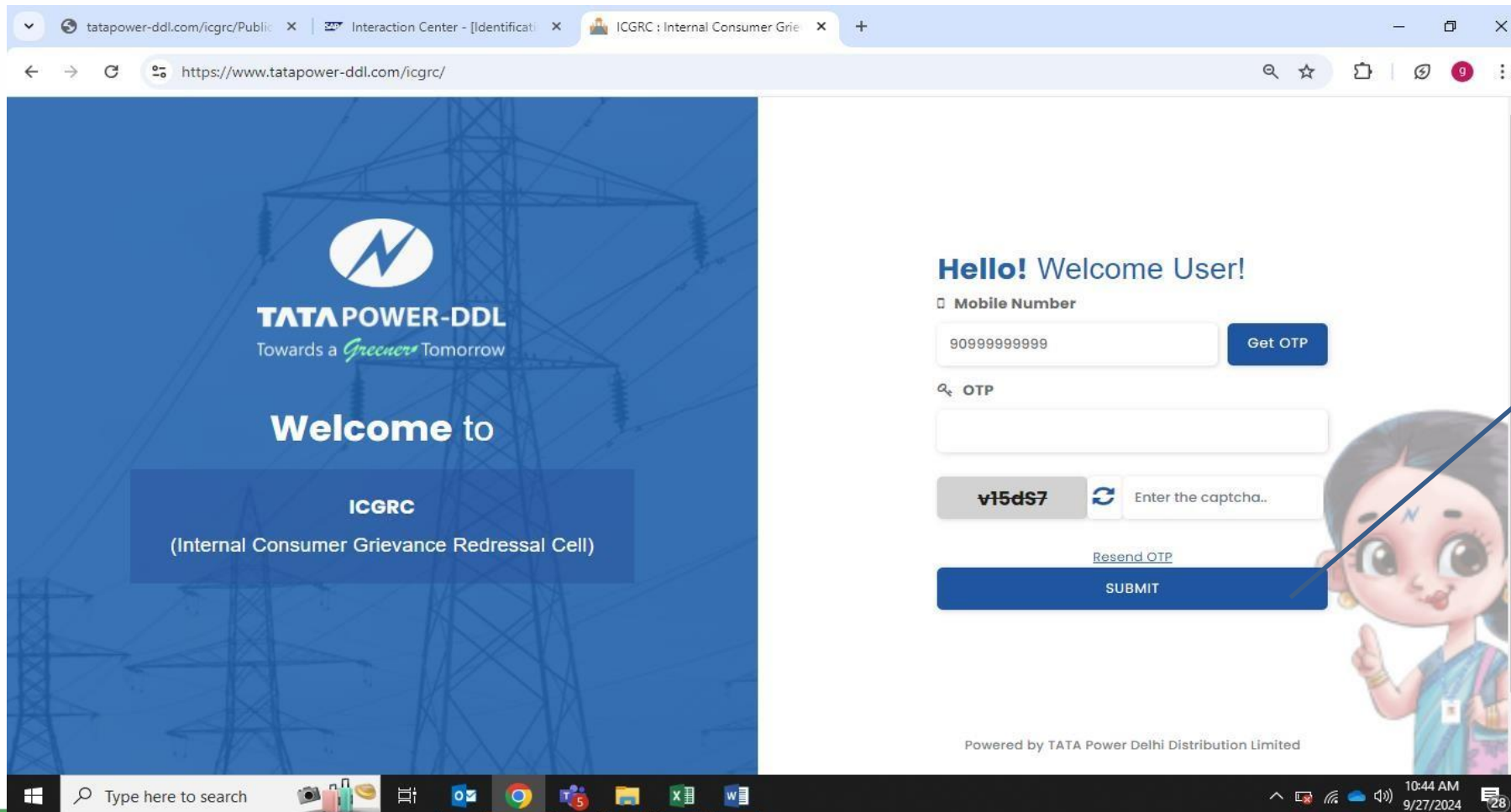
If the ICGRC does not grant redressal within a total period of fifteen (15) days of the receipt of the grievance or if the Consumer is not satisfied with the redressal granted, the online portal of the Cell shall have the facility to enable the Consumer to refer and forward the Original grievance and the decision thereon by ICGRC to the concerned CGRF.

A blue button labeled "Click here to raise Request" is highlighted with a yellow border. A blue callout box with a white arrow points from this button to the right side of the image.

Step 3
Click to Raise Request

Toward

Step- 4 Enter Mobile No., OTP and Captcha to login



https://www.tatapower-ddl.com/icgrc/

Hello! Welcome User!

Mobile Number

90999999999 **Get OTP**

OTP

v15ds7 **Enter the captcha..**

[Resend OTP](#)

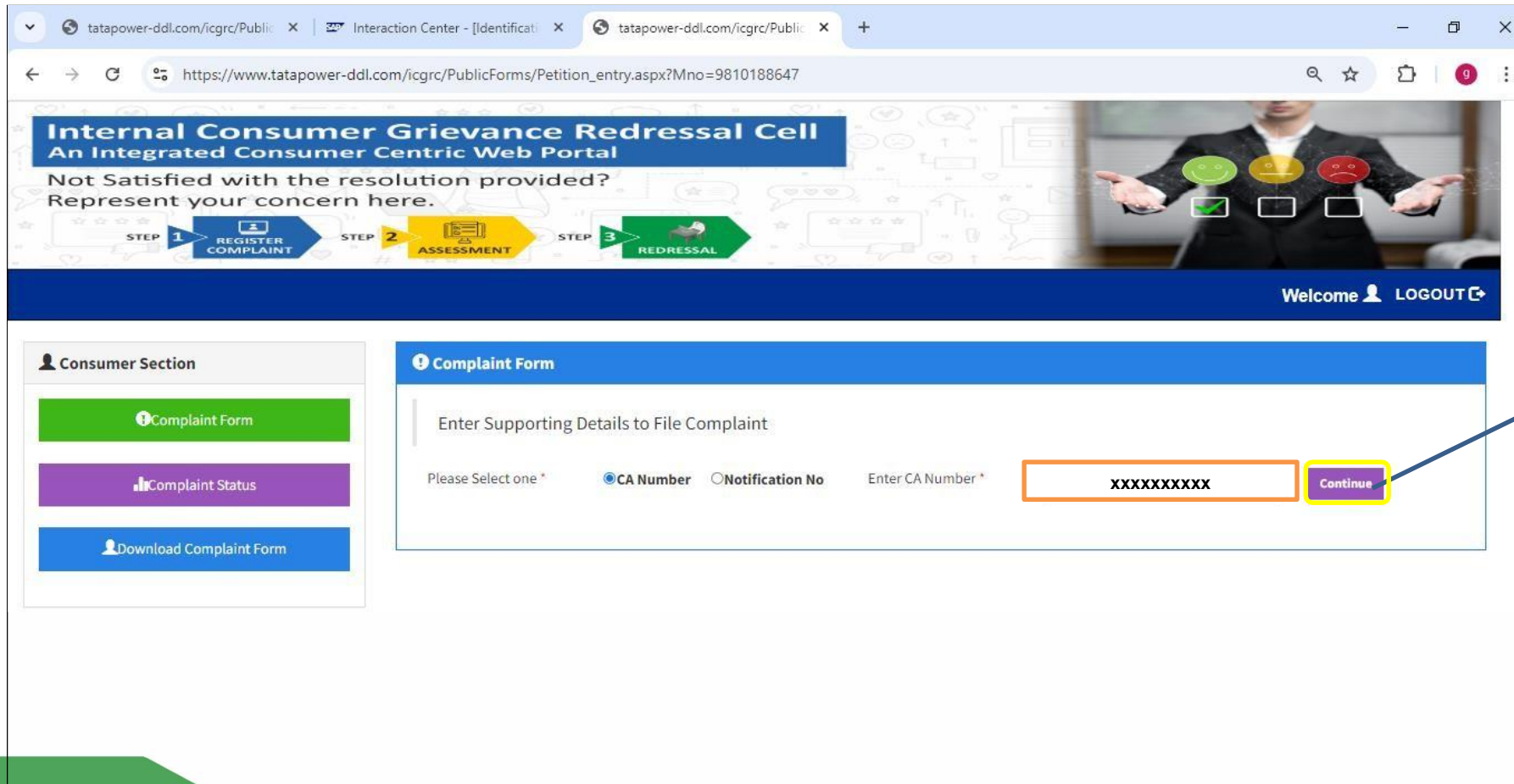
SUBMIT

Powered by TATA Power Delhi Distribution Limited

Step - 4

Enter Your
Mobile no,
OTP and
Captcha

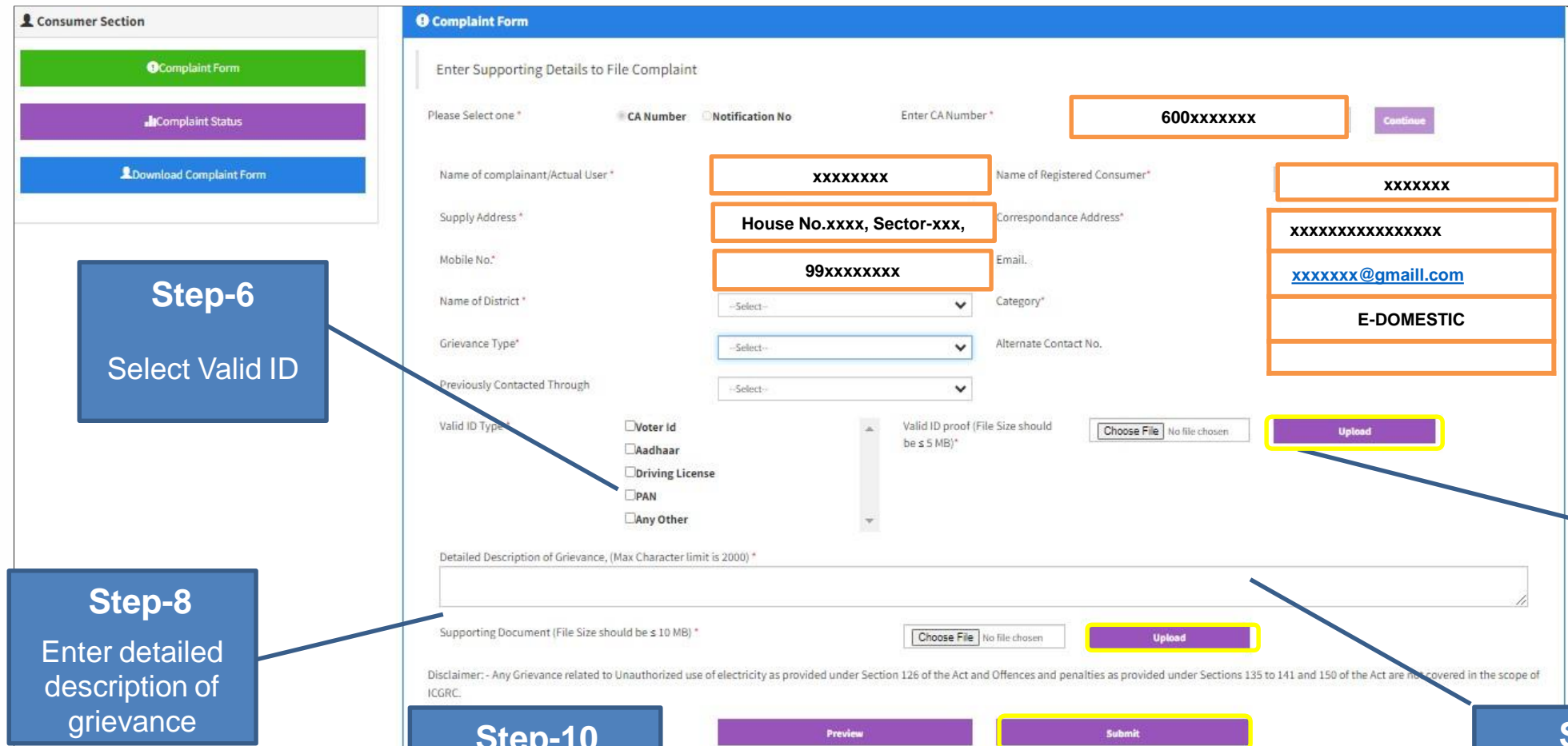
Step 5 - Enter your CA No. or Notification No. to get your personal details



The screenshot shows the ICGRC portal interface. At the top, there is a banner for the 'Internal Consumer Grievance Redressal Cell' with a progress bar showing three steps: 1. REGISTER COMPLAINT, 2. ASSESSMENT, and 3. REDRESSAL. Below the banner, there is a 'Complaint Form' section. The form has a title 'Complaint Form' and a subtitle 'Enter Supporting Details to File Complaint'. It contains a radio button selection for 'CA Number' (selected) and 'Notification No.'. There is a text input field for 'Enter CA Number' containing 'XXXXXXXXXX' and a 'Continue' button. A blue callout box points to the 'Continue' button.

Step - 5
Enter Your
CA No. or
Notification
No.

Step 6 - Check your personal details and click on dropdown to choose your desired option



The screenshot shows the 'Complaint Form' interface. On the left, a sidebar contains 'Complaint Form', 'Complaint Status', and 'Download Complaint Form'. The main form area is titled 'Enter Supporting Details to File Complaint' and includes the following fields:

- Please Select one ***: Radio buttons for 'CA Number' and 'Notification No'. 'CA Number' is selected.
- Enter CA Number ***: Text input containing '600xxxxxxx'.
- Name of complainant/Actual User ***: Text input containing 'xxxxxxx'.
- Name of Registered Consumer ***: Text input containing 'xxxxxxx'.
- Supply Address ***: Text input containing 'House No.xxxx, Sector-xxx,'.
- Correspondance Address ***: Text input containing 'xxxxxxxxxxxxxxxxxxx'.
- Mobile No. ***: Text input containing '99xxxxxxxx'.
- Email ***: Text input containing 'xxxxxxx@gmail.com'.
- Name of District ***: Dropdown menu with '-Select-' selected.
- Category ***: Dropdown menu with 'E-DOMESTIC' selected.
- Grievance Type ***: Dropdown menu with '-Select-' selected.
- Previously Contacted Through**: Dropdown menu with '-Select-' selected.
- Valid ID Type**: Radio buttons for 'Voter Id', 'Aadhaar', 'Driving License', 'PAN', and 'Any Other'. 'Aadhaar' is selected.
- Valid ID proof (File Size should be ≤ 5 MB) ***: File upload section with 'Choose File' and 'Upload' buttons.
- Detailed Description of Grievance, (Max Character limit is 2000) ***: Text area.
- Supporting Document (File Size should be ≤ 10 MB) ***: File upload section with 'Choose File' and 'Upload' buttons.

Annotations on the form indicate the following steps:

- Step-6**: Select Valid ID (points to the Valid ID Type radio buttons).
- Step-7**: Upload Valid ID proof (Mandatory) (points to the 'Upload' button for the Valid ID proof).
- Step-8**: Enter detailed description of grievance (points to the 'Detailed Description of Grievance' text area).
- Step-9**: Upload the documents, if any (points to the 'Upload' button for the Supporting Document).
- Step-10**: After preview, click on submit to get your ICGRC Grievance No. (points to the 'Submit' button).

Step-6
Select Valid ID

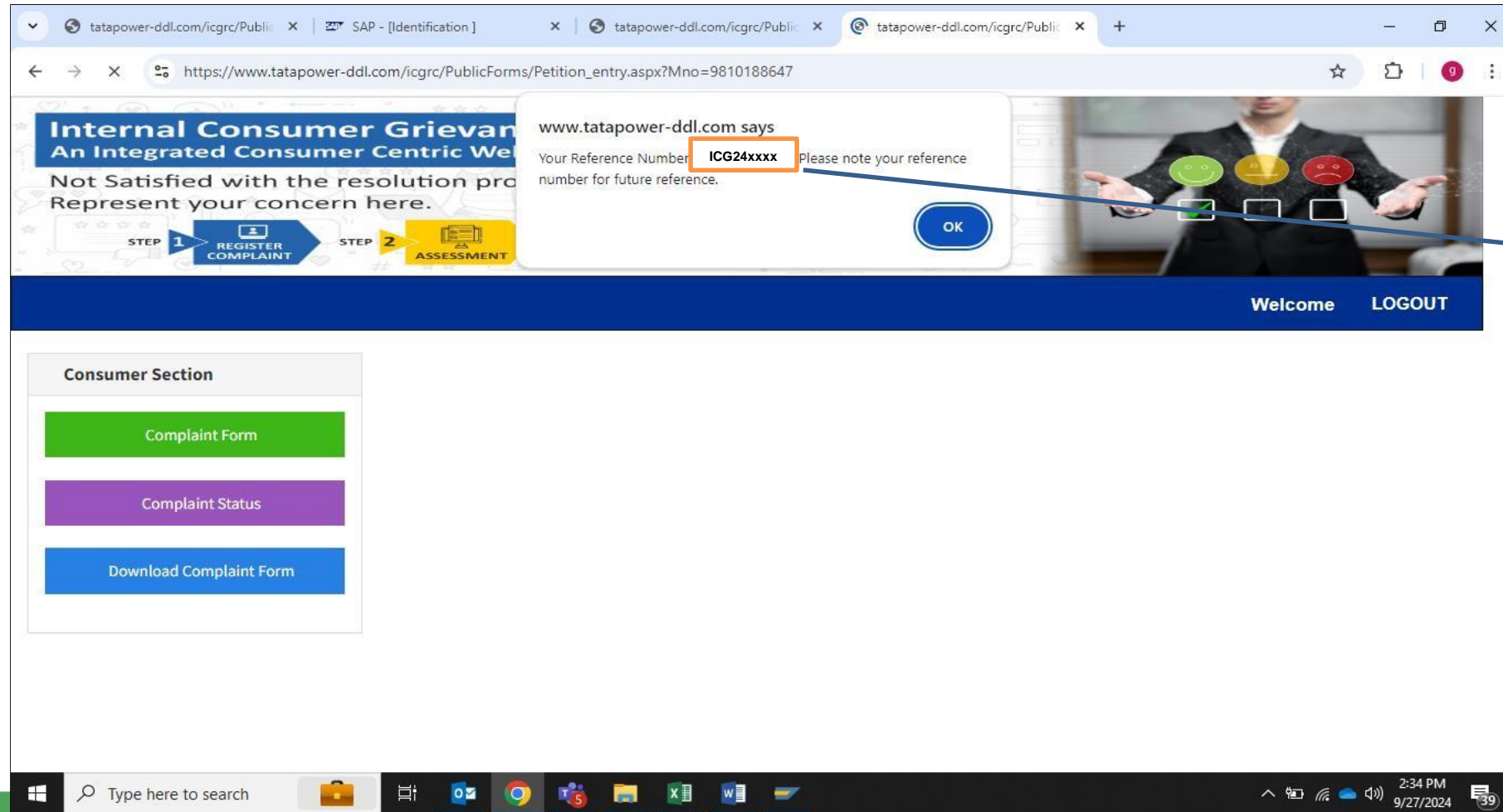
Step-7
Upload Valid ID proof (Mandatory)

Step-8
Enter detailed description of grievance

Step-10
After preview, click on submit to get your ICGRC Grievance No.

Step-9
Upload the documents, if any

Step 7- Your reference number is issued for your future correspondence.

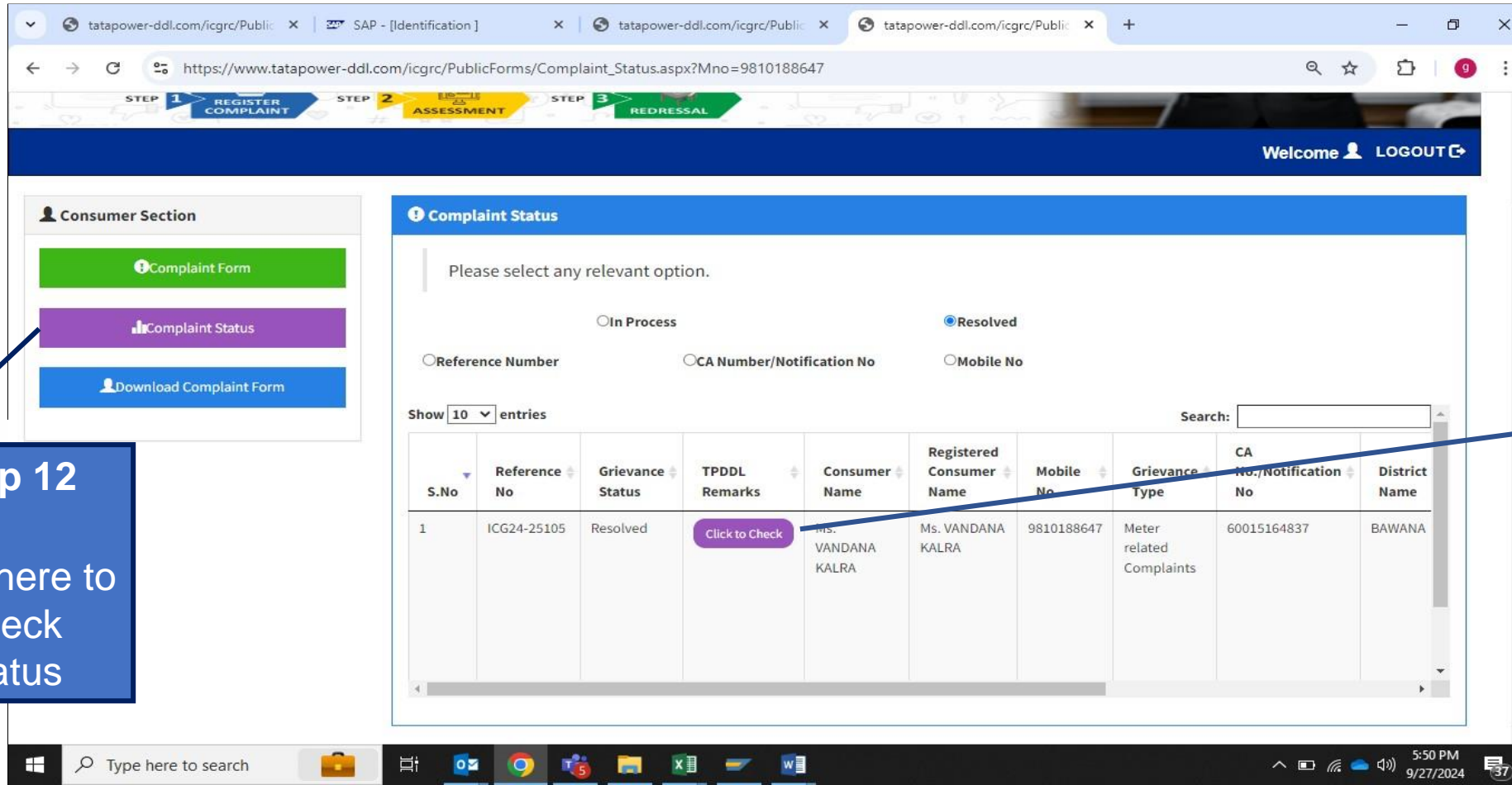


The screenshot shows a web browser window with the URL https://www.tatapower-ddl.com/icgrc/PublicForms/Petition_entry.aspx?Mno=9810188647. The page header includes the text "Internal Consumer Grievance An Integrated Consumer Centric Web" and "Not Satisfied with the resolution process? Represent your concern here." Below this, a progress bar shows "STEP 1 REGISTER COMPLAINT" and "STEP 2 ASSESSMENT". A central message box states: "www.tatapower-ddl.com says Your Reference Number ICG24xxxx Please note your reference number for future reference." An "OK" button is visible next to the message. The page also features a "Welcome LOGOUT" link in the top right. On the left, a "Consumer Section" sidebar contains buttons for "Complaint Form", "Complaint Status", and "Download Complaint Form". The Windows taskbar at the bottom shows the time as 2:34 PM on 9/27/2024.

Step-11

ICGRC reference no. issued for future reference.

Step 8- Click on complaint status TAB and “In process” or “resolved” option to check the status



Consumer Section

- Complaint Form
- Complaint Status**
- Download Complaint Form

Complaint Status

Please select any relevant option.

In Process Resolved

Reference Number CA Number/Notification No Mobile No

Show 10 entries Search:

S.No	Reference No	Grievance Status	TPDDL Remarks	Consumer Name	Registered Consumer Name	Mobile No	Grievance Type	CA No./Notification No	District Name
1	ICG24-25105	Resolved	Click to Check	Ms. VANDANA KALRA	Ms. VANDANA KALRA	9810188647	Meter related Complaints	60015164837	BAWANA

Step 12
Click here to Check Status

Step 13
Click here to check Final Reply

Steps to Forward the concern to ECGRF

Step 1- If you are not satisfied with the resolution provided by TPDDL, then, you may approach ECGRF. Click on submit TAB to forward the concern.

Consumer Section

- Complaint Form
- Complaint Status
- Download Complaint Form

TPDDL Remarks:

TPDDL Resolved your Grievance with Remarks for Reference No: **ICG24-2594**

Error retrieving data.

If Not satisfied with the TPDDL Resolution then you can raise the request further to ECGRF before

Details of Unsatisfaction with the TPDDL resolution:

Submit

Step 14
Mention your concern

Steps to Forward the concern to ECGRF

Step 2- Click on the appropriate option and upload the Authority letter or Vakalatnama to forward your concern to ECGRF.

Please mention Reason for forwarding the concern to ECGRF:

Are you a registered consumer? Yes No

If Registered Consumer is not available for Hearing or if you are representing on behalf of registered consumer, please upload Authority letter/Vakalatnama.

Step 15

Upload
necessary
documents



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Thank You