



**TATA POWER-DDL**

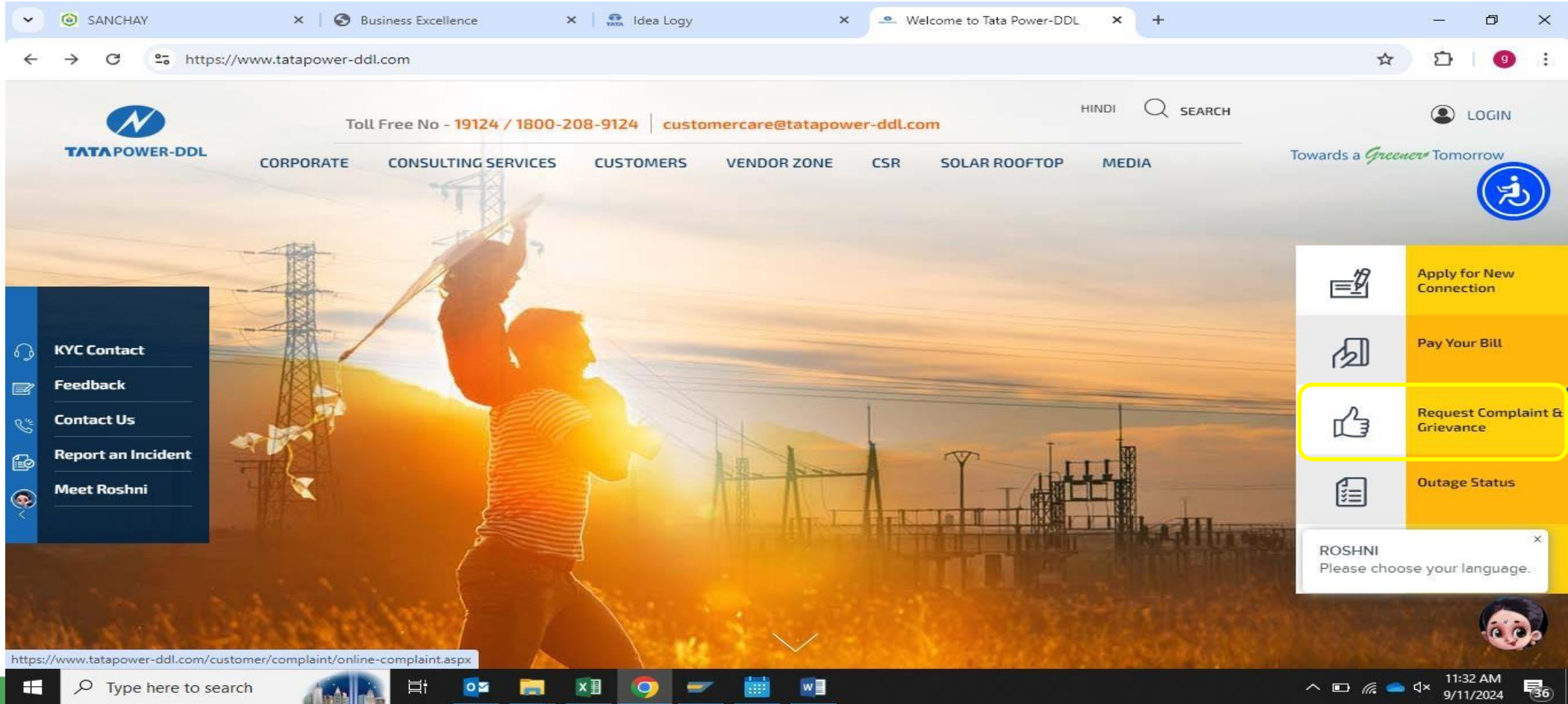
Towards a *Greener* Tomorrow

**ICGRC**

**उपयोगकर्ता पुस्तिका**

# आईसीजीआरसी पोर्टल पर अपनी समस्या के पंजीकरण के लिये स्टेप

स्टेप 1- 'शिकायत का अनुरोध करें और शिकायत' टैब पर क्लिक करें



The screenshot shows the Tata Power-DDL website interface. The top navigation bar includes the logo, contact information (Toll Free No - 19124 / 1800-208-9124, customercare@tatapower-ddl.com), language options (HINDI), a search bar, and a LOGIN button. The main 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. The main content area features a large image of a person holding a power line. A yellow box highlights the 'Request Complaint & Grievance' option in the main menu. A blue callout box with the text 'स्टेप -1 यहाँ क्लिक करें' points to this option. A 'ROSHNI' notification at the bottom right prompts the user to choose their language.

## स्टेप 2 – Internal Consumer Grievance Redressal Cell टैब पर क्लिक करें

### REQUEST/ COMPLAINT

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

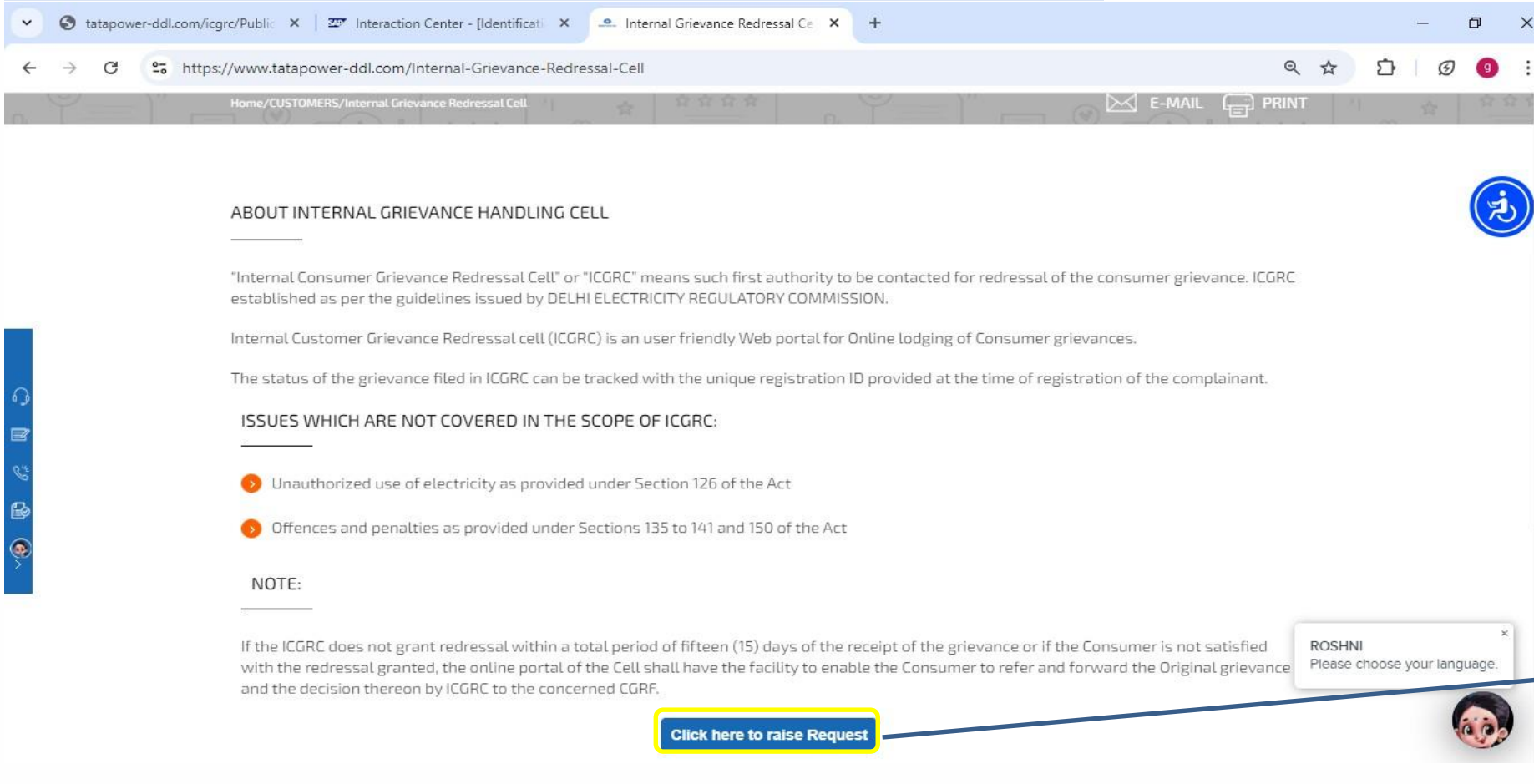
<p>Sampark Kendra(19124) <b>Customer Care Centre (Click Here)</b> Email: <a href="mailto:customercare@tatapower-ddl.com">customercare@tatapower-ddl.com</a></p>	<p>For complaint registration <b>CLICK HERE / send e-mail</b></p>	<p>Internal Consumer Grievance Redressal Cell <b>CLICK HERE</b></p>
<p>Grievance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

**स्टेप -2**  
नई शिकायत दर्ज करने के लिए यहाँ क्लिक करें।

ROSHNI  
Please choose yo

[ddl.com/Internal-Grievance-Redressal-Cell](http://ddl.com/Internal-Grievance-Redressal-Cell)

## स्टेप 3 - निर्देश पढ़ें और अनुरोध पंजीकृत करने के लिए आगे बढ़ें



Home/CUSTOMERS/Internal Grievance Redressal Cell

E-MAIL PRINT

### 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.

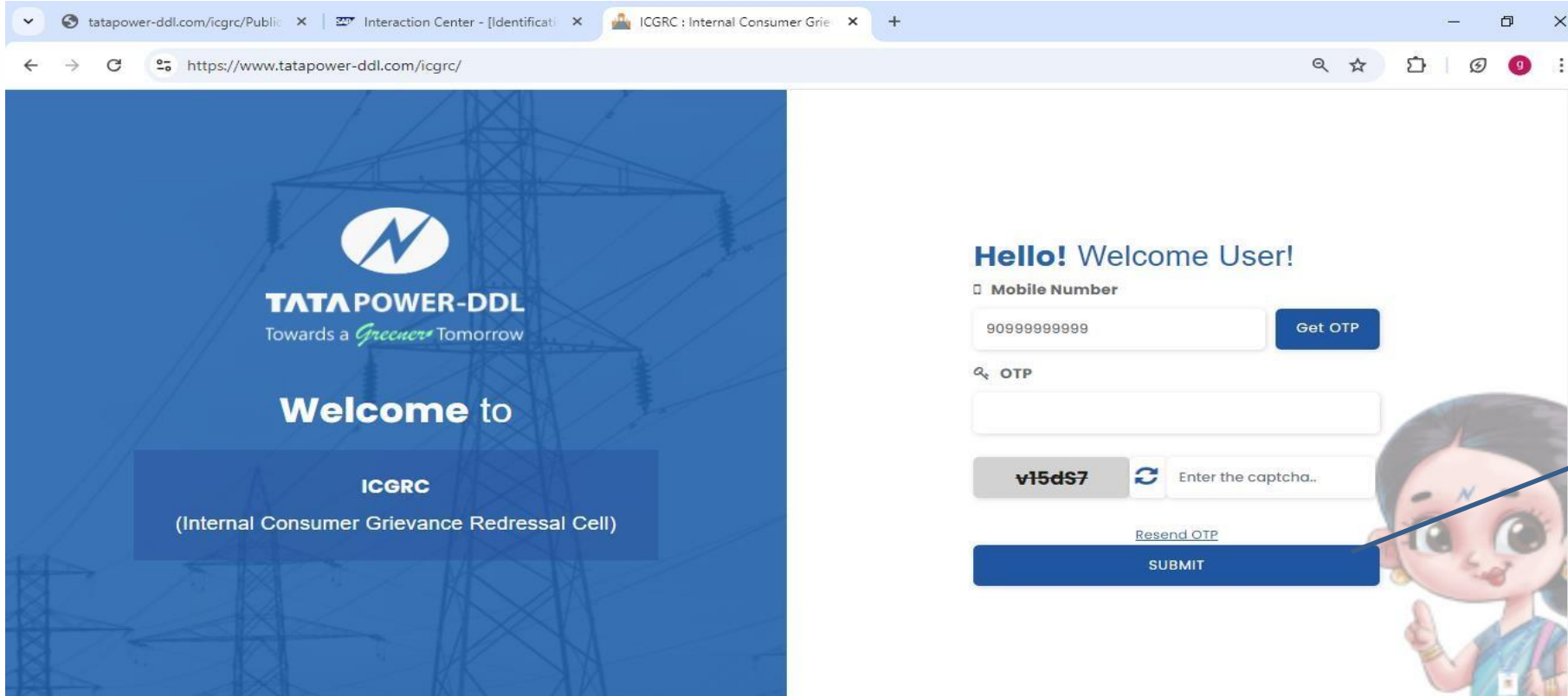
[Click here to raise Request](#)

ROSHNI  
Please choose your language.

### चरण-3

अनुरोध  
बढ़ाने के लिए  
यहाँ क्लिक  
करें

## स्टेप 4 - लॉगिन करने के लिए मोबाइल नंबर, ओटीपी और कैप्चा दर्ज करें



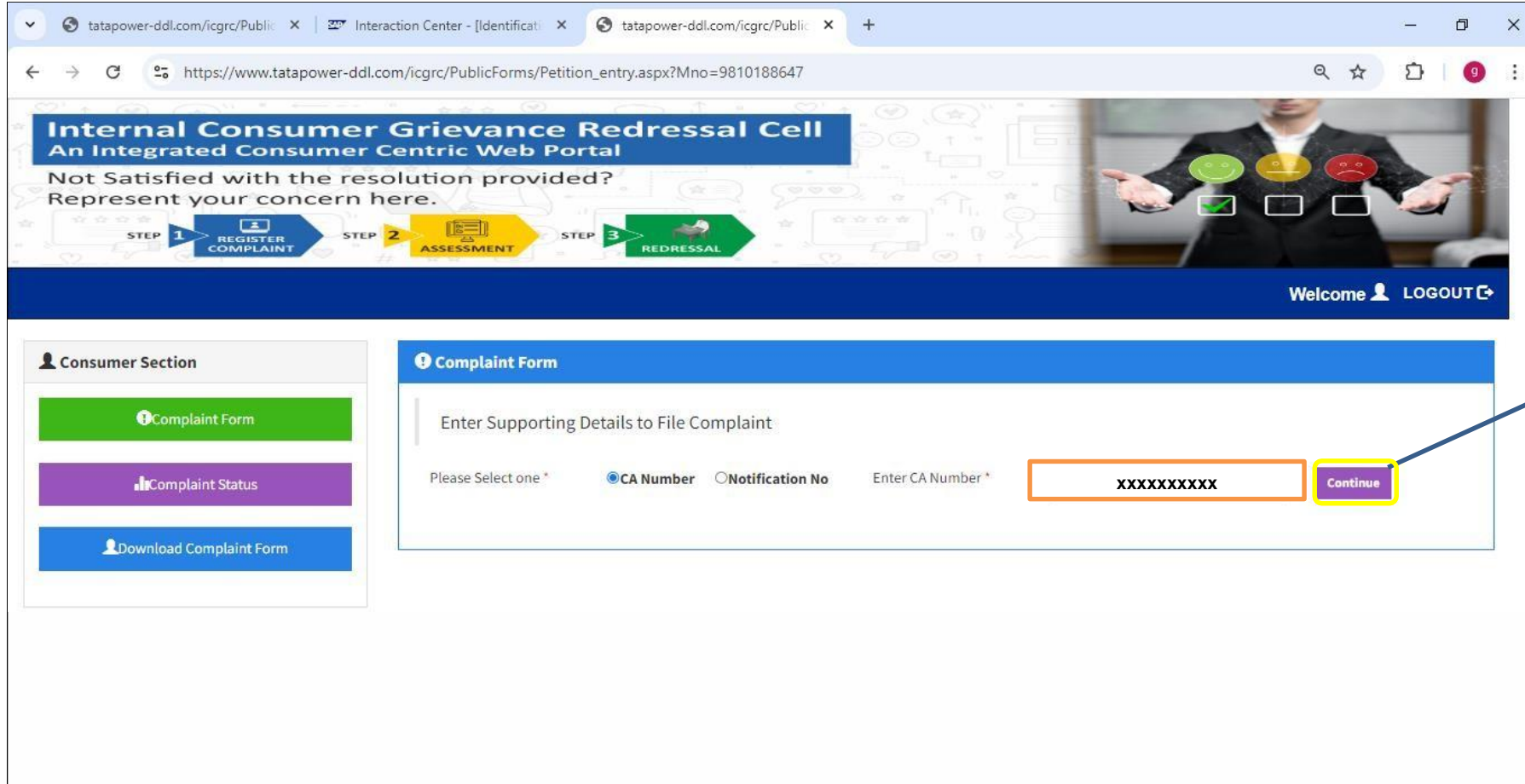
The screenshot shows the TATA POWER-DDL ICGRC login page. The page has a blue header with the TATA POWER-DDL logo and the text 'Towards a Greener Tomorrow'. Below the header, it says 'Welcome to ICGRC (Internal Consumer Grievance Redressal Cell)'. The main content area is white and contains a login form. The form has a heading 'Hello! Welcome User!' and a 'Mobile Number' field with the value '9099999999' and a 'Get OTP' button. Below that is an 'OTP' field. There is a captcha field with the value 'v15ds7' and a 'Resend OTP' link. A 'SUBMIT' button is highlighted with a blue box. A cartoon character is visible on the right side of the form.

### चरण- 4

लॉगिन करने के लिए मोबाइल नंबर और ओटीपी दर्ज करें और सबमिट पर क्लिक करें

# आईसीजीआरसी पोर्टल पर अपनी समस्या के पंजीकरण के लिये स्टेप

**स्टेप 5 - अपना व्यक्तिगत विवरण प्राप्त करने के लिए अपना सीए नंबर या नोटिफिकेशन नंबर दर्ज करें**

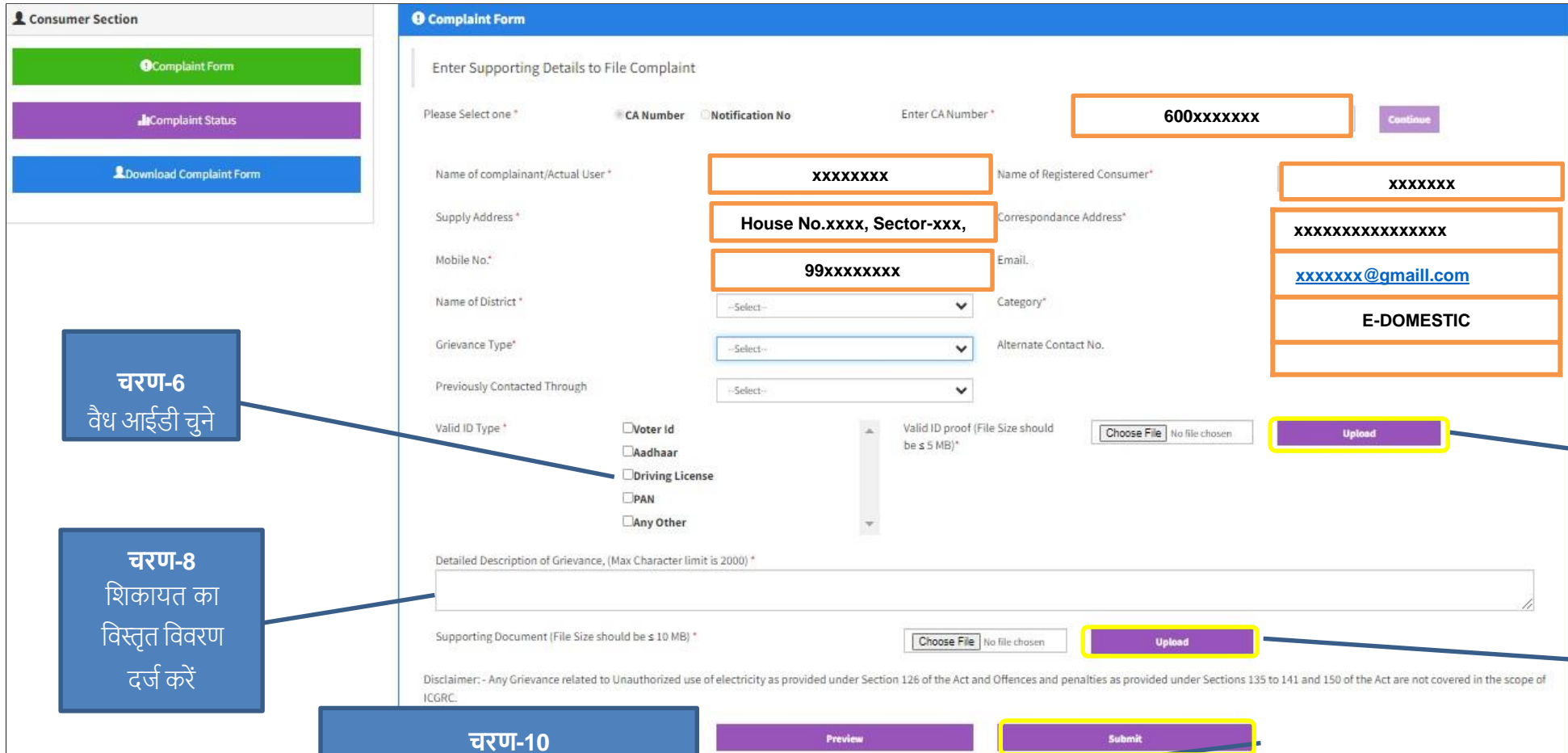


The screenshot shows the 'Internal Consumer Grievance Redressal Cell' web portal. The main heading is 'Internal Consumer Grievance Redressal Cell - An Integrated Consumer Centric Web Portal'. Below this, it says 'Not Satisfied with the resolution provided? Represent your concern here.' A progress bar shows three steps: 1. REGISTER COMPLAINT, 2. ASSESSMENT, and 3. REDRESSAL. The current step is 'Complaint Form'. The form has a title 'Complaint Form' and a subtitle 'Enter Supporting Details to File Complaint'. It includes a dropdown menu 'Please Select one \*' with 'CA Number' selected, a text input field 'Enter CA Number \*' containing 'XXXXXXXXXX', and a 'Continue' button. A callout box points to the 'Continue' button.

चरण-5  
सीए नम्बर या  
नोटिफिकेशन नम्बर  
दर्ज करें और जारी  
रखें

# आईसीजीआरसी पोर्टल पर अपनी समस्या के पंजीकरण के लिये स्टेप

**स्टेप 6 - अपना व्यक्तिगत विवरण जांचें और अपना वांछित विकल्प चुनने के लिए ड्रॉपडाउन पर क्लिक करें**



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'. It includes fields for 'CA Number' (600xxxxxxx), 'Name of complainant/Actual User' (xxxxxxx), 'Name of Registered Consumer' (xxxxxxx), 'Supply Address' (House No.xxxx, Sector-xxx), 'Correspondance Address' (xxxxxxxxxxxxxxxx), 'Mobile No.' (99xxxxxxxx), 'Email' (xxxxxxx@gmail.com), 'Name of District' (dropdown), 'Category' (E-DOMESTIC), 'Grievance Type' (dropdown), and 'Previously Contacted Through' (dropdown). There are also checkboxes for 'Valid ID Type' (Voter Id, Aadhaar, Driving License, PAN, Any Other) and an 'Upload' button for the ID proof. A 'Detailed Description of Grievance' text area and a 'Supporting Document' upload section are also present. At the bottom, there are 'Preview' and 'Submit' buttons.

**चरण-6**  
वैध आईडी चुने

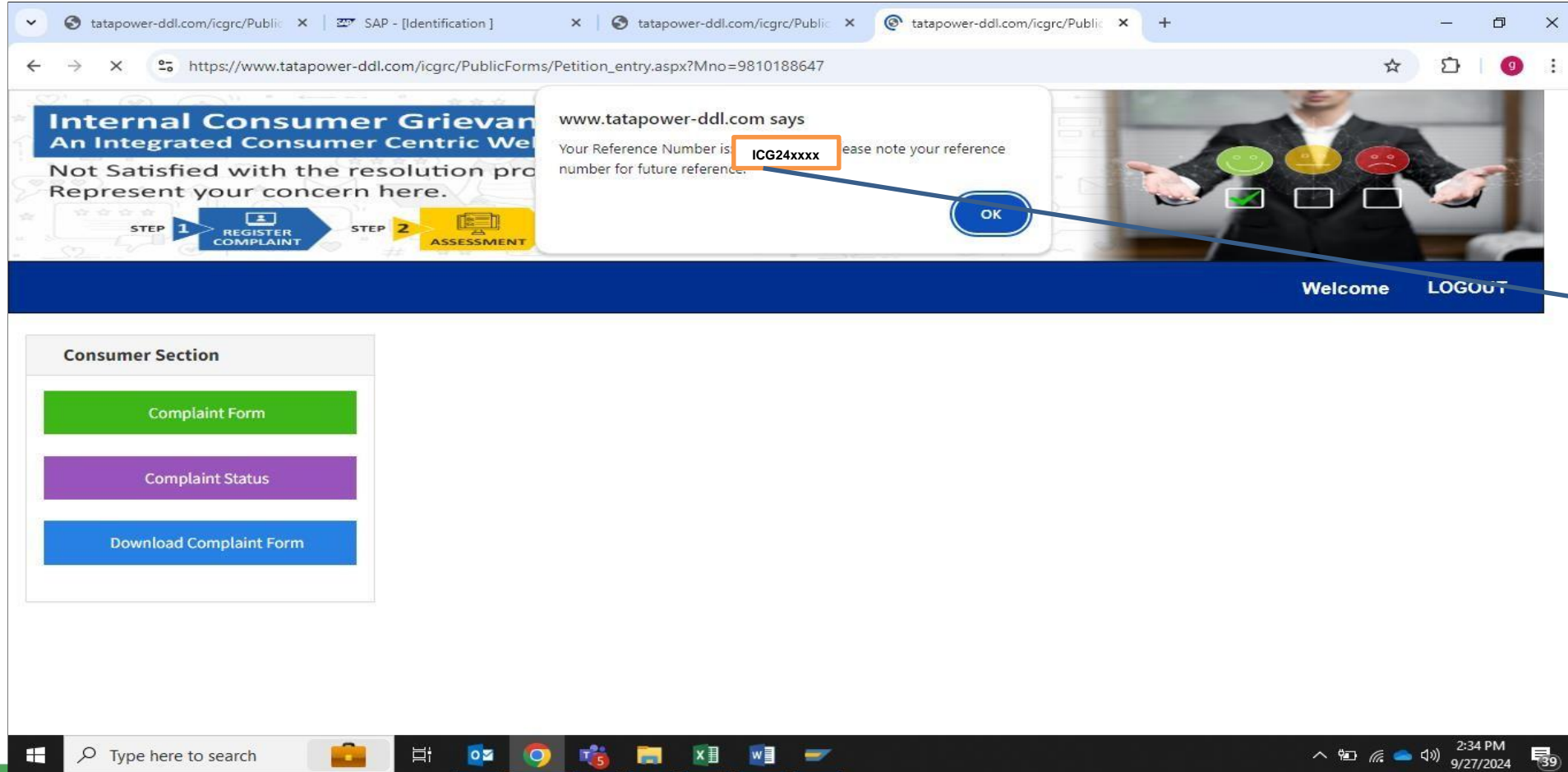
**चरण-8**  
शिकायत का  
विस्तृत विवरण  
दर्ज करें

**चरण-10**  
अवलोकन के बाद, अपना ICGRC  
शिकायत नंबर प्राप्त करने के लिए  
सबमिट पर क्लिक करें

**चरण-7**  
वैधआईडी प्रमाण  
अपलोड करें जो  
आगे बढ़ने के लिए  
आवश्यक है

**चरण-9**  
दस्तावेज़ अपलोड  
करें, यदि कोई हो

## स्टेप 7 - भविष्य में जानकारी के लिए आपका रेफरेंस नंबर जारी किया जाता है।

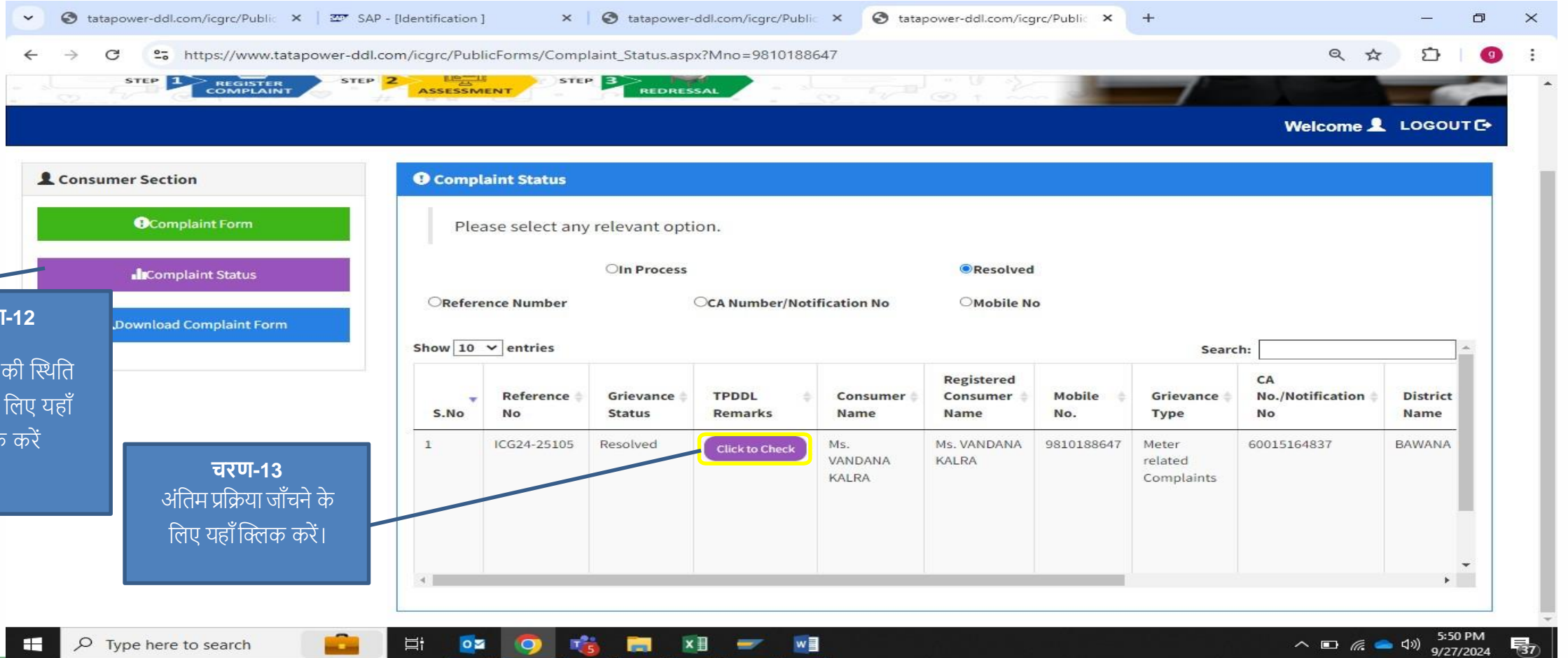


The screenshot shows the TATA Power DDL Internal Consumer Grievance (ICG) portal. The browser address bar shows the URL: [https://www.tatapower-ddl.com/icgrc/PublicForms/Petition\\_entry.aspx?Mno=9810188647](https://www.tatapower-ddl.com/icgrc/PublicForms/Petition_entry.aspx?Mno=9810188647). The page 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, there are two steps: "STEP 1 REGISTER COMPLAINT" and "STEP 2 ASSESSMENT". A notification box in the center of the page displays the message: "www.tatapower-ddl.com says Your Reference Number is ICG24xxxx Please note your reference number for future reference." An "OK" button is visible next to the notification. The page footer includes "Welcome LOGOUT". The Windows taskbar at the bottom shows the time as 2:34 PM on 9/27/2024.

चरण-11 भविष्य में जानकारी के लिए आपका रेफरेंस नंबर जारी किया जाता है।



## स्टेप 8 – स्थिति की जांच करने के लिए Complaint Status टैब पर क्लिक करें



STEP 1 REGISTER COMPLAINT STEP 2 ASSESSMENT STEP 3 REDRESSAL

Welcome LOGOUT

**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

### चरण-12

शिकायत की स्थिति जांचने के लिए यहाँ क्लिक करें

### चरण-13

अंतिम प्रक्रिया जाँचने के लिए यहाँ क्लिक करें।

# Steps to Forward the concern to ECGRF

चरण 1- यदि आप टीपीडीडीएल द्वारा प्रदान किए गए समाधान से संतुष्ट नहीं हैं, तो आप ईसीजीआरएफ से संपर्क कर सकते हैं। चिंता अग्रेषित करने के लिए सबमिट TAB पर क्लिक करें।

**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

**चरण-14**  
अपनी चिंता का  
उल्लेख करें

# Steps to Forward the concern to ECGRF

आवश्यक दस्तावेज अपलोड करें

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/Vakalatnaama.

चरण-15

आवश्यक दस्तावेज  
अपलोड करें



**TATA POWER-DDL**

Towards a *Greener* Tomorrow

**Thank You**