

Head Office

CESC House, Chowringhee Square, Kolkata - 700 001

Phn No. : +91 33 2225 6040 - 49

Website : www.cesc.co.in

Email: cesclimited@rpsg.in

Helpline: 1912 / 4403 1912 / 3501 1912 / 1860 500 1912

 CESCLtd

 cesc_limited

 CESCLimited

 @cesclimited5277

How we aim to Handle your Complaints

As we are keen to listen to our customers & to find out what you think of us, this booklet aims to tell you how to make a complaint and how we will handle it.

We always endeavor to be polite, efficient and fair when we deal with you. However, if you are somewhat dissatisfied on occasion, please do tell us, as your comments will help us improve our service further. We are committed to:

- ✿ Putting things right.
- ✿ Learning from our mistakes; and, of course.
- ✿ Apologizing to you when we have got things wrong.

You can contact our staff by phone or letter, or you can come and see us at the Regional Offices. You can also send us your complaint through our Website www.cesc.co.in.

We Can Help You In So Many Ways...

When there is supply interruption, either call our Helplines at **1912, 3501-1912, 4403-1912 & 1860 500 1912, Or**

Log on to our website at www.cesc.co.in

You may also send an SMS to 56070 by writing CESC<Space><Consumer Number>

These details are also available in every monthly bill.

For Billing, Metering and payment related issues or to apply for additional load for AC,

Call our helpline **1912, 3501-1912, 4403 1912, 4403 1912** and choose option 2 after the language option.

The advertisement features a green background with a large white speech bubble on the left containing the text "NOW LET'S CHAT ON WHATSAPP!!!". To the right, a smaller speech bubble says "Save 7439001912 and send Hi to avail our services 24*7 on WhatsApp." Below this is a QR code and the text "Or scan the QR Code and send Hi". At the bottom, it says "HAPPY TO HELP" followed by contact numbers: "For further queries, please contact us. 3501-1912/1912/4403-1912/1860-500-1912". Logos for RP-Sanjiv Goenka Group and CESC Limited are in the top corners.

RP - Sanjiv Goenka Group
Growing Legacies

CESC LIMITED

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HAPPY TO HELP For further queries, please contact us. 3501-1912/1912/4403-1912/1860-500-1912

FOR ANY OTHER GRIEVANCES, CONSUMERS MAY SEEK ASSISTANCE/ CLARIFICATION AT ANY OF OUR REGIONAL OFFICES:

- ✿ Through Website www.cesc.co.in
- ✿ By email at cesclimited@rp-sg.in
- ✿ On our Facebook profile www.facebook.com/CESCLtd
- ✿ On our Twitter profile www.twitter.com/CESCLimited
- ✿ Through Online Chat at www.cesc.in
- ✿ Through Letters personally handed over at the Enquiry/Receiving Counters
- ✿ Over Telephone

For Commercial matters the letters are to be addressed to Senior Commercial Executive of the concerned regional office and for technical matters to the concerned District Engineer.


CONSUMERS CAN LOG ON TO OUR WEBSITE www.cesc.co.in AND LODGE COMPLAINTS, WHICH INCLUDE BOTH TECHNICAL & COMMERCIAL COMPLAINTS

We will deal with your complaints as quickly as possible.

Help From The Grievance Redressal Forum to our LT Consumers

As a part of our constant endeavour to improve customer service, our grievance handling system has been further restructured. The existing system of registering consumer complaints at Offices or over telephone will continue. If, however, any of our existing / intending consumers are not satisfied with the resolution of their complaint at the initial stage and have further grievances, they should approach the designated 'Grievance Redressal Officers' (GROs), or 'Central Grievance Redressal Officers' (CGROs) with written petition in three copies, for commercial / supply related issues within 90 (ninety) days from the date of occurrence of the cause of action.





The GROs/CGROs will receive the consumer's / intending consumer's petition and acknowledge the same in writing. Thereafter, the consumer's / intending consumer's grievance will be investigated and appropriate hearing(s) will be given to the consumer / intending consumer in order to redress the grievance. Finally, the GRO/CGRO will pass a reasoned order, which will be communicated to the Petitioner.

In the unlikely event of the Petitioner not being satisfied with the Order of GRO/CGRO, the Petitioner may make a representation to the Ld. Ombudsman at the following address: -

Office of the Ombudsman
West Bengal Electricity Regulatory Commission
(Appointed under section 42[6] of the Electricity Act, 2003)
Plot No: AH-5 (2nd Floor), Premises No: MAR 16-1111,
Action Area-1A, New Town, Rajarhat, Kolkata-700163. Phone -
(033)29623756
E-mail: wbercombudsman2012@gmail.com

A representation to the Ld. Ombudsman should normally be filed within **30 (thirty)** working days from the date of passing of an Order by a Grievance Redressal Officer, or within **60 (sixty)** working days from the date of lodging of a complaint/ grievance to a Grievance Redressal Officer, where no order from the latter is received within **45 (forty five)** days from the date of lodging of the complaint/ grievance.

Kindly note that a consumer/ intending consumer must first approach the concerned Grievance Redressal Officer or one of the Central Grievance Redressal Officers before representing the case to the Ld. Ombudsman.

The names, address, designations, contact number and e-mail ids of the Grievance Redressal Officers and Central Grievance Redressal Officers are displayed at all our Regional Offices.

What we need to know.....

When you are making a complaint, you must provide the following information:

- Your name, address, phone number and your consumer number
- What you are complaining about
- Where it happened
- When it happened

It will be extremely helpful in case you have any documentation which could explain the background of your complaint.

