



Consumer Affairs Department

Govt. of West Bengal

How to Lodge your Grievance

In the Consumer Affairs Web Portal

Prepared By

National Informatics Center

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How to register in the portal

Step-1:

উপভোক্তা বিষয়ক বিভাগ



পশ্চিমবঙ্গ সরকার

CONSUMER AFFAIRS DEPARTMENT

সত্যমেব জয়তে

Government of West Bengal

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Intra Department

Visitors: 611

Online: 3

Total Feedback: 2

CONSUMER
HELPLINE

Toll Free

1800-345-2808



আপনাকেই এগিয়ে
আমরা হব।

The Consumer Affairs Department, Government of West Bengal is responsible
for the protection of interests of the consumers in West Bengal.

Latest News

New

Application form of Recruitment of Presidents & Members, District Consumer Disputes Redressal Forum

More...

NEWS

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AWARENESS PROGRAMME

NEWS	Date
Application form of Recruitment of Presidents & Members, District Consumer Disputes Redressal Forum	17/05/2012
Application for the Post of President, District Consumer Disputes Redressal Forum	17/05/2012
Application for the Post of Members, District Consumer Disputes Redressal Forum	17/05/2012
Panel of Member, State Commission	17/05/2012

More...

--Address--
11 A, Mirza Ghalib Street,
Kolkata-700087
Phone: 033-2252-2304
Fax: 033-2252-0053
Email: cad-wb@nic.in
Email: cadwb@vsnl.net

CONSUMER LOGIN

GRIEVANCE BOX

TENDER & NOTICE

Rate this portal:
★★★★☆
Current Ratings: 3.60

Videos :


To register click on the “Grievance Box”. The following form will open.

3 | Page

Step-2:

উপভোক্তা বিষয়ক বিভাগ

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Visitors: 2044

Online: 1

Total Feedback: 2

CONSUMER HELPLINE
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Click on the map to

Consumer Registration for Mediation

* Full Name :

* Gender : ☒ Male ☐ Female

* Date of Birth :

* Address:

* District:

Email_Id :

Phone No (1) :

* Mobile No(1) :

All * marked fields are mandatory

After filling the form click 'Submit' button.

4 | Page




Step-3:

The screenshot displays the official website of the Consumer Affairs Department, Government of West Bengal. The header features the department's name in Bengali (উপভোক্তা বিষয়ক বিভাগ) and English (CONSUMER AFFAIRS DEPARTMENT), along with the state's name in Bengali (পশ্চিমবঙ্গ সরকার) and English (Government of West Bengal). The Indian national flag and the state emblem are also present. A central message box states: "You are successfully registered. Now post your Grievance." with an "OK" button. Below this, the "Opposite Party Information" section contains fields for Name, Address with PIN Code, Phone Number(1), and Mobile No(1). The "Complaint Details" section includes a "Select Category" dropdown menu. A purple arrow points from the "OK" button to the "Complaint Details" section.

After successful registration you will get an Acknowledgement number in the box shown above. After clicking 'ok' in that box you will be redirected to Grievance posting form as shown in the following Step-4.

Step-4:

উপভোক্তা বিষয়ক বিভাগ



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CONSUMER AFFAIRS DEPARTMENT

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Government of West Bengal



Logout

Print Your Acknowledgement Details

Opposite Party Information

*Name :

*Address :

Phone Number(1) :

Mobile No(1) :

Complaint Details

*Select Category :

--Select--

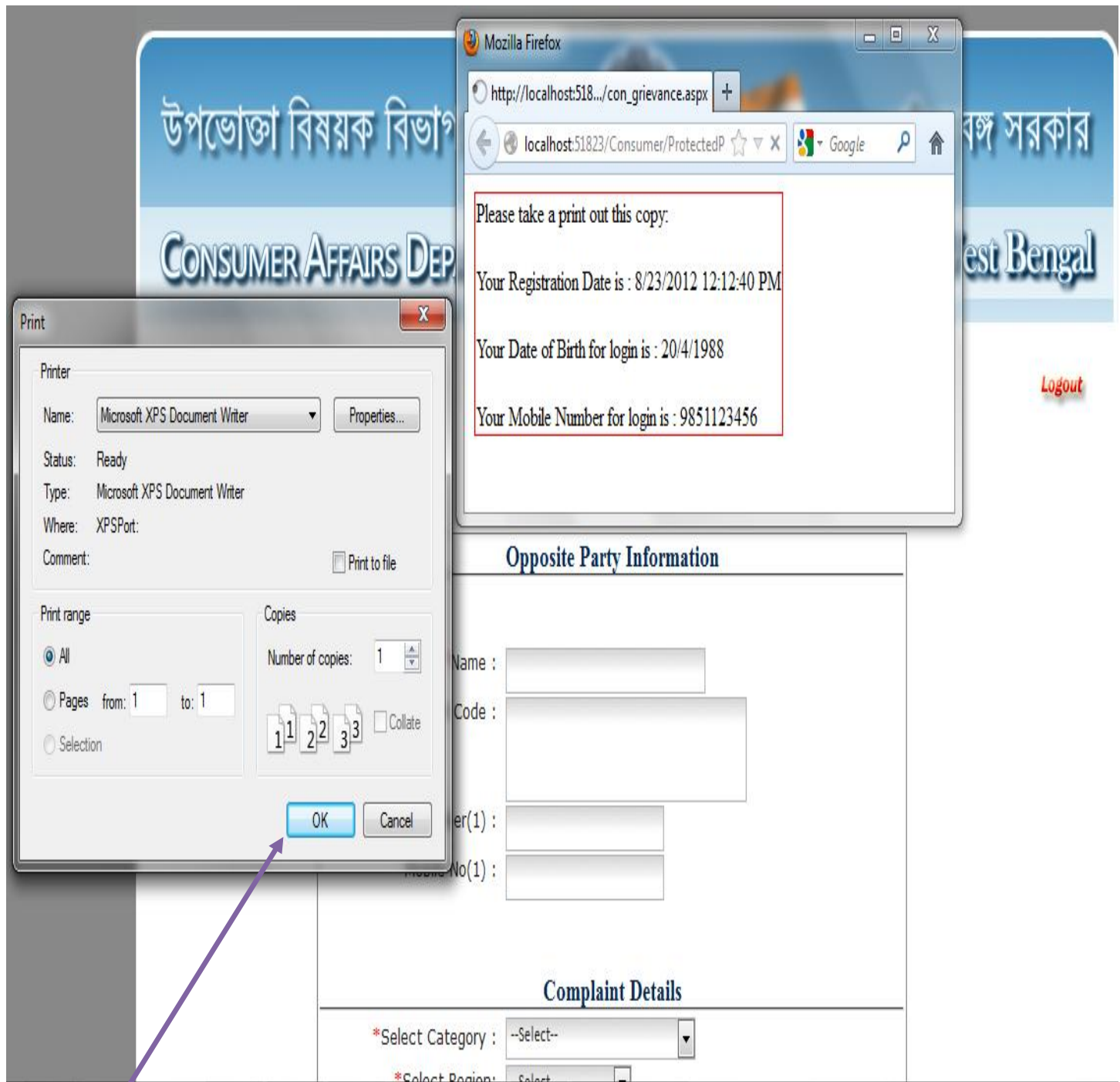
*Select Region:

--Select--

*Details :

Here in the top click on the “Print Your Acknowledgement Details” button. And you will be prompted to print the details of your registration information as shown in the following Step-5.

Step-5:




Click 'ok' to print the document. If you don't have printer you can save it to print future or can write down the information.

How to post your first grievance

Step- 6:

উপভোক্তা বিষয়ক বিভাগ


সত্যমেব জয়তে

পশ্চিমবঙ্গ সরকার

CONSUMER AFFAIRS DEPARTMENT

Government of West Bengal

[BACK](#)

[Logout](#)

[Print Your Acknowledgement Details](#)

Opposite Party Information

*Name : ABC Company

*Address with PIN Code : Kespukur, Howrah-534

Phone Number(1) : 23451234567

Mobile No(1) : 9852444212

Complaint Details

*Select Category : Electricity & LPG

*Select Region: Howrah

*Details :
Test Complain... .. Test Complain... .. Test Complain... ..
Test Complain... .. Test Complain... .. Test Complain... ..
Test Complain... .. Test Complain... .. Test Complain... ..
Test Complain... .. Test Complain... .. Test Complain... ..
Test Complain... .. Test Complain... ..

Select Region: Howrah

*Details :
Test Complain... .. Test Complain... .. Test Complain... ..
Test Complain... .. Test Complain... .. Test Complain... ..
Test Complain... .. Test Complain... .. Test Complain... ..
Test Complain... .. Test Complain... .. Test Complain... ..
Test Complain... .. Test Complain... ..

Prayer :
Test Prayer Test Prayer Test Prayer Test
Prayer Test Prayer Test Prayer Test
Prayer Test Prayer

Attachments :
C:\Users\NIC-SRG\Desl Browse...
C:\Users\NIC-SRG\Desl Browse...
Browse...
Browse...
Browse...

[Submit](#) [Reset](#)

All * marked fields are mandatory

This page will open just after successful registration. Here you need to fill up your grievance details (Opponent details, Complain details, Prayer, Date and Attachments if any) and click Submit button to post your first grievance.

How to login in the portal

Step- 6:

উপভোক্তা বিষয়ক বিভাগ

পশ্চিমবঙ্গ সরকার

CONSUMER AFFAIRS DEPARTMENT

Government of West Bengal

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Intra Department

Visitors: 2046

Online: 1

Total Feedback: 2

ectedPages/con_login.aspx

Department

Consumer

Web Master

আপনার আশ্রয় হবে!

The Consumer Affairs Department, Government of West Bengal is responsible for the protection of interests of the consumers in West Bengal.

Latest News

More...

NEWS NOTIFICATIONS PRESS RELEASE EVENTS AWARENESS PROGRAMME

NEWS

Date

-:Address:-

11 A Mirza Ghalib Street,
Kolkata-87

Phone: 2252-2304

Fax: 2252-0053

Email: cadwb@vsnl.net

CONSUMER LOGIN

GRIEVANCE BOX

TENDER & NOTICE

Rate this portal:

★★★★☆

Current Ratings: 3.49

Videos :

To access the login panel mouse over on “Login” and from the dropdown menu click on “Consumer”. Also click “Consumer Login” button in right side menu.

Step-7:

উপভোক্তা বিষয়ক বিভাগ


सत्यमेव जयते

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Intra Department

Visitors: 2046

Online: 1

Total Feedback: 2

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HELPLINE

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Click on the map to

 Login Here

* Your Date of Birth : 1988 ▾ April ▾ 20 ▾

*Mobile Number : 9851123456

 8579B88

*Enter Security Code : 8579B88

Submit

Reset

All * marked fields are mandatory

New User? [Register Here](#)

After selecting your date of birth and mobile number, click “Submit” button to login.

Step-8:



Here you can see your home page Access Panel.

- To see your all previous posted grievance click on “Posted Grievance” icon in the access panel.
- To post another new grievance on “New Grievance” icon in the access panel.
- To change your address details click “Address Update”.

How to view, reply of grievance and other operation

Step-9:

উপভোক্তা বিষয়ক বিভাগ

পশ্চিমবঙ্গ সরকার

CONSUMER AFFAIRS DEPARTMENT

Government of West Bengal

সত্যমেব জয়তে

BACK

Sent Grievance

Logout

Grievance Id	Oponent Name	Subject (Click on below subject line to view details)	Submit Date	View / Reply
Ran0000100010000	XYZ Company	Test com .. Test com .. Test com .. Test com .. Test com .. Test com .. Test com .. Test com .. Test....	23/8/2012 2:19:32 PM	View Reply

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After clicking on “Posted Grievance” icon in the previous access panel you will be redirected to this page. Here you can see the list of all your posted grievances.

- Click on ‘View’ you can view details of a communication on a grievance.
- Click on ‘Reply’ to reply of a grievance answered by the department officials
- Click on opponent name to view details of opponent

Step-10

[illegible]

After clicking on 'View' in previous step you will be redirected to this view page
You can take a print copy of this page by clicking 'Print' button in below.
You can post a reply by clicking 'Reply' button below.

Step-11

com .. Test com .. Test com .. Test com .. Test com .. Test com .. Test com .. Test com .. Test com .. Test com .. Test com .. Test com .. Test com .. Test com ..
Test com .. Test com .. Test com .. Test com .. Test com .. Test com .. Test com .. Test com .. Test com .. Test com .. Test com .. Test com .. Test com .. Test com ..
.. Test com .. Test com .. Test com .. Test com .. Test com .. Test com .. Test com .. Test com .. Test com .. Test com .. Test com .. Test com .. Test com ..

Attachment :

[hp.doc](#)

Director

Date : 23/8/2012 2:19:32 PM

Message :

Your complaint as captioned in the subject above is received at this end and registered with Complaint

Index No: Ran0000100010000. This Office Complaint Index No. as mentioned above may be quoted in all future correspondences in this regard.

Attachment :

Reply

Print

Reply Message : *

Test reply from consumer Test reply from consumer Test
reply from consumer Test reply from consumer Test reply
from consumer

Attachment :

C:\Users\NIC-SRG\Desktop Browse...

Send

All * marked fields are mandatory

After clicking 'Reply' button in previous Step or clicking Reply button in Step-10 you will be redirected to here.

Fill the reply field and attach any file if necessary. And then click 'Send' button to reply successfully.

Thank You