PROCEDURE FOR LODGING COLONY QUARTER COMPLAINT THROUGH WEB PORTAL OF BCCL/THROUGH CALL CENTER

1. Go to website: https://bccl-estate@cmpdi.co.in

2. "Colony Complaint Lodging Portal" of BCCL will open

3. Click "Colony Complaint"

4. On clicking "Colony Complaint" User will be asked EIS/NEIS no. as user ID

5. For first time user or those who forget password should click "Forget Password"

6. Option to Set Password will open

7. Enter EIS/NEIS no.

8. Click "Get OTP"

9. An OTP will be sent to the registered mobile number

10. Option for resetting new password shall be given

11. Reset new Password

12. Now with the EIS/NEIS no. as user ID and new password Login can be done

13. After logging in, Click on "Lodge Complaint"

14. Select problem type; 1. Civil 2. Electrical

15. Select listed nature of complaint from dropdown options

16. Write " Complaint description" in the given box

17. Click on "Submit" to complete the process.

18. One can also "View Complaint" by clicking on the option.

19. One can also view status of complaint by clicking "Complaint Status"

Note: 1. If during the online registration of complaint, the complainant doesn't find his/her mobile number registered, then he/she should contact HOD(Admin), BCCL (HQ) for incorporating/registering of their mobile no. and other details.

2. In case of any other assistance, one may contact Sri. Abhishek Kumar Dy. Manager (C), CED, BCCL(HQ) on his mobile number:8580025140

3. In addition to lodging colony quarter complaint through web portal of BCCL, complainant can also lodge their quarter complaint through BCCL Departmental Call Centre. The three telephone numbers of Call Centre are:

1) 0326-2230172
2) 0326-2230967
3) 6489 (REX)