

Procedure to Register Grievances:

The screenshot shows the homepage of the CPCL Portal for Public Grievances. The browser address bar displays <http://www.cpcl.co.in/grievance/index.aspx>. The page features a banner image of an industrial refinery with the CPCL logo. Below the banner, the text "PORTAL FOR PUBLIC GRIEVANCES" is displayed in red. A navigation menu contains five buttons: "Lodge a Grievances", "View Status", "Change Password", "Forget Password", and "Logout". A "home" link with a house icon is also present. A blue banner at the bottom of the page contains the text: "*****2. Mozilla Firefox 3.0 or higher for Mac, Windows, and Linux (get latest Firefox browser)".

The screenshot shows the registration form page of the CPCL Portal for Public Grievances. The browser address bar displays <http://www.cpcl.co.in/grievance/publicregister.aspx>. The page layout is identical to the homepage, but with a registration form below the navigation menu. The form is titled "Registration Form:" and includes the following fields:

- Company Name: **Chennai Petroleum Corporation Limited** (marked as a required field with a red asterisk).
- Name: Text input field.
- Gender: Radio buttons for Male, Female, Transgender, and Other.
- Address: Text input field with a dropdown arrow.
- Pincode: Text input field.
- Country: Dropdown menu with "India" selected.
- State: Dropdown menu with "--Select State--" selected.
- District: Text input field.
- Phone No: Text input field.

At the bottom of the form, there is a note: "(STD Code+STD Code-without '0' prefix+Tel.No) eg : 911123367688".

http://www.cpcl.co.in/grievance/publicregister.aspx

File Edit View Favorites Tools Help

ICICI SBI db clm sto Goo cpcl iocl intra int1 int2 cbt fsa his sol bsnl pms qlink cdk cv4 vnx nic ecs emc epms ess eTen


Registration Form:

Description upto 4000 characters upto 4000 characters
 *Special characters like ^ [{ } ' - | ^ & # ! \ [\] < >] \$ are not allowed.

Reference Number (If any) And Date of Reference

Please type the characters appearing in the image below:

Do you want to upload PDF Attachment?



Enter the Characters

I hereby state that the facts mentioned above are true to the best of my knowledge and belief.



Internet Explorer 7.0 or higher for Windows (get latest Internet Explorer browser) *****2. Mozilla Firefox 3.0 or high

http://www.cpcl.co.in/grievance/successfully_reg.aspx


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cpcl.co.in

PORTAL FOR PUBLIC GRIEVANCES

home 

Lodge a Grievances	View Status	Change Password	Forget Password	Logout
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Successfully Registered Please Note your Regno and Password

Your Register No: 374



Your Password : 1947Q6J7V

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http://www.cpcl.co.in/grievance/ViewStatus.aspx

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PORTAL FOR PUBLIC GRIEVANCES

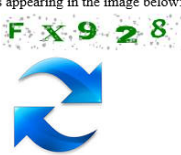
[Lodge a Grievances](#) |
 [View Status](#) |
 [Change Password](#) |
 [Forget Password](#) |
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* Required Field

* Registration No

* Password

Please type the characters appearing in the image below:





Enter the Characters

http://www.cpcl.co.in/grievance/griusergridview.asp

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PORTAL FOR PUBLIC GRIEVANCES

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Name **XYZ** Regno **374**

Reg No	Name	Grievances Category	Reg Date	reply Date	Status	Action
374	XYZ	Service matters	2015-03-04		Registered	View

http://www.cpcl.co.in/grievance/grievuserupdateinview cpcl.co.in

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PORTAL FOR PUBLIC GRIEVANCES

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Status : **Registered** [signin](#) [signout](#)



Register No:	374	Registered Date:	2015-03-04	Company Name	Chennai Petroluem Cooperation Limited				
Name	XYZ	Gender	Male	DateOfBirth	1947-06-20				
Address	ABC STREET			District	XXX				
Pincode	111111	Country	India	State	Tamilnadu				
Phone No	111111	Mobile No	1111111111	Email Id	XYZ@GMAIL.COM				
Grievance Category	Service matters	Reference No	TEST	Attachment FileName					
Grievance Discription	TESTING								
Files	<table border="1"> <thead> <tr> <th>File</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>Not File Attached</td> <td>Download</td> </tr> </tbody> </table>		File	Action	Not File Attached	Download			
File	Action								
Not File Attached	Download								

Download

http://www.cpcl.co.in/grievance/publicchangepasswv ::Changed Password:

File Edit View Favorites Tools Help

ICICI SBI db clm sto Goo cpcl iocl intra int1 int2 cbt fsa his sol bsnl pms qlink cdk cv4 vnx nic ecs emc epms ess eTen

PORTAL FOR PUBLIC GRIEVANCES

[home](#)


[Lodge a Grievances](#)
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Change Your password

* Registration No * - Required Field

* Password

Please type the characters appearing in the image below:



Enter the Characters

http://www.cpcl.co.in/grievance/publicchangepassword.aspx



PORTAL FOR PUBLIC GRIEVANCES

[home](#)

- Lodge a Grievances
- View Status
- Change Password
- Forget Password
- Logout


Forget password *- Required Field

* Registration No

* Date Of Birth DD MM YYYY

Please type the characters appearing in the image below:

Y U 7 H A



Enter the Characters