

Steps to register a complaint

1. Open any **browser**
2. Open KUKL website: **kathmanduwater.org**
3. Click on **Grievance** on top menu of website



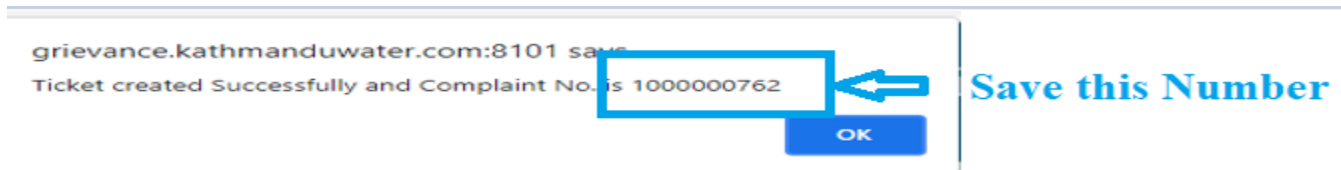
1. Following window display

A screenshot of the Kathmandu Upatyaka Khanepani Limited website showing the 'Register Complaint' form. The form is titled 'Register Complaint' and 'Track Your Complaint'. It contains several input fields: 'Branch' (Select Section), 'Category' (Select Category), 'Sub Category' (Select Sub Category), 'Connection Number' (Connection Number), 'Consumer Mobile No.' (Mobile Number), 'Consumer Name' (Consumer name), 'Consumer Email Id' (E-mail), 'Address' (Address), 'Land Mark' (Enter Land Mark), and 'Complaint Summary' (Complaint Summary). A blue button labeled 'Register Complaint' is at the bottom right, with a blue arrow pointing to the text 'Click Here' below it.

Steps to fill the form

1. Select the **Branch name**
2. Select the **Category** from the given dropdown menu
3. Select **Subcategory** from dropdown for your complaint
4. Enter the details like Connection number (Optional), Mobile no, Name, Email ID (Optional), Address (Optional), Landmark (Optional) and the summary of the complaint.
5. Click on **“Register Complaint”**.

Note complain Number



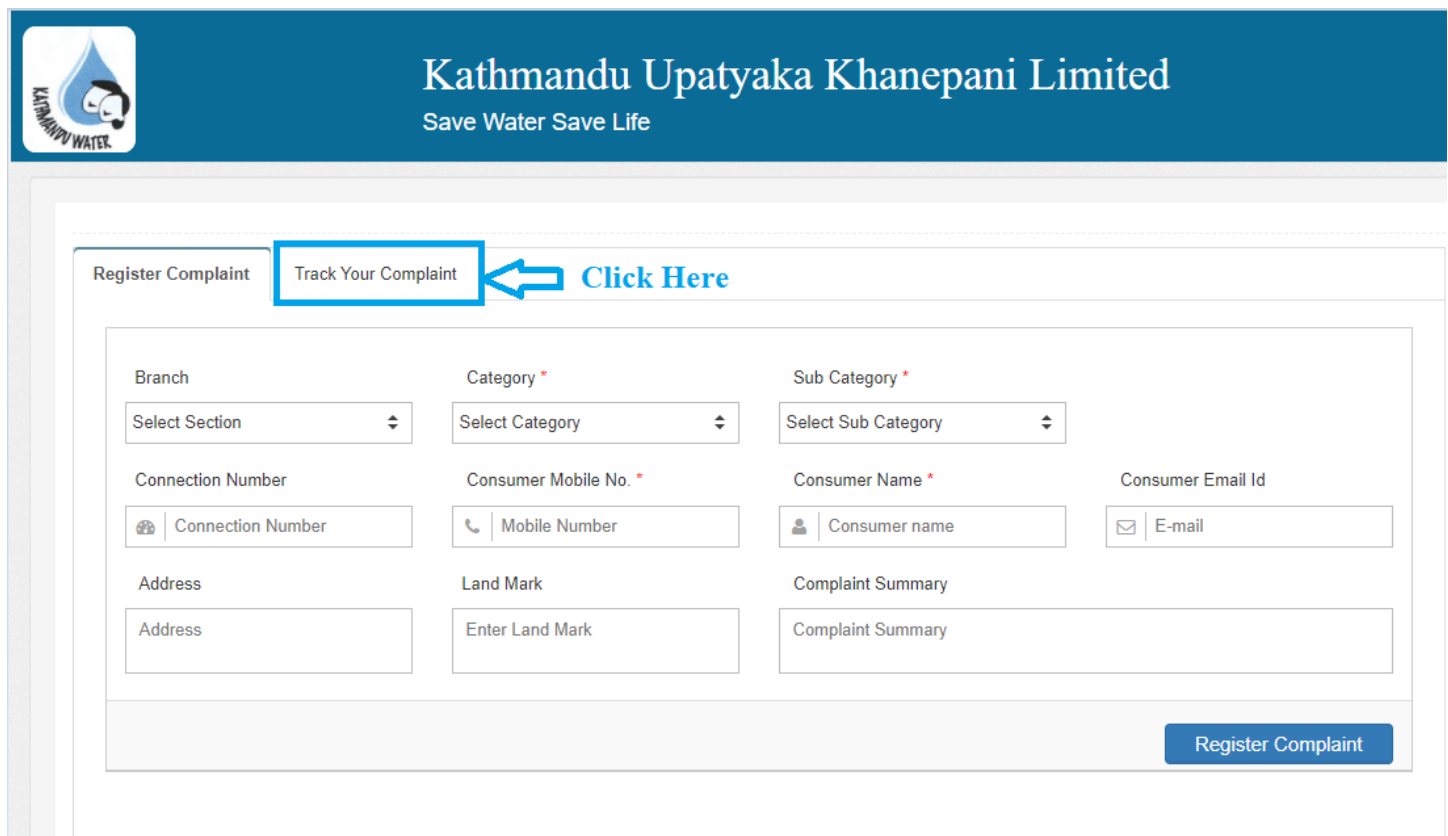
grievance.kathmanduwater.com:8101 says
Ticket created Successfully and Complaint No. is 1000000762


Save this Number

Note: Please Save this **Complaint No** for tracking your complaint details.





For Complaint Tracking

1. Click on Track Your Complaint
2. Enter the Complaint no and click on search Icon



 **Kathmandu Upatyaka Khanepani Limited**
Save Water Save Life

Register Complaint **Track Your Complaint** [Click Here](#)

| | | | |
|---|---|---|--|
| Branch | Category * | Sub Category * | |
| Select Section | Select Category | Select Sub Category | |
| Connection Number | Consumer Mobile No. * | Consumer Name * | Consumer Email Id |
|  Connection Number |  Mobile Number |  Consumer name |  E-mail |
| Address | Land Mark | Complaint Summary | |
| Address | Enter Land Mark | Complaint Summary | |

Register Complaint



Kathmandu Upatyaka Khanepani Limited

Save Water Save Life

Register Complaint

Track Your Complaint

Enter Docket Number

XXXXXXXXXX



Click Here

Enter the Complaint No

Status of your complain shown

Register Complaint

Track Your Complaint

Enter Complaint No.



| Complaint No. | Status | Created Date | Category | SubCategory | Summary | Mode | Consumer Name | Mobile No. |
|---------------|----------|---------------------|---|--------------------------|-------------|------|---------------|------------|
| 1000000762 | Resolved | 03/08/2021 11:01 AM | E - Service connections (domestic & Non domestic) | Name change/reconnection | Name change | Web | Rita Ojha | 9512347856 |

Can see the Status of your Complaint