

## Steps to register a complaint

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



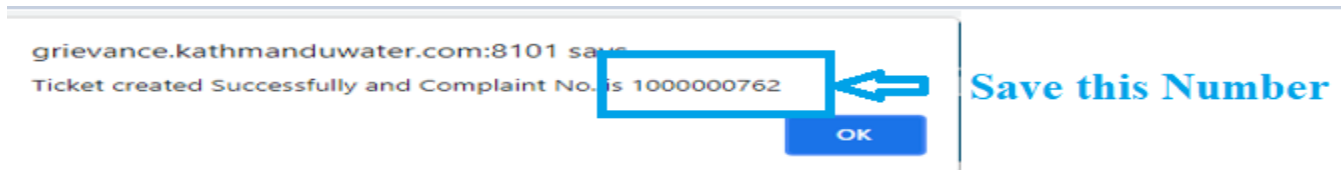
1. Following window display

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 of the form. A blue arrow points from the button 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**”.

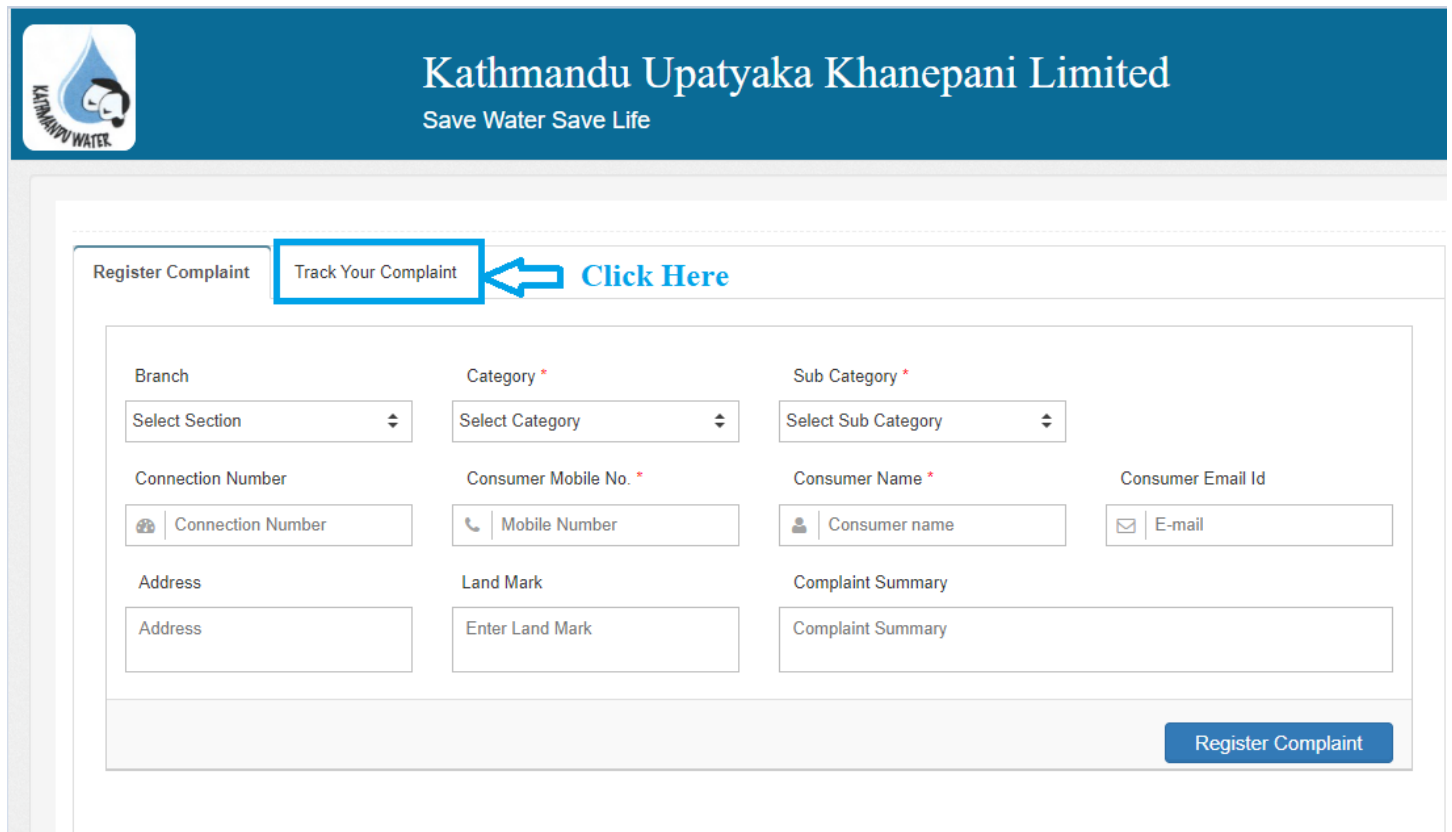
## Note complain Number




**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** or **mobile no** you entered on complain registration.
3. 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 Complaint No/Mobile No



Click Here

Enter the Complaint no or Mobile 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