

## How to Send SMS to CESU

Mobile No: 9223990630

1	<b>Complaint Registration (Initially for SBM Consumers)</b>	<b>CESU GRV DTL</b> <Consumer ID> <Details>	<b>CESU GRV DTL</b> 103S03000170 NO POWER SINCE 3 HRS.	With Complaint details
2		<b>CESU GRV</b> <Complaint code as per list*> <Consumer ID>	<b>CESU GRV BNS</b> 103S03000170	Without any detail remarks

<b>* Complaint Codes</b>			
<b>Sl.</b>	<b>Complaint Type</b>	<b>Complaint Sub-Type</b>	<b>Complaint Code</b>
1	<b>Metering Problem</b>	Meter - Running Fast	MRF
2		Meter - Running Slow	MRS
3		Meter Stuckup	MST
4		Meter No Display	MND
5		Meter Glass Broken	MGB
6		Meter Burnt	MBT
7		Meter Seal Open	MSO
8		Shifting of Meter	SOM
9		Other Meter Defects	OMD
10	<b>Billing Disputes</b>	Meter Reading Not Taken	MRN
11		Door Locked Cases	HLK
12		Bill Not Served	BNS
13		Meter Reading-Correction Request	MRC
14		Bill Correction Request	BCR
15		Arrear Dispute	ARD
16		Payment not reflected in Bill	PNR
17		Contracted Load Not Printing	LNP
18		Wrong/ Non-Posting in Bill	NPM
19		Duplicate Bill Request	DBR
20	Disconnection Request	DCR	
21	Other Billing Related	OBC	
22	<b>Other Customer Services</b>	Name Correction	NCB
23		Address Correction	ACB
24		Title Transfer	TTB
25		Category Change	COC
26		Additional Load Request	ALR
27		House No Supply	HNS
28		Area No Supply	ANS
29		Power Supply Fluctuating	PSF
30		NSC - Related	NSC
31		Additional Connection Request	ACR
32		Phase Conversion	PCR
33		Safety Aspects	SAR
34		Reporting of Theft/Malpractice	RTM
35		General Enquiry	GEN
36		Other Complaints	OTH
37		Service Wire Related	SWR
38		Low Voltage Supply	LWS
39		Transformer Related Complaint	TRC
40		Pole Related Complaint	PRC