

NMC Citizen Grievance System

Website URL: <http://grievance.nmcutilities.in>

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Introduction

This manual will enable to the end user to understand and get acquainted with computerized process for Grievance System.

Login System:


Website User Login System

Mobile number is the user name and password is custom password selected in the registration process to login into the system.



Nashik Municipal Corporation
City of the 21st Century
GET IN-STRATEGICALLY

[Staff Login](#) [Register](#)



Please Sign In

Mobile Number: *

Citizen Need to Enter his Mobile Number

Password *

Citizen need to enter custom password selected in registration to enter into the citizen grievance system.

App user Login

Mobile number is the username and password to login into the system.

Register

Register form will register website user information and additional details like Consumer Number, License Number, PAN Number, Property Number, Address, Pin code. Here mobile number is the login username and password is the login information selected for citizen login system.

Create Account

First Name *	Middle Name	Last Name *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Email Address *	Password *	Retype Password *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Phone Number	Mobile Number *	
<input type="text"/>	<input type="text"/>	Mobile Number is Citizens login ID.

Additional Details

Consumer No	License No	PAN No
<input type="text"/>	<input type="text"/>	<input type="text"/>
Property No	Address	Pincode
<input type="text"/>	<input type="text"/>	<input type="text"/>

Staff Login

From this link NMC employee will login into the system backend of grievance.

Please Sign In

User name

Password

Citizen Grievance

My Complaints

This shows all register grievances by citizen with details such as complaint no, complaint date, grievance Type and status.

Grievance	My Complaints			Citizen can check Grievances under my complaints.
My Complaints	Complaint Id	Complaint Date	Grievance Type	Status
Register grievance		16/02/2018	Encroachment inside society	open
Track Grievance		16/02/2018	Encroachment inside society	open
Feedback Grievance	4	16/02/2018	Encroachment inside society	open
View on Map	5	16/02/2018	Encroachment inside society	open
	6	16/02/2018	Encroachment inside society	open
	7	16/02/2018	Encroachment inside society	open
	8	16/02/2018	Encroachment inside society	open
	2-2018-9	16/02/2018	Encroachment inside society	open
	2-2018-10	16/02/2018	Encroachment inside society	open

Grievance Details:

Details of the grievance with resolution details information is displayed in this page.

Grievance	Grievance Details			
My Complaints	Complaint Id	4	Complaint Date	Feb 16 2018
Register grievance	Service Master	Encroachments		
Track Grievance	Complaint Sub Type	Encroachment inside society	Mode of Complaint	Online
Feedback Grievance	System Registered Date	16/02/2018	Status	open
View on Map	Ward	Nashik Road	Sector	Prabhag No. 30
	Landmark	nashik		
	Grievance Description	gfh fhgf hgfh		
	Street Address	fghfghfgh		
	Mobile:	9860814247	Email:	shantanu.r.naik@gmail.com
	Image			

Post Your Reply

Citizen can post a reply the information regarding the grievance.

Grievance

- My Complaints
- Register grievance
- Track Grievance
- Feedback Grievance
- View on Map

Post your reply

Reply to Feedback no. : 2-2018-11

Reply Form

Your Reply *

Reopen

If complaint is closed and citizen is still not satisfied then grievance then citizen reopens complaint for more processing to resolve the complaint.

Register Grievance

Citizen registered Grievance with the service details required for registration. Top grievance types displayed at the top. Grievance type details will be automatically if icon is clicked otherwise citizen select the appropriate grievance type. Next it needs to enter the grievance description and location details regarding the complaint. Image uploading is given to attach the screenshot of grievance.













Top 10 Grievance

Register New Grievance

Grievance

- My Complaints
- Register grievance
- Track Grievance
- Feedback Grievance
- View on Map

 Encroachment inside society	 Pipeline leakage	 Issues related to running unregistered MTP centre	 Repairs / resurfacing of footpaths
 Trimming of branches	 Commitment Certificate in NMC	 Disclosure of sex of baby to patient/ relatives by any means or in any way	 Issue related to water borne diseases
 Signage board required	 Garbage Vehicle not reported in time		

1. Click on Register Grievance

2. Choose the grievances either from the icon grid or from the drop down

More Services

Grievance Type * Department

Grievance Description*

3. Add Description

4. Select Ward and sector

Ward * Sector *

Address

Landmark Area

Pincode Upload Photo

Image: No file chosen

Please Upload jpeg,jpg,bmp,png,gif,pdf

5. Citizen can upload image

By submitting below, I certify that all information is true and correct

6. Submit



Feedback Grievance

If previous grievance is closed then it is mandatory to give the feedback to register the grievance.

Grievance

My Complaints

Register grievance

Track Grievance

Feedback Grievance

View on Map

Feedback Grievance

Complaint Id	Complaint Date	Grievance Type	Status	Feedback
2-2018-10	16/02/2018	Encroachment inside society	close	Feedback Pending

Previous1Next

Citizen Feedback

Citizen gives feedback on closed complaint

Grievance

My Complaints


Register grievance

Track Grievance

Feedback Grievance

View on Map

Give your valuable feedback on Encroachment inside society

Give Star Rating: * 

Add Your Comment:

View on Map

Location wise grievance will be displayed in the Google map.