

1. How do I register a grievance?

Answer:-

NMMC receives grievances online through website portal <https://www.nmmc.gov.in/> as well as through mobile application "NMMC e-Connect". Citizen can visit Grievance tab under Citizen's Arena on NMMC website <https://www.nmmc.gov.in/> and register his/her grievance.

2. Do I require an account for registering a grievance?

Answer:-

Yes. Basic details are required to fill up a form for first time users. Citizens having login credentials for any other services on NMMC website, can use the same credentials for login

3. Which all browsers can be used?

Answer:-

Application works in all browsers and can be best viewed in Google Chrome.

4. Is the web application can be operated through mobile phones?

Answer:-

Yes, the web application can be operated through any mobile phone which has a browser functionality.

5. What all information is to be entered while registering a grievance?

Answer:-

After logging in, citizen shall have to choose the grievance type and its description, ward and sector to which grievance belongs, any landmark (optional) and attach photograph or document (maximum limit being 20MB).

6. What all formats are supported in photograph and document?

Answer:-

For photograph, the application supports .jpeg and .png format. For documents, only PDF can be uploaded.

7. Will I get acknowledgment upon registering a grievance?

Answer:-

Yes, Citizen gets an instant acknowledgement upon registration and resolution on his/her registered mobile number via SMS and on the registered email address.

8. How do I track my grievance on website portal?

Answer:-

It may be tracked on the website portal by clicking **Track Grievance** and entering the unique Grievance ID.

9. What happens to the grievances? How are the grievances dealt with in the Department?

Answer:-

In application, all grievances are auto mapped to the departments internally and citizen need not to choose department. After Citizen registers a grievance, it is mapped to the designated officer for that ward from where complaint has been generated. If that designated officer is either not able to open the grievance in first 24 hours or unable to resolve it in 7 working days, the same shall be escalated to the next level of escalation i.e. Head of the Department and subsequently auto escalation is performed by the system for next level of escalation after completion of 7 working days at each level.

10. How many levels of escalations are there?

Answer:-

Three levels of escalation are there. Level one is Head of the Department, Level two is Additional Commissioner and Level three is Municipal Commissioner.

11. Is there any feedback option for the grievance upon resolution?

Answer:-

Yes, citizen can rate the resolution on the scale from 1 to 5 (1 being poor to 5 being excellent).

12. After redress, can the grievance be re-opened for further correspondence?

Answer:-

Yes, citizen can reopen the grievance within 14 days after resolution, after that system shall automatically close that grievance. Reopened grievances with the Head of the Department.