

Complaint Monitoring System

Online User Manual

Complaint Monitoring System User Manual

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1 Online User – User Manual (Digital Manual – Instruction Page)

1.1 Online complaint registration

From website anyone can set the complaint with online complaint registration. Write all the details for the complaint and complaint will be available for respected department officers.

Home

YOUR COMPLAINT

Fill the form and register your complaint

Registration Form

Title *

Your Name *

Street Address *

Pincode *

Mobile Number
Please enter valid mobile number. This mobile number use for further transaction.

Phone Number

Your Email

Complaint / Suggestion / Feedback

Division *

Ward

Department *

Complaint Title *

Details of Complaint *

Please add Complaint Title

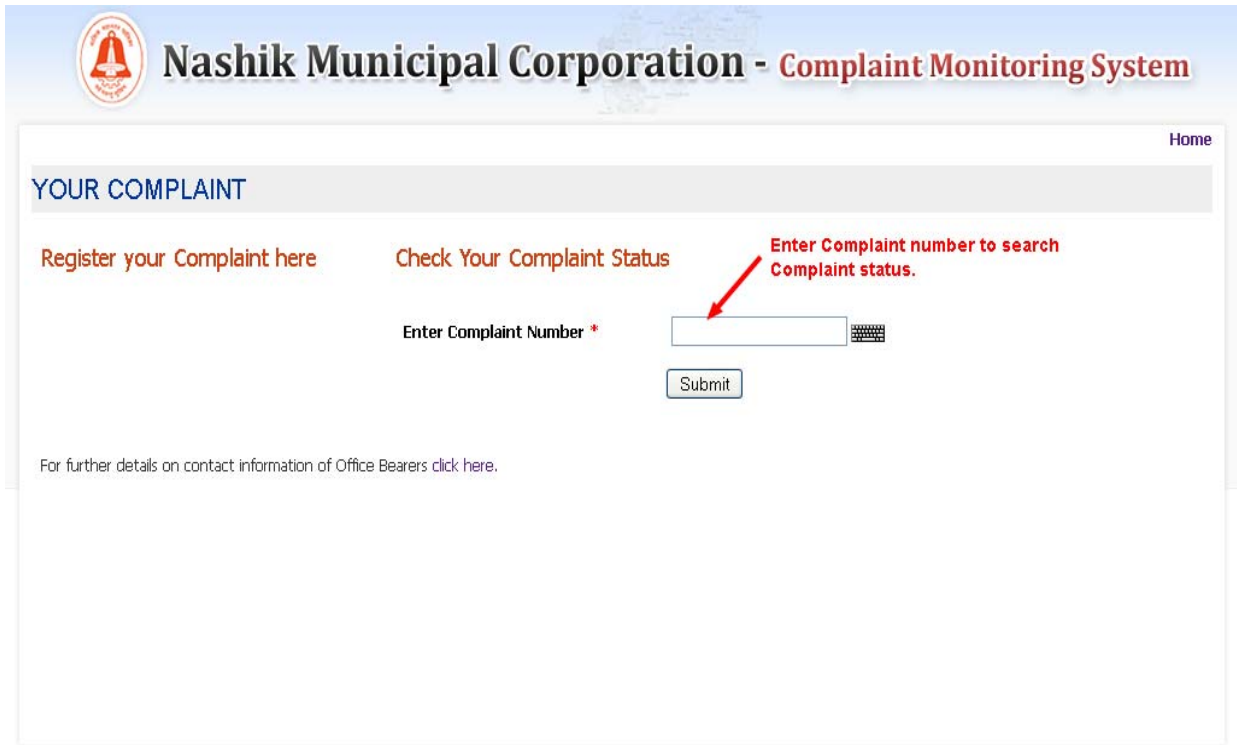
Click to View Virtual Keyboard in Marathi.

Complaint Details.

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1.2 Track your Complaint Search

Complainant can search his complaint and get the complaint current status by entering complaint number.




The screenshot shows the web interface for the Nashik Municipal Corporation Complaint Monitoring System. At the top left is the corporation's logo, and to its right is the title "Nashik Municipal Corporation - Complaint Monitoring System". A "Home" link is located in the top right corner. Below the title is a grey header bar with the text "YOUR COMPLAINT". The main content area contains two links: "Register your Complaint here" and "Check Your Complaint Status". Under "Check Your Complaint Status", there is a form with the label "Enter Complaint Number *", a text input field, a keyboard icon, and a "Submit" button. A red arrow points from the text "Enter Complaint number to search Complaint status." to the input field. At the bottom of the form area, there is a link: "For further details on contact information of Office Bearers click here."

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1.3 Search information by Complaint number for example: 125497



Nashik Municipal Corporation - Complaint Monitoring System

[Home](#)

YOUR COMPLAINT

Complaint Details

Complaint No : 125497
Complaint Date : Dec 13 2012
Street Address : nashik
Pin Number: 422005
Phone Number: 0252369669
Mobile:
Email: amarbhanushali@gmail.com
Division: Panchavati
Department: Health
Complaint Title: Comp 145
Complaint Details: Comp 145Comp 145Comp 145Comp 145Comp 145Comp 145Comp 145Comp 145Comp 145
Complaint Status: pending

Reply

#	Date	Reply by	Reply
1	Dec 13 2012	Shantanu 145 user (ComplaintDepartment Department)	Your complaint transfer to Divisional Officer (Health department) Visit to www.nashikcorporation.gov.in for check status.
2	Dec 13 2012	Shantanu 145 user (ComplaintDepartment Department)	Your complaint transfer to Health Complaint Manager (Health department) Visit to www.nashikcorporation.gov.in for check status.

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1.4 Reopen the complaint

All the processing on the complaint by the officers will resolve the complaint and set the complaint as closed complaint with closed reply.

If complainer still found that complaint is not resolve he can **reopen the Complaint** with giving what is exactly needs to be rectify by the officers.

After closing the complaint by officials the screen appears to complainer as follows,



Nashik Municipal Corporation - Complaint Monitoring System

[Sign In](#) [Home](#)

YOUR COMPLAINT

Complaint Details

Complaint No : 478514
Complaint Date : Dec 13 2012
Street Address : Nashik
Pin Number: 422002
Phone Number: 0252369669
Mobile:
Email: amarbhanushali@gmail.com
Division: Panchavati
Department: Health
Complaint Title: panchavati health comp
Complaint Details: panchavati health comp panchavati health comp
Complaint Status: close

Reply

#	Date	Reply by	Reply
1	Dec 13 2012	Panchavati Health Complaint Officer (Health Department)	Your complaint transfer to Divisional Officer, Sanitary Inspector (Health department) Visit to www.nashikcorporation.gov.in for check status.
2	Dec 13 2012	Panchavati Div officer (Health Department)	Your complaint transfer to (department) Visit to www.nashikcorporation.gov.in for check status.
3	Dec 13 2012	Test Amar	please review complaint

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1.4.1 Reopen Reply Form

For Reopening the complaint needs to add the reply the detail complaint description needs to be add displayed in the following form,

The screenshot shows the web interface for the Nashik Municipal Corporation Complaint Monitoring System. At the top, there is a header with the corporation's logo and the text "Nashik Municipal Corporation - Complaint Monitoring System". To the right of the header are links for "Sign In" and "Home". Below the header, a grey banner contains the instruction "TO REOPEN COMPLAINT PLEASE POST YOUR REPLY". Underneath this banner, the text "Reply to Feedback no. : 478514" is displayed. The main content area is titled "Reply Form" and contains a label "Your Reply *" next to a large, empty text input field. Below the input field is a "Submit" button. The entire form is enclosed in a light blue border.

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1.4.1.1 Reopen Reply Success Message




The screenshot displays the user interface of the Complaint Monitoring System. At the top left is the logo of the Nashik Municipal Corporation, featuring a bell inside a circular emblem. To the right of the logo, the text "Nashik Municipal Corporation - Complaint Monitoring System" is displayed in a bold, black font. In the top right corner, there are two links: "Sign In" and "Home". Below the header, a grey bar contains the text "YOUR FEEDBACK". Underneath this bar, the heading "Complaint Reopen" is shown in a red font. The main content area contains a message: "Your Complaint no. is : 478514 Reopen successfully..".

1.5 Virtual Keyboard in Marathi

YOUR COMPLAINT

Fill the form and register your complaint

Registration Form

Title *	<input type="text" value="Mr."/> ▾																																																																	
Your Name *	<input type="text"/> 																																																																	
Street Address *	<div data-bbox="505 653 1198 1144"><p>Devanagari ▾ # ↓ ↑ Clear X</p><table><tr><td>ो</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>0</td><td>-</td><td>्</td><td>Bksp</td></tr><tr><td>Tab</td><td>ौ</td><td>ै</td><td>ा</td><td>ी</td><td>ू</td><td>ब</td><td>ह</td><td>ग</td><td>द</td><td>ज</td><td>ड</td><td>र्</td><td>ॉ</td></tr><tr><td>Caps</td><td>ो</td><td>े</td><td>्</td><td>ि</td><td>ु</td><td>प</td><td>र</td><td>क</td><td>त</td><td>च</td><td>ट</td><td>Enter</td></tr><tr><td>Shift</td><td>े</td><td>ं</td><td>म</td><td>न</td><td>व</td><td>ल</td><td>स</td><td>,</td><td>.</td><td>य</td><td>Shift</td></tr><tr><td><input type="checkbox"/></td><td colspan="10"></td><td>AltGr</td></tr></table></div>	ो	1	2	3	4	5	6	7	8	9	0	-	्	Bksp	Tab	ौ	ै	ा	ी	ू	ब	ह	ग	द	ज	ड	र्	ॉ	Caps	ो	े	्	ि	ु	प	र	क	त	च	ट	Enter	Shift	े	ं	म	न	व	ल	स	,	.	य	Shift	<input type="checkbox"/>											AltGr
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