

**Directorate of Municipal Administration
Government of Maharashtra**

Date: 26-06-2024

Notification for Establishing an Online Grievance Mechanism

Subject: Establishment of an Online Grievance Mechanism for Efficient Grievance Handling

To improve public service delivery and ensure transparency, the Directorate of Municipal Administration, Government of Maharashtra, hereby introduces an Online Grievance Mechanism. This initiative aims to provide a streamlined, efficient, and prompt resolution of grievances related to municipal services across Maharashtra.

1. Establishment of Online Grievance Mechanism

The Online Grievance Mechanism is established to allow citizens to submit their grievances electronically. This platform will facilitate the efficient handling of complaints, ensuring timely and satisfactory resolutions.

2. Working Procedures

a. Submission of Grievances:

- Grievances can be submitted through the official Online Grievance Portal <https://mahaulb.in/MahaULB/index>
- System will be redirected to the Home page of portal
- On Homepage click on link “नागरिक सेवा” available on Top menu bar
- Select तक्रार निवारण प्रणाली >> तक्रार निवारण
- Note: above service will only work from Citizen login for which citizen credentials are required.
- After clicking on “तक्रार निवारण” system will open input form to record complaint
- **Page1-** Complainants must provide their Name (First Name, Middle Name, Last Name, Mobile Number, e-mail ID, Address.
- **Page2-** Provide complaint type, Department, Update complaint details
- **Page3-** Provide location of complaint, administrative ward, Land Mark, supporting documents, if any, can be uploaded in the prescribed format. Also update latitude longitude of the location.
- Click on “तक्रार नोंदवा” push button

Evidences of above process is as follows:

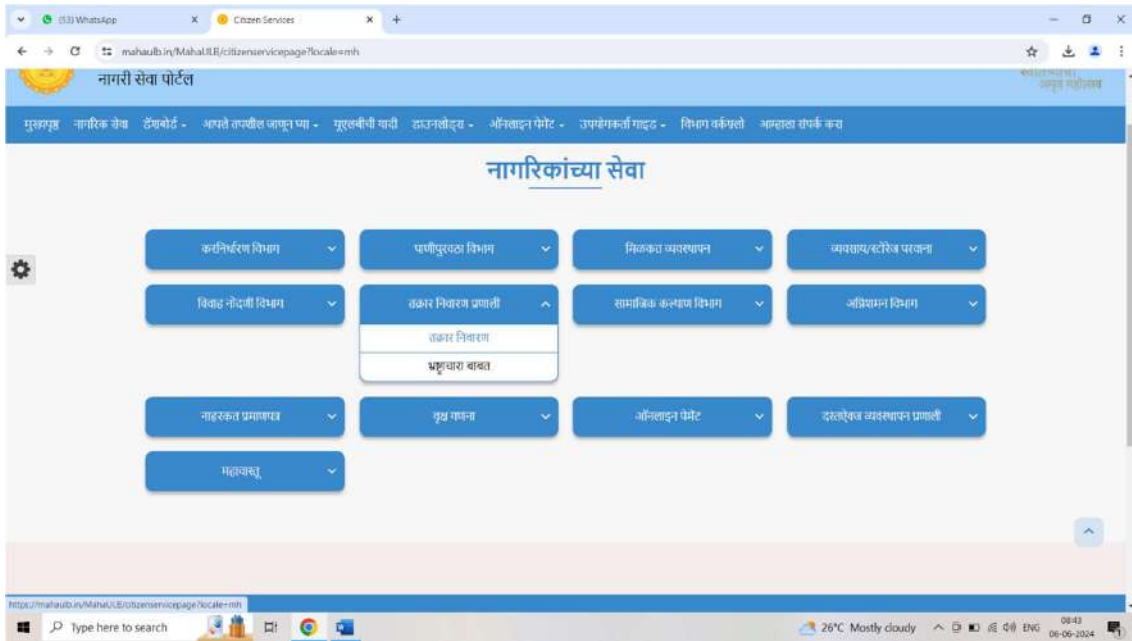


Image1- Service header and service selection

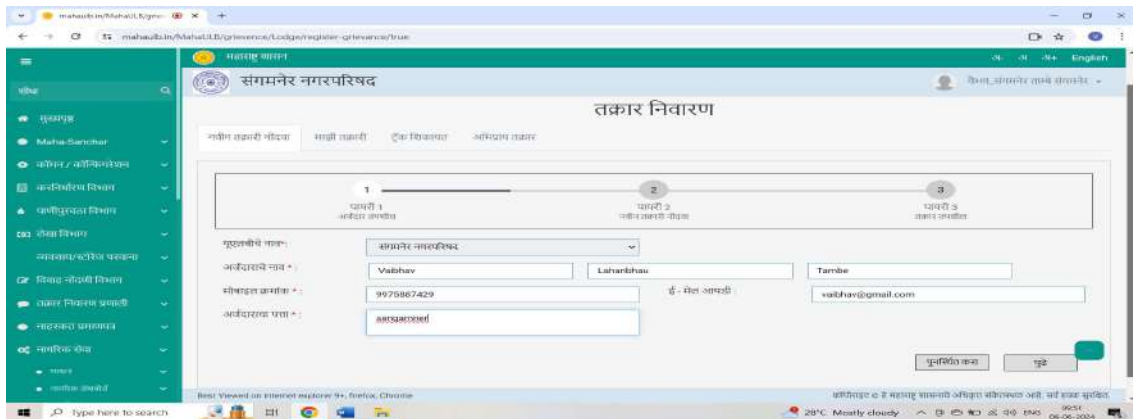


Image2 – Application input form (Complainant information)

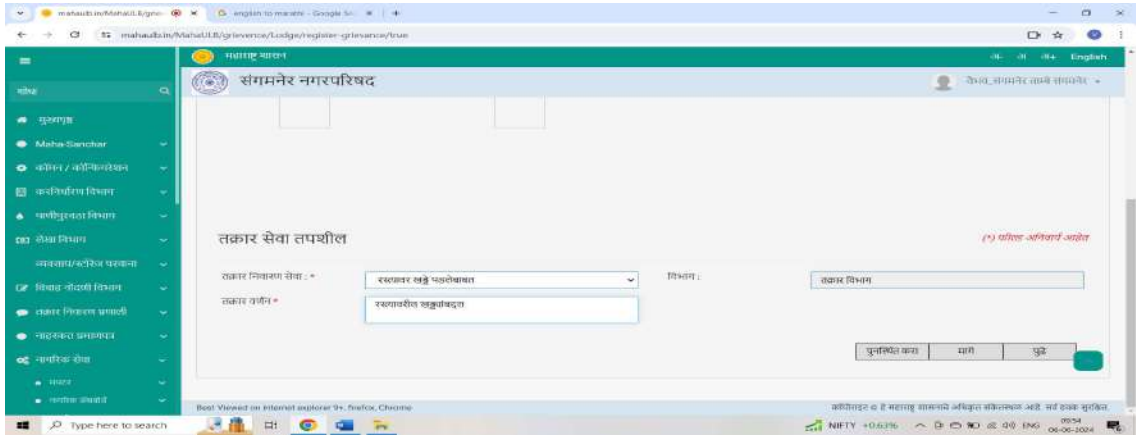


Image3- Complaint type selection

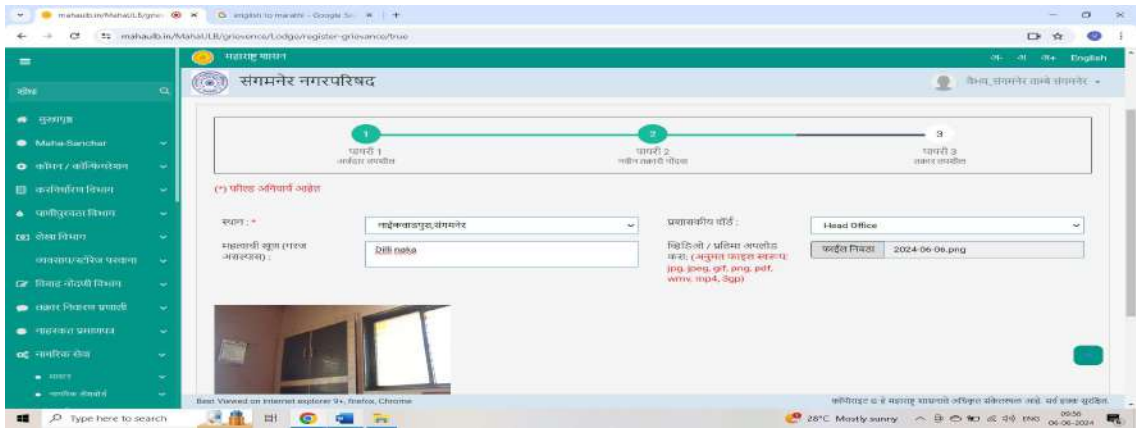


Image4- Document & Image upload page

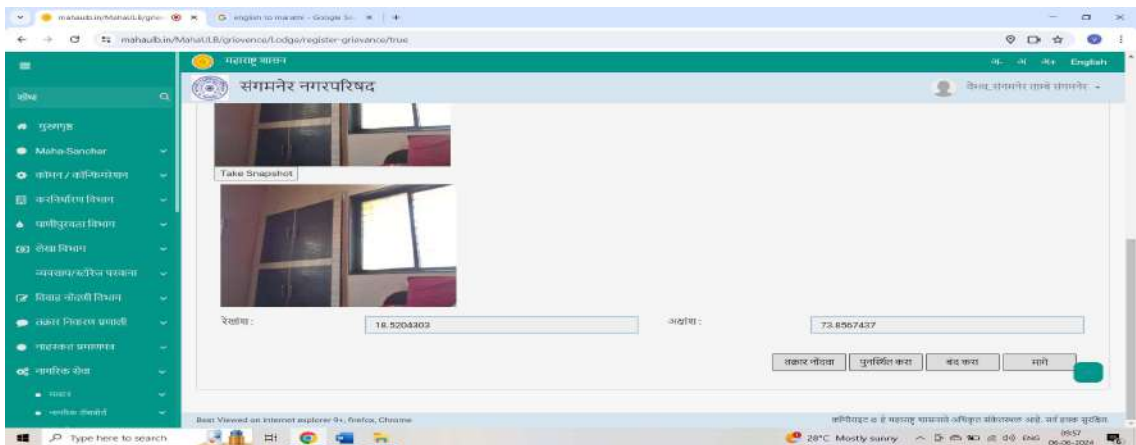


Image4- Update latitude and longitude and submit complaint

b. Acknowledgment:

- Upon successful submission, an acknowledgment receipt with a unique grievance ID will be generated complainant can take print of acknowledgement receipt for further tracking of the complaint.



Image5-Acknowledgement Receipt

c. Initial Review:

- The grievance will be reviewed within given working days as per SLA defined by the designated officer.

d. Resolution:

- The designated officer will address the grievance within given working days from the date of submission as per SLA defined for each grievance type
- A resolution report will be generated and shared with the complainant.

3. Escalation Matrix

If the grievance is not resolved within the stipulated time or the complainant is not satisfied with the resolution, the following escalation matrix will be followed. System having facility to handle different escalation matrix based on ULB type as well as complaint type.

For Municipal Corporation

a. Level 1:

- **Officer:** Junior Engineer
- **Timeline for Response:** 3 working days
- **Action:** Review and address the grievance, and provide an updated resolution report.

b. Level 2:

- **Officer:** Deputy Engineer
- **Timeline for Response:** 2 working days
- **Action:** Understand the issue from level and directed him to take action.

c. Level 3:

- **Officer:** Executive Engineer
- **Timeline for Response:** 2 working days
- **Action:** Final review and directed Jr. Engineer as well Dy. Engineer to take immediate action within given SLA period.

For Municipal Councils

Level 1:

- **Officer:** Water supply Engineer
- **Timeline for Response:** 3 working days
- **Action:** Review and address the grievance, and provide an updated resolution report.

b. Level 2:

- **Officer:** Addl. Chief Officer
- **Timeline for Response:** 2 working days
- **Action:** Understand the issue from level and directed him to take action.

c. Level 3:

- **Officer:** Chief Officer
- **Timeline for Response:** 2 working days
- **Action:** Final review and directed Jr. Engineer as well Dy. Engineer to take immediate action within given SLA period.

4. Service Timelines

The following service timelines will be adhered to for grievance handling:

#	Complaint type	Acknowledgement of Grievances	Escalation timeline			
			Level 1	Level 2	Level 3	Total
01	Complaint for out of order meter (नादुरुस्त मीटर तक्रार करणे)	Immediate	3	2	2	7
02	Complaint for unauthorized connection (अनअधिकृत नळ जोडणी तक्रार करणे)	Immediate	3	2	2	7
03	Complaint for water pressure (पाण्याची दबाव क्षमता तक्रार)	Immediate	1	1	1	3
04	Complaint for Water quality (पाण्याची गुणवत्ता तक्रार)	Immediate	1	1	1	3

Note: Above timelines are for corporation for municipal councils (Class A , Class B, Class C and Nagar panchayat) times line may be different

System having facility to define escalation matrix based on complaint type, evidence is as follows:

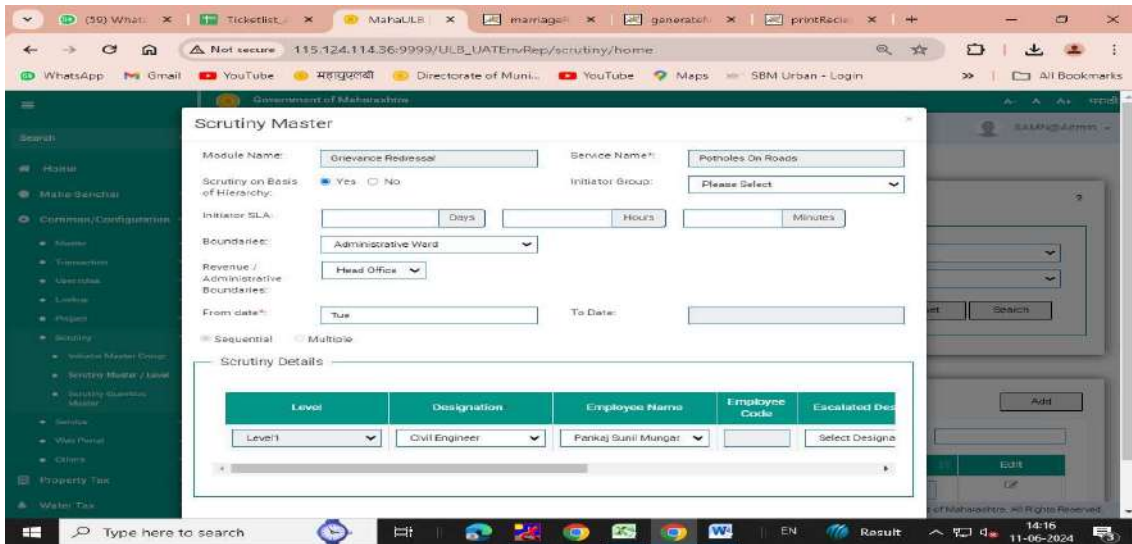


Image6-Scrutiny master to define escalation matrix

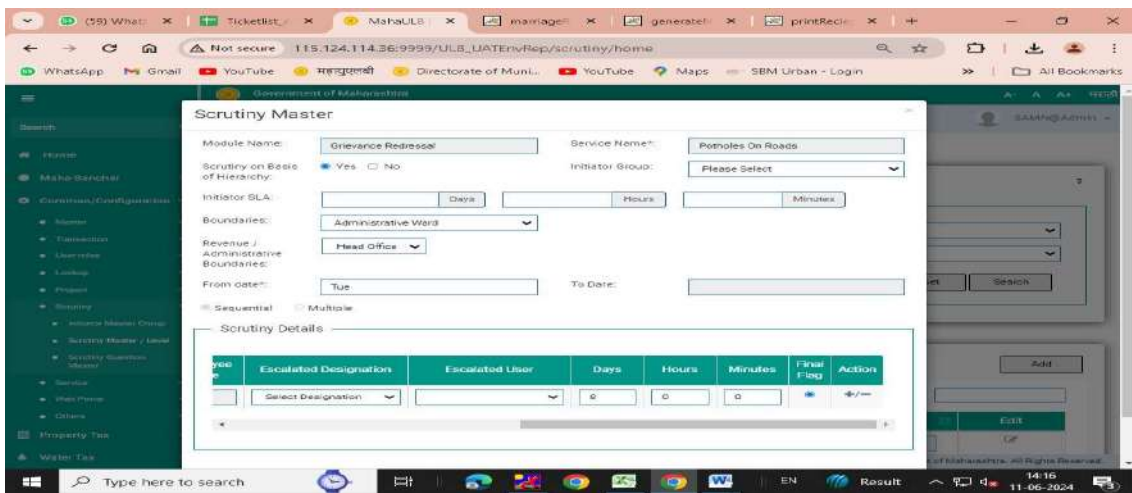


Image7-Scrutiny master to define escalation matrix

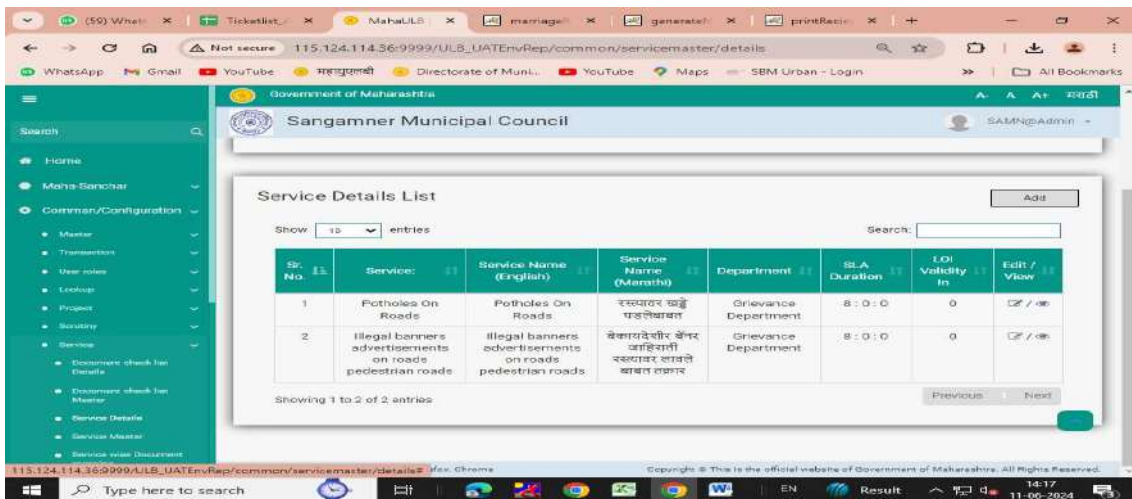


Image8-Service detail list after defining escalation matrix for grievances

5. Reverting to Business

Once the grievance is resolved, the complainant will receive a final resolution report. The resolution will be considered binding and will conclude the grievance process.



Image9-Final Closure Report (Action Taken Report)

Conclusion

Urban local Bodies are committed to providing prompt and efficient services to the public. This Online Grievance Mechanism is a step towards enhancing transparency and accountability in municipal services.

(As per approval from Hon. Commissioner and Director, DMA)

(Shankar Gore)
Deputy Commissioner
Directorate of Municipal Administration
Government of Maharashtra