

3/31/2017

Online Complaint

Nagar Plaika Parishad Mathura

INDIA INTERACTIVE
32 AJANTA COLONY VIBHAV NAGAR



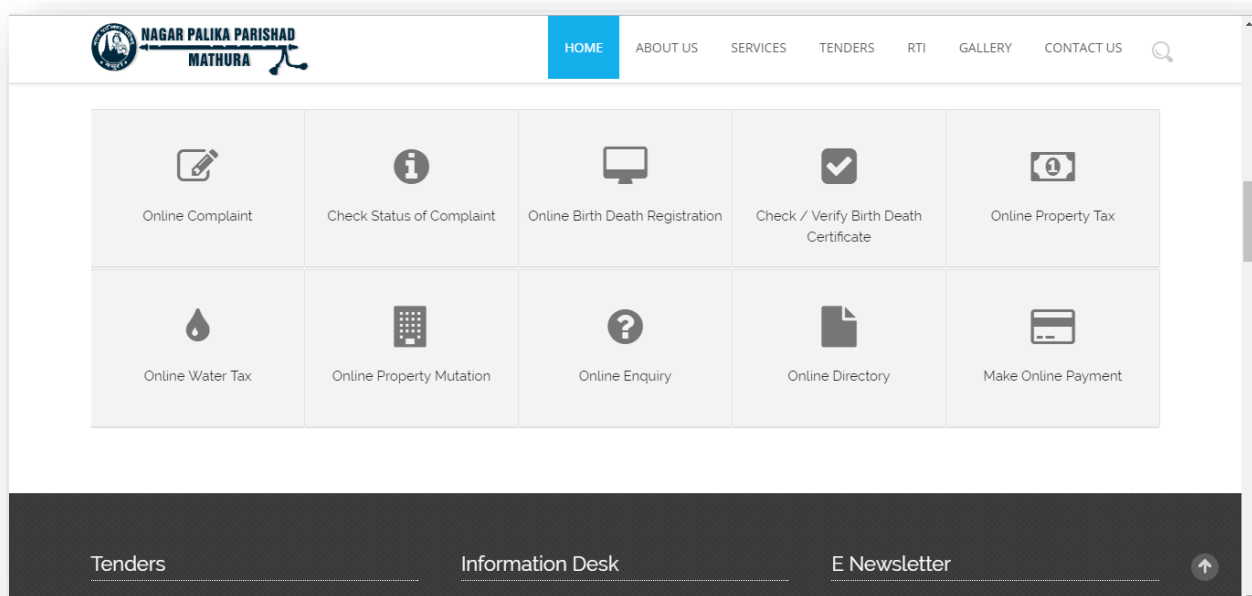
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Nagar Palika Parshad has started an online Complaint block for general users, where they can registered their any kind of complaint against Nagar Palika. A short and brief description of this portal is as follows:

1. First step towards Complaint


To register any Complaint one can go through the link Online Complaint shown below in Nagar Palika Online Services or go through “[services](#) => [Online Services](#) => [Online Complaint](#)” tab on nagar palika website www.nppmathura.com .



2. Registration:

To make Complaint, first step is to register himself, for which one can enter his mobile number and submit it to the system. The registration form is similar to the next below.

[लॉगिन](#) [पंजीकरण](#) info@nppmathura.com [+91 7055219021](tel:+917055219021) [f](#) [t](#) [g+](#) [in](#)


**NAGAR PALIKA PARISHAD
MATHURA**

पंजीकरण पटल

मुख्य पृष्ठ / पंजीकरण पटल

पंजीकरण पटल

मोबाइल नंबर



जमा करें

3. OTP Verification


Once he submit mobile number into the system, an auto generated OTP is send to him at the same time. To proceed further, enter OTP and click submit.

The screenshot shows the 'OTP Verification' page. At the top, there is a dark blue header with the logo of Nagari Palika Parishad Mathura and navigation links: HOME, ABOUT US, SERVICES, PIS DATA, TENDERS, RTI, FAQs, CONTACT US. Below the header, the page title 'OTP Verification' is displayed in blue. Underneath, there is a breadcrumb trail 'Home / OTP Verification'. The main content area features a light gray box with the title 'OTP Verification'. Inside this box, there is a label 'Enter OTP' next to a text input field. To the right of the input field is a small icon of a person. Below the input field is a dark gray 'Submit' button.

4. Registration with all details:


This is the main registration form, any user first required to be register by giving all details about him as shown below.

The screenshot shows the 'पंजीकरण पटल' (Registration Form) page. At the top, there is a dark blue header with the logo of Nagari Palika Parishad Mathura and navigation links: लॉगिन, info@nppmathura.com, +91 9319406010, f, t, g, in. Below the header, the page title 'पंजीकरण पटल' is displayed in blue. Underneath, there is a breadcrumb trail 'मुख्य / पृष्ठ / पंजीकरण पटल'. The main content area features a light gray box with the title 'पंजीकरण पटल'. Inside this box, there is a form with the following fields: 'नाम' (Name) with a text input field, 'पिता का नाम' (Father's Name) with a text input field, 'लिंग' (Gender) with a dropdown menu showing '--कोई एक चयन करें--', 'संपर्क सूत्र' (Contact Number) with a text input field containing '8958241300', and 'ईमेल' (Email) with a text input field.


**NAGAR PALIKA PARISHAD
MATHURA**

| | |
|------------------------|-------------------|
| संपर्क सूत्र | 8958241300 |
| ईमेल | ईमेल |
| राज्य | --राज्य चुनें-- |
| शहर | --शहर चुनें-- |
| पता | पता |
| पासवर्ड | पासवर्ड |
| पासवर्ड सुनिश्चित करें | सुनिश्चित पासवर्ड |

जमा करें



**NAGAR PALIKA PARISHAD
MATHURA**

Mathura Nagar Palika Parishad
General Ganj Rd, Bangali Ghat,
Mathura, Uttar Pradesh 281001


Quick Links

- > Home
- > About Us

Facebook


Nagar Palika...
275 likes

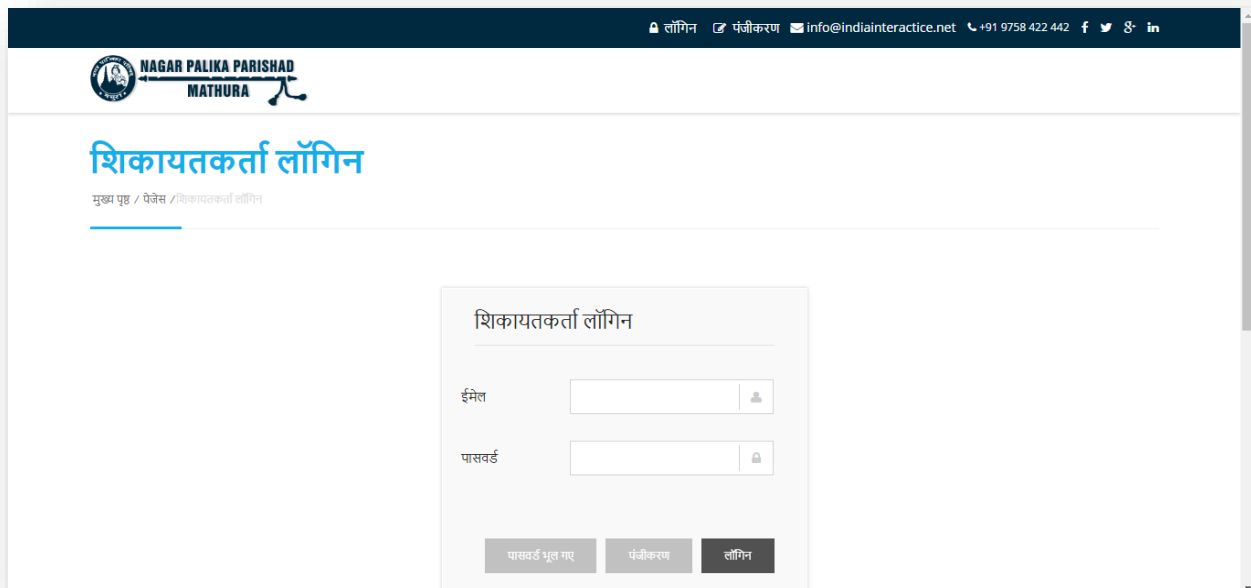
Mobile App



↑

5. Complainer Login:

Now system ask user for login into the system as a complainer to submit his Complaint. He .may enter email and password which is filled by him at the time of registration



NAGAR PALIKA PARISHAD
MATHURA

शिकायतकर्ता लॉगिन

मुख्य पृष्ठ / पेज / शिकायतकर्ता लॉगिन

शिकायतकर्ता लॉगिन

ईमेल

पासवर्ड

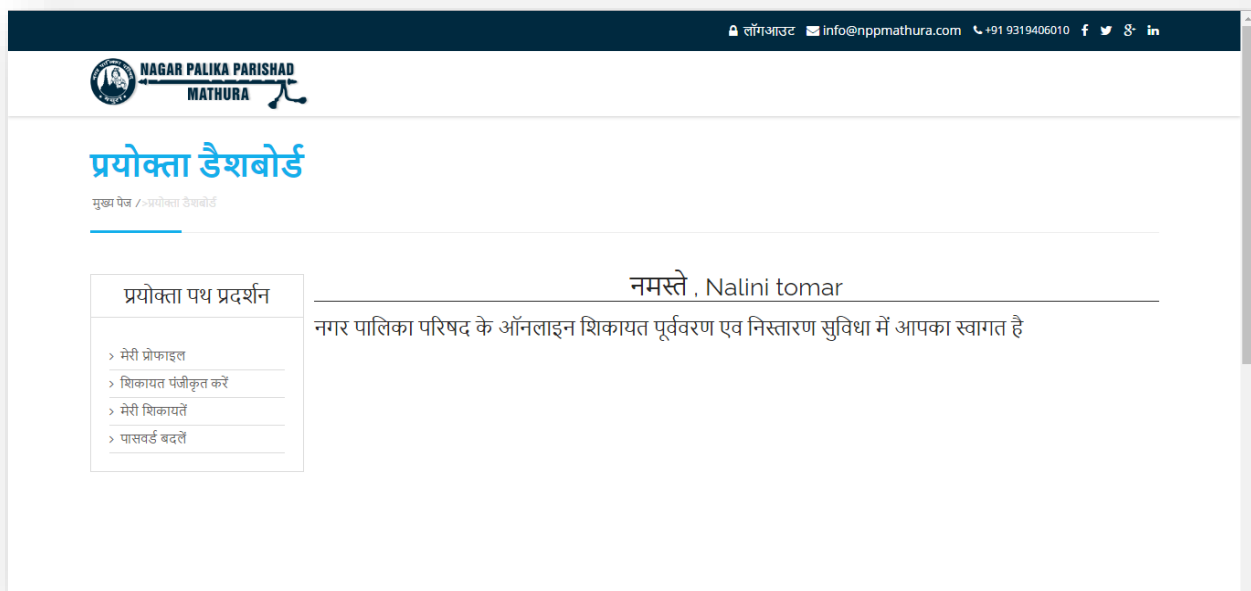
पासवर्ड भूल गए

पंजीकरण

लॉगिन

6. User Dash-board

Once he login into the system following dashboard will show in front of him.



NAGAR PALIKA PARISHAD
MATHURA

प्रयोक्ता डैशबोर्ड

मुख्य पेज / प्रयोक्ता डैशबोर्ड

प्रयोक्ता पथ प्रदर्शन

- > मेरी प्रोफाइल
- > शिकायत पंजीकृत करें
- > मेरी शिकायतें
- > पासवर्ड बदलें

नमस्ते , Nalini tomar

नगर पालिका परिषद के ऑनलाइन शिकायत पूर्ववरण एव निस्तारण सुविधा में आपका स्वागत है

7. View and Update Profile:

One can Edit and View his profile when he click on the tab My Profile, following screen will appear.

NAGAR PALIKA PARISHAD MATHURA

प्रयोक्ता पथ प्रदर्शन

- > मेरी प्रोफाइल
- > शिकायत पंजीकृत करें
- > मेरी शिकायतें
- > पासवर्ड बदलें


प्रोफाइल बदलें

| | |
|-------------|---------------------------|
| नाम | Nalini tomar |
| पिता का नाम | Tejveer Singh Tomar |
| लिंग | महिला |
| मोबाइल | 8958241300 |
| ईमेल | info@indiainteractive.net |
| पता | vibhav nagar |
| राज्य | Uttar Pradesh |
| शहर | Agra |

जमा करें

8. Complaint Box:

To register the complaint one can fill the following form and submit it into the system.



**NAGAR PALIKA PARISHAD
MATHURA**

प्रयोक्ता पथ प्रदर्शन

- > मेरी प्रोफाइल
- > शिकायत पंजीकृत करें
- > मेरी शिकायतें
- > पासवर्ड बदलें

शिकायत पंजीकरण पटल

विभागAccounts Department (लेखा विभाग)

विषय

समस्या

अपलोडChoose File No file chosen

मोबाइल8958241300

वार्ड नंबर--वार्ड चुनें --


मौहल्ला--Selec mauhalla--

पता

जमा करें

9. View Complaints:

One can view his complaints by this view as display in the following image.



**NAGAR PALIKA PARISHAD
MATHURA**

मेरी शिकायतें

मुख्य पेज / मेरी शिकायतें

प्रयोक्ता पथ प्रदर्शन

- > मेरी प्रोफाइल
- > शिकायत पंजीकृत करें
- > मेरी शिकायतें
- > पासवर्ड बदलें

| क्र संख्या | समस्या संख्या | विषय | समस्या | विभाग | दस्तावेज | मोबाइल | पता | स्थिति |
|------------|---------------|---------|---------|-------------------------------------|----------|------------|--|--------|
| 1 | 1703310198 | testing | testing | Health Department (स्वास्थ्य विभाग) | , | 8958241300 | agra Ahata Seth / अहता सेठ वार्ड १० - कुष्मा नगर प्रथम | अपूर्ण |



**NAGAR PALIKA PARISHAD
MATHURA**

Mathura Nagar Palika Parishad
General Gany Rd, Bangali Ghat,
Mathura, Uttar Pradesh 281001

Quick Links

- > Home
- > About Us
- > Services

Facebook

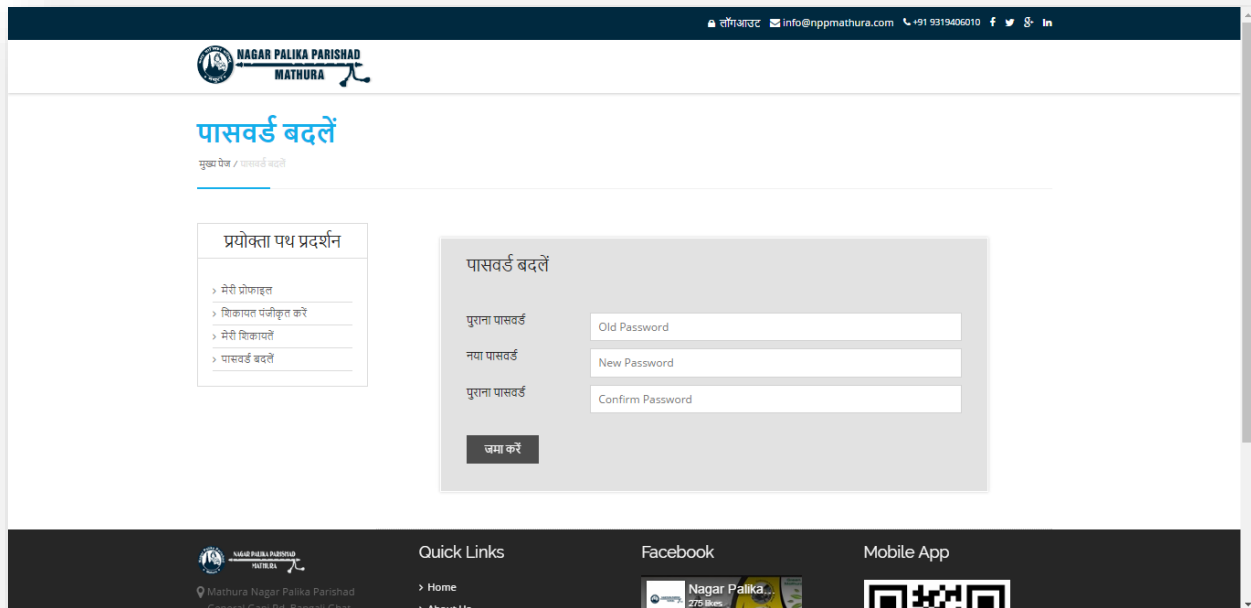


Mobile App



10. Change Password:

One can change his password by means of the following form. He may enter his old and new password and click on Submit to change.



The screenshot displays the 'Change Password' page of the Mathura Nagar Palika Parishad website. The page features a dark blue header with the organization's logo and contact information. The main content area is white with a blue title 'पासवर्ड बदलें' (Change Password) and a breadcrumb trail 'मुख्य पेज / पासवर्ड बदलें'. A sidebar on the left, titled 'प्रयोक्ता पथ प्रदर्शन' (User Path Display), lists navigation options: 'मेरी प्रोफाइल', 'शिकायत पंजीकृत करें', 'मेरी शिकायतें', and 'पासवर्ड बदलें'. The main form, titled 'पासवर्ड बदलें', contains three input fields: 'पुराना पासवर्ड' (Old Password), 'नया पासवर्ड' (New Password), and 'पुराना पासवर्ड' (Confirm Password). A 'जमा करें' (Submit) button is located at the bottom of the form. The footer includes a 'Quick Links' section with 'Home' and 'About Us', a 'Facebook' link, and a 'Mobile App' download button.

पासवर्ड बदलें
मुख्य पेज / पासवर्ड बदलें

प्रयोक्ता पथ प्रदर्शन

- मेरी प्रोफाइल
- शिकायत पंजीकृत करें
- मेरी शिकायतें
- पासवर्ड बदलें

पासवर्ड बदलें

पुराना पासवर्ड

नया पासवर्ड

पुराना पासवर्ड

जमा करें

Quick Links

- Home
- About Us

Facebook

Mobile App