3/31/2017

Online Complaint

Nagar Plaika Parishad Mathura

Contents

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 .
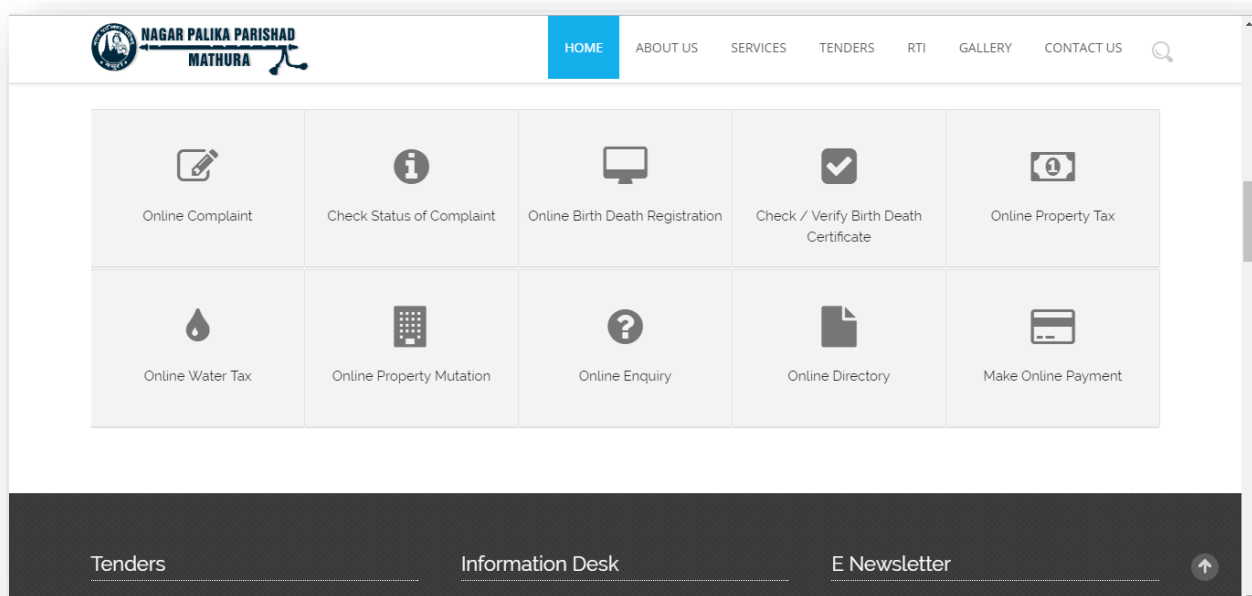
2. Registration:

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.

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.

4. Registration with all details:

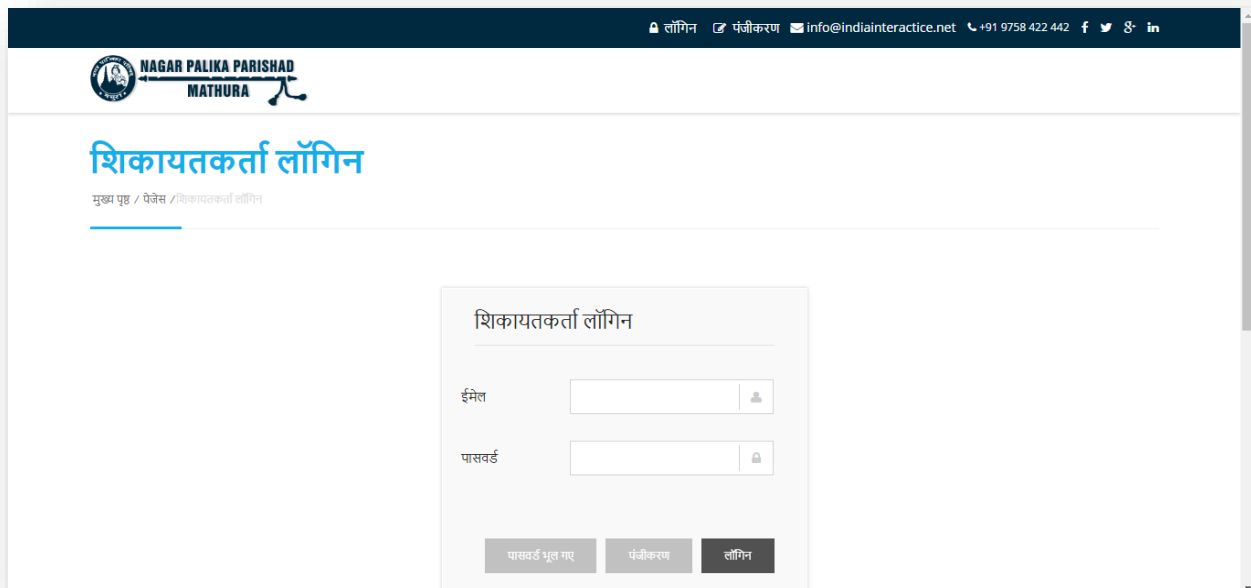This is the main registration form, any user first required to be register by giving all details about him as shown below.

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
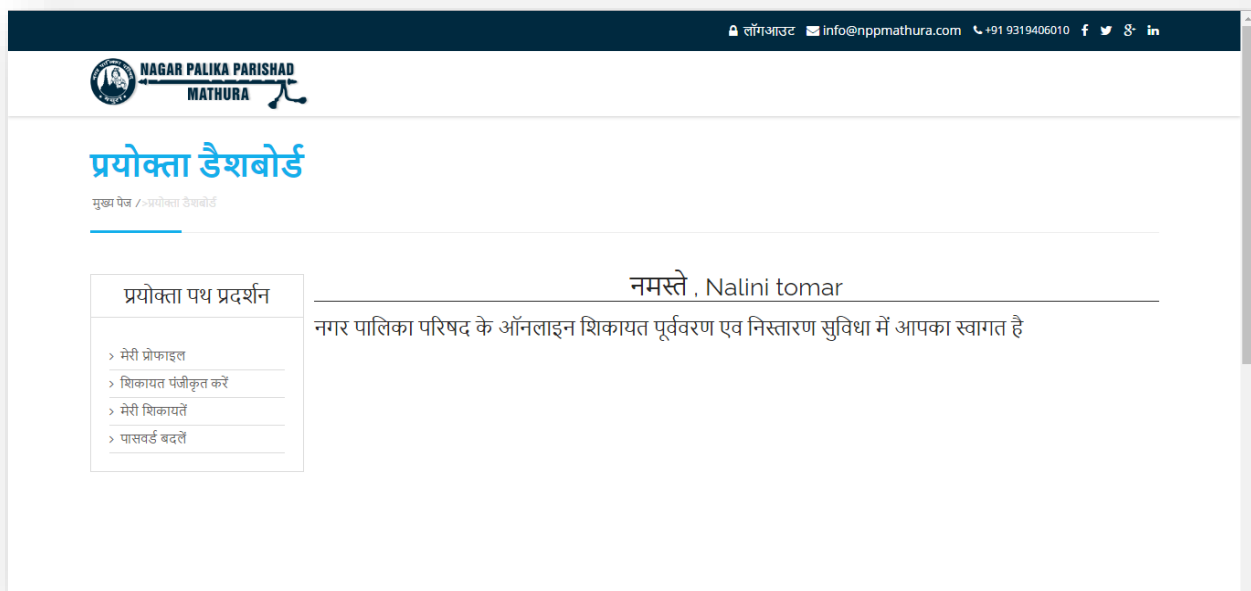
6. User Dash-board

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

7. View and Update Profile:

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

8. Complaint Box:

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

9. View Complaints:

One can view his complaints by this view as display in the following image.
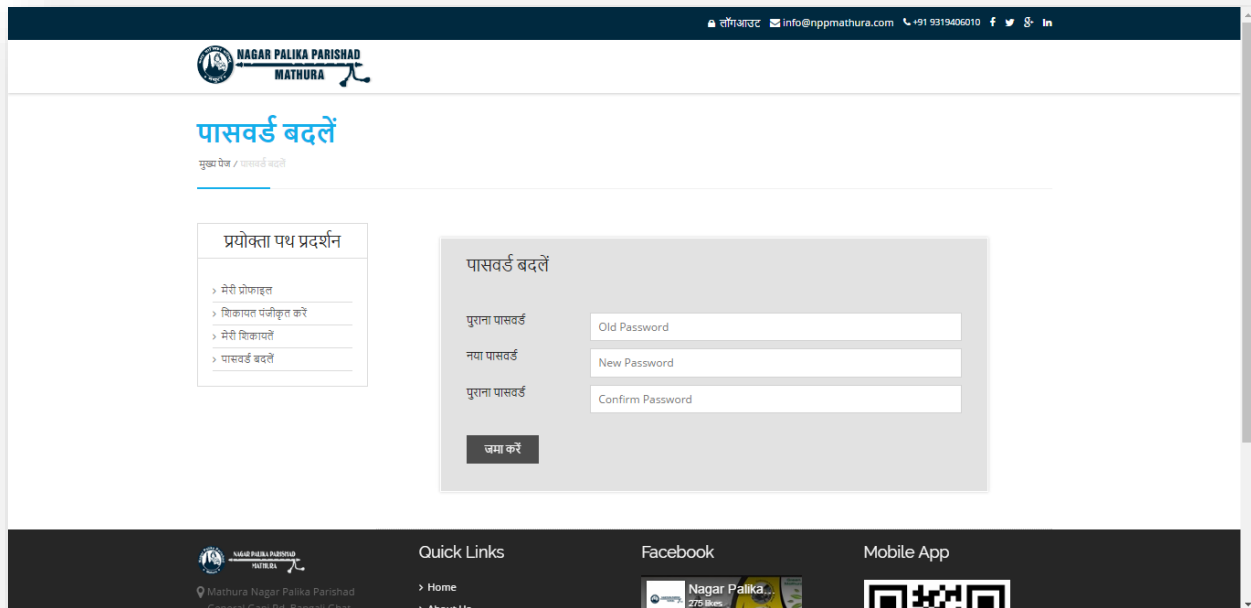
10.   Change Password:

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.