

Filing complaints in BMC

We often come across incidences and face issues but do not know whom/where/how to report.

If the issues are related to the BMC or its functioning and services, we have all the right to file a complaint!

Be it about solid waste management, drainage, issuing or renewal of license, roads and traffic, encroachment, if you have a complaint, get it registered.

Registering civic complaints

By visiting MCGM Portal

You can file complaints related to the services of BMC and also keep a track of the status of your complaint.

By visiting the nearest Citizen Facilitation Center (CFC)

You can meet the Complaints Officer who will formally register the complaint/s and send them across to the concern department. Complaints Officer is the point-of-contact for the citizens.

By calling the telephone number **1916**

This is the official number for getting your complaints registered.

Make sure you record your complaint number for follow-up.

MCGM Portal:

Citizens can lodge their formal complaints on the MCGM portal and track the status of the complaints. All you have to do is -


1. Visit the MCGM portal www.mcgm.gov.in/irj/portal/anonymous
2. Click on the “Complaints” section on the bar and go to “Lodging Civic Complaints”



The screenshot displays the MCGM Portal homepage. The header features the MCGM logo, the name 'बृहन्मुंबई महानगरपालिका' (Municipal Corporation of Greater Mumbai), and navigation links like 'Skip to Navigation' and 'Skip to Content'. A date stamp shows '31 March, 2017'. The main navigation bar includes 'HOME', 'ABOUT US', 'SERVICES', 'CITIZEN', 'BUSINESS', 'TOURIST', 'ONLINE SERVICES', 'COMPLAINTS', and 'REPORTS'. The 'COMPLAINTS' section is expanded, showing 'Lodging Civic Complaints', 'Check Complaint Status', and 'Complaint Registration'. The left sidebar contains 'Quick Links' (Mumbai Statistics & Maps, Property Tax, Pay Water Bills, Pay Octroi, Recruitment, Tenders & Quotations) and 'Related Links' (Aaple Sarkar, Disaster Management, BYL Nair Hospital, LTMG Hospital, KEM Hospital). The central banner features a portrait of Ajoy Mehta, Municipal Commissioner, and a background image of the Chhatrapati Shivaji Maharaj Vastu Sangrahalaya. Below the banner, a text block describes the role of the Municipal Commissioner. The right sidebar includes 'What's New' (Shramdan program, Parking Policy, Swachh Bharat Cess, Estate Policy Draft 2015, MCGM Employees Medical Scheme) and 'Press Release' (Director (Engineering services and Project), Air quality monitoring & research Laboratory, Ease of Doing Business(public notice), Press Release from Ministry of Environment and Forest). The footer contains the 'myGov' logo, the slogan 'Great Governance with Your Partnership', and the website URL.


MCGM Portal:

3. Click on “Complaint Registration”, select language and you will land on the page with complaint registration form. Click on the complaint type and select from the drop down.

**बृहन्मुंबई महानगरपालिका**
Municipal Corporation of Greater Mumbai

[Skip to Navigation](#) [Skip to Content](#) A⁺ A A⁻ A⁺ A⁻ **मराठी**

Contact Us
31 March, 2017


सत्यमेव जयते

EMPLOYEE LOGIN

HOMEABOUT USSERVICESCITIZENBUSINESSTOURISTONLINE SERVICESCOMPLAINTSREPORTS


COMPLAINTS › Complaint Registration

Quick Links

[Mumbai Statistics & Maps](#)
[Property Tax \(New\)](#)
[Pay Water Bills](#)
[Pay Octroi](#)
[Recruitment](#)
[Tenders & Quotations](#)
... more »

Related Links

[Aaple Sarkar](#)
[Disaster Management](#)
[BYL Nair Hospital](#)
[LTMG Hospital](#)
[KEM Hospital](#)
... more »

**myGov**
Great Governance
with Your Partnership
मेरी सरकार
mygov.nic.in

My Gov - Feedback of Parking Policy

Application to Lodge a Complaint

Note: Fields marked with * are Mandatory

Define Nature Of Your Complaint

Select complaint type: *
Select complaint subtype: *
PPO NO:
Description in brief: *
(Maximum upto 150 characters)

Specify Location Of Your Complaint

House No.
Street 1 *
Area 1 *
City: MUMBAI

Landmark
(Maximum upto 60 characters)
Select ward: *
Connection Code
Select Name of Council:

Name of Complainant

First Name
Middle Name
Last Name

Address of Complainant

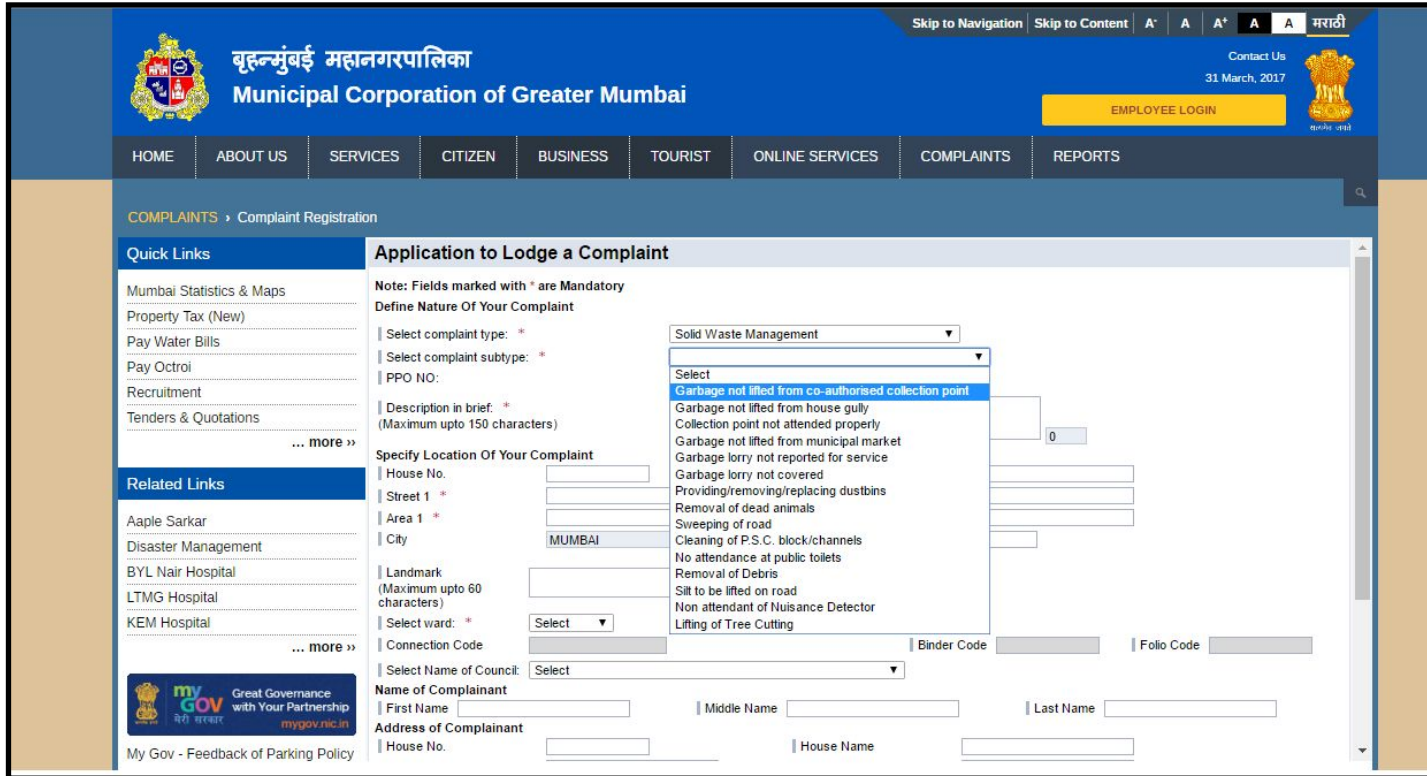
House No.
House Name

Select
Solid Waste Management
Drainage
Storm water drain
Roads and traffic
Factories
Licence
Water supply
Colony officer
Pest control
Buildings
Repairs to municipal property
Health
Encroachment
Shops & Establishment
Estate
School
Sewerage Operation Control (Western Suburb)
Sewerage Operation Control (Eastern Suburb)
Sewerage Operation Control (City)

0
Code
Folio Code

MCGM Portal:

4. From the complaint subtype, select your specific complaint and fill in other details. This will generate a unique complaint number.
5. With the unique complaint number, you will be able to track the status of your complaint.



The screenshot shows the MCGM Portal's 'Complaint Registration' page. The header includes the MCGM logo, the text 'बृहन्मुंबई महानगरपालिका' and 'Municipal Corporation of Greater Mumbai', a date of '31 March, 2017', and a language selector set to 'मराठी'. A navigation bar contains links for HOME, ABOUT US, SERVICES, CITIZEN, BUSINESS, TOURIST, ONLINE SERVICES, COMPLAINTS, and REPORTS. The main content area is titled 'COMPLAINTS > Complaint Registration' and features a 'Quick Links' sidebar with options like 'Mumbai Statistics & Maps', 'Property Tax (New)', 'Pay Water Bills', 'Pay Octroi', 'Recruitment', and 'Tenders & Quotations'. The main form is titled 'Application to Lodge a Complaint' and includes a note: 'Note: Fields marked with * are Mandatory'. The form sections are: 'Define Nature Of Your Complaint' with a dropdown for 'Solid Waste Management' and a list of subtypes (e.g., 'Garbage not lifted from co-authorized collection point', 'Garbage not lifted from house gully'); 'Specify Location Of Your Complaint' with fields for 'House No.', 'Street 1', 'Area 1', 'City' (set to 'MUMBAI'), 'Landmark', 'Ward' (a dropdown), 'Connection Code', and 'Name of Council'; and 'Name of Complainant' with fields for 'First Name', 'Middle Name', and 'Last Name'. There are also fields for 'Address of Complainant' (House No. and House Name) and 'Binder Code' and 'Folio Code'. A 'myGov' logo and 'Great Governance with Your Partnership' tagline are at the bottom left.

Citizen Facilitation Center

- All the 24 wards in Mumbai have Citizen Facilitation Center in the BMC Ward office.
- Citizen Facilitation Centres are situated on the ground floor of the Ward Office.
- This CFC is under the control of Assistant Municipal Commissioner and under the supervision of Office Superintendent.
- At the CFC, you can apply for Birth or Death certificates, Licensing and Permissions, etc.
- All civic complaints for the particular ward can be lodged at CFC. Complaint letter can also be sent through post which will be attended by the Dispatch Section.

How to register a complaint against my corporator for his/her misconduct or non-fulfillment of duties?

The MCGM portal does not have a provision for you to complain about your corporator. But an application can be submitted, addressing the Municipal Commissioner.

The Municipal Commissioner does not have the right to take direct action or remove the corporator but has the authority to receive the complaint and escalate the matter.

The Urban Development Minister or the Chief Minister has the power to dismiss the corporator but the official complaint should be addressed to the Municipal Commissioner.

Reasons/allegations for which a corporator can be dismissed?

A corporator can be dismissed, if he/she

1. Is involved in some sort of unlawful activity or associated with any unlawful element
2. Encroaches private or public lands/property or construction without permission
3. Is unable to produce documentary evidence for cash dealings or mishandles allocated funds
4. Interferes in legal procedures, taking undue advantage of his/her position
5. Is involved in unlicensed business

Apart from these serious allegations, a corporator can also be removed if he/she has more than two children.

If a citizen is not willing to file a formal complaint but wants to gain the information, an RTI can be filed. For more information, please visit the “Citizen” section on the MCGM web portal.