

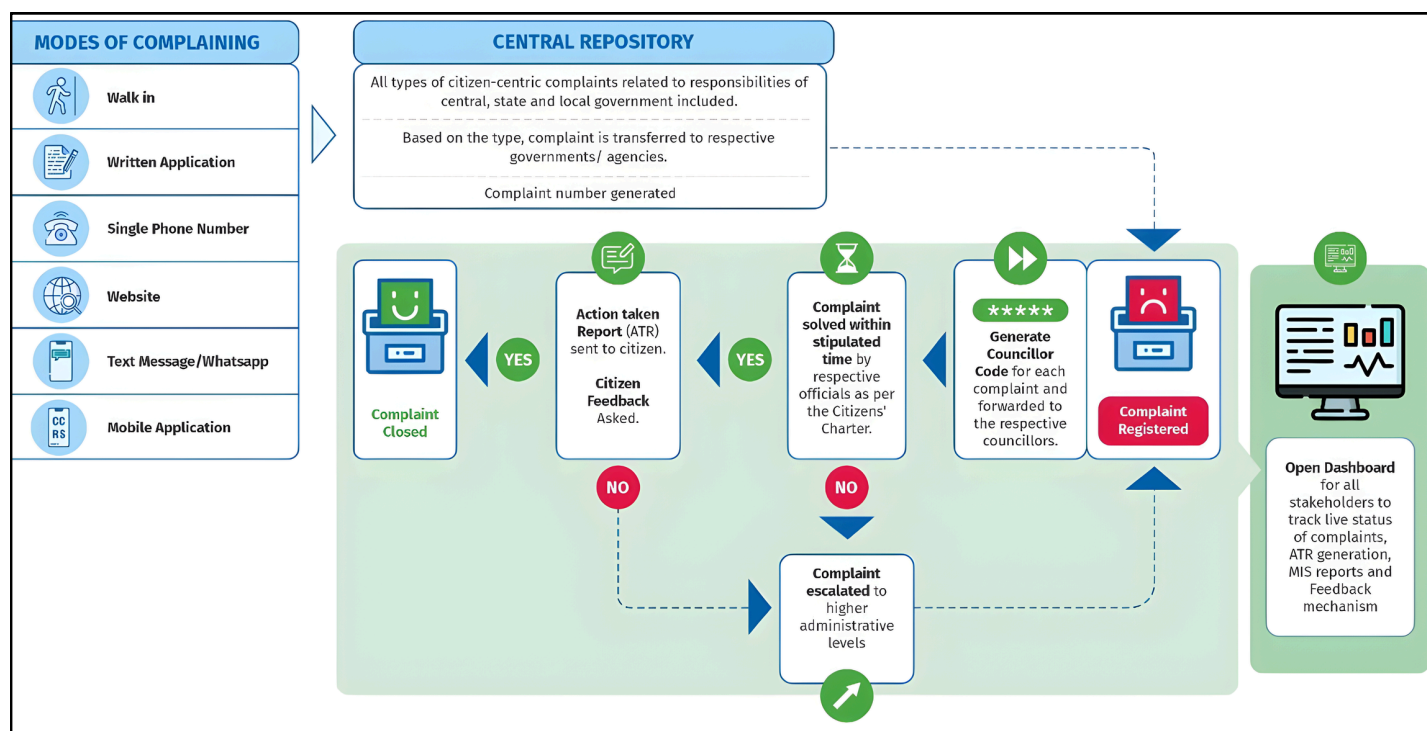


GOVERNANCE IN ACTION

What Does Citizen-Centric Grievance Redressal Look Like?

An effective citizen grievance redressal system is not merely about resolving complaints; it is a **cornerstone of inclusive and responsive urban governance**. As Indian cities increasingly adopt digital tools for service delivery, grievance redressal mechanisms must move beyond transactional complaint logging to become **platforms that enable dialogue, transparency, and continuous feedback** among citizens, elected representatives, and city administrations. An ideal system places citizens at the center, allows issues to be tracked end-to-end, and closes the loop by learning from citizen needs and satisfaction levels, ultimately strengthening trust and accountability in urban governance.

CENTRALISED COMPLAINT REGISTRATION SYSTEM (CCRS)



The **Brihanmumbai Municipal Corporation (BMC)** allows multi-modal complaint registration through the following channels: 1916 helpline, official website, MyBMC app, WhatsApp chatbot, social media, beat offices, and CFCs (Citizen Facilitation Centers)

Scan the QR code to download the Knowledge Standard



Municipal Grievance Redressal Knowledge Standard - National Urban Digital Missions (NUDM)





GOVERNANCE IN ACTION

Key Components of an Effective Complaint and Grievance Redressal System



CENTRAL REPOSITORY: The concept of a centralised complaints management system is based on a process where all types of complaints, registered from different modes is **collated in one place**, which is a central repository. This allows for all forms of complaints to be collected, maintained, monitored and tracked in a centralised format. It will enable better efficiency and accountability in the system.



OPEN DASHBOARD: For a government to take a step towards Open Government Data Portal to enable transparency, there should be an **openly available dashboard** on the complaints set up by the city government. This will increase citizen awareness, enable feedback, and allow elected representatives and administration officials to better monitor and evaluate the corporation's performance on a real-time basis.



COUNCILLOR CODE: Every complaint should have a **mandatory entry of councillor ward number** in the system for better accountability. This will be crucial for the councillors in understanding the issues of the citizens and ensure accountability.



CITIZEN FEEDBACK: The complaint management system must incorporate a **feedback and suggestion mechanism** whereby complainants can express their satisfaction. This will also enable more accountability within the system so that the concerned officers can better perform their functions. Also, the **Action Taken Report** (a report generated by CCRS with details about the action taken to address a complaint) mechanism must be detailed for effective tracking and monitoring by citizens and then administration officials.



CITIZEN PARTICIPATION FORUM: A platform that allows **citizens to express their needs and wants**. The platform can be regularly monitored by all stakeholders to ensure citizen centric approach when planning for service delivery and infrastructure provisions in cities. Adding this aspect will bring the citizen journey to completion.

Best Practice in Grievance Redressal:



The Nagpur Municipal Corporation's grievance portal includes a star-rating system that allows **citizens to rate their satisfaction** after a complaint is resolved. This feedback mechanism strengthens accountability and enables the administration to assess service quality beyond mere complaint closure.