



New Delhi Municipal Council

PALIKA KENDRA: NEW DELHI-110001

Application form for Grievance Registration

Section-I

1. Citizen ID :

2. Citizen Name :

3. Citizen Address :

City : Pin Code :

4. Citizen Phone No :

5. Citizen Email ID :

Section-II

Complaint Related to :

<input type="checkbox"/> Commercial Building Maintenance	<input type="checkbox"/> Maintenance
<input type="checkbox"/> Corruption	<input type="checkbox"/> Public Health
<input type="checkbox"/> Drainage	<input type="checkbox"/> Road maintenance
<input type="checkbox"/> Electrical	<input type="checkbox"/> Sewerage
<input type="checkbox"/> Enforcement	<input type="checkbox"/> Unauthorized Construction
<input type="checkbox"/> Horticulture	<input type="checkbox"/> Water Supply
<input type="checkbox"/> Non-Commercial Building	<input type="checkbox"/> Others

Complaint Description :

Area of Complaint :

Dated:
M M / D D / Y Y Y Y

Signature

Section-III

General Instructions & Guidelines

1. Your complaints should be addressed as per the following timelines mentioned in the Citizen Charter
 - No water, water leakage, sewer blockage : Immediately.
 - No Power : Immediately.
 - Leakage of Electricity : Immediately.
 - Complaints made on personal visit regarding billing will be sorted out : Within one week.
 - Complaints of defective wiring/switches/ fans : Within 2 to 7 days.
 - Blockage of sewer line : Within 4 to 24 hours.
 - Repair of damaged sewer line of minor nature : Within 1 to 24 hours.
 - Removal of Drainage blockage : Will be attended same day.
 - Garbage Removal : Everyday between 7.00 a.m. and 2.00 p.m. market areas, highly sensitive VIP areas including emergent situations are also covered with Skelton services in second shift i.e. between 2.00 p.m. and 10.00 p.m.

If your complaint is not resolved within above times mentioned, please Dial our TOLL FREE complaint No:54545454 .

2. You can also register your complaint and view the status on our website <http://www.ndmc.gov.in>.