

Please check following before filing grievance

1. Representations related to following issues would NOT be treated as “Grievance” for the purpose of this portal.

1. RTI related matters
2. Court related or subjudice matters
3. Religious matters
4. Suggestions

(Issues related to above matters would NOT be entertained on this portal.)

2. Please select appropriate “Administration Level”.

Complaint would be resolved faster if appropriate administration level is selected

- **District Level-** Complaints related to working of village, taluka, district offices (field offices)
- **Mantralaya Level-** Complaints related to working of mantralaya departments or related to policy issues.

3. **For Mantralaya Level grievances please select appropriate “MantralayaDepartment”.**

For time-bound and speedy resolution please select appropriate Mantralaya Department.

4. **For District Level grievances please select appropriate “Administration type”.**

A. Collector- Following grievances related to revenue officials like Talathi, Tahsildar, SDO& Collector

- Complaint against bogus doctor
- Land Revenue Act- NA permission, mutation entries, 7/12 extracts etc.
- PDS- Ration Cards, Fair Price Shops etc.
- SetuCentres- Online Services of Caste Certificates, Domicile Certificates
- EGS/MNREGA- Sanction for Work & distribution of wages
- Sand and other minor minerals
- Natural Calamities (drought etc.) work, fund distribution
- Sanjay Gandhi Scheme, Widow Pension Scheme, ShravanBal Scheme
- Tenancy Act- New condition on land (MaharVatan Land etc.)
- Land acquisition and consequential compensation
- Rehabilitation of Project Affected Persons (PAPs)- Plot/Land distribution
- Nagarpalika related complaints (excluding Municipal Corporations)
- Freedom Fighters Pensions
- Entertainment Tax, Video theatre- License and renewal
- Licences of arms/weapons, explosives

- Elections - Local Self Government
- Elections - Legislative and Parliamentary
- Protocol
- Salary, pension, GPF, TA etc. of Government employees
- Employee transfer, suspension and termination
- Others

Following non-revenue grievances would also be dealt by Collector-

- Electric Supply (Domestic, Agricultural / Industrial/Commercial)
- Cooperative institutions of all kinds
- Transport (RTO) related
- Social Justice related

B. JilhaParishad- Following grievances related to working of Grampanchayat, PanchayatSamitee and ZillaParishad-

- Schemes implemented through Gram Panchayat
- Matters related to the Gram Panchayat Administration
- Recognition to new primary schools of ZP/additional classes
- Primary Schools /Toilets -repair
- Nutritious Food for School Children
- Primary school related other matters
- Secondary school related other matters
- Crèche
- Kindergarten building/ construction of toilets
- Additional feeding for malnourished children
- 5 to 7 std girls- Supply Bicycles
- Kindergarten Center- Child uniforms
- Primary treatment, preventive services
- Prevention and control of diseases that exist locally
- Reproductive and Child Health Services
- Health and diet education
- Various national health programs.
- School health examination / Kindergarten inspection.
- Self Help Groups
- Indira AwasYojana
- Catchment Area Development Program (CADA)
- Implementing welfare schemes for BPL Families
- Agriculture related
- Water Supply Scheme- Widening and deepening of existing well/ repair
- New Water Supply Scheme
- Hand pump
- Rural roads- Reinforcement and repair

- Pilgrimage / Tourism Development Programme
- Cemeteries / Kindergarten building construction
- Agency (v. P. S. / V. C. C. / Hill / MP Funds)
- Small Irrigation Projects upto 100 hectares of irrigation capacity- Percolation tanks, storage dams, KT wear
- Jawahar wells
- Treatment to animals, vaccination, artificial insemination, surgery e.
- Dalitavasti improvement plan
- Schools for handicapped, scholarships for BC Students, aided hostels.
- Scheme for unemployed women and girls in rural areas
- Training plans for physical development and for self-protection of girls
- Counselling center for women
- Legal advice to women
- Disbursal of payments of various work
- Appointments, Promotion, District / inter-district transfers of staff etc.
- Maintenance and repair of buildings owned by the ZP
- Others

C. Police- Following complaints related to police administration-

- Cyber Crime
- Complaints of Police officials/staff
- Women atrocities - molestation
- Women atrocities -family atrocities
- Atrocities against Scheduled Castes and Scheduled Tribes
- Murder / attempted murder / assault / suspicious death / accidental death
- Economic Crimes- all kinds of financial frauds
- Road, highway patrol- road / highway robbery cases
- Traffic jam and measures to avoid accidents
- Kidnap / lost/ missing persons cases
- Adulteration of Essential goods
- Police guards and police protection
- Passport verification and character verification (private / public service, security agency, RTO Batch)
- No Objection Certificates (NOCs) for Weapon license, permit room, video games, cyber cafe, etc.
- Hotels license
- Ragging
- Prevention of cattle slaughter
- Human Trafficking
- Crimes related to Human Rights
- Child Crime
- Prevention of Child Marriage Act
- Dead persons property

- Police welfare activities
- Religious and Communal Tensions / Riots
- Others

D. Municipal Corporations- Following complaints related to Municipal Corporation

(Municipal Councils complaints to be filed with Collector)

- Environment related
- Fire Brigade
- Marriage Registration
- Public Transport
- Taxes (Water, Property, LBT etc.)
- Solid Waste Management
- Drainage
- Storm Water Drain
- Roads & Traffic
- Factories
- License
- Water Supply
- Pest Control
- Buildings
- Health
- Encroachment
- Shops & Establishments
- School
- Others