

Grievance Policy

We value your trust & understand that there may be situations where you need to address concerns or grievances. This Customer Grievance Policy outlines our commitment to addressing and resolving grievances in a transparent and efficient manner.

The purpose of this policy is to:

- Define the process for customers to raise grievances.
- Ensure timely and fair resolution of grievances.

Customers can submit grievances through the following channels:

- **Email:** Send an email to the concerned ULBs as detailed below:

Sl No.	ULBs NAME	EMAIL-ID
1	Imphal Municipal Corporation	Imphal Municipal Corporation
2	Andro Municipal Council	andromc2021@gmail.com
3	Bishnupur Municipal Council	bishnupurmc@gmail.com
4	Heirok Municipal Council	heiroknp2015@gmail.com
5	Jiribam Municipal Council	jmcjiribam@gmail.com
6	Kakching Khunou Municipal Council	kkmc.off@gmail.com
7	Kakching Municipal Council	kakchingmunicipal@gmail.com
8	Kumbi Municipal Council	kumbimunicipalcouncil@gmail.com
9	Kwakta Municipal Council	kwaktaamuc@gmail.com
10	Lamlai Municipal Council	lamlaioffice@gmail.com
11	Lamsang Municipal Council	lamshangnp1@gmail
12	Lilong Imphal West Municipal Council	lilongiwmcouncil@gmail.com
13	Lilong Thoubal Municipal Council	lilongthoubalmunicipalcouncil@gmail.com
14	Mayang Imphal Municipal Council	mimceo2017@gmail.com
15	Moirang Municipal Council	mmc.moirang123@gmail.com
16	Nambol Municipal Council	nambolmc@gmail.com
17	Ningthoukhong Municipal Council	ningthoukhongmc@gmail.com
18	Oinam Municipal Council	oinammc@gmail.com
19	Samurou Municipal Council	samurounp2015@gmail.com
20	Sekmai Municipal Council	sekmainp@gmail.com
21	Sikhong Sekmai Municipal Council	ssmc.manipur@gmail.com
22	Sugnu Municipal Council	sugnu.mc@gmail.com
23	Thongkhong Laxmi Municipal Council	thongkhongnp@gmail.com
24	Thoubal Municipal Council	thoubalmunicipalcouncil14@gmail.com
25	Wangjing Municipal Council	revenuewlmc2022@gmail.com
26	Wangoi Municipal Council	wangoimc@gmail.com
27	Yairipok Municipal Council	yairipokmc2018@gmail.com

When submitting a grievance, please provide the following information:

- Details of the payment was made / initiated.
- A clear description of the grievance, including relevant transaction details like Acknowledgement ID / Reference Number.
- Any supporting documents or evidence.

- We will never ask you for your credit card details, OTP, Password etc. Please don't share it with anyone even if claiming to be our representative.

Upon receiving a grievance, we will follow these steps:

- **Acknowledgment:** We will promptly acknowledge receipt of your grievance.
- **Investigation:** Our dedicated grievance resolution team will thoroughly investigate the matter, including reviewing transaction records, communication history, and any supporting documents.
- **Resolution:** We will work diligently to resolve the grievance as quickly as possible and keep you informed.
- **Communication:** We will keep you informed throughout the resolution process, providing updates and the expected timeframe for resolution.
- **Closure:** Once the grievance is resolved, we will notify you of the outcome and actions taken.

Escalation: If you are not satisfied with the resolution provided, you have the option to escalate the grievance to a higher authority within our organisation as per details below:

Name of grievance officer: Secretary, MMPTB

Email ID of grievance officer: mmptbimphal@gmail.com

While escalating the matter to the Grievance Officer, you are requested to share complete details of grievance raised with the Support / Help-Desk team and resolution provided.