

MUMBAI PORT TRUST
(TRAFFIC DEPARTMENT)

No.TM/Z/1-149/08

Date :02nd June 2017

CIRCULAR

To,
(As per list attached)

Sir,

Sub : Grievance Module.

Mumbai Port has developed a Grievance Module which is published on its website <http://www.mumbaiport.gov.in>. The Grievance Module is accessible by clicking on "MbPT Grievance Module" which is under Quick Links, Home Page.

2. The user can submit the complaint to respective department. The highlight of the Module is, the user shall get an SMS with Complaint Registration Number as soon as he registers a complaint. As soon as the complaint is received, the respective department shall view the complaints on intranet by clicking on "Grievance System" and entering User ID and Password. The department will allot the complaint. For each movement of complaint or any reply to the complaint, the user can view status on Grievance Status Enquiry Screen. The complainant will also receive an SMS whenever there is a change in status.

3. You are requested to advise your members of the above Module for Grievance Redressal.

Yours faithfully,

Sd/-
(A.K. BOSE)
TRAFFIC MANAGER