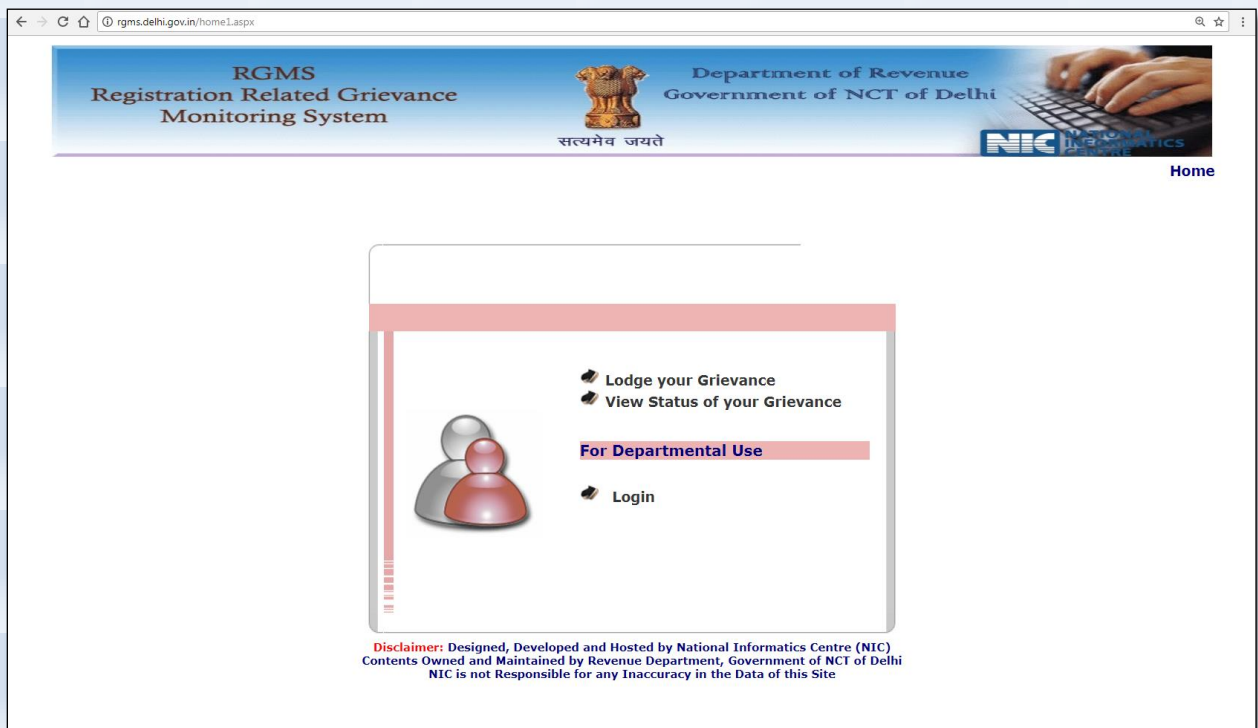


Procedure for Lodging Grievances/Complaints regarding Registration of properties:

1. Visit the Website (URL: <http://rgms.delhi.gov.in>) of Registration Related Grievance Monitoring System (RGMS). The following page will be opened.
2. Click on “**Lodge your Grievance**” for lodging the Grievance.



3. Type your Grievance with in 2000 characters without special characters which has been specified on left side of the screen.
4. Your Grievances may fall in the following categories :
 - a. **Basic Facilities available in the Office of the Sub Registrar**
 - a) Unable to Trance Jurisdiction according to Property
 - b) Disabled/Senior Citizen Friendly Facilities not Available
 - c) No arrangement for Snacks/Tea in the Vicinity
 - d) Basic Facilities not appropriate (AC/Water Cooler/Camera/Toilets)
 - b. **Complaint against Sub Registrar**
 - c. **Complaints related to Record of Rights(Khatauni), Cadastral Maps(Sirzara) etc.**
 - a) Action not taken on Mutation Request
 - b) Girdavri (Entry related to recording of crops) Request not taken up on time
 - c) No/Delayed Action on Mutation Application
 - d) Obtaining Certified copies of Sirzara
 - e) Obtaining copies of Record of Rights(RoRs)
 - f) Status Report (NOC) not issued
 - d. **Problems faced in the purchase of Stamp Paper.**
 - e. **Complaints related to Registration procedure.**
 - a) Others
 - b) Kiosk not working Properly
 - c) Lack of Trained Staff on Reception Counter.
 - d) Online Appointment Management System not working well
 - e) Payment of Registration Fees
 - f) Registration of Deeds
 - f. **OR for specific Grievance select "Others".**
5. Attach Grievance related documents if any. (Document may be scanned with the help of any scanner in PDF format. **Document Size should not be greater than 2 MB and should be in PDF format only. A Link is also available to reduce size of PDF document**).
6. Select your locality for your Grievance.
7. Provide your details like
 - a. Name,
 - b. Mobile no.
 - c. e-mail
 - d. Address,which will also be required to track/to know the status of your Grievance.

8. Enter the text in “Visual Image” as appear on your screen and then submit your Grievance.

rgms.delhi.gov.in/Entrygrv.aspx?deptcode=

RGMS
Registration Related Grievance
Monitoring System

Department of Revenue
Government of NCT of Delhi

सत्यमेव जयते

NIC

Home

Lodge Your Grievance

Submit Your Grievance * (Mandatory Fields)

* **Description**
(Max 2000 Characters)
Please do not use the special character (%, ^, *, &, ^, *, {, }, [, |, <, >, ", --) for entry

2000 characters left.

(Description may also be entered using any Unicode compliant Hindi font.)

* **Subject**

Upload Document, if required

* **Locality**

Your Details

* **Name**

* **Mobile No.**

E-Mail ID

Pin Code

* **Complainant Address**

Visual Image

Please type as you see in the image.

Submit Reset

Disclaimer: Designed, Developed and Hosted by National Informatics Centre (NIC)
Contents Owned and Maintained by Revenue Department, Government of NCT of Delhi
NIC is not Responsible for any Inaccuracy in the Data of this Site

9. Enter Grievance Number along with mobile no. or e-mail id for your Grievance to get the status of Grievance Status.

rgms.delhi.gov.in/grvcitizenstatus.aspx

RGMS
Registration Related Grievance
Monitoring System

Department of Revenue
Government of NCT of Delhi

सत्यमेव जयते

NIC

Home

Grievance Status

* **Enter Grievance Number**

Mobile No.

OR E-Mail ID.

Submit

Disclaimer: Designed, Developed and Hosted by National Informatics Centre (NIC)
Contents Owned and Maintained by Revenue Department, Government of NCT of Delhi
NIC is not Responsible for any Inaccuracy in the Data of this Site