



No. KVAOWA/GGN/2026/33/488

Dated: 27th April, 2026

NOTICE

Subject: Submission of Complaints through MyGate App

With a view to better monitor service centre-related complaints and to improve the overall complaint resolution mechanism, all residents are hereby requested to submit all maintenance-related complaints (such as electrical, cleaning, security, etc.) only through the MyGate App. This will enable the management to properly track complaints until resolution, assist in future budgeting and planning, ensure better monitoring of staff performance, facilitate efficient staff allocation, and enable faster resolution. Accordingly, with effect from April 28, 2026, all complaints will be accepted exclusively through the MyGate App.

To assist senior citizens and in cases where complaints require immediate attention, residents may also register complaints at the Service Center by contacting Mobile No. 8800852490.

How to Lodge a Complaint on MyGate

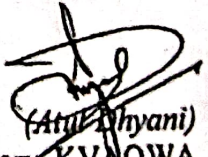
Open the MyGate application and follow the path below:

- Community
- Help Desk
- Raise New Ticket
- Choose Category – Type of complaint
- Fill Description
- Attach Photo (optional)
- Submit Complaint
- Four Digit OTP number will be generated

Upon submission, a four-digit complaint number will be generated for each complaint. Residents are requested to retain this number. Once the issue is resolved, the staff will ask for this number to close the complaint. In the absence of the number, the complaint will remain open until it is properly closed.

Residents are once again requested to kindly use the MyGate App for registering all complaints. This system will also assist the management in effectively tracking pending and resolved complaints, thereby helping in evaluating staff efficiency and improving service standards.

Note: Complaints raised on WhatsApp groups or through personal calls to staff will not be entertained. Staff are strictly instructed not to address complaints over phone calls; residents are therefore requested not to insist on such requests. All residents are requested to strictly use the MyGate App for lodging complaints. With effect from May 1, 2026, the physical complaint register system will also be discontinued.


(Atul Dhyani)
Secretary, KVAOWA

Copy to:

1. All Notice Boards
2. All Collegium Members / EC Members
3. Website / MyGate App

"Service with a Smile"