AMC CCRS 2.0

Citizen User Manual – Complaint Status / Track Progress

A step-by-step guide for checking the current progress of a complaint registered with Amdavad Municipal Corporation (AMC).

Portal	https://www.amccrs.com/AMCPortal/Complaint/TrackProgress
Page	Complaint Status Online – CCRS
Purpose	Find a registered complaint and review its current progress/timeline.
Support	AMC Connect Center: 155303

1. Purpose of the Track Progress Page

The Track Progress page allows citizens to find a complaint registered with AMC and, after the required verification, view the complaint's operational progress. The live page describes the process as supplying a unique identifier, completing an identity/OTP check when required, and then reviewing the complaint timeline. □cite□turn0view0□

2. Information You Can Use to Search

Complaint No.	Enter the complaint number in the format shown by AMC, for example: Comp-2026-XXXX.
Token No.	Enter the token number provided for the complaint, for example: SWM-MMyy00001.
Email ID	Enter the email address associated with the complaint.
Mobile No.	Enter the mobile number associated with the complaint.

The live page labels these fields as Complaint No., Token No., Email ID and Mobile No. □cite□turn0view0□

3. Step-by-Step: Track Your Complaint

Step 1 – Open the page: Open the official Track Progress page in your browser.

Step 2 – Enter an identifier: Enter the Complaint No., Token No., Email ID or Mobile No. available to you.

Step 3 – Search: Click SEARCH EXTRANET to submit the search request.

Step 4 – Complete verification: If the system requests an OTP, complete the OTP verification using the pre-verified contact method.

Step 5 – Review status: After authentication, review the complaint's available status/progress information and timeline.

Step 6 – Record the details: Keep the complaint/token number for future tracking or communication with AMC.

4. Understanding the Online Tracking Process

• Unique Identifier: The system uses a complaint-related identifier such as Mobile, Token ID, Email or Complaint No. to locate the complaint.

• Identity Verification: The live page states that dynamic OTP validation may be enforced to prevent unauthorized viewing of complaint information.

• Progress Timeline: Once authenticated, the page is intended to show the complaint's operational movement, including the relevant operational/ward-level progress.

These steps are described directly on the live page under “How Does Online Tracking Work?”. cite turn0view0

5. If You Have the Complaint Number

• Enter the complete Complaint No. in the Complaint No. field.

• Use the format supplied in your complaint acknowledgement/SMS/email.

• Click SEARCH EXTRANET.

• Complete OTP verification if requested.

• Review the complaint status and progress information.

6. If You Have Only the Token Number

• Enter the Token No. exactly as received.

• Avoid adding spaces or changing letters/numbers.

• Click SEARCH EXTRANET.

• Complete the verification step if prompted.

7. If You Do Not Remember the Complaint Number

Try searching with the mobile number or email address that was used when the complaint was registered. The live page explicitly provides Mobile No. and Email ID as search fields. □cite□turn0view0□

8. Clear All Filters

Use Clear All Filters to remove the values entered in the search fields and start a new search. The option is available next to the search control on the live page. □cite□turn0view0□

9. OTP / Verification Guidance

• Use the mobile device or contact method associated with the complaint.

• Enter the OTP exactly as received.

• Do not share OTPs with another person.

• If an OTP does not arrive, confirm the entered contact information and retry after the system permits another request.

10. What the Citizen Should Check After Login/Verification

Item	What to verify
Complaint identity	Complaint/Token number belongs to your complaint.
Problem	The registered problem/complaint is the one you reported.
Location	The displayed complaint location is correct, where available.
Current progress	Review the latest available operational status/timeline.
Resolution	If the complaint is shown as resolved/closed, verify the closure details available on the page.

11. Common Problems and Suggested Actions

Complaint not found	Check the Complaint No./Token No. carefully. Alternatively try the registered mobile number or email address.
OTP not received	Confirm the registered mobile/contact details and retry when permitted. Ensure the phone can receive SMS.
Wrong complaint displayed	Stop and verify the identifier used. Do not rely on another person's complaint/token number.
Status has not changed	The online page reflects the latest information available from the complaint system; operational updates may take time to appear.
Need assistance	Contact AMC Connect Center at 155303.

12. Security & Privacy Tips

• Only use the official AMC CCRS website to track your complaint.

• Do not share your OTP, password or other authentication information.

• Use your own registered mobile number/email when possible.

• Avoid tracking a complaint on a public/shared computer without signing out or closing the browser afterward.

13. Other Citizen Services on the Page

The CCRS portal navigation also provides links for online complaint registration, re-opening a complaint, complaint rating/feedback, FAQs, ward information, department-wise problem lists and contact information. □cite□turn0view0□

14. AMC Support

AMC Connect Center: 155303
Email: ccrs@ahmedabadcity.gov.in
WhatsApp contact displayed by the portal: +91 7567855303 □cite□turn0view0□

Official Track Progress page: https://www.amccrs.com/AMCPortal/Complaint/TrackProgress
Prepared from the live AMC CCRS 2.0 Track Progress page reviewed on 5 October 2026. Screen labels, validation rules and workflows may change when the portal is updated.