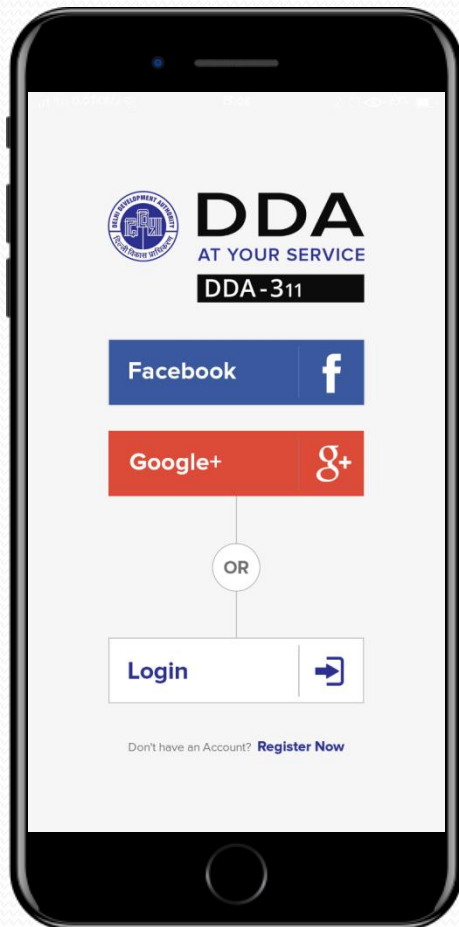


# DDA-311 & Smartcity 311 Mobile App



Special Task Force  
Demolition  
Drive  
*Citizen App*

# CREATING ACCOUNT AND LOGING INTO THE APP



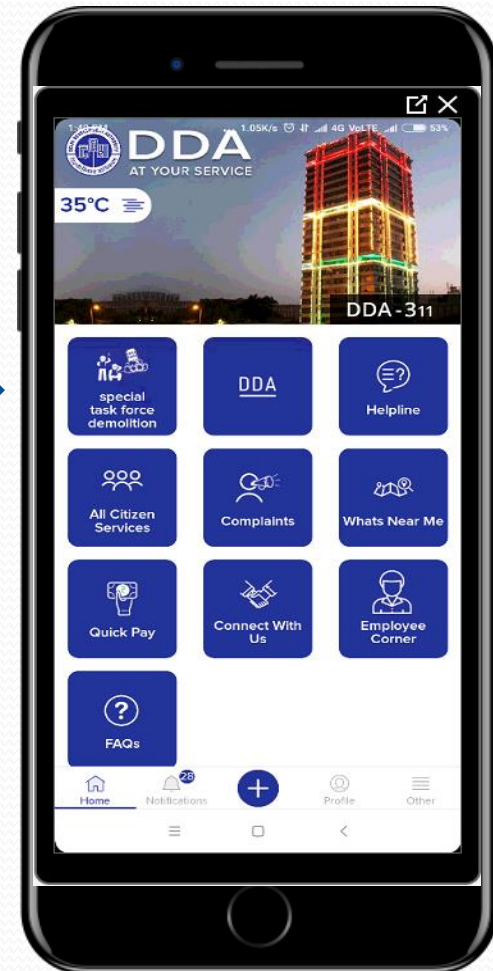
You can login to the app using your 'Google' or 'Facebook' account

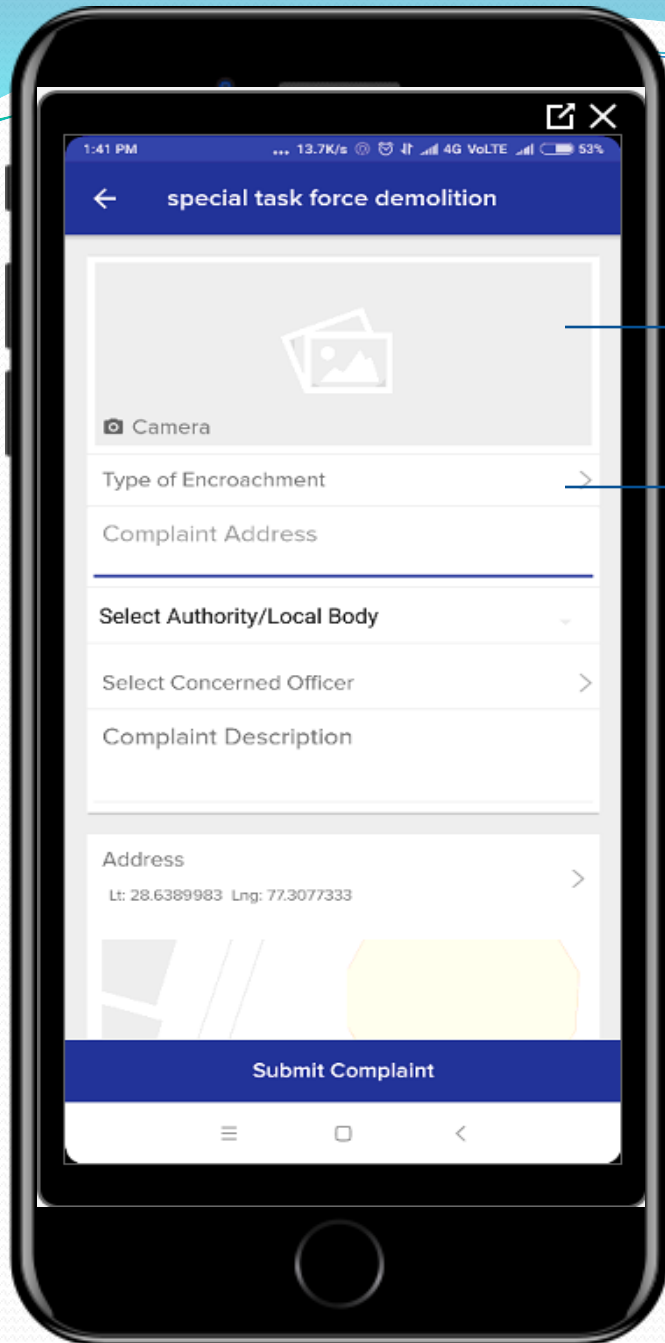
OR

You can choose to create a new account for the app

# LODGING A COMPLAINT

Open the 'DDA at Your Service' App and Click on Special Task Force Demolition Drive 'icon' to open the STF complaint module.



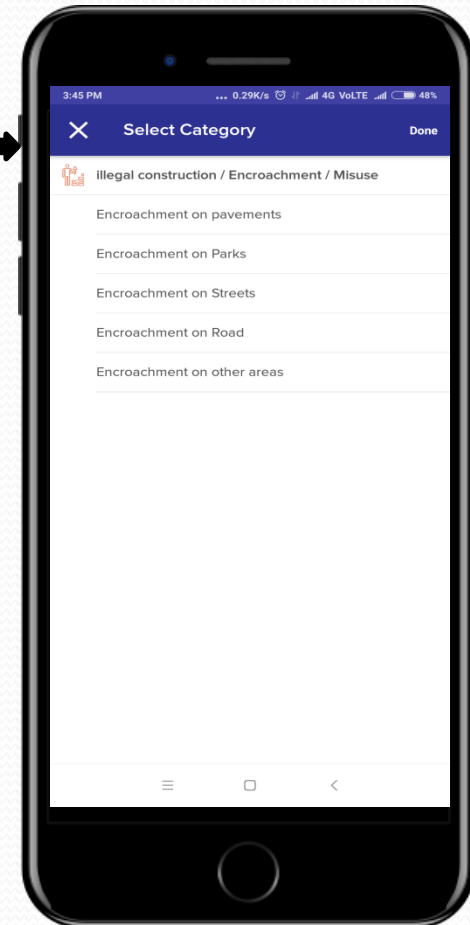


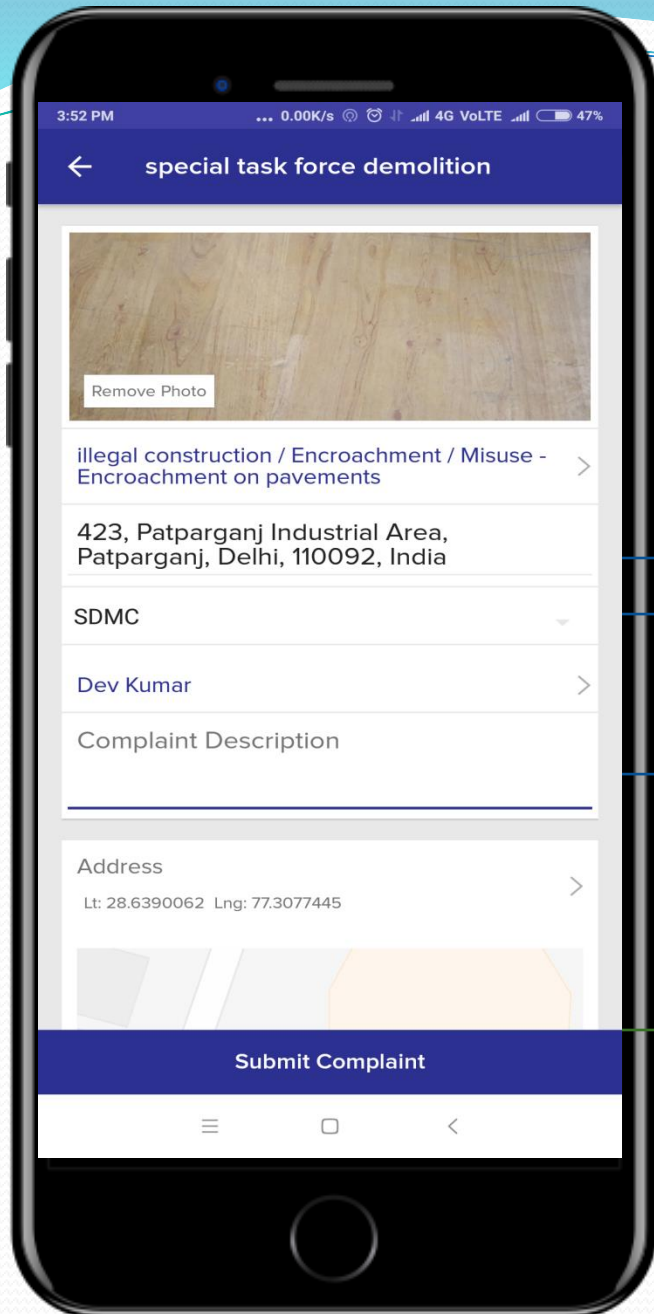
You can choose to either click an image of the issue using 'camera' option or pick an image from your mobile .

Touch on 'Type of encroachment' option after you are done uploading an image.

# CHOOSING A TYPE OF ENCROACHMENT

You will see a list  
Type of  
encroachment  
under 'select  
category' option.





Key in the address/location with Latitude and longitude of the issue.

Select Authority/local Body with concerned Officer.

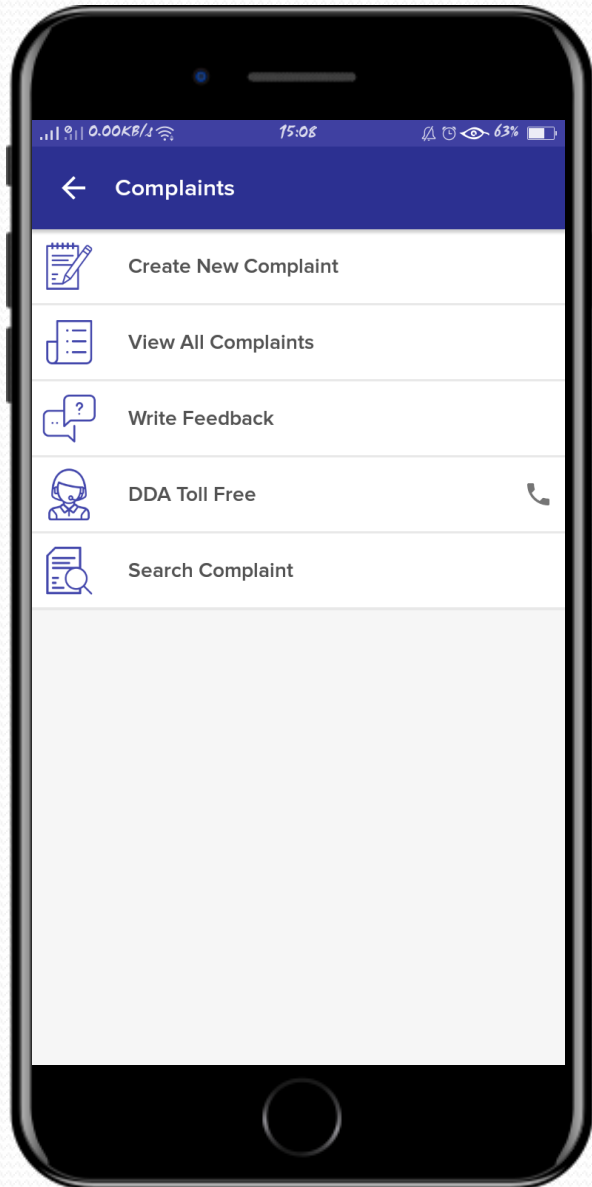
Write a short/brief description of the problem being faced.

Click on 'Submit Complaint'

Upon successful submission of complaint you will receive a message on your registered mobile No. with complaint No. as shown on the right.



# CHECKING THE STATUS OF COMPLAINTS



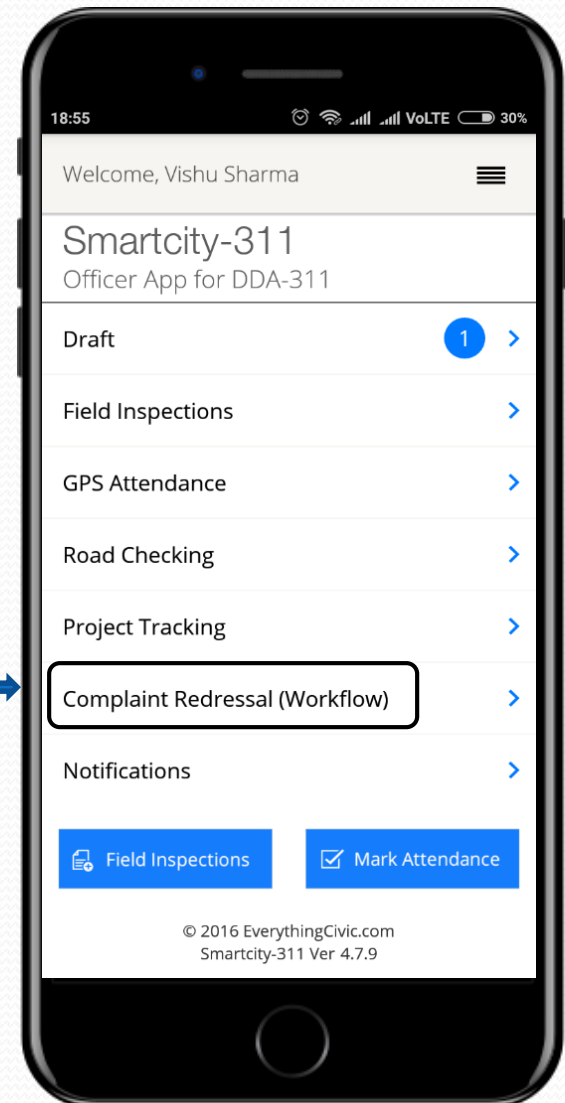
You can check the status of the complaint by clicking on 'View all complaints' or 'Search Complaint' option if you remember the complaint Number

You can provide your valuable feedback and suggestion to us by choosing 'Write Feedback' option.

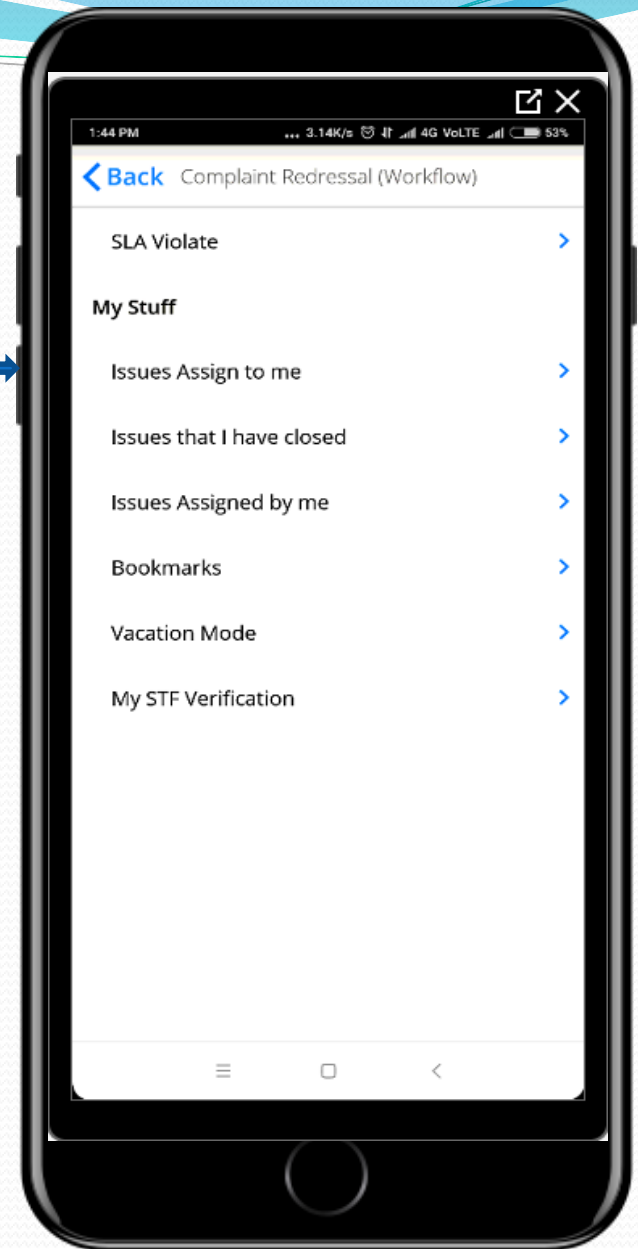


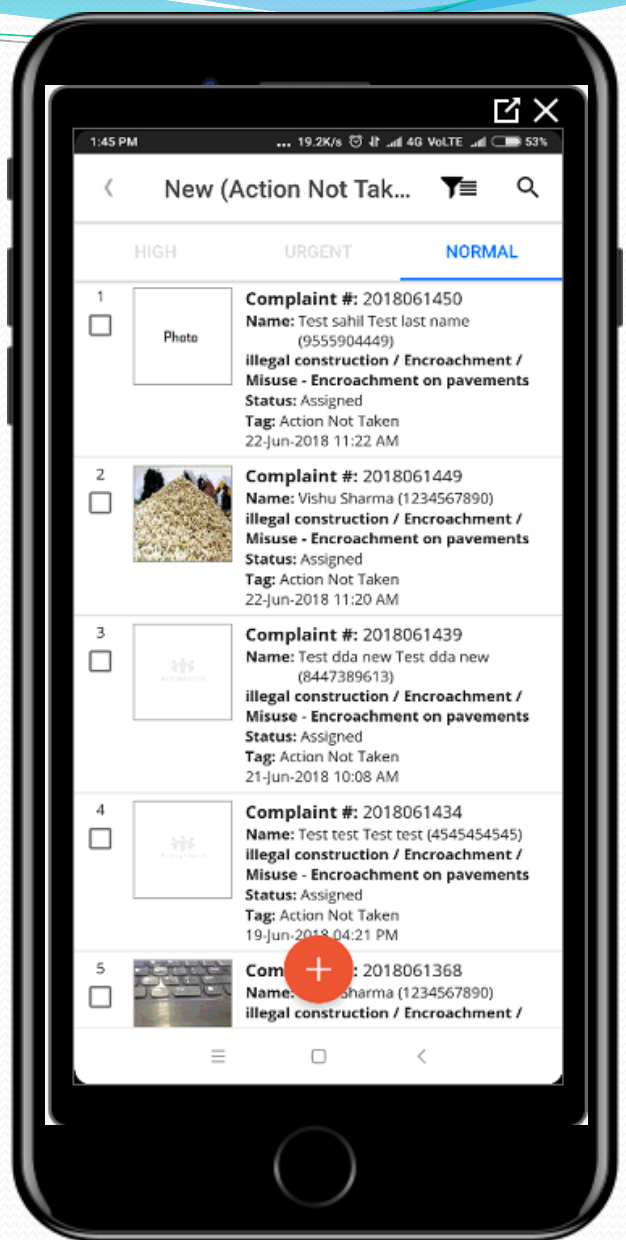
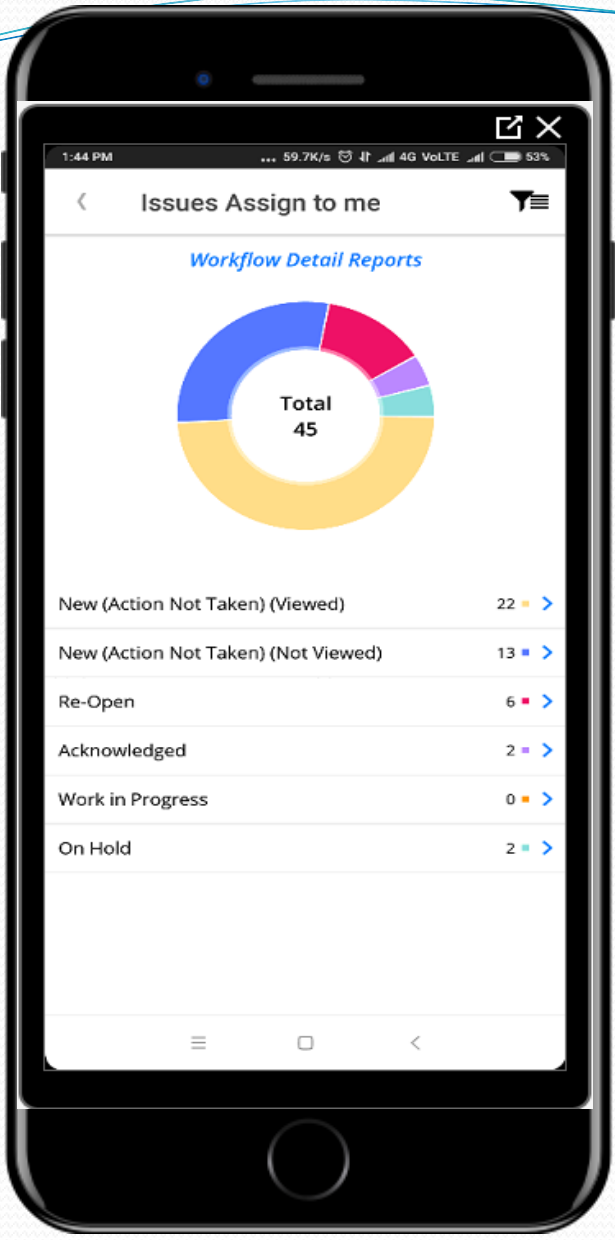
# Steps to resolve a complaint in SmartCity311 Officer's App

STF officers have registered themselves on Smartcity311 App. The app contains 'Complaint Redressal (Workflow)' module. This module contains Type of Encroachment complaints made by citizens.

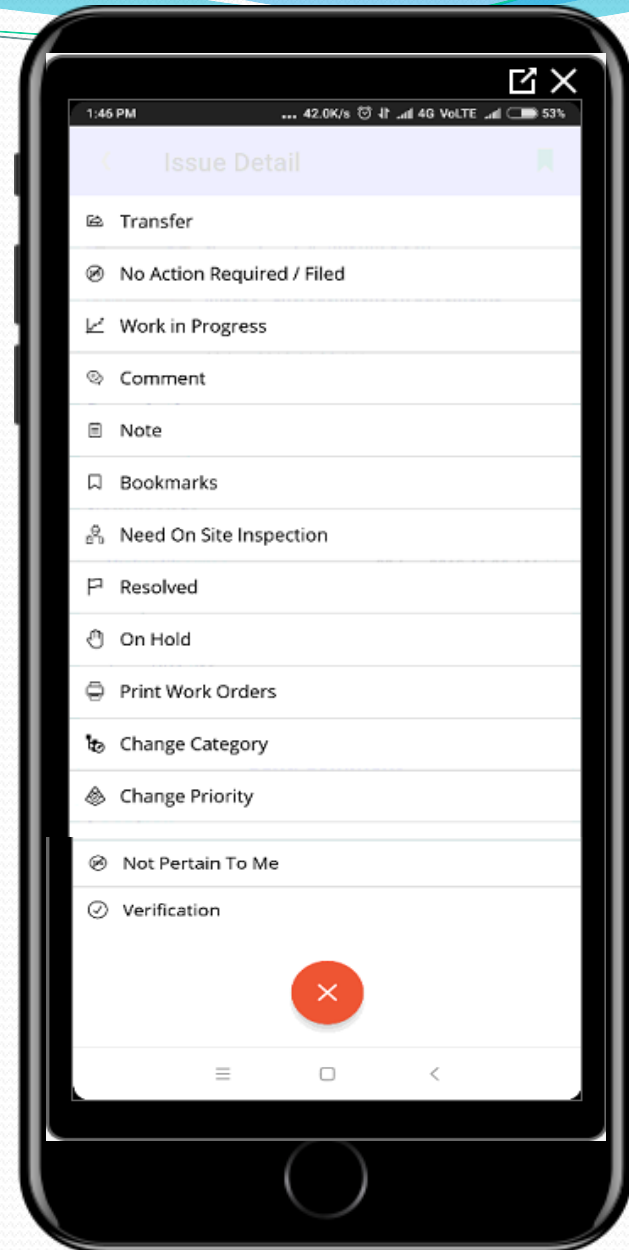


'Issues Assign to me'  
contains the complaint  
that has been assigned to  
the officer registered  
depending on concerned  
Authority/Local body.






Click on red (+) button, These are the options available to the STF nodal Officers they can use to address a complaint assigned to them.



# Verification by STF Nodal Officer

Cancel Verification Submit

Type of encroachment found wrt MPD  
2021/UBBL-2016

2021

Date of serving of Show Cause Notice  
2018-06-29

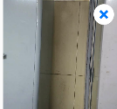
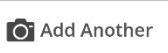
Action Taken  
Action taken

Past Instance of Illegal/unauthorised construction  
 Yes  No

Verification Report by local body  
Local Body

Officer, if any, identified for wilful default  
Default

Cancel Verification Submit

Land use as per Master/Zonal Plan  
RESIDENTIAL

Building use floor wise/premises no.  
1st floor

Name of designated grid officer/official  
R.R Meena

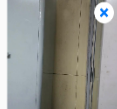

Instance of encroachment  
 Old  New

Date of Survey  
2018-06-28

Survey Report  
Report

Type of encroachment found wrt MPD

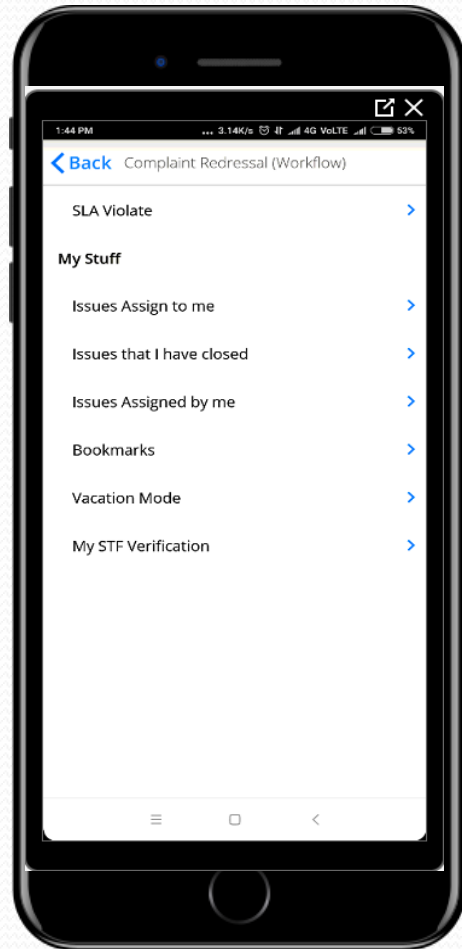
Cancel Verification Submit

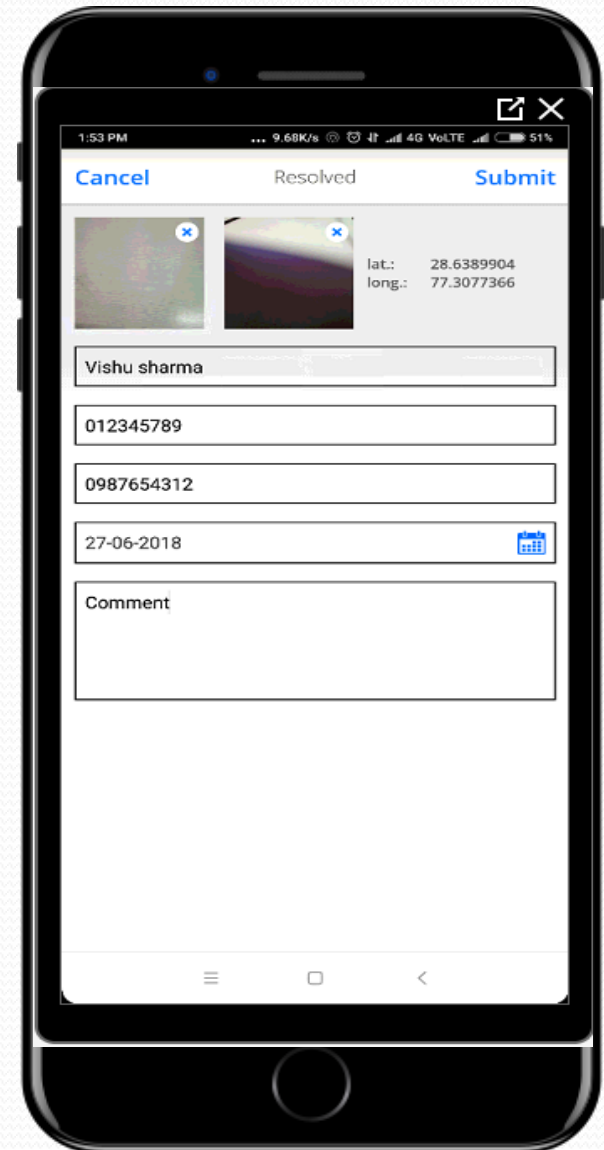
**Complainant Name** : Vishu Sharma  
Unique Id : 2018061449  
Date of Complaint : 2018-06-22  
Concerned Authority/ : SDMC  
Local Body  
Date of Action Taken  
2018-06-28

**Location/Use/Monitoring**  
Name of Street ROW/ colony as per Zonal Plan/Layout plan  
Zonal plan layout  
Jurisdiction Of Police Station  
Central  
Land use as per Master/Zonal Plan

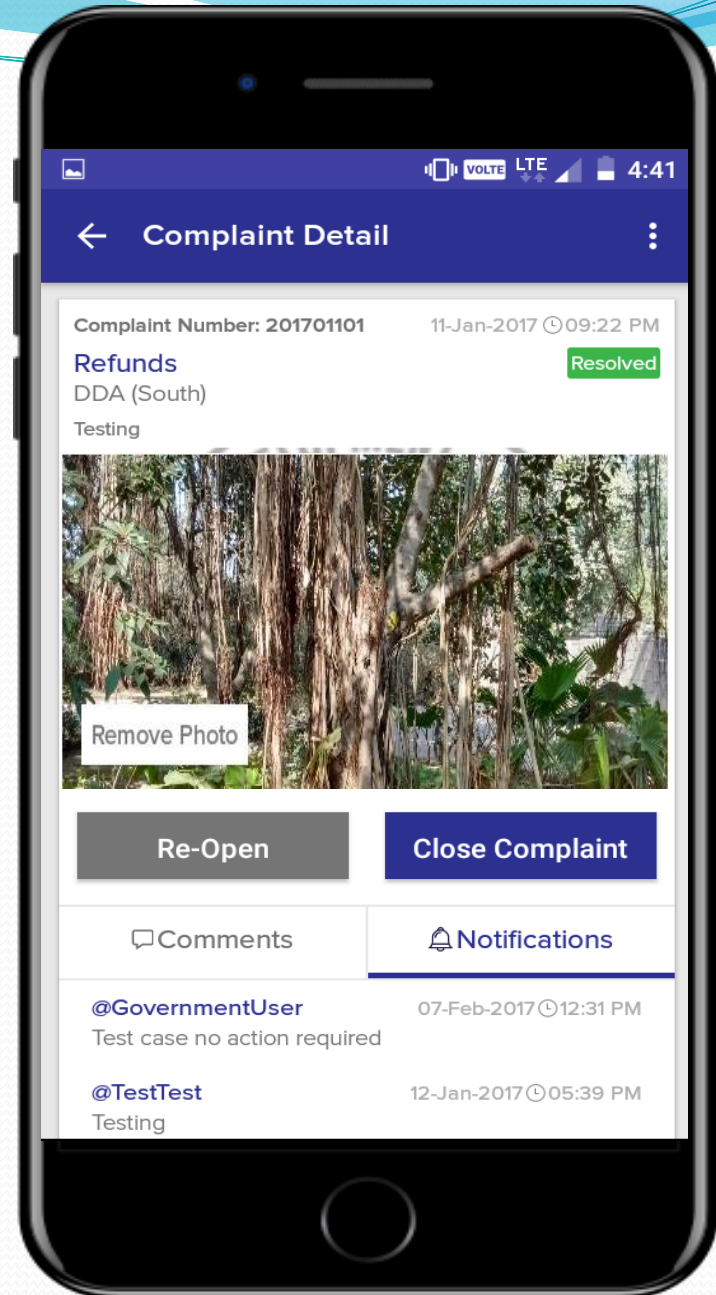
# My STF Verification report



After Verification, When Nodal Officer Resolve The STF Complaint HE/SHE Add Photo Of After Demolition and Before Demolition, Name Adhar Number, Contact Number and mobile APP Automatic Take & Long



Once a complaint is resolved by STF Nodal Officer, the citizen will have the option to either close the complaint or Re-open it depending on whether he is satisfied with the resolution provided or not satisfied.







*Thanks...*

