## 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





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

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<b> </b> <u>8</u>    <b>0</b> .	оо <i>кв/1</i> я; 15:08	∯ © <b>€3% </b> ■
÷	Complaints	
Z	Create New Complaint	
d =	View All Complaints	
<u>ر</u> ک	Write Feedback	
	DDA Toll Free	r.
Ð	Search Complaint	
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You can check the status of the complaint by clicking on 'View all complaints' or 'Search Complaint' option if you remember the compliant 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.

	СХ
1:46	PM 42.0K/s 영 내에 4G VolTE에 (그라 53%)
<	Issue Detail
Ŕ	Transfer
ø	No Action Required / Filed
Ľ	Work in Progress
0	Comment
Ξ	Note
Д	Bookmarks
Å	Need On Site Inspection
٢	Resolved
ð	On Hold
Ð	Print Work Orders
ю	Change Category
۲	Change Priority
0	Not Pertain To Me
Ø	Verification
	×
	$\bigcirc$

## Verification by STF Nodal Officer







## My STF Verification report



<	Back View Form	Ê
	OTT Mulfaulter Desert	
Pello	STF Verification Report	
31.N0	Complement Nerve	Make Make
11	Unique ID	2018061449
1.2	Date of Complaint	22-06-2018 11:20 AM
1.3	Constrated Authority/Local Body	SDMC
1.4	Date of Action taken	28-06-2018 05:30 AM
2	Location / Une / Maniterian	Artion
2.1	Name of street(BOW) / onlogy as per Zonal Plan/Layout Plan	Zonal nian lawruit
2.1	hubble of an executively covery to per contrain the property couple.	Central
2.3	Land use as nar Master / Zonal Plan	RESIDENTIAL
2.4	Building use floor wise / premises no.	Tet foor
2.5	Name of designated grid officer/official	R R Meeta
2.6	Whether it is old / new instance of encroachment	New
3	Date of survey	28-06-2018 D5:30 AM
3.1	Survey Report	Report
3.2	Type of encroachment fount w.r.t. MPD-2021/UBBL-2016	2021
3.3	Date of serving of Show Cause Notice	29-06-2018 05:30 AM
4	Action Taken	Action taken
5	Past Instance if illegal / unauthorised construction	Yes
5.1	Verification report by local body	Local Boody
5.2	Officer If any indentified for wilful default	Defeult
Nodal O	flor shall submit the Action Taken Report to 3TF	Verification by Grid Off (with name / Designation / Contact
Note I. Monito	ring of the vacated areas / previses shall be carried out by the concerned grid / nor e of re-encroachment, necessary action shall be taken by the concerned agency as d graphs on regular intervals shall also be taken.	ial officer at regular intervals. lerem fit. to STF.

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 Reopen it depending on whether he is satisfied with the resolution provided or not satisfied.

#### 101 VOLTE LTE \_ = 4:41 **Complaint Detail** Complaint Number: 201701101 11-Jan-2017 🕒 09:22 PM Refunds Resolved DDA (South) Testing Remove Photo **Close Complaint Re-Open** A Notifications Comments @GovernmentUser 07-Feb-2017 12:31 PM Test case no action required @TestTest 12-Jan-2017 05:39 PM Testing

