



Delhi Development Authority (DDA)

Digital Services

Request for Proposal

Selection of agency for development and maintenance of "Computerized Management System for Decision Support" and "On-line Public Services (including Grievances Redressal) System"(CMS) in DDA

Annexure-34A

Process Flow: As-Is & To-be Case Study : A White List

Process Flow: AS-IS & To-Be Case Study: A White List

Contents

1	Computerised record rooms of each Department: -	5
2	ARCHIVAL ROOM of SCANNED FILES / DOCUMENTS: -	6
3	Updation of Dues against all Properties: -	6
4	Redressal mechanism	8
5	Department wise overview of reasons (A partial list) of visits by visitors: -	9
5.1	HOUSING DEPARTMENT: -	9
5.2	LAND DISPOSAL Department (plots, shops and licence properties).....	10
5.3	FINANCE/ACCOUNTS Department.....	10
5.4	Engineering Department	10
5.5	Personnel Department	11
5.6	Land Management Department.....	11
5.7	Planning Department	11
5.8	Sports Department.....	11
5.9	Horticulture Department	11
5.10	Vigilance Department	11
5.11	Other Departments (Landscape Department, Architecture Department, Secretary & Nazarat, Public Relation Department, Law Department etc.)	11
6	DEPARTMENT WISE DETAILED AS-IS-ACTIVITIES AND TO-BE-SOLUTIONS	12
6.1	Housing Department.....	12
6.1.1	LEASE HOLD TO FREE HOLD CONVERSION.....	12
6.1.2	APPLYING FOR CHANGE OF ADDRESS, CHANGE OF NAME AND MUTATION, INCLUSION AND DELETION OF NAME ETC.....	14
6.1.3	COLLECTING APPLICATION BROCHURE FOR ANY NEW HOUSING SCHEME.....	16
6.1.4	FOR CHECKING ALLOTMENT RESULTS: -	16
6.1.5	To know the due payment, payments made and penalty if any: -	17
6.1.6	TO APPLY FOR PENALTY RELIEF	19
6.1.7	To apply for possession and to collect the formats of possession letter if not received: -	21
6.1.8	To collect the letters which are returned undelivered somehow	23
6.1.9	To enquire about the status of application: -	23
6.1.10	To know the deficiency if any	24
6.1.11	To submit deficiency documents: -	24
6.1.12	Availability of Document Writers in Vikas Sadan (public come for preparing documents)	25
6.1.13	For making payments and for intimating the same by submitting the proof of payment with covering letter	26
6.1.14	For taking permission for lifts in buildings	26
6.1.15	Execution of Conveyance Deed: -	28
6.1.16	For lodging complaints about encroachments and misuse etc., to know and pursue the inspection of properties related to the same and their status: -	29
6.1.17	To know about permissible addition and alterations and to collect the application formats and documents and apply for the same	30

6.1.18	To know the terms and conditions and documents for registration of RWA in DDA and to apply for the same	33
6.1.19	To know about rules and terms and conditions and documents required to apply for seeking permission to use the dwelling unit for professional use by doctors, architects etc. and to apply for the same	36
6.1.20	Restoration of cancelled flat	37
6.2	Land Disposal Department (plots, shops and licence properties): Reasons of visitors and their solutions	38
6.2.1	To apply for possession and to collect the Formats of possession letter if not received	38
6.2.2	To submit the proof of possession and to apply for lease deed	41
6.2.3	To know and pursue the inspection of properties related to the encroachments/ misuse	42
6.2.4	Sanction of building plan	43
6.2.5	Request for issuance of completion certificate	44
6.2.6	Lease hold to free hold conversion	45
6.2.7	Applying for change of address, change of name and mutation, inclusion and deletion of name etc.	49
6.2.8	Collecting application brochure for any new plot allotment scheme	52
6.2.9	For checking allotment results	52
6.2.10	To know the Due Payment, Ground Rent, Un Earned Increase (uei), Misuse Charges, Payments made and Penalty if any	53
6.2.11	TO APPLY FOR PENALTY RELIEF (IF ANY): -	56
6.2.12	To collect the letters which are returned undelivered somehow: -	59
6.2.13	To enquire about the status of application: -	59
6.2.14	To know the deficiency if any: -	60
6.2.15	To submit deficiency documents: -	61
6.2.16	Availability of Document Writers in Vikas Sadan (public come for preparing documents):-	62
6.2.17	For making payments and for intimating the same by submitting the proof of payment with covering letter:	63
6.2.18	For taking permission for lifts in buildings: -	63
6.2.19	Execution of conveyance deed: -	65
6.2.20	For lodging complaints about encroachments and misuse etc., and to find out the status of the same: -	65
6.2.21	To know about permissible Addition and Alterations and to collect the application Formats and documents and apply for the same: -	66
6.2.22	To know about rules and terms and conditions and documents required to apply for seeking permission to use the dwelling unit for professional use by doctors, architects etc. And to apply for the same: -	68
6.2.23	To request and to pursue for registration of Societies for booking of sites: -	69
6.2.24	Restoration of cancelled plot: -	70
6.2.25	Restoration of cancelled lease of a plot: -	71
6.2.26	Restoration of cancelled conveyance deed of plot: -	72
6.3	Finance/Accounts Department: -	73
6.3.1	To pursue the calculation of dues against any Property say flat, plot or shop	73
6.3.2	About 13000 pensioners come for verification in Pension cell in November and December every year: -	74
6.3.3	Pensioners and other officials come for Reimbursement of medical claims: -	75
6.3.4	Refunds of payments like EMDs, Registration money etc.: -	76
6.4	Engineering Department: -	77
6.4.1	For maintenance of flats, roads and other Civic services: -	77
6.4.2	For mutually deciding the date of physical Possession of flats and plots: -	77
6.4.3	For lodging complaints about Misuse and Encroachment: -	77
6.4.4	For the inspection of properties where Encroachment or Misuse has come in the notice: -	78
6.4.5	For collecting water bills: -	78

6.4.6	For enquiring about engineering tenders: -	78
6.4.7	To take refund/ pursue for refund of EMDs etc.: -	79
6.4.8	For Completion Certificate Inspections etc.: -	79
6.5	Personnel Department: -	80
6.5.1	For compassionate ground recruitments: -	80
6.5.2	For availing benefits of staff benefit fund: -	80
6.6	Land Manage Department	81
6.6.1	For lodging complaints of encroachments and Demarcation of adjoining private property: -	81
6.6.2	For demarcation of property/land: -	81
6.6.3	To refer sizra maps of villages: -	81
6.7	PLANNING DEPARTMENT	82
6.7.1	For finding the land use of and land: -	82
6.7.2	To submit suggestion and objections about Planning of any area: -	82
6.7.3	Getting clarifications about building by laws and development control norms: -	83
6.7.4	To refer layout plans, zonal plans and to take the Copies there of: -	83
6.8	Sports Department: -	84
6.8.1	To know terms and conditions and to collect Membership forms: -	84
6.8.2	To apply for membership and for its renewal and To know its status: -	84
6.8.3	To know pending dues and for making its payments: -	85
6.8.4	For lodging complaints about services in sports complexes and to pursue it: -	85
6.9	Horticulture Department	85

1 Computerised record rooms of each Department: -

As-Is Activity

- Presently all physical files are kept in the record room in Almirahs/ Racks and they are not properly managed.
- Files are old and gathering dust.
- There is no systematic retrieval mechanism for files.
- Record keepers are managing the physical files.
- Difficulty to trace files and other documents and remains as a chronic problem.

To-be Solution

- Each record room should have the following facilities: -
- COMPACTORS for keeping files
- All physical files will be barcoded
- PCs (Computers) with file/record management software
- Every physical file will be given a physical location in record room corresponding to its barcode where it will be placed in the record room
- After processing, whenever a file is stored in the record room, it must be placed at its location only

2 ARCHIVAL ROOM of SCANNED FILES / DOCUMENTS:-

As-Is Activity

- Presently Files are physically kept in the record rooms or in sections in Almirahs / racks
- If some file is lost or misplaced, then it takes a lot of time to track it.
- A new file is reconstructed by taking some documents from the Applicant.
- Some files have been scanned.

To-be Solution

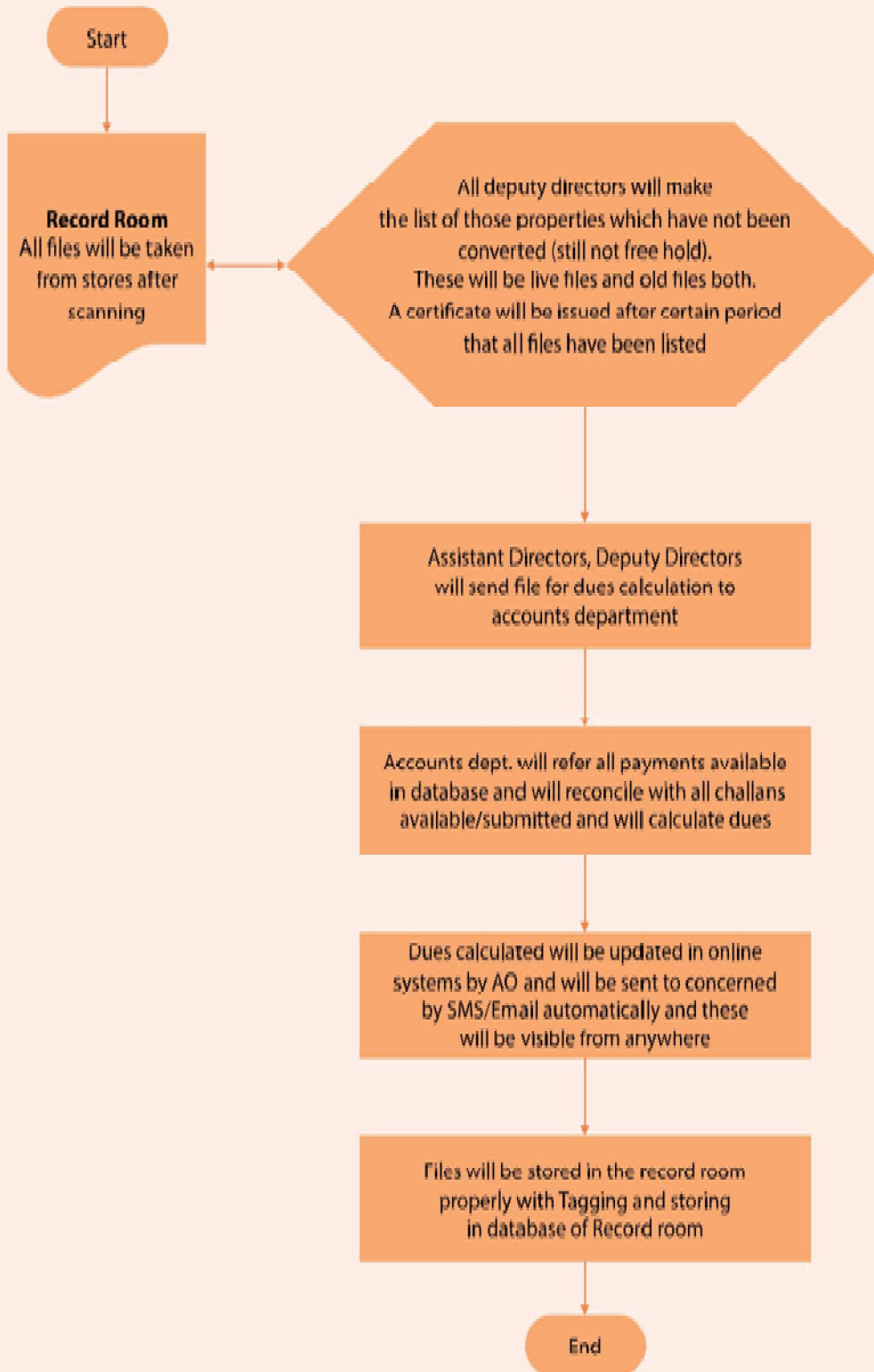
- There should be a centralized archival room with the following facilities: -
- High speed Computer servers with enough SAN storage of capacity.
- Servers should be loaded with document management System and retrieval software.
- All files and important documents should be scanned and stored in SAN Storage.
- Files can be easily constructed with already scanned files.

3 Updation of Dues against all Properties: -

As-Is Activity To-be Solution

- The dues are calculated when the matter is referred to the Accounts Department through a physical file.
- The physical file is initiated for this purpose on getting a request from the applicant for conversion or dues calculation etc.
- This is the main cause of delay in all other activities because calculation and payment of pending dues is the pre-requisite in most of the activities of housing and land department.
- Both live files and inactive files will be scanned first
- Thereafter dues shall be calculated and updated in the AWAAS and BHOOMI soft wares.
- This will be the responsibility of concerned Section-In-charge (Deputy Director) and the Concerned Accounts Officer collectively to calculate the up-to-date dues against all properties.

DUES CALCULATION ACTIVITY FLOWCHART



Time bound actions by DDA staff for every activity viz. For calculation of correct dues, updating dues against each property on first working day of every month, intimating one time all deficiencies in a defined time.

4 Redressal mechanism

Strong grievance Redressal mechanism in backend.

As-Is Activity	To be Solution
<ul style="list-style-type: none"> Presently the request of grievance is received by post, at DDA's reception counter and through online applications available such as Samasya Nidan Seva etc. 	<ul style="list-style-type: none"> To implement the online solution, the strong Grievance Redressal Mechanism is essentially required. This will be handled as under: - In the Online Service Access Portal there will be module of Grievance Redressal. Grievances will be received online on the Service Access Portal and a fixed time span of 15 days shall be given to resolve the grievance or to reply it. Every grievance received will be given a reference no. / request ID to track it online from anywhere. Grievances will be received in nearest NSKs as well and a reference no. / request ID shall be given to track the status of grievance.

5 Department wise overview of reasons (A partial list) of visits by visitors: -

5.1 HOUSING DEPARTMENT: -

- 1 Apply for lease hold to free hold conversion
- 2 To enquire about the status of application
- 3 To know the deficiency if any
- 4 To submit deficiency documents
- 5 For taking application brochure and other booklets of rules and conversion booklet
- 6 For checking allotment result
- 7 For applying change of address, change of name and mutation, inclusion and deletion of name etc.
- 8 To know the due payment, paid details and penalty if any
- 9 To apply for penalty relief
- 10 To apply for possession and to collect the formats of possession letter if not received
- 11 To enquire the requirement of documents for each activity as the case may be
- 12 To collect the letters which are returned undelivered somehow
- 13 Availability of document writers in Vikas Sadan (public come for preparing documents)
- 14 For making payments and for intimating the same by submitting the proof of payment with covering letter
- 15 For taking permission for lifts for execution of conveyance deed the visitor comes with two witness
- 16 For lodging complaints about encroachments and misuse etc. And to find out the status of the same
- 17 To know about permissible addition and alterations and to collect the application formats and documents
- 18 To apply for addition alteration and to find out the status, deficiency and for pursuance and to know date of inspection etc.
- 19 To know the terms and conditions and documents for registration of RWA in DDA
- 20 To apply for registration of RWA and for finding its status and further pursuance
- 21 To know about rules and terms and conditions and documents required to apply for seeking permission to use the dwelling unit for professional use by doctors, architects etc. And to apply for the same
- 22 Restoration of flat

5.2 LAND DISPOSAL Department (plots, shops and licence properties)

- 1 To apply for lease-hold to free-hold
- 2 To know about deficiency if any
- 3 To know the status of their files / cases and to further pursue it
- 4 To collect lease and cd papers and demand letters in case they are received undelivered
- 5 To collect brochures to apply for allotment of plotted properties and to know about documents to apply for change of address, inclusion and deletion of name, mutation and to apply for the same
- 6 To know the pending dues, uei, misuse, penalty and to deposit the same such as instalments/cost of property, ground rent and its interest, penalties etc.
- 7 To collect the brochure to apply for lease hold to free hold conversion.
- 8 To know about the documents required to apply for possession letters and to collect the blank formats of possession letters and to apply for the same.
- 9 To submit the proof of possession and to apply for lease deed.
- 10 To know and pursue the inspection of properties related to the encroachments / misuse proof of payment with covering letter
- 11 To lodge complaint about encroachment, misuse etc.
- 12 To know about the documents required for sanction of building plan
- 13 To apply for sanction of building plan
- 14 To collect the deficiency letters in the building plan submitted and demand letter of penalty etc.
- 15 To apply / submit revised building plan
- 16 To collect sanctioned building plan
- 17 To request for completion certificate
- 18 To pursue the issuance of completion certificate and to get the same
- 19 For submitting their grievances and to know its status and to pursue it
- 20 To apply for enhancement of far, to collect its demand letters
- 21 To know the terms and conditions and to apply for taking permission for using premises for professional use i.e. for doctors, architects etc.
- 22 And for commercial use by ATMs etc.
- 23 To request and to pursue for registration of societies for booking of sites
- 24 For Restoration of cancelled lease
- 25 For Restoration of cancelled conveyance deed;
- 26 For cancellation of fake lease deeds and conveyance deeds.

5.3 FINANCE/ACCOUNTS Department

- 1 To pursue the calculation of dues against any property say flat, plot or shop: Dues are Cost of Property, Interest, Penalty, Misuse charges, Un earned increase (Uei) etc.
- 2 About 13000 pensioners come for verification in Pension Cell in November & December every year
- 3 Pensioners and other officials come for reimbursement of medical claims
- 4 Refunds of payments like EMDs, registration money etc.

5.4 Engineering Department

- 1 For maintenance of flats, roads and for other civic services
- 2 For mutually deciding the date of physical possession of flats and plots
- 3 For lodging complaints about misuse and encroachment
- 4 For the inspection of properties where encroachment or misuse has come in the notice
- 5 For collecting water bills
- 6 For enquiring about engineering tenders
- 7 To take refund/ pursue for refund of EMDs etc.
- 8 For completion certificate inspections etc.

5.5 Personnel Department

- 1 For compassionate ground recruitments.
- 2 For availing benefits of staff benefit fund.
- 3 For enquiring about various recruitments.

5.6 Land Management Department

- 1 For lodging complaints of encroachments and to pursue it
- 2 For demarcation of property/land
- 3 For check land record and to know whether certain land is DDA land or not
- 4 To refer syzra maps of villages

5.7 Planning Department

- 1 To find the land use of any land
- 2 To submit suggestion and objections about planning of any area
- 3 For getting clarifications about building by laws and development control norms
- 4 For carving out any institutional plot etc.
- 5 To refer layout plans, zonal plans and to take the copies of the same

5.8 Sports Department

- 1 To know terms and conditions and to collect membership forms
- 2 To apply for membership and for its renewal and to know its status
- 3 To know pending dues and for making its payments
- 4 For lodging complaints about services in sports complexes and to pursue it

5.9 Horticulture Department

- 1 To lodge the complaint about poor maintenance activities related to toilets, grass pruning, water logging, jogging track maintenance, overall cleanliness in the parks etc. by Users of DDA Parks.

5.10 Vigilance Department

- 1 For lodging complaints and to pursue by the Public;

5.11 Other Departments (Landscape Department, Architecture Department, Secretary & Nazarat, Public Relation Department, Law Department etc.)

- 1 Public visitors are very less.

6 DEPARTMENT WISE DETAILED AS-IS-ACTIVITIES AND TO-BE-SOLUTIONS

6.1 Housing Department

6.1.1 LEASE HOLD TO FREE HOLD CONVERSION

AS-IS Situation: -

- To enquire about the requirement of documents and the process to apply
- To collect the application brochure of conversion and to know the exact amount of conversion charge to be paid.
- To prepare the documents from document writers in front of Vikas Sadan for applying for conversion.
- To deposit the conversion charges in bank in Vikas Sadan
- To apply/submit the application for conversion.
- To know the status of application and to know the deficiencies if any in case deficiency letter is not received at home/returned undelivered.
- To submit the deficiency documents.
- To collect the Conveyance Deed (CD) papers in case these are not received at home/returned undelivered.
- To submit Conveyance Deed CD papers after stamping and to request for the date of execution.
- To execute the Conveyance Deed CD papers the applicant comes with two witnesses.

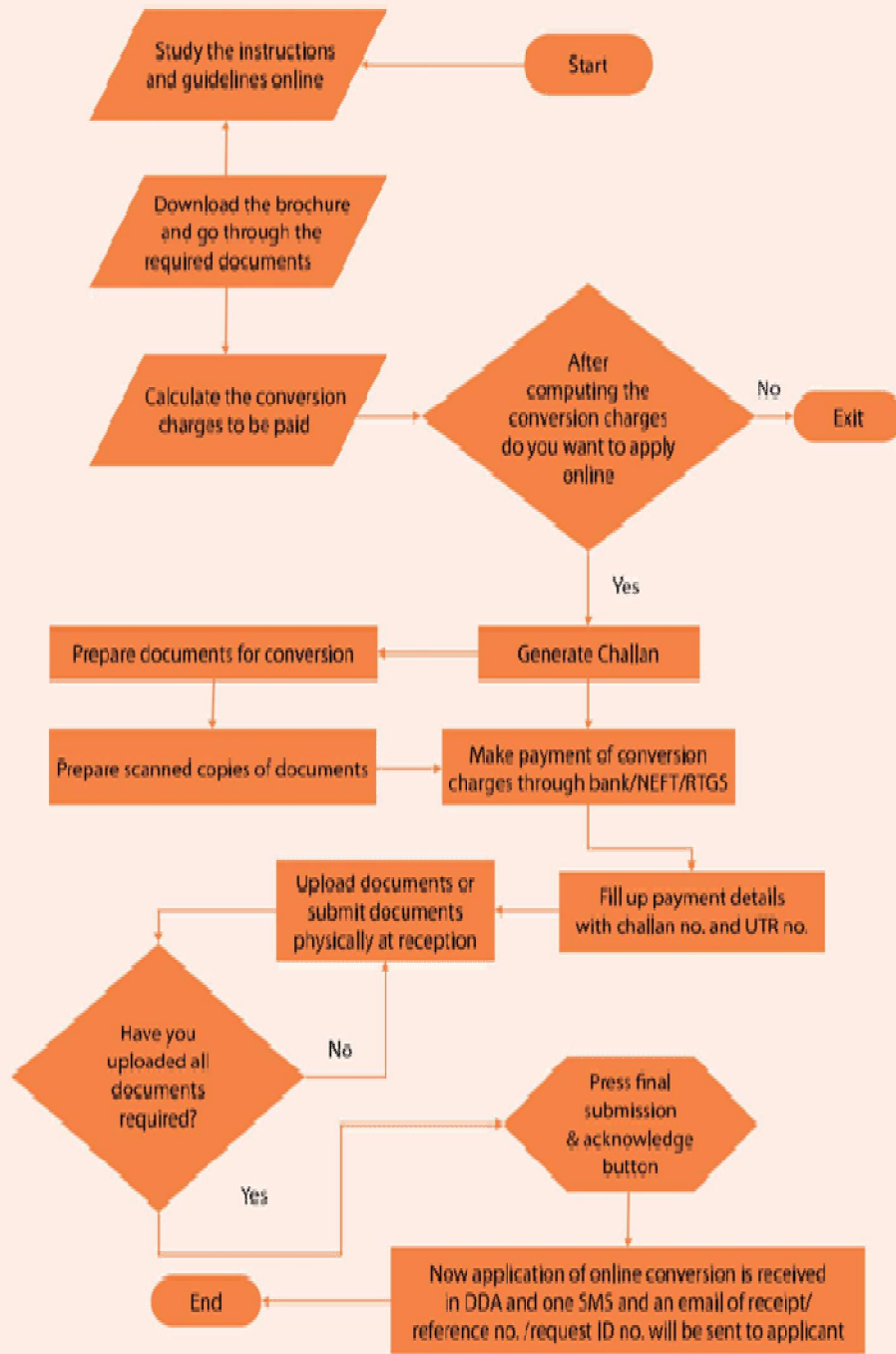
TO BE SOLUTION: -

Every activity of conversion shall be made online as under: -

- All standard formats of required documents, application brochure, pending dues of each property etc. shall be made available Online on the DDA Services Access Portal. Public will be able to take services from NSKs, registered cyber cafes information kiosks, RWA offices etc.
- Document writers all over Delhi shall be empanelled.
- Public will be able to do online submission of application from anywhere and physical submission through Nagrik Suvidha Kendras and through mobile vans.
- Every stage of the application shall be intimated through SMS, Email etc.
- Deficiency submissions shall be made online and on Nagrik Suvidha Kendras and mobile vans.
- Conveyance deed shall be executed at nearest NSK, or at Mobile Vans and in any RWA offices etc.



FLOWCHART FOR APPLICATION FOR LEASEHOLD TO FREEHOLD CONVERSION



6.1.2 APPLYING FOR CHANGE OF ADDRESS, CHANGE OF NAME AND MUTATION, INCLUSION AND DELETION OF NAME ETC.

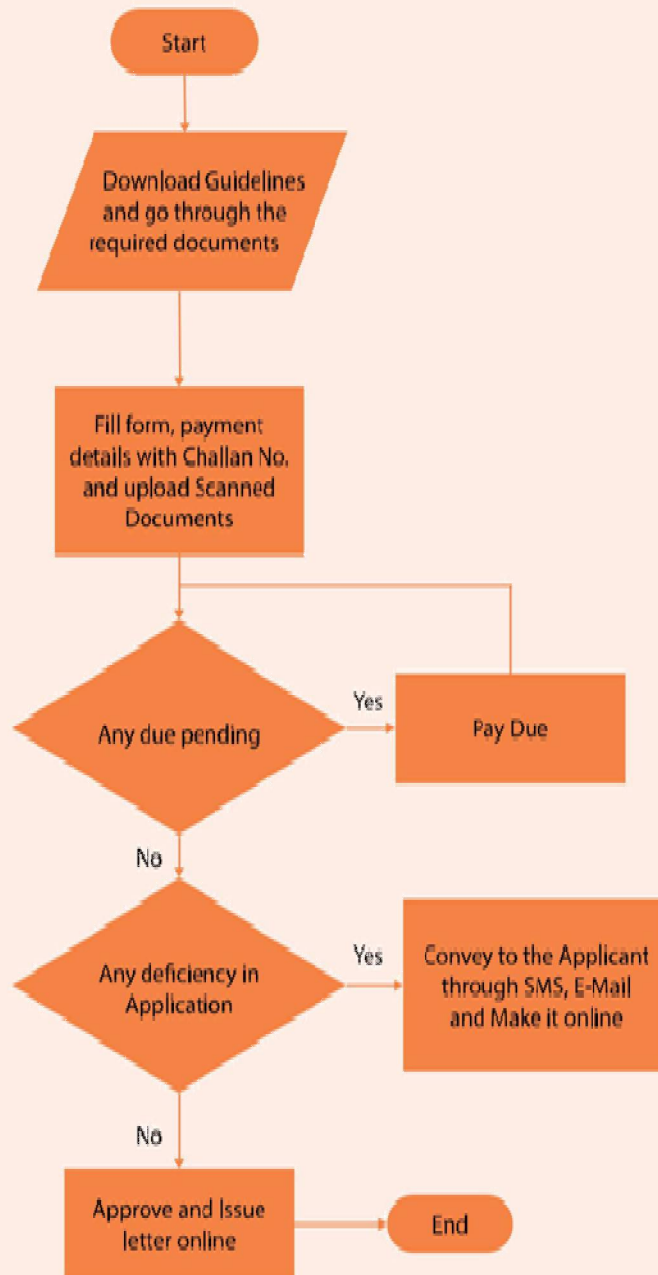
AS-IS Situation: -

- To enquire about the requirement of documents and the process to apply
- To prepare the documents from document writers in front of Vikas Sadan.
- To deposit the charges if any in bank in Vikas Sadan
- To apply/submit the application.
- To know the status of application and to know the deficiencies if any in case deficiency letter is not received at home/returned undelivered.
- To submit the deficiency documents.
- To collect the final letter in case it is not received at residence/returned undelivered.

TO BE SOLUTION: -

- ✓ Guidelines and Requirement of documents for change of address, change of name, mutation, inclusion and deletion of name etc. will be made available ONLINE on DDA website and DDA Services Access Portal in easily downloadable form.
- ✓ Public will be able to apply online for all these activities from anywhere Online Service Access Portal and automatic request ID/reference number will be generated and sent through SMS and email.
- ✓ Through Nagrik Suvidha Kendras (NSK) also, public will be able to apply physically and automatic request ID/reference number will be generated and will be sent through SMS and Email.
- ✓ Status of application can be seen from anywhere by request ID/reference number.
- ✓ The deficiency will be conveyed online and deficiency documents will also be submitted by the applicants online.
- ✓ The final letter will be sent physically and by email. It will also be made available online for downloading. Automatic SMS/email will be sent when final letter will be issued.

FLOWCHART FOR APPLYING FOR CHANGE OF ADDRESS, CHANGE OF NAME AND MUTATION, INCLUSION AND DELETION OF NAME ETC.



6.1.3 COLLECTING APPLICATION BROCHURE FOR ANY NEW HOUSING SCHEME

AS-IS Situation: -

- Presently Application brochures, booklets etc. are provided on counters in Vikas Sadan.
- Application brochures are however provided by designated Banks as well in their branches.

TO BE SOLUTION: -

- ✓ Online Application Brochures will be available Online on DDA website and DDA Services access portal in easily downloadable form.
- ✓ Physical Application Brochures shall be disbursed through Nagrik Suvidha Kendras (NSK) and authorized Banks and registered RWAs and registered Cyber cafes only.
- ✓ At Vikas Sadan brochures shall not be made available for public.

6.1.4 FOR CHECKING ALLOTMENT RESULTS: -

As-Is	To be Solution
<ul style="list-style-type: none">• Allotment result is made available online nowadays also but still the public comes to Vikas Sadan to check the results in the printed form on DDA's notice board.	<ul style="list-style-type: none">• This visit of public to Vikas Sadan will be curtailed by making the allotment result available in NSKs and result will be sent by SMS and email to all applicants.• Applicants can also check the allotment result online from any computer and information kiosks by filling his/her ID credentials such as Application number, AADHAR number or challan number etc.• Through registered mobile number public can also check the allotment status through miss call.• Through Interactive Voice Response (IVR) system also public will be able to know the allotment result.

6.1.5 To know the due payment, payments made and penalty if any: -

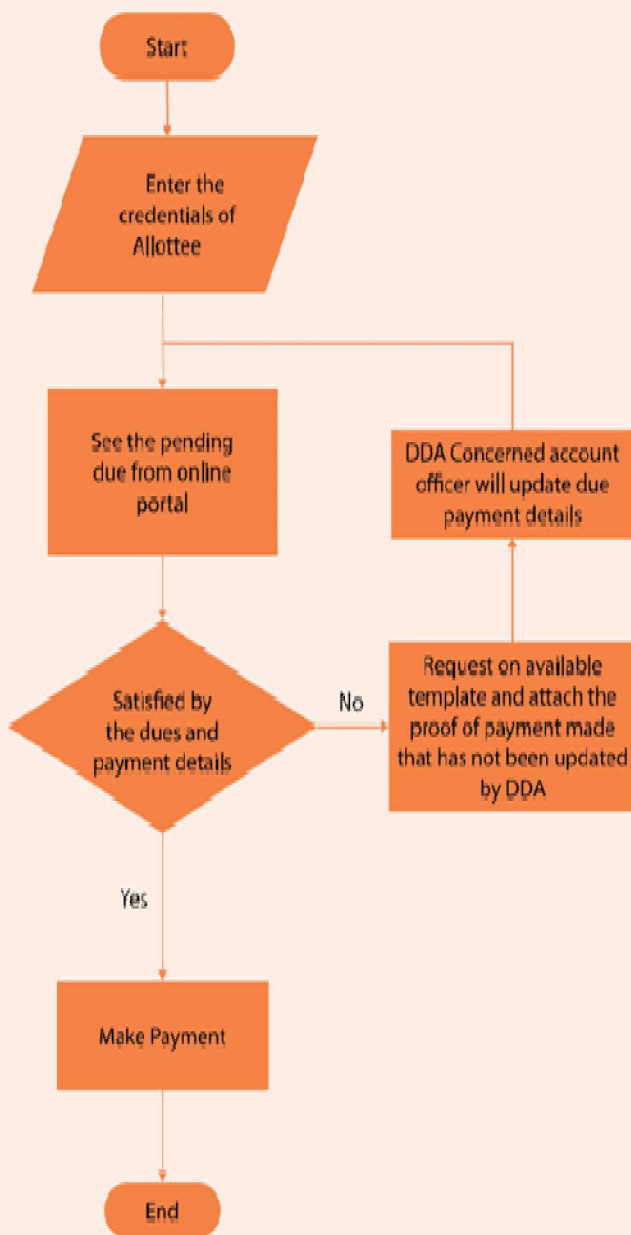
As-Is Activity

- Presently allottees comes to Vikas Sadan to know their pending dues because these are not available online.

To be Solution

- All the payment details/due details will be available online. Exact amount and Due date for payment will be shown after submitting user credentials. Public can also get these details through computers of RWAs, information kiosks, cyber café etc.
- Anyone who is not satisfied with payment/ dues details will be able to lodge written request in the blank template/ window submitting the scanned proof of payments made earlier for reconciliation of accounts by DDA.

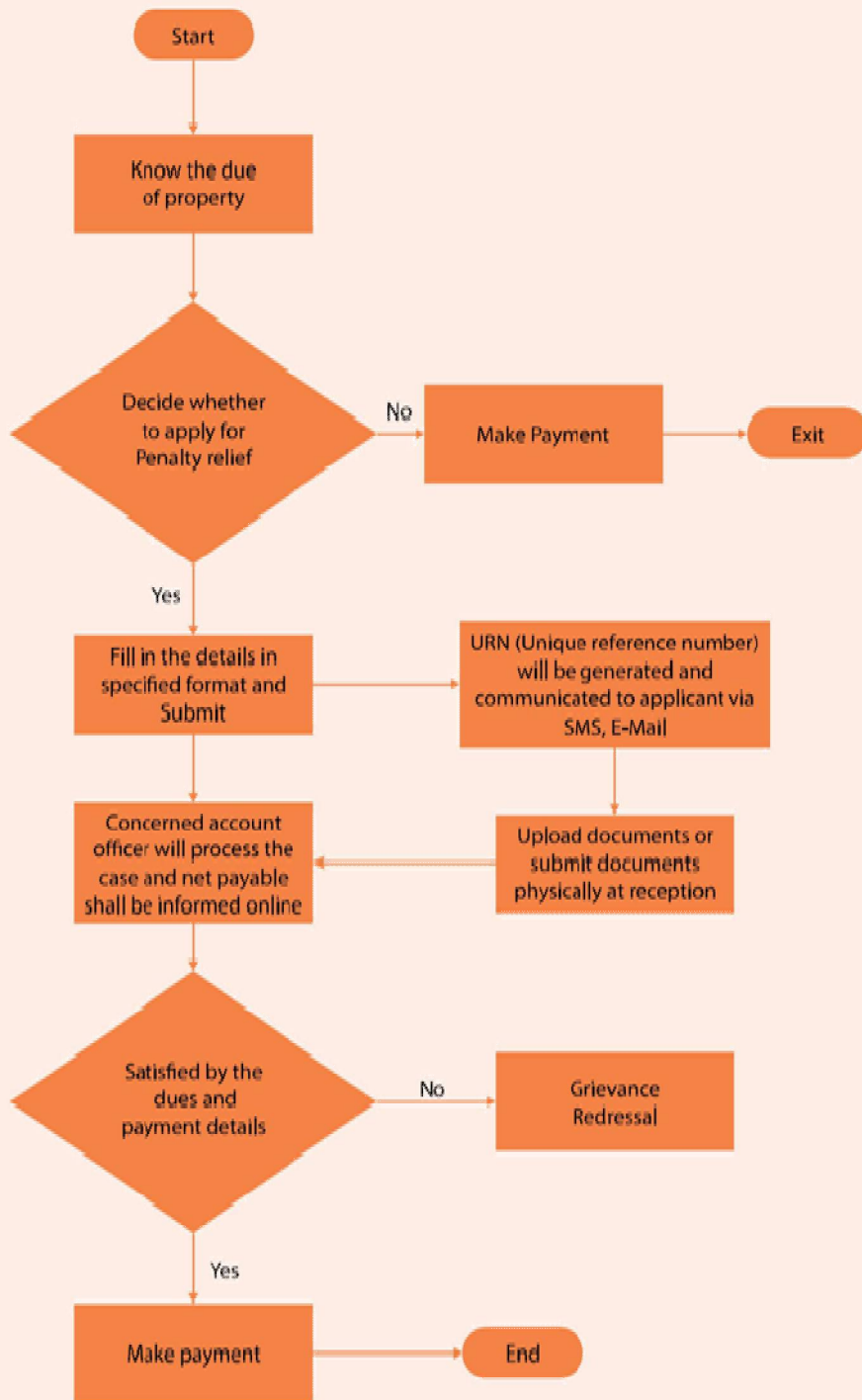
FLOWCHART FOR PAYMENT DUES



6.1.6 TO APPLY FOR PENALTY RELIEF

As-Is Activity	To be Solution
<ul style="list-style-type: none"> • Presently the public has no other option but to come to Vikas Sadan and take the penalty relief brochure and form from DDA's counter and he can submit the application at DDA counter in Vikas Sadan only. • Applicant cannot see the status of request online and he/she has to visit Vikas Sadan to pursue its processing. 	<ul style="list-style-type: none"> • All the required documents, instructions and guidelines to apply will be made available online. • One will be able to apply online for availing penalty relief. A unique referencenumberwillbogeneratedin all the cases and will be sent to applicant's mobile number. • Deficiencies if any in the application and pending dues will also be communicated online and through SMS and Email. • He can also submit a hard copy of request letter at Nagrik Suvidha Kendra and mobile vans. • After successful submission, one can check his/ her application status from anywhere by the reference number • On getting the benefit of penalty: relief, net payable dues shall be intimated by SMS, e-mail and downloadable online letter etc. • One can pay his/ her dues online at home or at an authorized cyber at nominal charge defined by DDA.

FLOWCHART FOR APPLYING FOR PENALTY RELIEF



6.1.7 To apply for possession and to collect the formats of possession letter if not received: -

As-Is Activity

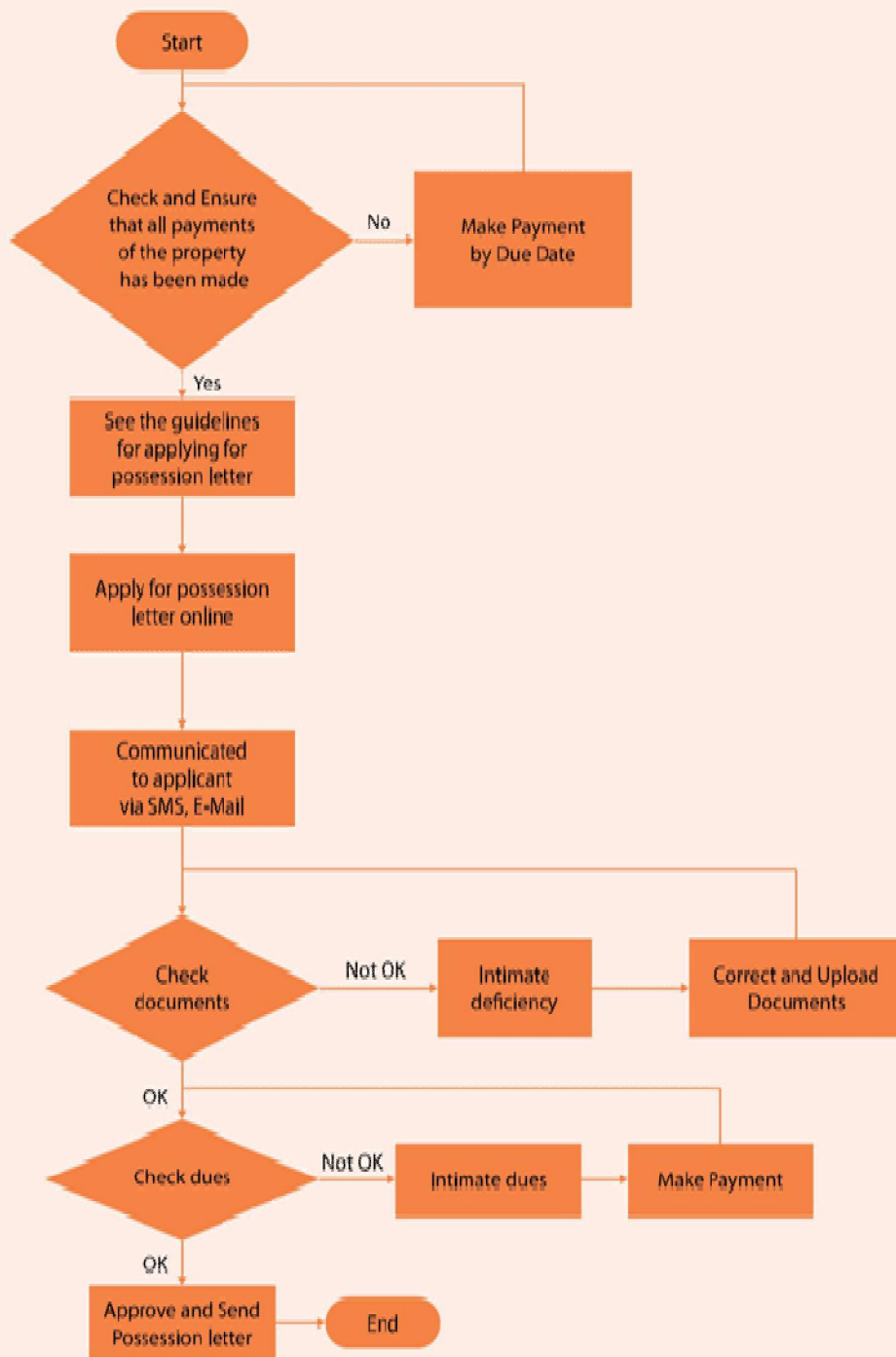
The public / allotter's come to Vikas Sadan for the following: -

1. To know the requirements of documents for possession of flat though these are clearly spelled out in brochures and are available on website.
2. To prepare the documents from document writers in front of Vikas Sadan
3. To apply for possession on DDA Counter in Vikas Sadan
4. To find the status of request and to pursue it
5. To collect the possession letter in case it is received undelivered

To be Solution

1. The public shall be able to know the requirements online, through NSKs, Information Kiosks and RWA offices and Registered Cyber cafes.
2. Online standard formats will be available with the help of which public will be able to prepare documents themselves. Also they can avail the services from document writers throughout Delhi.
3. One will be able to apply online in Service Access Portal for the possession letter.
4. Through request ID/reference number one will be able to track the status from anywhere online.
5. Prior intimation will be sent through SMS and Email while dispatching the possession letter and also the same will be available online in downloadable form.

FLOWCHART FOR POSSESSION LETTER



6.1.8 To collect the letters which are returned undelivered somehow

As-Is Activity	To be Solution
<ul style="list-style-type: none"> Presently there is no system of prior intimation while dispatching the letters and in case of non-delivery of letters these are received back in DDA and the public thus has no option at present but to roam here and there in DDA offices to track the undelivered letters to take them. 	<ol style="list-style-type: none"> Most of the letters and communication shall be made online and through downloadable online letters. In case of physical letters, the provision of prior intimation of delivery through SMS and email etc. shall be made with complete details of NSK from where they can collect the letters. All the undelivered letters will be kept at Nearest NSKs. No one will be entertained at Vikas Sadan.

6.1.9 To enquire about the status of application: -

As-Is Activity	To be Solution
<p>Presently, the public can see the status of conversion applications only. For all othertypesofrequestsandapplications, this facility is not available.</p>	<ol style="list-style-type: none"> The General Public / allotter's shall be able to see the status of all types of applications/requests as under:- Through a reference number/ request id from anywhere Through SMS and e-mail the status shall be intimated time to time to the applicants From NSK, Information Kiosk, cyber café and RWA offices

6.1.10 To know the deficiency if any

As-Is Activity

1. Presently the deficiencies are communicated to the public by post.
2. Deficiencies are conveyed in piece meal
3. There are inherent problems of delay in this process.
4. Sometimes letters are misplaced which cause great inconvenience to public and DDA officials.
5. Some letters are received undelivered due to one reason or another. Then the applicant/allottee comes to collect undelivered letter of deficiency. In all such process the dates are very often crossed and the public then sometime face the penalty or interest etc. for delay.

To be Solution

1. Applicant shall know the deficiencies in his application by simply entering the application number or request id etc. from anywhere
2. One-time deficiency will be sent on E-Mail or SMS.
3. There shall be no delay in delivery due to online communication and no chance of non-delivery

In case, one doesn't know how to operate internet, they can go to NSK, Authorized cybercafé, RWA Office etc. to get Printed Copy.

6.1.11 To submit deficiency documents: -

- Presently public has to come to VikasSadan to submit deficient documents at DDA counter though very limited facility is there to submit documents in case of online request of conversion.
- One shall submit corrected / deficient documents online in scanned form.
- Hard copy can be submitted at NSK or original copies can be shown in the end of process.

6.1.12 Availability of Document Writers in Vikas Sadan (public come for preparing documents)

As-Is Activity	To be Solution
<p>It is the general perception in the public that the Document Writers in front of Vikas Sadan prepare the correct documents. In fact, the document writers of Vikas Sadan act as liaisons as well. Thus this virtual monopoly of document writers at Vikas Sadan also act as the force behind gathering of applicants/public here</p>	<ol style="list-style-type: none">1. A good number of document writers can be registered in all the areas in Delhi and rates can be fixed out for all the services provided by them.2. Document writers will be registered after depositing a fixed security amount, say Rs. 50k.3. List of document writers will be available on DDA website/service access portal.4. No one will charge more than the fixed amount for documents.5. In case of any issue/complaint, applicant can raise query online or can send a letter to the concerned officer in Vikas Sadan.6. Once an application is registered, reference no. will be sent to applicant.

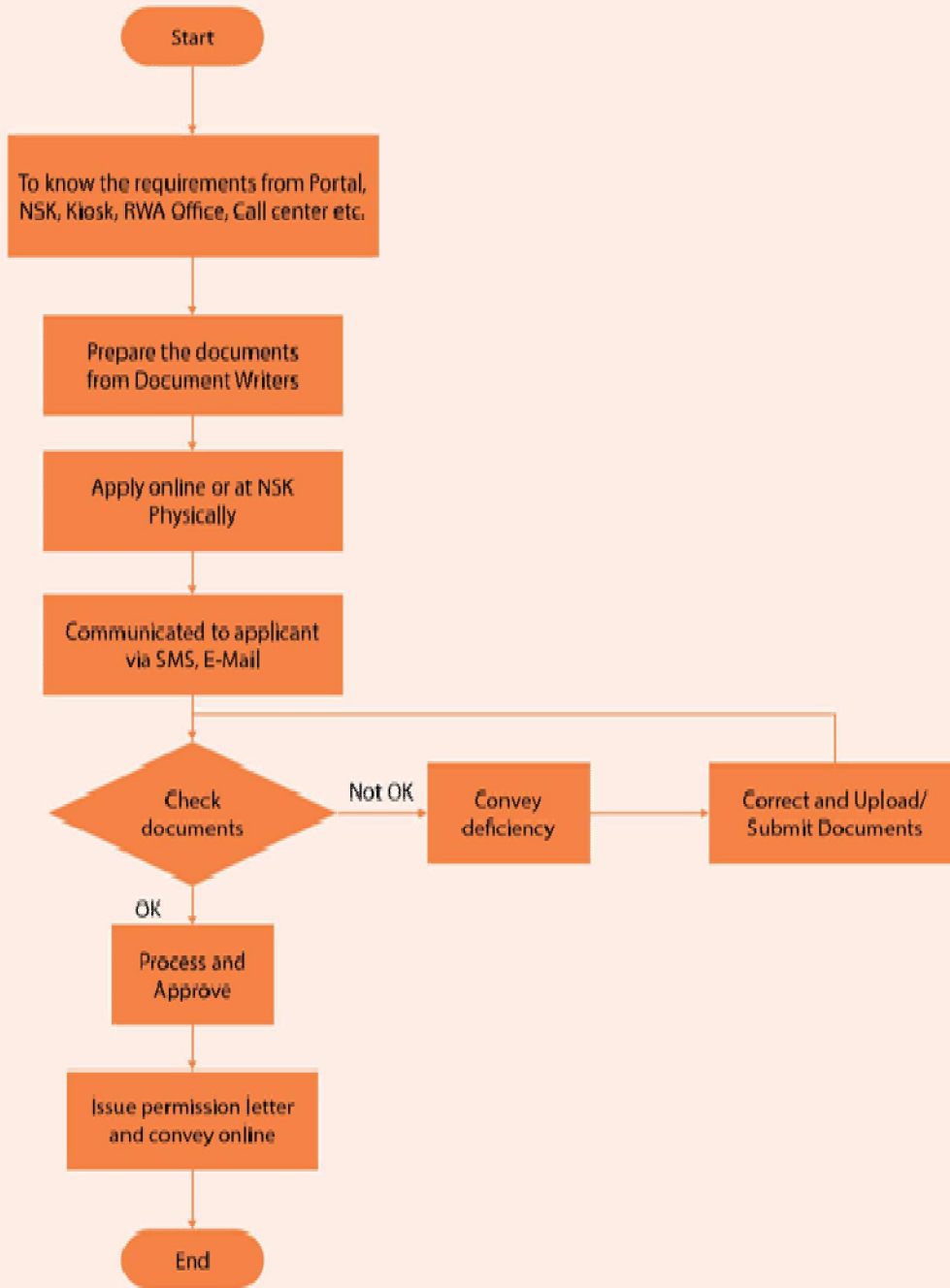
6.1.13 For making payments and for intimating the same by submitting the proof of payment with covering letter

AS-IS Activity	To-Be Solution
<ul style="list-style-type: none"> Presently a large number of visitors come to Vikas Sadan to deposit dues in banks and to submit the proof of deposit. 	<ol style="list-style-type: none"> All payments shall be received online. No need for submitting proof of payment; Backend automatic reconciliation will be available; There will be no need to deposit payment of proof. It shall be kept for future reference only.

6.1.14 For taking permission for lifts in buildings

AS-IS Activity	To-Be Solution
<p>At present public apply for seeking permission for lift at DDA counter in Vikas Sadan. Map/building plan required to be approved is submitted in hard copy.</p>	<ul style="list-style-type: none"> All instructions and guidelines along with required documents shall be available online on DDA's service access portal; Facility to apply online shall be available in portal; Status of application will be tracked online from anywhere by request ID / Reference no. Approval status will be available online. Status (Approved or Rejected) will be sent to mobile, E-mail and Hard copies will be sent to the address mentioned by Applicant. The approval letter shall be available in downloadable form online.

FLOWCHART FOR PERMISSION OF LIFTS



6.1.15 Execution of Conveyance Deed: -

As-Is Activity	To be Solution
<ul style="list-style-type: none">• The CD papers after stamping are received at DDA counter at Vikas Sadan only.• Presently execution of conveyance deed is done at Vikas Sadan only.• For this letters are sent by post to intimate the date of execution and the public comes all the way to Vikas Sadan along with 2 witnesses to execute the CD.	<ul style="list-style-type: none">• The stamped CD papers will be received at nearest NSKs and a reference no. shall be provided for tracking the status.• The intimation of date of execution will be made through SMS, email and online letters.• Execution will be done at the nearest NSKs and in the RWA offices through mobile vans.

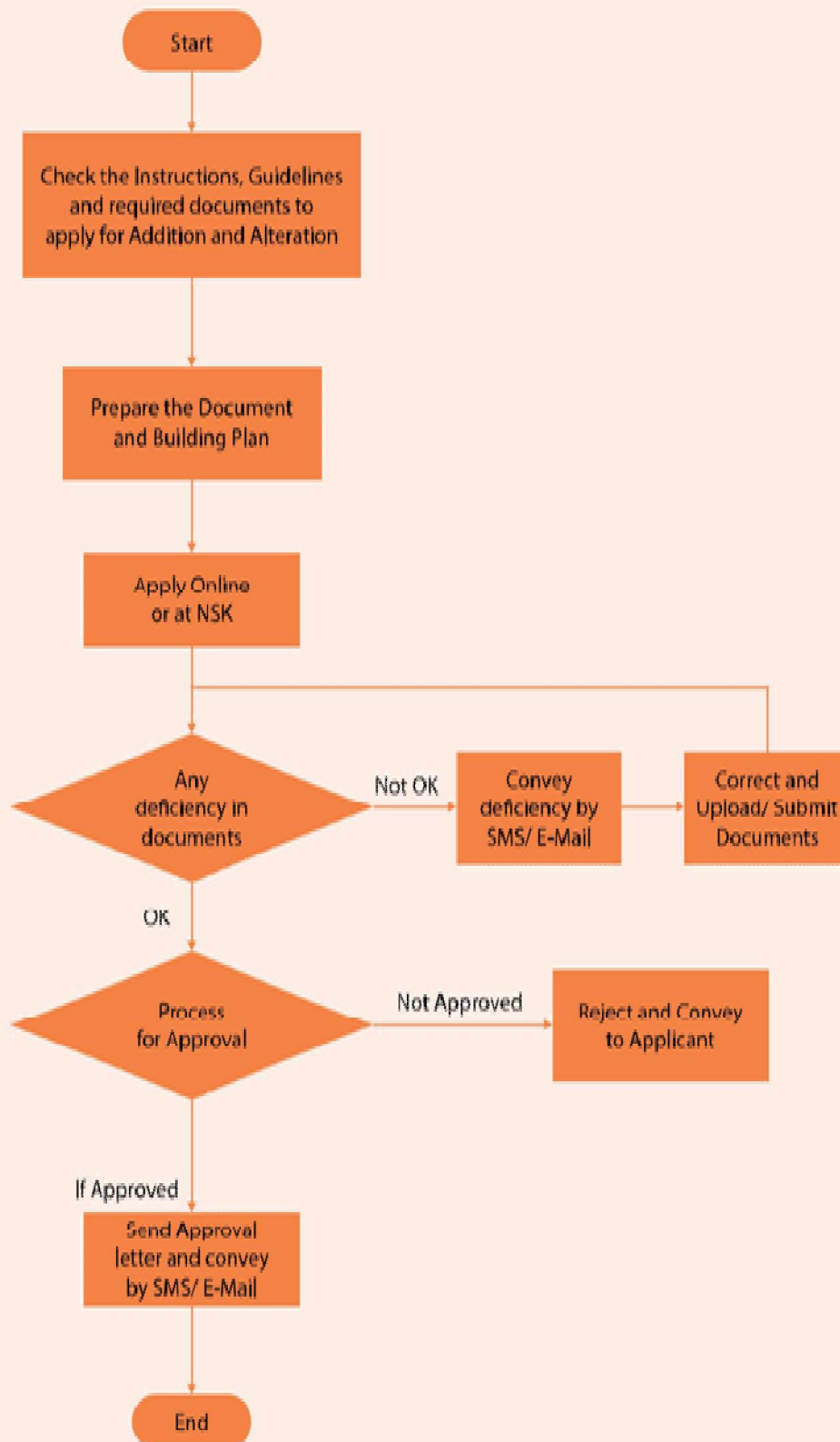
6.1.16 For lodging complaints about encroachments and misuse etc., to know and pursue the inspection of properties related to the same and their status: -

As-Is Activity	To be Solution
<ul style="list-style-type: none"> • Presently public can lodge complaint through letters by post, at DDA Counter at Vikas Sadan and also through available online application. The provision of tracking the status and the action taken is not available. • Presently if any encroachment/misuse is reported then there is a provision of doing the inspection of the property to ensure whether encroachment/ misuse is there or not. • In case of encroachment on DDA land the encroachment is required to be removed before doing the freehold. • In case of encroachment / extension in the building, the encroachment is reported to MCD for taking further action and freehold/conversion is allowed. • In case of misuse by the applicant/ occupant the conversion is not allowed unless the misuse is stopped and the misuse charges are paid by the applicant. • In case misuse is not stopped demolition can also be carried out by DDA. 	<ol style="list-style-type: none"> 1. Physical complaints shall be received at nearest NSKs. A reference number will be provided for tracking the status. 2. The existing available applications for lodging complaints shall be used/strengthened so that status of action taken can be communicated to the complainant and the status can be seen from anywhere with the help of reference number/ request ID. 3. Online intimation of date of inspection will be sent to the applicant when it is decided that inspection is to be carried out. 4. Public will be able to make request for inspection online in the service access portal for the convenience of both the parties i.e. DDA officials and the applicant. 5. Inspection report will be submitted by the engineer online. 6. Inspection report will be visible to the applicant online

6.1.17 Toknow about permissible addition and alterations and to collect the application formats and documents and apply for the same

As-Is Activity	To be Solution
<ol style="list-style-type: none"> 1. Presently application is made physically at DDA's counter at Vikas Sadan or through post to apply for permission/sanction for addition and alteration in the flats/plotted properties. There is no way to check the status of application and to track the action taken etc. Therefore, public has no option but to come repeatedly to Vikas Sadan to pursue their application. Also there is no mechanism to convey the deficiency online. 2. Date of inspection or any other types of communication is done with the applicant through postal mechanism only as on date. 	<ol style="list-style-type: none"> 1. All requirements of documents, instructions and guidelines in this regard shall be made available online on service access portal and information kiosks. Public will be able to get them from NSKs as well. 2. Complete process of applying will be made online and with the help of reference no. / request ID one will be able to track the status from anywhere online. 3. Public will be able to apply physically also in the nearest NSK and a reference no. /request ID shall be provided to track the status online or from call center through phone. 4. Up to date status will be apprised to the applicant time to time through SMS /Email as well. 5. Date of inspection shall be intimated through SMS/ email.

FLOWCHART FOR ADDITION AND ALTERATIONS



6.1.18 To know the terms and conditions and documents for registration of RWA in DDA and to apply for the same

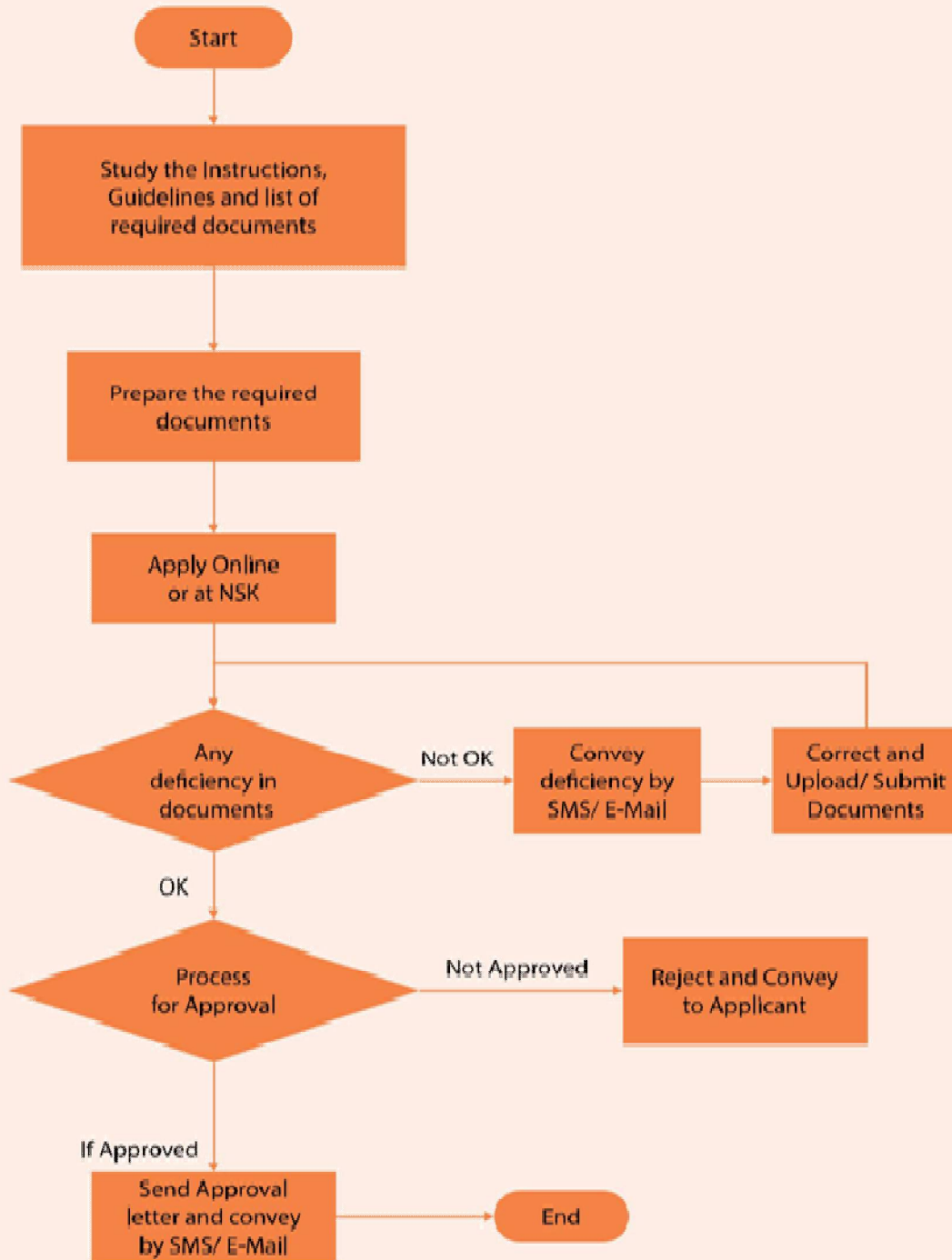
As-Is Activity

1. The various RWAs are registered in DDA for which the required documents and terms and conditions are available on DDA's website.
2. Public can apply by post or through submitting an application at DDA's counter at Vikas Sadan. At present there is no means to communicate anything online such as deficiencies. All these are communicated through a postal letter and public comes to Vikas Sadan for pursuing their case because there is no means to see the status of application online.

To be Solution

1. All instructions and guidelines and required documents in this regard shall be made available on the service access portal online.
2. Public will be able to apply online and automatic reference number/ Request ID shall be generated to see the status online from anywhere
3. Public will be able to apply in nearest NSK also physically and there also a reference no./request ID shall be provided for tracking the status online.
4. Deficiencies and dues required if any will also be communicated online by email and SMS.
5. Public will be able to submit the deficiencies online as well as at nearest NSK.

FLOWCHART FOR REGISTRATION OF RWAs



6.1.19 To know about rules and terms and conditions and documents required to apply for seeking permission to use the dwelling unit for professional use by doctors, architects etc. and to apply for the same

As-Is Activity	To be Solution
<ul style="list-style-type: none"> The rules and terms and conditions and required documents for this are available on DDA's website. But Public can apply by post or through submitting an application at DDA's counter at Vikas Sadan. At present there is no means to communicate anything online such as deficiencies. All these are communicated through a postal letter and public comes to Vikas Sadan for pursuing their case. There is no means to see the status of application online. 	<ul style="list-style-type: none"> All instructions and guidelines are required documents in this regard shall be made available on the Service Access Portal online. Public will be able to apply online and automatic reference Number /Request ID shall be generated to see the status online from anywhere. Public will be able to apply in nearest NSK also physically and there also a reference no./request ID shall be provided for tracking the status online. Deficiencies and dues required if any will also be communicated online by email and SMS. Public will be able to submit the deficiencies online as well as at nearest NSK.

6.1.20 Restoration of cancelled flat

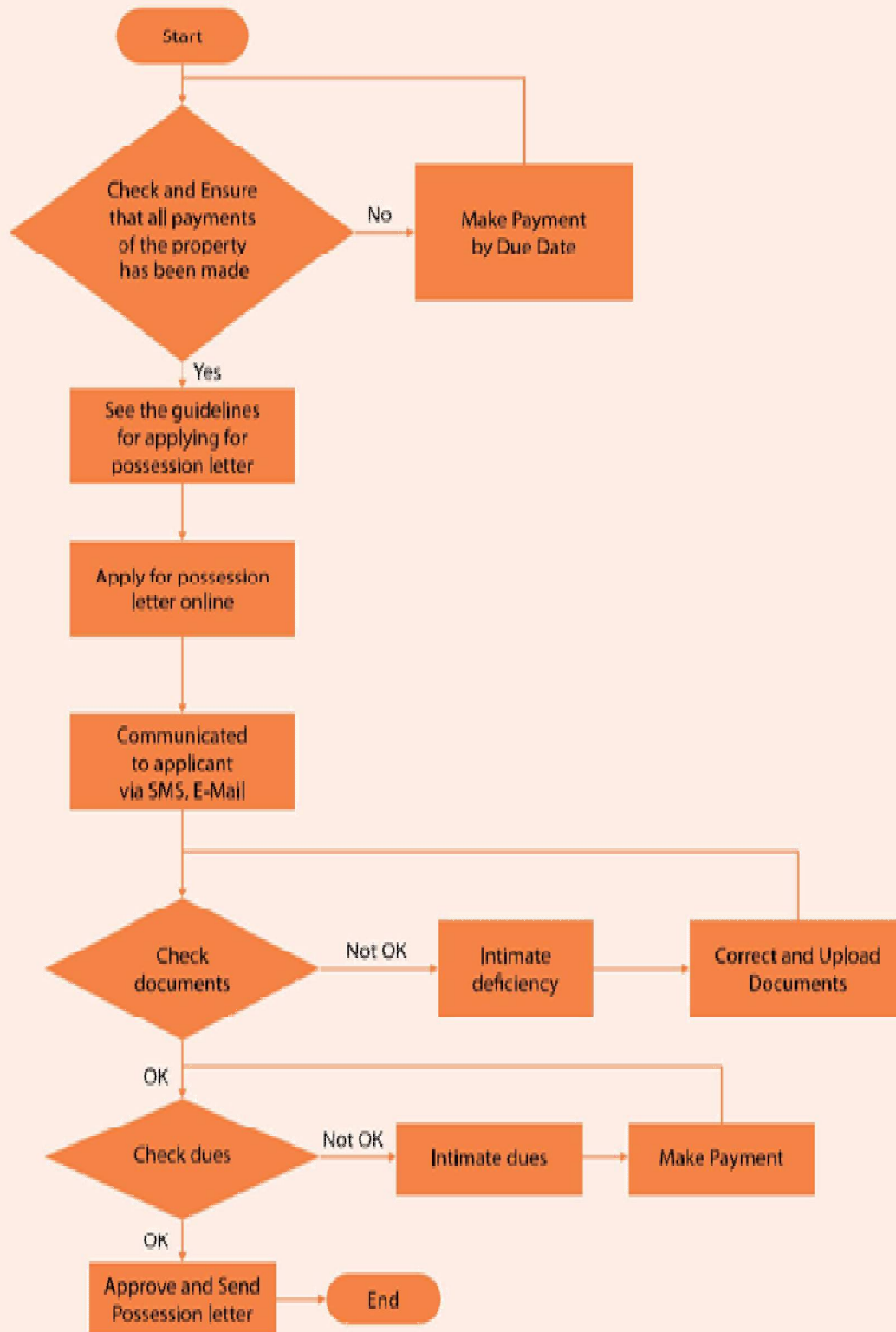
As-Is Activity	To be Solution
<ul style="list-style-type: none">• The public / allottees come to Vikas Sadan and apply for restoration of a cancelled flat by submitting a written request on DDA counter.• To find the status of request submitted and to pursue it• To collect the restoration letter in case it is received undelivered	<ul style="list-style-type: none">• The public shall be able to know the requirements for restoration of flat online and through NSKs, Information Kiosks and RWA offices and Registered Cyber cafes.• One will be able to apply online for the Restoration• Through request ID/reference no. one will be able to track the status from anywhere online.• Prior intimation will be sent through SMS and email while dispatching the Restoration letter and also the same will be available online in the downloadable form

6.2 Land Disposal Department (plots, shops and licence properties): Reasons of visitors and their solutions

6.2.1 To apply for possession and to collect the Formats of possession letter if not received

As-Is Activity	To be Solution
<p>The public / allottees come to Vikas Sadan for the following: -</p> <ol style="list-style-type: none"> 1. To know the requirements of documents for possession of plot though these are clearly spelled out in brochures and are available on website. 2. To prepare the documents from document writers in front of Vikas Sadan. 3. To apply/ submit the request for possession on DDA Counter in Vikas Sadan 4. To find the status of request and to pursue it. 5. To collect the possession letter in case it is 6. received undelivered 	<ol style="list-style-type: none"> 1. The public shall be able to know the requirements online, through NSKs, Information Kiosks and RWA offices and Registered Cyber cafes. 2. Online standard formats will be available with the help of which public will be able to prepare documents themselves. Also they can avail the services from document writers throughout Delhi. 3. One will be able to apply online for the possession letter. 4. Through request ID/reference no. one will be able to track the status from anywhere online. 5. Prior intimation will be sent through SMS and email while dispatching the possession letter and also the same will be available online in the downloadable form

FLOWCHART FOR POSSESSION LETTER



6.2.2 To submit the proof of possession and to apply for lease deed

As-Is Activity	To be Solution
<ul style="list-style-type: none">• Presently proof of possession is submitted at Vikas Sadan with a covering letter.• The request for issuing lease deed papers is also submitted at Vikas Sadan.• The blank lease deed papers are sent to the applicant by post for stamping and stamped lease deed papers are received at Vikas Sadan.• Lease deed papers are executed at Vikas Sadan.	<ol style="list-style-type: none">1. One will be able to submit the proof of possession online and engineer will also be able to submit the proof of possession online.2. The request for issuing blank CD papers will be made online or at nearest NSK.3. The lease deed papers after stamping will be received in nearest NSK4. Execution of lease deed papers will be done at nearest NSK5. Date of execution will be intimated to the applicant by SMS and email both.

6.2.3 To know and pursue the inspection of properties related to the encroachments/ misuse

As-Is Activity	To be Solution
<ol style="list-style-type: none"> 1. Presently if any encroachment/ misuse is reported then there is a provision of doing the inspection of the property to ensure whether encroachment/misuse is there or not. 2. In case of encroachment on DDA land the encroachment is required to be removed before doing the freehold 3. In case of encroachment/extension in the building the encroachment is reported to MCD for taking further action and freehold/conversion is allowed 4. In case of misuse by the applicant/ occupant the conversion is not allowed unless the misuse is stopped and the misuse charges are paid by the applicant. <p>In case misuse is not stopped demolition can also be carried out by DDA.</p>	<ol style="list-style-type: none"> 1. Online intimation of date of inspection will be sent to the applicant when it is decided that inspection is to be carried out. 2. Public will be able to make request for inspection online in the service access portal for the convenience of both the parties i.e. DDA officials and the applicant. 3. Inspection report will be submitted by the engineer online. 4. Inspection report will be visible to the applicant online

6.2.4 Sanction of building plan

As-Is Activity	To be Solution
<ol style="list-style-type: none"> 1. Public comes to Vikas Sadan to know the requirement of documents and how to apply for sanction of building plan 2. Building plan gets prepared from an architect and at is submitted for sanction with the required documents at DDA Vikas Sadan counters. 3. At present there is no way to track the application and action taken on the same. 4. Deficiencies in the building plan and documents are intimated by letters through post. 5. Responses to deficiencies are submitted at Vikas Sadan by the public. 6. Sanctioned building plans are sent to the applicant by post. 	<ol style="list-style-type: none"> 1. All the brochures/instructions and guidelines/required documents will be made available online in the service access portal. 2. Public will be able to apply for sanction of building plan online. A reference no will be generated for further tracking of status. Physically public will be able to submit the building pans at the nearest NSK and in this case also a reference no. will be provided to applicant for further tacking of status. 3. Deficiencies will be conveyed online through SMS/ Email. 4. Response to deficiencies will be submitted by the public online and also at nearest NSK. 5. Sanction letter and sanction building plan will be sent by post as well as email.

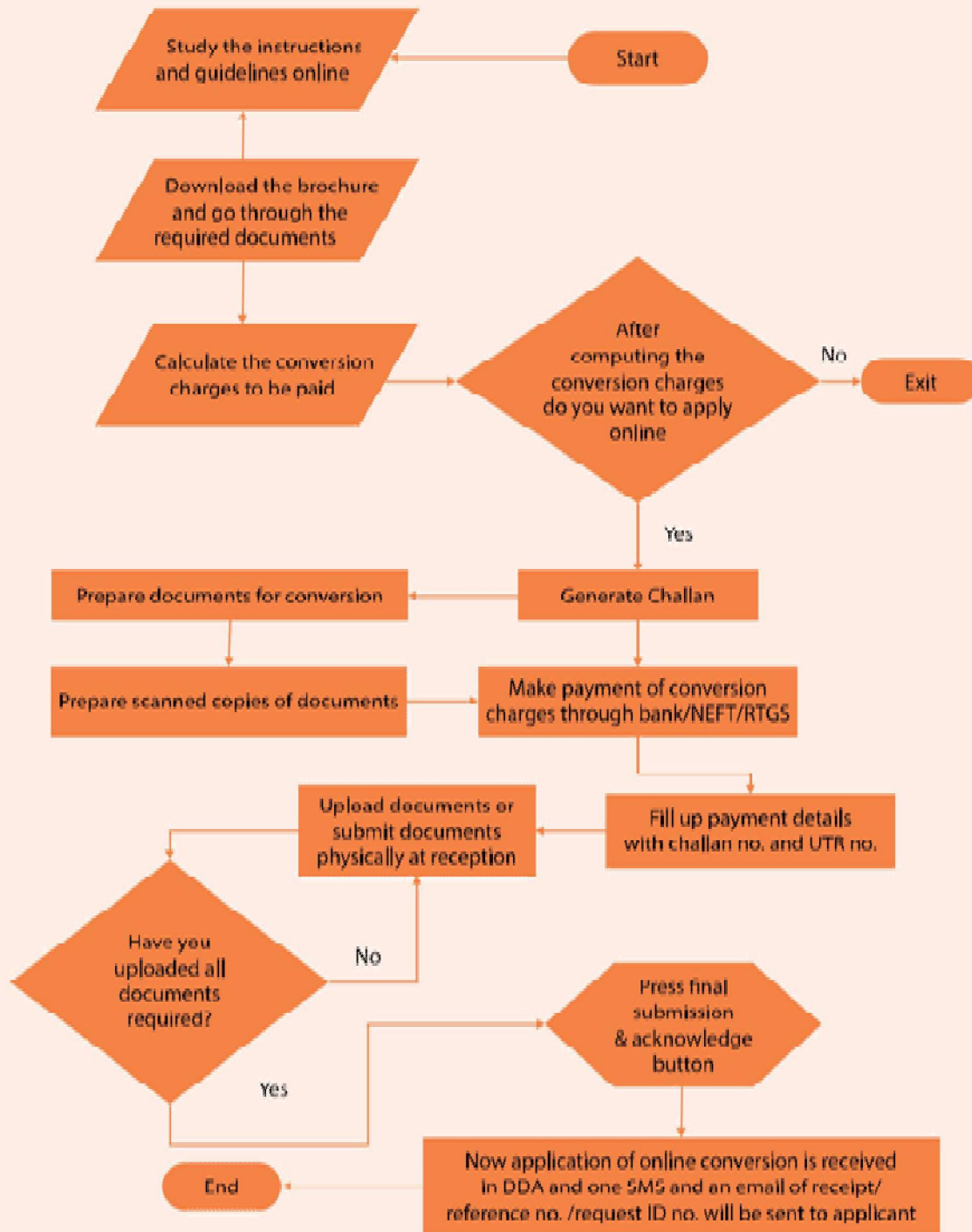
6.2.5 Request for issuance of completion certificate

As-Is Activity	To be Solution
<ol style="list-style-type: none"> 1. The applicant at present makes a written request at DDA counter to inspect the construction of building and to issue the completion certificate 2. Engineer of DDA visits the site at where building is being constructed/ has been constructed and checks whether building has been constructed as per the sanctioned building plan. 3. In case some deviation is found in the building, it is reported to the applicant by post and penalty if any is also intimated. 4. In case everything is ok as per the sanctioned building plan, then the engineer recommends for issuing the completion certificate which is issued by deputy director building and is sent by post to the applicant. 	<ol style="list-style-type: none"> 1. Instruction and guidelines to apply for completion certificate will be made available online on service access portal. 2. Applicant will be able to apply for completion certificate online and with the help of the reference no. he will be able to track the status 3. Date of inspection/visit will be fixed by the engineer online and the same will be intimated to the applicant by SMS/email. 4. Inspection report will be submitted online by the engineer through laptop /mobile from the site. 5. Any correspondence to be made with the Applicant regarding intimation of deviation or any deficiency in the documents etc., shall be communicated online through SMS, email and can be seen from anywhere with the help of reference no. 6. Completion certificate shall be issued online.

6.2.6 Lease hold to free hold conversion

AS-IS Activity	To-Be Solution
<ul style="list-style-type: none"> • To enquire about the requirement of documents and about the process to apply • To collect the application brochure of conversion and to know the exact amount of conversion charge to be paid. • To prepare the documents from document writers in front of Vikas Sadan for applying for conversion. • To deposit the conversion charges in bank in Vikas Sadan • To apply/submit the application for conversion. • To know the status of application and to know the deficiencies if any in case deficiency letter is not received at home/returned undelivered. • To submit the deficiency documents. • To collect the Conveyance Deed (CD) papers in case these are not received at home/ returned undelivered. • To submit CD papers after stamping and to request for the date of execution. • To execute the CD papers the applicant comes with two witnesses 	<p>Every activity of conversion shall be made online as under: -</p> <ul style="list-style-type: none"> • All standard formats of required documents, application brochures shall be made online. These will be downloadable from anywhere like individual computers at home or offices, at cyber cafes, at RWA offices etc. and these will also be available at NSKs. • For those who cannot prepare the documents themselves, for their ease and convenience the Document writers shall be impanelled all over Delhi. • Pending dues of each property etc. shall be made available Online which will be visible and downloadable from anywhere through individual computers, NSKs, registered cyber cafes, information kiosks, RWA offices document writers' offices etc. • Public will be able to apply for conversion online even without taking any brochure/ application form for the same. • Public will be able to do submit physical of conversion if they desire to apply physically at Nagrik Suvidha Kendra and through mobile vans. • Every stage of the application shall be intimated through SMS, EMAIL etc. • Deficiency submissions shall be made online and on Nagrik Suvidha Kendras and mobile vans. • Conveyance deed shall be executed at nearest NSK, or at mobile vans and in any RWA offices etc.

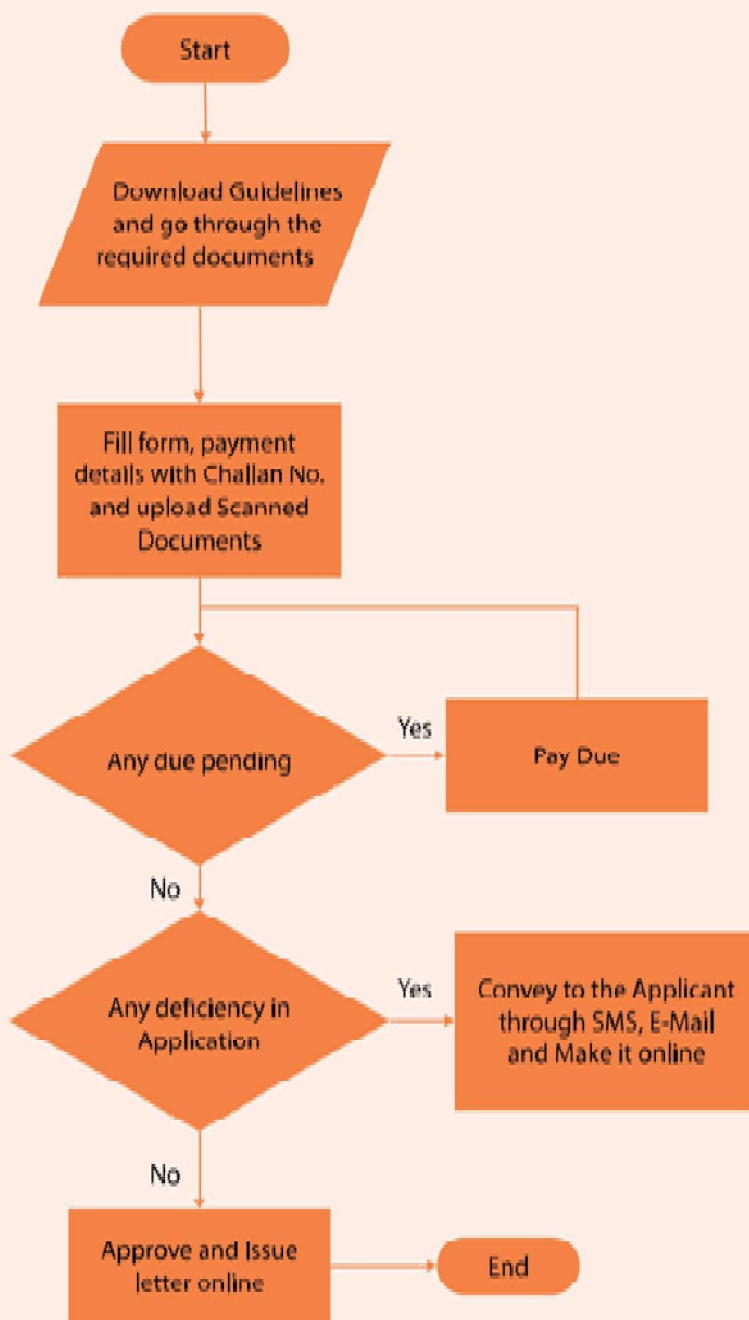
FLOWCHART FOR APPLICATION FOR LEASEHOLD TO FREEHOLD CONVERSION



6.2.7 Applying for change of address, change of name and mutation, inclusion and deletion of name etc.

AS-IS Activity	To-Be Solution
<ul style="list-style-type: none"> • To enquire about the requirement of documents and the process to apply • To prepare the documents from document writers in front of Vikas Sadan. • To deposit the charges if any in bank in Vikas Sadan • To apply/submit the application. • To know the status of application and to know the deficiencies if any in case deficiency letter is not received at home/returned undelivered. • To submit the deficiency documents. • To collect the final letter in case it is not received at residence/returned undelivered. 	<ul style="list-style-type: none"> • Guidelines and Requirement of documents for change of address, change of name, mutation, inclusion and deletion of name etc. will be made available ONLINE on DDA website and DDA Services access portal in easily downloadable form. • Public will be able to apply online for all these activities from anywhere through Online Service Access Portal and automatic request ID/reference number will be generated and will be sent through SMS and email. • Through Nagrik Suvidha Kendras (NSK) also public will be able to apply physically and automatic request ID/reference number will be generated and will be sent through SMS and email. • Status of application can be seen from anywhere by request id/reference number. • The deficiency will be conveyed online and deficiency documents will also be submitted by the applicants online. • The final letter will be sent physically and by email. It will also be made available online for downloading. Automatic SMS/email will go when final letter will be issued.

FLOWCHART FOR APPLYING FOR CHANGE OF ADDRESS, CHANGE OF NAME AND MUTATION, INCLUSION AND DELETION OF NAME ETC.



6.2.8 Collecting application brochure for any new plot allotment scheme

AS-IS Activity

- Presently Application brochures, booklets etc. are provided on counters in VikasSadan. Application brochures are however provided by designated banks as well in their branches.

To be solution

- Online Application Brochures will be available Online on DDA website and DDAServices access portal in easily downloadable form.
- Physical Application Brochures shall be disbursed through Nagrik Suvidha Kendras(NSK) and authorized Banks and registered RWAs and registered Cyber cafes only. At Vikas Sadan brochures shall not be made available for public.

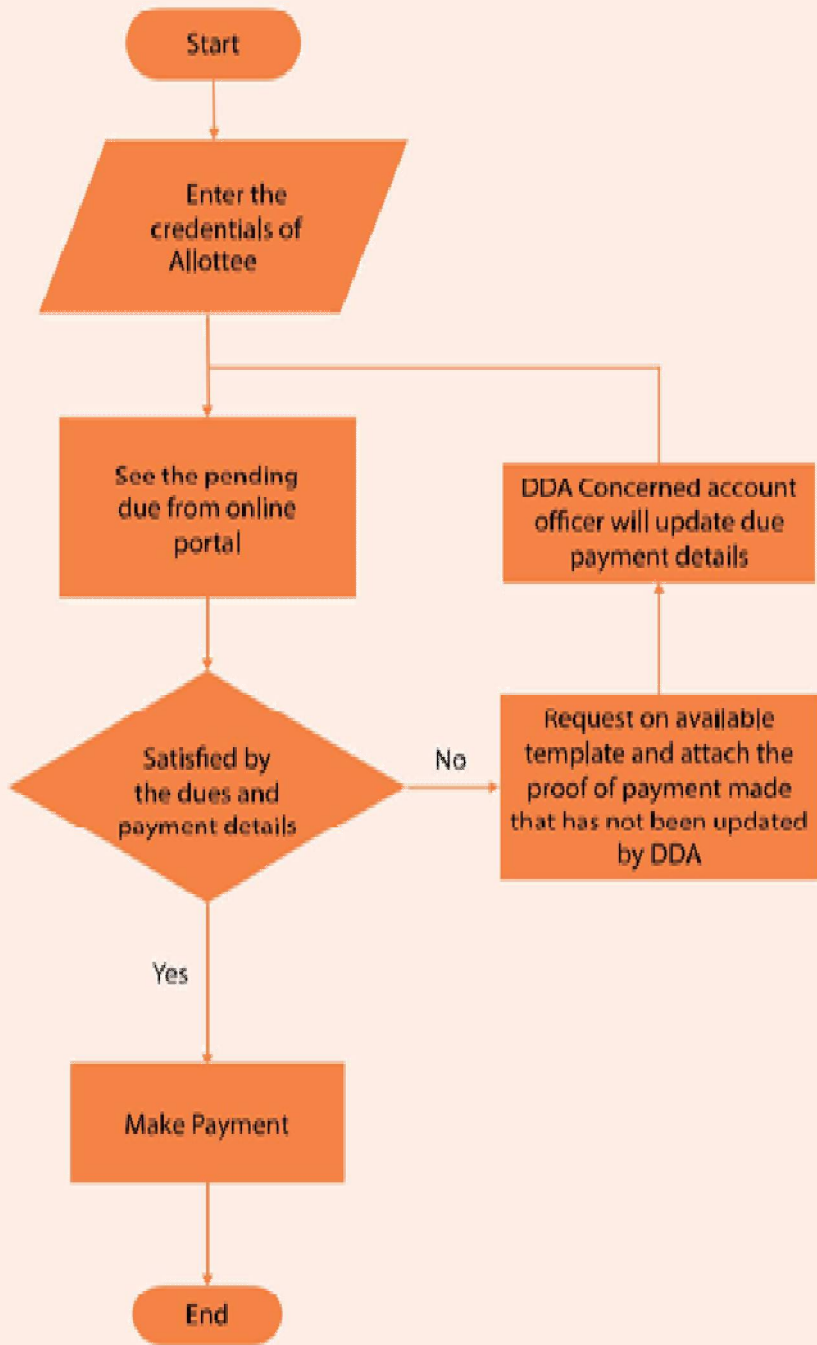
6.2.9 For checking allotment results

As-Is Activity	To be Solution
<ul style="list-style-type: none"> • Allotment result is made available online nowadays also but still the public comes to Vikas Sadan to check the results in the printed form on DDA's notice board. 	<ol style="list-style-type: none"> 1. This visit of public to Vikas Sadan can be curtailed by making the allotment result available in NSKs and result can be sent by SMS and email to all applicants. 2. Applicants can also check the allotment result online from any computer and information kiosks by filling his/her ID credentials such as Application number, AADHAR number or challan number etc. 3. Through registered mobile number public can also check the allotment status through miss call. 4. Through Interactive Voice Response (IVR) system also public can know the allotment result.

6.2.10 To know the Due Payment, Ground Rent, Un Earned Increase (uei), Misuse Charges, Payments made and Penalty if any

As-Is Activity	To be Solution
<ul style="list-style-type: none">• Presently allottees comes to Vikas Sadan to know their due payment, ground rent, un earned increase (uei), misuse charges, payments made and penalty if any because these are not available online.	<ol style="list-style-type: none">1. All the payment details/due details will be available online. Exact amount and Due date for payment will be shown after submitting user credentials. Public can also get these details through computers of RWAs, information kiosks, cyber café etc.2. Anyone who is not satisfied with payment/ dues details will be able to lodge written request in the blank template/ window submitting the scanned proof of payments made earlier for reconciliation of accounts by DDA.

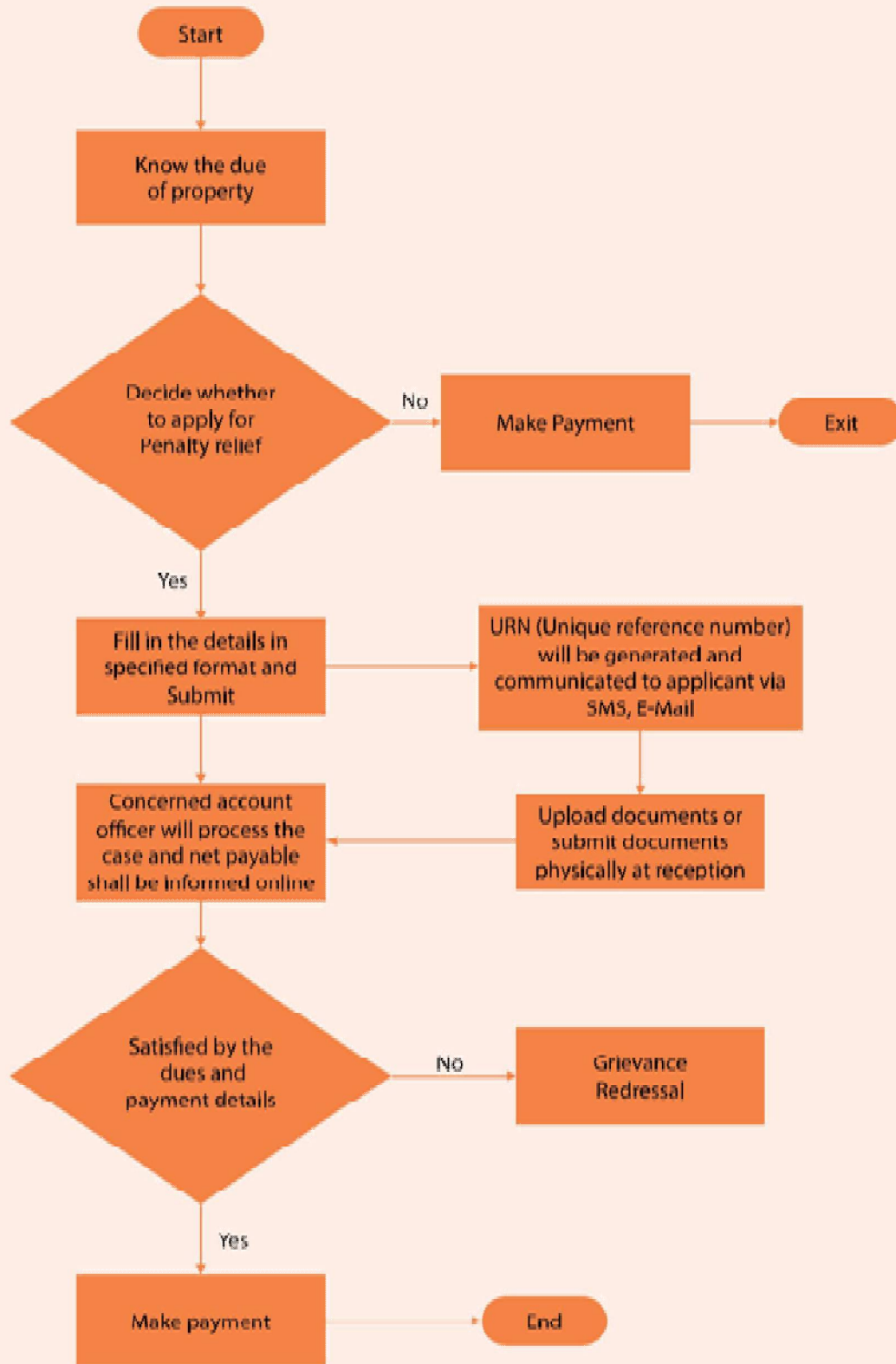
FLOWCHART TO KNOW PENDING DUES/GROUND RENT/UEI/ PENALTY/MISUSE CHARGES ETC.



6.2.11 TO APPLY FOR PENALTY RELIEF (IF ANY):-

As-Is Activity	To be Solution
<ul style="list-style-type: none"> Allotment result is made available online nowadays also but still the public comes to Vikas Sadan to check the results in the printed form on DDA's notice board. 	<ol style="list-style-type: none"> All the required documents, instructions and guidelines to apply will be made available online. One will be able to apply online for availing penalty relief. A unique reference number will be generated in all the cases and will be sent to user's mobile number. Deficiencies if any in the application and pending dues will also be communicated online and through SMS and Email. He can also submit a hard copy of request letter at Nagrik Suvidha Kendra and mobile van. After successful submission, one can check his/ her application status from anywhere by the reference number On getting the benefit of penalty relief, net payable dues shall be intimated by SMS, e-mail and downloadable online letter etc. One can pay his/ her dues online at home or at an authorized cyber cafe

FLOWCHART FOR APPLYING FOR PENALTY RELIEF



6.2.12 To collect the letters which are returned undelivered somehow: -

As-Is Activity

- Presently there is no system of prior intimation while dispatching the letters and in case of non-delivery of letters these are received back in DDA and the public thus has no option at present but to roam here and there in DDA offices to track the undelivered letters to take them.

To be Solution

- Most of the letters and communication shall be made online and through downloadable online letters.
- In case of physical letters, the provision of prior intimation of delivery through SMS and email etc. shall be made with complete details of NSK from where they can collect the letters.
- All the undelivered letters will be kept at Nearest NSKs. No one will be entertained at Vikas Sadan.

6.2.13 To enquire about the status of application: -

As-Is Activity

Presently, the public can see the status of conversion applications only. For all other types of requests and applications this facility is not available.

To be Solution

1. The General Public / allottees shall be able to see the status of all types of applications/requests as under :-
2. Through a reference number/ request id from anywhere
3. Through SMS and e-mail the status shall be intimated time to time to the applicants
4. From NSK, Information Kiosk, cyber café and RWA offices

6.2.14 To know the deficiency if any:-

As-Is Activity

1. Presently the deficiencies are communicated to the public by post.
2. Deficiencies are conveyed in piece meal
3. There are inherent problems of delay in this process.
4. Sometimes letters are misplaced which cause great inconvenience to public and DDA officials.
5. Some letters are received undelivered due to one reason or another. Then the applicant/ allottee comes to collect undelivered letter of deficiency. In all such process the dates are very often crossed and the public then sometime face the penalty or interest etc., for delay.

To be Solution

1. Applicant shall know the deficiencies in his application by simply entering the application number or request id etc. from anywhere
2. One-time deficiency will be sent on E-Mail or SMS.
3. There shall be no delay in delivery due to online communication and no chance of non-delivery

In case, one doesn't know how to operate internet, they can go to NSK, Authorized cyber café, RWA Office etc. to get Printed Copy.

6.2.15 To submit deficiency documents: -

As-Is Activity

- Presently, public has to come to Vikas Sadan to submit deficient documents at DDA counter though very limited facility is there to submit documents in case of online request of conversion.

To be Solution

1. Applicant shall know the deficiencies in his application by simply entering the application number or request id etc. from anywhere
2. One-time deficiency will be sent on E-Mail or SMS.
3. There shall be no delay in delivery due to online communication and no chance of non-delivery

In case, one doesn't know how to operate internet, they can go to NSK, Authorized cyber café, RWA Office etc. to get Printed Copy.

6.2.16 Availability of Document Writers in Vikas Sadan (public come for preparing documents):-

As-Is Activity

- It is the general perception in the public that the document writers in front of Vikas Sadan prepare the correct documents.
- In fact the Document Writers of Vikas Sadan act as liaisons as well. Thus this virtual monopoly of document writers at Vikas Sadan also act as the force behind gathering of applicants/public here

To be Solution

1. A good number of document writers can be registered in all the areas in Delhi and rates can be fixed out for all the services provided by them.
2. Document writers will be registered after depositing a fixed security amount, say Rs. 50k.
3. List of document writers will be available on DDA website/service access portal.
4. No one will charge more than the fixed amount for documents.
5. In case of any issue/complaint, applicant can raise query online or can send a letter to the concerned officer in Vikas Sadan.
6. Once an application is registered, reference no. will be sent to applicant.

6.2.17 For making payments and for intimating the same by submitting the proof of payment with covering letter:

As-Is Activity

- Presently, a large number of visitors come to Vikas Sadan to deposit dues in banks and to submit the proof of deposit.

To be Solution

1. All payments shall be received online. No need of submitting proof of payment
2. Backend automatic re-conciliation will be available.
3. There will be no need to deposit payment proof. It shall be kept for future references only.

6.2.18 For taking permission for lifts in buildings: -

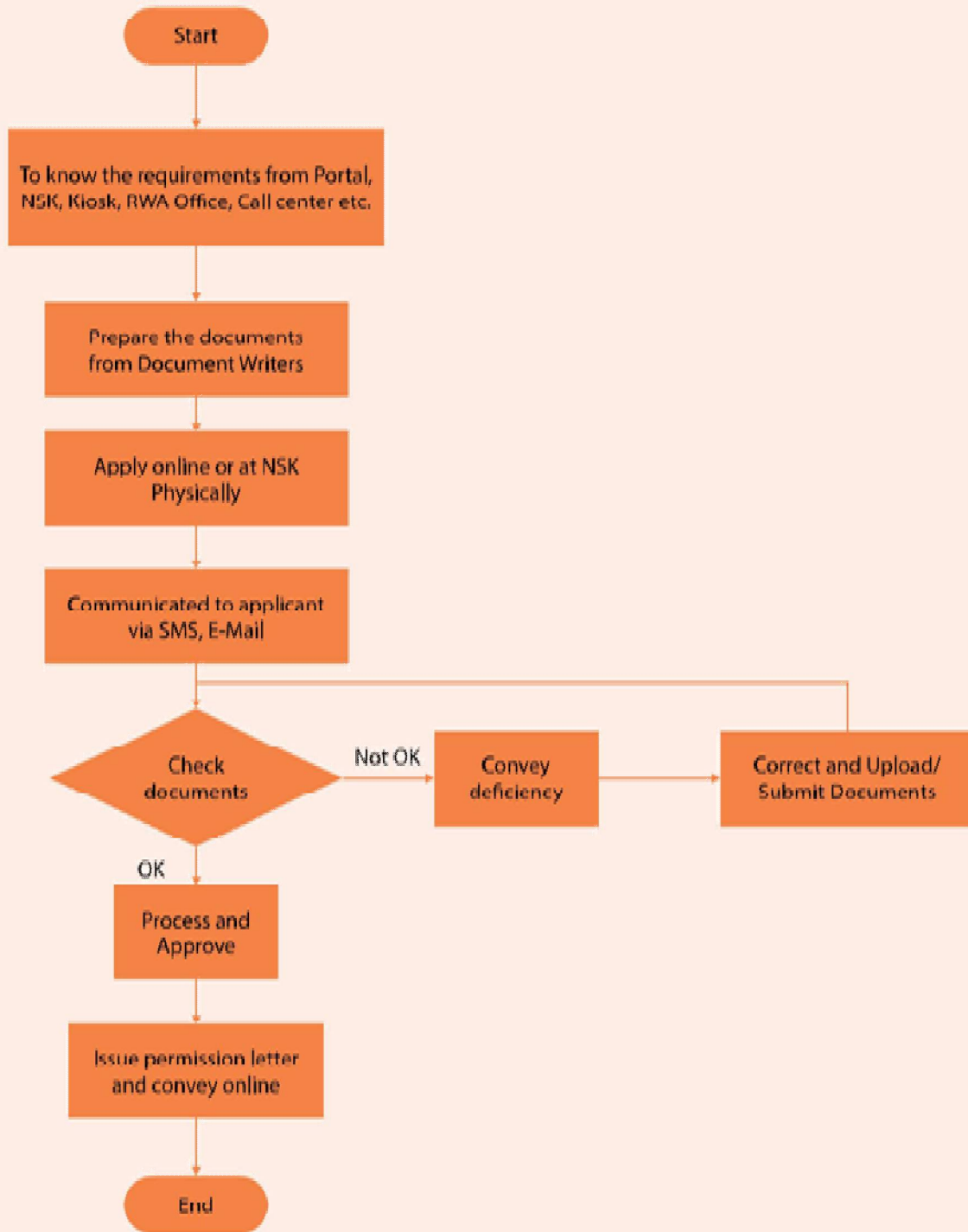
As-Is Activity

- At present, public apply for seeking permission for lift at DDA counter in Vikas Sadan. Map/building plan required to be approved is submitted in hard copy.

To be Solution

1. All instructions and guidelines along with required documents shall be available online on DDA's service access portal;
2. Facility to apply online shall be available in portal;
3. Status of application will be tracked online from anywhere by request ID / Reference no. Approval status will be available online.
4. Status (Approved or Rejected) will be sent to mobile, E-mail and Hard copies will be sent to the address mentioned by Applicant.
5. The approval letter shall be available in downloadable form online.

FLOWCHART FOR PERMISSION OF LIFTS



6.2.19 Execution of conveyance deed: -

As-Is Activity

Presently, execution of conveyance deed is done at Vikas Sadan only. For this, letters are sent by post to intimate the date of execution and the public comes all the way to Vikas Sadan, along with 2 witnesses to execute the CD.

To be Solution

1. The intimation of date of execution will be made through SMS, email and online letters.
2. Execution will be done at the nearest NSKs and in the RWA offices through mobile vans.

6.2.20 For lodging complaints about encroachments and misuse etc., and to find out the status of the same:-

As-Is Activity

Presently, public can lodge complaint through letters by post, at DDA Counter at Vikas Sadan and also through available online application. The provision of tracking the status and the action taken **is not** available.

To be Solution

1. Physical complaints shall be received at nearest NSKs. A reference number will be provided for tracking the status.
2. The existing available applications for lodging complaints shall be used/strengthened so that status of action taken can be communicated to the complainant and the status can be seen from anywhere with the help of reference number/request ID.

6.2.21 To know about permissible Addition and Alterations and to collect the application Formats and documents and apply for the same: -

As-Is Activity

Presently application is made physically at DDA's counter at Vikas Sadan or through post to apply for permission/ sanction for addition and alteration in the plotted properties.

There is no way to check the status of application and to track the action taken etc.

Therefore, public has no option but to come repeatedly to Vikas Sadan to pursue their application.

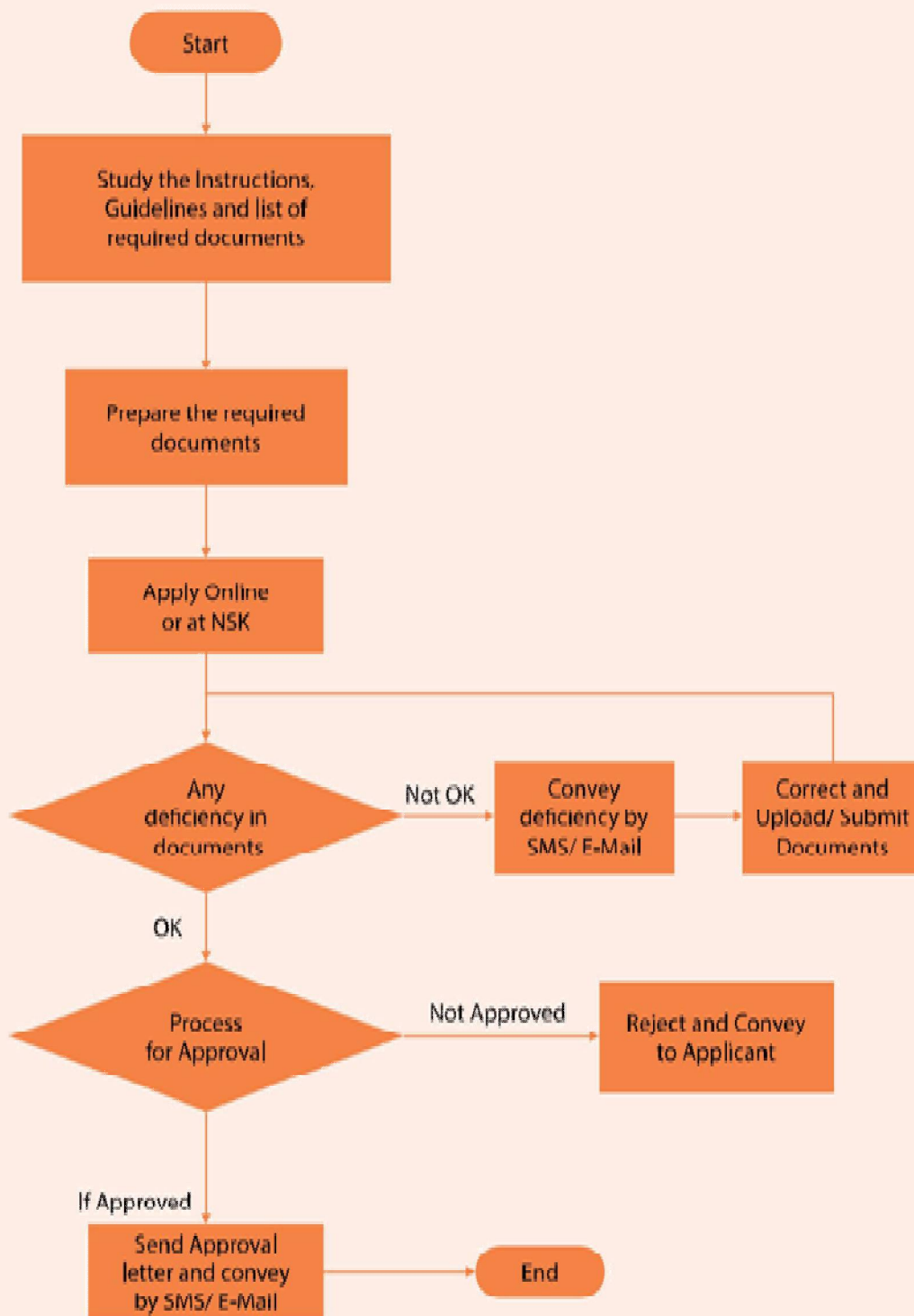
Also there is no mechanism to convey the deficiency online.

Date of inspection or any other types of communication is done with the applicant **through postal mechanism** only as on date.

To be Solution

1. All requirements of documents, instructions and guidelines in this regard shall be made available online on service access portal and information kiosks. Public will be able to get them from NSKs as well.
2. Complete process of applying will be made online and with the help of reference no/ request ID one will be able to track the status from anywhere online.
3. Public will be able to apply physically also in the nearest NSK and a reference no. /request ID shall be provided to track the status online or from Call Center through phone.
4. Up to date status will be apprised to the applicant time to time through SMS /Email as well.
5. Date of inspection shall be intimated through SMS/ email.

FLOWCHART FOR ADDITION AND ALTERATIONS



6.2.22 To know about rules and terms and conditions and documents required to apply for seeking permission to use the dwelling unit for professional use by doctors, architects etc. And to apply for the same:-

As-Is Activity

The rules and terms and conditions and required documents for this, are available on DDA's website.

But Public can apply by post or through submitting an application at DDA's counter at Vikas Sadan.

At present there is no means to communicate anything online such as deficiencies.

All these are communicated through a postal letter and public comes to Vikas Sadan for pursuing their case.

There is no means to see the status of application online.

To be Solution

1. All instructions and guidelines and required documents in this regard shall be made available on the service access portal online.
2. Public will be able to apply online and automatic reference number/ Request ID shall be generated to see the status online from anywhere
3. Public will be able to apply in nearest NSK also physically and there also a reference no./request ID shall be provided for tracking the status online.
4. Deficiencies and dues required if any will also be communicated online by email and SMS.
5. Public will be able to submit the deficiencies online as well as at nearest NSK.

6.2.23 To request and to pursue for registration of Societies for booking of sites:-

As-Is Activity

- The various societies are registered in DDA's land disposal department for booking of sites for which the required documents and terms and conditions are available on DDA's website.
- Public can apply by post or through submitting an application at DDA's counter at Vikas Sadan. At present there is no means to communicate anything online such as deficiencies. All these are communicated through a postal letter and public comes to Vikas Sadan for pursuing their case because there is no means to see the status of application online.

To be Solution

1. All instructions and guidelines and required documents in this regard shall be made available on the service access portal online.
2. Public will be able to apply online and automatic reference number/ Request ID shall be generated to see the status online from anywhere
3. Public will be able to apply in nearest NSK also physically and there also a reference no./request ID shall be provided for tracking the status online.
4. Deficiencies and dues required if any will also be communicated online by email and SMS.
5. Public will be able to submit the deficiencies online as well as at nearest NSK.

6.2.24 Restoration of cancelled plot:-

As-Is Activity	To be Solution
1) The public / allottees come to Vikas Sadan and apply for restoration of a cancelled Plot by submitting a written request on DDA counter.	1) The public shall be able to know the requirements for restoration of plot onlineandthroughNSKs,Information Kiosks and RWA offices and Registered Cyber cafes
2) To find the status of request submitted and to pursue it	2) One will be able to apply online for the Restoration
3) To collect the restoration letter in case it is received undelivered	3) Through request ID/reference no. one will be able to track the status from anywhere online.
	4) Prior intimation will be sent through SMS and email while dispatching the Restoration letter and also the same will be available online in the downloadable form

6.2.25 Restoration of cancelled lease of a plot:-

As-Is Activity	To be Solution
1) The public / allottees come to Vikas Sadan and apply for restoration of a cancelled LEASE of Plot by submitting a written request on DDA counter.	1. All instructions and guidelines and required documents in this regard shall be made available on the service access portal online.
2) To find the status of request submitted and to pursue it	2. Public will be able to apply online and automatic reference number/ Request ID shall be generated to see the status online from anywhere
3) To collect the restoration letter in case it is received undelivered	3. Public will be able to apply in nearest NSK also physically and there also a reference no./request ID shall be provided for tracking the status online.
	4. Deficiencies and dues required if any will also be communicated online by email and SMS.
	5. Public will be able to submit the deficiencies online as well as at nearest NSK.

6.2.26 Restoration of cancelled conveyance deed of plot:-

As-Is Activity	To be Solution
1) The public / allottees come to Vikas Sadan and apply for restoration of a cancelled Conveyance deed of a Plot by submitting a written request on DDA counter.	1) The public shall be able to know the requirements for restoration of plot online and through NSKs, Information Kiosks and RWA offices and Registered Cyber cafes
2) To find the status of request submitted and to pursue it	2) One will be able to apply online for the Restoration
3) To collect the restoration letter in case it is received undelivered	3) Through request ID/reference no. one will be able to track the status from anywhere online.
	4) Prior intimation will be sent through SMS and email while dispatching the Restoration letter and also the same will be available online in the downloadable form

6.3 Finance/Accounts Department: -

6.3.1 To pursue the calculation of dues against any Property say flat, plot or shop

Dues are: **Cost of property**
Interest
Penalty
Misuse charges
Un Earned Increase (UEI) etc.:-

As-Is Activity	To be Solution
<ol style="list-style-type: none"> 1. At present, public visits accounts department to know their pending dues, penalty, misuse charges, UEI, Conversion Charges, Interest, Cost/instalment of property etc. 2. There is no provision of online receipt of request of public on these issues and also the public cannot find the status of the request made physically/ on counter in Vikas Sadan 	<ol style="list-style-type: none"> 1. General formulas for calculation and brochures related to accounts will be made online. 2. Prior calculation of net dues will be made and public will be able to see the pending dues online through their credentials. 3. Public will be able to apply online for knowing their pending dues, UEI, penalty, misuse charges etc. and the applicant will be able to know the status online by a reference no./ request ID. 4. Dues etc. will be intimated to the public online by SMS/email

6.3.2 About 13000 pensioners come for verification in Pension cell in November and December every year:-

As-Is Activity

Every year, in the month of November and December, pensioners of DDA come to Vikas Sadan for annual verification and submission of living certificate.

To be Solution

1. The Government of India has introduced a concept of **e-pramman** for pensioners for their verification through integration of Aadhaar number with the pensioner's details in DDA.
2. A pensioner will be able to submit his life certificate from anywhere with the help of a finger scanner in DDA's service access portal.
3. This facility will be provided in various NSKs of DDA as well.

6.3.3 Pensioners and other officials come for Reimbursement of medical claims:-

As-Is Activity

1. Presently there is a provision of making request for reimbursement of medical claims at Vikas Sadan and various central account Units of DDA.
2. There is no provision of finding the status of request and applicants can also not track the requests.
3. When payment is reimbursed no intimation is sent to the applicant. The amount of reimbursement is sent to the bank.
4. Deficiency if any is also communicated generally by post or the person himself comes to know the same

To be Solution

1. Instructions and guidelines for making reimbursements will be made online
2. Applicant will be able to apply for reimbursement fully online and automatic reference no. will be generated by the system by which the status will be tracked.
3. When reimbursement will be done it will be intimated through SMS and email
4. Deficiency if any will be communicated online through SMS/ email
5. Applicants will be able to submit the response to the deficiencies online.

6.3.4 Refundsof payments like EMDs, Registration money etc.:-

As-Is Activity	To be Solution
1. A large number of public comes for taking various types of refunds from Vikas Sadan.	1. Instructions and guidelines for seeking refund of payments for EMDs and registration money etc. will made available online.
2. Public submits the application for refund at Vikas Sadan counter along with various documents	2. Public seeking refunds will be able to apply online through service access portal and upload the relevant documents online along with the application.
3. There are no ways and means to track the requests by them and also they cannot find the status of the request without personal follow up.	3. After closure of new schemes refunds will be made automatically within 30 days. Status of refund to applicants will be made online after 30 days of closure of scheme.
4. Whenever any new scheme is closed at that time the applicants for refund are very large in number.	4. EMDs will be returned to the vendors within 3 days of closure of tender. Status of EMD return will be uploaded in the service access portal.
5. For EMD also, the return request is made by the applicants.	5. In case of request for refund is made by public, the applicant will be able to check the status online using the reference no. generated by the system.

6.4 Engineering Department: -

6.4.1 For maintenance of flats, roads and other Civic services: -

As-IS Activity	To-Be-Solution
Presently, public visits various offices of Engineering Department for maintenance of flats, roads for other civic services.	<ul style="list-style-type: none">• Public Requests will be provided with a Reference Number / Request ID• Public will be able to see the status on line.

6.4.2 For mutually deciding the date of physical Possession of flats and plots: -

As-IS Activity	To-Be Solution
<ul style="list-style-type: none">• Presently, public visits DDA offices to take the physical possession of flats and plots and to mutually decide the date of possession from Engineers.	<ul style="list-style-type: none">• The convenience of date of engineers will be taken online by the public, through online portal, by giving the details of possession letter.

6.4.3 For lodging complaints about Misuse and Encroachment: -

As-IS Activity	To-Be Solution
<ul style="list-style-type: none">• Presently, public visits various offices of Engineering Department lodging complaints about misuse and encroachment.	<ul style="list-style-type: none">• The complaints of the public related to maintenance of flats, roads and for other civic services and misuse and encroachment will be received online or at nearest NSK and a reference number/request ID shall be provided.• Public will be able to see the status online.

6.4.4 For the inspection of properties where Encroachment or Misuse has come in the notice:-

As-Is Activity	To be Solution
<ul style="list-style-type: none"> Presently, the public visits Vikas Sadan and other engineering offices to pursue the inspections of their properties against which some encroachments or misuse has been reported by some complainant of DDA staff. This is required before the conversion of such properties 	<ul style="list-style-type: none"> Date of inspection will be communicated to public by SMS, email etc. besides other existing modes. Public will be able to request for inspection as per their convenience to avoid intimation like 'premises was locked' etc.

6.4.5 For collecting water bills: -

As-Is Activity	To be Solution
<ul style="list-style-type: none"> At present, the Public visit DDA offices. 	<ul style="list-style-type: none"> Such communications can be communicated to Public through SMS, WhatsApp, eMail enclosing the Water Bills etc.

6.4.6 For enquiring about engineering tenders: -

As-Is Activity	To be Solution
<ul style="list-style-type: none"> At present, all types of tenders are online but still more automation in terms of Communication between Tenderers and DDA Engineering Staff is needed. 	<ul style="list-style-type: none"> All tenders to be put up in Public Domain so as to facilitate the Tenderers will be able to communicate with DDA Engineers. Such communications can be communicated to Public through SMS, WhatsApp, eMail etc., if possible.

6.4.7 To take refund/ pursue for refund of EMDs etc.:-

As-Is Activity

- Presently EMDs are refunded through cheques and RTGS

To be Solution

- Provision will be made to refund EMDs online and in time directly to the account of tenderer.
- Status will be made available through SMS, eMail, WhatsApp and online portal.
-

6.4.8 For Completion Certificate Inspections etc.: -

As-Is Activity	To-Be Process
<ul style="list-style-type: none"> • Presently the general public submits written requests to get the completion certificate issued. • Engineers inspect the site of construction/ constructed building and based on inspection report the officers of building section issue the completion certificate 	<ul style="list-style-type: none"> • Provision will be made to apply for completion certificate online and to see the status also online through a reference number / request ID.

6.5 Personnel Department: -

6.5.1 For compassionate ground recruitments: -

As-Is Activity

- Presently for all activities of compassionate ground appointment public comes to DDA offices for applying and for finding the status there of.

To be Solution

- Facility for Applying online for Compassionate Ground Recruitment will be made through DDA Service Access Application and Inspection Reports of Welfare Inspectors will be made online.
- Recruitment Status will be made through SMS and eMail Notifications.

6.5.2 For availing benefits of staff benefit fund:-

As-Is Activity

- Presently the online application and the mobile application for this purpose is there but still public comes to Vikas Sadan to apply in person

To be Solution

- Online application for request of benefits to be made through the DDA service access application. Approved amount/benefit to be intimated through SMS and Email notifications.

6.6 Land Manage Department

6.6.1 For lodging complaints of encroachments and Demarcation of adjoining private property:-

As-Is Activity

Presently there is an online system existing for this purpose

To be Solution

- Action on these complaints of reference number/request ID will be informed to the complainant online by the concerned SE who is the nodal officer for removal of encroachment, if the content in complaint about encroachment are true, otherwise field status report will be intimated to the complainant within 2 weeks online

6.6.2 For demarcation of property/land: -

As-Is Activity

- Demarcation of disputed property.

To be Solution

- Demarcation related communication shall also be made online or by SMS if possible by DD (encroachment), LM Wing to the Party on getting Intimation from SDM.

6.6.3 To refer sizra maps of villages: -

As-Is Activity

All sizra maps available on DDA website

To be Solution

Access to sizra maps shall be made to public

6.7 PLANNING DEPARTMENT

6.7.1 For finding the land use of and land:-

As-Is Activity

At present, if anyone want to know the land use of a land, the general public either files an RTI or a written request for the same in Vikas Minar.

One cannot see the status of the request time to time.

To be Solution

- 1) Public will be able to make request to know the land use and other related issues online.
- 2) Public will be able to see the status online from anywhere through reference number/request ID.
- 3) Reply will also be sent online through email/SMS etc.

6.7.2 To submit suggestion and objections about Planning of any area:-

As-Is Activity

During master plan drafting, online provision of submitting the suggestion /objection is generally made for the public

To be Solution

- 1) The provision of submitting the online suggestion/objections about the planning issues will be made;
- 2) Public will be able to see the status online.

6.7.3 Getting clarifications about building by laws and development control norms:-

As-Is Activity

- For any clarification the written request is made by the public.

To be Solution

- Provision of making online requests and online viewing of status shall be made.

6.7.4 To refer layout plans, zonal plans and to take the Copies thereof:-

As-Is Activity

For any issue relating to the layout plan, zonal plan, master plan etc. the written request is made by the public.

To be Solution

- 1) Provision of making online requests and online viewing of status shall be made.
- 2) Information shall also be supplied online by SMS, email etc.

6.8 Sports Department: -

6.8.1 To know terms and conditions and to collect Membership forms:-

As-Is Activity	To be Solution
<ul style="list-style-type: none">The public comes to various sports complexes for collecting membership forms, though these are available on the DDA website.	<ol style="list-style-type: none">1) The application forms, instructions and guidelines will be made more user friendly and clear. All types of forms for sports activities will be made available online.2) Public will be able to apply for membership online as well as at nearest Nagrik Suvidha Kendras. An automatic reference number / request ID shall be generated.3) With the request ID / reference number the status will be known by public online

6.8.2 To apply for membership and for its renewal and To know its status:-

As-Is Activity	To be Solution
<ul style="list-style-type: none">The public comes to various sports complexes and Vikas Sadan to apply for membership of sports complexes and to find its status and to further pursue it.	<ul style="list-style-type: none">Public will be able to apply for membership online as well as at nearest Nagrik Suvidha Kendras as well. An automatic reference number / request id shall be generated.With the request ID / reference number the status will be known by public online.

6.8.3 To know pending dues and for making its payments:-

As-Is Activity	To be Solution
Dues are conveyed by post	Dues will be made available online and their payment facility will also be online.

6.8.4 For lodging complaints about services in sports complexes and to pursue it:-

As-Is Activity	To be Solution
The complaints and feedback can be lodged online.	This facility shall be made more user friendly

6.9 Horticulture Department

THE USERS OF DDA PARKS COME TO HORTICULTURE DEPTT.TO LODGE THE COMPLAINT ABOUT POOR MAINTENANCEACTIVITIES RELATED TO TOILETS, GRASS PRUNING,WATERLOGGING, JOGGING, TRACK MAINTENANCE, OVERALLCLEANLINESS IN THE PARKS ETC.: -

As-Is Activity	To be Solution
There is an online system of giving feedback and lodging complaints of parks but still public comes in person for the same and to find the status and to pursue it	<ol style="list-style-type: none"> 1) The online system shall be made more user friendly. 2) Public will be able to lodge such complaints/feedback at nearest NSK and with the help of reference number / request ID they will be able to find the status from anywhere online

