



PUBLIC NOTICE

Public Grievance Redressal mechanism of DDA

The Delhi Development Authority (DDA) is highly sensitive to public grievances and there are multiple grievance redressal channels, including CPGRAMS, DRMS, LG Listening Post, CM Jan Sunwai/PGMS, DDA 311 App and Samasya Nidaan Sewa (SNS), enabling citizens to approach DDA with their grievances and concerns.

In addition, Public Hearings are held every working Monday and Thursday at DDA offices, where public can directly interact with senior officers of DDA at the scheduled time without any prior appointment.

It has been observed that grievances received through SNS and the DDA 311 App are largely similar in nature. To avoid duplication and ensuring expeditious and effective resolution, it has been decided that with effect from August 17, 2026, no new grievance or complaint shall be registered through SNS.

Members of the public are requested to register through the DDA 311 App and other above mentioned facilities for all grievances/complaints pertaining to DDA. The cooperation of citizens is earnestly solicited.

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