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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÷	Complaints	
ľ	Create New Complaint	
d =	View All Complaints	
<u>ر</u> ک	Write Feedback	
	DDA Toll Free	ت.
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
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Verification by STF Nodal Officer







My STF Verification report



<	Back View Form	Ê
	OTT V - Feature Descent	
Sr.No	STF Verification Report	
31.N0	Complainant Name	Vishu Vishu
1.1	Unique ID	2018061449
1.2	Date of Complaint	22-00-2018 11:20 AM
1.3	Construed Authority/Local Body	SDMC
1.4	Date of Action taken	28-06-2018 05:30 AM
2	Location / Use / Monitoring	Action
2.1	Name of street(ROW) / colony as per Zonal Plan/Layput Plan	Zonal plan layout
2.2	Jurisdiction of Police Station	Central
2.3	Land use as per Master / Zonal Plan	RESIDENTIAL
2.4	Duliding use floor wise / premises no.	Tet foor
2.4	Name of designated grid officer/official	R.R.Meena
2.5	Whether it is old / new instance of encroachment	New
2.0	Whether it is ord / new instance of enclosedment Date of survey	28-06-2018 05:20 AM
3	Survey Report	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	2021 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	Default
rioto	raphs on the date of survey:	
Note	floer shall submit the Action Taken Report to STF	Verification by Grid Off (with name / Designation / Contact
II. In ces III. Photo iv. Land	ring of the second-areas (previous estable control do dy the concerned dg) if your of a enconcentry, escoses y active halo la estable to the concerned to gain you do grade an engale intervious shall also be taken. Intervious the datacense the developed by the concerned dg proce and administra- tion of the datacentry of the second dg process and gains and administra- tion of the datacentry of the datacentry of the second dg process and administra- tion of the datacentry of the datacentry of the datacentry of the datacentry of the autors report submitted by fourth body officer on the compliant, if any identified for with the datacentry of the datacentry	em fit. o 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

