

Instructions/guidelines for the applicants seeking appointment under Grievance Redressal Systems (Samsya Nidaan Seva)

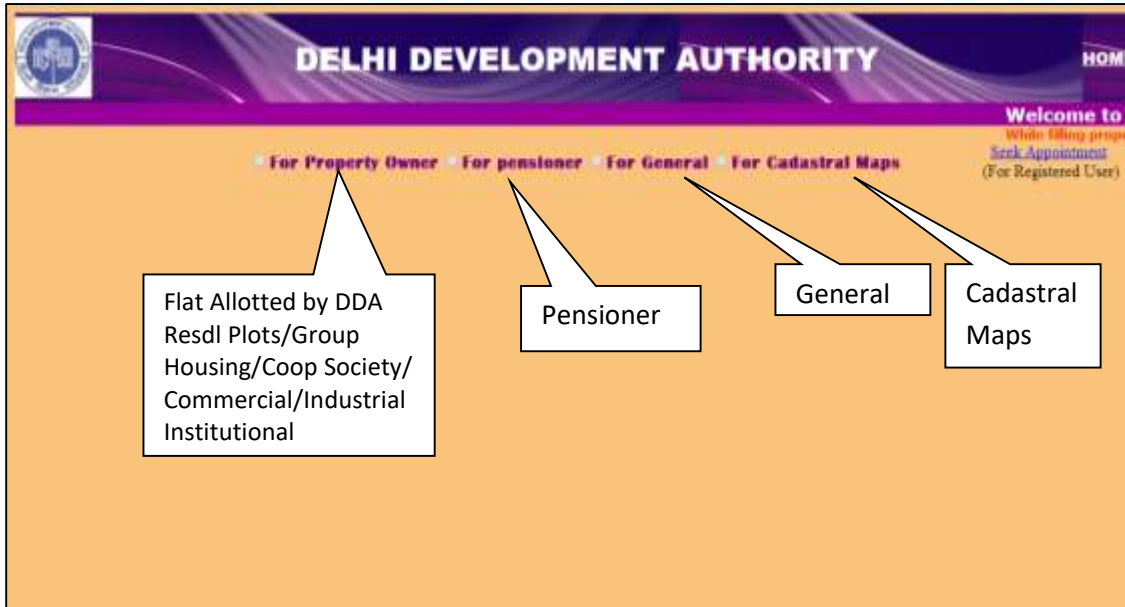
1. The new applicant should click on “New User Button” and the old user or the already existing user should click on the “Existing User Button”.



2. The new applicant should specify whether he/she is a property owner or a pensioner of DDA or He/She has a general query or query regarding cadastral maps or he/she has Special Task Force-Enforcement Drive query.



On Clicking “Other Grievance”, following screen shot is displayed.



- Accordingly, a form will appear on the screen which is to be filled up by the applicant and ensure that all mandatory fields are filled up.

DELHI DEVELOPMENT AUTHORITY

Welcome to Samasya Nidaan Sewa
While filling property details in property proforma, please note to fill up Property No and File No as it is

For Property Owner For pensioner For General For Cadastral Maps

Query Proforma For Property Owners

| | |
|--------------------------------------------------------------------------------------|----------------------------------------------------------|
| 1. नाम Name * | |
| 2. पता Address * | |
| 3. मोबाइल नंबर Mobile No. * | |
| 4. टेलीफोन नंबर Telephone No. | |
| 5. ईमेल आईडी Email ID * | |
| 6. निम्नलिखित विवरण दे दीजिए। Please Give the Following Details | |
| (A) प्रॉपर्टी नंबर Property No. | |
| (B) प्रॉपर्टी प्रकार Property Type * | --Select One-- |
| (C) लोकेशन Locality | |
| 7. फाइल नंबर, यदि कोई हो File No. | |
| 8. प्रॉपर्टी का प्रकार के संबंध में स्थिति Status of Property as on Date | Not Known |
| 9. फ्री होल्ड के लिए आवेदन किया है, यदि लागू हो Applied For Free Hold, If Applied | <input type="checkbox"/> Yes <input type="checkbox"/> No |

- After filling up the form the applicant must create his/her "User name" and "password" for further action.

Create User For Login

Create User ID *

Create Password *

Confirm Password *

Enter Image



5. Check the reference ID and print for further correspondence.

03/05/2018 Samasya Nidaan Sewa

DELHI DEVELOPMENT AUTHORITY HOMI

Welcome to Samasya Nidaan Sewa

QUERY PROFORMA FOR PROPERTY OWNERS

Sl No. / Reference ID: **H8646** Date: 03/05/2018

1. Name rehan

2. Address chh

3. Mobile No.

4. Telephone No.

5. Email-ID rehan0777@gmail.com

6. Please Give The Following Details

(A)Property No.

(B)Property Type Flat Alloted by DDA

(C)Locality

7. File No., If Any

8. Status of Property As On Date Free Hold

9. Applied For Free Hold, If Applied

Date

Application No.

10. Please Write Specific Query Test donot reply

11. Date of Last Visit To DDA 14/02/2018

Person / Branch Contacted

12. No of Earlier Visits, If Any


Signature

Mobile No.: 9718424656

Telephone No.:

Email-ID : rehan0777@gmail.com;


(Cut From Here)
Receipt By DDA
Sl No./ Reference ID: H8646
Your Query has been received, response to your query will be given on-line can be ascertained from the contact number.
Date to come to DDA/ check online

<http://dda.org.in/vbb/news/5N5Gv8treqr1npr-qpary.aspx?y=69110040>  Information

Print Reference Details

| QUERY PROFORMA FOR PROPERTY OWNERS | |
|------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| SI No. / Reference ID: H8646 | Date: 03/05/2018 |
| 1. Name | rehan |
| 2. Address | okda |
| 3. Mobile No. | 9718424656 |
| 4. Telephone No. | |
| 5. Email-ID | rehan0777@gmail.com |
| 6. Please Give The Following Details | |
| (A)Property No. | |
| (B)Property Type | Flat Alloted by DDA |
| (C)Locality | |
| 7. File No., If Any | |
| 8. Status of Property As On Date | Free Hold |
| 9. Applied For Free Hold, If Applied Date | |
| Application No. | |
| 10. Please Write Specific Query | Test donot reply |
| 11. Date of Last Visit To DDA Person / Branch Contacted | 14/02/2018 |
| 12. No of Earlier Visits, If Any | |
| | Signature |
| | Mobile No.: 9718424656 |
| | Telephone No.: |
| | Email-ID : |
| | rehan0777@gmail.com; |
| (Cut From Here) | |
| Receipt By DDA | |
| SI No. / Reference ID: H8646 | |
| Your Query has been received, response to your query will be given on-line can be ascertained from the contact number. | |
| Date to come to DDA/ check online called Mon/Thu | |
| | Signature |
| | Date: Time : |

6. Now user can log in into the system by clicking the log in button.



DELHI DEVELOPMENT AUTHORITY

Welcome to Samasya Nidaan Sewa

Grievance Redressal System (Samasya Nidaan Sewa)

Instructions/guidelines for the applicants seeking appointment under Samasya Nidaan Sewa [Details](#)


1. The new applicant should click on "New User Button" and the old user or the already existing user should click on the "Existing User Button".
2. The new applicant should specify whether he/she is a property owner or a pensioner of DDA or He/She has a general query.
3. Accordingly a form will appear on the screen which is to be filled up by the applicant and ensure that all mandatory fields are filled up.
4. After filling up the form the applicant must create his/her "User name" and "password" for further action.
5. Check the reference ID and print for further correspondence.
6. Now user can log in into the system by clicking the log in button.
7. Now the applicant should enter the user name and password in the log in page.
8. If applicant forgets password, a new password can be generated by clicking on "Forgot Password Button". New password will be sent to the registered email-id of the applicant.
9. The applicant can see status of his/her application by clicking on "View Status Button".
10. To reprint in reference one can click on "Re-print Reference Button".
11. For any property query click on "Property Query Button" and fill in the required

Login

User ID

Password

Enter Image



7. Now the applicant should enter the user name and password in the log in page.

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Welcome to Samasya Nidaan Sewa

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9. The applicant can see status of his/her application by clicking on "View Status Button".
10. To reprint in reference one can click on "Re-print Reference Button".
11. For any property query click on "Property Query Button" and fill in the required

Login

User ID: athrash

Password: _____

Enter Image: V8TPE

Log In

8. If applicant forgets password, a new password can be generated by clicking on "Forgot Password Button". New password will be sent to the registered email-id of the applicant.

DELHI DEVELOPMENT AUTHORITY

Welcome to Sam

Grievance Redressal System (SAMASYA NIDAAN SEWA)

Forgot Password

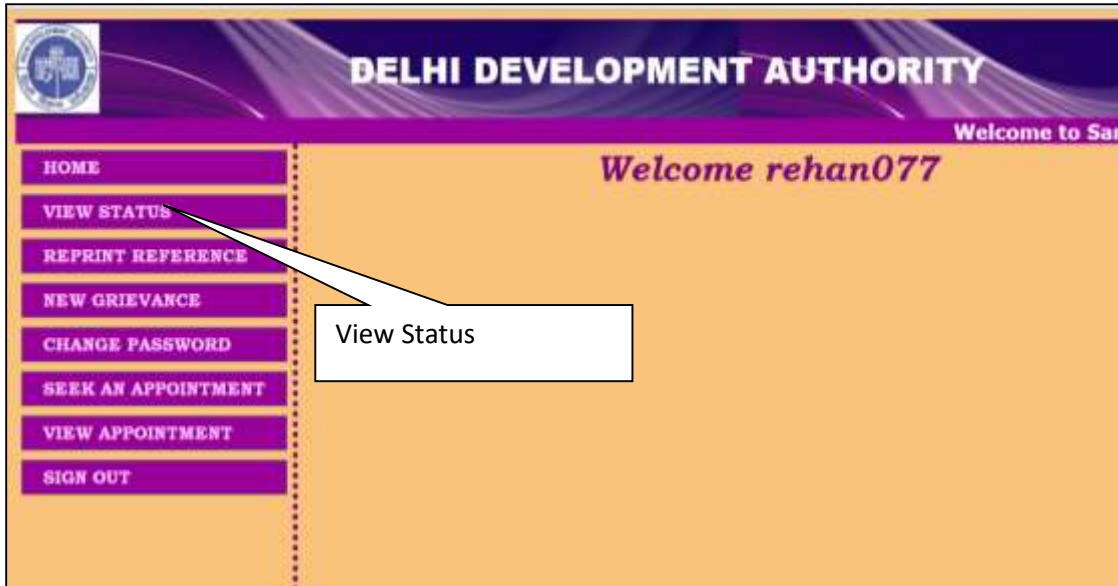
User ID: _____

Name: _____

Email ID: _____

Submit **Reset**

9. The applicant can see status of his/her application by clicking on “View Status Button”.



10. To reprint in reference one can click on “Re-print Reference Button”.



11. For any property query click on “Property Query Button” and fill in the required form.

For Property Owner
 For pensioner
 For General
 For Cadastral Maps

Query Proforma For Property Owners

| | | |
|-----------------------------------------------------------------------------|---------------------------------------------------------------|----------------------|
| 1. नाम Name * | <input type="text"/> | <input type="text"/> |
| 2. पता Address * | <input type="text"/> | <input type="text"/> |
| 3. मोबाइल नंबर Mobile No. * | <input type="text"/> | <input type="text"/> |
| 4. टेलीफोन नंबर Telephone No. | <input type="text"/> | <input type="text"/> |
| 5. ईमेल आईडी Email ID * | <input type="text"/> | <input type="text"/> |
| 6. निम्नलिखित विवरण देने की कृपा करें. Please Give the Following Details | | |
| (A) संसदी सं. Property No. | <input type="text"/> | <input type="text"/> |
| (B) संसदी प्रकार Property Type * | <input type="text" value="--Select One--"/> | <input type="text"/> |
| (C) ईलाका Locality | <input type="text"/> | <input type="text"/> |
| 7. फाइल संख्या, यदि कोई हो File No. | <input type="text"/> | <input type="text"/> |
| 8. संसदी का आज के तारीख की स्थिति Status of Property as on Date | <input type="text" value="Not Known"/> | <input type="text"/> |
| 9. Applied For Free Hold, If Applied | <input checked="" type="radio"/> Yes <input type="radio"/> No | |
| तारीख Date | <input type="text"/> | <input type="text"/> |
| आवेदन संख्या Application No. | <input type="text"/> | <input type="text"/> |
| 10. कृपया विशिष्ट क्वेरी लिखें Please Write Specific Query | <input type="text"/> | <input type="text"/> |

12. For any pensioner query click on “Pensioner’s Query” and fill in the required form.

While filling property details in property p

For Property Owner
 For pensioner
 For General
 For Cadastral Maps

Query Proforma For Pensioners

| | | |
|----------------------------------------------------------------------------------|--|--|
| 1. Pension Branch | | |
| 2. आगतक नाम Visitor Name * | | |
| 3. पेंशनर / मृतक कर्मचारी के नाम Name of Pensioner/Deceased Employee * | | |
| 4. Post Held (At the time of retirement/death) * | | |
| 5. पेंशन और डेथ इन संख्या, यदि कोई हो PPO No., IF Any | | |
| 6. पता Address * | | |
| 7. मोबाइल नंबर Mobile No. * | | |
| 8. टेलीफोन नंबर Telephone No. | | |
| 9. ईमेल आईडी Email ID * | | |
| 10. फाइल संख्या, यदि कोई हो File No., If Any | | |
| 11. कृपया विशिष्ट क्वेरी लिखें Please Write Specific Query | | |
| 12. पिछली यात्र तिथि Last Visit Date | | |
| 13. व्यक्ति / शाखा से संपर्क | | |

Pensioner Query

13. For any general query click on "General Query" Button and fill in the required form.

DELHI DEVELOPMENT AUTHORITY

Welcome to Samasya Nidaan Sewa
While filling property details in property proforma,

For Property Owner For pensioner For General For Cadastral Maps

Query Proforma For General

| | | |
|---------------------------------------------------------------|----------------------------|--|
| 1. आगतक नाम Visitor Name * | | |
| 2. पता Address * | | |
| 3. मोबाइल नंबर Mobile No. * | | |
| 4. टेलीफोन नंबर Telephone No. | | |
| 5. ईमेल आईडी Email ID * | | |
| 6. कृपया विशिष्ट कठेरी लिखें Details of Grievance | | |
| 7. फाइल संख्या, यदि कोई हो File No., If Any | | |
| 8. पिछली यात्रा तिथि Last Visit Date | | |
| 9. व्यक्ति / शाखा से संपर्क Person/Branch Contacted | | |
| 10. Department | D D Coordination (General) | |
| 11. Request Date | 03/05/2018 | |

Create User For LogIn

General Query

Information
You just unplugged a device from the a

14. For any cadastral maps query click on “Cadastral Maps” Button and fill in the required form.

DELHI DEVELOPMENT AUTHORITY

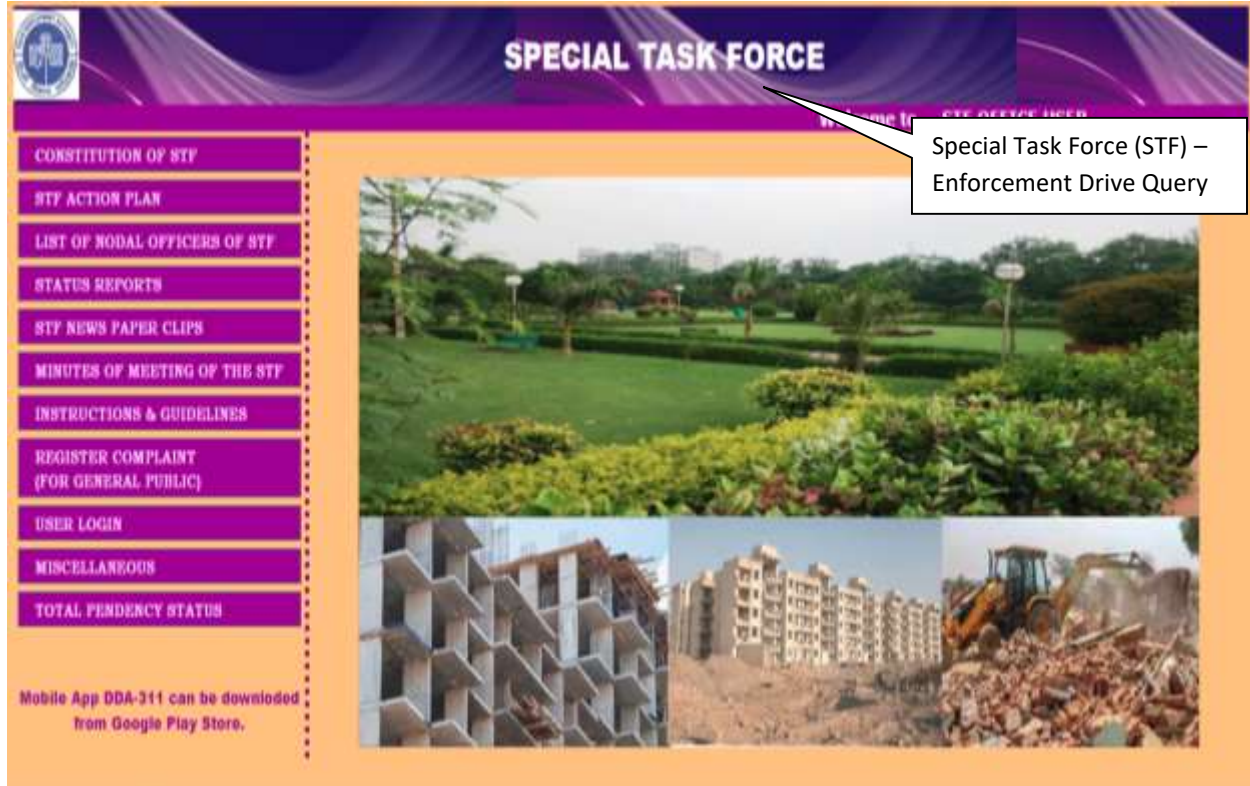
For Property Owner For pensioner For General For Cadastral Maps

Query Proforma For Cadastral Maps

| | | |
|-------------------------------------------------------------------|--|--|
| 1. अभिषेक नाम Visitor Name * | | |
| 2. पता Address * | | |
| 3. मोबाइल नंबर Mobile No. * | | |
| 4. टेलीफोन नंबर Telephone No. | | |
| 5. ईमेल आईडी Email ID * | | |
| 6. समस्या विवरण सहित शिकायत Details of Grievance | | |

Cadastral Maps Query

15. For any STF query click on “Special Task Force (STF) – Enforcement Drive” Button, following screen will be displayed.



SPECIAL TASK FORCE

- CONSTITUTION OF STF
- STF ACTION PLAN
- LIST OF NODAL OFFICERS OF STF
- STATUS REPORTS
- STF NEWS PAPER CLIPS
- MINUTES OF MEETING OF THE STF
- INSTRUCTIONS & GUIDELINES
- REGISTER COMPLAINT (FOR GENERAL PUBLIC)
- USER LOGIN
- MISCELLANEOUS
- TOTAL PENDING STATUS

Mobile App DDA-311 can be downloaded from Google Play Store.

Special Task Force (STF) – Enforcement Drive Query

16. While filling property details in property proforma, please note to fill up Property No and File No as it is difficult to process the grievance without filling these fields.

| | | |
|--------------------------------------------------------------------------------------|---------------------------------------------------------------|--|
| 7. निम्नलिखित विवरण देने की कृपा करें. Please Give the Following Details | | |
| (A) संपत्ति सं. Property No. | <input type="text"/> | |
| (B) संपत्ति प्रकार. Property Type * | <input type="text"/> | |
| (C) इलाका Locality | <input type="text"/> | |
| 8. फाइल संख्या, यदि कोई हो File No. | <input type="text"/> | |
| 9. संपत्ति का आज के तारीख की स्थिति Status of Property as on D | <input type="text"/> | |
| 10. Applied For Free Hold, If Applied | <input checked="" type="radio"/> Yes <input type="radio"/> No | |
| तारीख Date | <input type="text"/> | |
| आवेदन संख्या Application No. | <input type="text"/> | |
| 11. कृपया विशिष्ट क्वेरी लिखें Please Write Specific Query | <input type="text"/> | |
| 12. पिछली यात्रा तिथि Last Visit Date | <input type="text"/> | |
| 13. व्यक्ति / शाखा से संपर्क Person / Branch Contacted | <input type="text"/> | |
| 14. इससे पहले यात्राओं की संख्या, यदि कोई हो No. of Earlier Visits, If Any | <input type="text"/> | |
| 15. Department | D.D.Coordination (Housing) | |
| 16. Request Date | 03/05/2018 (dd/mm/yyyy) | |

17. For changing the password the applicant can click on “Change Password Button” to change the password.



The screenshot displays the Delhi Development Authority (DDA) website interface. At the top left is the DDA logo, and the header reads "DELHI DEVELOPMENT AUTHORITY". A vertical sidebar on the left contains several menu items: HOME, VIEW STATUS, REPRINT REFERENCE, NEW GRIEVANCE, CHANGE PASSWORD, SEEK AN APPOINTMENT, VIEW APPOINTMENT, and SIGN OUT. The "CHANGE PASSWORD" option is highlighted with a callout box that says "Change Password". The main content area is titled "CHANGE PASSWORD" and contains three input fields labeled "Old Password", "New Password", and "Confirm Password". Below these fields are two buttons: "Change" and "Reset".