



DELHI DEVELOPMENT AUTHORITY



SMART CITY

APP

USER MANUAL

This user manual has been designed keeping in view the training requirements of officers of DDA on functioning of the mobile App.

Sd/-

M. K. Gupta
Commissioner (SA & GR)

● INSTALLATION OF DDA's 'SMART CITY APP' ON YOUR MOBILE

⇒ Steps to be followed:

ANDROID



Specs: Android phone with at least 2 GB RAM, 16GB Internal Memory, running on android Marshmallow.

iOS (iPhone)

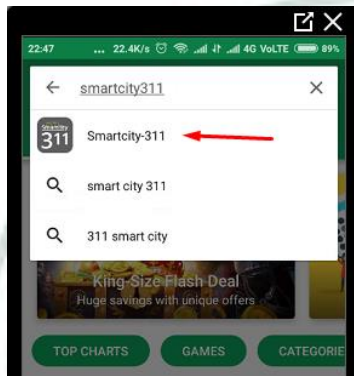


Specs: iPhone 4s and above running on iOS 7 or above.

1. Click on the Play Store icon shown below



2. Type **Smart City 311** in the search box



3. Click on the following icon



4. Install the app by clicking on 'install' button as shown below



Note: The app will download and install itself on your mobile automatically after you have clicked on install. Wait for a few minutes, if you receive an error about insufficient storage then you must delete some data (i.e. images or videos) from your gallery or uninstall any app that you don't use.

5. Once the app gets installed successfully, open it by clicking on the open tab as shown below



Or open your phone's menu and search for the app Smartcity311 and open it from there.

1. Click on the App Store icon shown below



2. Type **Smart City 311** in the search box



3. Select the following icon

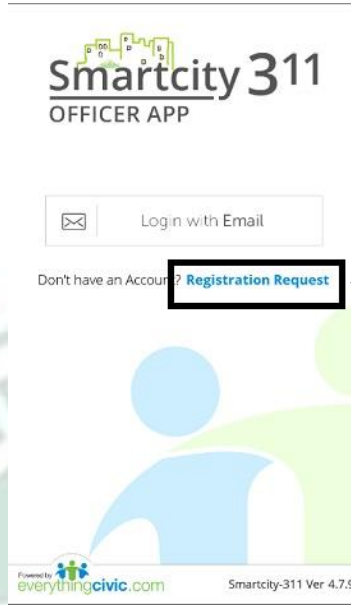


4. Install the app

● Registration of officers on the DDA's 'SMART CITY APP'

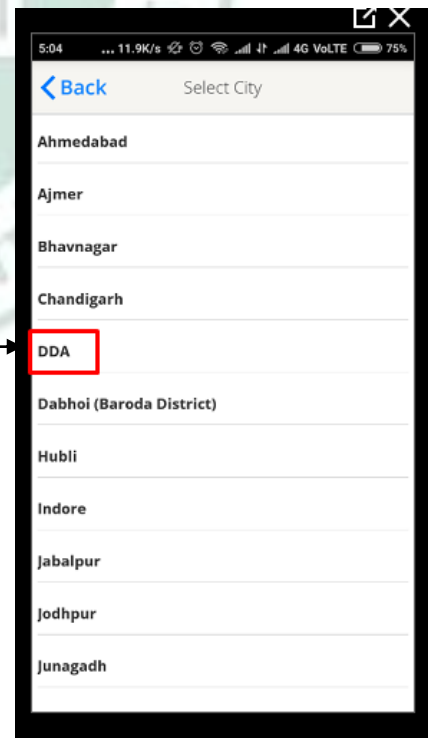
⇒ Steps to be followed:

1. Open the app and click on Registration request

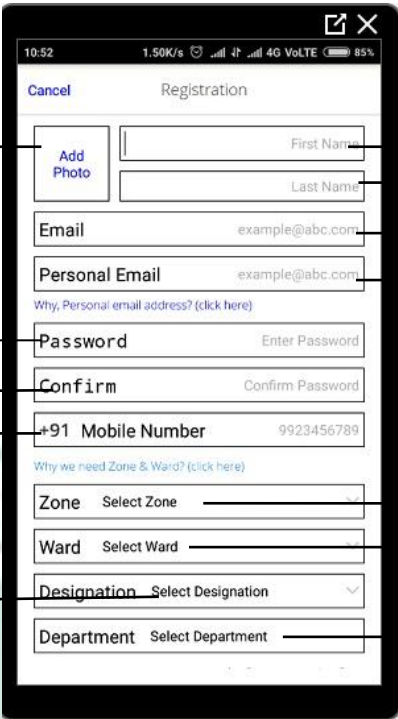


2. You will see a list of cities as shown below

Choose your city by clicking on DDA



3. A registration form will appear shown below:



Clicking on Add photo option will give you option to take a **selfie**

Choose a password of at least 8 digits (Caution: use a password that you can easily remember as it will be used for logging into the app)

Key/type in the same password that you entered in the box above

Type in your mobile number

Select your designation from the drop-down list

Key/type in your first name

Key/type in your surname

Key/type in your email id

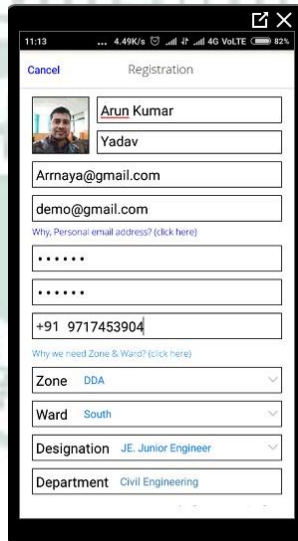
Key/type in **demo@gmail.com**

Click on **DDA** in zone

Choose your **Zone** by clicking in select ward

Select your department from the drop-down list

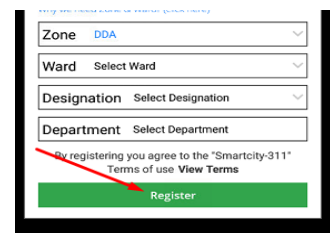
4. Once all details have been filled/keyed in, the form will appear as shown below:



Registration form with filled details:

- First Name: Arun Kumar
- Last Name: Yadav
- Email: Arrnaya@gmail.com
- Personal Email: demo@gmail.com
- Why, Personal email address? (click here)
- Password: *****
- Confirm: *****
- +91 Mobile Number: +91 9717453904
- Why we need Zone & Ward? (click here)
- Zone: DDA
- Ward: South
- Designation: JE, Junior Engineer
- Department: Civil Engineering

5. Now scroll down and click on **Register** and click on 'OK' when a pop-up appears as shown below:



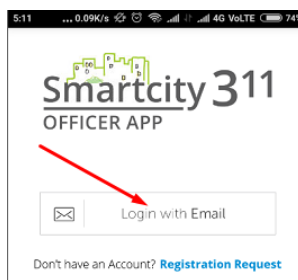
Registration form with terms and Register button:

- Zone: DDA
- Ward: Select Ward
- Designation: Select Designation
- Department: Select Department
- By registering you agree to the "Smartcity-311" Terms of use [View Terms](#)
- Register**

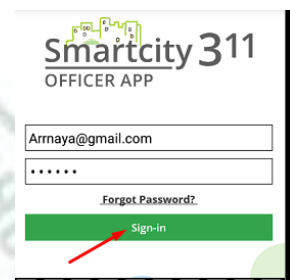
6. A pop-up will appear, click 'OK' and you have successfully registered yourself on the app:



7. After successful registration you need to login into the app:



Key in the same email id and password that you used while registering yourself on the app and then click on 'sign-in' tab.



8. On successful login, you will land onto the home-page of the app, which is shown below:

Name of the user is displayed here → Welcome, Vishu Sharma

You can see and modify your profile information from here i/c your photos etc. → [Menu Icon]

Field inspection module includes options for those officials who go for onsite inspections. → Field Inspections

This module includes attendance marking and attendance log. Using this you can keep track of your attendance record. → GPS Attendance

These two modules have not yet been opened for DDA. → Road Checking, Project Tracking

This module contains complaints/grievances made/registered by the citizens of Delhi related to DDA. → Complaint Redressal (Workflow)

Notification are much like whatsapp or facebook notifications where you receive messages or updates related to your work and various other tasks. → Notifications

This is a shortcut for Field Inspections → [Field Inspections Shortcut]

This is a shortcut for marking your attendance. → [Mark Attendance Shortcut]

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Note: This is a brief description of all the modules in the app. Detailed explanations are made in following chapters.

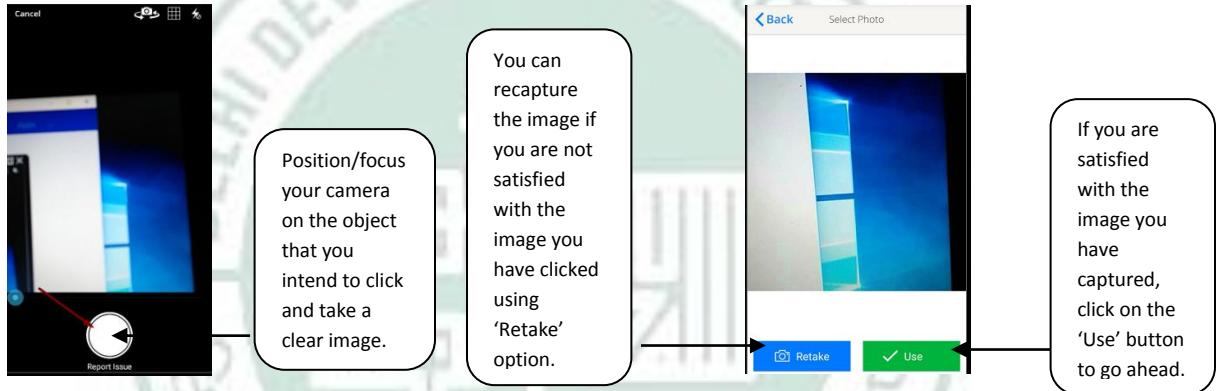
CHAPTER I: FIELD INSPECTIONS MODULE

As the name itself suggests 'Field Inspections' module has been specifically designed for those officials who are assigned the duty of making onsite inspections in performance of their duties. Following are the steps to be followed while conducting onsite inspections:

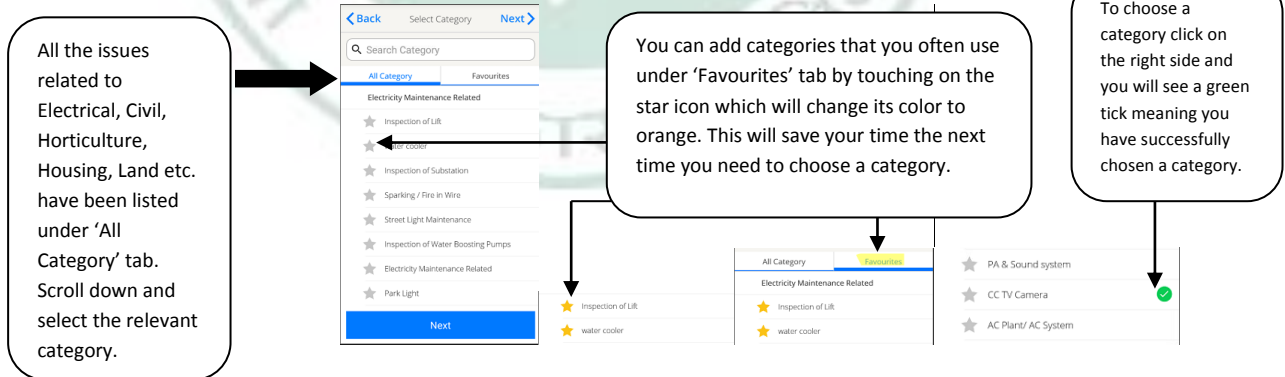
1. You can open 'Field Inspections' by the shortcut provided at the bottom left of the home page of the App.



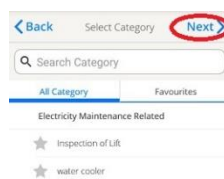
2. Once you click on the shortcut as mentioned above your phone's camera will be launched. Now you need to take a picture of the site that you intend to inspect and report about.



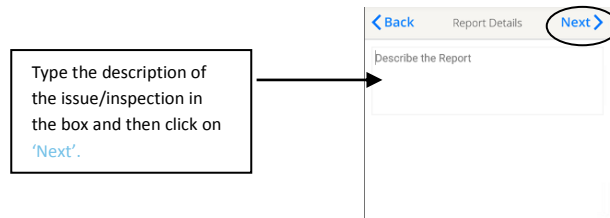
3. Upon clicking 'Use' tab you will have to choose category of the issue being reported as shown below:



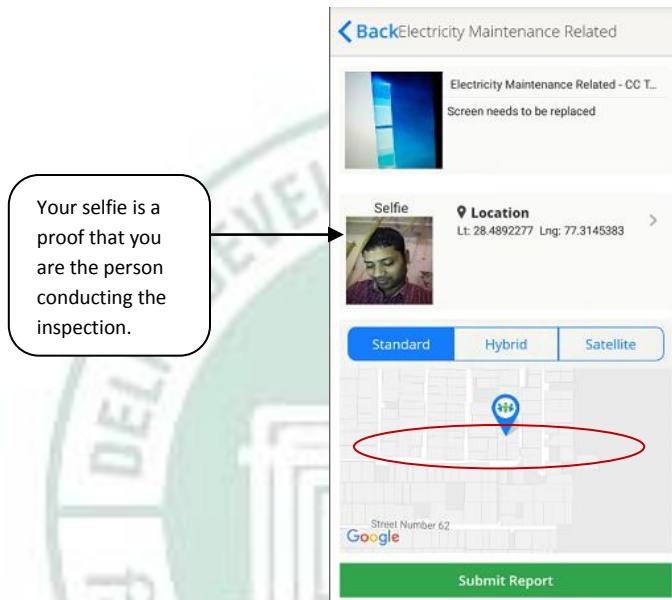
4. Now click on 'Next'



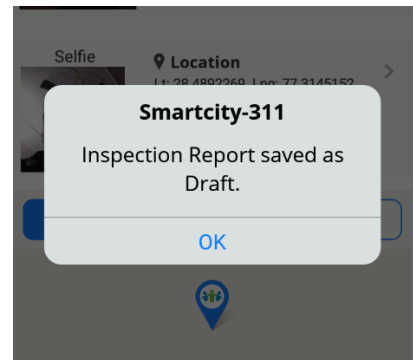
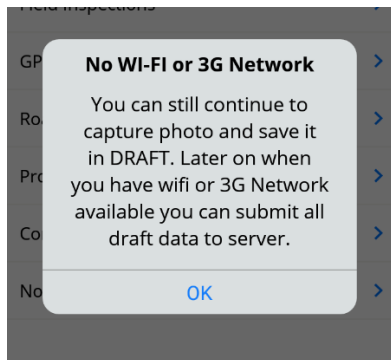
5. You need to write a brief description of the issue being reported and click on 'Next' as shown below:



6. Upon clicking 'Next' you will see an interface as shown below. Now you only need to position the selfie camera and click on 'Submit Report'. Your report will be submitted successfully with your selfie and location.



Note: If you do not have internet connectivity or face slow network issues at the location where you intend to conduct inspection, you do not need to worry. Turn off your mobile Data and conduct inspection. Then you just need to 'Submit Report' and a draft of the report will be saved which can be uploaded/synced when you find internet connectivity. See the images below for example:



7. In order to see the reports you have submitted or any other report that you had created earlier, follow the instructions as below:

Click on 'Field Inspections'.

Welcome, Vishu Sharma

Smartcity-311
Officer App for DDA-311

- Field Inspections
- GPS Attendance
- Road Checking
- Project Tracking
- Complaint Redressal (Workflow)
- Notifications 11

Field Inspections | Mark Attendance

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My Stuff

- Create New Inspection Report
- My Inspection Reports
- My Draft
- Send Email - Inspection Reports
- My Bookmarks
- My Comments
- Notifications

My Inspection Reports

Date	Date Zone	Zone Date	Zone Ward
26 December 2016			
1.		Electricity Maintenance Related - Sparking / Fire in Wire	26-Dec-2016 03:55 p.m. Training
2.		Electricity Maintenance Related - Inspection of Lift	26-Dec-2016 03:16 p.m. Training

Details

Vishu Sharma
JE, Junior Engineer
Electricity Maintenance Related - Inspecti...
26-Dec-2016 03:16 p.m.
Zone: DDA
Ward: South

Description
Training

Comment | Email | Bookmark

Vishu Sharma
26-Dec-2016 03:24 p.m.
Additional details

Location
Vikas Sadan, Aviation Colony, INA Colony, New Delhi, Delhi 110003, India

Gaurav Documentation

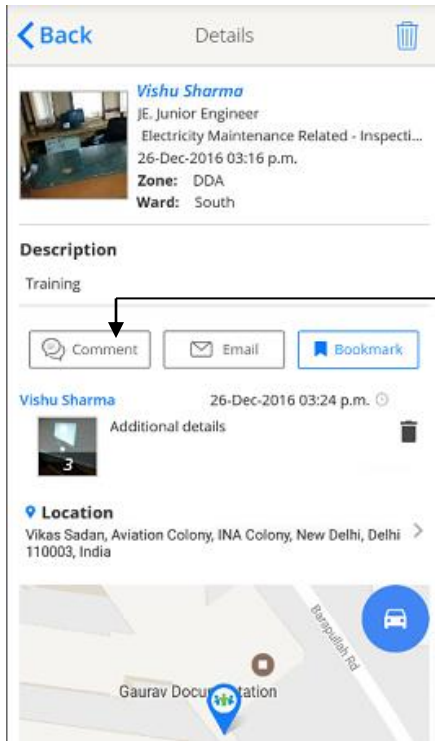
My Inspection Reports

Standard | Hybrid | Satellite

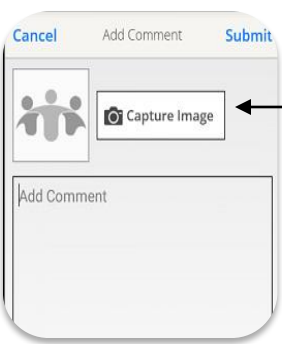
Delhi Development Authority (UDA)

Annotations:

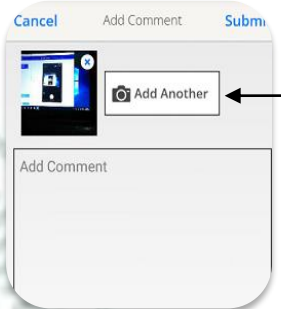
- You can create a new Inspection report from here as well.
- Click on 'My Inspection Reports' to see reports that you have created.
- Click on 'My Draft' to see the reports that you submitted while working offline.
- Use filter to find a specific report
- You can see your reports Date-wise, Zone-wise or Ward-wise.
- To see the details of a report from the list, click on the desired one and a page containing the details of the report will open.
- Caution: Clicking on this icon will delete your report. You are advised not to delete any report for any reason. Not even for the want of storage as the app saves all the data on 'Cloud' and hence does not take any storage space in your mobile.
- You can choose to comment, email this report, or bookmark it from here (discussed in detail in later pages).
- Clicking on this icon will open a **heat-map** as shown on the right side.
- The Red spots on the map show the area from where reports are being made. It helps in identifying areas where more work is needed to be done.



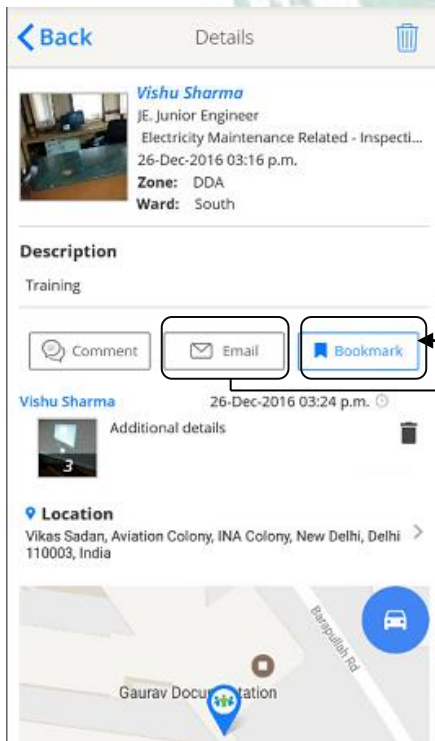
This is an important feature of this app. You can use comment option to reply to your senior's comments. You can also use it to add more images to your report. Clicking on comment will open the window as shown on right side.



Click on capture image and take a picture of the issue.



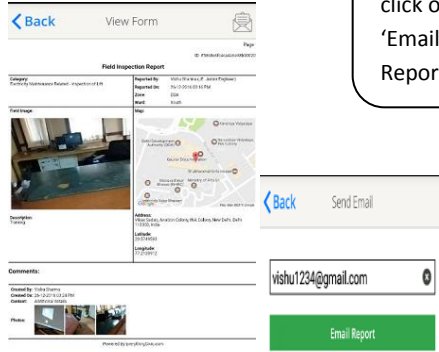
Once you have clicked an image you will see option 'Add another', click on that to add another image. You can add up to 5 images.



Clicking on 'Bookmark' will turn it into blue color meaning your report has been bookmarked. You can find your bookmarked report in Bookmark module on homepage of the App.

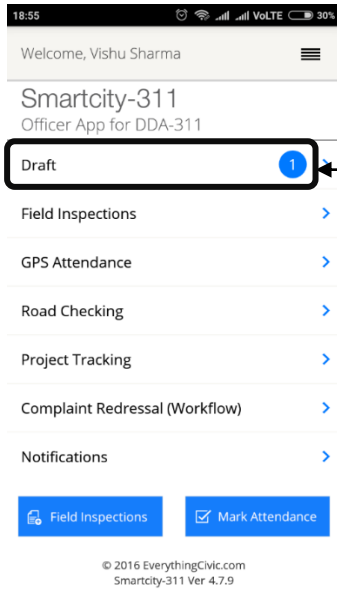
Click on 'Email' option if you wish to email your report to someone.

Key in the email id of the person you want to send report to and then click on 'Email Report'.

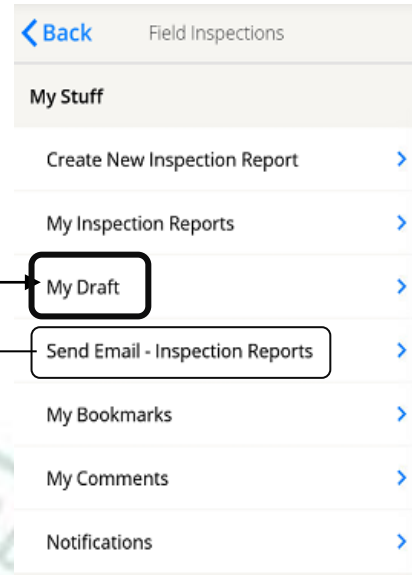


Email Report

Steps to upload/Synchronize reports saved as drafts:



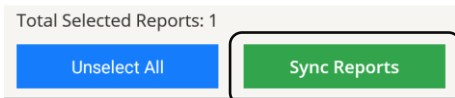
You can open the reports that you created offline as drafts from either the homepage of the app by clicking 'Draft' or from 'Field Inspections' Module under 'My Draft' Option.



You can use 'Send Email – Inspection Reports' module to email multiple reports at once. Just open the module, select the reports you wish to send by clicking in the box and email those.

Now tick in the box to select the reports that you want to synchronize/upload

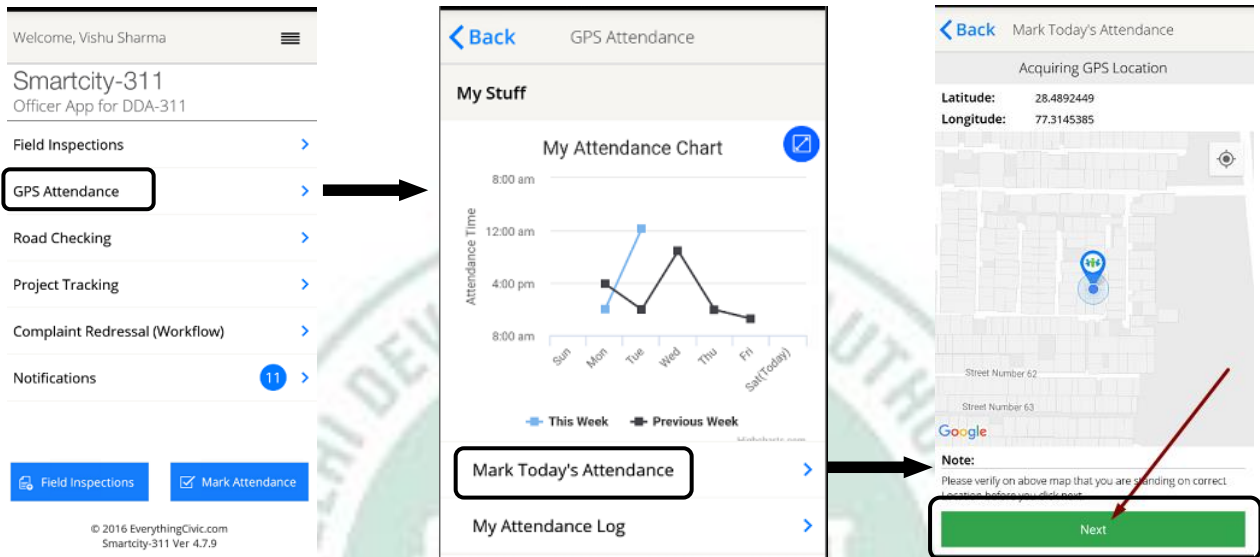
Once you have selected the reports that you want to upload/synchronize, click on 'Sync Reports' tab to upload it.



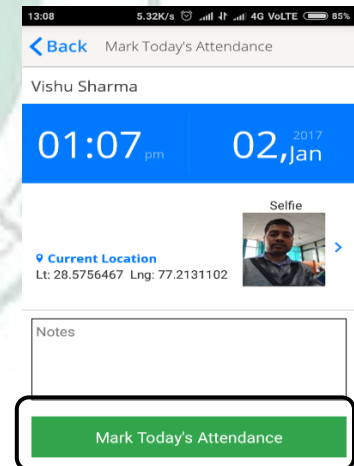
CHAPTER II: GPS ATTENDANCE MODULE

Steps to be followed to mark your attendance through Mobile 'App'

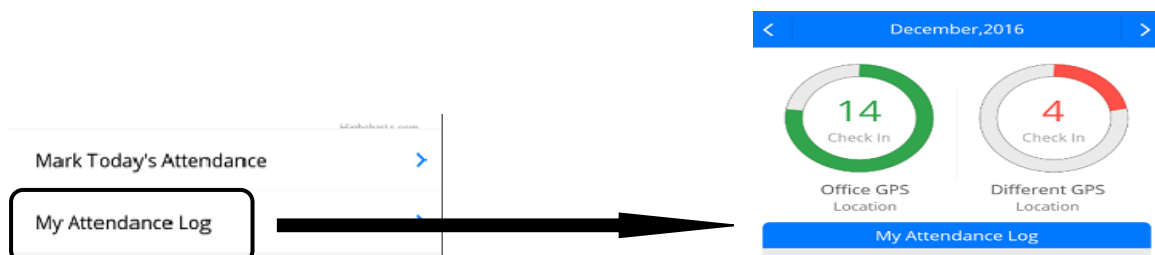
1. Click on "**GPS Attendance**" Module, then click '**Mark Today's Attendance**' and a page will appear with Google Maps acquiring GPS Location. Click on **Next**.



2. Now click on **Mark Today's Attendance** and you have marked your attendance successfully.



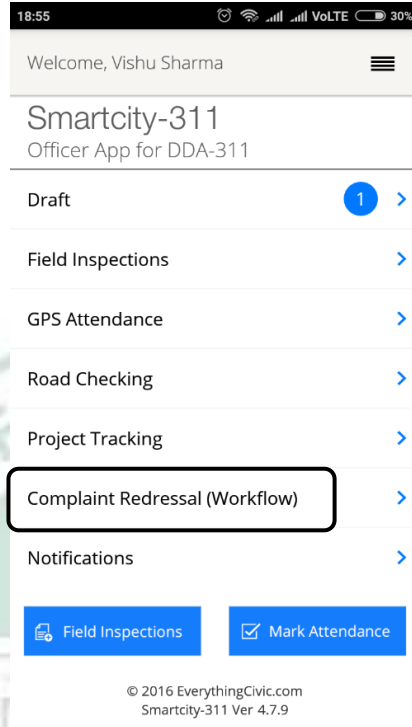
3. To see the details of your attendance click on '**Attendance Log**', a page with details will open. See below:



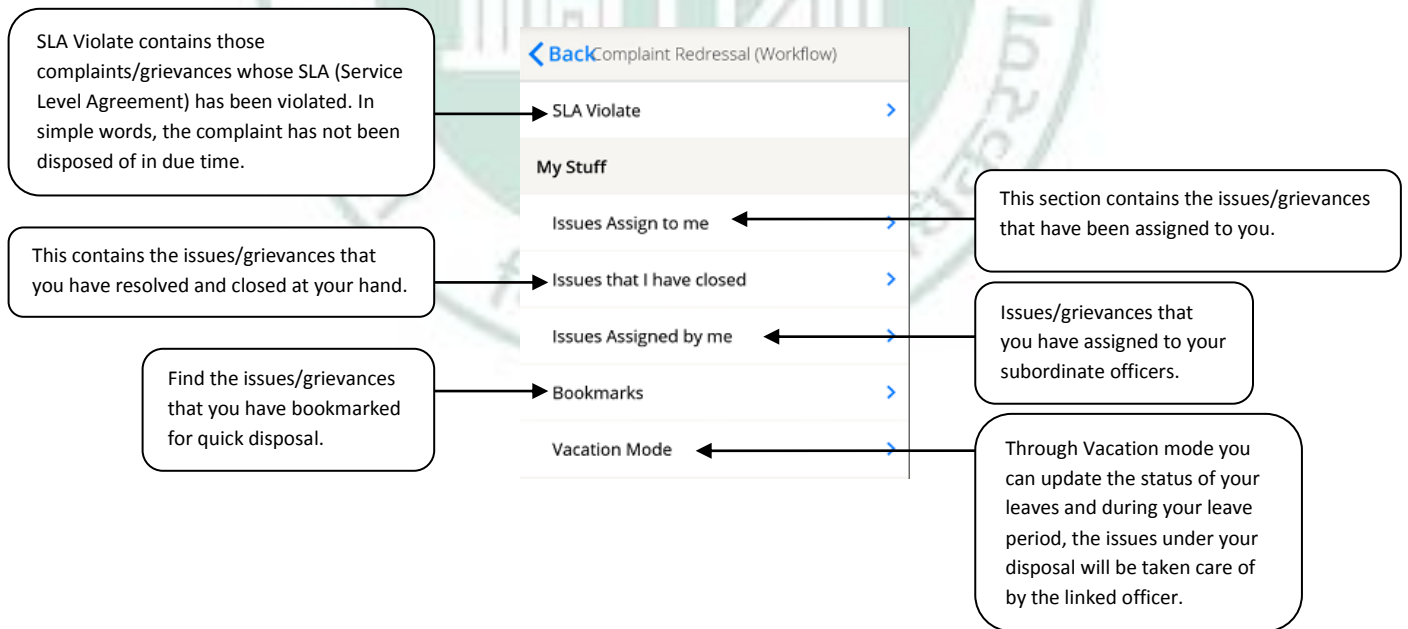
CHAPTER II: COMPLAINT REDRESSAL (WORK-FLOW) MODULE

This module contains complaints made by citizens. Follow the steps given below to use this module.

1. Click on '**Complaint Redressal**'

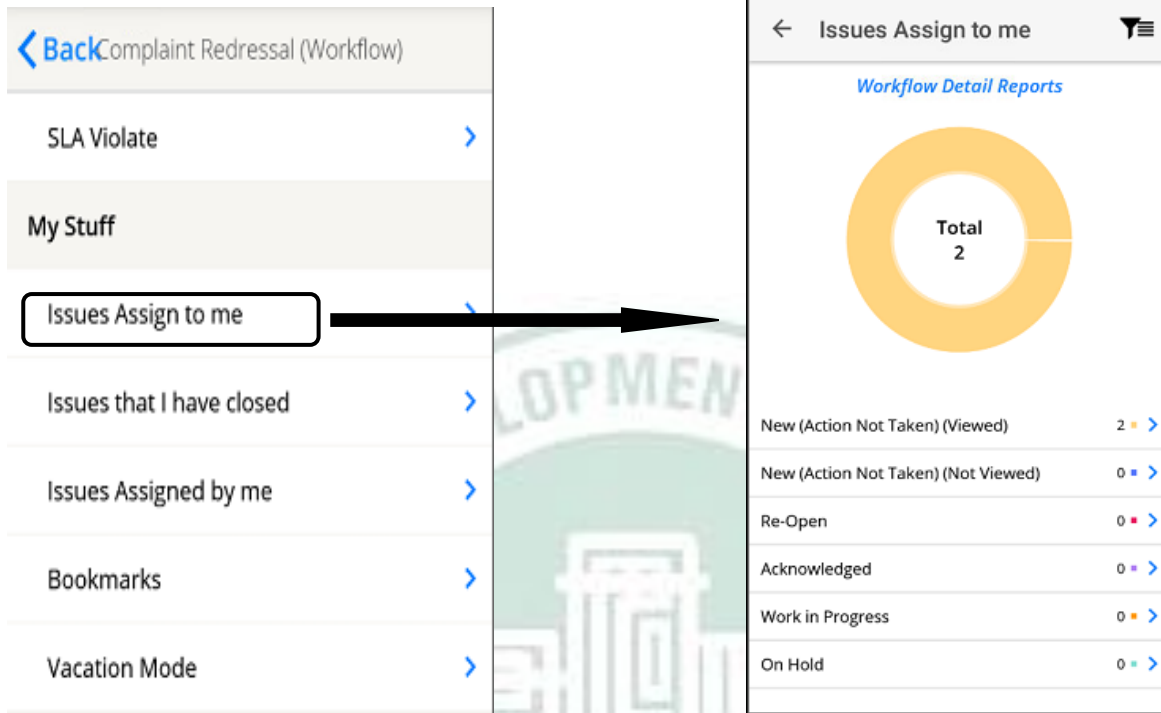


2. You will see various options under this module. See below for explanations of these options:

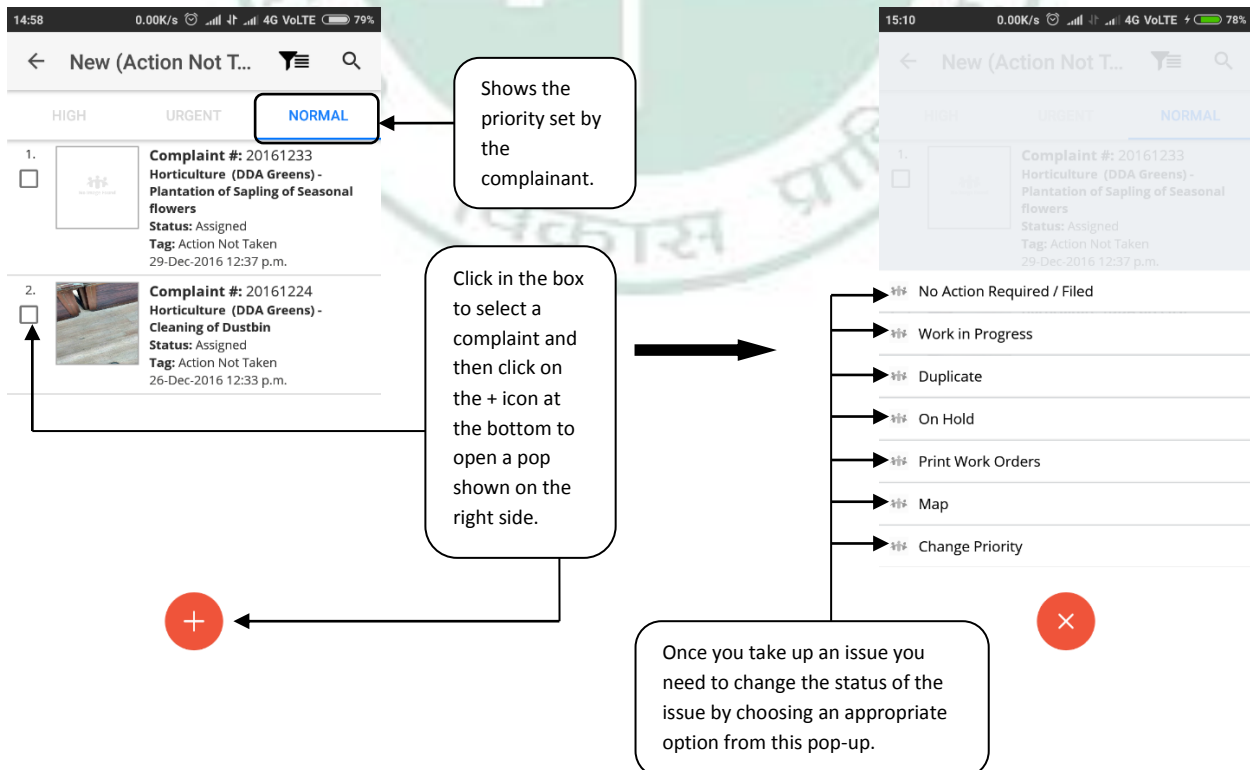


Steps to be followed for quick and efficient disposal of the issues/grievances:

- i) Click on 'Issues Assign to me', a page showing details of the issues on the basis of their disposal will open. See below:



- ii) Click on the section you want to work on and the following page will open:



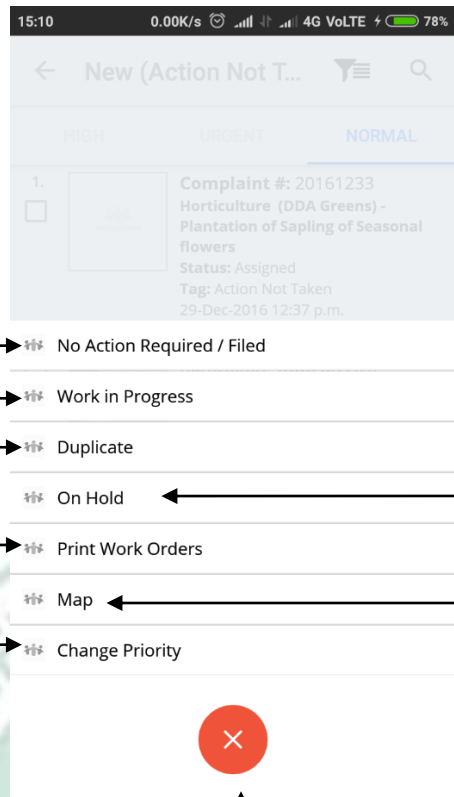
Choose this option if the complaint doesn't need any action and you have filed it.

Once you start working on a complaint, update its status to **'Work in Progress'**.

If the same complaint has been made multiple times, mark it duplicate.

In case you need to send a soft copy of the complaint, click on 'Print Work Orders' and email it.

You can change the priority status of the complaint but with appropriate comments with the reason.

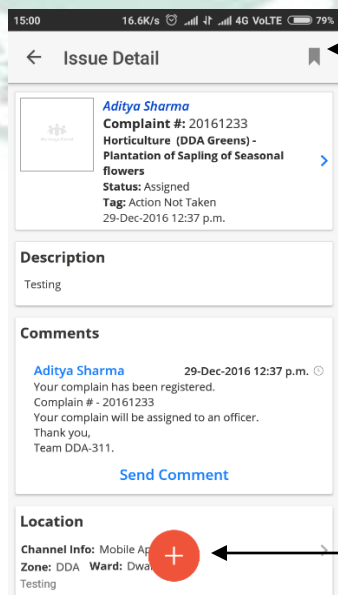
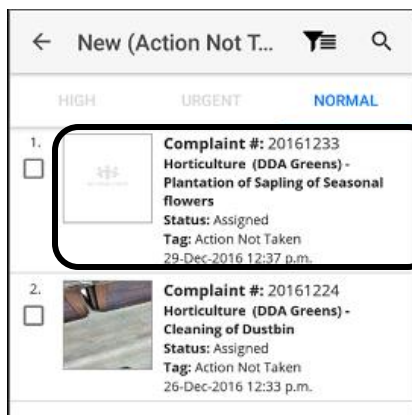


If there are some legal implications associated with the issue and a court decision is pending or a tender is under process, or any other reason, update its status to 'On Hold', but with appropriate comments.

Click on 'Map' to see the details of the location of the complaint/issue.

Click on this icon to return to the list of complaints.

iii) Click on a complaint to open its details:



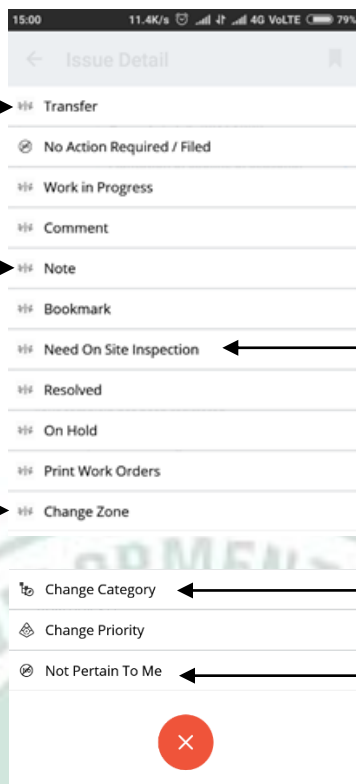
You can bookmark the complaint from here if you wish to see it in your bookmarks at the homepage of the Mobile App.

Clicking on + icon will bring a pop-up containing various options. Some of these option have already been discussed in details in step (ii). For the remaining see the next page.

Using this option you can transfer the complaint under your disposal to another linked officer better suited to address the issue.

A note regarding the issue can be written, which can be seen only by your senior and not by the general public i.e. complainant.

If the complaint has been made from that falls in a zone other than the zone under your jurisdiction, you can change the zone and the complaint will be transferred.



If there is a need for On-site Inspection for better resolution of the issue in hand, use this option. The issue will be delegated to officer who has been assigned the duty of conducting on-site inspection of the area.

Category of the complaint can be changed from here if the complainant has chosen wrong category.

A complaint that has been assigned to you but has no relevance with the duties/tasks you perform, update this status. It means that the issue/grievance has no relation with DDA and it might be related to other Civic Departments such as MCD, etc.

Note: Efforts have been made to make the Manual exhaustive to the extent possible. However, if you need any additional information or clarification regarding any feature of the Mobile App, Please contact:

Smt. Kiran Rawat, Dy. Director (SA & GR) (09899072266)

Sh. Arun Kumar Yadav, JSA (SA & GR) (09717453904)

THANK YOU