

# Public Grievances Reddressal System



*DDA Reception, Vikas Sadan*

DDA has so far developed / facilitated more than one million dwelling units, more than 600 commercial spaces, 22 industrial estates, about 3600 institutional plots, 14 sports complexes and huge landmark greens. Such a massive development results in large public interface and also a number of public queries and grievances due to enormosity of transactions.

DDA has been making concerted efforts for creating a consumer friendly environment by adopting innovative measures for cutting delays in disposal, ensuring timely redressal of grievances and providing easy access to information. For achieving these objectives,

various measures taken by DDA include regular monitoring and speedy follow up, delegation of powers and decentralization & dissemination of information through various modes.

DDA has been following a 4-tier system of grievance redressal wherein consumer can approach Deputy Directors, Directors, Commissioners and Principal Commissioners on any working Monday and Thursday between 2.30 P.M. to 5.00 P.M. for on the spot redressal of their issues. Vice-Chairman too meets the public every Wednesday, without any prior appointment and on other days with prior appointments so that seniormost of the officials





*DDA Counselors helping customer in procedural matters*

are available at the convenience of the visitors.

A fifth tier has been created in the form of Lieutenant Governor's Listening Post. The public can prefer their grievances now at the highest level. This has been added in 2007. This system known as Citizen Relationship and Grievance Management System was launched by the Hon'ble Lieutenant Governor, Delhi on 9th May, 2007 at Raj Niwas. This system is a "Help Cell" which receives grievances from the public relating to various Civic Bodies of Delhi. The citizens can call one single number 155355 to

register their grievances. All the grievances relating to DDA are immediately posted on the website of the concerned head of the department of DDA. This site is opened by all HOD's on daily basis. Grievances registered under this are redressed urgently. The aggrieved party is also contacted on telephone number, given at the time of registration. The disposal of all these grievances is recorded on-line and monitored by Lieutenant Governor. The Grievances are dropped from this list only after satisfactory redressal.



## Disposal of Grievances :

1. **Grievances received at the Reception Counters :** The grievances submitted by the public at Reception Counters are computerized and an acknowledgement is given with a serial number to each grievance. All grievances received at the counters are sent to the concerned HOD's along with the daily scroll i.e. the list of grievances received on the day, for monitoring and speedy redressal.

2. **Grievances received on public hearing days :** Public Hearing is held on every working Monday and Thursday between 2.30 P.M. to 5.30 P.M. by Deputy Directors, Directors and Commissioners.

During public hearing an aggrieved person can meet the HOD, concerned Director and Deputy Director for on the spot redressal. These grievances are regularly monitored by respective HOD's.

3. Grievances received by Vice-Chairman are sent to the concerned HOD and monitored by Vice-Chairman.



*Lok Shivir organised by DDA at Sarita Vihar*

4. Grievances received from Lieutenant Governor's Listening Post are accessed by HODs for early disposal and upto date status is uploaded regularly on the website.

5. Grievances are also received from the Directorate of Public Grievances, Cabinet Secretariat, Government of India. These are forwarded by the Public Grievances Department of the DDA to the concerned HODs for urgent redressal.



*Facilitation Counter at DDA Reception, Vikas Sadan*

Status of these grievances is regularly reviewed and periodic meetings are conducted by heads of departments for their speedy disposal. Their disposal is regularly reviewed at the highest level in the Cabinet Secretariat periodically.

6. Grievances which are forwarded to DDA by the Ministry of Urban Development are received in the office of the Vice-Chairman for redressal. Their redressal is reviewed periodically by Principal Commissioner-cum-Secretary, DDA and by the Ministry.

DDA has thus created a very elaborate system of grievance redressal leading to consumer

satisfaction. In order to further increase consumer satisfaction assistance is provided at the Reception through Counselors. 26 Counselors have been seated at the Reception to provide guidance and assistance in filling up forms, documentation, calculations etc. A special counseling service, on all working days is also provided through telephone number 39898911 wherein a person can seek all information regarding procedures, documentation, new schemes etc. on phone. These services are in addition to the information provided through website and Touch Screen Kiosks located at the Vikas Sadan , Vikas Minar etc. for the general public.



*Customer accessing information from Touch Screen Kiosk.*



*Waiting Lounge for public at the DDA Reception, Vikas Sadan*