

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.

DELHI DEVELOPMENT AUTHORITY

Welcome to
While filling prop
Seek Appointment
(For Registered User)

☐ For Property Owner
 ☐ For pensioner
 ☐ For General
 ☐ For Cadastral Maps

Flat Allotted by DDA
Resdl Plots/Group
Housing/Coop Society/
Commercial/Industrial
Institutional

Pensioner

General

Cadastral
Maps

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.

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 देने की कृपा करें. Please Give the Following Details		
(A) संपत्ति सं. Property No.		
(B) संपत्ति प्रकार. Property Type *	--Select One--	
(C) इलाका Locality		
7. फाइल संख्या, यदि कोई हो File No.		
8. संपत्ति का आज के तारीख की स्थिति Status of Property as on Date	Not Known	
9. Applied For Free Hold, If Applied	<input type="radio"/> Yes <input type="radio"/> No	
तारीख		

4. 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.

5/3/2018 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 akh

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/ddausers/SNS/onlineprintproperty.aspx?rid=H8646>  Information

Print Reference Details

QUERY PROFORMA FOR PROPERTY OWNERS	
S1 No. / Reference ID: H8646	Date: 03/05/2018
1. Name	rehan
2. Address	okla
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. Apploed 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	
<p align="right">Signature Mobile No.: 9718424656 Telephone No.: Email-ID : rehan0777@gmail.com;</p>	
<p>(Cut From Here) Receipt By DDA S1 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</p>	
<p align="right">Signature Date: Time :</p>	

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



DELHI DEVELOPMENT AUTHORITY

HOME

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.

The screenshot shows the login page of the Delhi Development Authority's Grievance Redressal System. The header includes the DDA logo and the text "DELHI DEVELOPMENT AUTHORITY". Below this is a purple banner with "Welcome to Samasya Nidaan Sewa". The main title is "Grievance Redressal System (Samasya Nidaan Sewa)". A section titled "Instructions/guidelines for the applicants seeking appointment under Samasya Nidaan Sewa" lists 11 steps. To the right, there is a "LogIn" section with input fields for "User ID" (containing "abhilash"), "Password" (masked with dots), and "Enter Image" (containing a CAPTCHA image). A "LogIn" button is also present.

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](#)

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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

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.

The screenshot shows the "Forgot Password" page of the Delhi Development Authority's Grievance Redressal System. The header is identical to the login page. The main title is "Grievance Redressal System (SAMASYA NIDDAAN SEWA)". Below this is a section titled "Forgot Password". It contains input fields for "User ID", "Name", and "Email ID". At the bottom, there are "Submit" and "Reset" buttons.

DELHI DEVELOPMENT AUTHORITY

Welcome to Sam

Grievance Redressal System (SAMASYA NIDDAAN SEWA)

Forgot Password

User ID

Name

Email ID

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

DELHI DEVELOPMENT AUTHORITY

Welcome to Samas

HOME
VIEW STATUS
REPRINT REFERENCE
NEW GRIEVANCE
CHANGE PASSWORD
SEEK AN APPOINTMENT
VIEW APPOINTMENT
SIGN OUT

View Status

Welcome rehan077

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

DELHI DEVELOPMENT AUTHORITY

Welcome to Samas

HOME
VIEW STATUS
REPRINT REFERENCE
NEW GRIEVANCE
CHANGE PASSWORD
SEEK AN APPOINTMENT
VIEW APPOINTMENT
SIGN OUT

Reprint Reference

REPRINT REFERENCE

Reference Id H7987

Enter Reset

Print

PROPERTY PROFORMA FOR PROPERTY OWNERS

Date: 03-05-2018
Rehan
dda
9718424656
rehan0777@gmail.com

3. Mobile No.
4. Telephone No.
5. Email-ID
6. Please Give The Following Details
(A)Property No.
(B)Property Type
(C)Locality
7. File No., If Any
8. Status of Property As On Date
9. Applied For Free Hold, If Applied
Date
Application No.
10. Please Write Specific Query
11. Date of Last Visit To DDA
Person / Branch Contacted
12. No of Earlier Visits, If Any

Flat Alloted by DDA
Lease Hold
05-07-2017

Information
You just unplugged a device from the audio jack.

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

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

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	<div>Pensioner Query</div>	
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 वृत्तन क्रम 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 यात्रा तिथि Last Visit Date		
13. व्यक्ति / शाखा से संपर्क		

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 *	<input style="width: 95%;" type="text"/>
2. पता Address *	<input style="width: 95%;" type="text"/>
3. मोबाइल नंबर Mobile No. *	<input style="width: 95%;" type="text"/>
4. टेलीफोन नंबर Telephone No.	<input style="width: 95%;" type="text"/>
5. ईमेल आईडी Email ID *	<input style="width: 95%;" type="text"/>
6. कृपया विशिष्ट क्वेरी लिखें Details of Grievance	<input style="width: 95%; height: 80px;" type="text"/>
7. फाइल संख्या, यदि कोई हो File No., If Any	<input style="width: 95%;" type="text"/>
8. पिछली यात्रा तिथि Last Visit Date	<input style="width: 95%;" type="text"/>
9. व्यक्ति / शाखा से संपर्क Person/Branch Contacted	<input style="width: 95%;" type="text"/>
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. 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 क्वेरी लिखें Details of Grievance		
7. संचालक संकेत Signature		

Cadastral Maps
Query

15. For any general query click on “Special Task Force (STF) – Enforcement Drive” Button and fill in the required form.

Query Proforma For Special Task Force (STF) - Enforcement Drive		
1. शिकायतकर्ता का नाम Name of complainant *	First Name Last Name	Special Task Force (STF) – Enforcement Drive Query
2. शिकायतकर्ता का पता Address of complainant *		
3. लिंग Gender *	<input type="radio"/> Male <input type="radio"/> Female	
4. मोबाइल नंबर Mobile No. *		
6. ईमेल आईडी Email ID *		
7. शिकायत का प्रकार Type of Complaint *	---Select---	
8. शिकायत के बारे में संस्था का अधिकार क्षेत्र Jurisdiction of organization about the complaint *	---Select---	
9. संबंधित नोडल अधिकारी Concerned Nodal Officer *		
10. शिकायत विवरण संपत्ति विवरण सहित Complaint description including property details *		
11. फोटो अपलोड करें Upload photo	Browse...	
12. सबमिट करने की तिथि Submission Date	03/07/2018 (dd/mm/yyyy)	
Create User For Login		
Create User ID *		
Create Password *		
Confirm Password *		
Enter Image	4 6 J T E	
Submit		Reset

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 Date	<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	<input type="text" value="D.D. Coordination (Housing)"/>	
16. Request Date	<input type="text" value="03/05/2018"/>	(dd/mm/yyyy)

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

DELHI DEVELOPMENT AUTHORITY

CHANGE PASSWORD

Old Password

New Password

Confirm Password

Change Password

HOME

VIEW STATUS

REPRINT REFERENCE

NEW GRIEVANCE

CHANGE PASSWORD

SEEK AN APPOINTMENT

VIEW APPOINTMENT

SIGN OUT