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

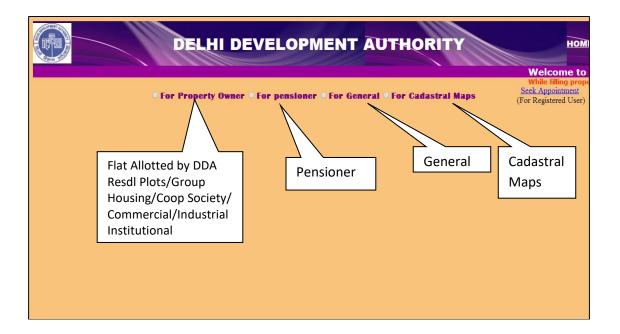
1. The new applicant should click on "New User Button" and the old user or the already existing user should click on the "Existing User Button".



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 qurey.



On Clicking "Other Grievance", following screen shot is displayed.



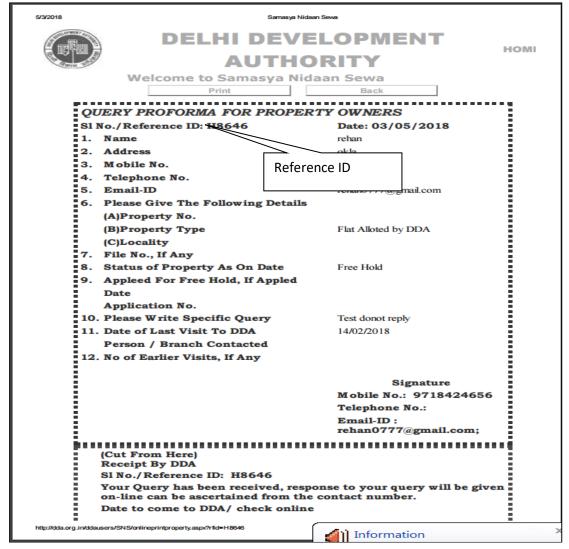
3. Accordingly, a form will appear on the screen which is to be filled up by the applicant and ensure that all mandatory fields are filled up.



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

	Create User For LogIn	
	Create User ID *	
П	Create Password *	
	Confirm Password *	
	Enter Image	
	ACQ DY.	
H	Cubmit	
H	Submit Reset	

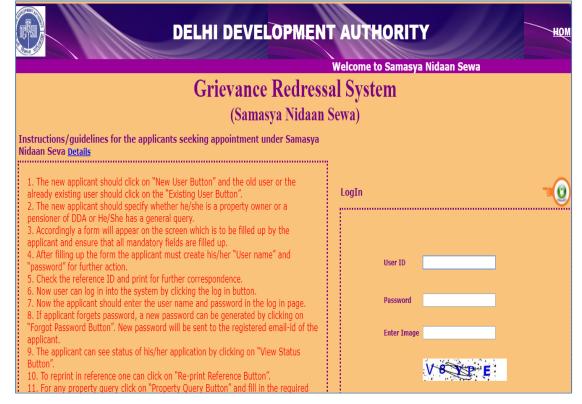
5. Check the reference ID and print for further correspondence.



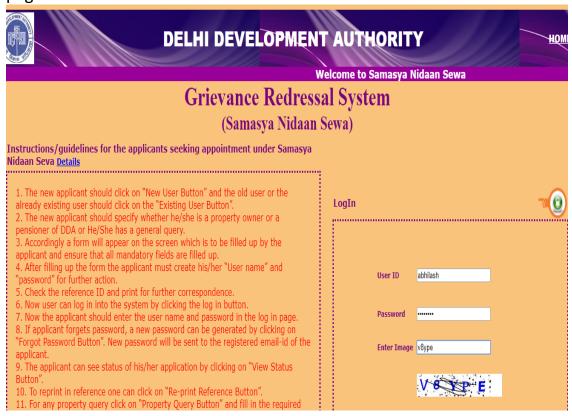
## **Print Reference Details**

o	OUERY PROFORMA FOR PROPERTY OWNERS						
_	No./Reference ID: H8646	Date: 03/05/2018					
1.	Name	rehan					
2.	Address	okla					
з.	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.	Appleed For Free Hold, If Appled						
8	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						
18							
		Signature					
18		Mobile No.: 9718424656					
		Telephone No.: Email-ID :					
		rehan0777@gmail.com;					
Sec. 2	- Table 1 Teganinoon,						
	(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.



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



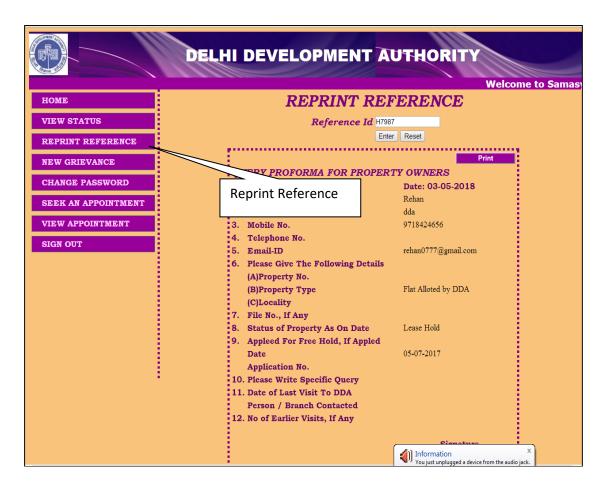
8. If applicant forgets password, a new password can be generated by clicking on "Forgot Password Button". New password will be sent to the registered email-id of the applicant.



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".



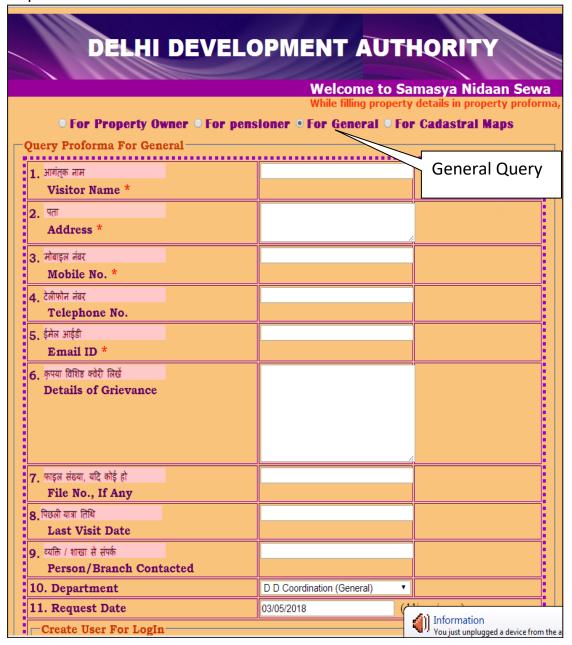
11. For any property query click on "Property Query Button" and fill in the required form.

1. नाम	Property Query			
Name *	Порен	y Query		
2. पता				
Address *			l.	
3. मोबाइल नंबर				
Mobile No. *				
4. टेलीफोन नंबर				
Telephone No.				
5. ईमेल आईडी				
Email ID *				
<ol> <li>निम्नलिखित विवरण देने की कृपा करें.</li> <li>Please Give the Follow</li> </ol>	ing Details			
(A)संपति सं.				
Property No.				
<b>(B)</b> संपत्ति प्रकार.		Select One	▼	
Property Type *				
(C) <sup>इलाका</sup>				
Locality				
7. फाइल संख्या, यदि कोई हो				
File No.		Not Version	_	
8. संपति का आज के तारीख की स्थिति Status of Property as o	n Date	Not Known	<b>T</b>	
9.Applied For Free Hold,		• Yes • No		
तारीख				
Date				
आवेदन संख्या				
Application No.				

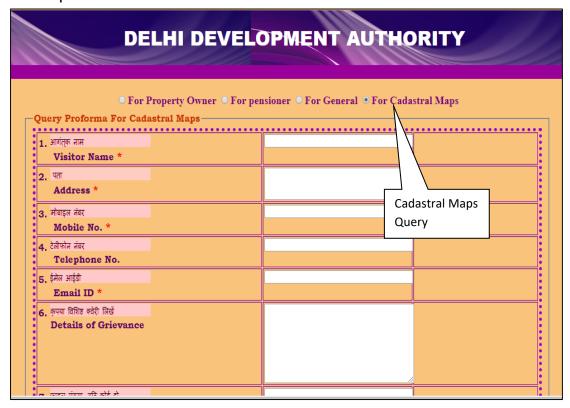
12. For any pensioner query click on "Pensioner's Query" and fill in the required form.

Pension Branch Pensioner Query  1. Pension Branch Pensioner Query  2. अमंतृक नाम Visitor Name * 3. फेस्तर / मृतक कर्मवारी के नाम Name of Pensioner/Deceased Employee * 4. Post Held (At the time of retirement/death) * 5. फेस और केत कम संख्या यह कोई हो PPO No., IF Any 6. भता Address * 7. सेवाइन नंबर Mobile No. * 8. देशीकीन नंबर Telephone No. 9. ईमेल आईडी Email ID * 10. लाइन संख्या यह कोई हो Pile No., If Any  11. कृष्णा विशिष्ट करेरी जिल्ले Please Write Specific Query  12. पिछनी यात्र तिथि Last Visit Date	While filling property details in pro					
1. Pension Branch 2. अगंतुक ताम Visitor Name * 3. पैशतर / मृतक कर्मगरी के ताम Name of Pensioner/Deceased Employee * 4. Post Held (At the time of retirement/death) * 5. पैशत और वेतन क्रम संख्या गीर कोई हो PPO No., IF Any 6. पता Address * 7. मोगइस संबर Mobile No. * 8. देनीकोत संबर Telephone No. 9. ईमेल आईडी Email ID * 10. काइस संख्या गीर कोई हो File No., If Any 11. कृप्या विशिष्ट करेरी सिर्ख Please Write Specific Query	○ For Property Owner ⊙ For pensioner ○ For General ○ For Cadastral Maps					
1. Pension Branch  2. अगंतरूक ताम Visitor Name *  3. पैश्तर / मृतक कर्मचारि के ताम Name of Pensioner/Deceased Employee *  4. Post Held (At the time of retirement/death) *  5. पैश्तर और वेतन क्रम संख्या, यह कोई हो PPO No., IF Any  6. परा Address *  7. मीवाइत नंबर Mobile No. *  8. देशीकोत नंबर Telephone No.  9. ईमेत आईडी Email ID *  10. प्राइत संख्या, यह कोई हो File No., If Any  11. कृपया विशिष्ट करेंग्नी लिखे Please Write Specific Query	uery Proforma For Pensioners					
Visitor Name *  3. पैशनर / मृतक कर्मचारी के नाम Name of Pensioner/Deceased Employee *  4. Post Held (At the time of retirement/death) *  5. पैशन और तेतन कम संख्या, यदि कोई हो PPO No., IF Any  6. पता Address *  7. मोबाइल संख्य Mobile No. *  8. देशीकोन संबर Telephone No.  9. ईमेल आईडी Email ID *  10. फाइल संख्या, यदि कोई हो File No., If Any  11. कृपया विशिष्ट कदेरी लिखें Please Write Specific Query	1. Pension Branch					
Name of Pensioner/Deceased Employee *  4. Post Held (At the time of retirement/death) *  5. पंपत और वेतत कम संख्या, यदि कोई हो PPO No., IF Any  6. पता Address *  7. मीवाइल तंबर Mobile No. *  8. देशीजीत तंबर Telephone No.  9. ईमेल ऑईडी Email ID *  10. पाइल संख्या, यदि कोई हो File No., If Any  11. कृपया विशिष्ट करेरी लिएं Please Write Specific Query						
retirement/death) *  5. पैशन और वेतन कम संख्या, यदि कोई हो PPO No., IF Any  6. पता Address *  7. मोवाइल नंबर Mobile No. *  8. देलीफोन नंबर Telephone No.  9. ईमेल आईडी Email ID *  10. फाइल संख्या, यदि कोई हो File No., If Any  11. कृपया विशिष्ट कदेरी लिखे Please Write Specific Query	Name of Pensioner/Deceased					
PPO No., IF Any 6. पता     Address * 7. मीवाइल तंबर     Mobile No. * 8. टेलीफोन तंबर     Telephone No. 9. ईमेल आईडी     Email ID * 10. फाइल संख्या, यदि कोई हो     File No., If Any 11. कृपया विशिष्ट कवेरी लिखें     Please Write Specific Query						
Address *  7. मोबाइल नंबर Mobile No. *  8. रेलीफोन 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						
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 कवेरी लिखें Please Write Specific Query						
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						
File No., If Any  11. कृपया विशिष्ट क्वेरी लिखें Please Write Specific Query  12. पिछली यात्रा तिथि						
Please Write Specific Query  12. पिछली यात्रा तिथि						
Last Visit Date		<i>h</i>				
13. व्यक्ति / शाखा से संपर्क						

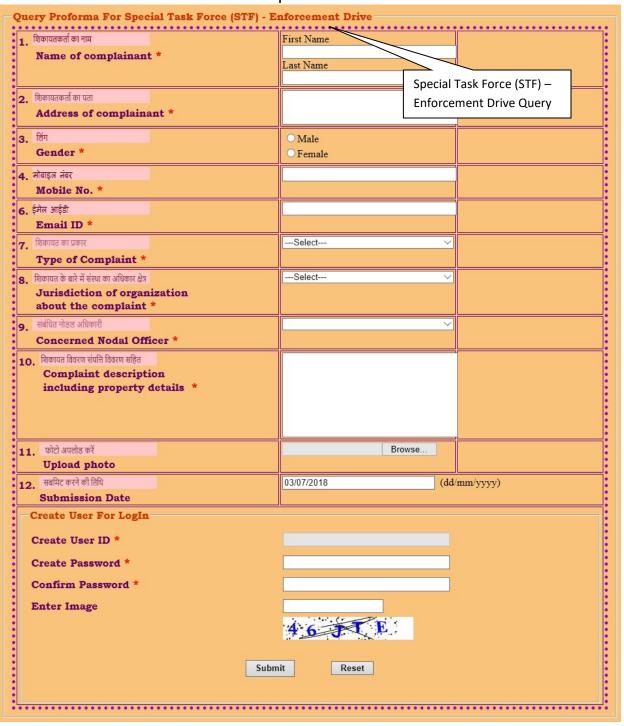
13. For any general query click on "General Query" Button and fill in the required form.



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



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



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)संपति सं.	
Property No.	
(B) संपति प्रकार. Propert	y No
Property Type *	
(C)इलाका	
Locality	
8. फाइल संख्या, यदि कोई हो	
File No.	
9. सपात का आज क ताराख का स्थात File No	
10.Applied For Free Hold, If Applied	
To Applied For Free Hold, if Applied	• Yes ONo
तारीख	
Date	
आवेदन संख्या	
Application No.	<u>.                                      </u>
11.कपया विशिष्ट क्वेरी लिखें	
Please Write Specific Query	<u> </u>
	<u></u>
12. पिछली यात्रा तिथि	
Last Visit Date	
13.व्यक्ति / शाखा से संपर्क	
Person / Branch Contacted	
14.इससे पहले यात्राओं की संख्या, यदि कोई हो	
No. of Earlier Visits, If Any	
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.

