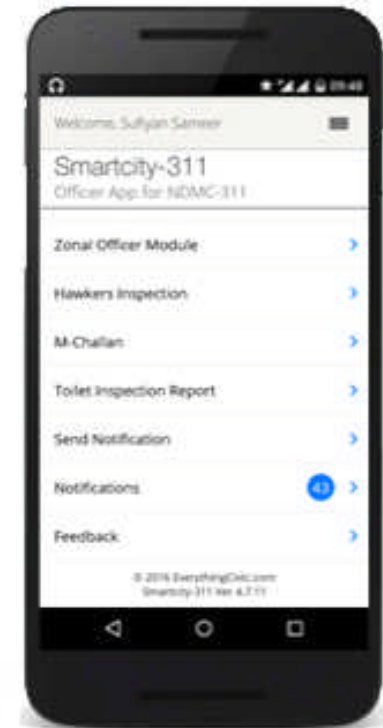
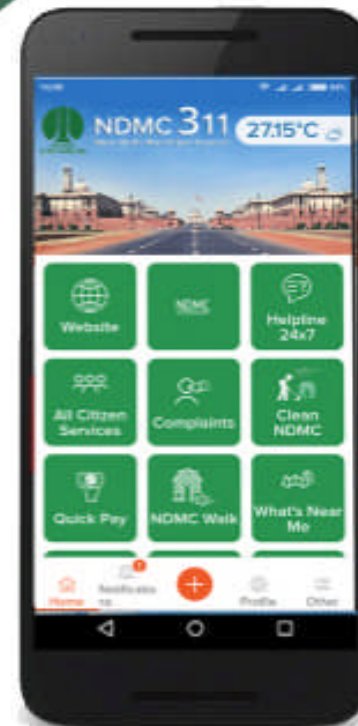


NDMC 311

End to End
Civic Grievance
Rederssal system





New Delhi Municipal Council

- The Imperial Delhi Committee constituted on 25th March, 1913
- After commencement of the NDMC Act 1994, the Committee renamed as New Delhi Municipal Council
- Area: 42.7 sq.km
- Resident Population: 2.5 Lakhs
- Floating Population: 15-20 Lakhs/ day
- 48% green cover against Delhi's 21 %
- Cleanest & greenest part of the capital



What is
311?

Why
NDMC 311
was
required?

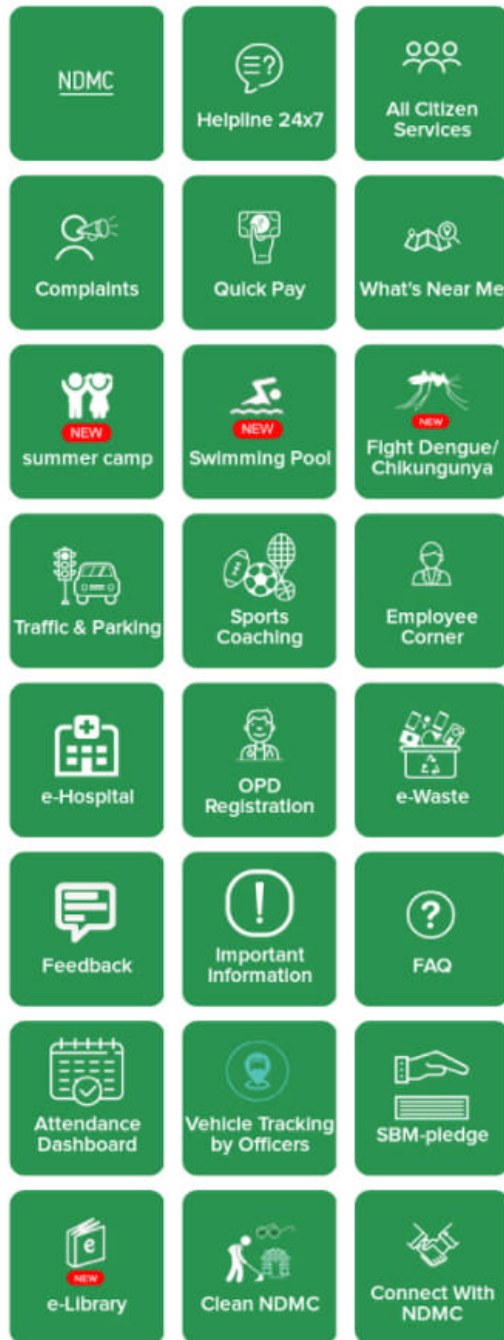
What is 311?

Open Protocol for non-emergency service response used world wide

Why NDMC 311 was required?

- Redressal of civic grievances
- Information dissemination
- Permanent solution to recurring problem

Smart Vision for Smart
Governance



NDMC 311 Mobile app


Launched in March, 2016 on Android and IOS platform


Stats of App

- Total Downloads: 28k+
- Rating on Google Play Store: 4.1 Star (Rated by 235 Users)
- Complaints stats:
 - ○ Complaints Registered - 20K
 - ○ Complaints Resolved - 99%
- Total Field Inspection Done: 87680





Reviews


 surya mugam April 17, 2016
★★★★★
V.god app This app will help the citizens living in the area... let's see

 Narendra Purohit March 11, 2016
★★★★★
Very helpful app it has very all things which i was expecting have in 311 app. Easy to use and made my life easy.



 DIKSHIT MALIK March 18, 2016
★★★★★
A app that makes people work. Finally the complains are being worked on..keep it up #NDMC#AAP

 Anand Kumar March 11, 2016
★★★★★
Great Simple and very useful app The app connects the system to the citizen like a live wire. Great initiative by NDMC

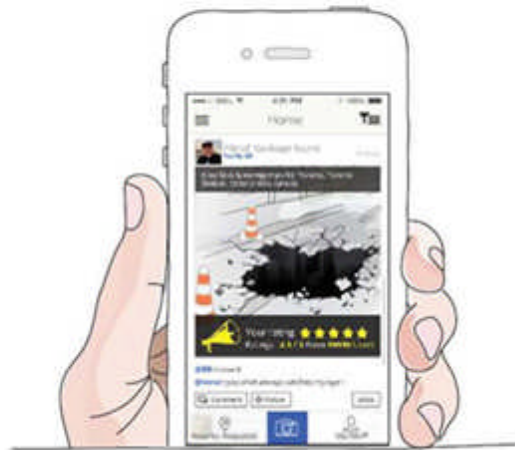
 Sudhir Bisht March 16, 2016
★★★★★
Nice app. Very helpful.

How Does NDMC-311 App Work?

Spot



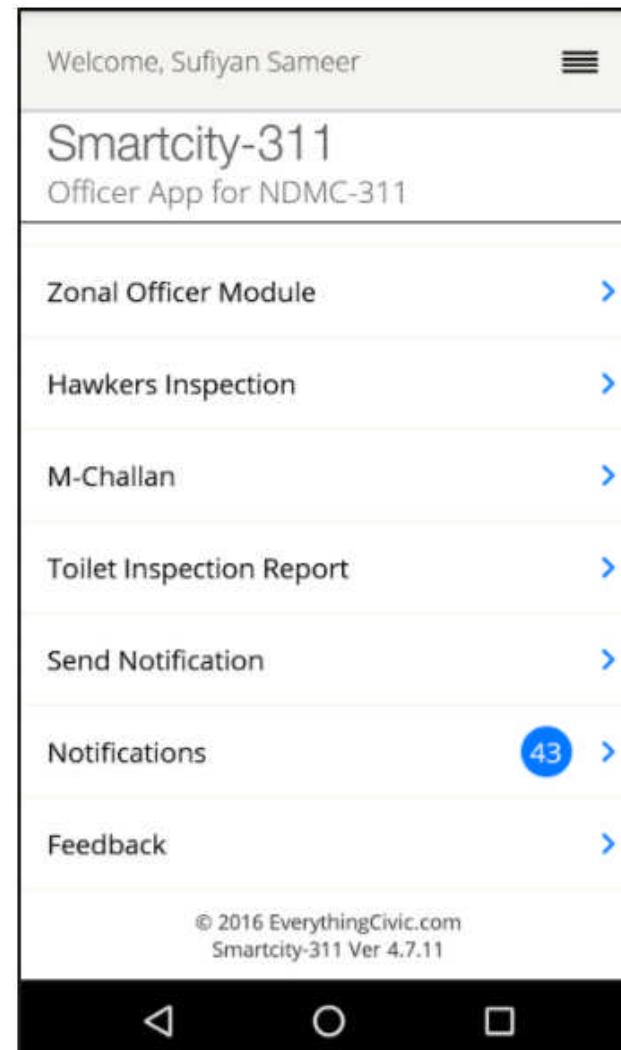
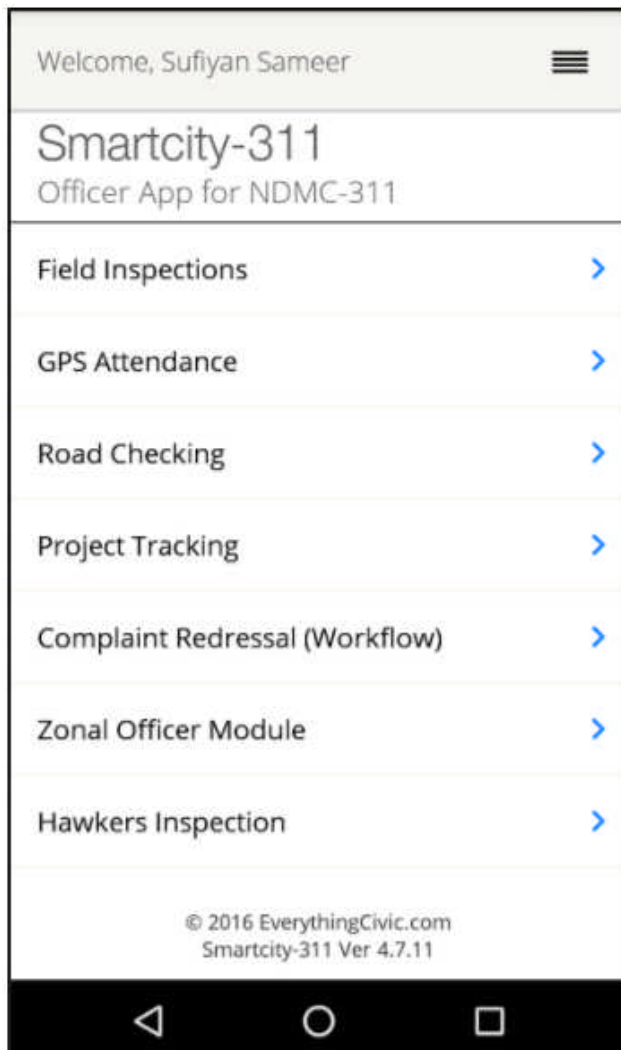
Snap



Solve



NDMC Officer's App



Complaint Redressal- Workflow

0 KB/s 41% 11:21

[Back](#) Workflow

Issue Status

- Un-Assigned >
- Assigned >
- Closed >

My Stuff

- Issues Assign to me >
- Issues that I have closed >
- Issues Assigned by me >
- Bookmarks >
- Vacation Mode >

← Home App

0 KB/s 41% 11:22

← Assigned

Workflow Detail Reports (All)

Total 263

New (Action Not Taken) (Viewed)	116	>
New (Action Not Taken) (Not Viewed)	52	>
Re-Open	9	>
Acknowledged	4	>
Work in Progress	78	>

← Home App

0 KB/s 41% 11:26

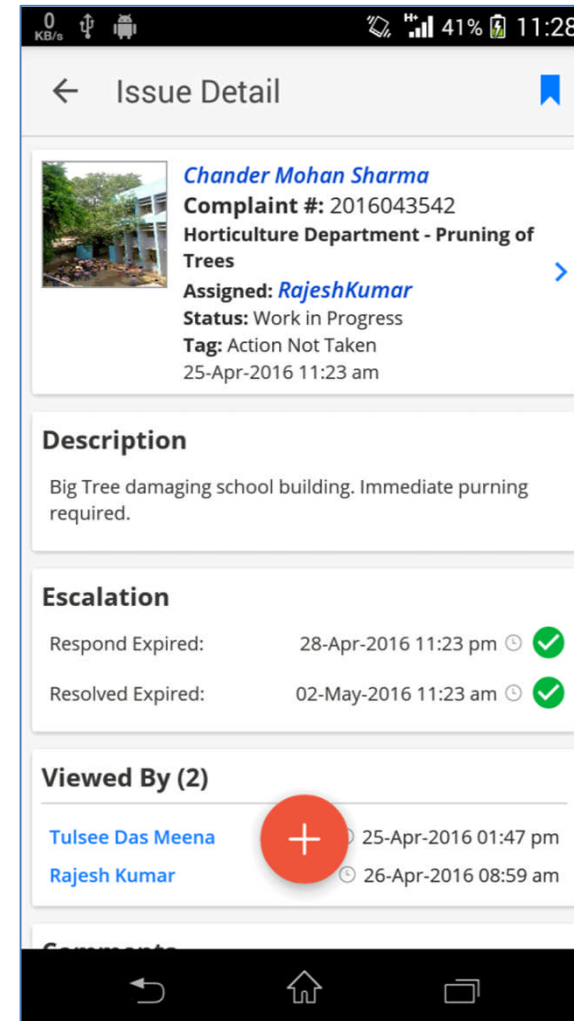
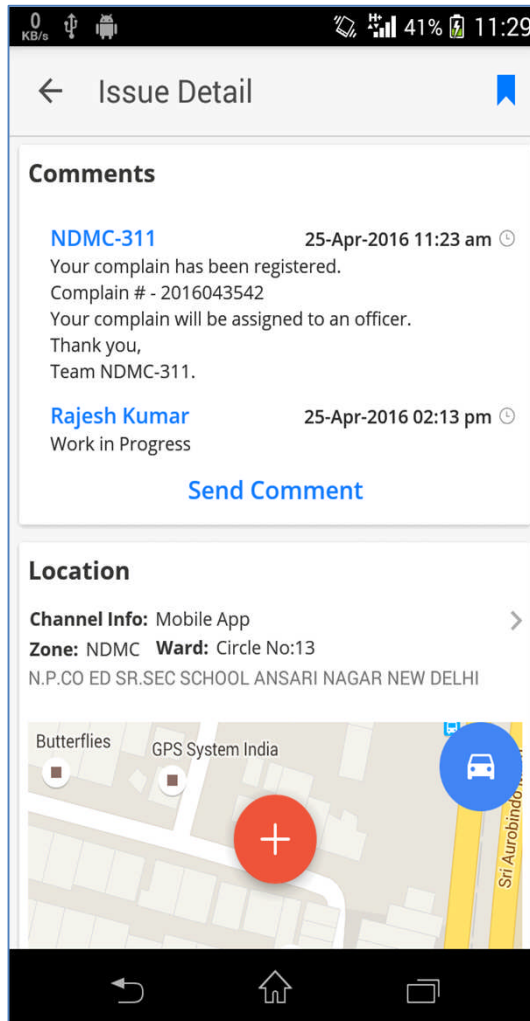
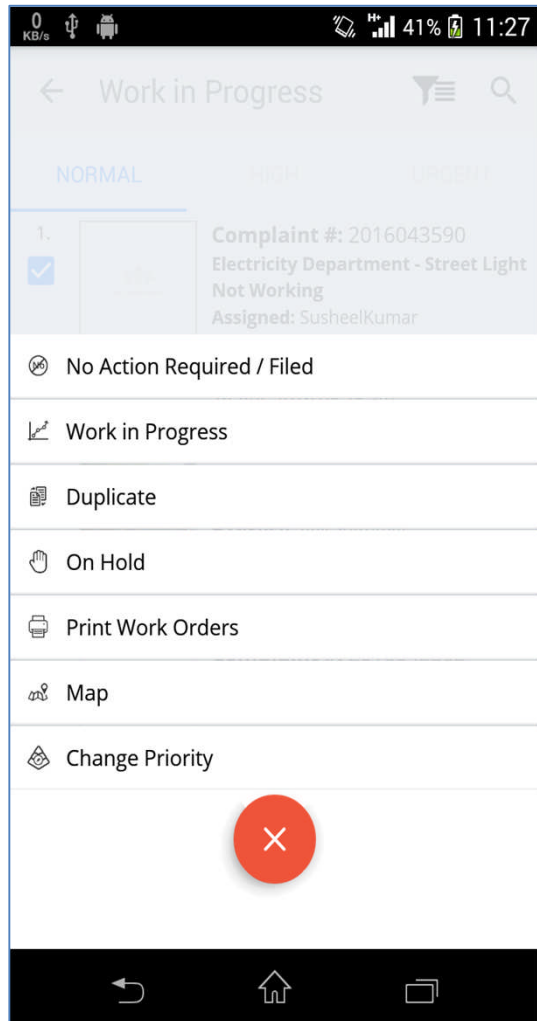
← Work in Progress

NORMAL HIGH URGENT

- Complaint #:** 2016043590
Electricity Department - Street Light Not Working
Assigned: SusheelKumar
Status: Work in Progress
Tag: Action Not Taken
26-Apr-2016 08:28 am
- Complaint #:** 2016043542
Horticulture Department - Pruning of Trees
Assigned: RajeshKumar
Status: Work in Progress
Tag: Action Not Taken
25-Apr-2016 11:23 am
- Complaint #:** 2016043502
Water Maintenance Department - Meter Faulty, Excess Billing
Assigned: IrfanDanish
Status: Work in Progress
Tag: Action Not Taken
24-Apr-2016 02:22 pm
- Complaint #:** 2016043471
Health (Sanitary) Department - Garbage Dumps
Assigned: SureshKumar

← Home App

Complaint Redressal- Workflow



Complaint Redressal- Workflow


0 KB/s 41% 11:30


[Back](#) View Form

Page 1
ID: #571db0f4d15d0c66e3000020

Issue

Summary: Horticulture Department - Pruning of Trees	Reported By: Chander Mohan Sharma
Reported On: 25-04-2016 11:23	Zone: NDMC
Ward: Circle No:13	

Field Image: 

Map: 

Description:
Big Tree damaging school building. Immediate pruning required.

Address:
N.P.CO ED SR.SEC SCHOOL ANSARI NAGAR
NEW DELHI

Latitude:
28.563867

Longitude:
77.2055744

Comments:

Created By: Rajesh Kumar
Created On: 25-04-2016 14:13
Content: Work in Progress

Created By: NDMC-311
Created On: 25-04-2016 11:23
Content: Your complain has been registered. Complain # -2016043542 Your complain will be assigned to an officer. Thank you, Team NDMC-311.


Powered By EverythingCivic.com


0 KB/s 41% 11:38

Page Page 1
ID: #571db0f4d15d0c66e3000020

Issue Report

Summary: Horticulture Department - Pruning of Trees	Area: NDMC
Assigned To: Rajesh Kumar (Section Officer (Horticulture))	Ward: Circle No:13
Assigned At: 25-04-2016 11:25	Subzone: Horticulture (South)
Reported By: Chander Mohan Sharma (I)	SubWard: Division 5 B
Reported On: 25 April, 2016 11:23 AM	

Field Image: 

Map: 

Description:
Big Tree damaging school building. Immediate pruning required.

Address:
N.P.CO ED SR.SEC SCHOOL ANSARI NAGAR NEW DELHI

Latitude:
28.563867

Longitude:
77.2055744

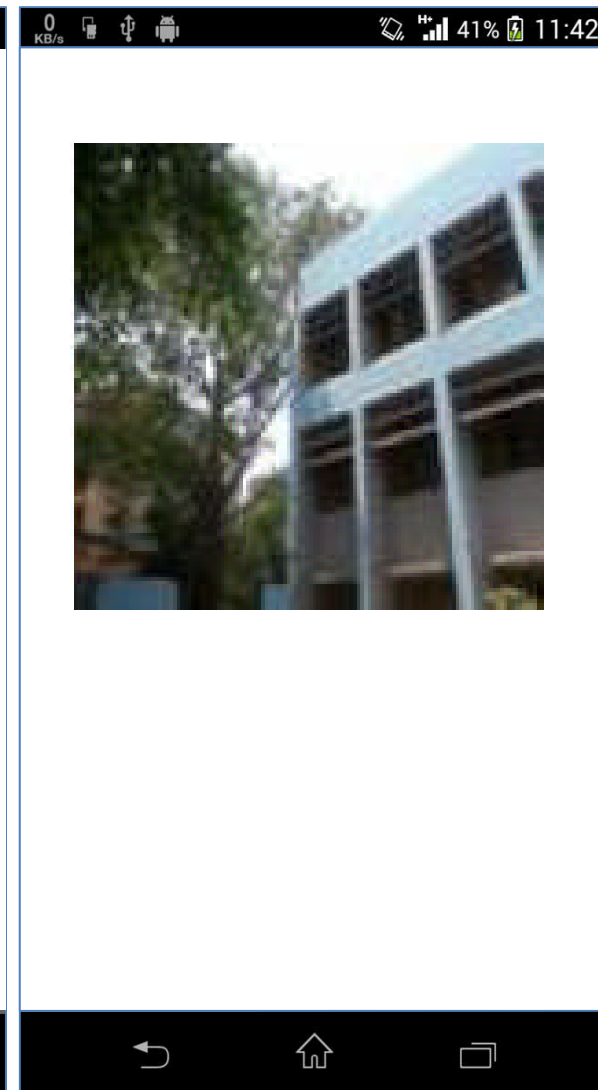
Comments:

Created By: Chander Mohan Sharma
Created On: 26-04-2016 17:02
Content: Thank God now Life is Easy in NDMC Area Thank you team NDMC311

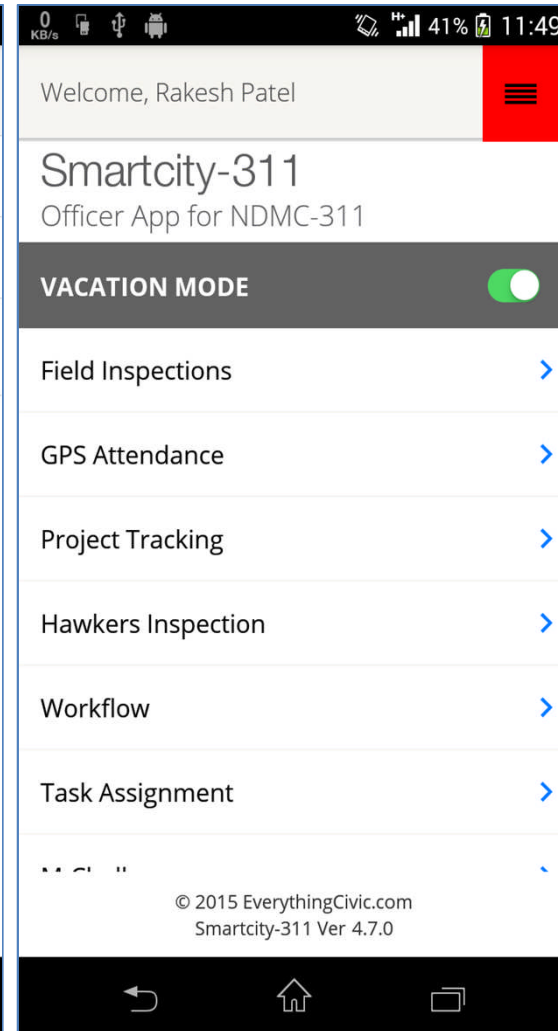
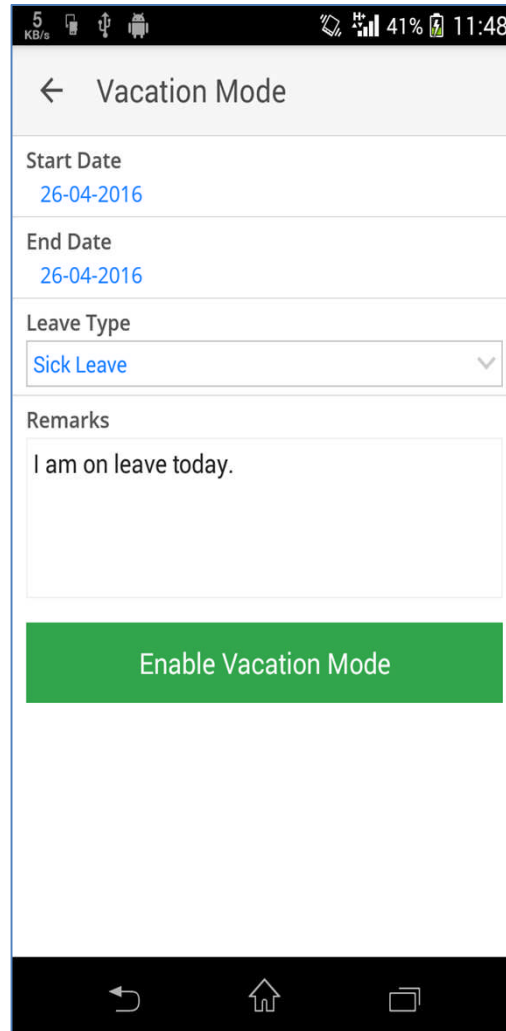
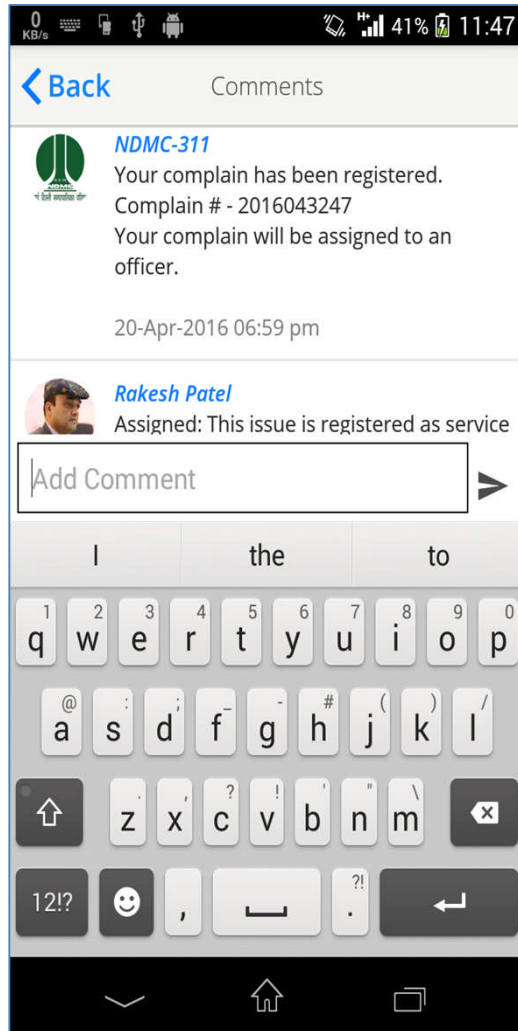
Created By: Chander Mohan Sharma
Created On: 26-04-2016 17:00
Content: Thanks for prompt action. Thanks NDMC311 Team.

Created By: Rajesh Kumar
Created On: 26-04-2016 12:08
Content: Aproprate work has been done

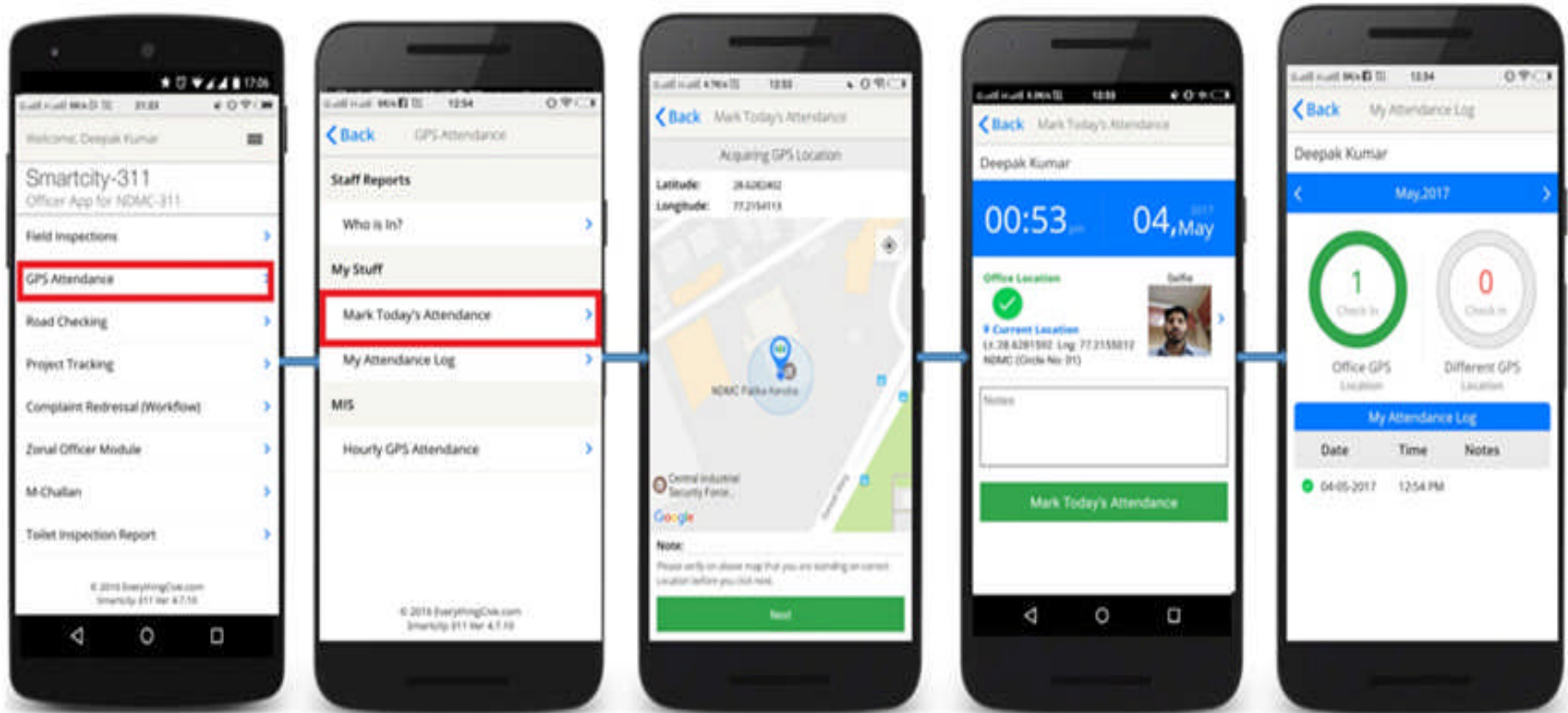
Powered By EverythingCivic.com



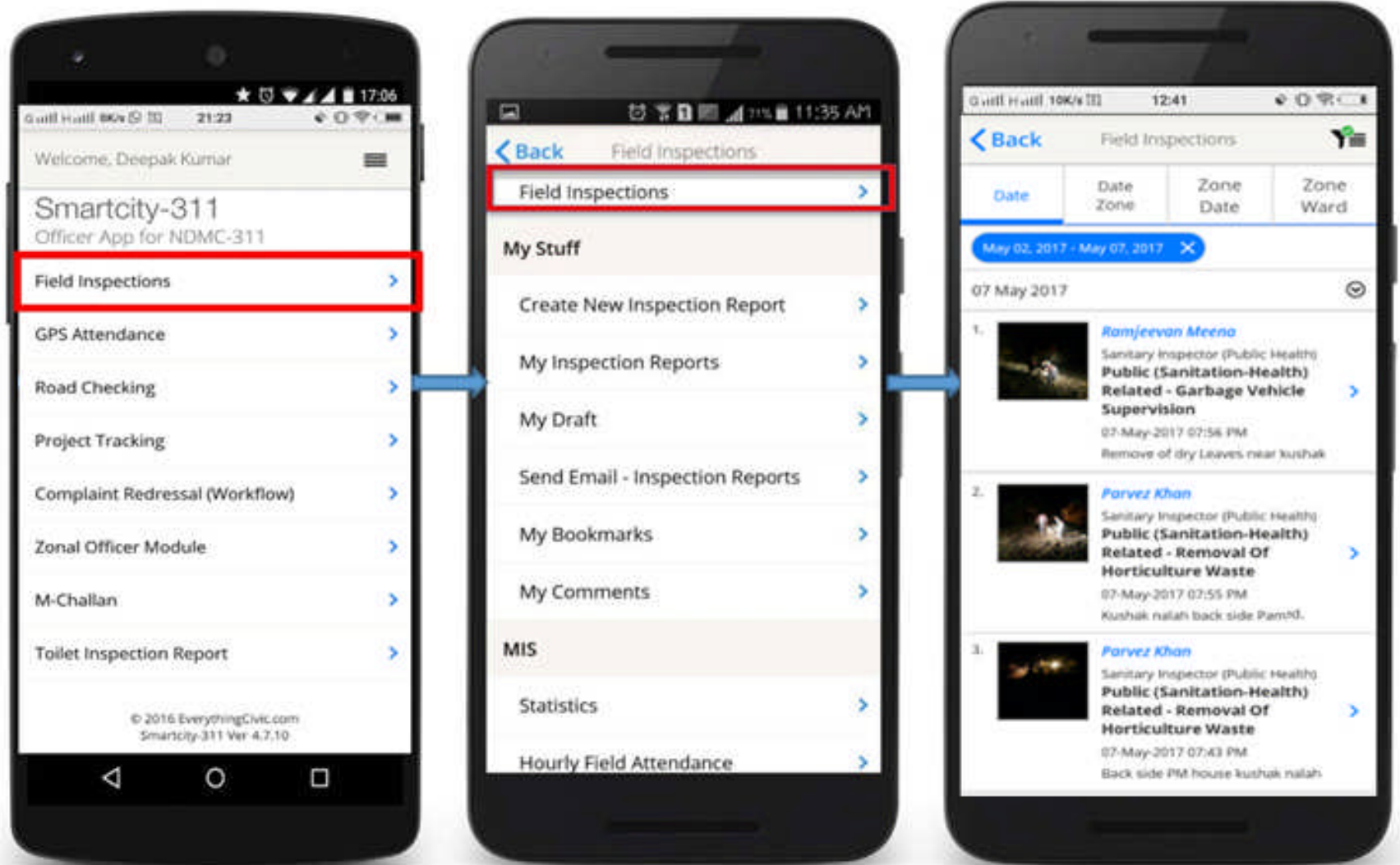
Complaint Redressal- Workflow

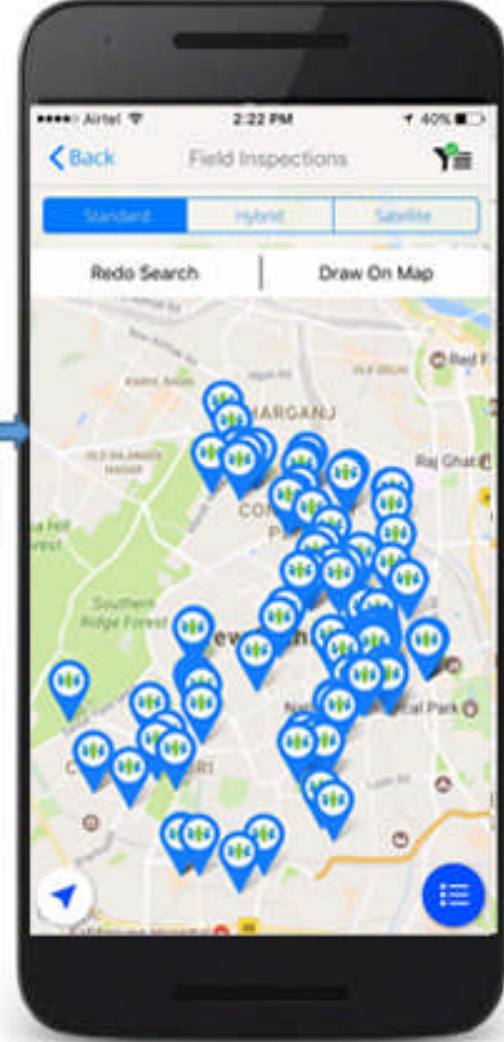
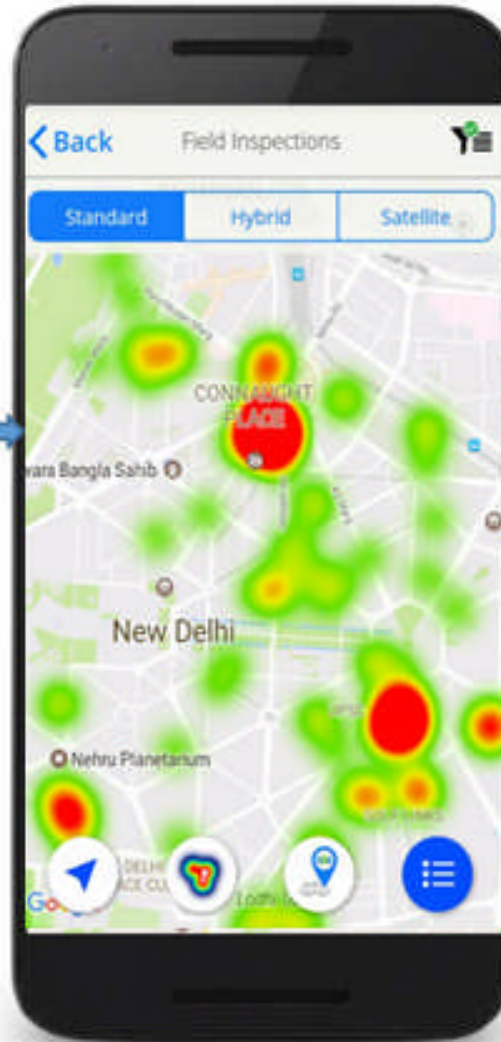
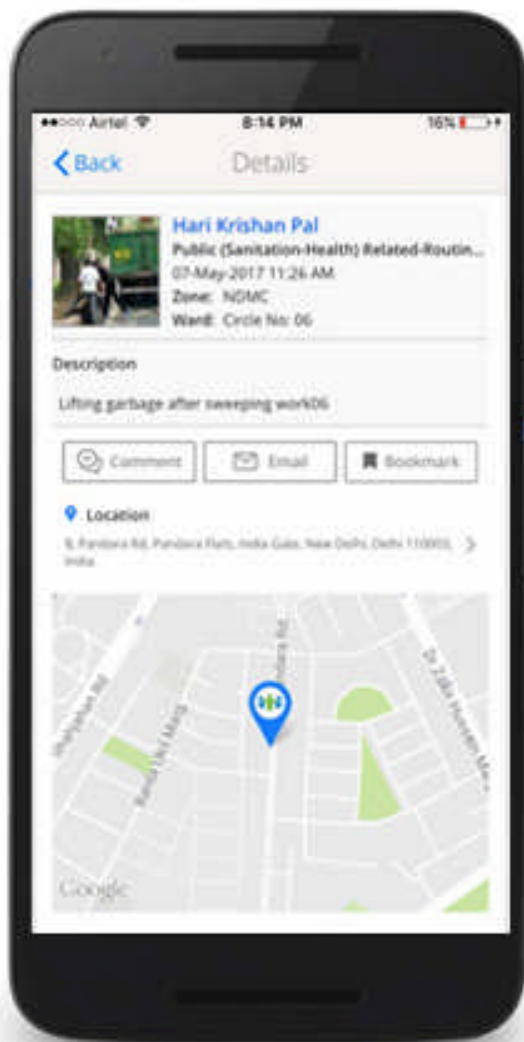


Attendance

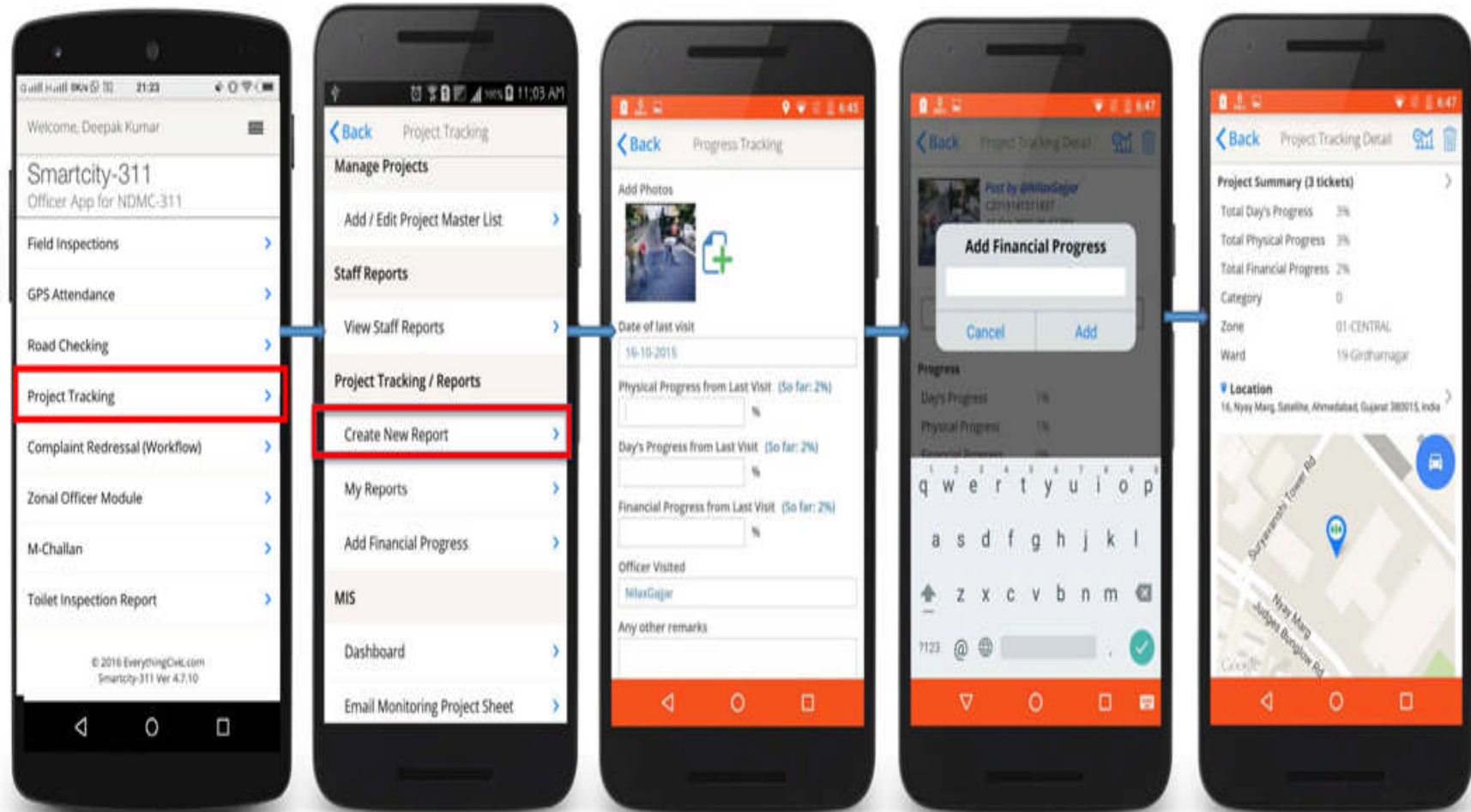


Field Inspections





Project Tracking



Notifications

1

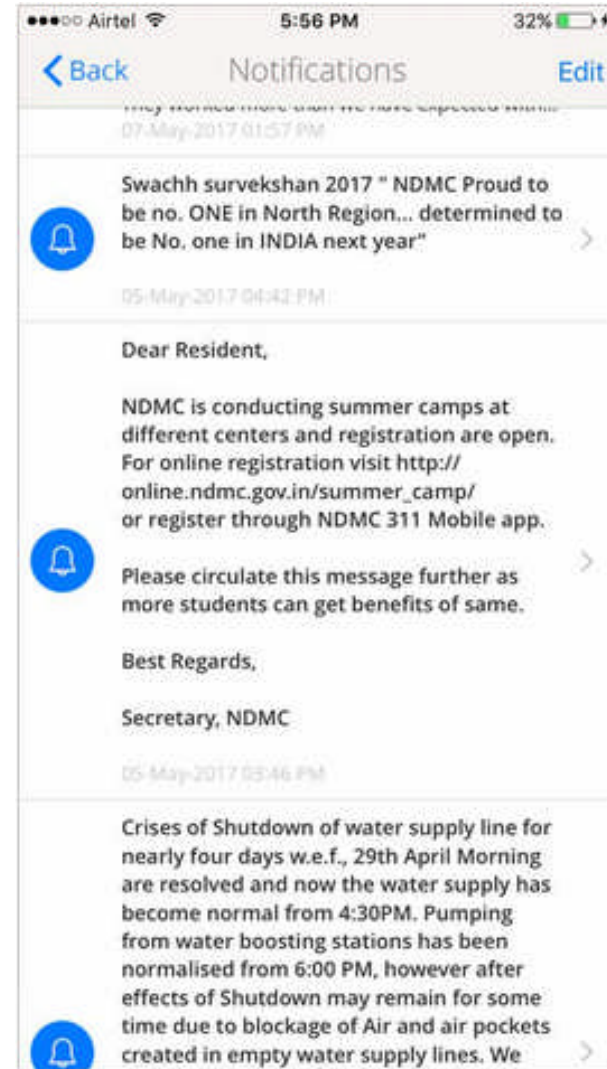
- Notification for Citizens Only

2

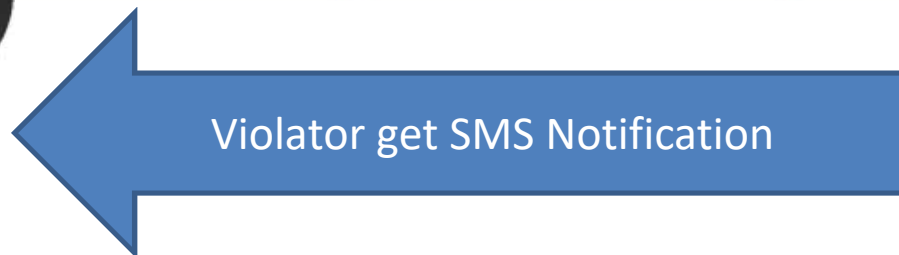
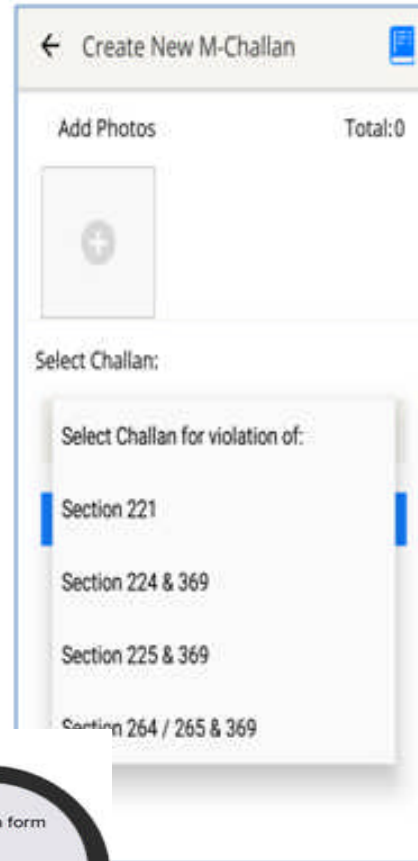
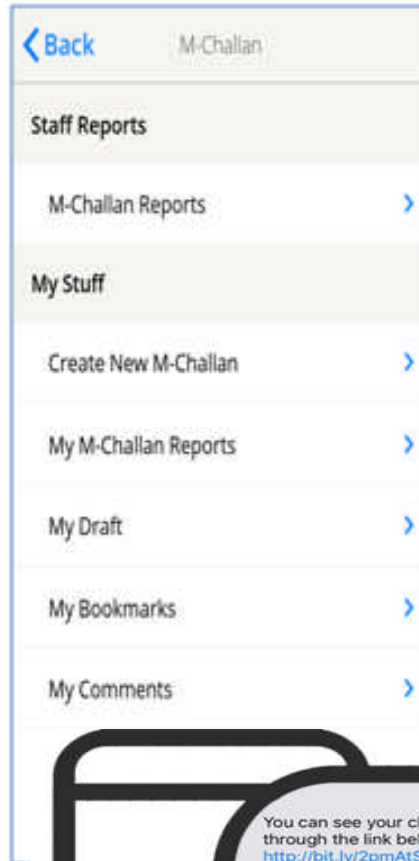
- Notifications for Officers Only

3

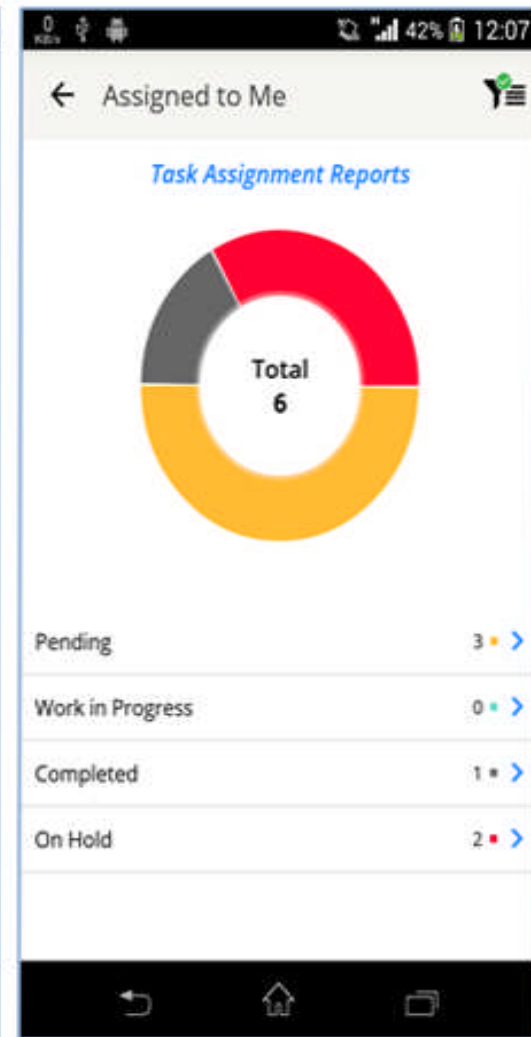
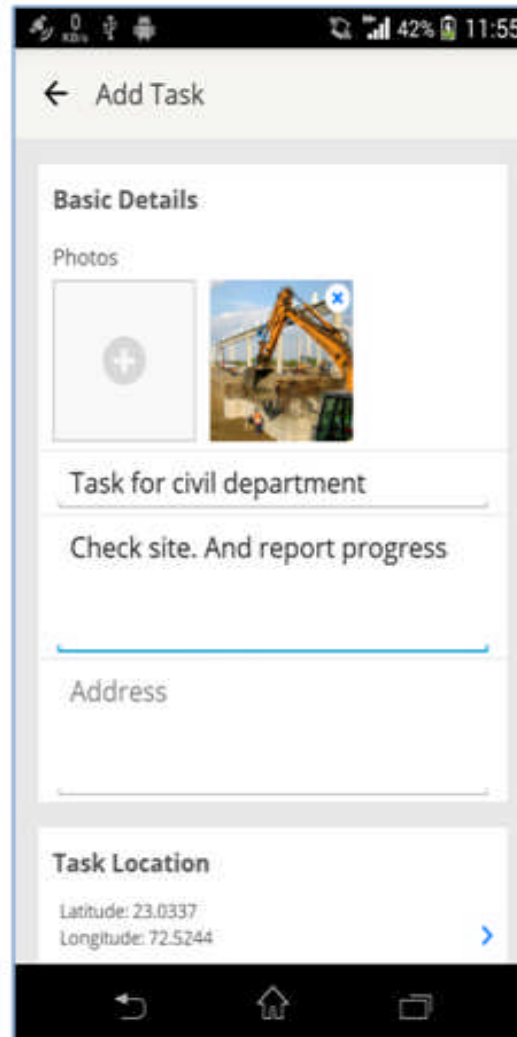
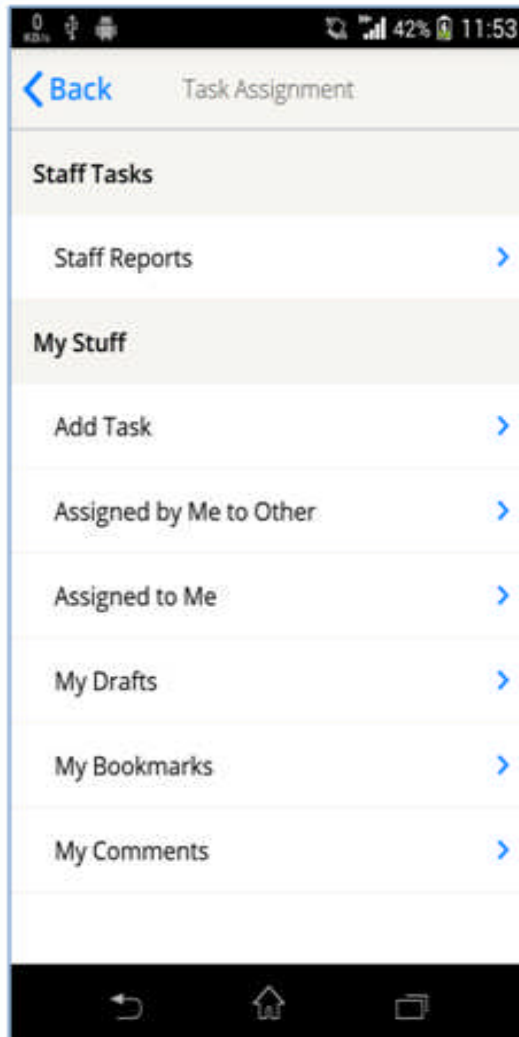
- Notifications for both citizens and officers



M-Challans

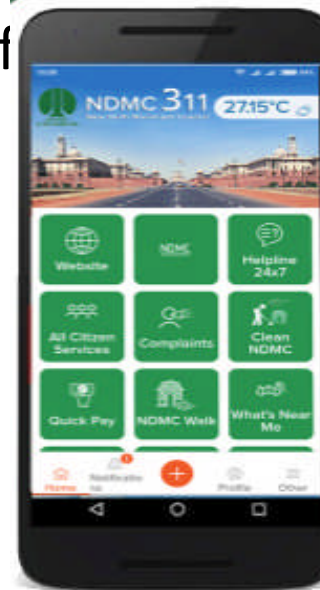


Task Assignment

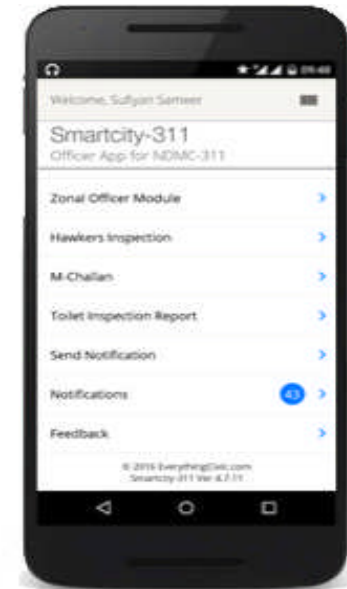


Impact!!!

- Ensuring presence of supervisory staff in the field
- Helping in better supervision of Field work
- Efficient Complaint Redressal
- Better Monitoring of entire chain of work
- Ensured two way communication
- Helped in planning action plan, budget allocation, preventive action
- Camaraderie and team spirit

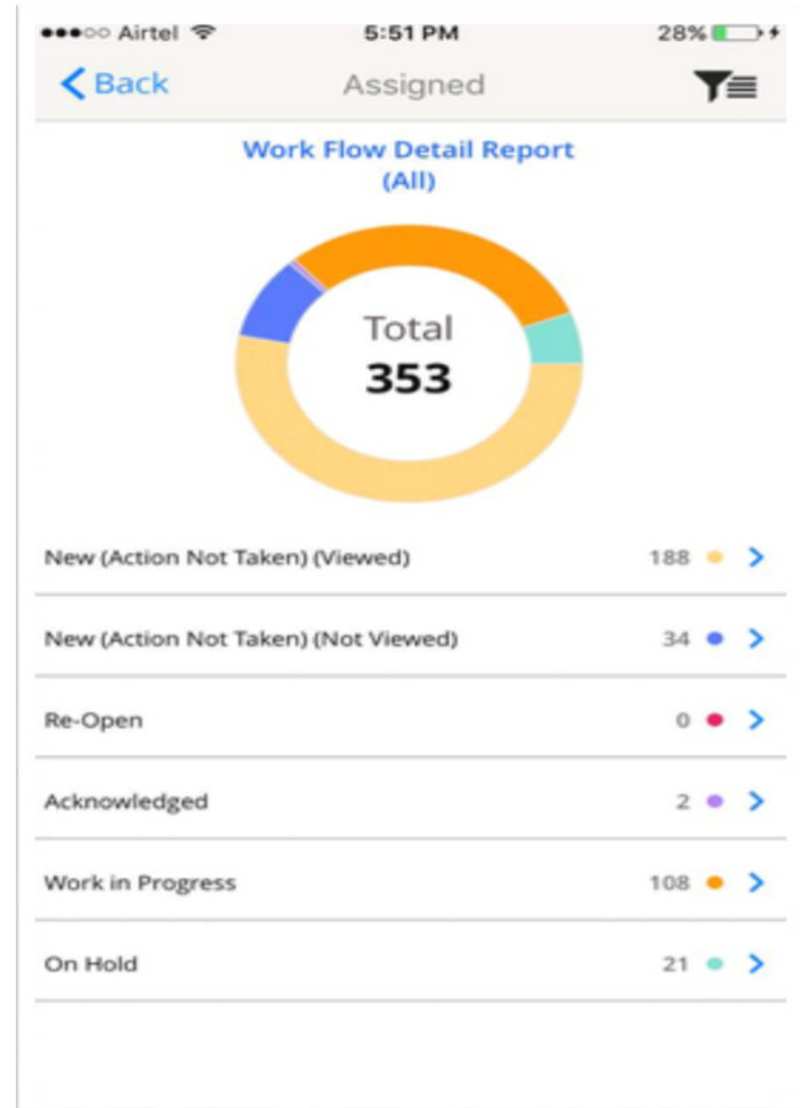


20652
complaints
received

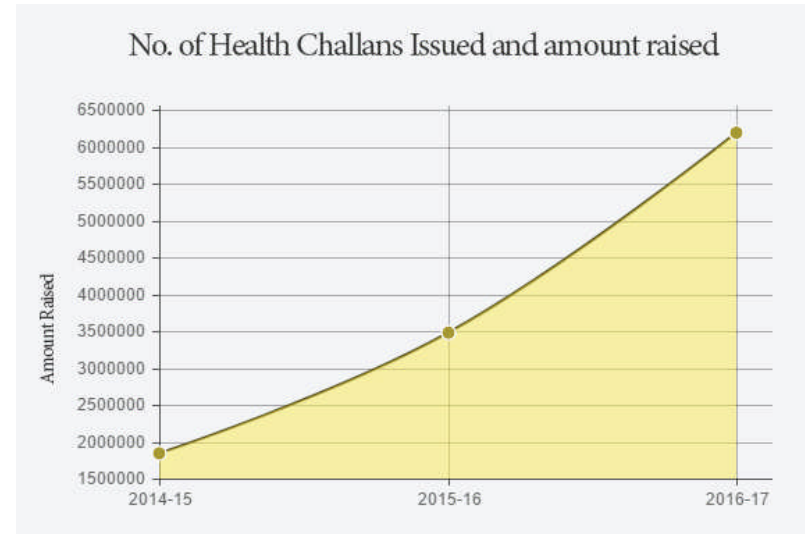
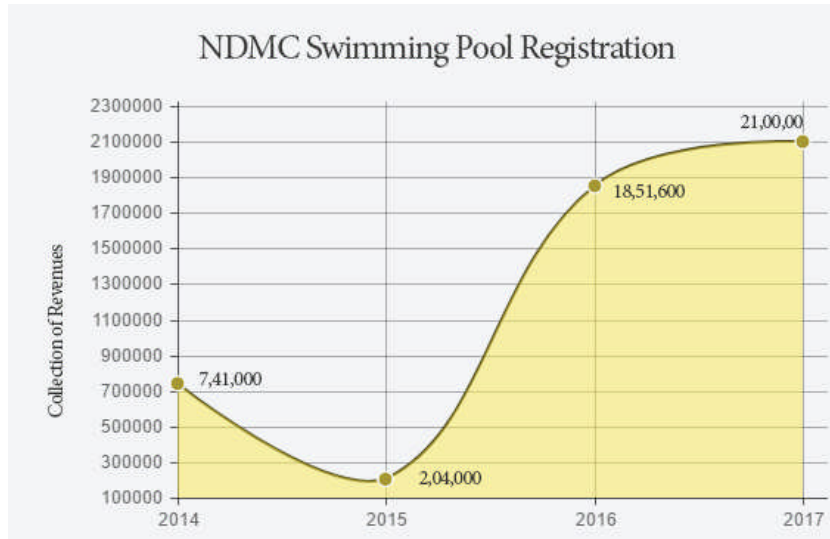


87680
inspection
reports

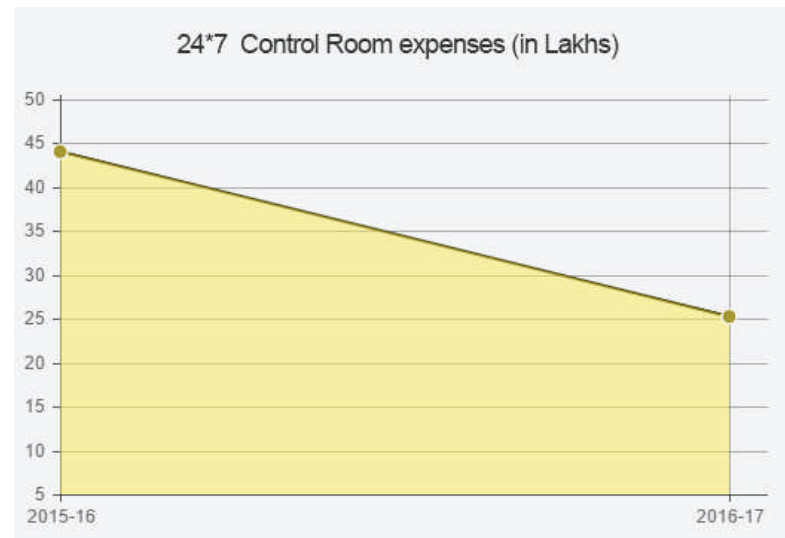
98.5% complaint resolved



Improved efficiency





Reduced Expenditure



ID: #58491dfa4ca4a692c000015b



Field Inspection Report

Category: Electricity Maintenance Related - Street Light Maintenance	Reported By: Balvinder Singh Saini (Junior Engineer (Electric)) Reported On: 08-12-2016 02:16 PM Zone: NDMC Ward: Circle No: 02
Field Image: 	Map: 
Description: Painting the road light pillar at C P	Address: G-17, Connaught Circus, Block G, Connaught Place, New Delhi, Delhi 110001, India Latitude: 28.63343933 Longitude: 77.21643325

Created By: Chanchal Yadav Created On: 08-12-2016 04:39 PM Content: wires are exposed
Created By: Balvinder Singh Saini Created On: 08-12-2016 04:47 PM Content: Madam these wire,s are covered by fixing fiber sheet very soon

Attention to minor details is possible

Field Inspection Report



Category: Building Maintenance - Cleaning of NDMC Market	Reported By: Kuldeep Singh (Junior Engineer (Civil)) Reported On: 09-02-2017 11:47 AM Zone: NDMC Ward: Circle No: 10
Field Image: 	Map: 
Description: Cleaning of Yashwant Place Market through mechanical devices.	Address: 88, Chanakyapuri, New Delhi, Delhi 110021, India Latitude: 28.5852534 Longitude: 77.191826

Comments:

Created By: Kuldeep Singh Created On: 09-02-2017 11:51 AM Content: New machines procured for cleaning and sweeping of Yashwant Place Market through tender by BM-1 Division.
Created By: Chanchal Yadav Created On: 09-02-2017 01:15 PM Content: good what is the response from shop keepers there
Created By: Kuldeep Singh Created On: 10-02-2017 08:10 AM Content: They are happy with the initiative taken by NDMC for housekeeping.

Better
communication
available with
officers



Field Report

<p>Summary: Public (Sanitation-Health) Related - Checking Insanitary Conditions</p>	<p>Reported By: Dharampal Sharma (Sanitary Inspector (Public Health)) Reported On: 22-07-2016 09:16 Zone: NDMC Ward: Circle No: 09</p>
<p>Field Image:</p>  <p>Description: Gurdwara Aigung cleaned in CNO 9</p> <p>Manual Address:</p>	<p>Map:</p>  <p>Address: Aliganj Rd, Block G, Lodhi Colony, New Delhi, Delhi 110003, India</p> <p>Latitude: 28.5835624</p> <p>Longitude: 77.2177281</p>

<p>Created By: Chanchal Yadav Created On: 22-07-2016 09:21 Content: trolley needs repaint</p>
<p>Created By: Dharampal Sharma Created On: 22-07-2016 11:51 Content: Work progress</p>
<p>Created By: Dharampal Sharma Created On: 22-07-2016 15:16 Content: Gurdwara Aigung trolley CNO 9 paint work done.</p>
<p>Photos:</p> 
<p>Created By: Chanchal Yadav Created On: 22-07-2016 16:08 Content: well done</p>

Prompt actions are visible to full hierarchy of officers

Field Inspection Report

Category: Spot To Be Fixed - Action To Be Taken	Reported By: Shakuntala Srivastava (Chief Medical Officer (Head Quarter)) Reported On: 05-11-2016 08:22 AM Zone: NDMC Ward: Circle No: 10
Field Image:  Description: mascots mobilised in identified open defecation area of jj cluster to dissuade people for doing Open defecation	Map:  Address: Market Rd, Block F, Moti Bagh, New Delhi, Delhi 110021, India Latitude: 28.58549635394344 Longitude: 77.17887016951775

Comments:

Created By: Chanchal Yadav
Created On: 05-11-2016 08:26 AM
Content: very good so proud of you ☺

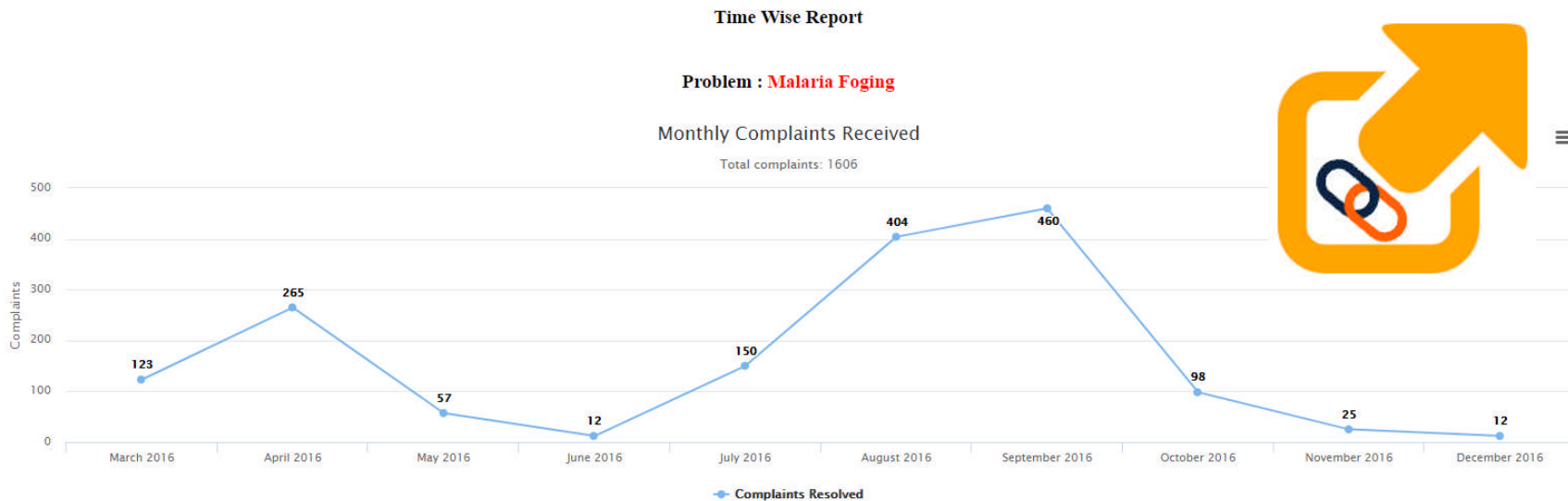
Created By: Shakuntala Srivastava
Created On: 05-11-2016 09:15 AM
Content: thanks Ma'am . 2 mascots shall be moving in market area & 3 mascots on railway track in three circles to stop

Positive reinforcement to encourage officials

Enabling better Planning



Heat Map:- Instances of Dengue in NDMC area in last three years have been analysed



Feedbacks

Hello,

Chandrima Shah has created a feedback:

We are amazed and impressed by the speed at which our complaints are being resolved via this App. Our thanks to the wonderful staff at Ndmc and the section officers who make this possible. Chandrima Shah, President, The Jor Bagh Association

thejorbaghassociation@gmail.com

9810073635

Thanks,
Chandrima Shah



From : rajvir handa <rajvirhanda@yahoo.com> Tue, Mar 28, 2017 01:35 PM
Subject : Re: Letter Of Appreciation
To : chairperson@ndmc.gov.in, Ndmc <chairperson@ndmcmail.gov.in>
Cc : secretary@ndmcmail.gov.in, NDMC SECY <secretary@ndmc.gov.in>
Reply To : rajvir handa <rajvirhanda@yahoo.com>

Subject: [Letter Of Appreciation](#).

Dear Sir,
It is refreshing for an Indian citizen like me to observe that NDMC has risen above the mediocrity that we have all got used to. I have been using the NDMC 311 app on my phone whenever I have faced any civic problem. The complaints have always been treated with utmost importance & rectified urgently. I am proud of being a resident in NDMC area & applaud you for your professionalism.

Rajvir Handa,
32 Jor Bagh,
New Delhi - 110003
Tel No. 9811050776

From: "rajvir handa" <rajvirhanda@yahoo.com>
To: chairperson@ndmc.gov.in, "Ndmc" <chairperson@ndmcmail.gov.in>
Cc: secretary@ndmcmail.gov.in, "NDMC SECY" <secretary@ndmc.gov.in>
Sent: Tuesday, March 28, 2017 1:35:30 PM
Subject: Re: Letter Of Appreciation

Subject: Letter Of Appreciation



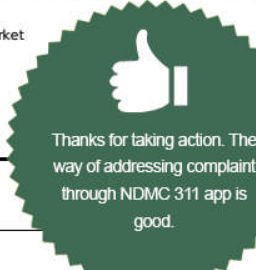
Dear Sir,
It is refreshing for an Indian citizen like me to observe that NDMC has risen above the mediocrity that we have all got used to. I have been using the NDMC 311 app on my phone whenever I have faced any civic problem. The complaints have always been treated with utmost importance & rectified urgently. I am proud of being a resident in NDMC area & applaud you for your professionalism.

Rajvir Handa,
32 Jor Bagh,
New Delhi - 110003
Tel No. 9811050776

Issue Report

<p>Summary: Water Maintenance Department - Meter Faulty, Excess Billing</p> <p>Assigned To: Dhruv Pahuja (Junior Engineer (Civil))</p> <p>Assigned At: 13-03-2016 14:09</p> <p>Reported By: Ashish Anand ()</p> <p>Reported On: 13 March, 2016 02:08 PM</p>	<p>Area:</p> <p>Zone: NDMC</p> <p>Ward: Circle No: 05</p> <p>Subzone: Water Supply - (Civ-1)</p> <p>SubWard: Sub-Division-1(Water Supply)</p>
<p>Field Image:</p> <p>Missing img</p>	 <p>Address: 17 Babar Road 2nd Floor</p> <p>Latitude: 28.6284396291534</p> <p>Longitude: 77.23428742047574</p>
<p>Description:</p> <p>The disposal charges & tax for whole building is charged to second floor instead of being distributed equally among floors. The water meter has shown monthly reading of 66KL which is very high. Kindly get the meter checked for reading.</p>	 <p>Meter has been changed. Reading 826 uMonitor for a week to check consumption. Thanks for all the help. Excellent service</p>
<p>Comments:</p> <p>Created By: Ravikant Dureja Created On: 16-03-2016 12:56 Content: new meter installed. consumer satisfied</p> <p>Created By: Ashish Anand Created On: 15-03-2016 17:40 Content: Meter has been changed. Reading 826 uMonitor for a week to check consumption. Thanks for all the help. Excellent service</p> <p>Created By: Ashish Anand Created On: 14-03-2016 22:29 Content: 9810334459</p> <p>Created By: Ravikant Dureja Created On: 13-03-2016 21:14 Content: mobile number of complainant be given to apprise him of facts and status</p> <p>Created By: Ravikant Dureja Created On: 13-03-2016 15:56 Content: phone no of MANDIR MARG SERVICE CENTRE be amended as 011-23363519</p> <p>Created By: Ravikant Dureja Created On: 13-03-2016 15:51 Content: high billing matter is under purview of commercial department. however meter will be got monitored tomorrow next working day contact address MANDIR MARG SERVICE CENTRE 011-23363619.</p> <p>Created By: Ashish Anand Created On: 13-03-2016 14:08 Content: Your complain has been registered. Complain # - 201603900 Your complain will be assigned to an officer. Thank you, Team NDMC-311.</p>	

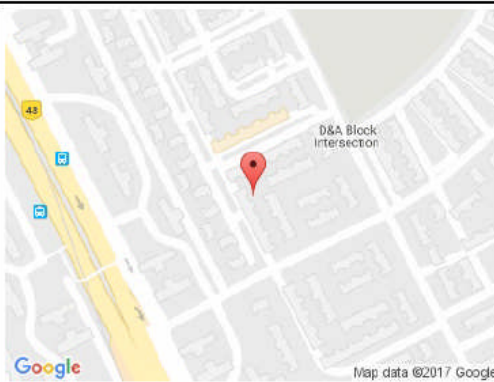
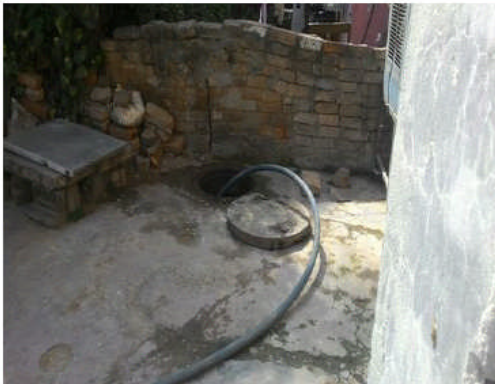
Issue Report

<p>Summary: Enforcement Department - Unauthorized Parking</p> <p>Assigned To: Shyam Sunder (Enf Inspector)</p> <p>Assigned At: 31-03-2016 18:13</p> <p>Reported By: Vijay Kumar ()</p> <p>Reported On: 18 March, 2016 03:34 PM</p>	<p>Area:</p> <p>Zone: NDMC</p> <p>Ward: Circle No:13</p> <p>Subzone: Enforcement Department</p> <p>SubWard: Laxmi Bai Nager</p>
<p>Field Image:</p> 	 <p>Address: Laxmi Bai nagar market</p> <p>Latitude: 28.5778916</p> <p>Longitude: 77.2094633</p>
<p>Description:</p> <p>Unauthorized parked vehicle ,please remove it .</p>	 <p>Thanks for taking action. The way of addressing complaint through NDMC 311 app is good.</p>
<p>Comments:</p> <p>Created By: Vijay Kumar Created On: 02-04-2016 19:24 Content: Thanks for taking action. The way of addressing complaint through NDMC 311 app is good.</p> <p>Created By: Shyam Sunder Created On: 02-04-2016 17:36 Content: Solve</p> <p>Created By: Shyam Sunder Created On: 31-03-2016 18:46 Content: This area is not pertains to me</p> <p>Created By: K S Bhardwaj</p> <p>Created On: 31-03-2016 18:13 Content: This issue is assigned to Shyam Sunder (Enf Inspector)</p> <p>Created By: K S Bhardwaj Created On: 19-03-2016 10:57 Content: This complaint is not pertain to me please forward this to concerned officer.</p> <p>Created By: Vijay Kumar Created On: 18-03-2016 15:34 Content: Your complain has been registered. Complain # - 2016031276 Your complain will be assigned to an officer. Thank you, Team NDMC-311.</p>	

Issue Report

Summary: Sewer Maintenance Department - Sewer Main Hole Cover Related	Area:
Assigned To: Azad Singh Saini (Junior Engineer (Civil))	Zone: NDMC
Assigned At: 30-03-2016 08:40	Ward: Circle No: 12
Reported By: Krishan Singh Gosain ()	Subzone: Civil Engineering - 1 (Sewer Maintenance Dept.)
Reported On: 29 March, 2016 10:36 AM	SubWard: Sub Division 5

Field Image:



Description:

Cover of sewer mainhole is not properly shut down. After keeping cover on the hole the smell comes out from all sides of hole. We cannot sit outside of our house due to very bad smell. Please make it proper so that smell does not come out from the manhole.

Address: A-297, Moti Bagh-I, New Delhi-110021
Latitude: 28.5816748
Longitude: 77.1759228

Comments:

Created By: Azad Singh Saini
Created On: 03-04-2016 18:36
Content: resolved

Created By: Krishan Singh Gosain
Created On: 02-04-2016 11:50
Content: Ndmc has taken steps quickly to complete the work. Thank you very much.

Created By: Azad Singh Saini
Created On: 31-03-2016 11:12
Content: On Hold

Created By: Azad Singh Saini

Created By: Krishan Singh Gosain

Created On: 02-04-2016 11:50



Content: Ndmc has taken steps quickly to complete the work. Thank you very much.

Citizen Relationship Management(CRM)

NDMC

Deepak Kumar Logout

[+ Create Issue](#) [Social Media Accounts](#)

Displaying 1-10 of 1169 result(s) Chronological [Update Created Date](#) [Export Fieldreport Statistics](#)

Category	Sub Category	Comments	Status	Assignee	Created At	Actions
Public (Sanitation-Health) Related	Removal Of Horticulture Waste		New / Un-Assign	Unassigned	03 May, 2017 02:02 AM	
Reporter: Parvez Khan (Mobile: 7011590544) Designation: Sanitary Inspector (Public Health) Address: 143, South Ave, South Avenue Area, President's Estate, New Delhi, Delhi 110011, India Show On Map Zone: NDMC Ward: Circle No: 04 Description: South avenue road						
Add Notes						
Public (Sanitation-Health) Related	Removal Of Horticulture Waste		New / Un-Assign	Unassigned	03 May, 2017 02:01 AM	
Reporter: Parvez Khan (Mobile: 7011590544) Designation: Sanitary Inspector (Public Health) Address: 143, South Ave, South Avenue Area, President's Estate, New Delhi, Delhi 110011, India Show On Map						

