

Complaint Handling Procedure

Whatever complaint is received, it is classified then and there at the time of entry of the complaint and it is forwarded to the concerned Nodal Officer of DDA.

Nodal officer of DDA forwards the complaint to the Nodal Officer/Officers of the concerned Department who has to resolve the grievances.

The levels of escalation are pre-defined in the application itself as grievance is given top priority, therefore, it is handled by the Nodal Officer of DDA in the beginning and then forwarded to the concerned officers of respective departments.

Senior officers such as HODs/Commissioners and Directors of the department can monitor the grievances in parallel.

With the help of reference id given to the complaint, applicant can see the status of his/her grievances.

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