

## NEW DELHI MUNICIPAL COUNCIL

- *Over 95 percent civic services complaints resolved*
- *Public Health employee promoted for outstanding performance*

*New Delhi – May 3, 2016*

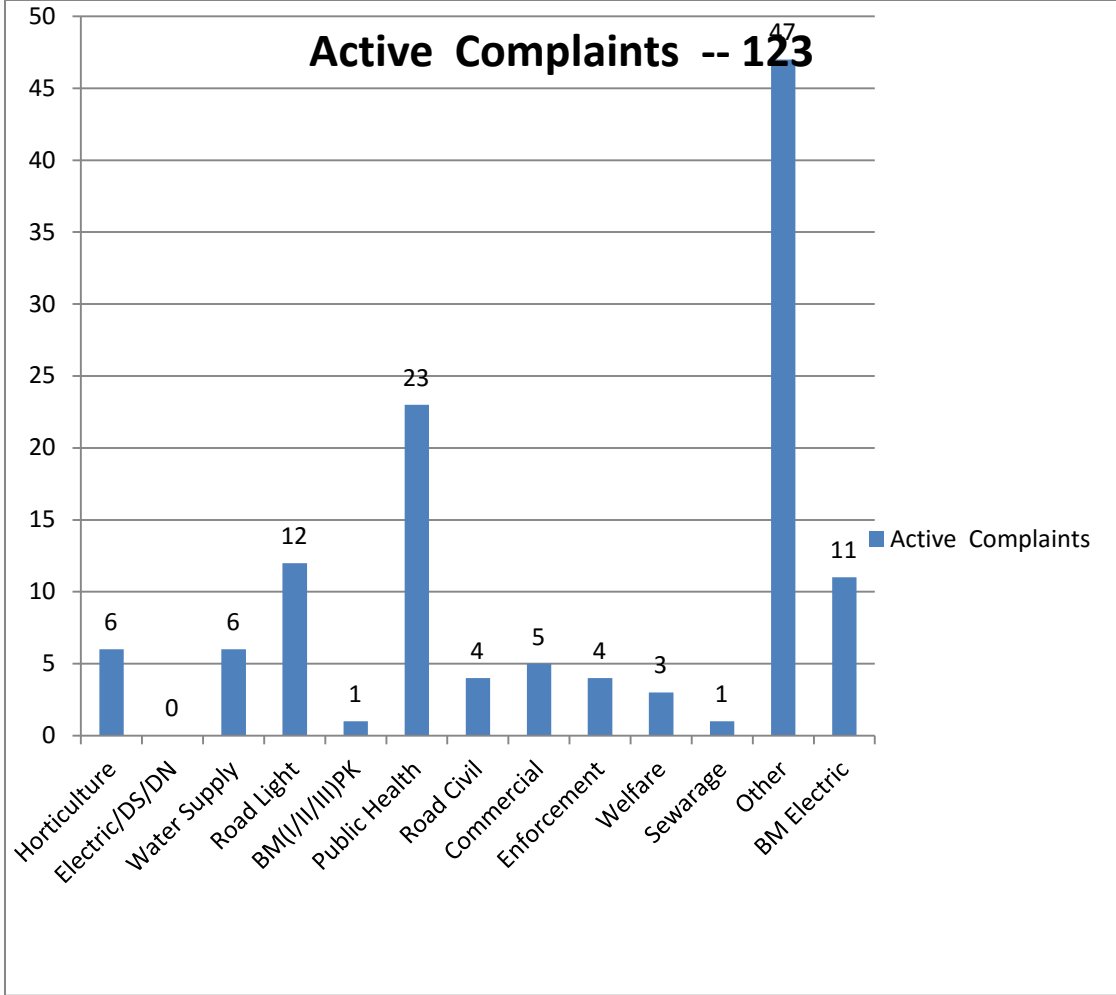
The employee of Public Health Department of NDMC, Sunil Verma an Assistant Sanitary Inspector (ASI) gets accelerated promotion for his excellent performance with regard to resolving the complaints of citizens of New Delhi area received through NDMC Mobile App NDMC311. He has been promoted as Sanitary Inspector in NDMC on adhoc basis.

Just only in 50 days of its inception, the mobile app NDMC311 gets very encouraging response from the residents and as many as 3059 complaints had been received out of which 2936 (95%) have been resolved. Further, 1000 citizens of New Delhi area, whose complaints were sorted out had responded very positively by appreciating the high-tech step taken by the Council for felicitating the residents of New Delhi area to avail all civic services at one stop.

Among the major departments of the Council who had taken lead in sorting out the complaints of the commuters are as public health, road light, horticulture, water supply and sewerage. The complaints received in these departments are as 948, 469, 190, 181, 172 out of which 925, 457, 184, 175, 171 had been resolved and closed subsequently with satisfaction of the complainants. The rest of the complaints received in different departments of the Council are in the active mode for their redressal.

Approximately 6000 residents had been connected with this high-tech mobile application during the fifty days of its inception to get the services just a click on their smart phones for resolving the problems pertaining to the water, electricity, health, sanitation, sewerage, horticulture, water logging, broken roads, street lights maintenance, unauthorized construction, encroachment and other concerned complaints including on payment through this application.

The mobile application is developed not only to tackle all kind of complaints of the citizens of NDMC area but it is also beneficial to the commuters who wish to visit New Delhi areas by getting information pertaining to the metro stations, toilets, taxi stand, petrol pumps, monuments and about the real time traffic situation of different roads of the NDMC and can ascertain availability of parking lots in NDMC area with just a few click. People can connect themselves with this application by giving a miss call on Mobile No.[7030215444](tel:7030215444). Mobile app is available for both android and ios phones.



# Closed Complaints -- 2936

