

The Hindu 13.07.2016

## 95% of complaints to NDMC app resolved

Over 95 per cent of complaints lodged via the New Delhi Municipal Council's smartphone app since its launch in March have been resolved, with sanitation issues being the most common grievances.

As of Tuesday, a total of 6,401 complaints about civic amenities and infrastructure had been registered through 'NDMC 311', an app available for Android and iOS phones.

NDMC chairperson Naresh Kumar said that the civic body was ramping up its citizen outreach initiatives, including adding new features to the app. On Monday, he said, an option to lodge dengue-related complaints was added to the app ahead of the rainy season when the vector-borne disease tends to spread.

So far, the local body has successfully resolved 6,108 complaints, with 2,005 of them being closed by the

complainants themselves, said NDMC secretary Chanchal Yadav.

She added that complaints about garbage, debris and other sanitation issues were the most common, but there was a seasonal pattern.

For instance, right now there were more complaints asking for fumigation against mosquito breeding.

“The app has allowed us to address issues. In the beginning, we were getting complaints regarding manholes. After we addressed those, complaints about manholes have decreased,” said Ms. Yadav.

For each category of complaint, like electricity or broken roads, there are different deadlines for resolution. Most complaints are being resolved in the given time period.