



**MUNICIPAL CORPORATION OF DELHI
OFFICE OF THE COMMISSIONER**

**Dr. S.P.M. Civic Centre (9th Floor), E-1 Block,
Jawaharlal Nehru Marg, New Delhi-110 002**



No.D- 871 /COM/MCD/2023

Dated : 24/08/2023

CIRCULAR

MCD has introduced a mobile app "MCD 311" to ensure that best civic services are provided to the citizens of Delhi. Though this App citizens can lodge their complaints such as - dumping of malba, non-removal of municipal solid waste, potholes on roads, non-functioning of streetlights, stray cattle etc. Complaints lodged by citizens on "MCD 311" App are being monitored by various agencies like - CAQM, Department of Environment (GNCTD), Senior Officers of MCD etc.

2. In order to ensure that the complaints lodged by citizens on MCD 311 are redressed satisfactorily and on time, the following instruction are issued for strict compliance by all concerned :

- i) Complaints lodged on MCD 311 App, especially those related to lifting of MSW and C&D waste shall be resolved expeditiously and, after redressing the complaints, the official concerned shall upload the photograph of the site on the App.
- ii) All Zonal Dy. Commissioners shall monitor the complaints received on MCD 311 App on daily basis and shall ensure disposal of all such complaints within the shortest possible time and in any case not exceeding 24 hours.

Sd/-

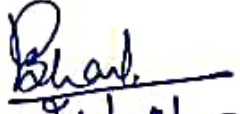
COMMISSIONER, MCD

Distribution:-

- All Zonal Dy. Commissioners

Copy to:-

1. All Addl. Commissioners
2. All Engineers-in-Chief
3. All Chief Engineers of the Zones
4. Director (IT) to get it uploaded on MCD website.


24/08/23
COMMISSIONER, MCD