



दिल्ली सरकार
GOVERNMENT OF DELHI
लोक निर्माण विभाग
PUBLIC WORKS DEPARTMENT
कार्यालय प्रमुख अभियंता (परियोजनाएं)
O/o THE ENGINEER-IN-CHIEF (PROJECTS)
बारहवीं मंजिल, पुलिस मुख्यालय, इन्द्रप्रस्थ एस्टेट, नई दिल्ली
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No. 23(Dir e-Gov.)/PWD/2017/96

Dated: 28/02/2017

Office Order

Subject – PWD Sewa Mobile App.

The PWD Sewa Mobile App has been developed by PWD for the convenience of General Public and Maintenance Staff of PWD. The App is available on the Google Play Store & Apple Play Store since January, 2014 for download free of cost. The App has been upgraded number of times for the convenience and addition of new facilities. The app provides lodging of complaints including photographs having GPS Co-ordinates by General Public and reply by PWD staff through their login Id. The PWD Staff can also upload the photographs of redressal of complaints. This is facility is similar to the options available in the PWD Website (Online Complaint System).

It has been noticed that the PWD staff is not using this facility while replying to the complaints lodged with mobile app. It has been directed by the Engineer-in-Chief that every member of the Engineering Staff shall download app and use the same for redressal of complaints. For the convenience of staff, the brief details of help file are enclosed with this letter.

This issues with the approval of Engineer-in-Chief, PWD.

Encl: - Help File.

(R.K. Malhotra)
Dir e-Governance,
O/o Engineer-in-Chief, PWD

Copy to: -

1. The Engineer-in-Chief, PWD, 12th Floor, MSO Building, I.P Estate, New Delhi.
2. The Pr. Chief Engineer (Projects), PWD, 9th Floor, MSO Building, I.P Estate, New Delhi.
3. The Pr. Chief Engineer (Maintenance), PWD, 12th Floor, MSO Building, I.P Estate, New Delhi.
4. The Pr. Director (NI), O/o E-in-C, PWD, 12th Floor, MSO Building, I.P Estate, New Delhi.
5. The Pr. Director (P), O/o E-in-C, PWD, 12th Floor, MSO Building, I.P Estate, New Delhi.
6. The Chief Engineer (North), PWD, MSO Building, I.P Estate, New Delhi.
7. The Chief Engineer (South), PWD, MSO Building, I.P Estate, New Delhi.
8. The Chief Engineer (East), PWD, MSO Building, I.P Estate, New Delhi.
9. The Chief Engineer (Education), PWD, MSO Building, I.P Estate, New Delhi.
10. The Chief Engineer (Health), PWD, MSO Building, I.P Estate, New Delhi.
11. The CPM, F-1, F-2, F-3, F-4, F-5, Housing, Education, Health, Other Projects, PWD, New Delhi.
12. PWD Website.

(R.K. Malhotra)
Dir e-Governance.

PWD Sewa

1. Go to Google - Play Store or Apple - App Store
2. After installing, user will get following option:
 - a. New Complaints – Public can submit their complaint
 - b. Status – User can check status of complaint using complaint number / mobile number / email id
 - c. Helpdesk – Contact Details of Helpdesk
 - d. About Us – A brief of PWD Delhi
 - e. **User Login –**
 - i. Facility to User to get registered.
 - ii. Complaint can be saved in draft.
 - iii. Without internet connection, can see close complaint & open complaint.
 - iv. Submit complaint without User details, as it is captured automatically.
 - v. Notification Facility
 - f. **Employee Login –**
 - i. Employee can login using their existing credential.
 - ii. Login Id is already given up to Assistant Engineer
 - iii. Login Id can be provided up to Junior Engineer also.
 - iv. Zonal / Circle / Division office can respond to complaint.
 - v. Zonal / Circle / Division office can assign complaint to other office also.
 - vi. Zonal / Circle / Division office can respond to complaint by uploading photo.