

SOUTH DELHI MUNICIPAL CORPORATION
OFFICE OF THE ADDITIONAL COMMISSIONER-I
6TH FLOOR, DR. SHYAMA PARSHAD MUKHERJEE CIVIC CENTRE
JAWAHARLAL NEHRU MARG : NEW DELHI - 110002.

No. South DMC / *D/24/ AddP Com. I* / *SG/0110/17* Dated: *28*.02.2017

C I R C U L A R

Subject : Helpdesk for Architects / Engineers / Applicants for through Online Procedure 'Construction Permits' - under EODB.

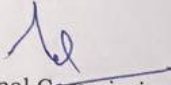
Under the "Ease of Doing Business" relating to construction permits, the Department has set up the Help Desk at 8th & 24th Floors, Dr. S.P.M. Civic Centre, E-1 Wing, to update the Architects / Engineers / Applicants about the latest reforms and to resolve the Online issues / problems / clarifications. For this, two computer systems have been installed in Building(HQ) and I.T. Department. The concerned may visit the office for training on Wednesday from 2.30 PM to 5.30 PM.

Further, the following Modes for resolution of issues are also available.

1. E-mail :- All technical queries related to construction permits are dealt through E-mail : mcd-ithelpdesk@mcd.gov.in
2. Facebook Page :- A facebook page titled "MCD Ease of Doing Business" has been launched by SDMC and all the circulars / office orders / latest updates are being uploaded and reviewed regularly.
3. Whatsapp Group:- A Whatsapp Group has been created and already in operation, launched by SDMC and all the circulars / office orders / latest updates are being uploaded and reviewed regularly.
4. Mail Link on Home Page of MCD Website:- A dedicated mail : @ Eodb.feedback.mcd@gmail.com is given, which is being monitored regularly at senior level.
5. Workshops for Training / Updating the progress under "Ease of Doing Business" are being organized on regular basis for which intimation is sent to empanelled Architects with MCD, through e-mail.

All the AEs/EEs (Bldg.) of each Corporation shall ensure that they are available in the Office for resolving the issues every Wednesday from 2.30 PM to 5.30 PM.

This is for necessary compliance by all concerned.


Additional Commissioner-I
South Delhi Municipal Corporation

Distribution:

- 1 Additional Commissioner(Engg.) - North & East DMCs
- 2 All Zonal Deputy Commissioners-South, North & East DMCs
- 3 Chief Town Planners -South, North & East DMCs
- 4 Chief Law Officers -South, North & East DMCs
- 5 Director (IT) - with the request to upload the above circular on the website and a copy of the circular be forwarded through e-mail to all empanelled Architects / Engineers / Supervisors.
- 6 All SEs(Bldg.)HQ -South, North & East DMCs
- 7 All EEs(Bldg.)HQ & Zonal EEs(Bldg.) -South, North & East DMCs
- 8 EE(OBPS), I.T. Deptt.
- 9 AE(OBPS) - to upload the same on Facebook page of EODB.

Copy to:

- 1 PS to Commissioner, South DMC - for kind information of the Commissioner.
- 2 Director (DIPP), Ministry of Commerce & Industry, Udyog Bhawan, New Delhi.
- 3 Special Commissioner of Industries, O/O the Commissioner of Industries, Govt. of NCT of Delhi, Udyog Sadan, Patpargang, New Delhi - for kind information.