PWD Rajasthan App
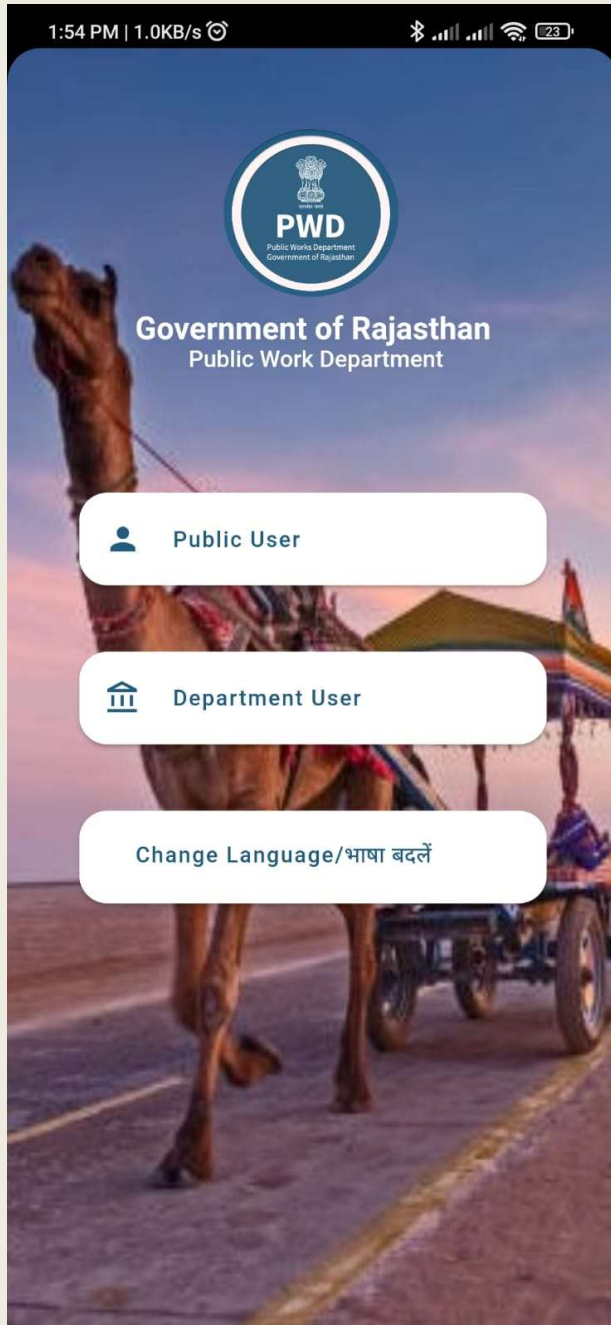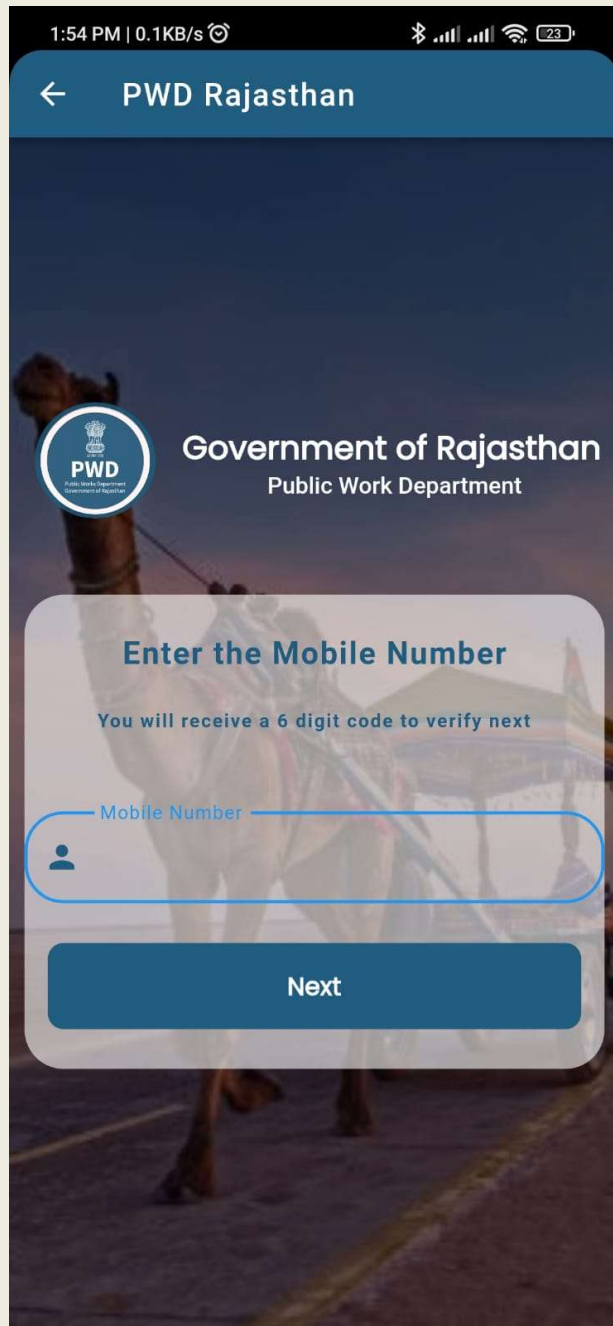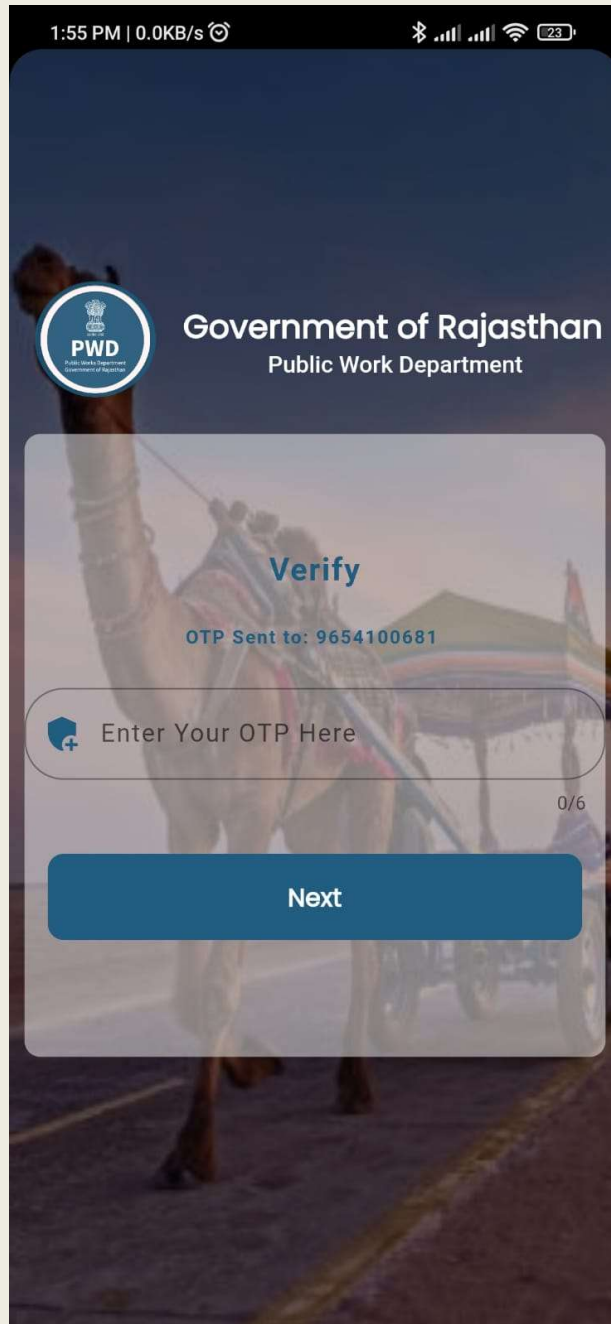
User Manual For
Public User

1. Public user can login with mobile No. & OTP
2. Department user can login with registered SSO ID & password.
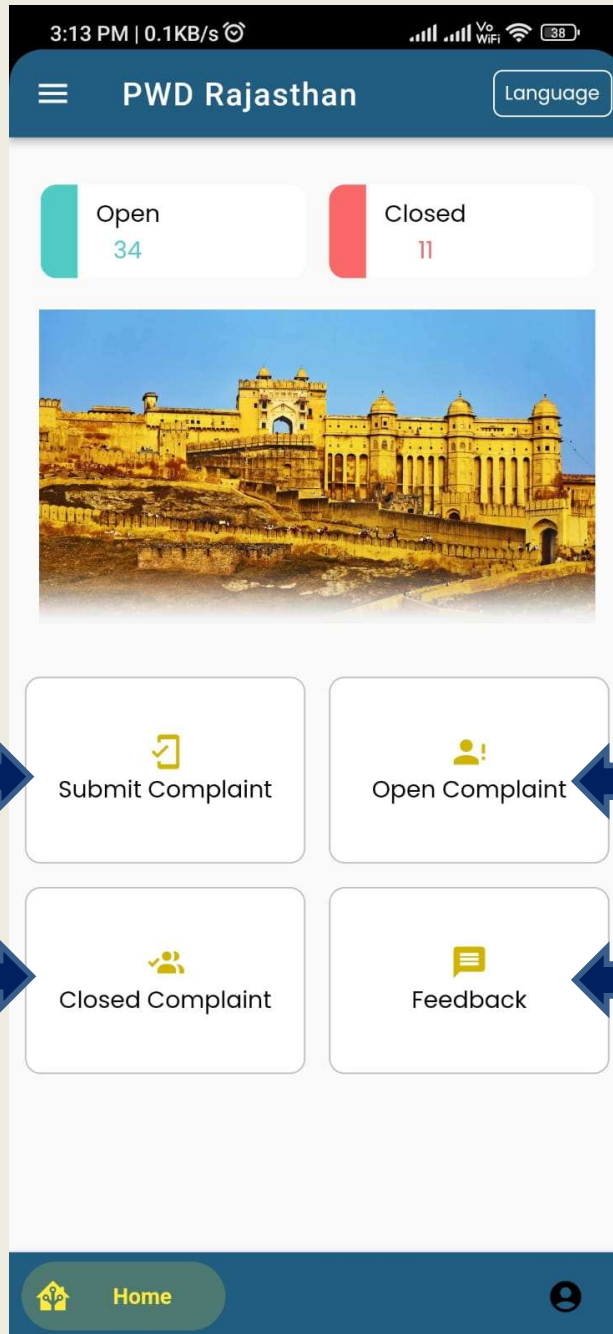3. App is available with English / Hindi Language for public user.

For public user:
Enter The valid mobile No.

2nd screen for public user

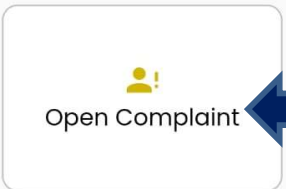**Enter OTP :**
For verification.
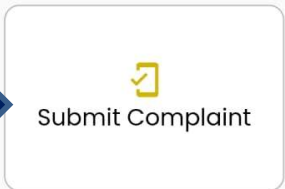OTP will be received by text message

Home Screen for Public user

Click here to submit complaint →

→ **Click here to open complaint**

Click here to closed complaint →
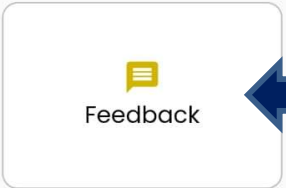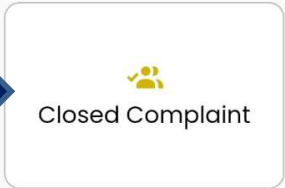
→ **Click here to feedback**

Step 1 : Submit complaint

Select Sector Type (Project / Assets-Inventory)

Select Complaint Type (Project / Assets-Inventory)

Select one option for Location

Step 2 : Submit complaint

Building

Select Colony name

Select Bungalow/Flat No.

Road

Select road name

Submit Complaint (Type): Select complaint Type User can select multiple complaint type.

Building

3:10 PM	1.4KB/s
Submit Complaint

Please select type of complaint. If your concern is not listed, Click Here to enter your complaint

There have option to create optional compliant

Civil Work

Brick work repair	☐
Cleaning water tank	☐
Door fittings with fiber	☐
Fitting net in the balcony	☑
Fitting visor in window	☑
Iron door/Window repair	☐
Jaffri Repair	☐
Making a cooler stand	☐
Making AC opening	☐
Malba to be removed	☐

Choose complaint

Next

Road

4:26 PM	0.1KB/s
Submit Complaint

Please select type of complaint. If your concern is not listed, Click Here to enter your complaint

There have option to create optional compliant

Water Logging

Water Logging	☑

Speed Breaker

Identification paint is required on speed breaker	☑
Requirement of Speed Breaker	☐
Speed breaker is damaged	☐
Speed breaker needs to be removed	☐

Encroachment

Encroachment on Road	☐

Choose complaint

Next

Step 1: Option for Optional Complaint

Building

Write your complaint

Road

Write your complaint

Step 2: Option for Optional Complaint

Building

Upload Image/Video

Road

Enter Kilometer/Chainage

Upload Image/Video

Step 3: Click on submit button, then complaint will be created.

Submit Complaint (Image/Video):
Upload Images, user can upload only one image against one complaint type.

Building

Upload Image/Video

Road

Enter Kilometer/Chainage

Upload Image/Video

Submit Complaint (notify):
After submit the complaint showing pop with complaint ID.

Building

3:12 PM | 0.0KB/s

Submit Complaint

Fitting net in the balcony

Select complaint attachment

Camera   Gallery   Video

Complaint Submitted

Thanks for using PWD Sewa.
Your complaint ID is 748, 749,

ok

(28.628682,77.2427471)
Delhi Police Headquarters, Delhi Police Headquarters,
Indraprashta Marg, Balmiki Basti, Vikram Nagar, Delhi,
110002, India
8/22/2024 3:11 PM

Submit

Road

4:29 PM | 1.0KB/s

Submit Complaint

Identification paint is required on
speed breaker

Kilometre / Chainage

567

Select complaint attachment

Camera   Gallery   Video

Complaint Submitted

Thanks for using PWD Sewa.
Your complaint ID is 753, 754,

ok

(28.6286839,77.2427211)
Delhi Police Headquarters, Delhi Police Headquarters,
Indraprashta Marg, Balmiki Basti, Vikram Nagar, Delhi,
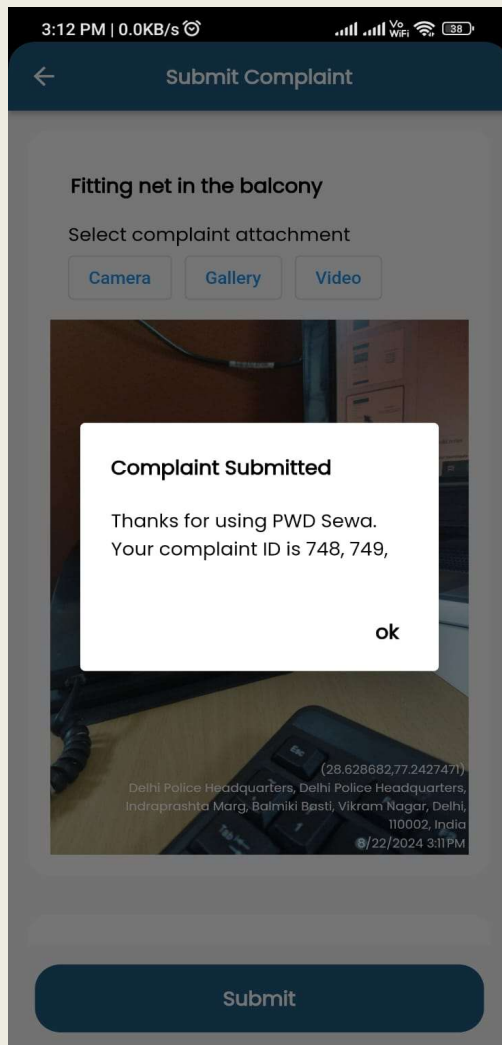110002, India
8/22/2024 4:28 PM

Submit

Pending complaint for Public user

Pending complaint:
User can check the complaint status.

Profile For public user

Profile update field:
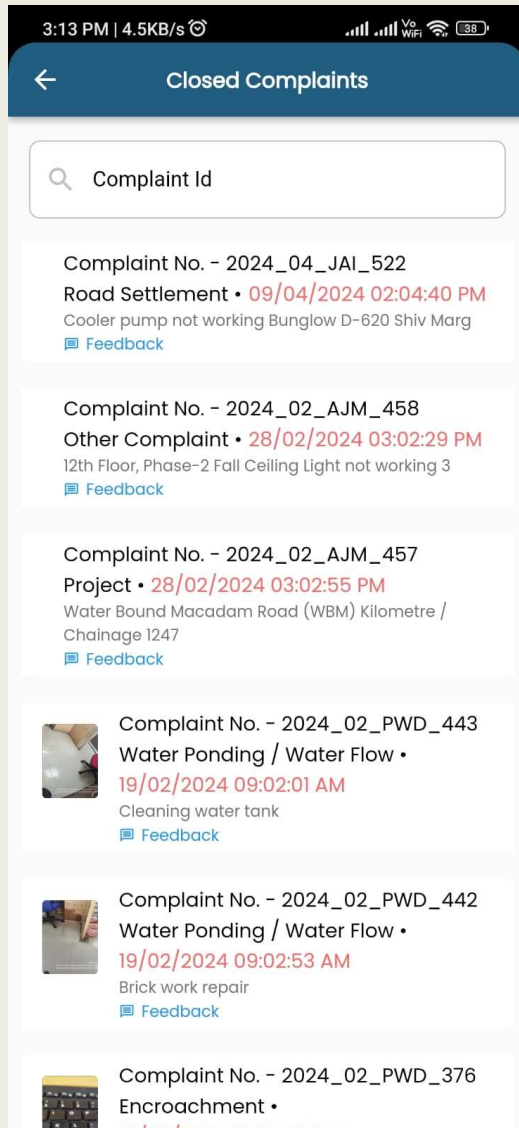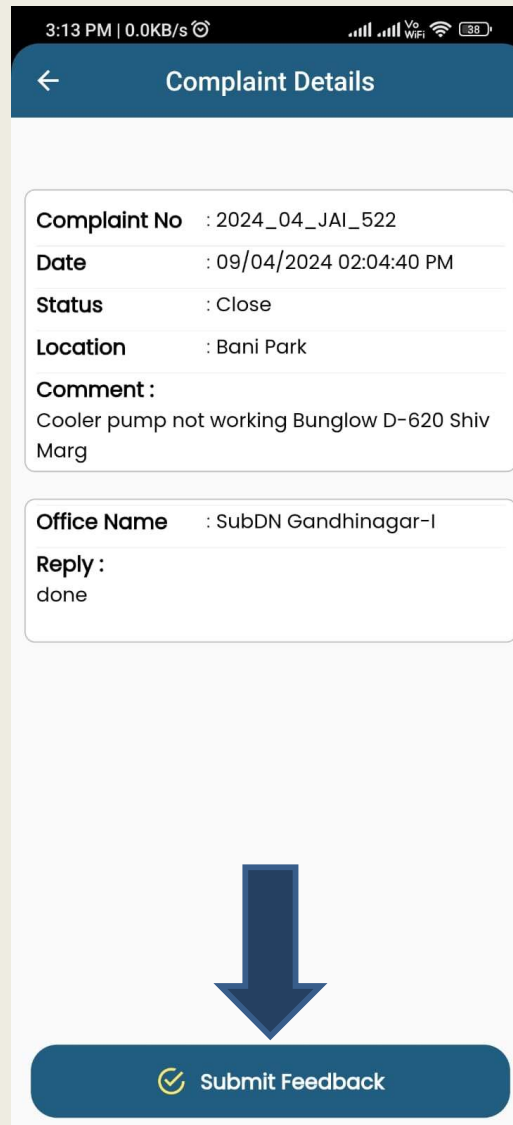1. Name
2. Email ID
3. Address.

Submit Feed back

Step 1: Click on complaint which you want to update feedback

Closed Complaints

3:13 PM | 4.5KB/s

🔍 Complaint Id

Complaint No. - 2024_04_JAI_522
Road Settlement • 09/04/2024 02:04:40 PM
Cooler pump not working Bunglow D-620 Shiv Marg
💬 Feedback

Complaint No. - 2024_02_AJM_458
Other Complaint • 28/02/2024 03:02:29 PM
12th Floor, Phase-2 Fall Ceiling Light not working 3
💬 Feedback

Complaint No. - 2024_02_AJM_457
Project • 28/02/2024 03:02:55 PM
Water Bound Macadam Road (WBM) Kilometre / Chainage 1247
💬 Feedback

Complaint No. - 2024_02_PWD_443
Water Ponding / Water Flow •
19/02/2024 09:02:01 AM
Cleaning water tank
💬 Feedback

Complaint No. - 2024_02_PWD_442
Water Ponding / Water Flow •
19/02/2024 09:02:53 AM
Brick work repair
💬 Feedback

Complaint No. - 2024_02_PWD_376
Encroachment •

Step 2: Click on Submit Feedback Button

Complaint Details

3:13 PM | 0.0KB/s

Complaint No	: 2024_04_JAI_522
Date	: 09/04/2024 02:04:40 PM
Status	: Close
Location	: Bani Park

Comment :
Cooler pump not working Bunglow D-620 Shiv Marg

Office Name : SubDN Gandhinagar-I

Reply :
done

⬇️

✓ Submit Feedback

Step 3: Select option and write feedback

Feedback

3:13 PM | 0.0KB/s

Are you satisfied with the resolution?

⭕ Satisfied

⭕ Not Satisfied

Feedback

0/200

✓ Submit Feedback