

**GOVERNMENT OF INDIA  
MINISTRY OF HOUSING AND URBAN AFFAIRS  
RAJYA SABHA  
UNSTARRED QUESTION NO. 867  
ANSWERED ON 08/12/2025**

**DIFFICULTIES IN LAND AND PROPERTY SERVICES HANDLED BY DDA**

**867. DR. M. THAMBIDURAI**

**Will the Minister of HOUSING AND URBAN AFFAIRS be pleased to state:**

- (a) whether Government is aware that many citizens in Delhi face difficulties in land and property services handled by the Delhi Development Authority (DDA), including mutation, leasehold-to-freehold conversion, ground rent clarification and building plan approvals;
- (b) whether a high volume of grievances has been received regarding delays, repeated document verification and lack of clear timelines;
- (c) total number of such grievances received and disposed by DDA during the last two years, category-wise and zone-wise;
- (d) whether Government proposes to establish a single-window facilitation mechanism with time-bound service delivery; and
- (e) if so, the details thereof and if not, the reasons therefor?

**ANSWER**

**THE MINISTER OF STATE IN THE MINISTRY OF HOUSING AND URBAN AFFAIRS  
(SHRI TOKHAN SAHU)**

(a), (d)&(e) Delhi Development Authority (DDA) has informed that it has streamlined its various services through dedicated online digital platforms. Most of the services including property-related services have already been integrated on DDA's online platforms with defined processing stages.

Land and property-related services are provided via the Interactive Disposal of Land Information System (IDLI), enabling applicants to submit requests for mutation, leasehold-to-freehold conversion and other such related matters by uploading scanned documents. Applicants can track their application status through the portal using their registered mobile number and receive timely updates via e-mail.

Similarly, Housing-related services are offered through DDA's online AWAAS portal and citizen services portal, which provides a seamless end to end online service and unified interface for applications and updates concerning DDA housing schemes, freehold conversions and mutation respectively.

Delays in processing applications may arise due to incomplete documentation, legacy records issues, title disputes or the need for due diligence in cross-verification to ascertain genuineness.

To assist citizens, the Housing Department of DDA conducts weekly camps in single window mode every Thursday from 02.30 – 04.30 PM, providing guidance to complete documentation and resolve pending issues efficiently for expeditious / on the spot freehold conversion.

The PM-UDAY Portal, launched for helping the residents of unauthorized colonies in conferring the ownership rights, enables online registration, application submission, document upload and status tracking ensuring end-to-end digital processing with notifications through email/sms at different stages of application. In addition, to provide hand holding support to residents of unauthorised colonies, Single Window Camps have been / are being organized at different Unauthorized Colonies across Delhi. So far 490 camps have been organised. These camps provided on-site services such as GIS survey, registration, application assistance, deficiency resolution, document preparation and facilitation for execution.

Further, Public Hearing by officers are taken at every level including Vice-Chairman, DDA on every Monday and Thursday from 02.30 to 04.30 PM every week for grievance redressal.

(b) & (c) Grievances are received through various platforms including CPGRAMS, PGMS etc. These grievances are duly addressed within defined timelines. The details in respect of grievances received during the last two years i.e. from 01.12.2023 to 30.11.2025 are as under.

Total Grievances received	Disposed of	Pending as on 30.11.2025
4265	3963	302

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