

Complaint Categorisation and SLAs in days

SL No	Grievance Type *	Category	SLA
1	Complaints regarding Schools	Administration	3
2	Complaints regarding Voter list	Election	6
3	Inclusion, deletion of correction in the Voter list	Election	6
1	Pot hole fill up/Repairs to the damage surface	Engineering	7
2	Repairs to existing footpath	Engineering	7
3	Repairs to the SWD	Engineering	7
4	Obstruction of water flow	Engineering	1
5	Replacement of Cover for Manholes	Engineering	7
6	Maintenance of Parks	Engineering	7
7	Maintenance of Playground	Engineering	7
8	Repairs to Flyovers/ bridges/ Culverts	Engineering	7
9	Repairs to Centre Median	Engineering	7
10	Repairs to Traffic Island	Engineering	7
11	Stoppage of Civil Works	Engineering	2
12	Poor quality of work	Engineering	1
13	UGD Over Flow	Engineering	1
14	Unauthorised Road cutting	Engineering	1
1	Desilting of Drain	Public Health and Sanitation	1
2	Stagnation of water	Public Health and Sanitation	1
3	Disposal of removed silt on the Road	Public Health and Sanitation	1
4	Removal of fallen trees	Public Health and Sanitation	1
5	Illegal draining of sewage to SWD/Open site	Public Health and Sanitation	2
6	Unauthorised tree Cutting	Public Health and Sanitation	1
7	Removal of garbage	Public Health and Sanitation	1
8	Over flowing of garbage bins	Public Health and Sanitation	1
9	Shifting of garbage bin	Public Health and Sanitation	1
10	Provision of garbage bin	Public Health and Sanitation	1
11	Absenteesim of sweepers	Public Health and Sanitation	1
12	Absenteesim of door to door garbage collector	Public Health and Sanitation	1
13	Removal of Debris	Public Health and Sanitation	3
14	Bio Medical waste/Health hazard waste removal	Public Health and Sanitation	1
15	Obstruction of road by Trees branches	Public Health and Sanitation	1
16	Complaints regarding burial ground	Public Health and Sanitation	1
17	Complaints regarding public toilets	Public Health and Sanitation	1
18	Complaints regarding restaurants / Function halls	Public Health and Sanitation	1
19	Complaints regarding Dispensary	Public Health and Sanitation	1
20	Request for Anti Larval operations - to prevent Denque /Malaria etc	Public Health and Sanitation	2
21	Mosquito menace	Public Health and Sanitation	2
22	Dog menace	Public Health and Sanitation	1
23	Burning of garbage	Public Health and Sanitation	1
24	Unsanitary conditions on the road	Public Health and Sanitation	1
25	Unhygeinic conditions because of Slaughter House	Public Health and Sanitation	1

26	Unauthorised sale of meat and meat product	Public Health and Sanitation	1
27	Stray cattle	Public Health and Sanitation	1
28	Illegal slaughtering	Public Health and Sanitation	1
29	Stray Pigs	Public Health and Sanitation	1
30	Death of Stray Animals	Public Health and Sanitation	0.5
31	Unhygienic and improper transport of meat and livestock	Public Health and Sanitation	0.5
32	Improper Sweeping	Public Health and Sanitation	1
33	Broken Bin	Public Health and Sanitation	1
34	Garbage lorry with out Net	Public Health and Sanitation	1
35	Transfer Station Smell	Public Health and Sanitation	1
36	Spilling of Garbage from lorry	Public Health and Sanitation	1
37	Fevers - Dengue/Malaria/ Gastro-enteritis	Public Health and Sanitation	2
38	Food adulteration: Road Side Eateries	Public Health and Sanitation	1
39	Issues relating to Vacant lands	Public Health and Sanitation	3
40	Complaints regarding function Halls	Public Health and Sanitation	1
41	Unclaimed Dead Bodies	Public Health and Sanitation	0.5
42	Complaint Regarding School Toilets	Public Health and Sanitation	1
43	Open defecation- free (ODF)	Public Health and Sanitation	1
44	Community Toilets	Public Health and Sanitation	1
45	Silt by the side of dividers	Public Health and Sanitation	1
1	Complaints related to property tax	Revenue	5
2	Complaints related to issue of Trade License	Revenue	5
3	New Property Tax Fixation	Revenue	5
4	New Vacant Land tax Fixation	Revenue	5
5	Property Tax Bifurcation	Revenue	5
6	Revision Petition on Property Tax	Revenue	30
7	Transfer of Title of property	Revenue	7
8	Vacancy Remission	Revenue	30
9	Errors in demand Notice	Revenue	7
10	Double Assessments	Revenue	7
1	Non Burning of Street Lights	Street Lighting	1
2	Electric Shock due to street light	Street Lighting	1
3	Hanging of Streetlight Wires	Street Lighting	1
1	Removal of shops in the footpath	Town Planning	3
2	Unauthorised / Illegal construction	Town Planning	15
3	Violation of DCR/Building bye laws	Town Planning	15
4	Encroachment on the public property	Town Planning	2
5	Misuse of Community Hall	Town Planning	1
6	Parking Issue	Town Planning	1
7	Over head cable Wires running in Hapazard manner	Town Planning	1
8	Unauthorised Advt. Boards	Town Planning	3
9	Issues relating to Advertisement Boards	Town Planning	7
1	Vaddi Leni Runalu	UPA	3

2	Non Receipt of Pensions (Disabled/ Old age/ Widow)	UPA	3
3	Sanction of Gas Connection Under Deepam Scheme	UPA	7
4	Complaints regarding all Sanctioned loans	UPA	7
5	Non Sanction of Bank Linkage to the group	UPA	7
6	Provision of Placement after Training under ESTP	UPA	7
7	Disputes in SSG / SLF / TLF	UPA	7
1	Contamination of Water	Water Supply	1
2	Issues Related to Drinking Water Supply	Water Supply	2
3	Repair Bore wells	Water Supply	2
4	Water pipe leakage	Water Supply	2