## **Engineering Wing Complaint redressal System**

Complaints Type	Complaint Sub type	JE	SDE	EE	SE
1. Water Supply	a) Repair of Water Line	3	3	3	5
	b) Low Pressure	3	3	3	3
2. Sewerage	a) Blockage of Sewer line	3	3	3	5
	b) Repair of manhole	7	5	5	5
Storm Water Drainage	a) Blockage of SWD line	7	5	5	5
	b) Repair of manhole	7	5	5	5
4. Roads	a) Cleaning of road/	7	5	5	5
	berm b) Repair of pot hole	10	5	5	5
Electrical	a) Repair of Street light	3	3	3	5
6 Horticulture	a) Mtc. of Park	5	5	5	5
	b) Mtc. of Green Belt & Road side plantation	5	5	5	5
	Type  Water Supply  Sewerage  Storm Water Drainage  Roads  Electrical	Type  Water Supply  a) Repair of Water Line b) Low Pressure  Sewerage  a) Blockage of Sewer line b) Repair of manhole  Storm Water Drainage  a) Blockage of SWD line b) Repair of manhole  Roads  a) Cleaning of road/berm b) Repair of pot hole  Electrical  a) Repair of Street light  Horticulture  a) Mtc. of Park b) Mtc. of Green Belt &	Water Supply  a) Repair of Water Line b) Low Pressure  3  Sewerage a) Blockage of Sewer line b) Repair of manhole  7  Storm Water Drainage b) Repair of manhole 7  Roads a) Cleaning of road/ berm b) Repair of pot hole  Electrical a) Repair of Street light 3  Horticulture a) Mtc. of Park b) Mtc. of Green Belt & 5	Water Supply  a) Repair of Water Line  b) Low Pressure  3  3  Sewerage  a) Blockage of Sewer line  b) Repair of manhole  7  5  Storm Water Drainage  b) Repair of manhole  7  5  Roads  a) Cleaning of road/ berm  b) Repair of pot hole  Electrical  a) Repair of Street light  3  3  Horticulture  a) Mtc. of Park  b) Mtc. of Green Belt & 5	Type         a) Repair of Water Line         3         3         3           b) Low Pressure         3         3         3           Sewerage         a) Blockage of Sewer line         3         3         3           b) Repair of manhole         7         5         5           Storm Water Drainage         a) Blockage of SWD line         7         5         5           b) Repair of manhole         7         5         5           Roads         a) Cleaning of road/berm         7         5         5           b) Repair of pot hole         5         5         5           Electrical         a) Repair of Street light         3         3         3           Horticulture         a) Mtc. of Park         5         5         5           b) Mtc. of Green Belt &         5         5         5