

Engineering Wing Complaint redressal System

Timeline for Resolution of Grievances (in days)						
Sr. No.	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
3.	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/ berm	7	5	5	5
		b) Repair of pot hole	10	5	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
7	Queries related to different services provided by Estate Offices					