

List of Grievance along with SLA

| SL No | Grievance Type * | Category | SLA (in Days) |
|-------|---------------------------------------------------|-----------------|---------------|
| 1 | Non Burning of Street Lights | Street Lighting | 1 |
| 2 | Electric Shock due to street light | Street Lighting | 1 |
| 3 | Pot hole fill up/Repairs to the damage surface | Engineering | 7 |
| 4 | Repairs to existing footpath | Engineering | 7 |
| 5 | Removal of shops in the footpath | Town Planning | 3 |
| 6 | Repairs to the SWD | Engineering | 7 |
| 7 | Desilting of Drain | PH & S | 1 |
| 8 | Obstruction of water flow | Engineering | 1 |
| 9 | Stagnation of water | PH & S | 1 |
| 10 | Disposal of removed silt on the Road | PH & S | 1 |
| 11 | Removal of fallen trees | PH & S | 1 |
| 12 | Replacement of Cover for Manholes | Engineering | 7 |
| 13 | Unauthorised / Illegal construction | Town Planning | 15 |
| 14 | Violation of DCR/Building bye laws | Town Planning | 15 |
| 15 | Encroachment on the public property | Town Planning | 2 |
| 16 | Illegal draining of sewage to SWD/Open site | PH & S | 2 |
| 17 | Misuse of Community Hall | Town Planning | 1 |
| 18 | Maintenance of Parks | Engineering | 7 |
| 19 | Maintenance of Playground | Engineering | 7 |
| 20 | Repairs to Flyovers/ bridges/ Culverts | Engineering | 7 |
| 21 | Repairs to Centre Median | Engineering | 7 |
| 22 | Repairs to Traffic Island | Engineering | 7 |
| 23 | Unauthorised tree Cutting | PH & S | 1 |
| 24 | Parking Issue | Town Planning | 1 |
| 25 | Stoppage of Civil Works | Engineering | 2 |
| 26 | Poor quality of work | Engineering | 1 |
| 27 | Over head cable Wires running in Hapazard manner | Town Planning | 1 |
| 28 | Removal of garbage | PH & S | 1 |
| 29 | Over flowing of garbage bins | PH & S | 1 |
| 30 | Shifting of garbage bin | PH & S | 1 |
| 31 | Provision of garbage bin | PH & S | 1 |
| 32 | Absenteesim of sweepers | PH & S | 1 |
| 33 | Absenteesim of door to door garbage collector | PH & S | 1 |
| 34 | Removal of Debris | PH & S | 3 |
| 35 | Bio Medical waste/Health hazard waste removal | PH & S | 1 |
| 36 | Obstruction of road by Trees branches | PH & S | 1 |
| 37 | Complaints regarding burial ground | PH & S | 1 |
| 38 | Complaints regarding public toilets | PH & S | 1 |
| 39 | Complaints regarding restaurants / Function halls | PH & S | 1 |

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| 40 | Complaints regarding Dispensary | PH & S | 1 |
| 41 | Request for Anti Larval operations - to prevent Dengue /Malaria etc | PH & S | 2 |
| 42 | Mosquito menace | PH & S | 2 |
| 43 | Dog menace | PH & S | 1 |
| 44 | Burning of garbage | PH & S | 1 |
| 45 | Unsanitary conditions on the road | PH & S | 1 |
| 46 | Unhygeinic conditions because of Slaughter House | PH & S | 1 |
| 47 | Unauthorised sale of meat and meat product | PH & S | 1 |
| 48 | Stray cattle | PH & S | 1 |
| 49 | Illegal slaughtering | PH & S | 1 |
| 50 | Stray Pigs | PH & S | 1 |
| 51 | Death of Stray Animals | PH & S | 1 |
| 52 | Unhygienic and improper transport of meat and livestock | PH & S | 1/2 |
| 53 | Improper Sweeping | PH & S | 1 |
| 54 | Broken Bin | PH & S | 1 |
| 55 | Garbage lorry with out Net | PH & S | 1 |
| 56 | Transfer Station Smell | PH & S | 1 |
| 57 | Spilling of Garbage from lorry | PH & S | 1 |
| 58 | Complaints related to property tax | Revenue | 5 |
| 59 | Complaints related to issue of Trade License | Revenue | 5 |
| 60 | Complaints regarding Voter list | Election | 6 |
| 61 | Inclusion, delection of correction in the Voter list | Election | 6 |
| 62 | Complaints regarding Schools | Administration | 3 |
| 63 | Unauthorised Advt. Boards | Town Planning | 3 |
| 64 | Fevers - Dengue/Malaria/ Gastro-enteritis | PH & S | 2 |
| 65 | Food adulteration: Road Side Eateries | PH & S | 1 |
| 66 | Issues relating to Vacant lands | PH & S | 3 |
| 67 | New Property Tax Fixation | Revenue | 5 |
| 68 | New Vacant Land tax Fixation | Revenue | 5 |
| 69 | Property Tax Bifurcation | Revenue | 5 |
| 70 | Revision Petition on Property Tax | Revenue | 30 |
| 71 | Transfer of Title of property | Revenue | 7 |
| 72 | Vacancy Remission | Revenue | 30 |
| 73 | Issues relating to Advertisement Boards | Town Planning | 7 |
| 74 | Vaddi Leni Runalu | UPA | 3 |
| 75 | Non Receipt of Pensions (Disabled/ Old age) | UPA | 3 |
| 76 | Sanction of Gas Connection Under Deepam | UPA | 7 |
| 77 | Complaints regarding all Sanctioned loans | UPA | 7 |
| 78 | Contamination of Water | Water Supply | 1 |
| 79 | Issues Related to Drinking Water Supply | Water Supply | 2 |
| 80 | Repair Bore wells | Water Supply | 2 |
| 81 | Water pipe leakage | Water Supply | 2 |
| 82 | UGD Over Flow | Engineering | 1 |
| 83 | Hanging of Streetlight Wires | Streetlight | 1 |
| 84 | Unauthorised Road cutting | Engineering | 1 |
| 85 | Complaints regarding function Halls | PH & S | 1 |
| 86 | Unclaimed Dead Bodies | PH & S | 1/2 |

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| 87 | Errors in demand Notice | Revenue | 7 |
| 88 | Double Assessments | Revenue | 7 |
| 89 | Non Sanction of Bank Linkage to the group | UPA | 7 |
| 90 | Provision of Placement after Training under | UPA | 7 |
| 91 | Disputes in SSG / SLF / TLF | UPA | 7 |