

SLA ID	Issue / Service Name	Category	Responsible Department	SLA (Days)	Priority	
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1	Non-burning street lights	Electrical	Electrical Dept	1	High	
2	Electric shock due to street light	Electrical	Electrical Dept	1	**Critical**	
3	Pothole filling / road damage	Roads	Public Works Dept	7	High	
4	Repairs to footpath	Roads	Public Works Dept	7	Medium	
5	Removal of shops on footpath	Encroachment	Enforcement Dept	3	Medium	
6	Repairs to storm water drain	Drainage	Storm Water Dept	7	High	
7	Desilting of drains	Drainage	Storm Water Dept	1	High	
8	Obstruction of water flow	Drainage	Storm Water Dept	1	High	
9	Water stagnation	Drainage	Storm Water Dept	1	High	
10	Disposal of removed silt	Sanitation	Sanitation Dept	1	Medium	
11	Removal of fallen trees	Emergency	Parks & Forestry Dept	1	High	
12	Unauthorized tree cutting	Environment	Forestry Dept	1	Medium	
13	Parking issues	Traffic	Traffic Dept	1	Medium	
14	Stoppage of civil works	Infrastructure	Public Works Dept	2	Medium	
15	Poor quality of civil work	Infrastructure	Public Works Dept	1	Medium	
16	Unsafe overhead cable wires	Electrical	Electrical Dept	1	High	
17	Removal of garbage	Sanitation	Sanitation Dept	1	High	
18	Overflowing garbage bins	Sanitation	Sanitation Dept	1	High	
19	Shifting of garbage bin	Sanitation	Sanitation Dept	1	Medium	
20	Provision of garbage bin	Sanitation	Sanitation Dept	1	Medium	
21	Anti-larval operations	Public Health	Health Dept	2	High	
22	Mosquito menace	Public Health	Health Dept	2	High	
23	Dog menace	Animal Control	Veterinary Dept	1	Medium	
24	Burning of garbage	Environment	Sanitation Dept	1	High	
25	Unsanitary road conditions	Sanitation	Sanitation Dept	1	High	
26	Slaughterhouse hygiene issues	Public Health	Health Dept	1	High	
27	Unauthorized meat sale	Public Health	Food Safety Dept	1	High	
28	Stray cattle	Animal Control	Veterinary Dept	1	Medium	
29	Illegal slaughtering	Public Health	Health Dept	1	High	
30	Stray pigs	Animal Control	Veterinary Dept	1	Medium	
31	Death of stray animals	Animal Control	Veterinary Dept	0.5	High	
32	Improper transport of meat	Public Health	Food Safety Dept	0.5	High	

33	Food adulteration	Public Health	Food Safety Dept	1	High	
34	Advertisement board issues	Enforcement	Enforcement Dept	7	Medium	
35	Hanging streetlight wires	Electrical	Electrical Dept	1	High	
36	Unauthorized road cutting	Roads	Public Works Dept	1	High	
37	Function hall complaints	Licensing	Licensing Dept	1	Medium	
38	Unclaimed dead bodies	Emergency	Health Dept	0.5	**Critical**	
39	Manhole cover replacement	Sewerage	Sewerage Dept	7	High	
40	Unauthorized construction	Planning	Town Planning Dept	15	Medium	
41	Building bylaw violations	Planning	Town Planning Dept	15	Medium	
42	Encroachment on public property	Enforcement	Enforcement Dept	2	Medium	
43	Illegal sewage draining	Sewerage	Sewerage Dept	2	High	
44	Misuse of community hall	Administration	Admin Dept	1	Medium	
45	Park maintenance	Parks	Parks Dept	7	Low	
46	Playground maintenance	Parks	Parks Dept	7	Low	
47	Flyover / bridge repairs	Infrastructure	Public Works Dept	7	High	
48	Centre median repairs	Roads	Public Works Dept	7	Medium	
49	Traffic island repairs	Roads	Public Works Dept	7	Medium	
50	Absenteeism of sweepers	Sanitation	Sanitation Dept	1	Medium	
51	Absenteeism of garbage collectors	Sanitation	Sanitation Dept	1	Medium	
52	Removal of debris	Sanitation	Sanitation Dept	3	Medium	
53	Biomedical waste removal	Public Health	Health Dept	1	**Critical**	
54	Tree branches blocking roads	Emergency	Parks Dept	1	High	
55	Burial ground complaints	Public Health	Health Dept	1	Medium	
56	Public toilet complaints	Sanitation	Sanitation Dept	1	High	
57	Restaurant complaints	Licensing	Licensing Dept	1	Medium	
58	Dispensary complaints	Health	Health Dept	1	Medium	
59	Improper sweeping	Sanitation	Sanitation Dept	1	Medium	
60	Broken garbage bin	Sanitation	Sanitation Dept	1	Medium	
61	Garbage vehicle without net	Sanitation	Sanitation Dept	1	Medium	
62	Transfer station foul smell	Sanitation	Sanitation Dept	1	High	
63	Garbage spilling from vehicle	Sanitation	Sanitation Dept	1	High	
64	School-related complaints	Education	Education Dept	3	Medium	
65	Unauthorized advertisement boards	Enforcement	Enforcement Dept	3	Medium	
66	Fever outbreaks (Dengue/Malaria)	Public Health	Health Dept	2	**Critical**	

67	Water contamination	Water Supply	Water Supply Dept	1	**Critical**	
68	Drinking water supply issues	Water Supply	Water Supply Dept	2	High	
69	Borewell repairs	Water Supply	Water Supply Dept	2	Medium	
70	Water pipe leakage	Water Supply	Water Supply Dept	2	High	
71	Sewer overflow (UGD)	Sewerage	Sewerage Dept	1	**Critical**	