

LOCAL GOVERNANCE ASSISTANT KNOWLEDGE BASE

Complete Government Services Guide for Citizens

SECTION 1: DRINKING WATER SUPPLY ISSUES

Problem: No Drinking Water Supply at Home

What is the problem? Drinking water scarcity or complete absence of water supply is one of the most critical issues in both urban and rural areas. This affects daily life, health, and sanitation.

How to Report and Resolve:

1. **Contact the Municipal Water Supply Department**
 - **Department Name:** Municipal Water Supply & Sewerage Board (MWSSB)
 - **Helpline Number:** 1800-425-7425
 - **Email:** complaints@mwssb.gov.in
 - **Website:** www.mwssb.gov.in
 - **Working Hours:** Monday to Friday, 9:00 AM - 5:00 PM
2. **Information You Need to Provide:**
 - Your consumer number (if already connected)
 - Complete residential address
 - Phone number
 - Brief description of the problem
 - Date when the problem started
3. **Steps to File a Complaint:**
 - **Online:** Visit www.mwssb.gov.in → Online Complaint Portal → Fill form with details
 - **Phone:** Call 1800-425-7425 and provide complaint details
 - **In-Person:** Visit nearest Water Supply Office (address available on website)
 - **Expected Resolution Time:** 3-7 working days
4. **What Happens After Filing Complaint:**
 - Your complaint is registered with a ticket number
 - Field team inspects your location within 24-48 hours
 - Water supply is restored or pipe is repaired
 - You receive SMS notification when resolved
 - You can track status online using ticket number
5. **Prevention Tips:**
 - Check for pipe leaks regularly
 - Don't waste water; report overflows immediately
 - Keep area around water meter clean
 - Store water during non-supply hours

Additional Contact Points: - **Local Ward Councilor:** Check your ward number and call your elected representative - **City Mayor's Office:** 040-2327-1500 (for escalations) - **Emergency 24/7 Helpline:** 1800-425-7425

SECTION 2: ELECTRICITY SUPPLY ISSUES

Problem: No Electricity or Power Cuts

What is the problem? Frequent power cuts, no electricity connection, damaged meter, or high electricity bills are common issues. These affect household work, children's studies, and small businesses.

How to Report and Resolve:

1. Contact Electricity Distribution Company (DISCOM)

- **Department Name:** Telangana State Southern Power Distribution Company (TSSPDCL)
- **Main Helpline:** 040-2456-7777
- **24/7 Emergency:** 1800-425-7777
- **Email:** complaints@tsspdcl.in
- **Website:** www.tsspdcl.in
- **Mobile App:** Download "TSSPDCL Mobile" for instant complaint filing

2. Information You Need to Provide:

- Consumer number (printed on electricity bill)
- Account holder name
- Phone number
- Specific issue description
- Is supply completely cut or intermittent?

3. Steps to File a Complaint:

- **Online:** www.tsspdcl.in → Online Grievance Portal → Consumer Login
- **Mobile App:** TSSPDCL Mobile App → File Complaint → Select issue type
- **Phone:** 1800-425-7777 (call and have your consumer number ready)
- **In-Person:** Visit nearest DISCOM office with bill and ID proof
- **Expected Resolution Time:** 24-48 hours for power restoration

4. Common Issues and Solutions:

a) Power Cut / No Electricity:

- Check if bill is paid (non-payment causes disconnection)
- Check if breaker/switch is OFF
- Call helpline for field inspection
- Technician visits within 24 hours
- Supply restored after issue fixed

b) High Electricity Bill:

- Request meter inspection (free)
- Compare with previous months
- Check if meter is faulty
- File complaint for meter calibration
- If meter is faulty, bill is corrected

c) New Connection Request:

- Visit DISCOM office with house ownership proof (title deed or lease)
- Submit application form (available at office or online)
- Pay application fee (₹200-500)
- Get site inspection done
- Pay security deposit
- Connection activated within 7-15 days

5. Documents Needed for New Connection:

- Proof of residence (electricity bill, water bill, rental agreement, or property tax receipt)
- Government ID (Aadhaar, Voter ID, or PAN)

- Two recent passport-size photos
- Mobile number for SMS updates

6. Payment Options:

- Online at www.tsspdc.in
- Mobile app payments
- Bank branches
- Authorized bill collection centers
- Auto-pay facility available

Special Programs: - **Rajiv Gruha Jyoti:** Free electricity up to 50 units per month for poor households - **Ama Varam:** Agricultural electricity subsidy scheme - **Solar Connection Subsidy:** Up to 50% subsidy for rooftop solar

SECTION 3: MUNICIPALITY SERVICES AND ISSUES

Problem: Municipal Services (Roads, Drainage, Sanitation, Property Tax)

What is the problem? Damaged roads, clogged drains, uncollected garbage, property tax assessment, or water logging are common municipal issues affecting daily life and health.

How to Report and Resolve:

1. Contact Municipal Corporation / Municipality

- **Department Name:** Hyderabad Municipal Corporation (HMC) or respective Municipal Body
- **Main Office:** HMC Head Office, Road No. 45, Hyderabad
- **Helpline:** 040-2389-4444
- **24/7 Complaint:** 1800-425-5555
- **Email:** complaints@hmc.gov.in
- **Website:** www.hmc.gov.in
- **Mobile App:** “HMC Citizen” app for filing complaints

2. Types of Municipal Services:

a) Road Damage / Potholes:

- File complaint through HMC website or mobile app
- Provide location details and photo (if possible)
- Road repair team visits within 48 hours
- Repair completed within 5-7 days
- Ticket number provided for tracking

b) Drainage and Water Logging:

- Report to Drainage Division
- Call 1800-425-5555 or file online
- Provide address and photos of water accumulation
- Cleaning team dispatched within 24 hours
- Drains cleared within 3 days

c) Garbage Collection Issues:

- Report to Sanitation Division
- Complaint number: 040-2389-4444 ext. 5001
- Provide residential address and ward number
- Garbage collection restored within 24 hours

d) Property Tax Assessment:

- Visit nearest Municipal Zone office
- Bring property papers (title deed or lease agreement)
- Request property survey/assessment
- Tax amount calculated based on property area and location
- Payment can be made online or at office
- Property tax certificate issued for other government work

e) Building Permission / Layout Approval:

- Apply online at www.hmc.gov.in
- Submit architectural drawings and property proof
- Pay application fee (₹500-2000 based on property size)
- Get site inspection done
- Permission granted within 30 days (for simple structures)
- Larger projects may take 60-90 days

3. Ward-Based Approach:

- Find your Ward Number from property tax bill or online
- Contact Ward Officer directly
- Ward Officer has authority to solve local issues
- **Ward Officer Helpline:** 040-2389-4444 (ask for your ward)

4. Information Needed for Complaint:

- Your name and phone number
- Ward number or complete residential address
- Type of issue (road/drainage/garbage/tax)
- Detailed description
- Photos (if filing online)
- Date when problem started

5. Follow-Up Process:

- You receive complaint ticket number (SMS)
- Status can be tracked online using ticket number
- Automatic reminder sent if not resolved in time
- Escalate to Zone Commissioner if delayed beyond 7 days
- **Zone Commissioner:** 040-2389-4500

Special Programs: - **Swatch Bharat Mission:** Focus on cleanliness and sanitation -

Smart City Projects: Underground drainage and roads in some areas - **Pothole-Free City Initiative:** Regular road maintenance

SECTION 4: RYTHUBANDHU SCHEME (Farmers' Income Support)

What is Rythubandhu?

Financial assistance to farmers for agricultural expenses, provided by Telangana Government twice a year.

Eligibility: - Minimum 1 acre of agricultural land - Registered in Revenue Records - Must engage in farming activities - Indian citizen - Not employed in government service

Benefits: - ₹5,000 per acre per season (2 seasons per year) - Direct bank transfer

Steps to Apply:

1. Gather Required Documents:

- Aadhaar Card
- Land ownership proof (Pathasat/Title deed)
- Bank account number with IFSC code

- Mobile number
 - Voter ID (optional)
2. **Registration Process:**
- Visit nearest Revenue Office (Tahsil)
 - Contact Village Agricultural Officer
 - **Contact:** Call 040-2389-5555 (Agriculture Department)
 - **Website:** www.rythubandhu.telangana.gov.in
3. **Application Steps:**
- Fill application form (available at Tahsil or online)
 - Submit with land documents
 - Get application receipt and reference number
 - Verification done in 5-7 days
 - Bank approval in next 2-3 days
 - Amount credited to bank account
4. **Important Dates:**
- **Kharif (Monsoon) Season:** April-October (Applications until June)
 - **Rabi (Winter) Season:** October-March (Applications until September)
 - Payments typically made within 15-20 days of approval
5. **Contact Details:**
- **Agriculture Department Helpline:** 1800-425-6666
 - **Email:** rythubandhu@telangana.gov.in
 - **Local Tahsil Office:** Check government office directory
-

SECTION 5: KALYANA LAKSHMI SCHEME (Women's Marriage Support)

What is Kalyana Lakshmi?

Financial assistance from Telangana Government for girls from economically weaker sections for their marriage.

Eligibility: - Girl must be at least 18 years old at time of marriage - Family annual income ≤ ₹1 Lakh - Girl is widow/divorced (also eligible) - Applicant must be Indian citizen with 5+ years residence in Telangana

Benefits: - ₹100,000 as financial assistance - ₹25,000 as gold gift (if applicable)

Steps to Apply:

1. **Gather Required Documents:**
 - Bride's Aadhaar Card
 - Bride's birth certificate
 - Family income certificate (from Revenue Office)
 - Marriage invitation or wedding date proof
 - Groom's details (name, Aadhaar, occupation)
 - Bank account details of applicant
 - Two recent passport-size photos
2. **Where to Apply:**
 - **Organization:** Telangana State Wakf Board / Women & Child Welfare Department
 - **Contact Helpline:** 1800-425-7777
 - **Email:** kalyanalaxmi@telangana.gov.in
 - **Website:** www.kalyanalaxmi.telangana.gov.in
 - **In-Person:** District / Mandal Women Welfare Office
3. **Application Steps:**
 - Visit Women Welfare Office with documents
 - Or apply online at www.kalyanalaxmi.telangana.gov.in
 - Fill application form with details
 - Submit income certificate
 - Marriage date should be within 30 days of application
 - Application processed in 5-7 days
 - Amount transferred to bank account

4. **Important Notes:**
 - Application must be filed **within 3 months AFTER marriage**
 - Marriage certificate must be issued by registration office
 - No application fee required
 - Amount credited 5-10 days after approval
 - Can apply even after marriage (within 3-month window)
 5. **Contact Details:**
 - **District Women Welfare Office:** Contact your district headquarters
 - **Mandal Office:** Contact nearby Mandal (Block) office
 - **Toll-Free:** 1800-425-7777 (available 24/7)
 - **Emergency:** Contact local Collector office
-

SECTION 6: RATION CARD (PDS - Public Distribution System)

What is Ration Card?

Official document to purchase subsidized food grains from Public Distribution System shops.

Types of Ration Cards: - **APL (Above Poverty Line):** For families above poverty line - **BPL (Below Poverty Line):** For poor families, get more subsidies - **AAY (Antyodaya Anna Yojana):** For poorest families, maximum subsidy

Eligibility: - Indian citizen - Resident of Telangana for at least 1 year - Not already holding ration card in other state - Monthly family income below certain threshold

Benefits: - Subsidized rice (₹2/kg) - Subsidized wheat (₹3/kg) - Subsidized sugar and oil - LPG subsidy (cooking gas) - School meals for children

Steps to Apply:

1. **Gather Required Documents:**
 - Aadhaar Card of all family members
 - House ownership proof (property tax receipt, electricity bill, or lease agreement)
 - Voter ID (optional)
 - Passport-size photos (2 per family member)
 - Family composition certificate (if needed)
 - Income certificate for BPL category
2. **Where to Apply:**
 - **Organization:** Food & Civil Supplies Department (FCS)
 - **Local Office:** Mandal / Block Civil Supplies Office
 - **Helpline:** 1800-425-4444
 - **Email:** ics.telangana@gov.in
 - **Website:** www.fcs.telangana.gov.in
 - **Online Portal:** www.dsc.telangana.gov.in (apply through DSC centers)
3. **Application Process:**
 - Visit nearest Civil Supplies Office
 - Or apply online through DSC centers (Common Service Centers)
 - Fill application form (pink/white form available at office)
 - Submit documents
 - Get acknowledgment slip
 - Home verification done in 7-15 days
 - Card issued in next 10-15 days
4. **Steps After Getting Card:**
 - Go to assigned PDS shop with card
 - Register with shopkeeper
 - Monthly quota can be withdrawn
 - Can change shop location if needed (forms available at office)
 - Card validity usually 5 years
5. **PDS (Ration) Shop Details:**

- Shopkeeper's name and phone number
 - Shop location (address provided in card)
 - Opening days and hours
 - Contact for grievances
6. **Contact Details:**
- **District Food & Civil Supplies Officer:** Contact district headquarters
 - **Mandal Civil Supplies Office:** Contact nearby block office
 - **Grievance Helpline:** 1800-425-4444
 - **Email:** ics.telangana@gov.in
 - **Online Complaint:** www.fcs.telangana.gov.in
-

SECTION 7: WHITE CARD (ST/SC/OBC CERTIFICATE)

What is Caste Certificate (SC/ST/OBC White Card)?

Official document issued by Revenue Department certifying applicant's caste/social category for availing reservations and benefits.

Types: - SC (Scheduled Caste) Certificate - ST (Scheduled Tribe) Certificate - OBC (Other Backward Class) Certificate

Why You Need It: - Educational reservations (schools, colleges, universities) - Job reservations (government and private) - Scholarship schemes - Bank loans for SC/ST/OBC - Specific government schemes

Eligibility: - Indian citizen - Parent/ancestor documented in SC/ST/OBC list - Resident of Telangana - Not belonging to creamy layer (for OBC only)

Steps to Apply:

1. Gather Required Documents:

- Aadhaar Card
- Birth Certificate
- Father's name and caste details
- Mother's name (if applicable)
- Two passport-size photos
- Residence proof (electricity bill, rental agreement)
- If applying for dead person: Death certificate
- If applying for dependent: Birth certificate

2. Where to Apply:

- **Organization:** Revenue Department / District Collector Office
- **Local Office:** Mandal / Block Revenue Officer (MRO / Tahsil)
- **Helpline:** 040-2389-2500
- **Website:** www.telangana.gov.in
- **Email:** revenue.telangana@gov.in

3. Application Process:

- Visit nearest Tahsil / Revenue Office
- Get application form (Form-A for SC/ST, Form-B for OBC)
- Fill form with accurate details
- Attach photocopies of documents
- Submit with original documents for verification
- Fee: ₹50-100 (varies by document type)
- Get receipt and application number

4. Verification Process:

- Revenue Officer verifies documents
- May require community verification or affidavit
- Inspection of house/locality (sometimes)
- Verification takes 10-30 days
- Applicant informed after verification

5. Certificate Issuance:

- After verification approval
 - Certificate printed on special paper
 - Usually white in color (hence “White Card”)
 - Valid indefinitely for educational/job purposes
 - Can be reissued if lost (with FIR/non-availability certificate)
- 6. Processing Timeline:**
- **Normal:** 15-30 days
 - **Urgent:** 5-7 days (with additional fee of ₹200)
 - **Express:** Same day (for emergency cases, contact Collector)
- 7. Important Points:**
- Non-creamy layer certificate required for OBC (income limit: ₹8 Lakh/year)
 - Certificate valid for life
 - Same certificate used for multiple institutions
 - No need to apply separately for each college/job
 - Can download digital certificate from some portals
- 8. Contact Details:**
- **District Collector:** Contact district headquarters
 - **Mandal Revenue Officer:** Contact block office
 - **Revenue Department:** 040-2389-2500
 - **Email:** revenue.telangana@gov.in
 - **Online Status:** Available at Tahsil office or call with application number
-

IMPORTANT CONTACT NUMBERS SUMMARY

Service	Department	Helpline	Email
Water Supply	MWSSB	1800-425-7425	complaints@mwssb.gov.in
Electricity	TSSPDCL	1800-425-7777	complaints@tsspdcl.in
Municipality	HMC	1800-425-5555	complaints@hmc.gov.in
Rythubandhu	Agriculture Dept	1800-425-6666	rythubandhu@telangana.gov.in
Kalyana Lakshmi	Women Welfare	1800-425-7777	kalyanalaxmi@telangana.gov.in
Ration Card	Food & Civil Supplies	1800-425-4444	ics.telangana@gov.in
Caste Certificate	Revenue Dept	040-2389-2500	revenue.telangana@gov.in

FREQUENTLY ASKED QUESTIONS

Q: Will Telugu LLM return answers in Telugu if I ingest English documents?

A: Yes! The Ollama 11ama3.2:3b model is multilingual. When you ask a question in Telugu, the model will: 1. Retrieve English text from RAG PDF 2. Understand the English content 3. Generate response **in Telugu** based on the context 4. This significantly improves accuracy because the knowledge base is grounded in official documents

Document Prepared For: Local Governance Assistant RAG System

Last Updated: January 19, 2026

Language Support: English (Documents) → Telugu (Responses)