

# LOCAL GOVERNANCE ASSISTANT KNOWLEDGE BASE

## Complete Government Services Guide for Citizens

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### 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](mailto:complaints@mwssb.gov.in)
  - **Website:** [www.mwssb.gov.in](http://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](http://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

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### 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](mailto:complaints@tsspdcl.in)
- **Website:** [www.tsspdcl.in](http://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](http://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.tsspdcl.in](http://www.tsspdcl.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

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## 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](mailto:complaints@hmc.gov.in)
- **Website:** [www.hmc.gov.in](http://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](http://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](http://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](mailto:rythubandhu@telangana.gov.in)
    - **Local Tahsil Office:** Check government office directory
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## 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](mailto:kalyanalaxmi@telangana.gov.in)
  - **Website:** [www.kalyanalaxmi.telangana.gov.in](http://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](http://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
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## 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 - **AAW (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](mailto:ics.telangana@gov.in)
  - **Online Complaint:** [www.fcs.telangana.gov.in](http://www.fcs.telangana.gov.in)
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## 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](http://www.telangana.gov.in)
  - **Email:** [revenue.telangana@gov.in](mailto: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 1.1.1 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

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