

What You Can Report

Residents of Kakkanad can submit service requests for the following issues:

- Road and Street**
    - Potholes
    - Damaged speed breakers
    - Broken manhole covers
    - Blocked drainage
  - Sanitation**
    - Missed garbage pickup
    - Overflowing bins
    - Dead animals on public roads
  - Lighting & Electricity**
    - Non-working streetlights
    - Flickering lights
    - Exposed wires on electric poles
  - Trees & Parks**
    - Fallen branches blocking roads
    - Overgrown trees near electric lines
    - Damaged park benches or playground equipment
  - Water & Plumbing**
    - Broken public taps
    - Water leaks in roadside pipes
    - Sewer overflow

What to Include in Your Report

To help us process your request quickly, please provide:

- A **short description** of the issue (e.g., "pothole near Kakkanad Infopark Gate 2")
- Location details** (street name, nearby landmark, or share live location)
- A **photo** (if possible)
- A **voice message** describing the issue clearly (optional)

Expected Resolution Times

Issue Type	Average Response Time
Potholes	2–3 working days
Garbage Complaints	1 working day
Streetlight Repairs	3–5 working days
Tree Trimming	5–7 working days
Water Leaks	Within 24 hours
Sewer Overflow	Immediate if urgent

⚠ Note: All requests are weather-dependent and prioritized based on safety and impact.

To submit a request, simply send us a WhatsApp message with your description, location, and (optionally) a photo or voice message.

## 🗑️ Garbage Pickup Schedule by Ward

Ward No.	Pickup Days	Timing
14	Mon, Wed, Fri	6:00 – 9:00 AM
15	Tue, Thu, Sat	6:00 – 9:30 AM
16	Mon, Thu, Sat	7:00 – 10:00 AM

📌 Please place waste outside by 6:00 AM on pickup days.

## ♻️ What Goes Where

### 🗑️ Wet Waste (Green Bin):

- Kitchen scraps (veg, non-veg)
- Tea bags, fruit peels
- Expired food (without packaging)

### 🗑️ Dry Waste (Blue Bag):

- Paper, cardboard
- Plastic bottles, wrappers
- Metal cans, glass jars

### 🗑️ Not Accepted in Regular Pickup:

- E-waste (phones, cables, batteries)
- Hazardous waste (paint, chemicals)
- Construction debris
- Used diapers (must be sealed in a red bag)

## ♻️ How to Dispose of Special Waste

### • E-Waste Drop-off Centers:

- Kakkanad Library Annex – Mon/Wed
- Infopark Gate 1 Parking – Fri

### • Bulky Items (mattresses, furniture):

- Call the Sanitation Helpline: 0484-660-2201
- Pickup scheduled within 3–5 days

### • Construction Waste:

- Must be dropped at approved yard
- Call Ward Office for location info

## 🚧 Fines & Violations

Violation	Fine Amount
Littering in public places	₹500
Mixing wet and dry waste	₹300
Illegal dumping of bulk waste	₹2000
Burning of plastic waste	₹2500

📌 Repeated violations may result in higher penalties or legal action.

For more details, contact the Kakkanad Waste Coordination Team via WhatsApp or visit the Ward Office.

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## ☒ Road Repair Procedure

- **Inspection Trigger:** Citizens report via WhatsApp, 311, or field teams flag during patrol.
  - **Verification Timeline:** Site verified within 1–2 working days (photo evidence or field visit).
  - **Repair Window:**
    - Minor potholes: repaired within 2–3 working days (weather permitting).
    - Major damage: scheduled as part of monthly resurfacing plan.
  - **Operating Hours:** Roadwork typically occurs between 8:00 AM – 4:00 PM, Monday–Saturday.
  - **Weather Dependency:** No asphalt or excavation work is scheduled during rain or when humidity exceeds 85%.
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## ☒ Tree Trimming SOP

- **Trimming Cycle:** Every 90 days per ward; schedule rotates alphabetically across sectors.
  - **Emergency Criteria:** Immediate trimming is approved if:
    - Branch obstructs street lighting
    - Branch is tangled in electric lines
    - Fallen trees block a public road or entrance
  - **Citizen Requests:** Residents may request trimming with a photo and voice note for assessment.
  - **Tools Used:** Electric pole saw, hand pruners, safety rope, warning signage.
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## ☒ Streetlight Maintenance Process

- **Fault Detection:**
    - Automatically via sensor systems
    - Manually via public reports (flickering, not turning on, exposed wires)
  - **Verification Timeline:** Technician checks reported light within 48 hours.
  - **Repair Window:**
    - Bulb or fuse replacement: 1–2 days
    - Full pole/fixture issue: escalated to KSEB for structural fix
  - **Safety Protocols:** All light repair tasks are paused during rainfall or wind speeds over 40 km/h.
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For real-time repair updates, visit the CivicBridge dashboard or contact the Kakkanad Public Works Desk.

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## ☒ Kakkanad Citizen Service Guide – Page 4: Local Facility Info

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### ☒ Health Centers

#### Kakkanad Urban Health Clinic

- **Location:** Near Seaport-Airport Road, beside SBI Kakkanad
- **Hours:** Mon–Sat, 9:00 AM – 1:00 PM & 3:00 PM – 6:00 PM
- **Services:** General consultation, vaccinations, basic lab tests
- **Contact:** 0484-660-2245

#### Arogya Family Health Centre

- **Location:** Vazhakkala Junction
  - **Hours:** Mon–Fri, 8:30 AM – 1:00 PM
  - **Services:** Maternal care, diabetes/hypertension monitoring
  - **Appointments:** Walk-in or WhatsApp 9037-XX-XXXX
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### ☒ Public Libraries

#### Kakkanad Community Library

- **Location:** Next to Kakkanad Bus Stand
- **Hours:** Mon–Sat, 10:00 AM – 5:00 PM
- **Membership:** Free with Aadhaar card

- **Facilities:** Wi-Fi zone, local language newspaper archive
- **Events:** Weekly storytelling (Sat 11:00 AM)

#### Infopark Mini Library Booth

- **Location:** Infopark Phase 1, Gate B
- **Open To:** Tech park staff only
- **Hours:** Mon–Fri, 9:00 AM – 6:00 PM

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## 🏠 Community Halls

#### Chirackal Nagar Community Hall

- **Use Cases:** Marriage events, public meetings, NGO workshops
- **Booking Fee:** ₹2500/day (includes basic chairs and fans)
- **Booking Contact:** Ward 16 Admin – 0484-660-2299

#### Kakkanad Open Air Stage (KOAS)

- **Location:** Municipal Park Grounds
- **Ideal For:** Cultural events, school performances
- **Sound Permit Needed:** Yes (apply 3 days prior)

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For facility availability or bookings, message “FACILITY BOOKING” to the CivicBridge WhatsApp Bot.

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## 📖 Kakkanad Citizen Service Guide – Page 5: Emergency & Escalation

### 🚨 What Qualifies as an Urgent Issue?

Issue Type	Urgency Level	Response Time
Open electrical wires	Critical	Immediate (within 1 hr)
Water main break	High	Same day
Sewer overflow into homes	High	Same day
Fallen tree blocking a road	Critical	Within 2 hours
Streetlight outage on highway	Medium	1–2 days

📌 Please mark your WhatsApp message with “URGENT” to flag for priority routing.

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### 📞 Emergency Contacts (24/7)

- **Fire & Rescue Station (Kakkanad):** 101 / 0484-660-2270
- **Traffic Control Room (Vyttila):** 0484-660-2211
- **Water Authority Emergency (KWA):** 0484-660-2285
- **KSEB Power Complaint (Electricity):** 1912

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### 📈 Escalation Steps

If your reported issue is not resolved within the expected timeframe:

1. **Check Status Online:** Visit the CivicBridge Dashboard or use WhatsApp keyword: "STATUS <ticket number>"
  2. **Submit Escalation:** Message "ESCALATE <ticket number>" → Your case is reviewed by the escalation team within 6 hours.
  3. **Contact Ward Officer Directly:**
    - Ward 14: 0484-660-2294
    - Ward 15: 0484-660-2295
    - Ward 16: 0484-660-2296
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## Escalation Review Criteria

- Was the issue marked as urgent but delayed?
- Was communication not received within 2 days?
- Did the field crew mark the ticket complete without action?

If “Yes” to any, the request is auto-flagged to the Assistant Municipal Engineer for review.

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For help with unresolved concerns, email: [support@civicbridge-kochi.gov.in](mailto:support@civicbridge-kochi.gov.in) or WhatsApp “HELP”.