

# **City Citizen Charter – Service Level Agreements (RAG Reference)**

This document is a structured extract of the Citizen Charter issued by the Municipal Administration & Urban Development Department, Government of Andhra Pradesh. It is optimized for AI-based semantic retrieval (RAG) to support automated SLA prediction in the CivicFix platform.

## **Section 1: Engineering & Infrastructure Services**

### **Section 1.a – Road Maintenance (Potholes)**

Potholes reported on public roads must be inspected within 24 hours of reporting. Repair and restoration work must be completed within **72 working hours** from verification, as per Engineering Section service standards.

### **Section 1.b – Street Signage & Road Furniture**

Damaged or missing street signs, dividers, or road safety fixtures must be repaired or replaced within **5 working days**.

## **Section 2: Public Health & Sanitation Services**

### **Section 2.a – Garbage Clearance**

Garbage accumulation and waste clearance complaints must be resolved within **2 working days**, as handled by the Health Section.

### **Section 2.b – Drain Cleaning & Sewage Issues**

Drain blockages and sewage overflow complaints must be addressed within **3 working days**.

## **Section 3: Electrical & Safety Services**

### **Section 3.a – Street Lighting**

Non-functional street lights must be repaired within **48 working hours**.

### **Section 3.b – Live Electrical Hazards**

Open live wires, exposed electrical lines, or electrocution risks are classified as **Critical** and must be resolved within **12 working hours**.

## **Section 4: Water Supply Services**

### **Section 4.a – Water Pipeline Leakages**

Reported water pipeline leakages must be repaired within **1 working day** as per Engineering Section standards.

## **Section 5: Citizen Communication & Compensation**

Citizens must be informed about complaint registration and status updates through the registered contact details. If the prescribed service timelines are not met, compensation shall be paid as per Citizen Charter provisions and recovered from the responsible official.

## **Usage Notes for AI Retrieval (RAG)**

Each section in this document is designed to be independently chunked and vectorized. When a civic issue is classified (e.g., Pothole), the system must retrieve the corresponding section and generate a response such as:

*“According to the Municipal Service Standards, potholes must be filled within 72 working hours. Your expected resolution date is [Date].”*