

CivicFix – Department Responsibility Charter (RAG Reference)

This document defines departmental responsibilities for handling civic issues. It is optimized for semantic search and vector embedding to enable automated department routing in the CivicFix platform.

Section 1: Engineering & Infrastructure Department

Handles:

- Road potholes and surface damage
- Broken or missing street signs
- Road cave-ins and damaged pavements
- Footpath and divider repairs

Common Citizen Phrases: pothole on road, broken signboard, damaged road, road sinking

Section 2: Stormwater Drainage & Water Management Department

Handles:

- Water logging on streets
- Flooding during rains
- Blocked stormwater drains
- Overflowing roadside drains

Common Citizen Phrases: water logging, rainwater stuck, flooded street, drain overflow

Section 3: Public Health & Sanitation Department

Handles:

- Garbage accumulation
- Open dumping of waste
- Dead animals on roads
- Mosquito breeding issues

Common Citizen Phrases: garbage not collected, waste pile, bad smell, mosquitoes

Section 4: Electrical & Street Lighting Department

Handles:

- Non-functional street lights
- Open or live electrical wires
- Fallen electric poles

Common Citizen Phrases: street light not working, live wire, electric pole fallen

Section 5: Water Supply Department

Handles:

- Water pipeline leakages
- No water supply

- Low water pressure

Common Citizen Phrases: water leakage, no water, pipe broken, low pressure

Usage Notes for Semantic Routing

Each section should be chunked and embedded independently. When a complaint is submitted, the system embeds the complaint text and performs semantic similarity search against this document to determine the most appropriate department.