

Grivence Redressal Report
Salem City Municipal Corporation
Year 2024-25

S.No	Mode of Receipt (Online/Offline/ Helpline)	Sector (Water, Sanitation, Roads etc.)	No of Grivence
1	Help line	Drainage	2
2		Others	6
3		Road	3
4		Sanitation	7
5		STREET LIGHT	2
6		UGD	4
7		Water	39
1	Online	Drainage	7
2		Drainage (UGD)	1
3		Others	113
4		Road	17
5		Sanitation	261
6		Sreer Light	1
7		STREET LIGHT	51
8		UGD	8
9		Water	63
10		Water Pipe Line	1
	Grand Total		586

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Complaint ID	Date of Receipt	Mode of Receipt (Online/ Offline/ Helpline)	Sector (Water, Sanitation, Roads etc.)	Nature of Complaint	Citizen Charter Timeline for Resolution	Status (Resolved/ Pending/ Escalated)	Date of Resolution	Actual Resolution Time(Days)
1	04-01-2024	online	Sanitation	Garbage Vehicle not arrived	1day	Resolved	04-01-2024	1
2	04-01-2024	online	Sanitation	Drainage Blocked	2days	Resolved	04-01-2024	1
3	04-01-2024	online	Water	No Water Supply	2days	Resolved	04-03-2024	3
4	04-01-2024	online	Sanitation	Drainage Blocked	2days	Resolved	04-02-2024	2
5	04-01-2024	online	Sanitation	Drainage Blocked	2days	Resolved	04-02-2024	2
1	04-02-2024	online	Sanitation	Garbage Vehicle not arrived	2days	Resolved	04-03-2024	2
2	04-02-2024	online	Sanitation	Drainage Blocked	2days	Resolved	04-02-2024	1
3	04-02-2024	online	Sanitation	Garbage Vehicle not arrived	2days	Resolved	04-03-2024	2
1	04-03-2024	online	Sanitation	Drainage Blocked	2days	Resolved	04-02-2024	2
2	04-03-2024	online	Sanitation	Mosquitos problem	1day	Resolved	04-03-2024	1

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1	05-02-2024	Help line	Water	No water Supply	2	Resolved	05-03-2024	2
2	05-03-2024	Help line	Water	No water Supply	1	Resolved	05-04-2024	1
3	05-04-2024	Help line	Water	Water Leakage	2	Resolved	05-05-2024	2
4	05-06-2024	Help line	Water	Water Leakage	2	Resolved	05-07-2024	2
5	05-07-2024	Help line	UGD	Drainage Wanted		Pending Action		
6	05-07-2024	Help line	Others	Street Dog problem	2	Resolved	05-09-2024	3
7	05-08-2024	Help line	Water	Water Leakage		Pending Action		
8	05-09-2024	Help line	Water	Water Leakage	3	Resolved	05-11-2024	3
9	05-09-2024	Help line	Water	Water Pipe leakage	3	Resolved	05-11-2024	3
10	14/05/2024	Help line	Water	DRINKING WATER NOT COME IN MY AREA	2	Resolved	15/5/2024	2