

Public Health Engg.

	Sr. No .	Name of the Department	Name of Service	Given Time Limit	Designated Officer	First Grievances Redressal Authority	Second Grievances Redressal Authority
	1	2	3	4	5	6	7
91	47	Public Health Engg	Issuance of duplicate water/ sewer bill	3 days	Concerned SDE of PHED	Concerned EE of PHED	Concerned SE of PHED
92	48	Public Health Engg.	(i) Sanction of water supply connection in the Rural and Urban areas.	12 days after receipt of complete documents.	Concerned SDE of PHED	Concerned EE of PHED	Concerned SE of PHED
			(ii) Sanction of sewerage connection in Cities and MC Towns	12 days after receipt of complete document s.	Concerned SDE of PHED	Concerned EE of PHED	Concerned SE of PHED
93	49	Public Health Engg.	(i) Water Leakage/ Over Flow pipes	7 days	Concerned SDE of PHED	Concerned EE of PHED	Concerned SE of PHED
94			(ii) Sewerage/ Blocked/ Over flow of Manholes.	7 days	Concerned SDE of PHED	Concerned EE of PHED	Concerned SE of PHED
95			(iii). Restoration of Water Supply due to minor problems i.e. fault in pumping machinery, electric wiring, distribution systems etc.	3 days	Concerned SDE of PHED	Concerned EE of PHED	Concerned SE of PHED
96			(iv). Restoration of Water Supply due to major problems i.e. shortage of raw water, burning of transformer and fault in LT/ HT lines	6 days after removal/ repair of major fault by the concerned department.	Concerned SDE of PHED	Concerned EE of PHED	Concerned SE of PHED

			etc.				
97			(v). Restoration of Water Supply due to major problems i.e. burning of transformer, other major electric fault etc. to rectified/ repaired by PHED.	10 days	Concerned SDE of PHED	Concerned EE of PHED	Concerned SE of PHED