

PI – 6- Response rate of citizen grievances measured for

ABSTRACT

FY 2024-25

S.No	Mode of compliant received	No. of compliant received	No. of compliant redressed	No. of compliant redressed as per the time frame indicated in citizen charter	Percentage of completed compliant
1	2	3	4	5	6 ((4/3)x100)
1	Voice of Complaint (public Grievance)	212	174	156	82%

Date and Signature of
COMMISSIONER
THENI-ALLINAGARAM MUNICIPALITY

Format for Response rate of citizen grievances measured for the last FY. PI -6

Grievance Redressal Report

Theni-Allinagaram Municipality

Year 2024-25

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)
125/GRIV/001	01.04.2024	Offline	UGD	Leakage & Block	2 Days	Resolved	02.04.2024	1
125/GRIV/002	03.04.2024	Offline	Street Light	Street light not working	2 Days	Resolved	05.04.2024	2
125/GRIV/003	04.04.2024	Offline	Street Light	Street light not working	2 Days	Resolved	05.04.2024	1
125/GRIV/004	08.04.2024	Offline	UGD	Leakage & Block	2 Days	Resolved	08.04.2024	1
125/GRIV/005	15.04.2024	Offline	Street Light	Street light not working	2 Days	Resolved	16.04.2024	1
125/GRIV/006	15.04.2024	Offline	UGD	Leakage & Block	2 Days	Resolved	16.04.2024	1
125/GRIV/007	16.04.2024	Offline	Water Supply	Leakage & Block	2 Days	Resolved	18.04.2024	2
125/GRIV/008	16.04.2024	Offline	Water Supply	Leakage & Block	2 Days	Resolved	18.04.2024	2
125/GRIV/009	16.04.2024	Offline	UGD	Leakage & Block	2 Days	Resolved	18.04.2024	2
125/GRIV/010	20.04.2024	Offline	Street Light	Street light not working	2 Days	Resolved	20.04.2024	1
125/GRIV/011	22.04.2024	Offline	Street Light	Street light not working	2 Days	Resolved	24.04.2024	2
125/GRIV/012	22.04.2024	Offline	Water Supply	Leakage & Block	2 Days	Resolved	25.04.2024	1
125/GRIV/013	22.04.2024	Offline	UGD	Leakage & Block	2 Days	Resolved	23.04.2024	1
125/GRIV/014	24.04.2024	Offline	UGD	Leakage & Block	4 Days	Resolved	25.04.2024	1
125/GRIV/015	25.04.2024	Offline	Street Light	Street light not working	2 Days	Resolved	26.04.2024	1
125/GRIV/016	25.04.2024	Offline	UGD	Leakage & Block	4 Days	Resolved	27.04.2024	2
125/GRIV/017	26.04.2024	Offline	Street Light	Street light not working	2 Days	Resolved	27.04.2024	1
125/GRIV/018	27.04.2024	Offline	Street Light	Street light not working	2 Days	Resolved	27.04.2024	1
125/GRIV/019	29.04.2024	Offline	UGD	Leakage & Block	4 Days	Resolved	29.04.2024	1
125/GRIV/020	30.04.2024	Offline	Street Light	Street light not working	2 Days	Resolved	30.04.2024	1

125/GRIV/021	02.05.2024	Offline	Street Light	Street light not working	2 Days	Resolved	03.05.2024	1
125/GRIV/022	08.05.2024	Offline	UGD	Leakage & Block	4 Days	Resolved	09.05.2024	1
125/GRIV/023	09.05.2024	Offline	UGD	Leakage & Block	4 Days	Resolved	11.05.2024	2
125/GRIV/024	10.05.2024	Offline	UGD	Leakage & Block	4 Days	Resolved	11.05.2024	1
125/GRIV/025	16.05.2024	Offline	UGD	Leakage & Block	4 Days	Resolved	19.05.2024	3
125/GRIV/026	20.05.2024	Offline	Water Supply	Leakage & Block	3 Days	Resolved	22.05.2024	2
125/GRIV/027	21.05.2024	Offline	Water Supply	Leakage & Block	3 Days	Resolved	22.05.2024	1
125/GRIV/028	21.05.2024	Offline	Street Light	Street light not working	2 Days	Resolved	21.05.2024	1
125/GRIV/029	23.05.2024	Offline	Street Light	Street light not working	2 Days	Resolved	24.05.2024	1
125/GRIV/030	23.05.2024	Offline	UGD	Leakage & Block	4 Days	Resolved	25.05.2024	3
125/GRIV/031	24.05.2024	Offline	Water Supply	Leakage & Block	3 Days	Resolved	26.05.2024	2
125/GRIV/032	26.05.2024	Offline	Street Light	Street light not working	2 Days	Resolved	27.05.2024	1
125/GRIV/033	26.05.2024	Offline	UGD	Leakage & Block	4 Days	Resolved	28.05.2024	3
125/GRIV/034	28.05.2024	Offline	Water Supply	Leakage & Block	3 Days	Resolved	29.05.2024	2
125/GRIV/035	29.05.2024	Offline	Water Supply	Leakage & Block	3 Days	Resolved	31.05.2024	2
125/GRIV/036	29.05.2024	Offline	Street Light	Street light not working	2 Days	Resolved	23.05.2024	1
125/GRIV/037	01.06.2024	Offline	Street Light	Street light not working	2 Days	Resolved	02.06.2024	1
125/GRIV/038	03.06.2024	Offline	Street Light	Street light not working	2 Days	Resolved	04.05.2024	1
125/GRIV/039	03.06.2024	Offline	UGD	Leakage & Block	4 Days	Resolved	03.06.2024	1
125/GRIV/040	04.06.2024	Offline	Street Light	Street light not working	2 Days	Resolved	05.06.2024	1
125/GRIV/041	05.06.2024	Offline	Street Light	Street light not working	2 Days	Resolved	05.06.2024	1
125/GRIV/042	12.06.2024	Offline	UGD	Leakage & Block	4 Days	Resolved	13.06.2024	1
125/GRIV/043	20.06.2024	Offline	Street Light	Street light not working	2 Days	Resolved	21.06.2024	1
125/GRIV/044	24.06.2024	Offline	UGD	Leakage & Block	4 Days	Resolved	26.06.2024	1
125/GRIV/045	28.06.2024	Offline	Street Light	Street light not working	2 Days	Resolved	30.06.2024	2
125/GRIV/046	02.07.2024	Offline	Water Supply	Leakage & Block	3 Days	Resolved	04.07.2024	2
125/GRIV/047	03.07.2024	Offline	Street Light	Street light not working	2 Days	Resolved	03.07.2024	1
125/GRIV/048	08.07.2024	Offline	Street Light	Street light not working	2 Days	Resolved	11.07.2024	3

125/GRIV/049	08.07.2024	Offline	Water Supply	Leakage & Block	3 Days	Resolved	09.07.2024	1
125/GRIV/050	12.07.2024	Offline	Street Light	Street light not working	2 Days	Resolved	13.07.2024	2
125/GRIV/051	15.07.2024	Offline	Street Light	Street light not working	2 Days	Resolved	17.07.2024	2
125/GRIV/052	15.07.2024	Offline	UGD	Leakage & Block	4 Days	Resolved	16.07.2024	1
125/GRIV/053	19.07.2024	Offline	Street Light	Street light not working	2 Days	Resolved	21.07.2024	2
125/GRIV/054	20.07.2024	Offline	Street Light	Street light not working	2 Days	Resolved	21.07.2024	1
125/GRIV/055	28.07.2024	Offline	Street Light	Street light not working	2 Days	Resolved	29.07.2024	1
125/GRIV/056	30.07.2024	Offline	Street Light	Street light not working	2 Days	Resolved	30.07.2024	1
125/GRIV/057	02.08.2024	Offline	Water Supply	Leakage & Block	3 Days	Resolved	05.08.2024	3
125/GRIV/058	02.08.2024	Offline	UGD	Leakage & Block	4 Days	Resolved	03.08.2024	2
125/GRIV/059	08.08.2024	Offline	Water Supply	Leakage & Block	3 Days	Resolved	11.08.2024	3
125/GRIV/060	17.08.2024	Offline	UGD	Leakage & Block	4 Days	Resolved	18.08.2024	2
125/GRIV/061	20.08.2024	Offline	Street Light	Street light not working	2 Days	Resolved	21.08.2024	1
125/GRIV/062	22.08.2024	Offline	Water Supply	Leakage & Block	3 Days	Resolved	24.08.2024	2
125/GRIV/063	24.08.2024	Offline	Street Light	Street light not working	2 Days	Resolved	24.08.2024	1
125/GRIV/064	29.08.2024	Offline	UGD	Leakage & Block	4 Days	Resolved	31.08.2024	2
125/GRIV/065	29.08.2024	Offline	Street Light	Street light not working	2 Days	Resolved	31.08.2024	1
125/GRIV/066	29.08.2024	Offline	Water Supply	Leakage & Block	3 Days	Resolved	31.08.2024	2
125/GRIV/067	02.09.2024	Offline	Street Light	Street light not working	2 Days	Resolved	03.09.2024	1
125/GRIV/068	03.09.2024	Offline	UGD	Leakage & Block	4 Days	Resolved	05.09.2024	2
125/GRIV/069	03.09.2024	Offline	UGD	Leakage & Block	4 Days	Resolved	05.09.2024	2
125/GRIV/070	07.09.2024	Offline	Water Supply	Leakage & Block	3 Days	Resolved	08.09.2024	1
125/GRIV/071	09.09.2024	Offline	Water Supply	Leakage & Block	3 Days	Resolved	09.09.2024	1
125/GRIV/072	10.09.2024	Offline	Water Supply	Leakage & Block	3 Days	Resolved	11.09.2024	1
125/GRIV/073	10.09.2024	Offline	Street Light	Street light not working	2 Days	Resolved	12.09.2024	2
125/GRIV/074	16.09.2024	Offline	Street Light	Street light not working	2 Days	Resolved	18.09.2024	2
125/GRIV/075	17.09.2024	Offline	Water Supply	Leakage & Block	3 Days	Resolved	19.09.2024	1
125/GRIV/076	22.09.2024	Offline	Street Light	Street light not working	2 Days	Resolved	23.09.2024	1

125/GRIV/077	24.09.2024	Offline	Water Supply	Leakage & Block	3 Days	Resolved	25.09.2024	1
125/GRIV/078	26.09.2024	Offline	Street Light	Street light not working	2 Days	Resolved	27.09.2024	1
125/GRIV/079	30.09.2024	Offline	Street Light	Street light not working	2 Days	Resolved	30.09.2024	1
125/GRIV/080	07.10.2024	Offline	UGD	Leakage & Block	4 Days	Resolved	08.10.2024	1
125/GRIV/081	07.10.2024	Offline	Water Supply	Leakage & Block	3 Days	Resolved	08.10.2024	1
125/GRIV/082	11.10.2024	Offline	UGD	Leakage & Block	4 Days	Resolved	13.10.2024	2
125/GRIV/083	14.10.2024	Offline	UGD	Leakage & Block	4 Days	Resolved	15.10.2024	1
125/GRIV/084	17.10.2024	Offline	Street Light	Street light not working	2 Days	Resolved	18.10.2024	1
125/GRIV/085	17.10.2024	Offline	Water Supply	Leakage & Block	3 Days	Resolved	18.10.2024	1
125/GRIV/086	18.10.2024	Offline	UGD	Leakage & Block	4 Days	Resolved	20.10.2024	2
125/GRIV/087	21.10.2024	Offline	Water Supply	Leakage & Block	3 Days	Resolved	23.10.2024	2
125/GRIV/088	25.10.2024	Offline	Street Light	Street light not working	2 Days	Resolved	26.10.2024	1
125/GRIV/089	06.11.2024	Offline	Street Light	Street light not working	2 Days	Resolved	07.11.2024	1
125/GRIV/090	06.11.2024	Offline	Street Light	Street light not working	2 Days	Resolved	07.11.2024	1
125/GRIV/091	11.11.2024	Offline	Water Supply	Leakage & Block	3 Days	Resolved	14.11.2024	2
125/GRIV/092	14.11.2024	Offline	Water Supply	Leakage & Block	3 Days	Resolved	14.11.2024	1
125/GRIV/093	15.11.2024	Offline	Water Supply	Leakage & Block	3 Days	Resolved	15.11.2024	1
125/GRIV/094	17.11.2024	Offline	Street Light	Street light not working	2 Days	Resolved	18.11.2024	1
125/GRIV/095	21.11.2024	Offline	Street Light	Street light not working	2 Days	Resolved	23.11.2024	2
125/GRIV/096	23.11.2024	Offline	Street Light	Street light not working	2 Days	Resolved	23.11.2024	1
125/GRIV/097	23.11.2024	Offline	Water Supply	Leakage & Block	3 Days	Resolved	23.11.2024	1
125/GRIV/098	26.11.2024	Offline	Water Supply	Leakage & Block	3 Days	Resolved	27.11.2024	1
125/GRIV/099	29.11.2024	Offline	UGD	Leakage & Block	4 Days	Resolved	30.11.2024	2
125/GRIV/100	29.11.2024	Offline	UGD	Leakage & Block	4 Days	Resolved	30.11.2024	2
125/GRIV/101	30.11.2024	Offline	Water Supply	Leakage & Block	3 Days	Resolved	02.12.2024	1
125/GRIV/102	30.11.2024	Offline	UGD	Leakage & Block	4 Days	Resolved	02.12.2024	2
125/GRIV/103	04.12.2024	Offline	Street Light	Street light not working	2 Days	Resolved	06.12.2024	2
125/GRIV/104	06.12.2024	Offline	Street Light	Street light not working	2 Days	Resolved	06.12.2024	1
125/GRIV/105	09.12.2024	Offline	Street Light	Street light not working	2 Days	Resolved	06.12.2024	1

125/GRIV/106	16.12.2024	Offline	Street Light	Street light not working	2 Days	Resolved	18.12.2024	2
125/GRIV/107	18.12.2024	Offline	UGD	Leakage & Block	4 Days	Resolved	18.12.2024	1
125/GRIV/108	18.12.2024	Offline	Water Supply	Leakage & Block	3 Days	Resolved	18.12.2024	1
125/GRIV/109	19.12.2024	Offline	Water Supply	Leakage & Block	3 Days	Resolved	21.12.2024	2
125/GRIV/110	19.12.2024	Offline	Street Light	Street light not working	2 Days	Resolved	21.12.2024	2
125/GRIV/111	27.12.2024	Offline	Street Light	Street light not working	2 Days	Resolved	29.12.2024	2
125/GRIV/112	29.12.2024	Offline	Water Supply	Leakage & Block	3 Days	Resolved	29.12.2024	1
125/GRIV/113	30.12.2024	Offline	Water Supply	Leakage & Block	3 Days	Resolved	30.12.2024	1
125/GRIV/114	30.12.2024	Offline	Street Light	Street light not working	2 Days	Resolved	30.12.2024	1
125/GRIV/115	03.01.2025	Offline	UGD	Leakage & Block	4 Days	Resolved	04.01.2025	1
125/GRIV/116	06.01.2025	Offline	Water Supply	Leakage & Block	3 Days	Resolved	07.01.2025	1
125/GRIV/117	08.01.2025	Offline	Street Light	Street light not working	2 Days	Resolved	10.1.2025	2
125/GRIV/118	10.01.2025	Offline	Street Light	Street light not working	2 Days	Resolved	10.1.2025	1
125/GRIV/119	11.01.2024	Offline	UGD	Leakage & Block	4 Days	Resolved	12.01.2024	1
125/GRIV/120	11.01.2024	Offline	Street Light	Street light not working	2 Days	Resolved	12.01.2024	1
125/GRIV/121	16.01.2024	Offline	Street Light	Street light not working	2 Days	Resolved	17.01.2024	1
125/GRIV/122	21.01.2024	Offline	UGD	Leakage & Block	4 Days	Resolved	22.01.2025	1
125/GRIV/123	21.01.2024	Offline	Street Light	Street light not working	2 Days	Resolved	22.01.2025	1
125/GRIV/124	24.01.2025	Offline	Street Light	Street light not working	2 Days	Resolved	26.01.2025	1
125/GRIV/125	26.01.2025	Offline	Street Light	Street light not working	2 Days	Resolved	26.01.2025	1
125/GRIV/126	26.01.2025	Offline	UGD	Leakage & Block	4 Days	Resolved	26.01.2025	1
125/GRIV/127	30.01.2025	Offline	UGD	Leakage & Block	4 Days	Resolved	30.01.2025	1
125/GRIV/128	04.02.2025	Offline	Water Supply	Leakage & Block	3 Days	Resolved	06.02.2025	2
125/GRIV/129	04.02.2025	Offline	UGD	Leakage & Block	4 Days	Resolved	06.02.2025	1
125/GRIV/130	12.02.2025	Offline	Street Light	Street light not working	2 Days	Resolved	15.02.2025	2
125/GRIV/131	12.02.2025	Offline	UGD	Leakage & Block	4 Days	Resolved	12.02.2025	1
125/GRIV/132	12.02.2025	Offline	Water Supply	Leakage & Block	3 Days	Resolved	15.02.2025	2
125/GRIV/133	13.02.2025	Offline	Street Light	Street light not working	2 Days	Resolved	14.02.2025	1

125/GRIV/134	17.02.2025	Offline	UGD	Leakage & Block	4 Days	Resolved	18.02.2025	1
125/GRIV/135	18.02.2025	Offline	Street Light	Street light not working	2 Days	Resolved	19.02.2025	1
125/GRIV/136	18.02.2025	Offline	Water Supply	Leakage & Block	3 Days	Resolved	20.02.2025	2
125/GRIV/137	21.02.2025	Offline	Street Light	Street light not working	2 Days	Resolved	22.02.2025	1
125/GRIV/138	25.02.2025	Offline	Water Supply	Leakage & Block	3 Days	Resolved	27.02.2025	2
125/GRIV/139	25.02.2025	Offline	Street Light	Street light not working	2 Days	Resolved	26.02.2025	1
125/GRIV/140	25.02.2025	Offline	UGD	Leakage & Block	4 Days	Resolved	26.02.2025	1
125/GRIV/141	28.02.2025	Offline	Street Light	Street light not working	2 Days	Resolved	01.03.2025	2
125/GRIV/142	28.02.2025	Offline	Water Supply	Leakage & Block	3 Days	Resolved	01.03.2025	2
125/GRIV/143	01.03.2025	Offline	Street Light	Street light not working	2 Days	Resolved	01.03.2025	1
125/GRIV/144	01.03.2025	Offline	Water Supply	Leakage & Block	3 Days	Resolved	01.03.2025	1
125/GRIV/145	03.03.2025	Offline	Street Light	Street light not working	2 Days	Resolved	05.03.2025	1
125/GRIV/146	03.03.2025	Offline	UGD	Leakage & Block	4 Days	Resolved	05.03.2025	2
125/GRIV/147	04.03.2025	Offline	Street Light	Street light not working	2 Days	Resolved	05.03.2025	1
125/GRIV/148	04.03.2025	Offline	UGD	Leakage & Block	4 Days	Resolved	05.03.2025	2
125/GRIV/149	07.03.2025	Offline	UGD	Leakage & Block	4 Days	Resolved	08.03.2025	2
125/GRIV/150	13.03.2025	Offline	Water Supply	Leakage & Block	3 Days	Resolved	14.03.2025	1
125/GRIV/151	14.03.2025	Offline	Street Light	Street light not working	2 Days	Resolved	15.03.2025	1
125/GRIV/152	16.03.2025	Offline	Street Light	Street light not working	2 Days	Resolved	18.03.2025	2
125/GRIV/153	16.03.2025	Offline	UGD	Leakage & Block	4 Days	Resolved	18.03.2025	2
125/GRIV/154	18.03.2025	Offline	Street Light	Street light not working	2 Days	Resolved	19.03.2025	2
125/GRIV/155	19.03.2025	Offline	Street Light	Street light not working	2 Days	Resolved	19.03.2025	1
125/GRIV/156	20.03.2025	Offline	UGD	Leakage & Block	4 Days	Resolved	18.03.2025	2
125/GRIV/157	22.03.2025	Offline	Water Supply	Leakage & Block	3 Days	Resolved	22.03.2025	1
125/GRIV/158	22.03.2025	Offline	Street Light	Street light not working	2 Days	Resolved	22.03.2025	1
125/GRIV/159	25.03.2025	Offline	UGD	Leakage & Block	4 Days	Resolved	28.03.2025	2
125/GRIV/160	25.03.2025	Offline	Water Supply	Leakage & Block	3 Days	Resolved	28.03.2025	1
125/GRIV/161	28.03.2025	Offline	Street Light	Street light not working	2 Days	Resolved	30.03.2025	2

125/GRIV/162	30.03.2025	Offline	Water Supply	Leakage & Block	3 Days	Resolved	02.04.2025	3
125/GRIV/163	31.03.2025	Offline	Street Light	Street light not working	2 Days	Resolved	02.04.2025	3

Date 02.04.2025

COMMISSIONER
THENI-ALLINAGARAM MUNICIPALITY

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