|  |  |  |  |
| --- | --- | --- | --- |
| **PUBLIC INFRASTRUCTURE DEPARTMENT** | **F A Q S** | **Answers** | **Name and Particulars of Contact Person** |
| 1. **STREET LIGHTING** | A Street lantern near my house is not lighting. What should I do? | File a complaint at the Complaint Desk on 4521498. Same will be referred to the Department for urgent action. | Any officer at the Complaint Desk  Telephone No.: 4521498 |
| My house is at a dark spot, what should I do to have a lantern fixed? | Address your written request to the Chief Executive of the Council. Same will be transmitted to the Village Council. They will put your request on the Village Council’s priority list. At the same time file a complaint at the Complaint Desk on 4521498. The Public Infrastructure Department will consider the request. Lanterns will be placed on priority basis and also depending on the availability of lanterns or the availability of funds. |
| A series of lamps are not lighting in my vicinity. What should be done for repairs? | File a complaint at the Complaint Desk on 4521498. The matter will be reported to the Central Electricity Board for necessary action as most probably the switching device installed by the CEB for the network is faulty. |

|  |  |  |  |
| --- | --- | --- | --- |
| **PUBLIC INFRASTRUCTURE DEPARTMENT** | **F A Q S** | **ANSWERS** | **NAME AND PARTICULARS OF CONTACT PERSON** |
| 1. **MAINTENANCE OF ROADS** | There are huge potholes on the road in my locality. What should be done for repairs? | File a complaint at the Complaint Desk. Necessary action will be taken by the Public Infrastructure Department | Any Officer at the Complaint Desk  Telephone No.: 4521498 |
| There is a damaged drain along the road near my house. What should be done for repairs? | File a complaint at the Complaint Desk. The complaint will be referred to the Public Infrastructure Department for a site visit and an estimate. Repairs will be effected depending on the scope of works and availability of funds. |
| 1. **CONSTRUCTION OF NEW ROADS** | There is an earth track in front of my house. What should be done to have the road tarred? | All residents along the road should file a common petition at the Council to have the road declared public. Procedures will follow. The project will either be referred to the National Development Unit or will be implemented according to Village Council priority list and the availability of funds. |
| 1. **APPLICATION FOR CLOSURE OF ROADS** | There will be a wedding ceremony at my place. I wish to use part of the road to erect a tent. What should be done? | Write a letter to the District Council’s Chief Executive. The request will be forwarded to the Public Infrastructure Department for a report. If favourable, you will be called to effect a payment Rs 1,000/- per day provided there is no objection from the Police. Otherwise, you will be informed if permission cannot be granted. |