

6/33 Replacement of street lights

Checklist and Procedure for services		
1	Name of the service	Replacement of street lights
2	Designated Officer	Municipal Corporation: Assistant Engineer Municipal Council: Junior Engineer Municipal Committee: Junior Engineer
3	Documents to be enclosed with the request	Only Photographs are required to uploaded through Mobile App.
4	Fee/ Charges to be paid to get the service	Not Applicable
5	Timeline	10 Days after submission of application
6	Procedure	<p style="text-align: center;">The grievance of Replacement of street lights can be done through Swachh Haryana App.</p> <ol style="list-style-type: none"> 1. Download Swachh Haryana app (Link: Swachh Haryana - Apps on Google Play) from google play store. 2. After installing app on mobile, open the App and enter Citizen name and mobile no and then submit, after submitting Citizen will receive OTP on registered mobile no. 3. After getting OTP, you will get option of grievance for street-lights. 4. Select the option of street-lights (Note: Citizen shall be at the exact location of Grievance as the Mobile app will capture the photograph and its coordinates (latitude/longitude) from mobile app). 1. Click and upload photographs from gallery/click live photo of Street Lights (<i>Based on the uploaded geo-tagged photo the coordinates are selected and the System decides if Complaint is to be routed to Vendor or Municipality</i>). 5. After submitting complaint, <ol style="list-style-type: none"> a. MC Supervisor/ Vendor Supervisor assigns complaint to Resolver. b. MC Resolver/ Vendor Resolver resolves Complaint, c. MC Supervisor/ Vendor Supervisor verifies Complaint Resolution details, MC Supervisor closes Complaint in the System. 6. Citizen can view updated status of the Complaint (In case of unsatisfactory resolution, Citizen can re-open the Complaint within 24 hours after closure of Complaint).