

**8. Water leakages/ sewerage blocked/over flow (In case of Municipal Corporation, Gurgaon and Faridabad)**

1	Name of Service	Water leakages/ sewerage blocked/over flow (In case of Municipal Corporation, Gurgaon, Faridabad, Karnal and Sonapat)
2	Designated officer	Assistant Engineer
3	Documents to be enclosed	Photographs if any
4	Time line	Within next two working days after receipt of application/complaint
5	Fee	Nil
6	Procedure	<ol style="list-style-type: none"><li>1. The citizen/applicant/complainant to submit a written complaint on official E-mail of concerned corporation or submit complaint directly in the office of municipal corporation or any complaint centre established by the municipality.</li><li>2. Such complaints with generated reference ID is forwarded to the concerned officer.</li><li>3. The concerned officer shall get the complaint resolved within next two working days of receipt of the complaint and inform the complainant regarding resolving of complaint.</li><li>4. In case the complaint is not resolved within time then the concerned officer shall inform the citizen/applicant/complainant and his higher authority.</li></ol>