



# OFFICE OF THE ROURKELA MUNICIPAL CORPORATION

Uditnagar, Rourkela, Sundargarh, Pin-769012

Tele. – 0661 – 2500388, e-mail ID: rourkelamunicipality@gmail.com

No. 3936

Date: 06/04/2021

## PUBLIC NOTICE

The following Service Level Agreement will be followed henceforth, for any escalations related to sewerage/septage as received from the 14420 helpline number. All the queries/grievances related to septage/sewerage management are to be reported through the helpline number 14420. The respective Authority for escalation as per the passage of time after receipt of complaint is provided below.

Authority for Escalation	Time of non-resolution
Commissioner-cum-RSA, Rourkela Municipal Corporation	After 48 hours
Deputy Commissioner, Rourkela Municipal Corporation	After 24 hours, before 48 hours
Project Engineer, OWSSB, Rourkela	After 24 hours, before 48 hours
PSSO, Rourkela Municipal Corporation (Sainath)	Within 24 hours
MIS, Rourkela Municipal Corporation (14420 helpline number)	Level I

The above list is in the order of escalation to be made at the Office of Rourkela Municipal Corporation/ OWSSB.

Municipal Commissioner,  
Rourkela Municipal Corporation

Memo no. 3937

Date: 06/04/2021

Copy with enclosure for pasting on the Office Notice Board/ MIS, RMC for uploading to website/ spare copies to concerned files and departments for reference and record.

Municipal Commissioner,  
Rourkela Municipal Corporation