

Pending Complaints - Ageing Report

All depots - as on 19 Jul 2026
CMWSSB Complaint Analytics · generated 21 Jul 2026, 01:34

Summary

110	3	2	6	18	81	4.6	40
Pending	> 30 days	16-30 days	11-15 days	6-10 days	0-5 days	Avg age (days)	Oldest (days)

Snapshot as on 19 Jul 2026 - ageing measured in days pending as printed on the report.

Category-wise (group) x Ageing

Category group	More than 30 days	16 - 30 days	11 - 15 days	6 - 10 days	0 - 5 days	Total
Water	2	1	6	17	36	62
Sewer	-	-	-	-	37	37
Others	1	1	-	1	8	11
TOTAL	3	2	6	18	81	110

Sub-category-wise x Ageing

Sub-category	More than 30 days	16 - 30 days	11 - 15 days	6 - 10 days	0 - 5 days	Total
Sewer Main Block	-	-	-	-	34	34
No Water Supply	2	-	1	9	15	27
Water Pollution	-	-	5	4	12	21
Others	1	1	-	1	4	7
Water Short Supply	-	-	-	3	1	4
Booking Issues	-	-	-	-	4	4
Water Leakage in Service Line / Main Line	-	-	-	-	3	3
New Water Connection Not Yet Given	-	-	-	-	2	2

Sub-category	More than 30 days	16 - 30 days	11 - 15 days	6 - 10 days	0 - 5 days	Total
Street Tank Supply Not Made	-	-	-	-	2	2
Sewer - House Block	-	-	-	-	2	2
Filling Point	-	1	-	-	-	1
Faulty Water Meter	-	-	-	1	-	1
Hand Pump Repair	-	-	-	-	1	1
Sewer Machine Hole Open (or) Broken	-	-	-	-	1	1
TOTAL	3	2	6	18	81	110

Depot-wise x Ageing

Depot	More than 30 days	16 - 30 days	11 - 15 days	6 - 10 days	0 - 5 days	Total
111 - Depot 111	2	1	-	1	10	14
118 - Depot 118	-	-	2	5	5	12
119 - Depot 119	-	-	-	2	8	10
109 - Depot 109	-	-	2	1	6	9
122 - Depot 122	-	-	-	1	6	7
113 - Depot 113	-	-	-	1	6	7
123 - Depot 123	-	-	-	-	7	7
117 - Depot 117	-	-	1	-	5	6
112 - Depot 112	-	-	-	2	4	6
116 - Depot 116	1	-	1	1	2	5
125 - Depot 125	-	-	-	1	4	5
114 - Depot 114	-	-	-	1	4	5
110 - Depot 110	-	-	-	2	3	5
124 - Depot 124	-	-	-	-	5	5
121 - Depot 121	-	1	-	-	3	4

Depot	More than 30 days	16 - 30 days	11 - 15 days	6 - 10 days	0 - 5 days	Total
126 - Depot 126	-	-	-	-	2	2
115 - Depot 115	-	-	-	-	1	1
TOTAL	3	2	6	18	81	110

Oldest Pending Complaints (top 40)

Complaint No	Depot	Sub-category	Street	Date	Age (days)	Status	Pending with
260609091110002	111	No Water Supply	27/1-Whites Road	09/06/2026	40	Escalated	SE
260614091160002	116	Others	12-Arimuthu Achari Street	14/06/2026	35	ReOpened	SE
260616091110001	111	No Water Supply	245/4-Anna Salai	16/06/2026	33	Escalated	SE
260619091210002	121	Others	9/5-Mekkapuram 2Nd Cross Street	19/06/2026	30	ReOpened	SE
260630091110003	111	Filling Point	10-Moors Road	30/06/2026	19	Open	AE
260704091170004	117	Water Pollution	4/7-North Crescent Road	04/07/2026	15	Resolved	HO
260704091090002	109	Water Pollution	21/5-Vannier 2Nd Lane	04/07/2026	15	Escalated	SE
260705091180001	118	Water Pollution	30-Pirasanna Vinayagar Koil 1St Street	05/07/2026	14	Escalated	SE
260705091090003	109	Water Pollution	14/26-Vannier 2Nd Lane	05/07/2026	14	Escalated	SE
260707091180001	118	No Water Supply	49/23-Ellaiamman Colony 2Nd Cross Street	07/07/2026	12	Escalated	SE
260708091160002	116	Water Pollution	8/5-Narayakrishna Rajapuram Street	08/07/2026	11	Escalated	SE
260709091110002	111	Faulty Water Meter	5-Haddows Road L Street	09/07/2026	10	Escalated	SE
260710091180001	118	Water Short Supply	49/23-Ellaiamman Colony 2Nd Cross Street	10/07/2026	9	Escalated	SE
260710091250001	125	Water Short Supply	78-Nochikuppam Slum	10/07/2026	9	ReOpened	SE
260710091140001	114	No Water Supply	1-Lalbegum Street 1 - 34	10/07/2026	9	Escalated	SE
260710091180003	118	No Water Supply	21-Ellaiamman Colony I St Cross Street	10/07/2026	9	Escalated	SE
260710091160003	116	Water Pollution	89/39-Venkataramam Pillai Street	10/07/2026	9	Escalated	SE
260710091090003	109	No Water Supply	12 B-Khan Street	10/07/2026	9	ReOpened	SE
260710091100003	110	Water Pollution	40/2-Vaikundapuram II	10/07/2026	9	Resolved	HO

Complaint No	Depot	Sub-category	Street	Date	Age (days)	Status	Pending with
260712091100001	110	Water Short Supply	Street260710091100003 Water Pollution 13/07/20263Resolved HO 412/07/2026 11.06 7MATHEW M JACOB 9444218061 4/2-Harrington Road 4Th Avenue	10/07/2026	9	Resolved	HO
260711091180001	118	Water Pollution	30-Pirasanna Vinayagar Koil 1St Street	11/07/2026	8	Escalated	SE
260711091180002	118	Water Pollution	145-Muthiah Street	11/07/2026	8	Escalated	SE
260711091120002	112	No Water Supply	18-Railway Boarder Road	11/07/2026	8	Escalated	SE
260713091220003	122	No Water Supply	Kamatchi Nagar	13/07/2026	6	Escalated	EE
260713091180003	118	No Water Supply	18, 20 & 22-Thandavarayan Street	13/07/2026	6	Escalated	SE
260713091120003	112	No Water Supply	47/54, Akshaya Apartments-Trustpuram 5Th Cross Street	13/07/2026	6	Escalated	EE
260713091190005	119	No Water Supply	32-Lalithapuram Street	13/07/2026	6	Escalated	EE
260713091130005	113	Others	Street-Corporation Tenements Iv Street	13/07/2026	6	Resolved	HO
260713091190006	119	No Water Supply	18-Begum 5Th Street	13/07/2026	6	Escalated	EE
260714091130004	113	Water Pollution	23-Grama I Street	14/07/2026	5	Escalated	EE
260714091130005	113	No Water Supply	8/5-Habibullah I Lane	14/07/2026	5	Escalated	EE
260714091170003	117	Water Pollution	11-North Crescent Road	14/07/2026	5	Escalated	EE
260714091100002	110	New Water Connection Not Yet Given	10-Harrington Road 3Rd Avenue	14/07/2026	5	Open	AE
260714091130010	113	Water Pollution	19-Jaganathan Road	14/07/2026	5	Escalated	EE
260715091230001	123	Booking Issues	7/51-C.p. Ramasami Road	15/07/2026	4	Resolved	HO
260715091100002	110	No Water Supply	25/4-New Street	15/07/2026	4	Resolved	HO
260715091220001	122	No Water Supply	Alwarpet I Street	15/07/2026	4	Escalated	AEE
R260715091170002	117	Sewer Main Block	Thangavelu Street	15/07/2026	4	In Progress	AE
260715091110001	111	Sewer Main Block	Street-Anna Salai	15/07/2026	4	Escalated	AEE
260716091250003	125	Sewer Main Block	14/1-Papanasam Sivan Salai (Palace Salai)	16/07/2026	3	Escalated	AEE