

WHITE PAPER



**Report on Civic Issues Registered by Citizens and
Deliberations done by Municipal Councillors in Mumbai
(March 2012 to December 2016)**

April 2017

Table of Contents

I. Foreword	4
II. Acknowledgement	6
Section I. Analysis of Political Party Manifestos	7
Table 1: Bhartiya Janta Party (BJP) Manifesto	8
Table 2: Shiv Sena (SS) Manifesto	13
Table 3: Indian National Congress (INC) Manifesto	15
Table 4: National Congress Party (NCP) Manifesto	17
Section II. City Summary of Civic Complaints	19
Graph 1: Comparison of most frequent complaints by citizens from Jan 2014 to Dec 2016	19
Table 5: Civic Complaints by Citizens in Mumbai during calendar years 2014 to 2016	20
Table 6: Sub-issue wise top four Civic Complaints by Citizens during the calendar years 2014 to 2016	21
Graph 2: Status of Potholes' complaints with reference to Voice of Citizen Portal	22
Map 1: Wards in Crisis	23
Map 2: Wards in Crisis (a comparison)	24
Table 7: Category-wise of Complaints escalated in the year 2016	25
Table 8: Status report of total complaints in year 2014 to 2016	26
Table 9: Issue-wise Status of Action taken on Complaints	27
Table 10: Ward wise status of Civic complaints	28
Table 11: Analysis of complaints attended (closed) in comparison with days mentioned in MCGM's Citizen Charter	29
Table 12: Comparison between the actual days taken and Citizen Charter specified days for the services given by the MCGM from 2014 to 2016	30
Table 13: Service wise complaints registered under RTS Act in the year 2016	30
Table 14: Tree Census Data	31
Graph 3: Comparison of Pollution Complaints	32
Graph 4: Month wise Air Quality Index	33
Table 15: Average AQI from April 2015 to December 2016	33
Section III: Functioning of Ward Committees	35
Table 16: Total number of Meetings, Attendance and Questions from March 2012 to December 2016	36
Table 17: Number of questions asked by Councillors from March 2012 to December 2016	36
Table 18: Issue-wise number of questions asked during March 2012 to December 2016	37
Graph 5: Types of devices used by councillors in the year 2012 to 2015	38
Table 19: List of Councillors who asked upto five Questions in each year from 2012-2016 in the Ward Committees	39

Graph 6: Answers given by Administration to Point of Order questions raised in Ward committee meetings in the Year 2016	41
Graph 7: Comparison of the average days taken to answer Point of Order questions in the Ward Committees from 2012 to 2016	42
Table 20: Top three wards in complaints and questions in proportion to the ward population in year 2016	43
Table 21: Top three wards in complaints and questions in year 2016	43
Table 22: Top three wards in questions asked in proportion to the Councillors elected from the ward in the Year 2016	44
Section IV. Ward-Wise Data	45
Table 23: Ward-wise total complaints in year 2014 to 2016	45
Table 24: Ward-wise top civic complaints for the calendar years 2014 to 2016	46
Table 25: Ward-wise top civic complaints for the calendar years 2014 to 2016	47
Table 26: Ward-wise top three Road related civic complaints in the years 2014 to 2016	48
Table 27: Ward-wise top three Drainage related civic complaints in the years 2014 to 2016	49
Table 28: Ward-wise top three Solid Waste Management related civic complaints in the years 2014 to 2016	50
Table 29: Top Four Water supply related Ward-wise civic complaints in the years 2014 to 2016	51
Table 30: Status report of complaints in year 2014	52
Table 31: Status report of complaints in year 2015	53
Table 32: Status report of complaints in year 2016	54
Table 33: Ward-wise average number of days for closing complaints in the year 2014	55
Table 34: Ward-wise average number of days for closing complaints in the year 2014	56
Table 35: Ward-wise average number of days for closing complaints in the year 2015	57
Table 36: Ward-wise average number of days for closing complaints in the year 2015	58
Table 37: Ward-wise average number of days for closing complaints in the year 2016	60
Table 38: Ward-wise average number of days for closing complaints in the year 2016	61
Table 39: Ward Committee and Ward-wise Number of Meetings, Attendance in (%) and No. of Questions Asked from January 2016 to December 2016	62
Table 40: Issue-wise questions asked by Councillors during the period January 2016 to December 2016	63
Table 41: Tree Census data	65
Annexure1 – Political party-wise data	66
Table 42: Party-wise number of questions asked by Councillors during March 2012 to December 2016	66
Table 43: Party-wise number of questions asked on civic issues during March 2012 to December 2016	67

I. Foreword

‘What’s in name?’ Shakespeare pondered long ago. But had he witnessed the workings of the Municipal Corporation of Greater Mumbai (MCGM), he might have pondered differently. In 2016, with elections approaching, the most questions asked by councillors, by far, were on renaming of roads and chowks (squares). As many as 23% of the questions asked were on this issue. This is a huge jump from the corresponding figures for the previous three years—15%, 11% and 15% respectively. Our city custodians, the municipal councillors, seem to firmly believe that the signboard on the road is a bigger priority for average citizens than the potholes on it.

The spurt in the number of questions on renaming of roads was just one fallout of the recently-concluded elections. The polls also provided a chance for political parties to place before the public their manifestos. A comparison of promises made in these manifestos with the concern shown by the same political parties in the preceding years shows an interesting analysis. The voters would be justified in assuming that the issues which concerned the parties during the election process (as reflected in the manifestos) would also have concerned them in the preceding five years. However, that is not exactly the case.

For instance, during March 2012 to March 2016 in all the official committee meetings, the BJP asked only 18 questions on potholes, although it was in the forefront when it came to highlighting the problem of pothole-ridden roads. Similarly, the Shiv Sena has asked only three questions on ‘Road Tendering’. A particularly worrisome statistic, in Ward Committees, the most decentralised and the forum that can be the most effective for redressing civic issues, is that there were 88 out of 227 councillors who have asked upto five questions annually in the period between March, 2012 and December, 2016. There were two (Jyotsna Parmar and Ujjwala Modak) councillors who had not asked a single question in that period in the ward committees meetings.

Starting this year, Praja will be analysing the questions asked and issues raised by the councillors with the promises made by the political parties which they represent in their manifestos. This is an effort to ensure that promises made in manifestos do not remain empty slogans, but are followed up with due alacrity.

But while political parties act as pressure groups, bureaucrats and MCGM technicians are the ones who actually resolve civic issues. A frequent citizen complaint is that they have no mechanism to enforce accountability on officials who do not respond to complaints. The escalation matrix, a system of automatically placing overdue complaints before higher authorities, is one such mechanism.

From our analysis of the escalation matrix, it is seen that 17% of the complaints (13,713 out of 81,555) have been escalated to higher authorities. Once complaints are escalated most of them reach the level of the Municipal Commissioner, passing three subsequent levels of escalation. In the year 2016, only three complaints which escalated to higher authorities were resolved below the level of the Municipal Commissioner. The complaints have reached the civic chief in 13,578 out of 13,713 (99%) cases.

This is a very unfortunate state of affairs for two reasons. One, it means that officials at the MCGM’s intermediate levels are not addressing the escalated complaints at their end, due to which complaints are getting piled up at the very top of the hierarchy. This means that the time and resources of the Municipal Commissioner’s office are being spent on a large number of complaints which should not reach that level. Two, it means that citizens cannot get their complaints resolved in their own neighbourhood and have to run from pillar to post to seek justice. If ward committees function effectively, they can successfully address citizens’ complaints in a decentralised manner.

But data on ‘action taken’ and ‘complaints closed’ often serves more to conceal than to reveal. The mere fact that a complaint reached the highest level in the MCGM’s hierarchy does not necessarily mean that it was

satisfactorily resolved. The Action Taken Report (ATR) on the complaints makes no mention of whether citizens are satisfied with the resolution of their complaints. Thus, the MCGM's data on action taken reports and closed complaints needs to be taken with a pinch of salt. To get an idea about this aspect, a complaint audit—by means of a survey of citizens whose complaints were resolved—can be an effective mechanism.

Indeed, the civic body must now move beyond regarding the people as passive recipients of services. It should enable them to have a say in how their city is run. For this, it need not look too far for inspiration. The MCGM's own 'Voice of Citizens' app on roads and potholes was a prominent example of how the right technology and promotion strategies can help citizens communicate their grievances to the civic body. Unfortunately, although complaints on roads and potholes surged after the launch of the app, it was subsequently closed. The voice of citizens, so to say, is still ringing in the air. It is up to the MCGM to listen.

All the same, a reassuring statistic is that in 61% of cases where a complaint was filed, the MCGM responded by providing a 'service'. This means that the problem is not the absence of a response per se, but the lack of a satisfactory response. Thus, citizens must not resign themselves to the current state of civic services but continually demand their due from the government and elected representatives.

NITAI MEHTA

Founder Trustee, Praja Foundation

II. Acknowledgement

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STIFTUNG **FÜR DIE FREIHEIT**

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Section I. Analysis of Political Party Manifestos

When political parties make certain promises in election manifestos, it is expected that they would have put some thought into those issues in the years leading up to the election. If parties made an effort to raise these issues in the period before the elections, then it indicates a sincerity towards the causes they espouse. It also indicates a coherent thinking process of the parties.

The most objective way of analysing this is by comparing the promises in the manifestos with the questions asked by the councillors in the corporation and its various committees. For this, we collated all the promises made by major political parties in their manifestos and divided them into several broad categories. Not all parties have necessarily asked questions related to all of these categories. Within these categories, we have compared specific issues raised by the parties in their manifestos with questions raised by them in the preceding years. Thus, we have restricted our analysis to these sub-issues rather than focusing on broader issues.

In our analysis we have compared Issues in Political Party Manifestos for 2017 MCGM elections and Questions asked by respective Party Councillors during March 2012 to December 2016. We have given the benefit of doubt to political parties while comparing issues mentioned in the manifestos with questions raised earlier. For example, if completion of the Gargai project was listed as an issue in the manifesto, questions related to increased water supply were taken as being related to this issue, even if the questions were not specifically about the project. This is because although the completion of the project is a specific issue, it is linked to the broader question of adequate water supply.

We are going to track this section every year in our civic issues report henceforth to see whether the newly elected councillors are raising any of the issues that their respective political parties have mentioned in their manifestos. We will be tracking their promises against their work in the next years' to come in this term.

Table 1: Bhartiya Janta Party (BJP) Manifesto

BJP	
Manifesto Points	No. of Questions
1. Affordable housing	4
Completed by 2022 under Pant Pradhan Awas Scheme and house for everybody ; Construction of 11 lakh affordable houses to provide house to everybody in Mumbai; Slum Redevelopment Scheme, MHADA redevelopment scheme will be speeded up; Ownership house will be provided to Corporation’s cleaning staff within five years; Redevelopment of B.D.D./B.I.T. Chawls and Dharavi; Section 33(7) will be made applicable to residents in dilapidated buildings in suburbs; Rehabilitation of slums near airport and slums of hill slopes; Shifting and rehabilitation of slums in C.R.Z. area.	
2. BEST Transport	8
To manage budgeted deficit in Best budget, cross subsidy will be granted by Municipal corporation; Wi-Fi system will be installed in all bus depot and buildings of Best; Pollution free Best buses running on battery will be purchased; Five big Best terminals will be constructed in Mumbai; Multi-storied parking areas will be constructed on premises of Best depots to enhance income of Best undertaking; Considering new network of Metro bus routes will be re planned and changed; Mobile app PIS - Passenger information System - will be developed so that passengers will know definite timing of bus service; Scheme will be prepared for Best employees preferably for best bus drivers and conductors.	
3. Development Plan	57
Inclusion of development plan mandatory of the Municipality under section 61 of Municipality Act, 1888; New independent department for the strict implementation of Development Plan 2034 and erection of independent ward in every departmental office; implementation of special campaign/ security policy to allow access of Occupation Certificate to buildings older than 15 years; Cancellation of increased property tax and increased water bill in case of buildings older than 15 years; Policy decision for the use of Fungible FSI of discounted rates to regulate additional carpet area covered by flowerbed, balcony; Immediate possession of reserved and facility land plots developed under Reservation to make them available for public use; Logging redevelopment of 103 Municipal markets in Mumbai will be completed in 5 years; Additional galas available in market; redevelopment will be used for rehabilitation of project affected hawkers and footpaths will be cleared; "Mumbai Bazar-hut" will be started of free facility plots in Mumbai; Reserved galas will be made available on rent in municipal markets for products from Konkani; Mumbai Nagpur Samruddhi Corridor; Mumbai Delhi Corridor; Mumbai-Pune-Nashik Ahmedabad Bullet Train; Sewri-Nhava Shev Trans Harbour Link way connecting Mumbai and Navi Mumbai within 30 minutes will be completed; Metro Projects- 2,3, 4, 5, 6,7 will be completed before year 2022 and passenger capacity will be increased by additional 90 lakh Passenger; Passenger carrying capacity will be doubled from present with construction of High, Railway on present railway route (Rail-over-rail); Row-row water transport will be started. Borivali- Nariman point, Belapur - Gate way, Bandra, Juhu, Charkop, Versova, Tender process initiated Rope-way transport will be started between Mumbai and Navi Mumbai and Uttan-Gorai- Borivali; 500 Wi-Fi spots started in Mumbai; 4717 CCTV cameras - 24 hours electronic surveillance system active; irregular traffic in Mumbai will regularised with use of state-of-the art technology by Digital Policing using CCTV in Wi-Fi Mumbai; BJP's central government scheme- Now three independent residents by Mumbai port Trust available for cancer patients undergoing treatment in Mumbai; Free Wi-Fi will be made available for citizens of all main roads, public markets, gardens, Crowded areas; Large CCTV Network will be built up of public places. schools, bus stands, hospitals, gardens and crowded areas by following up with State Government.; Wi-Fi system and CCTV system will be coordinated with Municipal Corporation- Mumbai Police-Mumbai Fire Brigade- Disaster Management System and in turn third eye will keep watch on of crimes-criminals and Disaster Management will be strengthened and mode effective; Power generated from non-conventional sources like solar energy- wind energy will be used in various Municipal buildings and complexes.	
4. Disaster Management	2
Additional Disaster Management Centre will be established in the east and west suburbs; Fire Department and hospitals, State of art systems will be created for management; Non-government organizations helping in the disaster management will be connected with the Disaster Management Centre; Disaster Management Training Centre will be established. Through this centre, a Disaster Management Volunteer force will be created.	

<p>5. Fire Brigade</p>	<p>3</p>
<p>Number of Fire Brigade Stations will be increased. Number of Fire Brigade stations will be decided considering geographical area based on population; Mini fire tenders will be made available for Gaothans, Koliwadass, hilly areas, etc.; State-of-the art and scientific firefighting equipment's will be purchased to make it reachable in high-rise buildings.; Special training centres will be started for Fire Brigade; Considering this proper fire resistance uniform and equipment/material will be provided to every fire officer and fireman; Wireless fire panic button will be installed in each building using Wi-Fi system and through it each building may be connected to control room of Fire Brigade by pressing just one button</p>	
<p>6. Flood Management</p>	<p>16</p>
<p>Additional FSI will be given to the residents residing in the low level areas which suffer from floods.; Additional Water Expressing Centres will be established to drain the rain water speedily.; A network of small rain water lines will be created on the roads in Mumbai and the missing links will be found out to make the water flow network complete.</p>	
<p>7. Holistic Development</p>	<p>1</p>
<p>Theatres will be developed oi facility plots in Mumbai city; Development and beautification of Haji Ali in Mumbai will be undertaken; Cemetery for Shia Muslims will be developed; Recreation centre for senior citizens will be started in each zone; Special school centre will be started in each zone for mentally handicapped. Free bus service will be made available to such students; Mumbai will be made banner-free by removing all unauthorised banners, hoardings; To enhance participation of citizens in administration, a meeting will be called under chairmanship of Ward committee in each zone once o month to communicate with non-government and social organizations; To implement 'Happy Street' concept for citizens in each zone necessary arrangement will be made by corporation; Premises will be made available for construction of fuel canterers, CNG gas/Petrol/Diesel station for vehicles on East-West High Ways and important roads; Special policy will be framed to encourage registered 30,152 business and professions in Mumbai for generation of employment and self-employment</p>	
<p>8. Municipal Hospital</p>	<p>18</p>
<p>Make use of Health information Management System to entirely computerize the health service provided in all the major and minor hospitals of the Municipality; install RISPAC (Radiology information System Picture Archival Communication System) in every major hospital; build individual hospitals in east and west suburban for the treatment of infectious diseases; make additional 500 ventilators available in the hospitals in Mumbai; redevelop TB Hospital; Build special hospitals for AIDS control; Girl child is born in the Municipal Corporation Hospital, on amount of Rs. 5000/- will be kept as fixed deposit in the name of that girl child for 18 years; build trauma centre and dialysis centre in each hospitals; Build a special hospital for treatment of cancer in the jurisdiction of Municipality; Improve ICU capacity and ventilators in hospitals.</p>	
<p>9. Municipal School Education</p>	<p>77</p>
<p>Build new schools for physically challenged students in every administrative ward and to take them to and fro these schools a free special bus service will be made available; Strict implementation of Right to Education Act; Special campaign to improve the number of Marathi schools and Marathi Medium Students; Increase in the number of semi-English mediums along with other mediums; Commission of Kindergarten (KG) closes in all Municipality schools; Maintenance of digital catalogue to reduce & control the student dropout rate; Erection of updated computer labs in all Municipality schools; Improvement in capacity to gain knowledge through digital classrooms along with updated educational material, equipment's and audio visual technology; Special focus on cleanliness in Municipality schools; independent website of education department and availability of educational material; Erection of Dr. Abdul Kalam Educational Science Centre to improve students interest in Science; Organisation of various study tours for Municipality students; Study rooms and libraries in Municipality schools; Strict quality control of the nutritional value of Mid-day Meal food and achievement of quality improvement; implementation of Control Government's Skill Development Programme for Seventh and Eighth Standard students; Complete the process of appointing sufficient number of teachers.</p>	
<p>10. New Road Project</p>	<p>6</p>
<p>No street tax till new roads are not made; a network-of elevated roads near the rail roads will be created by the Municipal Corporation; As per Municipal Corporation Act, clause 61(N), it is mandatory to wash the roads and clean the roads; Clause of utility duct will be included in the roads contracts; More bright with use of L.E.D. bulbs to all street lamps and electricity will be saved on a big scale; High mast L.E.D. lights will be installed of major junctions of main roads; Streetlights will be provided in slum areas.</p>	

<p>11. Open Spaces</p>	<p>50</p>
<p>Protection of all open spaces; Development and beautification of open spaces will be done as well as suggestions will be entertained by the local people before the implementation; Open spaces will be kept open for public; Erection of mobile tower in a garden will be prohibited; Beautification of Powai Lake and of all other lakes; Cleaning and beautification of coastline and beaches; Erection of CCTV system on sea beaches for security, also life guard will be stationed; Stationing of cleanliness volunteer unit for 24 hour maintaining of cleanliness of sea beaches; Establishment of independent authority for the purpose of cleaning, purification and beautification rivers; Commencement of water sports on water fronts; Appointment of committee of environmental experts to study the hazardous as well as environmental friendly elements for Mumbai; Protection and conservation of 12859 hectares of Natural area that constitutes 29.59% of total area of Mumbai; Strict penal action against things that are harmful to the environment; Use of satellite images and camera drone for protection of mangrove forests on lands; Construction of Mangrove park on a forty acre plot in Mulund as well as in Kandivali Charkop; Large scale plantation of trees in Mumbai city. Felicitation by the Mayor of the participants and NGO's that plant and adopt more than 3000 trees; Making of 1503 silent zone areas in Mumbai free from noise pollution by sound absorbing/cutting technology like MMRDA of the state government; Erection of smoke towers to measure and control the pollution level; Completion of Noise Level Mapping in Mumbai. Along with air pollution, to control noise pollution, measurement with decibel metres of levels of noise by vehicles and other sources and proper action against them.</p>	
<p>12. Planning of Hawker and Peddlers</p>	<p>26</p>
<p>Planning and regulation of the street hawkers; Provision of all facilities to hawkers and peddlers to do their businesses in a respectful manner.; planning and regulation of hawker and peddler business via guidance system; Surveys of hawkers and peddlers to determine and give a fixed timing of business and areas of operation; Mobile hawkers and peddlers permit for those who operate on two-wheelers, three-wheelers and four-wheelers; issuance of permit for former weekly market in big housing societies as per no objection certificate and recommendation of the said society; Official spaces and licences to miscellaneous professionals such so leather workers, flower-garland sellers and newspaper sellers; Reservation for physically challenged in hawkers and peddlers area.</p>	
<p>13. Potholes</p>	<p>18</p>
<p>Policy of making roads in Mumbai free of potholes in five years.</p>	
<p>14. Property Tax</p>	<p>3</p>
<p>Property tax rates will be stabilised for 5 years; Each property holder will receive individual property bill; Abhay scheme will be implemented for recovery of arrears of property tax; Special discount will be given to green and environment supporting buildings using unconventional energy, classifying wet and dry waste, and reusing-drainage water.</p>	
<p>15. Public Health</p>	<p>28</p>
<p>Introduce o Citizen Smart Health Card for the citizen and these cardholders will be provided a free body check-up once every year; Conduct o health survey of Mumbaikars; Implement Mumbai Mahanagarpalika Jeevandayi Aarogya Yojana; Make available a Rs.5 lakhs per family/per year Health Insurance Cover; Available the essential medicines for free. For that purpose, will update the list of medicines. Focus will be on more utilisation of generic medicines; Introduce a telemedicine consultancy; Expand blood component lab; Introduce skin bank in Mumbai; Introduce a special outpatient ward for poor patients operational from 7.00 PM to 10.00 PM; Make available independent patient ward (paid ward) for patients or reasonable rates; Introduce a Yoga Training Centre and Yogic Healing Treatment Centre at every ward and will make integrated medicines and treatments available; Improve the current undergraduate and postgraduate student admission capacity of the Municipal Medical College.</p>	
<p>16. Road Tendering</p>	<p>9</p>
<p>People will be given double financial compensation to the people affected by road widening.</p>	
<p>17. Sanitation</p>	<p>30</p>
<p>Free water and electricity will be provided to the public toilets in the slums.</p>	

<p>18. Sewerage</p> <p>Immediate attention will be paid to the 50% un-sewerage areas and a time bound program will be established to create a network of sewerage systems.; the sewerage connection will be made available to anybody who applies for the same.; Municipal Corporation will establish eight S.T.P. (Sewerage Treatment Plant).; In the remote areas - hilly areas the modern technologies such as micro-tunnelling will be used; S.T.Ps will be made compulsory for re-use of waste water in industrial areas, commercial complexes, non-residential offices and big residential complexes; Avoid thefts of the lids of chambers of the sewerage lines, new lids made with fibre will be used to avoid potholes created by its weight; Scheme of toilet for every home will be implemented in all the slums and for the same the work of sewerage systems.</p>	5
<p>19. Social culture/ Tourism / Encouragement to Mumbai Tourism / Monuments Of The Great Personalities/Marathi Pride</p> <p>"Redevelopment policy" will be framed for giving justice to sons of soil of Gaothon, Koliwadadas; Special efforts will be made to provide basic amenities to residents in C.R.Z. area; Upgradation of walkaways, lighting, lavatories, sanitation, etc. for sons of soil Koli, Agari, ST's of Gaothan, Koliwada, etc.; Permission to be granted for repairing homes in Gaothon, Koliwada by relaxing stringent conditions; Health centres/mobile dispensary will be made available in Gaothon - Koliwada area; independent closets/ shades will be constructed of various places for sell of fish for koli women; Agari - Koli Bhavan to be built; Work lagging behind in Zoo will be completed in one year; Clean state-of-the art and strong cages and other facilities will be made available on priority basis to give justice to Indian animals.; 23 Theme gardens/gardens will be developed; New Indian animals and birds will be brought; Interpretation Zoo, Aquarium, cafeteria and administrative office will be started newly immediately in constructed building; Work of Entrance plaza will be completed; A lesson on Samyukta Maharashtra Movement will be included in the curriculum of each student learning; A special scheme for preservation of Marathi language will be implemented by Municipal corporation. Efforts will be made by this department to use Marathi on computers and websites to maximum extent; Mumbai Marathi Sahitya Sammelan' will be organised; Mumbai Museum Gallery will be constructed exhibiting History of Mumbai and Pride and Culture of Maharashtra; Mumbai's local deity "Shri Mumba Devi Mandir Area" will be developed; Marathi Granthsangrahalaya will be upgraded; Corporation's theatres will be made available to Marathi drama of discounted rates on priority basis; independent Tourism Development Department will be started in corporation for encouraging Mumbai Tourism; Eastern sea coast will be opened for tourism. Attractive water fronts. cruise terminal, row-row transport, marine plaza, water sports and theme garden will be developed in that area.; Services like Nilambari, Vibhavari best buses and amphibian duck buses will be provided and upgraded to encourage Mumbai Darshan tourism; In the Indian Ocean, the tallest monument of international quality of Chatrapati Shivaji Maharaj will be created; A gigantic monument of Dr. Babasaheb Ambedkar of Indu Mill; A giant monument of Hindu Hriday Samrat Balasaheb Thakare.</p>	10
<p>20. Solid Waste Management (SWM)</p> <p>Free dust bins will be provided for the classification of wet waste and dry waste; Call 24x7 waste collection will be done to implement the Zero Waste campaign; Number of small waste carrying carts (ghanta gadi) will be increased and the waste in the slum areas and remote areas will be collected.; Housing societies which will carry out classification of waste into dry waste and wet waste will be given financial incentives in the tax system; Vehicle Tracking System under GPS system will be used on approx. 1500 waste carrying vehicles making 3746 trips daily; Clean area voluntary group will be created under the Special Cleanliness Campaign in the slum areas and in chawls; Slum Adoption scheme (Dattak Vasti Yojana) will be implemented effectively; For the solid waste management, considering that the capacity of waste process land in Mumbai is finished, alternate arrangements will be established in Mumbai Mahanagar boundaries.; Project for generating electricity from waste will be implemented; Systems will be established to lift the debris and process it to create sand for the construction material and re-use the same.</p>	57
<p>21. Traffic Management</p> <p>Traffic Comprehensive Mobility Plan prepared by the state government will be implemented by the year 2020 and the Western Free Way; State of art signalling systems will be established; Traffic guidance will be made available using the state of art G.P.S. systems; Follow up with the state government will be done on expansion of Eastern Express Freeway will be carried out from Govandi to Ghatkopar-Thane and will be connected to the Metro-4 route; Providing of parking palace at railway stations, bus stands, rickshaw stands and crowded places; SATIS(Station Area Traffic Improvement Scheme) will be implemented.</p>	25

22. Transparent administration/Tendering Contactor/Citizen Participation	
<p>Some contractors in Mumbai municipal corporation have provided low quality work for which their cartel will be put to an end so big contractors can work; Municipal corporation will enter into joint ventures for contract work; Changes in law will make it compulsory for the officers of municipal corporation to show their balance sheet; The persons who are helping cartels in tenders and opposing the E-tender will be booked under organized crime.; The information about proposed and sanctioned proposals of the Mumbai Municipal corporation will be published in a transparent manner for the citizens of Mumbai; In every six months funds allotted to the municipal councillors and their details will be provided in a booklet form and electronic form for all citizens free of cost; Citizens who inform about thefts or persons involved in theft or help in increasing municipal corporation's income will be given 10% without disclosing their names; A ,Up-Lokayukta, designation will be created as per the present laws in the Mumbai Municipal Corporation jurisdiction , for the citizens of Mumbai.; Whenever the citizens of Mumbai lodge complaints, these complaints are finally entangled in the maze of the legal department procedures of the Municipal Corporation; Every year, one audit of the balance sheet of Mumbai Municipal Corporation will be carried out and its report will be published in a simple language for the common public.; If there are variations In the given contracts then a Third Party Audit will be carried out for the same; In one year suggestions and proposals will be invites from the citizens; The complaints submitted by citizens and action taken for the same will be informed to citizens by a SMS; The force of inviting consultation from consultants, opinions from experts, scheduled rate, earnest money etc. will be carried out by expert committee and their suggestions will be implemented within six months.; As per the Right to Service Act, a Right to Municipal Service Act will be proposed and Citizen Charter will be established.; It will be made compulsory for the elected municipal councillors to conduct Area Meetings under the 'Model Nagar Raj Bill'; The entire administration of Municipal Corporation Head Office and Divisional Office will be connected through video conferencing; Financial incentive will be given to those citizens in Mumbai who will carry out all services, facilities, transactions hundred percent cashless; A separate mobile app for municipal corporation to submit complaints and suggestions for citizens; A Special Force will be established to implement the suggestions given in the internal and external audit report of the Municipal Corporation; An inquiry of the Educational, Health and other projects, initiated during the lost twenty years in the Municipal Corporation under P.P.P. contracts and their current status will be carried out by a retired judge.</p>	3
23. Water Supply	
<p>Water for any one, For the next 5 years; 24 hour water supply will be provided; Right to water- who ever applies for water will be supplied water; Where no taps are there water will be provided through tankers; 750 litres per day per family; The Water Projects of Gargoi. Pinjal, Damanganga will be completed and 3200 MLD additional water will be made available; Water Purification systems will be improved; Protection of bigger main water lines, along with the security guards, E-security guards, i.e. C.C.T.V. cameras will be fitted; Modernization of Water Hydrant will be carried out for prompt emergency management and removal of complaints about contaminated water. The Water Hydrant will be cleaned with a time bound program.; Stop the monopoly of the licensed plumbers, on area-wise panel of the licensed plumbers will be prepared and fixed rates will be decided for the services offered; Processing plant will be established to convert the saline water of the ocean into potable water; Wherever there is no tap connection, Municipal Corporation will supply water through tankers; Time bound program will be designed to fight this dreadful problem and will be implemented immediately.</p>	32
24. Women, children, youth & Welfare of youth / Senior citizens	
<p>Increased Special Financial Provision for women in gender budget; Commission of women employment, training centres for self-employment, Sakhi-Kendras, Women Support Centres and Skill Development Centres; Consultation Centre for technical guidance and financial help in self-employment; Fully-equipped maternity homes; NICU & infant Specialty Ward in Mumbai City and Suburbs; Right To Pee - E-Toilets will be created for women in the vicinity of one kilometre and the information about these will be made available on mobile apps; Availability of sanitary napkin handing machine and sanitary napkin disposable machine in ladies' toilets.; Sports grounds with modern facilities will be created for youth; Premises with more than 10000 sq. ft space available there football court, basketball court, etc. and gymnasium to be erected; Swimming pool will be constructed in each administrative zone; indoor stadium will be constructed in each zone; Study room and digital library will be constructed for students; Skill development centre will be constructed for youth; Self-employment counselling centre will be constructed for youth; Mayor Trophy Competition will be organised for country sports of Mumbai level.</p>	91
Total	579

Table 2: Shiv Sena (SS) Manifesto

SS	
Manifesto Points	No. of Questions
1. Affordable housing	14
Gharkul' scheme for sanitation workers and other municipal employees.	
2. BEST Transport	20
Unified budget for BMC and BEST; To start small buses for people living in suburbs; Integrated bus, metro and local pass.	
3. Development Plan	75
To classify Koliwad as 'Gaothans' to allow their development; To retain Aarey colony as a green zone under the new Development Plan.	
4. Disaster Management	5
5. Fire Brigade	12
6. Flood Management	85
New pumping stations at Mogra and Mahul.	
7. Municipal Hospital	67
To set up a medical college in Shatabdi hospital; To set up a Pathology lab at Cooper Hospital; To set up special hospitals for management of diabetes; Stores selling generic medicines in civic hospitals.	
8. Municipal School Education	194
Encouragement to skill development and vocational training; To set up e-libraries in island city as well as suburbs; Starting self-defence training for girls ; Priority in BMC jobs to be given to students from BMC schools; To set up a 'Sangeet' academy in every ward; Better and more nutritious mid-day meals.	
9. New Road Project	12
Completion of the Goregaon-Mulund Link Road project; Two-wheeler stands for citizens and dabbawalas near stations; Completion of the Coastal Road project.	
10. Open Spaces	179
To construct new gardens, and also undertake beautification of traffic islands; More spaces to be created for sports to be played on open grounds.	
11. Planning of Hawker and Peddlers	46
12. Potholes	37
13. Property Tax	5
Property tax waived off for houses less than 500 sq. feet; Concession in property tax to be given to houses larger than 700 sq. feet if they segregate waste, conduct rain water harvesting, etc.	
14. Public Health	136
Balasaheb Thackeray Aarogya Kawach Yojana; To set up modern facilities for healthcare of sanitation workers; To introduce ambulances which can serve multiple patients at a time for use in disaster or emergency situations; To introduce 'OPD on wheels' project to ensure health at citizens' doorsteps.	
15. Road Tendering	3
16. Sanitation	46
To increase the number of public toilets.	
17. Sewerage	18
18. Social culture/ Tourism / Encouragement to Mumbai Tourism / Monuments Of The Great Personalities/Marathi Pride	12

A memorial will be constructed as a tribute to Marathi theatre; To set up a memorial for freedom fighters; To create a tourist attraction on the eastern shoreline; To construct a 'Dabbawala Bhawan'.	
19. Solid Waste Management (SWM)	141
Garbage processing centre to be set up at Deonar dumping ground.	
20. Traffic Management	56
21. Water Supply	52
To set up treatment plants for reusing sewage water; To complete Gargai, Pinjal projects at the earliest.	
22. Women, children, youth & Welfare of youth / Senior citizens	165
Sanitary napkin vending machines in toilets for women; To set up recreation centres for senior citizens; To construct a football ground as well as an international level training centre for shooting.	
Total	1380

Table 3: Indian National Congress (INC) Manifesto

INC	
Manifesto Points	No. of Questions
1. Affordable housing	17
2. BEST Transport	6
3. Development Plan	76
4. Disaster Management	3
5. Fire Brigade	8
6. Flood Management	69
7. Municipal Hospital	21
Free medicines will be distributed in all Municipal hospitals; After co-ordinating with the private hospital doctors, special panel will be established for providing free service at Municipal Corporation hospitals.	
8. Municipal School Education	89
To make sure that every BMC school is made as the same level as Right to Education (RTE); Many schools which have been closed will now be made open; Structure of all the schools will be upgraded; The shortage in the number of teachers will be removed; International School Plan- In the start we will develop one BMC school and make it of an international level and with that experience will make all the schools in the city of that level; Each ward will have an advanced digital and traditional library; Students of Municipal School will get free bus pass for travelling up to 5 kms.	
9. New Road Project	11
In the coming 7 years, all roads will be built of concrete; It would be ensured that with new roads, useful ducts would be made; Each ward will have an engineer team appointed to look after the roads.	
10. Open Spaces	80
All the open spaces like Recreational grounds, Playgrounds, gardens will come under the possession of Municipal Corporation; Maintenance of all the open spaces will be done by Municipal Corporation; Mumbai people will now get free entry at all open spaces; An independent department will be appointed by Municipal Corporation to look after the open spaces; Political leaders who have taken the possession of the open spaces and encroached on these spaces, action will be taken against them and the lands will be taken and their shops will be shut; Identification of the poor slums near the open spaces so that we can improve the living conditions of the poor people.	
11. Planning of Hawker and Peddlers	21
Hawker Protection Act passed in the parliament will be followed in accordance; All the hawkers working in Mumbai will be given a legal licence so as to stop the bribe that they pay, which will also help in giving justice to the traders and residents; Arrangements to make available nice, clean and free sidewalk on all paths in Mumbai; Proper legal system to be implemented so that the hawkers carry on with their work on their demarcated places.	
12. Potholes	14
Complaints on potholes to be addressed within 24 hours.	
13. Property Tax	1
Property tax waived off for houses less than 500 sq feet; To make the Clearance Department more skilled and to incorporate transparency and will reduce the price of houses; Organising of Citizen Meetings in every 3 months with BMC officers and steering committee heads; Organising of people gatherings in every 3 months with ward level officers and municipal servants for discussion of grievances.	
14. Public Health	61
In Municipal Corporation's budget, funds for the health service will be raised by 15%; Under the policy, 'Doctor Aapke Dwaar Par', ambulatory clinics will be opened up in each constituency. Will have one doctor, one nurse and medicines free of cost for the patients; Free transport facility for the pregnant women during their puerperium for their visits to the hospital ; Free blood will be made available at blood banks at all health departments of BMC ; Free yearly health check-ups for the women of the age group 20-40 years; Two to three times increase in the number of doctors and health staff at municipal corporation.	

15. Road Tendering	
Appointment of an independent audit team for the inspection of the condition of all roads- grouping and classification of all roads will be done.	5
16. Sanitation	39
17. Sewerage	20
18. Social culture/ Tourism / Encouragement to Mumbai Tourism / Monuments Of The Great Personalities/Marathi Pride	6
19. Solid Waste Management (SWM)	
The first motive is to make Mumbai clean and trash free; Arrangement to shift all the three dumping grounds out of Mumbai; International methods for the disposal of wastes will be brought to Mumbai; Process for the production of electricity, gas, compost by wastes will be started; To treat every drop of dirty water in Mumbai, Dirty Water Process Plant will be made ready at many places.	107
20. Subsidised Meals	
Municipal Corporation canteens will be opened up in many places which will provide full meal at low prices. In the start, this policy will start at all major centres. Afterwards, this facility will be opened for all the citizens in many parts of the city; 'Manpa Thali' will be given at the least rate of Rs. 20 for the general public at Municipal canteens.	1
21. Traffic Management	
Study of the intelligent traffic distribution and management will be done, so that, in times of heavy traffic the reason for the traffic jam and distribution is ascertained.	26
22. Transparent administration/Tendering Contactor/Citizen Participation	2
23. Water Supply	
Free drinking water for each family as per their necessity; Every household will get water connection for Rs. 1500; Will work on reducing water leakage, aim is to reduce the leakage by 10-15%; Establishment of fully advanced digital system to measure the water flow in the city and to prevent any water theft and water leakage; 100% water meter policy to be implemented without any pendency; Aim to make Mumbai tanker-free.	40
24. Women, children, youth & Welfare of youth / Senior citizens	
Availability of advanced digital and traditional library (for various competitive exams) with newspapers, computers and Wi-Fi; Free bus travelling pass for the graduate students; One Sports School for every five ward to promote youth for a healthy lifestyle and to pursue a career in sports; International level centre for Olympics and other games; Training centre for the development of the reading-speaking skills of English and Marathi language for better job opportunities; Mumbai Students Self Career- Youth of the age group 15-25 years helping in the cleanliness programme of BMC for 5 days in a year will be given smartphone and free Wi-Fi for a year; Under the Municipal Corporation Canteen Policy, prominence will be given to the Women Self Help Group by creating jobs for them; High standard toilets will be built across Mumbai only for women with the availability of free sanitary napkin vending machines; Skill Development Centre will be opened to promote women's talents; Women and Children homes for poor women; Availability of open spaces near poor slums so that the mothers can spend time with their kids; Easy accessibility towards health wellness of women and their children; Joint venture of Municipal Corporation with Mumbai Police for women safety; Reserved tables for women at Municipal Corporation canteens; All the Municipal Corporation canteens will be run by Women's Self Help Group.	63
Total	786

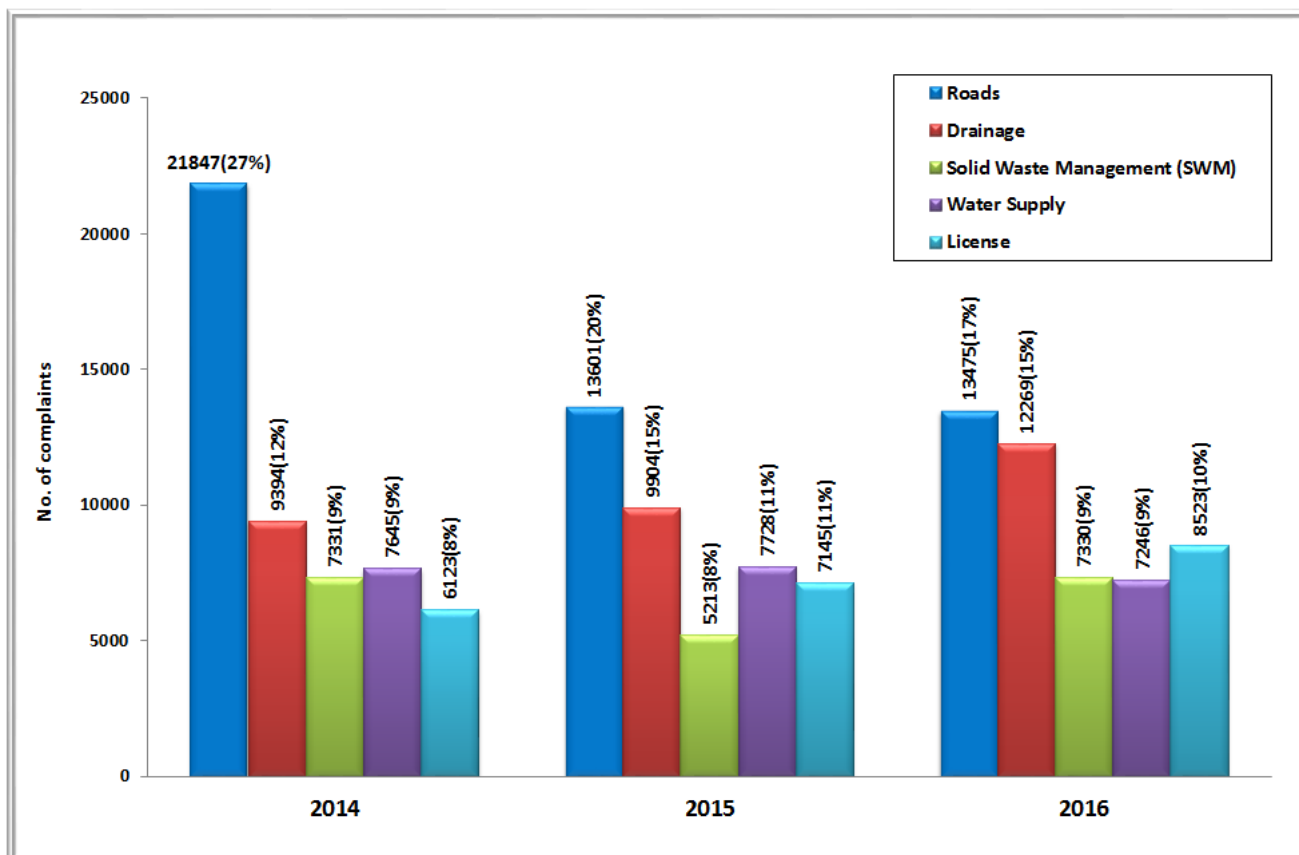
Table 4: National Congress Party (NCP) Manifesto

NCP	
Manifesto Points	No. of Questions
1. Affordable housing	1
2. BEST Transport	2
Mini bus services for localities far from railway stations; Connecting buses to trains, metro and monorails; For electricity users, waiving of all charges except electricity tax; Land allotted for BEST bus stands, electricity sub-stations, etc. will not be sold and will be used for their designated purposes.	
3. Development Plan	13
Mobile markets at ward levels; To set up a fish market to be run by women in every ward; To construct toilets for women in fish markets; Concession on property and water tax	
4. Disaster Management	0
5. Fire Brigade	6
To acquire land marked under DCR to construct fire station; To set up two separate fire stations in the suburbs; Rules will be modified to introduce new methods of fire-fighting for high-rises	
6. Flood Management	11
7. Municipal Hospital	41
To ensure that civic hospitals have adequate facilities such as trauma centres, CT scans, etc.; To make the Sewri TB hospital a world-class and modern hospital; To set up two municipal hospitals of the standard of KEM hospital in the western and eastern suburbs; To improve security and install CCTVs in municipal hospitals; Stores selling generic medicines in civic hospitals; Laboratory testing facilities to be available in civic hospitals	
8. Municipal School Education	37
To improve condition of municipal school buildings which are in a dilapidated condition in accordance with the report of the Justice Dhanuka committee; To provide life insurance scheme for all civic school students; Plots reserved for schools will be used only for that purpose; To give encouragement to students who excel in sports and arts; Priority in BMC jobs to be given to students from BMC schools; Municipal corporation will bear the cost of further education of students who score more than 75% marks	
9. New Road Project	0
Streetlights running on solar energy to be constructed; Blacklisting of contractors who do substandard work; Widening of narrow roads	19
10. Open Spaces	
Beautification of all Chowpaties; Installation of CCTV cameras on open grounds for safety; To ensure drinking water facility on existing municipal grounds; Jogging track and open gym in municipal gardens; To make 'Ranichi Baug' a site of international standards	3
11. Planning of Hawker and Peddlers	
To conduct discussions with citizens on doubling number of hawker zones; Modernization of Deonar abattoir; To implement hawkers policy; To construct pavements which are free from hawkers	5
12. Potholes	
To pay special attention to potholes; To fix a pothole within a day and to take action against contractor within one week	0
13. Property Tax	
To reduce the difference between the property tax of old buildings and new buildings	110
14. Public Health	
Implementation of Mumbaikar health insurance scheme; To employ medicinal sprays at night to prevent contagious diseases; To increase the municipal budget for health and to implement it; On swamps and salt pans, insecticides will be sprayed; To start online OPD/counselling centre 'Hello doctor'; Special schemes for TB-free Mumbai	2
15. Road Tendering	
Tenders at an international level will be sought for widening/renovation of roads	7
16. Sanitation	

17. Sewerage	
To complete the BRIMSTOWAD project at the earliest; To cover open drains; To construct closed drainage system for entire suburban area	5
18. Social culture/ Tourism / Encouragement to Mumbai Tourism / Monuments Of The Great Personalities/Marathi Pride	
Setting up of new auditoriums and an art gallery; Creating new tourist spot such as snow park, marine aquarium	0
19. SWM	
To create a 'Clean Up' App to receive complaints about dumping of solid waste; To generate electricity from solid waste, and use it for BMC; To create a waste disposal centre in every division; To give concession on property tax for societies which segregate dry and wet waste; Large canals to be covered	31
21. Traffic Management	
To set up multiple-storeyed parking lots and also set up underground parking lots	10
22. Water Supply	
To create and implement a plan to create new projects on Kalu, Shahi, Gargai and Pinjar rivers; To increase the capacity of water tanks in water treatment plants at Panjrapol and Bhandup; Constructing new water tanks and increasing capacity of old ones; To roll back the 8% increase in water tax; To stop collection of various sewage taxes from slum-dwellers; To levy equal tax on people who live in buildings without completion certificate, rather than double tax	7
23. Women, children, youth & Welfare of youth / Senior citizens	
Women's SHGs to be given priority in providing mid-day meals in schools; Crèches to be started in every ward; Corporation to provide space for women's SHGs to sell their products; Women's SHGs to be given priority in managing parking lots and public toilets; To implement schemes giving 50% concession to women in healthcare services; Corporation to run courses in running beauty parlours, mehndi, stitching, typing, etc.; Setting up of day care centres in addition to old age homes; 75% concession in BEST buses for senior citizens; Appointing an officer in every ward for welfare of senior citizens; Free health check-up every three months in PHC centres	35
Total	345

Section II. City Summary of Civic Complaints

Graph 1: Comparison of most frequent complaints¹ by citizens from Jan 2014 to Dec 2016



Inferences:

- Over the last three years, complaints related to Roads have been a top concern of the citizens, however, there has been a gradual decrease in the number of complaints registered on 'Roads' (27%, 20% and 17%)
- 'Water Supply' issues have seen a dip of 2% from 2015 to 2016, whereas 'Solid Waste Management' has increased by 1%.

¹ The complaints registered data is obtained through RTI from the Central Complaint Registration System (CCRS) of the MCGM

Table 5: Civic Complaints by Citizens in Mumbai during calendar years 2014 to 2016

Issues	Complaints			Increase from 2014 to 2015 (in %)	Increase from 2015 to 2016 (in %)
	2014	2015	2016		
Roads	21,847	13,601	13,475	-37.7%	-0.9%
Buildings	17,339	14,999	16,257	-13.5%	8.4%
Drainage	9,394	9,904	12,269	5.4%	23.9%
Water Supply	7,645	7,728	7,246	1.1%	-6.2%
Solid Waste Management (SWM)	7,331	5,213	7,330	-28.9%	40.6%
License	6,123	7,145	8,523	16.7%	19.3%
Pest control	5,048	4,364	6,078	-13.5%	39.3%
Garden	1,595	1,307	1,658	-18.1%	26.9%
Colony Officer	1,023	881	1,954	-13.9%	121.8%
Storm Water Drainage	1,160	830	1,386	-28.4%	67%
Shop and Establishment (S & E)	423	401	561	-5.2%	39.9%
Medical Officer Health (MOH)	425	553	956	30.1%	72.9%
MCGM related	504	447	862	-11.3%	92.8%
Estate	216	112	560	-48.1%	400%
Toilet	257	159	290	-38.1%	82.4%
Pollution	135	135	220	0%	63%
School	25	56	74	124%	32.1%
Nuisance due to vagrants on municipal roads, footpaths, gardens			1856		
Mumbai	80,490	67,835	81,555	-15.7%	20.2%

Inference:

- Medical Officer Health (MOH) complaints have increased to 72.9% in 2016.
- Storm Water Drainage complaints have increased to 67% in 2016.
- Total Complaints for the year 2016 has increased to 20.2% even though they have dipped to 15.7% in the previous year.

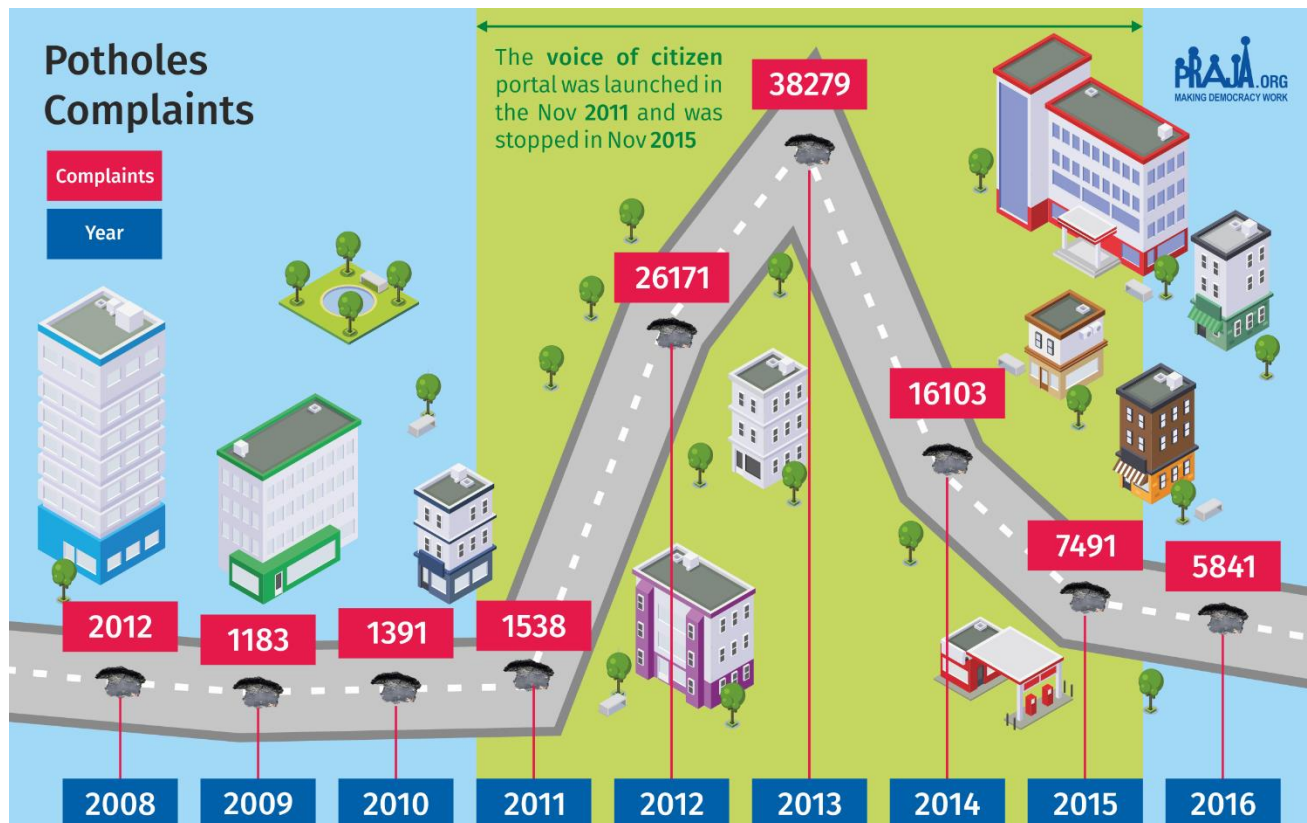
Table 6: Sub-issue wise top four Civic Complaints by Citizens during the calendar years 2014 to 2016

Issues/Sub-issues	2014	2015	2016	Increase from 2014 to 2015 (in %)	Increase from 2015 to 2016 (in %)
Roads					
Bad Patches / Potholes on the Roads	16,103	7,491	5,841	-53.5%	-22.0%
Municipal Land - Road/ Footpath/SWD	2,288	2,855	2,823	24.8%	-1.1%
Resurfacing of Road	1,770	1,308	1,009	-26.1%	-22.9%
Total complaints	21,847	13,601	13,475	-37.7%	-0.9%
Drainage					
Drainage Chokes and Blockages	4,612	5,591	7,199	21.2%	28.8%
Overflowing drains of manholes	2,787	2,807	3,107	0.7%	10.7%
Replacement of Missing / Damaged Manhole	989	675	657	-31.7%	-2.7%
Total complaints	9,394	9,904	12,269	5.4%	23.9%
Solid Waste Management (SWM)					
Garbage not lifted from House/Gully/Municipal Market/Road/Authorised collection point	2,819	1,593	2,109	-43.5%	32.4%
Removal of Debris	1,001	953	1,241	-4.8%	30.2%
Lifting of Tree Cutting	568	573	635	0.9%	10.8%
Providing/removing/replacing dustbins	658	334	425	-49.2%	27.2%
Collection point not attended properly	476	345	1,002	-27.5%	190.4%
Total complaints	7,331	5,213	7,330	-28.9%	40.6%
Water Supply					
Shortage of Water Supply	2,829	2,739	2,491	-3.2%	-9.1%
Leaks in Water Lines	1,849	2,077	1,436	12.3%	-30.9%
Unauthorised Tapping of Water Connection	760	961	976	26.4%	1.6%
Contaminated Water Supply	887	802	980	-9.6%	22.2%
Total complaints	7,645	7,728	7,246	1.1%	-6.2%

Inference:

- There has been a significant rise in Complaints related to “Collection Point not attended properly”, from -27.5% in 2015, to 190.4% in 2016 and overall Solid Waste Management (SWM) complaints have increased to 40.6% in 2016. This shows that Swacch Bharat Abhiyan Campaign has just been a Nine Day Wonder.
- Complaints on ‘Bad Patches/Potholes on the Roads’ decreased by -22% from the year 2015 to 2016.
- Contaminated Water Supply complaints have increased to 22.2% in 2016.

Graph 2: Status of Potholes' complaints with reference to Voice of Citizen Portal



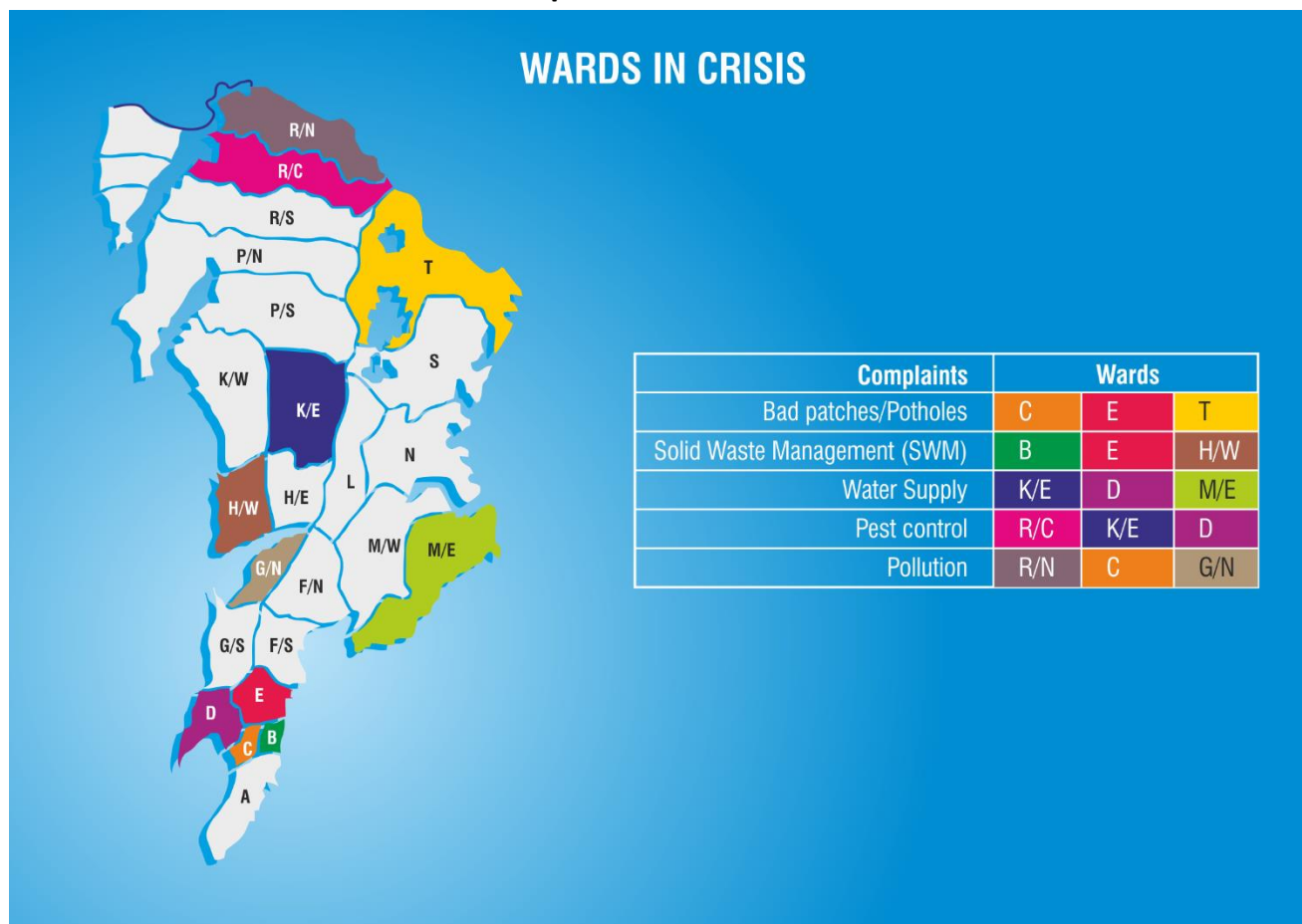
Inference:

Before the launch of Voice of Citizen Portal, the number of registered pothole complaints were gradually decreasing from the year 2008 to 2011. But with the launch of Voice of Citizen Portal in November 2011 a sudden increase in the registered complaints could be observed (26,171 complaints). After the portal was closed, the number of complaints also decreased to 5,841 in 2016.

Note: The above data presents the number of complaints registered on Central Complaint Registration System (CCRS) and MCGM's Portal (<http://www.voiceofcitizen.com>) of Pothole tracking software across the wards which was started in November 2011 and was stopped in November 2015.

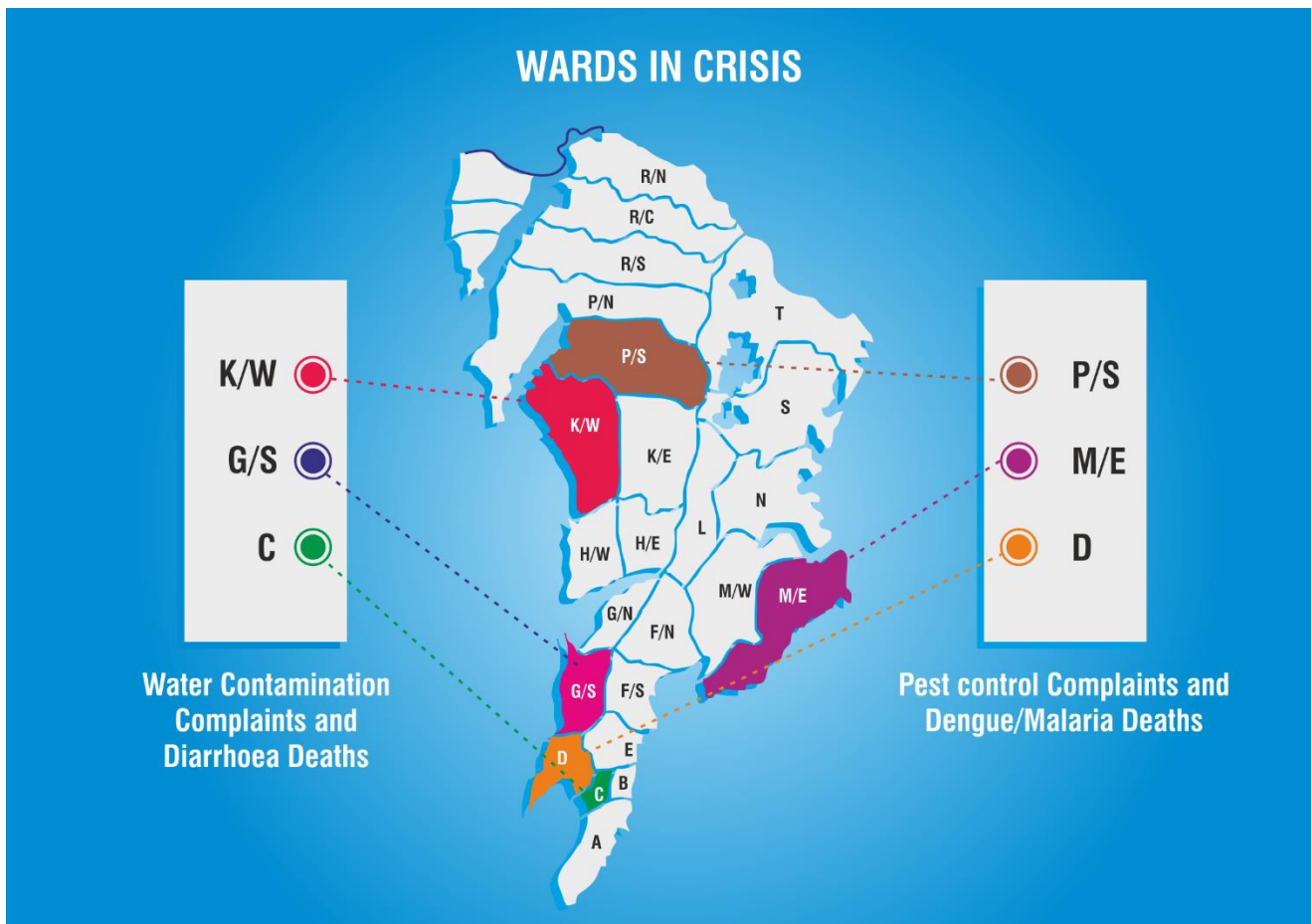
One of the problem with MCGM's complaint redressal mechanism is the lack of awareness among citizens about mechanisms to lodge complaints. In the year November 2011, the MCGM had taken a positive step towards bridging this information gap by launching the 'Voice of Citizens' app and promoting it. The data clearly shows a spurt in the number of complaints in the period immediately following the launch of this app. One cannot say that prior to 2012, roads were in significantly better condition. Rather, in 2012, citizens got to know and use a mechanism which was more user friendly. Subsequently, the number of complaints related to roads dropped again, as its promotion and later as the app was closed down. However, this short-lived experiment highlighted the fact that citizens can indeed participate actively in governance and provide feedback to authorities, if they are given the right forums to do so.

Map 1: Wards in Crisis



Note: The complaints data for above complaint types has been adjusted to the ward-wise population using time series analysis on data from 2008 to 2016 to the next four years i.e. 2017 to 2020. As per this data, we have computed wards that will be worst affected in the next four years.

Map 2: Wards in Crisis (a comparison)



Note: The complaints data for water contamination complaints and diarrhoea deaths as well as Pest control complaints and dengue/malaria deaths has been plotted for the years 2017 to 2020 using time series analysis on data from 2012 to 2016. As per this data, we have computed wards that will be worst affected in the next four years.

Table 7: Category-wise of Complaints escalated in the year 2016

Complaint Type	Total Complaints Received	Escalated Complaints			
		Level I (AMC/Chief Engineer)	Level II (DMC)	Level III (Add. MC)	Level IV (MC)
Roads	13475	2614	2613	2612	2612
Buildings	16257	4392	4392	4392	4273
Drainage	12269	1855	1855	1855	1844
Water Supply	7246	2	2	2	2
Solid Waste Management (SWM)	7330	875	875	875	875
License	8523	739	739	739	739
Pest control	6078	167	167	167	167
Garden	1658	567	567	566	566
Colony Officer	1954	804	804	804	804
Storm Water Drainage	1386	230	230	230	228
Shop and Establishment	561	68	68	68	68
Medical Officer Health (MOH)	956	185	185	185	185
MCGM Related	862	230	230	230	230
Estate	560	170	170	170	170
Toilet	290	41	41	41	41
Pollution	220	51	51	51	51
School	74	37	37	37	37
Nuisance due to vagrants on municipal roads, footpaths, gardens	1856	686	686	686	686
Total	81,555	13,713	13,712	13,710	13,578
In (%)		17%	17%	17%	17%

Note: Level I – AMC/Chief Engineer, Level II – DMC, Level III – Additional Municipal Commissioner and Level IV is Complaint will escalate to Municipal Commissioner.

The table above depicts the number of complaints escalated to different levels under the 'escalation matrix' which has been adopted by the MCGM. The escalation matrix is a computerised mechanism by which complaints which are not resolved within a stipulated time are automatically shown as being placed before a higher authority within the MCGM.

The escalation matrix was developed to address the problem of complaints remaining stuck at the lower level of the civic administration, with no way to enforce accountability. Through this system, the higher administration is mandated to take note of and address complaints if they are not solved within a stipulated time.

If a complaint is solved at the level at which it is filed, it is treated as being solved at Level 0. As can be seen through the data, once complaints are escalated, they reach the highest level i.e. that of the Municipal Commissioner, in 13,578 out of 13,713 (99.01%) cases. Only 3 cases were resolved at either Level I or II.

Inference:

- The highest number of complaints registered were in “Buildings” (4392), of which only 119 complaints have been resolved at Level IV.
- Total of 135 complaints were resolved at Level IV out of 13713 complaints registered at Level I.

Table 8: Status report of total complaints in year 2014 to 2016

Year	Total Complaints		Closed (Action taken)	Complaints Registered (Action Pending)	In Process (Not assigned/Re Assigned/Incomplete Information/Being Attended)	Not related to MCGM	Councillor code not given
2014	66747	Numbers	23,558	41,998	1,184	7	51,973
		In (%)	35%	63%	2%	0.01%	78%
2015	61910	Numbers	46,337	14,985	574	14	53,554
		In (%)	75%	24%	1%	0.02%	87%
2016	81555	Numbers	47,511	31,997	1,975	72	56,342
		In (%)	58%	39%	2%	0.09%	69%

Inference:

- Total No. of Complaints have increased by 32% from 2015 to 2016
- As compared to 2015, in 2016 there has been a decrease of 17% in Action Taken on Closed complaints.
- The Councillor Code² was not filled for 69% of the citizen complaints registered in 2016 as compared to 87% in 2015.

² While solving complaints the engineer concerned has to mention the councillor name (code) for each complaint, based on the constituency that the complaint belongs to. This is compulsory and should be filled out rigorously. This will assist councillors to get the list of constituency-wise complaints.

Table 9: Issue-wise Status of Action taken on Complaints

Complaint Type	Total complaints received	Action Taken Report		Forwarded to Department		False Complaint		Action Taken/ Service Provided		Action Not Initiated	
		In no.	In (%)	In no.	In (%)	In no.	In (%)	In no.	In (%)	In no.	In (%)
Roads	13475	10757	80	324	3	913	8	9520	89	2718	20
Buildings	16257	11268	69	72	1	1593	14	9603	85	4989	31
Drainage	12269	9866	80	147	1	250	3	9469	96	2403	20
Water Supply	7246	5833	80	1126	19	362	6	4345	74	1415	20
Solid Waste Management (SWM)	7330	6312	86	246	4	458	7	5608	89	1018	14
License	8523	7312	86	6	0	1189	16	6117	84	1056	12
Pest control	6078	5806	96	118	2	234	4	5454	94	272	4
Garden	1658	1070	65	58	5	59	6	953	89	588	35
Colony Officer	1954	1155	59	215	19	271	23	669	58	799	41
Storm Water Drainage	1386	1157	83	3	0	55	5	1099	95	229	17
Shop and Establishment	561	476	85	1	0	196	41	279	59	85	15
Medical Officer Health (MOH)	956	921	96	119	13	39	4	763	83	190	20
MCGM Related	862	626	73	12	2	55	9	559	89	236	27
Estate	560	391	70	14	4	168	43	209	53	169	30
Toilet	290	245	84		0	30	12	215	88	45	16
Pollution	220	171	78	72	42	49	29	50	29	49	22
School	74	34	46	5	15	16	47	13	38	38	51
Nuisance due to vagrants on municipal roads, footpaths, gardens	1856	1180	64	0	0	184	16	996	84	676	36
Grand Total	81555	64580	79	2538	4	6121	9	55921	87	16975	21

Inference:

- Out of the total 81,555 complaints, action has been taken on 79 % (64,580) complaints.
- Maximum action was taken on complaints related to Pest Control and Medical Officer Health(MOH) with 96% each.

Note:

- *Action Not Initiated-* includes complaints which were filed but action was not taken.
- *Forwarded to Department-* includes complaints which were forwarded to the designated departments of MCGM.
- *False complaints-* include complaints which were not in the correct format.
- *Service Provided-* includes complaints which were addressed with the right protocol (action was initiated; site inspection was done etc.)

Table 10: Ward wise status of Civic complaints

Ward	No of Complaints	Action Taken		Complaints Escalated		Complaint Closed		Average days to resolve a complaint
		No	%	No	%	No	%	
A	1972	1181	60%	725	37%	860	44%	13
B	1916	1272	66%	609	32%	1114	58%	12
C	1899	1297	68%	572	30%	1061	56%	17
D	4081	3536	87%	339	8%	3318	81%	18
E	2992	2867	96%	2	0%	2716	91%	15
FN	2765	2642	96%	3	0%	2534	92%	11
FS	1628	1434	88%	115	7%	1222	75%	23
GN	4416	3222	73%	1033	23%	2162	49%	15
GS	1983	1863	94%	49	2%	1526	77%	14
HE	2774	2240	81%	467	17%	1256	45%	18
HW	3093	2703	87%	355	11%	1582	51%	17
KE	5901	5579	95%	192	3%	4199	71%	23
KW	6374	5741	90%	462	7%	3613	57%	22
L	7498	3980	53%	2756	37%	2184	29%	26
ME	3468	2818	81%	224	6%	1582	46%	20
MW	2709	2098	77%	586	22%	1203	44%	26
N	3559	2222	62%	1196	34%	2065	58%	16
PN	4955	4342	88%	462	9%	3278	66%	20
PS	3450	2639	76%	611	18%	2022	59%	19
RC	4092	2936	72%	1057	26%	1968	48%	18
RN	1542	1170	76%	322	21%	828	54%	29
RS	3855	3571	93%	192	5%	2508	65%	20
S	3040	1917	63%	1114	37%	1715	56%	23
T	1593	1310	82%	270	17%	995	62%	19
Total	81,555	64,580	79%	13,713	17%	47,511	58%	19

Inference:

- Even though L Ward has the highest number of complaints registered (7,498) but it is also the ward with least % of Action taken (53%), most complaints being escalated (37%) and least number of complaints closed (29%)
- Out of the total complaints, only 58% of complaints have been closed (47,511). Average number of days taken to resolve the complaints is 19.

Table 11: Analysis of complaints attended (closed) in comparison with days mentioned in MCGM's Citizen Charter³

Issues/Sub-issues	To resolved as per Citizens' Charter	Actual time taken to resolve		
		2014	2015	2016
Drainage				
Drainage Chokes and Blockages	1	17	8	11
Overflowing drains or manholes	1	18	13	20
Odour (Foul Smell) from Drains	1	16	14	20
Replacement of Missing / Damaged Manhole	1	21	18	21
Raising of Manhole (except in Monsoon)	7	14	11	17
Cleaning of septic tank	7	19	16	24
Repairs to pipe sewers/main sewers	7	20	18	20
Water Supply				
Contaminated Water Supply	1	16	12	19
Leaks in Water Lines	7	17	14	18
Shortage of Water Supply	2	18	15	19
Burst Water Main	1	17	15	17
Solid Waste Management (SWM)				
Garbage not lifted - Co-authorized Point	1	16	15	17
Collection point not attended properly	1	15	9	15
Garbage lorry not reported for service/ Lorry not covered	1	14	9	15
Providing/removing/replacing dustbins	8	17	9	18
Sweeping of road	1	18	10	15
Removal of Dead Animals	1	19	7	12
No attendance at public toilets	2	18	11	20
Average	3	17	13	16

Inference:

Average days to be taken for resolving the above mentioned issues according to Citizen Charter is only three while in 2016 the time taken to resolve these issues were 16 days.

³ Citizen Charter <http://goo.gl/M8EL9h>

Table 12: Comparison between the actual days taken and Citizen Charter specified days for the services given by the MCGM from 2014 to 2016

Sr. No.	Complaints	RTS (In days)	Actual resolution time in 2014 (In days)	Actual resolution time in 2015 (In days)	Actual resolution time in 2016 (In days)
1	Issue of Birth Certificate	3	22	12	17
2	Issue of Death certificate	3	22	12	17

Inference:

Both “Issue of Birth Certificate” and “Issue of Death Certificate”, according to RTS needs to be resolved in three days but it actually took 17 days to MCGM in 2016 for solving these issues.

Table 13: Service wise complaints registered under RTS⁴ Act in the year 2016

Sr. No.	RTS Services	Complaints received	Complaints Solved	Pending Complaints
1	Issue of Birth Certificate	0	0	0
2	Issue of Death Certificate	0	0	0
3	Issue of Marriage Certificate	1	1	0
4	Property Tax	2971	2971	0
5	Issue of No due/Arrears Certificate	3494	3494	0
6	Issue of Property Transfer Certificate	1651	1651	0
7	Issue of Zone Certificate	6853	6853	0
8	Issue of Construction License	0	0	0
9	Issue of Plinth Certificate	0	0	0
10	Issue of Occupation Certificate	0	0	0
11	Water Connection	11386	9639	1747
12	Sewerage Connection	366	355	11
13	Issue of NOC from Fire Brigade	3394	3253	141
Total		30,116	28,217	1,899

Inference:

- Total 30,116 complaints were registered under various services of RTS Act, out of which 28,217 were solved and 1,899 complaints are still pending.
- The highest number of pending complaints (1,747) were registered under Water Connection.

⁴ RTS: Right to Services (<https://aaplesarkar.mahaonline.gov.in/en>) is an Act to provide for delivery of transparent, efficient and timely public services to the eligible persons in the State of Maharashtra.

Table 14: Tree Census Data

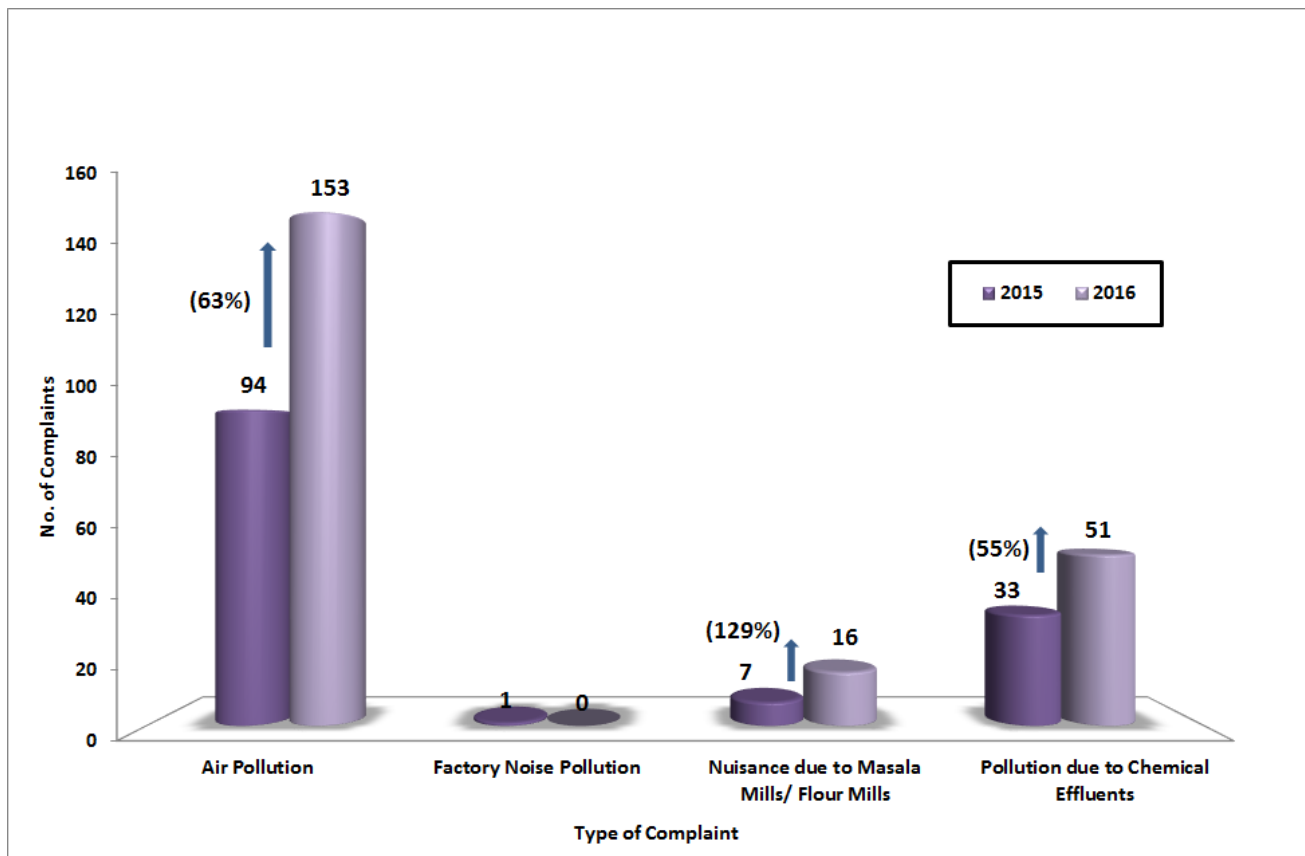
	2012-13	2013-14	2014-15	2015-16
Area in Sq.km.	458.53			
Trees	19,17,844	19,17,844	24,11,508	35,98,354
Population	1,24,32,830	1,24,42,373	1,25,84,139	1,26,43,261
Per Capita	0.15	0.15	0.19	0.28

Note: Out of 24 Wards, tree census was conducted in 15 wards, as mentioned in the Annual Environment Report 2015-16, published by MCGM

Inference:

- From 2013-14 to 2015-16, almost two-fold increase in trees (19,17,844 to 35,98,354) could be observed.

Graph 3: Comparison of Pollution Complaints



Inference:

- ‘Air Pollution’ complaints have risen by 63% while ‘Nuisance due to Masala Mills/Flour Mills’ has increased by 129% within a span of one year from 2015 to 2016.
- There has not been a single complaint registered for “Factory Noise Pollution” in 2016.

Graph 4: Month wise Air Quality Index

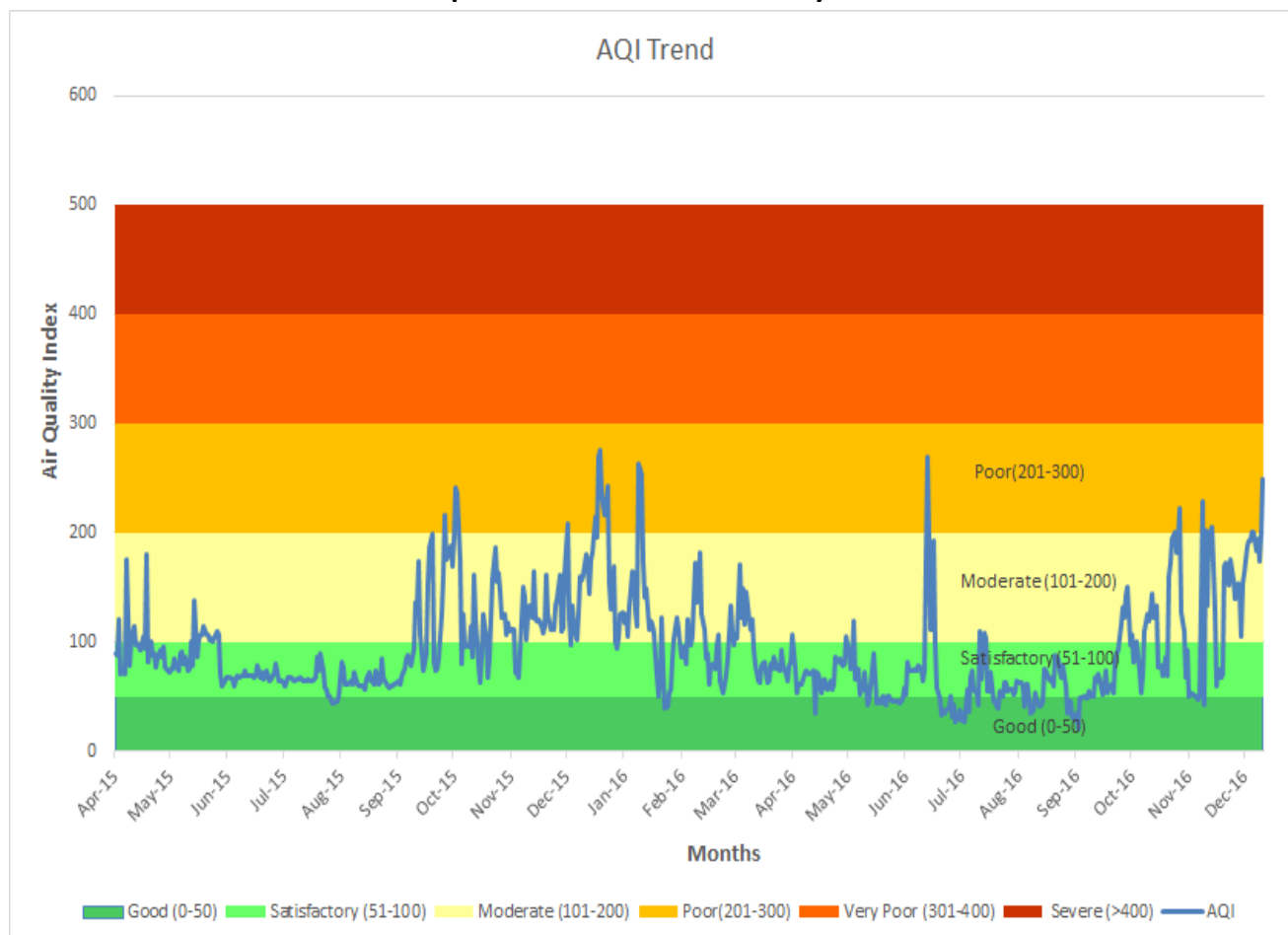


Table 15: Average AQI from April 2015 to December 2016

Month	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
Average AQI	101	89	86	68	63	73	139	114	134

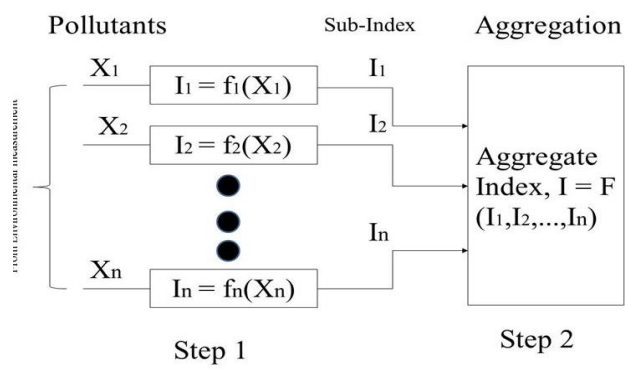
Month	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Average AQI	170	98	103	74	70	59	68	56	55	91	113	164

Inference:

- Highest Average AQI, 170 was recorded in 2016 in the month of January. This could be attributed to the massive fire that broke out at the Deonar dumping ground.

AQI Definition:

Simply put, An AQI is defined as an overall scheme that transforms weighted values of individual air pollution related parameters (SO₂, CO, visibility, etc.) into a single number or set of numbers. The result is a set of rules (i.e. set of equations) that translate parameter values into a simple form by means of numerical manipulation:



Note: This image has been taken from the 'National Air Quality Index' Report released by the Central Pollution Control Board (2014)

Section III: Functioning of Ward Committees

Functioning of the Ward Committees:

'Ward Committees' are one of the most crucial mechanisms available to Municipal Councillors for conducting deliberations for delivering effective governance. Issues of prime significance to citizens' daily lives related to civic amenities such as road, water supply, drainage, etc. can be taken up and redressed effectively in this forum. Almost all civic issues are to be resolved through this mechanism. This was precisely the aim of the 74th Constitutional Amendment, which mandated the creation of the Ward Committees, to bring in grassroots democracy and strengthen it.

Devices for raising questions/grievances in ward committee meetings:

Councillors use various devices to enable them to know about the functioning of various committees, monitor performance of Administration and resolve citizen's problems.

1. **Short Notice Questions:** Councillors can raise civic issues and follow up on them with the Administration through Short Notice Questions. These questions should be of urgent civic importance, for instance, those causing harm to lives of citizens, such as building collapse or fire etc. Such urgent matters are admitted and the Commissioner is accountable to answer them. In cases of not so urgent matters, the written questions are sent by the Councillors to the Assistant Commissioner, who sends answers to respective Councillors. The Short Notice Question should be specific and related to only one matter at a time and should be framed in not more than 2-3 sentences. For example, 1) Is it true that Mumbai city is severely caught up with Swine Flu?, 2) How many patients are being treated in Mumbai in Kasturba and other hospitals?, 3) Why has the indigenous vaccine for Swine Flu not yet been procured in Mumbai? Please give detailed information. The Short Notice Questions are not discussed in the House.

2. **Notice of Motions:** Councillors may ask for a statement to be made by the Commissioner on an urgent matter relating to the Administration by giving at least one hour notice before the meeting. The Commissioner answers the notice in writing and no discussion can be done on the answers. The Councillors may present a Notice of Motion on matters of importance and in the interest of Mumbai city. The Motion should be presented in a general form and should be in the interest of the public at large.

3. **Adjournment Motion:** The Councillors may bring to the notice of the House any incidences where citizens are facing severe problems due to specific reasons, and the concerned officers and ward in-charge have not taken due action despite bringing the matter to their attention. In such cases, Councillors can propose an Adjournment Motion, as a protest against the inaction of the Administration. The notice for the Adjournment Motion should be given at least half an hour before the meeting of the House. The proposal is accepted by majority vote. In case the Councillors directly present an Adjournment Motion in the House without prior notice, then it is treated as a Simplicitor, which is not discussed in the House and passed only with unanimous voting.

4. **Amendments proposed:** When a Councillor has any objection about a topic on the meeting agenda, if s/he thinks it is inadequate, s/he can present a notice to the Administrative office for Amendment in order to reconsider the topic. If a Councillor wants to present an Amendment, it is customary that s/he is allowed to speak first.

5. **Proposal raised/agenda raised/ letter to raise issues:** When a Councillor wants to raise any agenda or question, s/he writes a letter for the same, following which it appears in the agenda for discussion in the meeting.

6. **Point of Orders:** The Councillor, in order to bring any serious incident in his/her constituency to the notice of the House, can raise a Point of Order. There are specific rules on when and how the Point of Order can be raised apart from precedents. The Point of Order can be raised while a subject is being discussed in the house, provided it is related to that subject. The Committee Chairperson has a right to decide whether or not to allow a discussion on the Point of Order and announces the decision on the Point of Order. In case the information provided is inadequate to reach a decision, it is presented in the subsequent meeting. The decision by the Ward Committee Chairperson is deemed final and in cases of disagreements, it can only be challenged in the Court.

Source: Corporation Procedure Rules and Regulation Mumbai: Municipal Printing Press, 2001.

Table 16: Total number of Meetings, Attendance and Questions from March 2012 to December 2016

Ward Committee			
Year	Total Meeting	Attend in (%)	Total Question
Mar'12 to Dec'12	209	82%	679
Jan'13 to Dec'13	265	79%	989
Jan'14 to Dec'14	298	71%	972
Jan'15 to Dec'15	279	73%	1,098
Jan'16 to Dec'16	279	72%	1,152

Inference:

There has been a decrease of one percent in Councillor's attendance in Ward Committee meetings from 2015 to 2016. However, number of questions has increased from 1,098 in 2015 to 1,152 in 2016.

Table 17: Number of questions asked by Councillors from March 2012 to December 2016

Category	No. of Members				
	Mar'12 to Dec'12	Jan'13 to Dec'13	Jan'14 to Dec'14	Jan'15 to Dec'15	Jan'16 to Dec'16
Zero Question	45	19	26	27	24
1 to 5 Question asked	150	142	134	124	120
6 to 10 Question asked	29	54	47	55	59
Above 10 Question asked	3	12	20	21	24
Total Members	227	227	227	227	227

Inference:

- Maximum number of questions were asked by 120 Councillors between 1 to 5 questions in 2016.
- 24 Councillors have not asked even a single question in 2016.

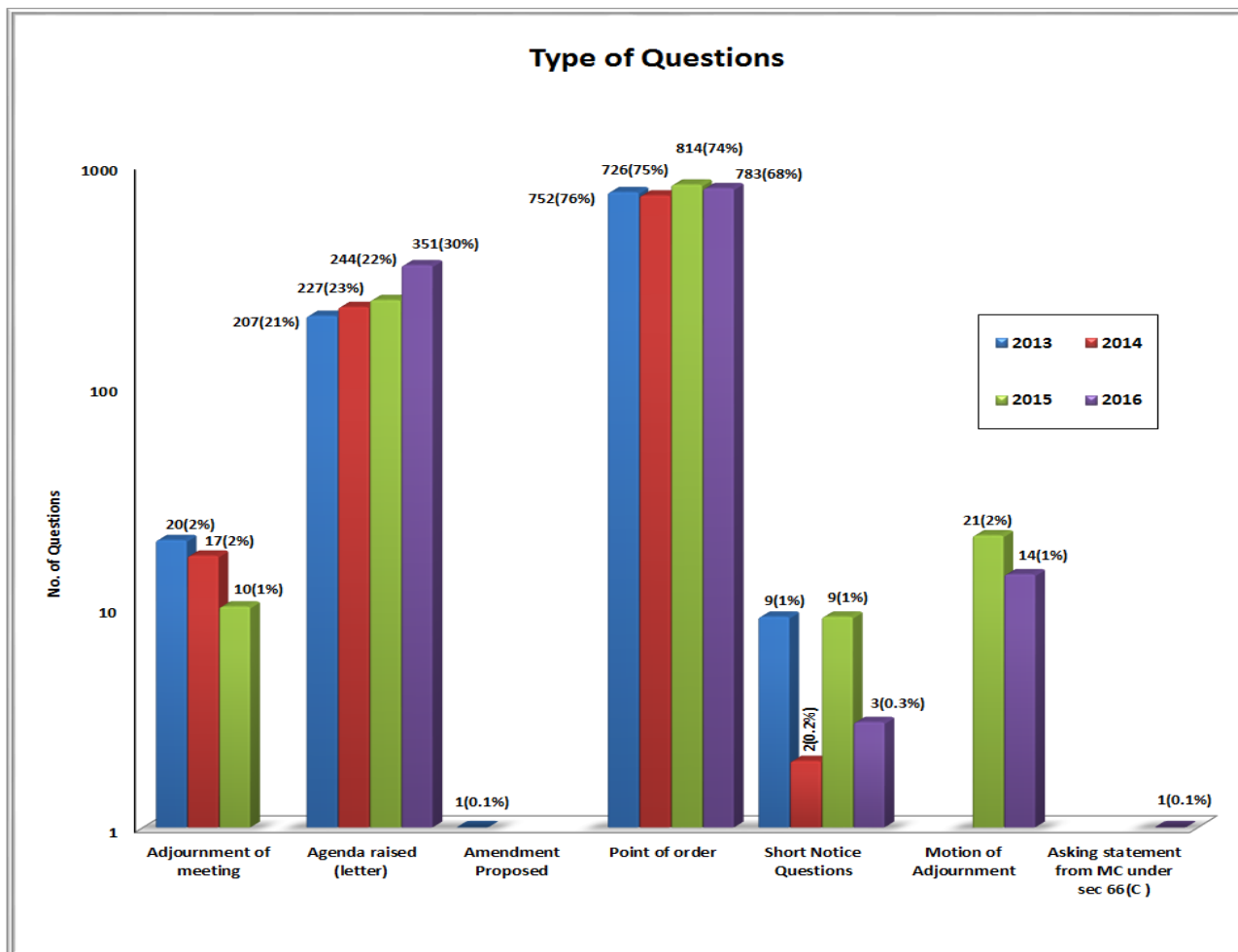
Table 18: Issue-wise number of questions asked during March 2012 to December 2016

Issues	Question asked (Mar 12 to Dec 16)				
	Mar 12 to Dec 12	Jan 13 to Dec 13	Jan 14 to Dec 14	Jan 15 to Dec 15	Jan 16 to Dec 16
Drainage	30	35	44	39	68
Solid Waste Management (SWM)	62	85	111	86	97
Water Supply	47	44	71	65	57
License	29	50	61	89	67
Roads	102	141	138	194	190
Storm Water Drainage	31	51	52	59	25
Toilet	19	22	31	21	41
Pest control	11	13	25	9	21
Garden/Open space	28	38	43	42	39
Community Development	13	29	26	23	30
Health	19	18	13	19	25
Education	19	29	16	21	14
Naming/Renaming of Roads/ Chowks	127	147	109	161	263
Other issues related	142	287	232	270	215
Total	679	989	972	1,098	1,152

Inference:

- Highest number of questions (263) asked were related to 'Naming/Renaming of Roads/Chowks' in 2016.
- Total number of questions has increased by 5% from 2015 to 2016.

Graph 5: Types of devices used by councillors in the year 2012 to 2015



Inference:

- Point of Order has been the highest device used by the Councillor over the past four years, averaging 73%.
- Over the last two years (2015 and 2016) not a single Amendment Proposal device has been used by the Councillors.

Table 19: List of Councillors who asked upto five Questions in each year from 2012-2016 in the Ward Committees

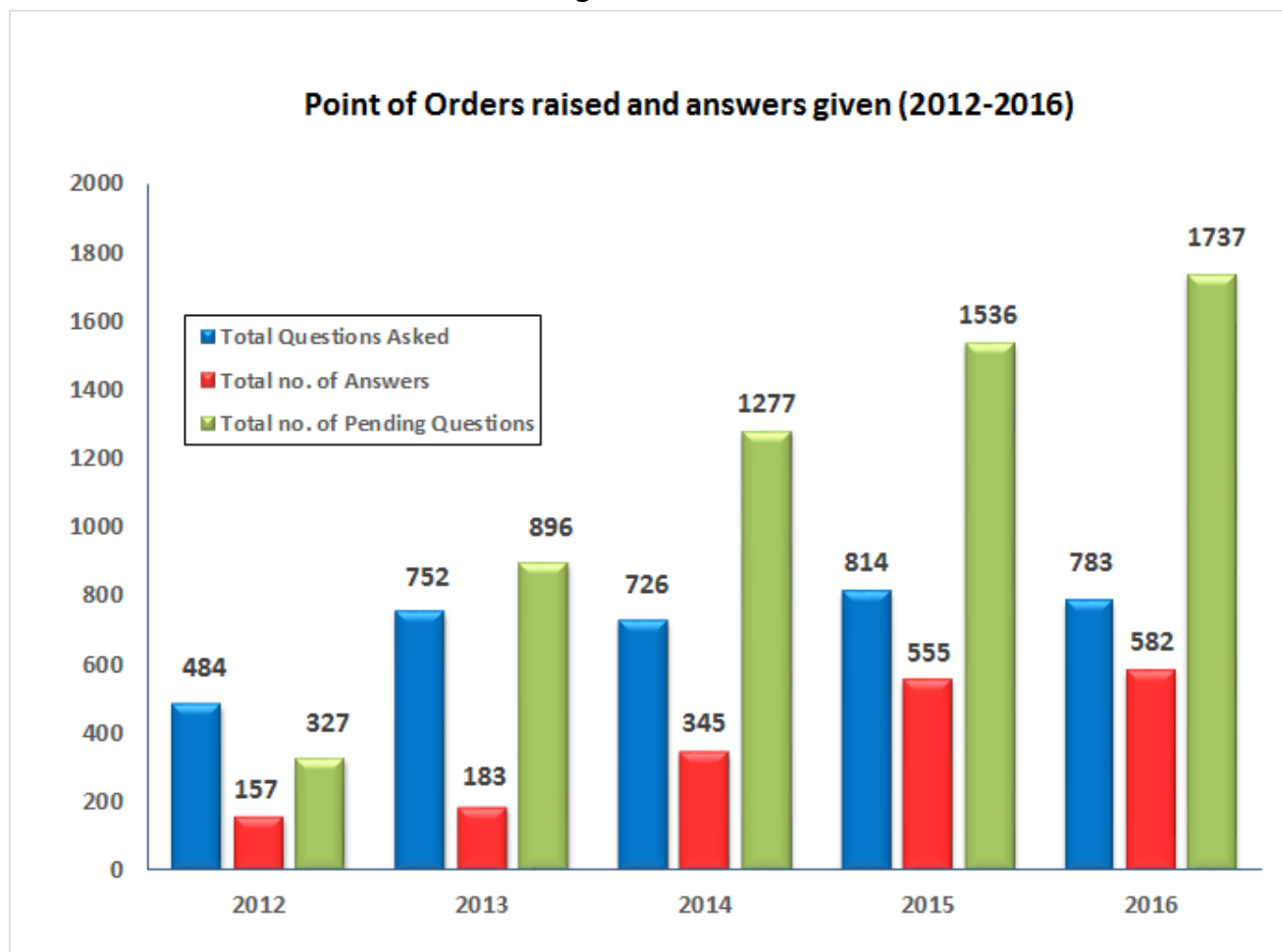
Councillor Name	Political Party	Questions Asked				
		2012	2013	2014	2015	2016
Anita Yadav	INC	0	0	0	3	3
Ganesh Sanap	SS	1	5	1	0	2
Makarand Narvekar	IND	5	2	3	2	1
Dnyanraj Nikam	INC	1	0	3	0	2
Arvind Dudhwadkar	SS	0	2	1	3	3
Jyotshna Mehta	BJP	2	2	3	5	4
Shantilal Doshi	INC	2	3	3	5	4
Surendra Bagalkar	SS	4	2	2	2	5
Faiyaz Khan	INC	0	0	1	0	0
Geeta Gawli	ABS	0	1	0	1	0
Samita Naik	MNS	0	1	4	4	2
Shahana Khan	INC	2	1	1	3	3
Vandana Gawli	ABS	0	1	0	2	1
Alka Doke	SS	0	1	0	2	3
Mahant Chaube	BJP	2	0	0	2	2
Pranita Waghdhare	SS	2	2	4	2	3
Selvan Tamil	BJP	3	4	2	0	3
Shradha Jadhav	SS	4	1	3	0	4
Trushna Vishwasrao	SS	4	2	3	1	2
Pallavi Mungekar	INC	1	1	1	2	0
Sanjay Ambole	SS	1	3	0	0	0
Shweta Rane	SS	0	0	1	0	0
Sunil More	INC	1	1	1	1	3
Jyotsna Parmar	SP	0	0	0	0	0
Sabreddy Bora	(RPI)(A)	2	0	1	0	0
Vakil Shaikh	INC	1	3	3	5	2
Vishnu Gaikwad	IND	0	5	3	5	2
Hemlata Wange	MNS	0	1	0	0	3
Mansi Dalvi	SS	1	2	5	4	0
Ilyas Bashir Shaikh	IND	1	2	2	4	1
Pooja Mahadeshwar	SS	3	3	3	3	4
Snehal Shinde	MNS	1	3	1	2	1
Sukhada Pawar	MNS	0	3	1	3	4
Sunaina Potnis	SS	1	2	2	1	1
Mohd, Tanveer Mohd. Patel	INC	1	2	0	2	1
Bhalchandra Aambure	MNS	1	4	1	5	5
Kesarben Patel	INC	1	0	0	0	0
Sandhya Yadav	SS	0	1	5	3	1
Shivani Parab	SS	0	4	1	4	3
Shubhada Patkar	SS	2	1	4	3	4
Ujjwala Modak	BJP	0	0	0	0	0
Winnifred D'souza	INC	1	0	0	1	1
Changez Multani	IND	2	0	0	0	0
Devendra Amberkar	INC	1	2	0	1	1

CIVIC ISSUES WHITE PAPER

Councillor Name	Political Party	Questions Asked				
		2012	2013	2014	2015	2016
Darshana Shinde	SS	2	3	2	1	4
Dilshad Azmi	SP	0	2	2	1	4
Ishwar Tayade	MNS	2	4	4	1	3
Komal Jamsandekar	SS	0	1	3	2	4
Lalita Annamalai	IND	0	0	1	0	0
Manali Tulaskar	SS	3	3	4	2	2
Dinesh Panchal	SS	0	4	2	4	2
Manju Kumare	SS	0	2	0	0	1
Mohd. Siraj Shaikh	IND	1	1	0	2	0
Rahul Shevale	SS	0	1	1	0	2
Anil Patankar	INC	2	4	3	1	2
Deepa Parab	SS	1	2	2	2	5
Sangita Handore	INC	1	1	1	1	2
Seema Mahulkar	INC	3	1	1	1	3
Mangal Kadam	MNS	1	0	0	0	0
Pratiksha Ghuge	NCP	4	1	2	1	2
Sanjay Bhalerao	MNS	2	1	2	2	4
Suresh Awale	MNS	5	1	5	2	2
Ajit Bhandari	SS	5	3	3	3	0
Anagha Mhatre	SS	4	2	2	2	1
Bhomsing Rathod	INC	4	1	1	3	3
Cyril D'souza	IND	5	1	2	2	4
Manisha Patil	SS	3	0	0	0	0
Prashant Kadam	SS	2	1	4	3	2
Ramnarayan Barot	BJP	2	2	4	3	1
Sayali Warise	SS	0	1	3	0	2
Sunil Gujar	SS	2	3	2	3	1
Vinod Shelar	BJP	5	4	3	2	2
Kiran Patel	INC	0	2	2	2	3
Sneha Zagde	INC	0	1	4	3	2
Varsha Tembvalkar	SS	0	5	4	4	3
Bina Paresh Doshi	BJP	3	3	3	2	3
Pravin Shah	BJP	0	2	5	3	4
Abhishek Ghosalkar	SS	3	4	0	3	2
Hansaben Desai	SS	2	1	0	2	2
Prakash Darekar	MNS	3	2	1	5	3
Ashok Patil	SS	3	1	1	4	3
Dhananjay Pisal	NCP	4	2	0	2	3
Ramesh Korgaonkar	SS	3	0	2	2	1
Rupesh Waingankar	MNS	5	1	1	2	2
Tavaji Gorule	SS	3	2	2	2	2
Vaishnavi Sarfare	MNS	3	5	4	5	5
Vishwas Shinde	SS	0	0	2	1	0
Manoj Kotak	BJP	2	2	1	2	0

- Over the last 5 years, 88 Councillors have asked not more than 5 questions per year.
- Jyotsna Parmar and Ujwala Modak have not asked a single question in the past 5 years in the ward committees.

Graph 6: Answers given by Administration to Point of Order questions raised in Ward committee meetings in the Year 2016

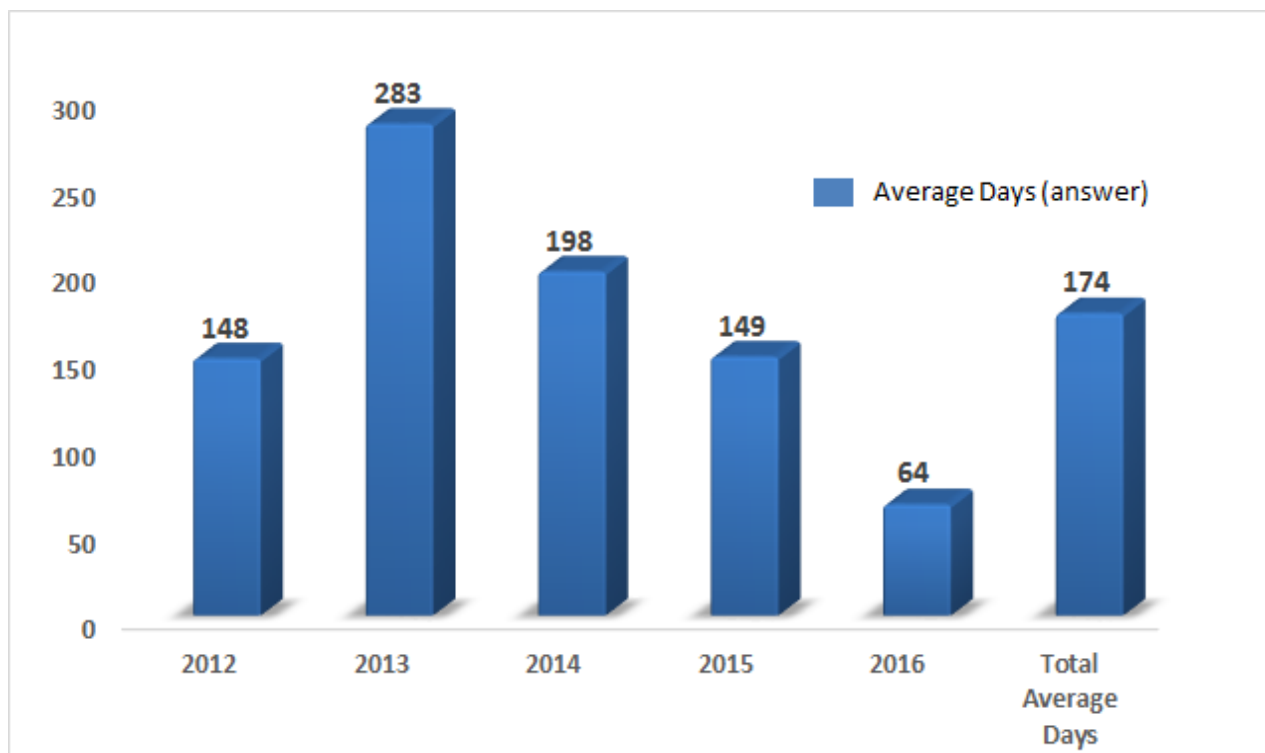


Inference:

Total Number of Pending Questions has escalated every year, from 327 questions in 2012 to 1,737 questions in 2016. 783 questions out of 1152 (refer to table 16) questions were asked by councillors on Point of Order i.e., 68% questions were on it which made it the most used device by Councillor.

It is important to understand that Point of Order questions are questions which relate to serious issues. The Ward Committee needs to take a serious stand in answering the questions which in turn will result in better functioning of the government. So many questions left unanswered over the years, shows poor governance and ignorance from the Administration. Hence, it is essential for smooth functioning that the question, however trivial in nature, be addressed and answered to infer further solutions in policy making.

Graph 7: Comparison of the average days taken to answer Point of Order questions in the Ward Committees from 2012 to 2016



Inference:

- The average days taken to answer Point of Order questions were 174 days in the last 5 years: from 2012 to 2016 – and hence, from our earlier graph, the emphasis again is for the administration to start answering the Point of Order questions.
- The maximum numbers of days taken to answer some Point of Order questions were actually 1000 days. The broad issues that were raised in these questions fall into the general categories of: illegal construction, facilities and use of public space, potholes, and garbage related.

Table 20: Top three wards in complaints and questions in proportion to the ward population in year 2016

Top three Ward in complaints		M/E	R/N	S
Population 2011		8,07,720	4,31,368	7,43,783
No. of Councillor		13	7	13
Total Complaints		3,468	1,542	3,040
Road	Complaints	374	266	464
	Question asked	6	4	6
Drainage	Complaints	325	203	318
	Question asked	8	0	2
SWM	Complaints	217	96	284
	Question asked	4	2	8
Total Question		43	34	41
Naming/Renaming of Roads		4	4	10

Inference:

- M/E (3468), R/N (1,542) and S (3,040) are the top three wards with the highest number of complaints in proportion to their population.
- M/E ward has the highest number of question asked (43) with 4 of them being related to “Naming/Renaming of Roads”.

Table 21: Top three wards in complaints and questions in year 2016

Top three wards in complaints		K/E	K/W	L
No. of Councillors		15	13	15
Total Complaints		5,901	6,374	7,498
Road	Complaints	1135	1144	854
	Questions asked	5	15	23
Drainage	Complaints	903	1477	1184
	Questions asked	0	4	6
SWM	Complaints	409	441	454
	Questions asked	1	4	8
Total Questions		44	86	90
Naming/Renaming of Roads		14	24	15

Inference:

K/E (5901), K/W (6,374) and L (7,498) are the top three wards with the highest number of complaints.

Table 22: Top three wards in questions asked in proportion to the Councillors elected from the ward in the Year 2016

Top three ward in total question	H/W	R/C	R/S
No. of councillor	6	10	11
Total Question	46	81	134
Question asked on following issues			
Roads	3	14	32
Drainage	1	3	9
SWM	3	12	14
Naming/Renaming of Roads	13	20	13
Total Complaints	3,093	4,092	3,855

Inference:

- H/W (46), R/C (81) and R/S (134) are the top three wards for questions asked in proportion to the Councillors.
- Among the top three wards, Councillor's of R/S have asked more questions related to Roads, Drainage and Solid Waste Management.

Section IV. Ward-Wise Data

Table 23: Ward-wise total complaints in year 2014 to 2016

Ward	Population 2011	Total Complaints			Increase from 2014 to 2015 (in %)	Increase from 2015 to 2016 (in %)
		2014	2015	2016		
A	1,85,014	1,960	1,418	1,972	-28%	39%
B	1,27,290	1,761	1,326	1,916	-25%	44%
C	1,66,161	1,908	1,525	1,899	-20%	25%
D	3,46,866	3,395	3,282	4,081	-3%	24%
E	3,93,286	2,688	2,414	2,992	-10%	24%
F/N	5,29,034	2,558	2,318	2,765	-9%	19%
F/S	3,60,972	1,561	1,305	1,628	-16%	25%
G/N	5,99,039	3,007	3,094	4,416	3%	43%
G/S	3,77,749	1,674	1,495	1,983	-11%	33%
H/E	5,57,239	2,323	2,245	2,774	-3%	24%
H/W	3,07,581	3,172	2,715	3,093	-14%	14%
K/E	8,23,885	5,060	4,323	5,901	-15%	37%
K/W	7,48,688	4,957	4,328	6,374	-13%	47%
L	9,02,225	8,085	7,799	7,498	-4%	-4%
M/E	8,07,720	4,869	3,338	3,468	-31%	4%
M/W	4,11,893	2,886	1,966	2,709	-32%	38%
N	6,22,853	3,701	2,966	3,559	-20%	20%
P/N	9,41,366	5,061	4,702	4,955	-7%	5%
P/S	4,63,507	3,511	3,095	3,450	-12%	11%
R/C	5,62,162	3,674	3,088	4,092	-16%	33%
R/N	4,31,368	1,770	1,339	1,542	-24%	15%
R/S	6,91,229	4,841	3,290	3,855	-32%	17%
S	7,43,783	3,340	2,936	3,040	-12%	4%
T	3,41,463	2,658	1,466	1,593	-45%	9%
MCGM-other agency ⁵		70	62		-11%	
Total	1,24,42,373	80,490	67,835	81,555	-16%	20%

Inference:

- K/W ward has recorded a highest increase in Civic Complaints from 2015 to 2016 initially decreasing to 13% in 2015 then increasing to 47% in 2016.
- Overall, all Wards have seen an increase in the percentage of civic complaints (20%) in 2016.

⁵ MCGM-other agencies include: (SWD) Western Suburbs, (SWD) ONM, (SWD) Eastern Suburbs, Hydraulic Engineers(HE), Sewage Project(SP), Water SUPPLY Projects(WSP), Storm Water Drainage(SWD), Sewerage Projects (Micro Tunnelling), construction (CITY), construction (EASTERN).

Table 24: Ward-wise top civic complaints for the calendar years 2014 to 2016

Ward	Population 2011	Road				Drainage			
		2014	2015	2016	Increase from 2015 to 2016 (in %)	2014	2015	2016	Increase from 2015 to 2016 (in %)
A	1,85,014	569	453	463	2%	371	241	320	33%
B	1,27,290	498	270	265	-2%	225	294	315	7%
C	1,66,161	539	201	280	39%	284	198	287	45%
D	3,46,866	1,013	544	647	19%	411	663	995	50%
E	3,93,286	775	449	329	-27%	345	512	295	-42%
F/N	5,29,034	694	438	614	40%	372	395	245	-38%
F/S	3,60,972	525	276	322	17%	159	264	191	-28%
G/N	5,99,039	674	335	499	49%	392	335	471	41%
G/S	3,77,749	330	259	383	48%	230	341	252	-26%
H/E	5,57,239	661	420	495	18%	323	459	603	31%
H/W	3,07,581	1,056	621	480	-23%	434	512	664	30%
K/E	8,23,885	1,090	933	1,135	22%	759	604	903	50%
K/W	7,48,688	1,305	1,053	1,144	9%	659	829	1,477	78%
L	9,02,225	950	844	854	1%	992	866	1,184	37%
M/E	8,07,720	679	505	374	-26%	410	261	325	25%
M/W	4,11,893	608	279	356	28%	491	358	514	44%
N	6,22,853	1,320	627	684	9%	368	386	376	-3%
P/N	9,41,366	1,354	1,134	801	-29%	417	496	585	18%
P/S	4,63,507	1223	851	691	-19%	344	380	411	8%
R/C	5,62,162	1,378	828	694	-16%	377	398	597	50%
R/N	4,31,368	621	307	266	-13%	125	228	203	-11%
R/S	6,91,229	1,564	792	857	8%	431	427	540	26%
S	7,43,783	1,203	624	464	-26%	317	321	318	-1%
T	3,41,463	1,148	496	378	-24%	158	136	198	46%
MCGM-other agency ⁶		70	62						
Total	1,24,42,373	21,847	13,601	13,475	-1%	9,394	9,904	12,269	24%

- K/W Ward has recorded highest number of Complaints related to “Drainage” (1477)
- G/N, G/S and F/N are the top three wards where “Roads” Related issues have increased by 49%, 48% and 40% respectively from 2015 to 2016.
- E ward has seen a decrease of 42% which is the highest decrease in complaints related to “Drainage” from 2015 to 2016.
- Overall, “Road” related issues have decreased whereas “Drainage” related have increased by 24% over the past year.

⁶ MCGM-other agencies include: (SWD) Western Suburbs, (SWD) ONM, (SWD) Eastern Suburbs, Hydraulic Engineers(HE), Sewage Project(SP), Water SUPPLY Projects(WSP), Storm Water Drainage(SWD), Sewerage Projects (Micro Tunnelling), construction (CITY), construction (EASTERN).

Table 25: Ward-wise top civic complaints for the calendar years 2014 to 2016

Ward	Population 2011	SWM				Water Supply			
		2014	2015	2016	Increase from 2015 to 2016 (in %)	2014	2015	2016	Increase from 2015 to 2016 (in %)
A	1,85,014	302	124	256	106%	74	67	107	60%
B	1,27,290	202	124	182	47%	89	87	83	-5%
C	1,66,161	306	219	270	23%	109	117	121	3%
D	3,46,866	643	450	478	6%	194	249	290	16%
E	3,93,286	298	202	551	173%	234	204	242	19%
F/N	5,29,034	402	225	212	-6%	196	170	187	10%
F/S	3,60,972	188	113	139	23%	91	102	113	11%
G/N	5,99,039	314	281	310	10%	185	282	304	8%
G/S	3,77,749	219	117	186	59%	103	107	95	-11%
H/E	5,57,239	255	197	228	16%	121	169	147	-13%
H/W	3,07,581	298	289	381	32%	283	173	202	17%
K/E	8,23,885	411	247	409	66%	373	546	474	-13%
K/W	7,48,688	420	249	441	77%	439	527	541	3%
L	9,02,225	420	385	454	18%	605	771	620	-20%
M/E	8,07,720	237	125	217	74%	1,780	1,381	1,061	-23%
M/W	4,11,893	247	97	288	197%	448	399	372	-7%
N	6,22,853	306	288	350	22%	406	385	365	-5%
P/N	9,41,366	369	257	328	28%	439	447	509	14%
P/S	4,63,507	295	212	327	54%	186	224	267	19%
R/C	5,62,162	348	250	477	91%	261	326	346	6%
R/N	4,31,368	106	72	96	33%	135	127	96	-24%
R/S	6,91,229	377	323	336	4%	369	290	289	0%
S	7,43,783	259	290	284	-2%	359	435	290	-33%
T	3,41,463	109	77	130	69%	166	143	125	-13%
Total	1,24,42,373	7,331	5,213	7,330	41%	7,645	7,728	7,246	-6%

Inference:

- M/W Ward has recorded the highest percentage increase in complaints related to “Solid Waste Management” (197%) in 2016, while F/N has seen a decrease of 6%
- Water Supply has seen an overall decrease of 6% from 2015 to 2016.

Table 26: Ward-wise top three Road related civic complaints in the years 2014 to 2016

Ward	Population 2011	Roads								
		Bad Patches / Potholes on the Roads			Municipal Land - Road/ Footpath/SWD			Resurfacing of Road		
		2014	2015	2016	2014	2015	2016	2014	2015	2016
A	1,85,014	415	200	174	52	167	190	55	49	27
B	1,27,290	326	101	80	92	87	103	64	37	27
C	1,66,161	333	72	130	98	72	63	75	29	15
D	3,46,866	701	222	274	92	119	118	158	110	103
E	3,93,286	564	227	123	85	118	68	85	42	39
F/N	5,29,034	433	170	200	84	152	89	78	47	19
F/S	3,60,972	419	108	140	46	96	67	35	31	25
G/N	5,99,039	442	124	177	123	83	146	69	81	30
G/S	3,77,749	203	90	183	51	85	79	49	42	29
H/E	5,57,239	523	215	225	68	132	134	38	20	36
H/W	3,07,581	874	427	226	75	98	89	59	38	30
K/E	8,23,885	706	531	611	170	186	178	100	83	67
K/W	7,48,688	955	631	567	165	222	261	93	70	59
L	9,02,225	660	436	326	105	154	171	63	68	110
M/E	8,07,720	453	358	181	75	62	74	50	22	13
M/W	4,11,893	443	117	153	69	72	73	48	40	19
N	6,22,853	1,045	306	238	155	146	214	62	69	44
P/N	9,41,366	1,032	813	409	118	128	140	103	71	51
P/S	4,63,507	949	525	325	93	137	125	96	95	55
R/C	5,62,162	1,092	535	261	73	146	135	96	49	55
R/N	4,31,368	493	188	119	64	54	58	25	19	23
R/S	6,91,229	1,084	409	371	97	112	84	165	95	54
S	7,43,783	985	352	221	100	91	68	68	66	32
T	3,41,463	903	272	127	138	136	96	36	35	47
MCGM-other agency ⁷		70	62							
Total	1,24,42,373	16,103	7,491	5,841	2,288	2,855	2,823	1,770	1,308	1,009

- 22% decrease in complaints related to “Bad Patches/Potholes on the Road” from 2015 to 2016.
- G/S recorded the highest increase in complaints related to “Bad Patches/Potholes on the Road” increasing 103% from 2015 to 2016.

⁷ MCGM-other agencies include: (SWD) Western Suburbs, (SWD) ONM, (SWD) Eastern Suburbs, Hydraulic Engineers(HE), Sewage Project(SP), Water SUPPLY Projects(WSP), Storm Water Drainage(SWD), Sewerage Projects (Micro Tunnelling), construction (CITY), construction (EASTERN).

Table 27: Ward-wise top three Drainage related civic complaints in the years 2014 to 2016

Ward	Population 2011	Drainage								
		Drainage Chokes and Blockages			Overflowing drains of manholes			Replacement of Missing / Damaged Manhole		
		2014	2015	2016	2014	2015	2016	2014	2015	2016
A	1,85,014	243	136	159	80	75	110	20	9	19
B	1,27,290	104	163	172	84	111	108	18	7	11
C	1,66,161	145	102	141	100	76	101	17	12	9
D	3,46,866	204	388	574	154	223	337	30	30	55
E	3,93,286	198	337	169	98	122	83	28	23	21
F/N	5,29,034	188	209	137	116	120	68	44	45	24
F/S	3,60,972	87	146	110	47	98	59	9	9	10
G/N	5,99,039	193	198	244	132	110	147	37	16	24
G/S	3,77,749	122	229	146	71	90	80	23	12	8
H/E	5,57,239	191	345	458	77	75	89	22	13	16
H/W	3,07,581	206	351	480	144	100	103	60	36	35
K/E	8,23,885	360	335	553	226	138	204	79	46	55
K/W	7,48,688	334	562	1,112	167	139	212	104	90	77
L	9,02,225	431	359	498	350	362	433	70	39	65
M/E	8,07,720	209	126	157	111	82	92	38	17	16
M/W	4,11,893	221	155	216	136	91	141	38	28	28
N	6,22,853	170	179	201	130	139	109	33	34	17
P/N	9,41,366	183	224	322	124	159	161	37	45	18
P/S	4,63,507	137	183	233	110	127	105	67	39	27
R/C	5,62,162	203	265	404	89	74	73	52	41	52
R/N	4,31,368	51	156	129	29	38	38	19	11	10
R/S	6,91,229	205	240	323	86	109	105	73	32	30
S	7,43,783	162	136	157	79	105	96	49	27	20
T	3,41,463	65	67	104	47	44	53	22	14	10
Total	1,24,42,373	4,612	5,591	7,199	2,787	2,807	3,107	989	675	657

Inference:

- ‘Drainage Chokes and Blockages’ and ‘Overflowing drains of manholes’ has seen an increase of 29% and 11% respectively while ‘Replacement of Missing / Damaged Manhole’ has decreased by 3% from 2015 to 2016.
- K/W has recorded the highest number of ‘Drainage Chokes and Blockages’ complaints in 2016, accounting up to 15% of the total registered complaints of ‘Drainage Chokes and Blockages’ in 2016.

Table 28: Ward-wise top three Solid Waste Management related civic complaints in the years 2014 to 2016

Solid Waste Management (SWM)										
Ward	Population 2011	Garbage not lifted from House/Gully/ Municipal Market/Road/ Authorised collection point			Removal of Debris			Providing /removing/replacing dustbins	Lifting of Tree Cutting	Collection point not attended properly
		2014	2015	2016	2014	2015	2016	2014	2015	2016
A	1,85,014	118	43	126	30	15	26	48	10	39
B	1,27,290	103	64	77	25	28	24	7	3	23
C	1,66,161	178	106	140	33	33	35	17	7	38
D	3,46,866	310	183	214	103	95	100	42	46	32
E	3,93,286	172	109	152	34	32	102	21	6	52
F/N	5,29,034	173	52	51	37	43	53	30	26	31
F/S	3,60,972	68	17	30	26	30	31	15	11	19
G/N	5,99,039	108	35	94	51	59	44	19	72	48
G/S	3,77,749	71	38	39	44	22	33	32	8	28
H/E	5,57,239	88	53	57	22	29	57	42	12	39
H/W	3,07,581	94	69	124	33	50	67	17	69	35
K/E	8,23,885	126	59	95	75	63	84	37	23	51
K/W	7,48,688	120	63	102	96	76	60	13	18	60
L	9,02,225	179	147	146	57	81	69	51	15	63
M/E	8,07,720	76	39	46	39	19	35	31	11	58
M/W	4,11,893	82	27	61	26	18	31	27	7	50
N	6,22,853	112	77	77	47	44	48	26	47	73
P/N	9,41,366	141	69	80	50	35	49	25	43	43
P/S	4,63,507	86	45	84	31	32	58	27	32	53
R/C	5,62,162	124	66	103	30	33	82	36	44	63
R/N	4,31,368	29	14	23	12	11	14	4	6	8
R/S	6,91,229	142	115	94	53	46	53	32	24	41
S	7,43,783	83	86	67	31	48	61	43	22	44
T	3,41,463	36	17	27	16	11	25	16	11	11
Total	1,24,42,373	2,819	1,593	2,109	1,001	953	1,241	658	573	1,002

Inference:

- D Ward has the highest number of complaints related to “Garbage not lifted from House/Gully/ Municipal Market/Road/ Authorised collection point” with 214 Complaints registered in 2016.
- While overall “Garbage not lifted from House/Gully/ Municipal Market/Road/ Authorised collection point” has seen an increase of 32%.
- “Removal of Debris” complaints increased by 30% from 2015 to 2016, with E ward contributing almost 8% of the total complaints registered.

Table 29: Top Four Water supply related Ward-wise civic complaints in the years 2014 to 2016

Water Supply													
Ward	Population 2011	Shortage of Water Supply			Leaks in Water Lines			Unauthorised Tapping of Water Connection			Contaminated Water Supply		
		2014	2015	2016	2014	2015	2016	2014	2015	2016	2014	2015	2016
A	1,85,014	40	38	26	12	3	11	5	9	19	11	9	9
B	1,27,290	34	40	27	5	11	6	11	8	13	30	24	28
C	1,66,161	39	31	56	9	16	5	5	24	10	42	37	35
D	3,46,866	64	60	102	52	78	66	5	11	17	41	54	53
E	3,93,286	85	66	60	47	45	32	34	27	35	41	44	88
F/N	5,29,034	84	51	72	29	30	21	28	26	26	26	24	17
F/S	3,60,972	41	23	26	12	27	17	7	19	35	11	19	8
G/N	5,99,039	51	58	52	17	47	29	77	107	121	18	32	50
G/S	3,77,749	24	27	21	19	32	26	31	29	17	15	7	10
H/E	5,57,239	34	33	30	15	36	29	15	18	26	30	35	31
H/W	3,07,581	98	75	61	43	29	31	29	15	19	51	34	46
K/E	8,23,885	132	192	185	85	173	103	44	70	64	43	36	46
K/W	7,48,688	176	209	220	47	80	78	85	75	71	92	108	102
L	9,02,225	137	146	129	274	363	199	88	148	143	31	32	42
M/E	8,07,720	974	898	668	248	154	117	73	45	54	55	40	38
M/W	4,11,893	141	137	118	165	144	105	30	36	37	42	31	41
N	6,22,853	70	61	51	227	207	191	27	38	33	11	17	12
P/N	9,41,366	141	103	139	74	92	83	59	110	104	100	70	88
P/S	4,63,507	59	90	110	44	45	51	25	36	29	34	24	33
R/C	5,62,162	109	152	136	54	53	26	14	25	28	46	54	100
R/N	4,31,368	45	49	28	32	34	12	9	12	10	28	9	16
R/S	6,91,229	148	91	97	82	91	42	28	26	27	62	32	64
S	7,43,783	63	62	52	185	244	113	23	40	34	14	14	15
T	3,41,463	40	47	25	72	43	43	8	7	4	13	16	8
Total	1,24,42,373	2,829	2,739	2,491	1,849	2,077	1,436	760	961	976	887	802	980

Inference:

- “Leaks in Water Lines” has registered a decrease of 31% from 2015 to 2016, “Contaminated Water Supply” has increased by 22% during the same period.
- L ward contributed almost 15% to the total complaints registered for “Unauthorized Tapping of Water Connection” in 2016.

Table 30: Status report of complaints in year 2014

Ward	Total Complaints	Closed (Action taken)	Complaints Registered (Action Pending)		In Process (Not assigned/Re Assigned/Being Attended)	Not related to MCGM	Councillor code not given	
			No.	In (%)			No.	In (%)
A	1,642	1,075	535	33%	30	2	1,435	87%
B	1,468	558	908	62%	2	0	1,154	79%
C	1,625	294	1,329	82%	2	0	1,246	77%
D	2,793	1,057	1,669	60%	67	0	2,433	87%
E	2,161	607	1,550	72%	4	0	1,583	73%
F/N	2,233	394	1,818	81%	21	0	1,758	79%
F/S	1,176	578	564	48%	33	1	846	72%
G/N	2,610	1,714	573	22%	323	0	1,906	73%
G/S	1,520	470	1,046	69%	4	0	1,183	78%
H/E	1,840	634	1,122	61%	84	0	1,403	76%
H/W	2,359	1,068	1,264	54%	27	0	1,822	77%
K/E	4,529	1,386	3,064	68%	78	1	3,211	71%
K/W	4,145	448	3,515	85%	182	0	3,187	77%
L	7,500	2,141	5,352	71%	7	0	6,623	88%
M/E	4,511	1,303	3,185	71%	23	0	3,722	83%
M/W	2,512	1,129	1,382	55%	1	0	1,955	78%
N	2,751	704	2,042	74%	5	0	2,057	75%
P/N	4,238	2,562	1,552	37%	124	0	3,039	72%
P/S	2,772	1,571	1,194	43%	7	0	2,287	83%
R/C	2,721	753	1,897	70%	71	0	2,059	76%
R/N	1,323	386	919	69%	18	0	887	67%
R/S	4,077	1,366	2,684	66%	27	0	3,281	80%
S	2,447	833	1,568	64%	43	3	1,858	76%
T	1,794	527	1,266	71%	1	0	1,038	58%
Total	66,747	23,558	41,998		1,184	7	51,973	
In (%)		35%	63%		2%	0.01%	78%	

Note: These total complaints exclude the 'Voice of Citizens' complaints from 2014.

Inference:

- MCGM departments (Administration) have closed 35% of the total 66,747 civic complaints in 2014.
- No action has been taken by the Administration in case of 63% registered complaints in 2014.
- The Councillor code⁸ was not filled in 78% citizen's complaints.

⁸While solving complaints the engineer concerned has to mention the councillor name (code) for each complaint, based on the constituency that the complaint belongs to. This is compulsory and should be filled out rigorously. This will assist councillors to get the list of constituency-wise complaints.

Table 31: Status report of complaints in year 2015

Ward	Total Complaints	Closed (Action taken)	Complaints Registered (Action Pending)		In Process (Not assigned/Re Assigned/Being Attended)	Not related to MCGM	Councillor code not given	
			No.	In (%)			No.	In (%)
A	1,258	994	254	20%	6	4	1,131	90%
B	1,239	1,017	196	16%	26	0	1,085	88%
C	1,477	1,080	397	27%	0	0	1,243	84%
D	3,125	2,648	475	15%	2	0	2,890	92%
E	2,220	1,833	380	17%	7	0	1,834	83%
F/N	2,183	1,754	373	17%	52	4	1,820	83%
F/S	1,216	1,056	157	13%	3	0	1,014	83%
G/N	3,008	2,783	190	6%	35	0	2,642	88%
G/S	1,446	1,220	200	14%	26	0	1,227	85%
H/E	2,073	1,477	573	28%	22	1	1,784	86%
H/W	2,343	1,709	628	27%	6	0	2,027	87%
K/E	3,936	3,120	734	19%	82	0	3,479	88%
K/W	3,831	2,236	1,592	42%	3	0	3,368	88%
L	7424	5,668	1,626	22%	125	5	6,788	91%
M/E	3,013	952	2,056	68%	5	0	2,763	92%
M/W	1,884	1,594	289	15%	1	0	1,628	86%
N	2,740	2,275	459	17%	6	0	2,218	81%
P/N	4,028	2,982	1,000	25%	46	0	3,463	86%
P/S	2,662	2,208	430	16%	24	0	2,269	85%
R/C	2,636	1,834	755	29%	47	0	2,115	80%
R/N	1,181	922	249	21%	10	0	949	80%
R/S	3,022	1,876	1,130	37%	16	0	2,543	84%
S	2,712	2,197	496	18%	19	0	2,265	84%
T	1,253	902	346	28%	5	0	1,009	81%
Total	61,910	46,337	14,985		574	14	53,554	
In (%)		75%	24%		1%	0.02%	87%	

Note: These total complaints exclude the 'Voice of Citizens' complaints from 2015.

Inference:

- MCGM departments (Administration) have closed about 75% of the total 61910 civic complaints in 2015.
- The Councillor code⁹ was not filled in 87% of the citizen complaints.

⁹While solving complaints the engineer concerned has to mention the councillor name (code) for each complaint, based on the constituency that the complaint belongs to. This is compulsory and should be filled out rigorously. This will assist councillors to get the list of constituency-wise complaints.

Table 32: Status report of complaints in year 2016

Ward	Total Complaints	Closed (Action taken)	Complaints Registered (Action Pending)		In Process (Not assigned/Re Assigned/Being Attended)	Not related to MCGM	Councillor code not given	
			No.	In (%)			No.	In (%)
A	1,972	860	1,095	56%	17	0	1,477	75%
B	1,916	1,114	773	40%	29	0	1,389	72%
C	1,899	1,061	836	44%	2	0	1,267	67%
D	4,081	3,318	756	19%	7	0	3,247	80%
E	2,992	2,716	218	7%	58	0	2,136	71%
F/N	2,765	2,534	142	5%	89	0	1,912	69%
F/S	1,628	1,222	401	25%	5	0	1,095	67%
G/N	4,416	2,162	1,991	45%	263	0	2,486	56%
G/S	1,983	1,526	444	22%	11	2	1,399	71%
H/E	2,774	1,256	1,425	51%	75	18	1,904	69%
H/W	3,093	1,582	1,459	47%	52	0	2,287	74%
K/E	5,901	4,199	1,525	26%	154	23	3,999	68%
K/W	6,374	3,613	2,622	41%	138	1	4,789	75%
L	7,498	2,184	5,131	68%	166	17	5,381	72%
M/E	3,468	1,582	1,871	54%	15	0	2,585	75%
M/W	2,709	1,203	1,269	47%	237	0	1,764	65%
N	3,559	2,065	1,382	39%	110	2	2,365	66%
P/N	4,955	3,278	1,488	30%	185	4	3,514	71%
P/S	3,450	2,022	1,370	40%	58	0	2,485	72%
R/C	4,092	1,968	2,008	49%	116	0	2,303	56%
R/N	1,542	828	688	45%	22	4	921	60%
R/S	3,855	2,508	1,290	33%	56	1	2,817	73%
S	3,040	1,715	1,231	40%	94	0	1,859	61%
T	1,593	995	582	37%	16	0	961	60%
Total	81,555	47,511	31,997		1,975	72	56,342	
In (%)		58%	39%		2%	0.09%	69%	

Inference:

- Total complaints have gone up by 32% from 2015 to 2016, of which MCGM departments Administration) have closed 58% of the total 81,555 registered civic complaints in 2016.
- The Councillor code¹⁰ was not filled in 69% of the citizen complaints.

¹⁰While solving complaints the engineer concerned has to mention the councillor name (code) for each complaint, based on the constituency that the complaint belongs to. This is compulsory and should be filled out rigorously. This will assist councillors to get the list of constituency-wise complaints.

Table 33: Ward-wise average number of days for closing complaints in the year 2014

Complaint to be attended as per Citizens' Charter	Drainage Chokes and Blockages	Overflowing drains or manholes	Odour (Foul Smell) from Drains	Replacement of Missing/Damaged Manhole	Raising of Manhole (except in Monsoon)	Cleaning of septic tank	Repairs to pipe sewers /main sewers	Contaminated Water Supply	Leaks in Water Lines
To resolved as per Citizens' Charter	1	1	1	1	7	7	7	1	7
Actual time taken to resolve in 2014	17	18	16	21	14	19	20	16	17
A	4	4	4	6	5	5	8	7	10
B	26	22	17	34	0	0	30	4	3
C	21	16	0	0	0	0	0	6	4
D	22	25	0	41	0	32	32	4	6
E	16	29	0	10	0	25	0	19	17
F/N	23	26	28	31	18	32	42	9	18
F/S	25	22	0	0	0	37	8	18	24
G/N	15	17	13	15	0	15	15	10	5
G/S	3	2	0	3	0	2	2	24	15
H/E	30	25	20	23	0	28	59	15	12
H/W	8	9	5	12	16	5	7	30	26
K/E	17	22	18	18	0	27	0	18	19
K/W	27	26	19	36	0	16	38	41	42
L	32	32	23	31	0	34	24	17	24
M/E	14	15	14	16	19	14	21	25	31
M/W	15	15	12	18	12	14	13	4	3
N	25	9	0	0	0	21	18	43	0
P/N	14	15	17	19	0	15	15	13	14
P/S	26	23	0	26	0	30	51	28	27
R/C	20	7	0	11	0	33	34	47	17
R/N	14	18	0	7	0	17	0	10	28
R/S	20	23	16	35	0	23	26	19	24
S	24	22	0	17	0	22	4	87	33
T	24	19	20	45	0	28	24	8	15

- In the year 2014, on an average it took 87 days for closing complaints related to 'Contaminated Water Supply' in 'S' ward.
- In 'L' ward on an average it took 32 days for closing complaints of 'Drainage Chokes and Blockages' & 'Overflowing drains or manholes'.

Table 34: Ward-wise average number of days for closing complaints in the year 2014

Complaint to be attended as per Citizens' Charter	Shortage of Water Supply	Burst Water Main	Garbage not lifted - Co-authorized Point	Collection point not attended properly	Garbage lorry not reported for service/ Lorry not covered	Providing /removing/replacing dustbins	Sweeping of road	Removal of Dead Animals	No attendance at public toilets
To resolved as per Citizens' Charter	2	1	1	1	1	8	1	1	2
Actual time taken to resolve in 2014	18	17	16	15	14	17	18	19	18
A	7	8	4	3	4	4	4	0	5
B	4	0	15	13	16	10	20	0	0
C	5	3	17	19	0	25	29	0	53
D	4	10	35	30	44	50	27	0	0
E	17	17	15	14	19	12	24	0	0
F/N	17	0	0	0	0	0	0	0	0
F/S	26	0	10	6	6	7	7	0	4
G/N	5	0	12	15	16	13	16	4	18
G/S	25	0	2	2	2	2	2	3	2
H/E	15	20	20	24	16	26	21	0	22
H/W	27	22	19	9	18	14	13	0	6
K/E	26	17	24	27	26	30	26	0	22
K/W	44	71	31	18	34	0	0	0	48
L	20	15	27	31	27	25	29	29	29
M/E	28	28	16	9	11	18	15	0	17
M/W	3	3	25	24	28	25	23	41	23
N	0	59	11	12	9	17	11	13	27
P/N	14	10	17	17	13	25	25	0	17
P/S	19	33	13	15	16	14	21	20	3
R/C	23	17	13	18	15	22	14	0	24
R/N	19	0	16	15	12	9	16	13	16
R/S	19	11	13	0	0	6	15	0	0
S	33	38	19	18	17	28	24	38	0
T	9	12	19	21	23	18	31	12	31

- K/W ward on an average took 44 days for closing complaints of 'Shortage of Water Supply' and 71 days for 'Burst Water Main' in the year 2014.
- 'D' ward on an average took 35 days for closing complaints of 'Garbage not lifted - Co-authorized Point', 44 days for 'Garbage lorry not reported for service/ Lorry not covered' and 50 days for 'Providing/removing/replacing dustbins'.

Table 35: Ward-wise average number of days for closing complaints in the year 2015

Complaint to be attended as per Citizens' Charter	Drainage Chokes and Blockages	Overflowing drains or manholes	Odour (Foul Smell) from Drains	Replacement of Missing / Damaged Manhole	Raising of Manhole (except in Monsoon)	Cleaning of septic tank	Repairs to pipe sewers /main sewers	Contaminated Water Supply	Leaks in Water Lines
To resolved as per Citizens' Charter	1	1	1	1	7	7	7	1	7
Actual time taken to resolve in 2015	8	13	14	18	11	16	18	12	14
A	5	5	4	8	0	2	13	5	4
B	9	12	14	40	24	10	17	5	8
C	9	16	51	15	0	10	0	5	6
D	7	8	12	11	0	10	16	9	7
E	8	9	12	16	2	15	14	7	13
F/N	8	12	8	20	0	14	87	7	10
F/S	6	10	28	21	0	0	14	10	11
G/N	3	5	6	7	0	2	13	7	7
G/S	11	11	3	9	0	22	2	17	21
H/E	7	30	5	43	8	26	11	17	17
H/W	4	9	4	9	0	5	9	31	24
K/E	9	18	21	22	0	19	14	14	16
K/W	9	28	32	22	0	22	31	30	33
L	11	12	13	14	8	15	17	11	18
M/E	12	12	10	11	0	13	24	31	62
M/W	8	10	13	7	6	9	10	5	5
N	9	9	2	21	19	6	13	5	8
P/N	14	21	14	38	5	22	50	18	17
P/S	10	24	17	27	0	29	53	23	20
R/C	10	17	59	27	0	23	26	14	19
R/N	4	15	6	8	0	26	59	13	10
R/S	8	13	10	14	0	4	9	17	19
S	13	16	14	31	25	15	21	14	13
T	20	18	27	8	0	8	74	8	7

Table 36: Ward-wise average number of days for closing complaints in the year 2015

Complaint to be attended as per Citizens' Charter	Short age of Water Supply	Burst Water Main	Garbage not lifted - Co-authorized Point	Collection point not attended properly	Garbage lorry not reported for service/ Lorry not covered	Providing/removing/replacing dustbins	Sweeping of road	Removal of Dead Animals	No attendance at public toilets
To resolved as per Citizens' Charter	2	1	1	1	1	8	1	1	2
Actual time taken to resolve in 2015	15	15	15	9	9	9	10	7	11
A	5	6	8	4	4	7	3	0	2
B	5	15	10	13	5	0	11	0	0
C	4	11	14	2	8	9	15	29	0
D	6	6	0	5	8	7	7	6	7
E	9	9	0	7	6	15	9	0	0
F/N	11	14	0	8	11	9	13	0	19
F/S	12	15	4	5	5	4	6	4	4
G/N	8	5	14	8	3	6	1	0	12
G/S	32	85	3	2	2	2	2	3	5
H/E	16	17	12	6	10	7	4	9	10
H/W	31	23	12	17	13	22	18	0	31
K/E	12	12	17	11	18	11	9	14	18
K/W	24	30	0	8	9	11	8	0	7
L	13	21	15	10	12	11	8	4	7
M/E	46	76	14	12	10	16	15	1	14
M/W	5	8	25	8	13	9	13	7	13
N	6	11	23	8	2	4	10	8	3
P/N	16	25	32	17	21	12	21	14	19
P/S	23	31	10	4	5	7	6	5	4
R/C	17	18	0	6	4	4	5	3	18
R/N	6	1	2	0	0	4	7	0	14
R/S	12	19	0	18	12	16	22	0	14
S	15	13	0	5	7	8	18	0	8
T	8	4	19	16	6	5	11	0	5

Inference:

- H/W & M/E (31) Ward Committees took the longest days to attend to complaints regarding 'Contaminated Water Supply', which should actually have taken only a day according to the Citizens' Charter.
- F/N (87) Ward Committee took the longest days to attend to complaints regarding 'repairs to pipe sewers and main sewers', which according to the Citizens' Charter should have been dealt within 7 days.
- P/S (29) Ward took 66 days to address complaints regarding the 'Cleaning of Septic Tank' which according to the Citizens' Charter should have been addressed within 7 days. On the other hand, T Ward took the least days to address this particular issue (8 days).
- G/S Ward Committee took on an average 85 days for closing complaints relating to 'Burst Water Main' in 2015, which should actually have been closed within 1 day according to the Citizens' Charter.
- M/E Ward Committee took on an average 76 days to close complaints relating to 'Burst Water Main', 53 days to close complaints regarding 'Shortage of Water Supply', and 62 days close complaints Leaks in Water Lines.

Table 37: Ward-wise average number of days for closing complaints in the year 2016

Complaint to be attended as per Citizens' Charter	Drainage Chokes and Blockages	Overflowing drains or manholes	Odour (Foul Smell) from Drains	Replacement of Missing / Damaged Manhole	Raising of Manhole (except in Monsoon)	Cleaning of septic tank	Repairs to pipe sewers/ main sewers	Contaminated Water Supply	Leaks in Water Lines
To resolved as per Citizens' Charter	1	1	1	1	7	7	7	1	7
Actual time taken to resolve in 2016	11	20	20	21	17	24	20	19	18
A	12	15	23	15	0	10	14	11	6
B	5	5	8	10	0	5	6	7	10
C	16	20	15	18	0	15	23	7	10
D	19	20	21	18	20	13	12	17	15
E	10	10	15	16	0	22	16	10	9
F/N	12	9	15	9	0	14	9	10	10
F/S	9	11	16	11	0	10	14	15	26
G/N	7	11	10	10	6	14	14	10	10
G/S	12	14	21	22	0	19	24	15	18
H/E	6	30	5	39	0	15	27	26	26
H/W	6	19	20	27	0	9	25	23	18
K/E	12	25	31	28	18	24	23	32	22
K/W	5	30	21	25	34	30	34	42	39
L	12	9	30	6	0	6	15	4	8
M/E	12	12	11	13	16	15	15	54	47
M/W	33	29	31	31	0	39	21	11	9
N	23	21	27	19	5	29	41	25	15
P/N	15	28	24	19	4	21	15	22	22
P/S	15	23	26	26	0	6	35	23	24
R/C	6	21	17	16	0	29	18	31	28
R/N	5	32	43	26	0	31	16	11	9
R/S	13	23	17	23	25	23	20	20	24
S	22	27	25	32	16	28	29	19	18
T	35	36	51	20	0	27	21	15	11

Table 38: Ward-wise average number of days for closing complaints in the year 2016

Complaint to be attended as per Citizens' Charter	Shortage of Water Supply	Burst Water Main	Garbage not lifted - Co-authorized Point	Collection point not attended properly	Garbage lorry not reported for service/ Lorry not covered	Providing/removing/replacing dustbins	Sweeping of road	Removal of Dead Animals	No attendance at public toilets
To resolved as per Citizens' Charter	2	1	1	1	1	8	1	1	2
Actual time taken to resolve in 2016	19	17	17	15	15	18	15	12	20
A	6	4	12	11	0	7	16	0	0
B	3	0	4	3	3	3	3	4	4
C	9	10	4	5	8	10	6	3	5
D	13	14	15	21	27	15	15	13	17
E	11	8	12	15	11	15	11	17	5
F/N	9	6	13	6	13	4	8	5	5
F/S	26	44	11	10	8	9	8	4	13
G/N	8	6	20	18	0	20	20	0	17
G/S	19	23	11	14	11	20	11	0	14
H/E	45	0	14	18	11	8	11	0	9
H/W	17	18	9	15	9	12	8	0	0
K/E	23	17	21	23	19	19	31	7	19
K/W	31	44	44	27	18	40	29	26	45
L	5	0	22	24	28	28	20	15	29
M/E	39	0	31	33	32	40	34	62	42
M/W	13	15	40	20	24	17	23	16	33
N	19	14	9	6	6	7	6	6	6
P/N	21	23	24	26	38	31	28	25	26
P/S	25	12	17	12	16	14	9	9	28
R/C	32	52	13	12	12	14	13	3	11
R/N	12	14	2	36	15	16	19	0	20
R/S	18	15	22	11	3	23	16	0	17
S	21	22	14	8	11	17	19	6	40
T	13	7	15	11	19	11	12	12	0

Inference:

- M/E ward has taken the longest to attend complaints regarding Contaminated Water Supply (54 days); Leaks in Water Lines (47 days), Providing/removing/replacing dustbins (40 days), Sweeping of road (34 days) and Removal of Dead Animals (62 days).
- H/E ward (45 days) took the longest time to attend the complaints regarding “Shortage of Water Supply”, which according to the Citizens Charter should have taken only two days.

Table 39: Ward Committee and Ward-wise Number of Meetings, Attendance in (%) and No. of Questions Asked from January 2016 to December 2016

Sr. No.	Ward	No. of Councillors	No. of Meetings	Attendance (in %)	Total Questions asked	No. of questions asked by councillors			
						Zero Que.	1 to 5 Que.	6 to 10 Que.	Above 10 Que.
1	Ward Committee A, B and E								
	A	4	14	66%	11	0	4	0	0
	B	3			18	0	1	2	0
	E	8			11	3	5	0	0
2	Ward Committee C and D								
	C	4	17	83%	21	0	2	1	1
	D	7			30	0	6	1	0
3	Ward Committee F/South and F/North								
	F/N	10	17	62%	60	0	7	1	2
	F/S	7			22	3	2	1	1
4	Ward Committee G/North	11	14	69%	34	3	5	3	0
5	Ward Committee G/South	9	15	75%	64	2	3	2	2
6	Ward Committee H/East and H/West								
	H/E	11	14	77%	68	0	6	2	3
	H/W	6			46	0	1	4	1
7	Ward Committee K/East	15	20	71%	44	3	10	2	0
8	Ward Committee K/West	13	19	70%	86	1	4	6	2
9	Ward Committee L	15	15	76%	90	1	8	3	3
10	Ward Committee M/East	13	15	62%	43	2	7	4	0
11	Ward Committee M/West	8	17	83%	51	0	5	2	1
12	Ward Committee N	12	16	56%	56	2	5	4	1
13	Ward Committee P/North	16	15	75%	47	2	11	3	0
14	Ward Committee P/South	8	15	73%	23	0	7	1	0
15	Ward Committee R/Central and R/North								
	R/C	10	24	75%	81	0	3	4	3
	R/N	7			34	0	4	3	0
16	Ward Committee R/South	11	15	87%	134	0	2	6	3
17	Ward Committee S and T								
	S	13	17	65%	41	1	10	2	0
	T	6			37	1	2	2	1
	Total	227	279	72%	1,152	24	120	59	24

Inference:

- R/S Ward has highest number of attendance (87%) in 2016 as well as the highest number of question asked (134) in Ward Committee Meetings.
- 24 Councillors have not asked single questions in the year 2016.

Table 40: Issue-wise questions asked by Councillors during the period January 2016 to December 2016

Sr. No.	Ward	Dra ina ge	SW M	Wa ter Sup ply	Lice nse	Roa ds	Gar den	Comm unity Develo pment	Hea lth	Educ ation	Nami ng/ Rena ming of Road	Other issue s relat ed	Total
1	Ward Committee A, B and E												
	A	0	0	3	0	2	1	0	0	0	3	2	11
	B	1	2	0	1	0	0	0	0	1	8	5	18
	E	0	2	0	0	1	0	1	0	1	3	3	11
2	Ward Committee C and D												
	C	0	2	1	1	6	1	0	0	0	1	9	21
	D	1	1	0	4	6	1	0	0	0	10	7	30
3	Ward Committee F/South and F/North												
	F/N	3	1	1	5	10	2	2	1	1	21	13	60
	F/S	2	1	0	0	3	4	1	0	0	4	7	22
4	Ward Committee G/North	0	3	0	4	3	0	2	0	2	5	15	34
5	Ward Committee G/South	4	7	3	3	11	3	3	3	2	8	17	64
6	Ward Committee H/East and H/West												
	H/E	8	5	1	5	11	2	1	3	1	7	24	68
	H/W	1	3	0	1	3	4	1	1	0	13	19	46
7	Ward Committee K/East	0	1	3	0	5	3	0	2	0	14	16	44
8	Ward Committee K/West	4	4	7	5	15	2	5	1	2	24	17	86
9	Ward Committee L	6	8	7	3	23	1	0	2	1	15	24	90
10	Ward Committee M/E	8	4	3	4	6	3	0	2	1	4	8	43
11	Ward Committee M/W	9	9	3	4	11	1	1	0	0	3	10	51
12	Ward Committee N	5	0	5	1	3	0	0	1	0	28	13	56
13	Ward Committee P/North	0	4	7	4	9	0	1	1	0	15	6	47
14	Ward Committee P/South	0	2	1	0	2	0	1	0	0	12	5	23

CIVIC ISSUES WHITE PAPER

Sr. No.	Ward	Drainage	SW M	Water Supply	Licence	Roads	Garden	Community Development	Health	Education	Naming/ Renaming of Road	Other issues related	Total
15	Ward Committee R/Central and R/North												
	R/C	3	12	7	7	14	3	0	1	0	20	14	81
	R/N	0	2	1	1	4	1	3	0	0	4	18	34
16	Ward Committee R/South	9	14	2	10	32	5	6	3	2	13	38	134
17	Ward Committee S and T												
	S	2	8	1	2	6	1	1	1	0	10	9	41
	T	2	2	1	2	4	1	1	3	0	18	3	37
	Total	68	97	57	67	190	39	30	25	14	263	302	1,152

Inference:

- Maximum number of questions were asked on 'Naming/ Renaming of Road' (263).
- Lowest (11) number of questions were asked in A and E wards.

Table 41: Tree Census data

WARD	Area in Sq.km.	2012-13	2013-14	2014-15	2015-16
A	11.21	41,838	41,838	81,516	83,201
B	2.66	6,786	6,786	7,816	7,816
C	1.91	3,919	3,919	5,756	5,756
D	8.22	58,207	58,207	98,478	1,00,317
E	7.27	39,270	39,270	57,128	58,028
F/S	9.79	82,417	82,417	1,84,837	1,84,837
F/N	12.28	54,330	54,330	85,897	87,240
G/S	9.29	43,341	43,341	43,341	96,620
G/N	8.76	45,912	45,912	92,178	94,774
H/E	12.42	74,092	74,092	74,092	74,092
H/W	9.03	83,176	83,176	83,176	83,176
K/E	23.96	1,56,508	1,56,508	156,508	1,60,004
K/W	24.55	1,36,262	1,36,262	1,36,262	1,40,674
L	15.68	1,21,075	1,21,075	67,758	6,76,758
M/E	33.08	83,862	83,862	92,445	1,51,949
M/W	17.4	1,44,790	1,44,790	1,05,631	2,13,084
N	25.96	67,828	67,828	80,483	2,86,894
P/S	25.19	84,510	84,510	1,59,649	1,79,452
P/N	46.72	67,758	67,758	2,58,045	2,84,271
R/S	18.31	92,445	92,445	144,790	1,44,790
R/C	48.03	1,05,631	1,05,631	67,808	67,808
R/N	14.18	80,483	80,483	84,510	84,510
S	29.75	1,59,217	1,59,217	1,59,217	2,48,116
T	42.88	84,187	84,187	84,187	84,187
Total	458.53	19,17,844	19,17,844	24,11,508	35,98,354

Inference :

- The number of trees have almost doubled from 2013-14 to 2015-16 in A (99%), F/S (124%) and G/N (106%) wards.
- In N ward, the number of trees have increased by 256% in 2015-2016 as compared to 2014-2015.
- In T ward, the number trees remained the same since 2012-2013 i.e. 84,187.

Annexure1 – Political party-wise data

Table 42: Party-wise number of questions asked by Councillors during March 2012 to December 2016

Political Party Name	Number of Questions Asked	2012	2013	2014	2015	2016	Average members	Total Members
Akhil Bharatiya Sena	Zero Question	2	0	2	0	1	1	2
	1 to 5 Question	0	2	0	2	1	1	
	6 to 10 Question	0	0	0	0	0	0	
	Above 10 Question	0	0	0	0	0	0	
Bharatiya Janata Party	Zero Question	5	2	2	6	2	3	31
	1 to 5 Question	20	19	18	12	17	17	
	6 to 10 Question	5	10	7	10	9	8	
	Above 10 Question	1	0	4	3	3	2	
Bhartiya Republican Party Bahun Mahasangha	Zero Question	0	0	0	0	0	0	1
	1 to 5 Question	1	1	0	1	0	1	
	6 to 10 Question	0	0	1	0	1	0	
	Above 10 Question	0	0	0	0	0	0	
Bhartiya Shetkari Kamgar Party	Zero Question	0	0	1	0	0	0	1
	1 to 5 Question	0	0	0	1	1	0	
	6 to 10 Question	0	0	0	0	0	0	
	Above 10 Question	0	0	0	0	0	0	
Independent	Zero Question	3	3	2	2	3	3	14
	1 to 5 Question	11	8	10	8	5	8	
	6 to 10 Question	1	3	1	4	5	3	
	Above 10 Question	0	1	1	0	1	1	
Indian National Congress	Zero Question	10	6	5	4	6	6	51
	1 to 5 Question	33	33	30	24	19	28	
	6 to 10 Question	9	11	12	16	17	13	
	Above 10 Question	0	2	5	8	9	5	
Maharashtra Navnirman Sena	Zero Question	4	1	3	2	1	2	28
	1 to 5 Question	21	18	20	20	17	19	
	6 to 10 Question	3	7	5	3	8	5	
	Above 10 Question	0	2	0	3	2	1	
Nationalist Congress Party	Zero Question	0	1	2	0	0	1	14
	1 to 5 Question	11	7	3	9	7	7	
	6 to 10 Question	2	4	7	4	5	4	
	Above 10 Question	0	1	1	0	2	1	
Republican Party Of India (RPI)(A)	Zero Question	0	1	0	1	1	1	1
	1 to 5 Question	1	0	1	0	0	0	
	6 to 10 Question	0	0	0	0	0	0	
	Above 10 Question	0	0	0	0	0	0	
Samajwadi Party	Zero Question	4	1	1	1	1	2	8
	1 to 5 Question	3	3	4	4	3	3	
	6 to 10 Question	1	5	2	4	2	3	
	Above 10 Question	1	0	2	0	2	1	
Shiv Sena	Zero Question	17	4	8	11	9	10	76
	1 to 5 Question	49	51	48	43	50	48	
	6 to 10 Question	8	14	12	14	12	12	
	Above 10 Question	1	6	7	7	5	5	
Total Members		227	227	227	227	227	227	227

Table 43: Party-wise number of questions asked on civic issues during March 2012 to December 2016

Political Party Name	No. of Mem bers	Road					Drainage				
		Y1 ¹¹	Y2	Y3	Y4	Y5	Y1	Y2	Y3	Y4	Y5
Akhil Bharatiya Sena	2	0	0	0	0	0	0	0	0	0	0
Bharatiya Janata Party	31	15	24	37	25	31	2	4	7	2	11
Bhartiya Republican Party Bahujan Mahasangha	1	0	0	1	0	0	0	0	0	0	1
Bhartiya Shetkari Kamgar Party	1			0	0	0			0	0	2
Independent	14	10	9	2	13	11	1	2	3	2	3
Indian National Congress	52	19	22	21	45	49	10	8	11	14	22
Maharashtra Navnirman Sena	28	20	22	16	25	23	3	7	2	3	4
Nationalist Congress Party	13	6	5	15	16	15	1	1	1	1	3
Republican Party Of India (RPI)(A)	1	0	0	0	0	0	0	0	0	0	0
Samajwadi Party	9	4	12	9	9	10	4	0	2	0	6
Shiv Sena	75	28	47	37	61	51	9	13	18	17	16
Total	227	102	141	138	194	190	30	35	44	39	68

Political Party Name	No. of Mem bers	SWM					Water Supply				
		Y1	Y2	Y3	Y4	Y5	Y1	Y2	Y3	Y4	Y5
Akhil Bharatiya Sena	2	0	0	0	0	0	0	0	0	0	0
Bharatiya Janata Party	31	7	12	15	19	16	10	12	17	6	6
Bhartiya Republican Party Bahujan Mahasangha	1	0	0	0	0	2	2	0	0	0	0
Bhartiya Shetkari Kamgar Party	1			0	0	0			0	0	0
Independent	14	3	7	7	8	3	2	6	6	6	6
Indian National Congress	52	21	24	25	19	30	11	9	15	22	12
Maharashtra Navnirman Sena	28	2	11	11	9	19	5	4	4	1	6
Nationalist Congress Party	13	4	3	8	4	4	2	1	4	3	6
Republican Party Of India (RPI)(A)	1	0	0	0	0	0	0	0	0	0	0
Samajwadi Party	9	2	5	6	6	4	2	2	8	2	2
Shiv Sena	75	23	23	39	21	19	13	10	17	25	19
Total	227	62	85	111	86	97	47	44	71	65	57

¹¹ Y1 refers to 2012, Y2 is 2013, Y3 is 2014, Y4 is 2015 and Y5 is 2016.

Political Party Name	No. of Members	Naming/ Renaming of Roads / Chowk					Other related issues					Total				
		Y1 ¹²	Y2	Y3	Y4	Y5	Y1	Y2	Y3	Y4	Y5	Y1	Y2	Y3	Y4	Y5
Akhil Bharatiya Sena	2	0	0	0	1	1	0	2	0	2	0	0	2	0	3	1
Bharatiya Janata Party	31	20	26	12	34	51	40	69	64	75	50	94	147	152	161	165
Bhartiya Republican Party Bahujan Mahasangha	1	0	1	1	2	1	2	3	4	2	3	4	4	6	4	7
Bhartiya Shetkari Kamgar Party	1			0	1	0			0	0	0	0	0	0	1	2
Independent	14	9	5	3	4	13	18	34	24	28	26	43	63	45	61	62
Indian National Congress	52	29	37	34	47	81	55	103	122	139	140	145	203	228	286	334
Maharashtra Navnirman Sena	28	9	20	11	10	16	42	70	41	79	65	81	134	85	127	133
Nationalist Congress Party	13	13	15	16	8	39	24	38	33	28	27	50	63	77	60	94
Republican Party Of India (RPI)(A)	1	2	0	1	0	0	0	0	0	0	0	2	0	1	0	0
Samajwadi Party	9	1	0	3	3	7	16	29	27	22	19	29	48	55	42	48
Shiv Sena	75	44	43	28	51	54	114	189	184	178	147	231	325	323	353	306
Total	227	127	147	109	161	263	311	537	499	553	477	679	989	972	1098	1152

¹² Y1 refers to 2012, Y2 is 2013, Y3 is 2014, Y4 is 2015 and Y5 is 2016.

Supported

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