

# DELHI COUNCILLOR HANDBOOK VOL 1 2017 MAKING DEMOCRACY WORK

I want to make Delhi a better city!



## Foreword

A very warm welcome to all of you! Namaskar, I am 'BIGGY', Praja's mascot. I symbolically represent all of us—the netas and the civil servants, the young and the old, the women and the men. These are the people that form an integral part of "dilwalon ki dilli". My municipal councillor, you represent our dreams of a better city, a well-managed city, a city of the new age. I am sure you will strive to do your best to meet up to our ever-growing expectations. We, at Praja, are here to help you in your effort. This handbook that we have put together is a collection of important facts that can enable your journey.

Gandhiji had very rightly highlighted the importance of decentralisation, saying—"True democracy cannot be worked by twenty men sitting at the centre. It has to be worked from below, by the people of every village." In other words, we must adhere to the principle of subsidiarity, the concept that any work that can be done at a more local level should be done so. An administration which conducts its affairs in an excessively centralised manner risks being disconnected from the ordinary persons. This is why you, the councillors, really are Delhi's captains.

As the civic bodies are adding years to its age, they are becoming ever more active—taking on newer responsibilities and newer challenges. These responsibilities involve a complex legal framework, various committees and procedural requirements. This administrative set-up is not a recent creation, but has evolved over the ages.

The civic bodies of Delhi are the most important institutions for governance in the lives of the city's residents. They are governed by you, the municipal councillors, whom we, the citizens, elect every five years.

This handbook is a guided tour through the gigantic edifice of the civic administration of Delhi. Through this book, we hope to shed more light on issues that affect all of us—water supply, education and housing. The book also gives an overview of the various obligatory and discretionary duties of the Municipal Corporations of Delhi. Also included is the methodology we use to rate the performance of the municipal councillors.

We hope this book assists you in your tenure as municipal councillor as well as thereafter. Do feel free to contact the Praja team for more related information (Phone: 011-23321559; e-mail: [info@praja.org](mailto:info@praja.org)).

**Happy reading!**

# Board of Trustees and Advisors

## Board of Trustee

### **Nitai Mehta**

Managing Trustee, Praja Foundation;  
Entrepreneur

### **Sumangali Gada**

Founder Trustee, Praja Foundation;  
Entrepreneur

### **Anuj Bhagwati**

Trustee, Praja Foundation;  
Entrepreneur

### **Iris Madeira**

Trustee, Praja Foundation;  
Education Consultant,  
Board of Advisor's Centre for Civil Society

### **Jamal Mecklai**

Trustee, Praja Foundation  
Foreign Exchange Consultant

### **Vivek Asrani**

Trustee, Praja Foundation; Entrepreneur

## Praja Advisors Board

### **Dr. C. R. Sridhar**

Market Research Professional

### **Dhruv Mundra**

Entrepreneur

### **Juju Basu**

Advertising Professional

### **K. M. S. (Titoo) Ahluwalia**

Former Chairman & CEO  
A.C. Nielsen ORG-MARG

### **Mustafa Doctor**

Advocate

### **Rajan Mehra**

Entrepreneur

### **Dr. Suma Chitnis**

Social Scientist & former Vice Chancellor,  
SNDT University

### **Vinay Sanghi**

Entrepreneur

# Praja Team

### **Milind Mhaske**

Project Director, Praja Foundation

### **Priyanka Sharma**

Sr. Programme Manager, Praja Foundation

### **Anjali Srivastava**

Sr. Project Officer, Praja Foundation

### **Anubhav Jain**

Data Collection Officer

### **Anubhooti Yadav**

Project Officer

### **Bhumika Makwana**

Data Entry Officer

### **Dakshata Bhosale**

Data Entry Officer

### **Eknath Pawar**

Senior Data Collection Officer

### **Ganesh Jadhav**

Office Assistant

### **Ganesh Phulsundar**

Data Checker

### **Himanshi Singh**

Project Officer

### **Mahesh Bhaskar**

Data Checker

### **Namrata Kamath**

Project Officer

### **Nilam Mirashi**

Junior Analyst

### **Neha Kori**

Data Entry Officer

### **Pooja Verma**

Senior Data Collection Officer

### **Pooja Mohite**

Data Entry Officer

### **Pradeep Shinde**

Senior Accountant

### **Pragati Watve**

Data Entry Officer

### **Puneet Kaur**

Documentation & Communication Officer

### **Rakesh Gaikwad**

Project Coordinator

### **Rakesh Pote**

Data Collection Officer

### **Rashmi Kapoor**

Assistant Manager (Admin & Accts)

### **Rohit Jadhav**

Data Entry Officer

### **Ruchita Bait**

Data Entry Officer

### **Rupesh Kumar**

Office Assistant

### **Shivali Bagaytakar**

Project Officer

### **Swapneel Thakur**

Data Checker

### **Vipul Gharat**

Data Administrator



## Acknowledgments

A comprehensive document such as this one requires the contributions of a large number of people, all of which are equally important. The first word of thanks must go to the officials of the Municipal Corporations of Delhi who co-operated with us in collecting the vast data on various parameters.

The core team of Praja has put in a lot of work towards ensuring that this handbook is a useful document for elected representatives during their tenure in the civic body. This book is a result of their sincere and concerted efforts.

We are grateful to our partner organization IC Centre for Governance, a leading think-tank comprising of jurists, civil servants, economists and other distinguished persons which, led by Mr Prabhat Kumar, former Cabinet Secretary and former Governor of Jharkhand, provided valuable inputs to this handbook.

Very important, Praja is grateful for the support for this publication by



**European Union**

Friedrich Naumann  
STIFTUNG FÜR DIE FREIHEIT

**Praja appreciates the support of**

Dasra  
Ford Foundation  
Narotam Sekhsaria Foundation  
Tata Trusts  
Madhu Mehta Foundation

PAGE	Sections
1	Section 1: Delhi Governance
7	Section 1.1: Duties of the Municipal Corporations of Delhi
10	Section 2: Elections of the Corporation
14	Section 2.1: List and functions of committees
34	Section 2.2: More Details on Major/ Statutory Committees
39	Section 3: Deliberative Devices in Municipal Corporation of Delhi
59	Section 4: Revenue and Expenditure of the Corporation
61	Section 5: Municipal Secretary: Particulars of organization, functions and duties
63	Section 6: Mayor and Deputy Mayor
66	Section 6.1: Departments of the Municipal Corporation of Delhi

*Note: Throughout the handbook, NDMC should be read as North Delhi Municipal Corporation, not New Delhi Municipal Council.*

# Section 1

## Delhi Governance

Delhi is a hybrid of a union territory and a regular Indian state when it comes to the division of powers between the central government, state government and the local government agencies. Delhi corporations offer very few services, and also the services offered are not their exclusive domains. These responsibilities are shared with the state government e.g. minor roads being looked after by the corporation and a majority of the major roads by the state government. To cite the case of law & order, it is looked after by the central government, with the state government playing a very limited role. The 69th amendment to the Constitution Act, 1991 has given Delhi partial statehood. Article 239AA was also inserted in the Act wherein it was provided with a legislative assembly to make laws on state subjects in schedule VII. However this amendment did not provide full state status to Delhi and three important subjects were kept with the center for administration and legislation. They were police, public order and land. A union territory till 1993, Delhi was made National Capital Territory (NCT) of Delhi operating through an Administrator appointed under Article 239 designated as the Lieutenant Governor (Article 239AA).

The history of the Municipal Corporation of Delhi is also unique, as it was formed in 1957, when Delhi did not have a legislative assembly. The corporation was viewed as fulfilling the local administrative functions of Delhi in the absence of any other local government (in 1952, Delhi as Part C State was given an Assembly, which was disbanded in 1956).

The Metropolitan Council (established in 1966) had only powers to recommend and it suffered from inherent deficiencies. After experiments with such a body, the legislative assembly of Delhi as we know it today came into being in 1991-92.

Thus, there are three levels of political and administrative powers operating in Delhi - the Central Government, the Government of National Capital Territory of Delhi and the Municipal Corporation of Delhi, which has now been trifurcated. The Central Government operates here not only because of the Parliament being situated here, but also because of being in charge of various local aspects of administration. For example, the Delhi Police is under the Central Government and any changes even to the Delhi Municipal Corporation can be made only by the Parliament, as it is a central Act. In the trifurcation of the corporation, the final approval has to be sought from the Home Ministry of India.

Because of these multiple centers of power, and the mind-boggling multiplicity of authorities, which in turn report to different departments and ministries, it is very difficult to identify and fix accountability for many of the civic services rendered in the

region. There is passing of the buck and ultimately, the citizens suffer. For example, the construction and maintenance of roads, depending on certain specifications, is under various authorities - Municipal Corporations of Delhi (MCD), New Delhi Municipal Council (NDMC), Public Works Department (PWD), Government of National Capital Territory of Delhi, Delhi Development Authority (DDA)(under the central government), Delhi Cantonment Board, and National Highways Authority of India (under the central government).

There is also the difficult relationship between the municipal corporations and the Government of NCT of Delhi, and also between the latter and the central government, depending on which political party is in power. In the past few years, the Government of NCT and the Central Government had the same party in power, because of which there were no major tussles. But the Government of NCT of Delhi has slowly been nibbling into areas which were earlier under the jurisdiction of the Municipal Corporation. For example, electricity, water and transport have been taken away from the MCD and are now under the Government of NCT of Delhi. Detailed clearances by the Central Government were needed for all such separations.

The Municipal Corporation of Delhi (MCD) was trifurcated in 2012 and there seems to have been a downward spiral in the standard of functioning of the corporation after that. The much-advertised e-governance project of the MCD is suffering and there were complaints of disproportionate division of assets by the staff members. Doubts have been cast if the trifurcation was initiated for better administration keeping in mind the genuine needs of citizens, or if it was motivated by political factors. The website of the MCD was not functioning for a substantial period during the course of the study, and most of the information on it is from before the trifurcation of the MCD.

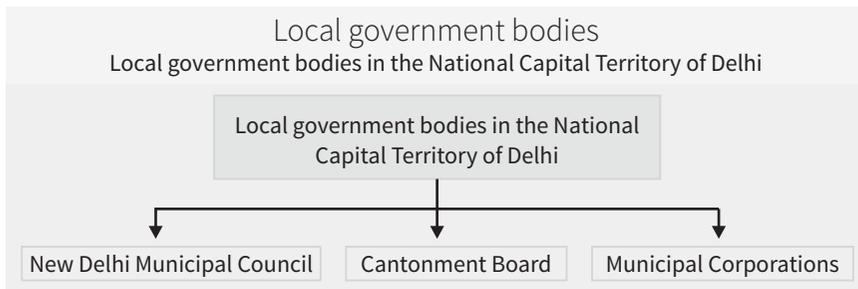
### The Framework of the Governance in Delhi

Central Government	State Government	Local Government Bodies
Members of Parliament (MPs)	Members of Legislative Assembly (MLAs)	Councillors (members of municipal corporations)

Delhi at a glance Departments/ services and their respective provider			
SERVICE	AUTHORITY		
	STATE #	MCD*	CENTRE
DTC (Delhi Transport Corporation)	✓		
Agriculture, Animal Husbandry and Fisheries	✓		
Pollution	✓		
Water supply	✓		
Sewage	✓		
Industry	✓		
Electricity	✓		
Ration Shops	✓		
Forestry	✓		
Footpaths	✓	✓	✓
Garden	✓	✓	✓
Storm Water Drainage	✓	✓	✓
Education	✓	✓	✓
Slum Rehabilitation Authority (SRA) Related	✓	✓	✓
Disaster Management	✓	✓	✓
Hospitals/Dispensaries (Health Care)	✓	✓	✓
Drainage		✓	
License		✓	
Nuisance due to stray dogs, monkeys, etc.		✓	
Pest control		✓	
Mosquito nuisance & Fogging		✓	
Solid Waste Management		✓	
Naming/Renaming of Roads/Chowks/ Monuments/ Buildings/ Stations		✓	
Slaughter House related		✓	
Town Planning		✓	
Environment Management Services		✓	
Shop and Establishment		✓	
Public Health		✓	
Policing			✓

#(NCT of Delhi)

\*(Municipal Corporations of Delhi)



### New Delhi Municipal Council

- Consists of 3% of the area and population of Delhi
- Was established under the New Delhi Municipal Council Act, 1994
- Consists of nominated or appointed members and no elected representatives
- The rationale behind this separate body is as follows:-
  - It comprises of 'Lutyen's Delhi' which has historically come to be regarded as the seat of central authority in the Union of India.
  - It has important buildings like the Rashtrapati Bhawan, Parliament House, Supreme Court and diplomatic missions.
  - The Government of India is nearly the sole landowner and owns about 80% of the buildings in the area.
  - Efficient functioning of the municipal services in this area is critical for the internal image of the country and is a factor which has an important bearing on the functioning of the government apparatus itself.
  - Historically, this area has enjoyed a system of local government very different from other parts of the National Capital Territory.

More information about New Delhi Municipal council (NDMC) can be obtained on its website: [www.ndmc.gov.in](http://www.ndmc.gov.in)

### The Delhi Cantonment Board

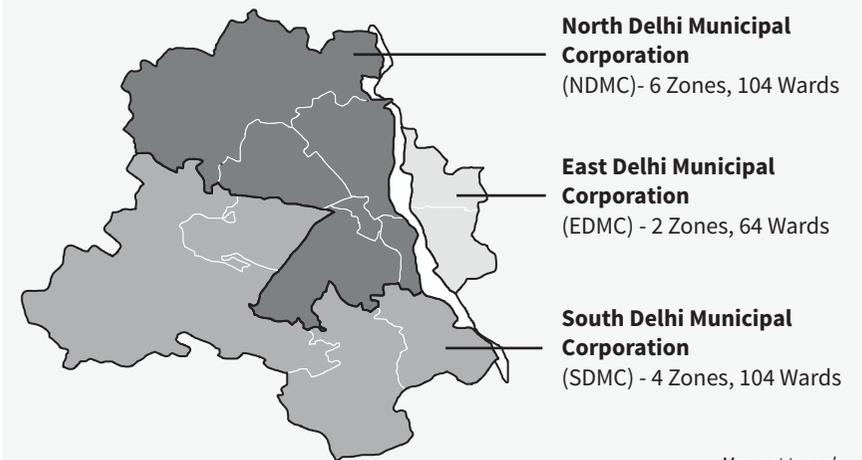
- Established in the year 1914 and known as Cantonment Authority until Feb 1938, this is a class I Cantonment Board.
- The area of the Cantonment is approx. 10, 791.88 acres with a population of 1, 10,351 (Provisional), as per census 2011.
- Currently governed by the Cantonments Act, 2006 and the Ministry of Defence, Government of India.
- Though the Board functions as a local municipal body, it is under the administrative control of Directorate General Defence Estates, New Delhi and Principal Director, Defence Estates, Western Command, Chandigarh.

More information about the Delhi Cantonment Board can be found on its website: [www.cbdelhi.in](http://www.cbdelhi.in)

## The Municipal Corporation of Delhi

The Municipal Corporation of Delhi is one of the largest municipal corporations in the world and came into existence on 7th April, 1958, under The Delhi Municipal Corporation Act, 1957. This is a central government legislation, and all amendments to the Act can be done only by the Centre. At the time when the corporation was established, Delhi did not have any legislative assembly, and the corporation was visualized as fulfilling the needs of local administration of civic services in the region. The corporation continued as Delhi saw the establishment of a metropolitan council and then, finally, a proper legislative assembly in the year 1993, and the formation of the 'Government of National Capital Territory of Delhi.' Certain functions which were earlier under the corporation's jurisdiction have now been taken over by the Govt. of NCT of Delhi. The Amendment of 1993 in the Act brought about fundamental changes in composition, functions, governance and administration of the corporation. The number of (municipal councillor constituencies) wards in the corporation was increased from 134 to 272 in 2006-2007, and the corporation was trifurcated into the North, South and East Delhi Municipal Corporations by a notification issued in the end of 2011, with separate functioning of the three corporations starting from the first half of 2012.

Out of the three, we have included only the Municipal Corporations of Delhi in the purview of our study not only because the other two local bodies have jurisdiction over a very small area and population of Delhi, but because of their very nature: The NDMC has only appointed or nominated members and no elected representatives, and the Cantonment Board deals with military and not civilian areas and is directly under the Ministry of Defence.



## Area and Population of the three MCDs

Proposed Municipalities	Area(sqkm)	Population in Lakhs (2011 Census)	Ratio- Area	Ratio- Population	Ratio-70% on Population,30 % on area
South Delhi	846	59	56.51%	40.69%	45.44%
East Delhi	136	34	9.08%	23.45%	19.14%
North Delhi	515	52	34.40%	35.86%	35.42%
	1497	145			

Source: 'Note on Preparation of Budget Estimate 2013-2014 for three Municipal Corporations'

## Section 1.1

### Duties of the Municipal Corporations of Delhi

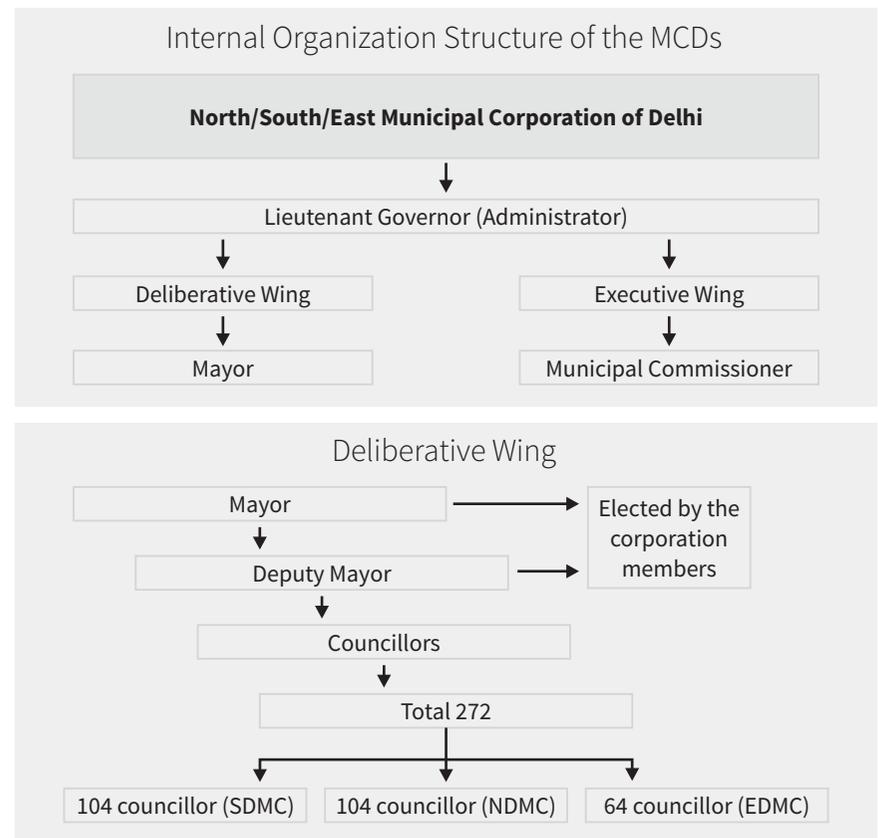
Obligatory Functions of the Corporations (Chapter III, Sec 42, DMC Act)

- Construction, maintenance and cleansing of drains and drainage works and of public latrines, urinals and similar conveniences;
- Scavenging, removal and disposal of filth, rubbish and other obnoxious or polluted matters;
- Reclamation of unhealthy localities, the removal of noxious vegetation and generally the abatement of all nuisances;
- Regulation of places for the disposal of the dead and the provision and maintenance of places for the said purpose;
- Registration of births and deaths;
- Public vaccination and inoculation;
- Measures for preventing and checking the spread of dangerous diseases;
- Establishment and maintenance of dispensaries and maternity and child welfare centers and the carrying out of other measures necessary for public medical relief;
- Maintenance including the expansion and upgradation of facilities of the hospitals existing on the date of the commencement of the Delhi Municipal Corporation (Amendment) Act, 1993;
- Construction and maintenance of municipal markets and slaughter houses and the regulation of all markets and slaughter houses;
- Regulation and abatement of offensive or dangerous trade or practices;
- Securing or removal of dangerous buildings and places;
- Construction, maintenance, alteration and improvements of public streets, bridges, culverts, causeways and the like;
- Lighting, watering and cleansing of public streets and other public places;
- Removal of obstructions and projections in or upon streets, bridges and other public places;
- Naming and numbering of streets and premises;
- Establishment, maintenance of, and aid to, schools for primary education subject to such grants as may be determined by the Central Government from time to time;
- Maintenance of municipal offices;
- Laying out or the maintenance of public parks, gardens or recreation grounds;
- Maintenance of monuments and memorials vested in any local authority in Delhi immediately before the commencement of this Act or which may be vested in the corporation after such commencement;
- The maintenance and development of the value of all properties vested in or entrusted to the management of the corporation;
- The preparation of plans for economic development and social justice; and
- The fulfilment of any other obligation imposed by or under this Act or any other law for the time being in force

## Discretionary Functions of the Corporations (Chapter III, Sec 43, DMC Act)

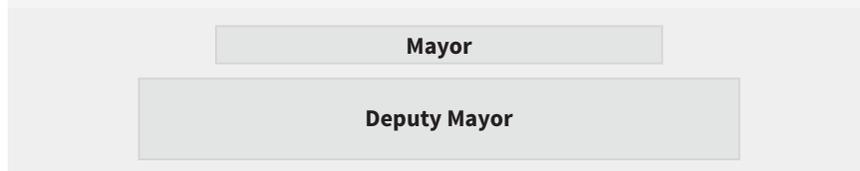
- Furtherance of education including cultural and physical education, by measures other than the establishment and maintenance of, and aid to, schools for primary education;
- Establishment and maintenance of, and aid to, libraries, museums, art galleries, botanical or zoological collections;
- Establishment and maintenance of, and aid to, stadia, gymnasia, akharas and places for sports and games;
- Planting and care of trees on roadsides and elsewhere;
- Surveys of buildings and lands;
- Registration of marriages;
- Taking of census of population;
- Civic reception to persons of distinction;
- Providing of music or other entertainments in public places or places of public resort and the establishment of theatres and cinemas;
- Organisation and management of fairs and exhibitions;
- Acquisition of movable or immovable property for any of the purposes before mentioned, including payment of the cost of investigations, surveys or examinations in relation thereto for the construction or adaptation of buildings necessary for such purposes;
- Construction and maintenance of rest-houses, poor-houses, infirmaries, children's homes, houses for the deaf and dumb and for disabled and handicapped children, shelters for destitute and disabled persons and asylums for persons of unsound mind;
- Construction and maintenance of cattle pounds;
- Building or purchase and maintenance of dwelling houses for municipal officers and other municipal employees;
- Any measures for the welfare of the municipal officers and other municipal employees or any class of them including the sanctioning of loans to such officers and employees or any class of them for construction of houses and purchase of vehicles;
- Organisation or management of chemical or bacteriological laboratories for the examination or analysis of water, food and drugs for the detection of diseases or research connected with the public health or medical relief;
- Provision for relief to destitute and disabled persons;
- Establishment and maintenance of veterinary hospitals;
- Organisation, construction, maintenance and management of swimming pools public wash houses, bathing places and other institutions designed for the improvement of public health;
- Organisation and management of farms and dairies within or without Delhi for the supply, distribution and processing of milk products for the benefit of the residents of Delhi;

- Organisation and management of cottage industries, handicraft centres, and sales emporia;
- Construction and maintenance of warehouses and godowns;
- Construction and maintenance of garages, sheds and stands for vehicles and cattle biers;
- Provision for unfiltered water supply;
- Improvement of Delhi in accordance with improvement schemes approved by the corporation;
- Provision of housing accommodation for the inhabitants of any area or for any class of inhabitants; and
- Any measure not hereinbefore specifically mentioned, likely to promote public safety, health, convenience or general welfare.



## Section 2 Elections of the Corporation

The Corporation has election for electing the following



Meetings of the corporation (House) are presided by the Mayor. In the absence of the Mayor, the Deputy Mayor functions. Mayor / presiding person has the responsibility to maintain order in meetings of the corporation. In a situation where both the Mayor and Dy. Mayor are not present, voting is done to elect the presiding person. This voting is presided over by the administrator. In case of equal votes, the administrator's vote decides the presiding person. A quorum of 1/5th of the total members is required to conduct a meeting of the corporation. In the absence of this, the Mayor or the presiding person can either adjourn or suspend the meeting.

The first meeting after a general election should be conducted as early as possible, convened by the administrator (Lieutenant Governor of NCT of Delhi). Notices of meetings are sent 72 hours before the time fixed. Any matter in the corporation can / will be decided by a majority of the votes of members present and voting.

The Mayor / presiding person has the responsibility of maintaining order in the meetings of the house. They can withdraw a councillor on grounds of misconduct from the meeting. If the behavior is repeated within 15 days, the person can be suspended. Councillors can't vote on any question relating to their conduct or take part in any discussion on any matter which affects their pecuniary interest. A municipal officer authorized by the commissioner, on his/her behalf, may attend, speak and take part in the proceedings of any meeting of corporation and its committees (However, the officer can't vote in any such meeting).

Chart 7: General Body



**Every committee, be it statutory or special or ad hoc, has to have an elected Chairperson and Dy. Chairperson.** The chairperson or in his/her absence, the Dy. Chairperson shall preside at every meeting of the Standing Committee or any other committee. In case both are not present, members of such committee shall choose one from amongst the councillors to preside over the meeting. A corporation can make regulations for the procedure and conduct of business at meetings of the standing and other committees except ad hoc committees.

There should be a proper record maintained, in which the names of the members present at the proceedings of each meeting of the corporation, standing committee and other committees shall be recorded. This record is then signed by the presiding officer at the next meeting.

It shall be distributed to all the members and made available at the municipal office for inspection by any person on payment of a sum of eight anna. Similarly, if there is any full report of such proceeding available, it should also be accessible to all the persons present without any charge and any other person on payment of a required amount.

It is the duty of the Municipal Secretary to forward a copy of the minutes of the proceedings to the administrator within 10 days. If the administrator asks for any paper or all the papers which were laid before a corporation or a committee, the Municipal Secretary shall forward a copy of such paper. Also, a full report of the proceedings of each meeting shall be forwarded to the administrator as soon as possible after the date referred.

No act done or proceedings shall be questioned unless the seat of any councillor remains unfilled, existence of any vacancy, any defect in the constitution, any defect or irregularity not affecting the merits of the case etc. For corporation meetings and committee meetings, the minutes of the proceeding of which have been duly drawn up and signed will be considered as free from all defects.

## Section 2.1

### List and functions of committees

## Section 2.1

### List and functions of committees

Sr.No	Name and address of the body	Main functions of the body	Constitution of the body			Date of constitution	Date up to which valid	Whether meeting open to public	Whether minutes accessible to public	Frequency of meeting
1	<b>Corporation</b>	To deliberate and decide the issues.	Constitution as per the provisions of DMC Act			Constituted in the beginning of financial year	End of financial year	Public can see the proceedings from the visitors' gallery	Yes	At least one meeting in each month
2	<b>Statutory Committees</b>  (i) Standing	<p>(i) All categories 'C' &amp; 'D' posts are sanctioned by the Standing Committee on the recommendation of the Commissioner.</p> <p>(ii) The Standing Committee may also on the recommendation of the Commissioner create for a period not exceeding six months any category 'A' or category 'B' posts.</p> <p>(iii) With the sanction of the Standing Committee, the Commissioner may dispose of, by sale or otherwise any moveable property belonging to the corporation the value of which does not exceed rupees five thousand and</p> <p>(a) grant a lease ( other than a lease in perpetuity) of any immovable property belonging to the corporation or</p> <p>(b) sell or grant a lease in perpetuity of any immovable property being to the corporation the value of which does not exceed rupees fifty thousand or the annual rent of which does not exceed rupees three thousand.</p>	30 Members			Constituted in the beginning of financial year	End of financial year	No provision of public visit; only press allowed	Yes	Normally once a week

Sr.No	Name and address of the body	Main functions of the body	Constitution of the body			Date of constitution	Date up to which valid	Whether meeting open to public	Whether minutes accessible to public	Frequency of meeting
		<p>(c) Commissioner obtains approval from the Standing Committee in respect of executive contracts which involve an expenditure exceeding rupeestwentyfivelakhs.</p> <p>(iv) The layout plans are sanctioned by the Standing Committee on the recommendation of the Commissioner.</p> <p>(v) The Municipal Chief Auditor conducts a monthly examination and audit of the municipal accounts and submits a report thereon to the Standing Committee. The Committee publishes monthly an abstract of the receipt and expenditure of the month.</p> <p>(vi) Standing Committee grants leave to the Commissioner.</p> <p>(vii) Besides above all, financial and policy matters in respect of which approval of corporation is required, are routed through Standing Committee which after consideration makes its recommendation to the corporation.</p>								
	(ii) 12 Wards Committees	(i) Sanction estimates and plans for municipal works to be carried out within the zone costing up to rupees one crore, other than works taken up and executed for Delhi as a whole or those covering more than one zone, provided that specific provision exists therefore in the budget sanctioned by the corporation.				Constituted in the beginning of financial year	End of financial year	No provision of public visit; only press allowed	Yes	As per requirement

Sr.No	Name and address of the body	Main functions of the body	Constitution of the body			Date of constitution	Date up to which valid	Whether meeting open to public	Whether minutes accessible to public	Frequency of meeting
		<p>(ii) Call for any report, return, plan, estimate, statement, account or statistics from the Commissioner, connected with matter pertaining to the municipal administration in the zone.</p> <p>(iii) Scrutinize monthly statement of receipts and disbursements and of the progress reports in the collection of revenue in the zone.</p> <p>(iv) Consider and make recommendations on the proposals regarding estimate of revenue and expenditure pertaining to the zone under different heads of account of the budget before being forwarded to the Commissioner.</p> <p>(v) Report or advice upon any matter which the corporation may refer to it under the Act.</p> <p>(vi) Deal with such other matters as may be delegated by the corporation to the Wards Committee.</p> <p>(vii) In general exercise all such municipal powers and functions of the corporation as are to be performed exclusively in the zone concerned other than those relating to Delhi as a whole involving two or more Zones.</p>								
	(iii) Education Committee	<p>The Committee advises the corporation in respect of :-</p> <p>(i) Subject, curricula, text books, standards, system and modes of teaching and control ensuring efficient working of the schools maintained by the corporation.</p>	7 Members (5 elected & 2 nominated)			Constituted in the beginning of financial year	End of financial year	No provision of public visit; only press allowed	Yes	As per requirement

Sr.No	Name and address of the body	Main functions of the body	Constitution of the body			Date of constitution	Date up to which valid	Whether meeting open to public	Whether minutes accessible to public	Frequency of meeting
		<p>(ii) Recognition and grant to schools.</p> <p>(iii) School accommodation and its maintenance.</p> <p>(iv) Enforcement of free and compulsory primary education</p> <p>(v) Social and physical education.</p> <p>(vi) Municipal Libraries, gymnasia, akharas, museums and the like.</p> <p>(vii) Opening of new sections and classes in the schools maintained by the corporation and the opening of new schools by the corporation.</p> <p>(viii) Preparation of budget estimates relating to education, social education and physical education.</p> <p>(ix) To advise the Standing Committee / corporation regarding creation of posts in the Education Department.</p>								
	(iv) Rural Area Committee	<p>To make recommendations to the corporation:</p> <p>(i) In relation to the functions of the corporation which may be discharged within the rural areas and questions of policy and schemes relating to the development of such areas.</p> <p>(ii) In relation to taxes which the corporation proposes to levy in the rural areas.</p> <p>(iii) Generally in relation to the expenditure that may be incurred by the corporation for the municipal government in those areas.</p> <p>(iv) To review the progress of work of the corporation in the rural areas.</p>	46 members (3-EDMC, 22-NDMC and 21-SDMC)			Constituted in the beginning of financial year	End of financial year	No provision of public visit; only press allowed	Yes	As per requirement

Sr.No	Name and address of the body	Main functions of the body	Constitution of the body			Date of constitution	Date up to which valid	Whether meeting open to public	Whether minutes accessible to public	Frequency of meeting
		(v) To bring to the notice of the appropriate municipal authorities deficiencies in the rural areas and make proposals to those authorities for the removal of such deficiencies.								
3	<b>SPECIAL COMMITTEES</b>  (i) Assurance Committee	(i) To review the progress in the fulfilment by the Executive Wing of the assurances given to the House by the Commissioner from time to time. (ii) To ensure the implementation of the Regulations passed by the corporation. (iii) To cause examination to be made on the factual position of a statement made by the Commissioner or any other officer on his behalf to the corporation upon a question regarding its correctness being raised by a member and the sense of the meeting being in favour of such a verification. (iv) To cause detailed examination to be made on the factual position of a statement made by the Commissioner or any other Officer on his behalf to the Standing Committee, Education Committee, Rural Areas Committee or any other Special or Ad hoc Committee framed by the corporation upon a report regarding its correctness being made by the Committee to the corporation and the sense of the meeting being in favour of such a verification.	28 members (10- NDMC, 10-SDMC and 8 EDMC)			Constituted in the beginning of financial year	End of financial year	No provision of public visit; only press allowed	Yes	As per requirement

Sr.No	Name and address of the body	Main functions of the body	Constitution of the body			Date of constitution	Date up to which valid	Whether meeting open to public	Whether minutes accessible to public	Frequency of meeting
		(v) Upon a report regarding delay in implementation of its resolution(s) being made to the corporation by the Standing Committee, Education Committee, Rural Areas Committee or any other Special or Ad hoc Committee framed by the corporation to ensure implementation of the resolutions in question of the Committee concerned.								
	(ii) Appointments Promotions, Disciplinary & Allied Matters Committee	To advise the corporation in cases of:- (i) Appointments and promotions to The posts mentioned in Section 89 of the DMC Act. (ii) Disciplinary action against the punishment of Municipal Officers where corporation is the Disciplinary/ Appellate Authority. (iii) Making regulations to provide for any one or more of the matters prescribed in Section 98 of the DMC Act, 1957. (iv) To take and suggest economy measures in the establishment expenditure of the corporation.	56 members (14-EDMC, 21-NDMC and 21 SDMC)			Constituted in the beginning of financial year	End of financial year	No provision of public visit; only press allowed	Yes	As per requirement
	(iii) Works Committee	For all matters connected with the Engineering Department and scrutiny of plans and estimates to Municipal Works (other than those pertaining to Wards Committees) (ii) Sanction of plans and estimates for Municipal Works (other than those pertaining to Wards Committees) up to Rs. 1.00 crore.	56 members (14-EDMC, 21-NDMC and 21 SDMC)			Constituted in the beginning of financial year	End of financial year	No provision of public visit; only press allowed	Yes	As per requirement

Sr.No	Name and address of the body	Main functions of the body	Constitution of the body			Date of constitution	Date up to which valid	Whether meeting open to public	Whether minutes accessible to public	Frequency of meeting
		(iii) Selection of sites for installation of statues of National Leaders and placing recommendations in this behalf before the corporation/Govt. of NCT of Delhi/Central Govt.								
	(iv) Medical Relief & Public Health Committee	To advise the corporation on Matters relating to:- (i) The establishment and maintenance of Hospitals, Dispensaries and Maternity and Child Welfare Centres & carrying out of other measures necessary for public medical relief. (ii) The regulation of places for the disposal of dead and the provision and maintenance of places for the said purpose. (iii) The registration of births and deaths. (iv) Public vaccination and inoculation. (v) Measures for preventing and checking the spread of dangerous diseases. (vi) Maintenance and regulation of Slaughter Houses. (vii) Any other matters connected with Medical Relief and/or Public Health.	56 members (14-EDMC, 21-NDMC and 21 SDMC)			Constituted in the beginning of financial year	End of financial year	No provision of public visit; only press allowed	Yes	As per requirement
	(v) Environment Management Services Committee	To advise the corporation on matters:- (i) Cleaning and maintenance of drains and public latrines, urinals and similar conveniences. (ii) Scavenging removal and disposal of filth, rubbish and other obnoxious polluted matters.	56 members (14-EDMC, 21-NDMC and 21 SDMC)			Constituted in the beginning of financial year	End of financial year	No provision of public visit; only press allowed	Yes	As per requirement

Sr.No	Name and address of the body	Main functions of the body	Constitution of the body			Date of constitution	Date up to which valid	Whether meeting open to public	Whether minutes accessible to public	Frequency of meeting
		(iii) Cleaning of public streets and other public places. (iv) Reclamation of unhealthy localities the removal of noxious vegetation and generally the abatement of all nuisances. (v) Any other matter relating to Sanitation and Conservancy.								
	(vi) Garden Committee	To advise the corporation on The matters connected with Garden Department. (ii) To scrutinise plans and estimates of works concerning Garden Department (other than pertaining to Wards Committee).	56 members (14-EDMC, 21-NDMC and 21 SDMC)			Constituted in the beginning of financial year	End of financial year	No provision of public visit; only press allowed	Yes	As per requirement
	(vii) Law & General Purposes Committee	To advise the corporation on all matters connected with:- (i) The interpretation & amendment of the Municipal Corporation Act, other Acts and Rules, Regulations and Bye-laws under the Municipal Corporation Act. (ii) Elections (iii) General Licensing Policy (iv) Matters relating to amendments in the Master Plan and Building Bye-laws. (v) Miscellaneous issues not falling within the purview of any other Special Committees.	56 members (14-EDMC, 21-NDMC and 21 SDMC)			Constituted in the beginning of financial year	End of financial year	No provision of public visit; only press allowed	Yes	As per requirement

Sr.No	Name and address of the body	Main functions of the body	Constitution of the body			Date of constitution	Date up to which valid	Whether meeting open to public	Whether minutes accessible to public	Frequency of meeting
	(viii) Hindi Committee	(i) To take final decisions/suggestions for promoting the use of Hindi in MCD and watch its implementation. (ii) The Committee may along with the promotion of Hindi in the Civic Administration, also watch the use of Urdu and Punjabi languages.	43 members (11-EDMC, 16-NDMC and 16 SDMC)			Constituted in the beginning of financial year	End of financial year	No provision of public visit; only press allowed	Yes	As per requirement
	(ix) Sports Promotions & Allied Matters Committee	To advise the corporation on all matters pertaining to sports and games and other allied activities.	43 members (11-EDMC, 16-NDMC and 16 SDMC)			Constituted in the beginning of financial year	End of financial year	No provision of public visit; only press allowed	Yes	As per requirement
	(x) High Powered Property Taxes Committee	To advise the corporation on matters, policies pertaining to levy and collection of property taxes.	43 members (11-EDMC, 16-NDMC and 16 SDMC)			Constituted in the beginning of financial year	End of financial year	No provision of public visit; only press allowed	Yes	As per requirement
	(xi) Municipal Accounts Committee	i) To examine the Reports of the Chief Auditor on the Annual Accounts, Appropriation Accounts and Monthly Accounts of the corporation. (ii) To consider the Annual Audit Report of the Chief Auditor on the working of the corporation during the course of a year. (iii) To submit Report to the Standing Committee every year and from time to time on such examination and scrutiny. (iv) To discharge such other functions as may be prescribed by the corporation.	28 members (8-EDMC, 10-NDMC and 10 SDMC)			Constituted in the beginning of financial year	End of financial year	No provision of public visit; only press allowed	Yes	As per requirement

Sr.No	Name and address of the body	Main functions of the body	Constitution of the body			Date of constitution	Date up to which valid	Whether meeting open to public	Whether minutes accessible to public	Frequency of meeting
	(xii) Code of Conduct for Councillors Committee	To maintain sanctity of the House and abide by the rules and regulations made there under by the members and persons concerned during the meetings of the House and its Committees.	28 members (8-EDMC, 10-NDMC and 10 SDMC			Constituted in the beginning of financial year	End of financial year	No provision of public visit; only press allowed	Yes	As per requirement

## Section 2.2 More Details on Major/ Statutory Committees

- i. Corporation (GBM)
- ii. Standing Committee
- iii. Ward Committee
- iv. Education Committee

### i. Corporation (GBM)

There are three different corporations (SDMC, NDMC and EDMC) after the trifurcation of the Delhi Municipal Corporation. They consist of 104, 104 and 64 members respectively. The corporation also includes in its composition some nominated members, some members from the Legislative Assembly of Delhi, certain MPs, and has certain seats reserved for the Scheduled Castes and women.

The duration of a corporation ordinarily is 5 years from the date appointed for its first meeting. (\*Based on Delhi Municipal Corporation (DMC) Act, 1957.) One monthly meeting is compulsory, where the quorum needs to be maintained. The Mayor is the head of the corporation meeting. The corporation is held to deliberate and decide the issues.

### ii. The Standing Committee

[Sections 45 to 49 of the DMC Act, 1957]

The Standing Committee consists of:

- a) 6 members elected by the Councillors (from among themselves)
- b) 1 member each elected by members of each wards committee from among themselves.
  - Half of the members referred to above in each case, 'shall retire on the expiration of one year from the date of the constitution of the Standing Committee' 'and for that purpose, they shall be selected by lot from amongst their respective categories before the said expiration' [Section 45 (3), DMC Act]
  - Any councillor who ceases to be member of the Standing Committee, shall be eligible for re-election.

### Standing Committee

The Standing Committee has annual elections for electing the following

#### CHAIRPERSON

[The Chairperson may resign by writing under his/her hand to the Mayor]

#### DEPUTY CHAIRPERSON

[The Deputy Chairperson can resign by writing under his/her hand to the Chairperson]

#### • Section 49 of the DMC Act says:

Functions of the Standing Committee- 'The Standing Committee shall exercise such powers and perform such functions as are specifically conferred or imposed upon it under this Act.'

\*\* Please note- the functions of the Standing Committee have not been stated at any one place under the Act. They are scattered. For example, Section 205 says that the scrutiny of accounts can be done by the Municipal Chief Auditor and the Standing Committee.

### iii. The Wards Committee

[Section 50-52 of the Delhi Municipal Corporation Act, 1957]

- There is one Wards Committee in each of the 12 zones of the three Municipal Corporations of Delhi.
- The Wards Committee consists of:
  - a) All the councillors elected from the wards comprised in that zone
  - b) The persons, if any, nominated by the administrator [that is, the Lt. Governor of Delhi] under Section 3 (3) (b) (i), if his name is registered as an elector within the territorial limits of the Zone concerned.

### Wards Committee

The Wards Committee has annual elections for the following

#### CHAIRPERSON

[can give resignation to the Mayor]

#### DEPUTY CHAIRPERSON

[can give resignation to the chairperson]

- Powers and Functions of the wards committee are as given in the 15th Schedule of the DMC Act, on behalf of a corporation in relation to that Zone [ Section 52 (1)]
- Section 52 (3) says- ' If any question arises as to whether any matter falls within the purview of a Wards Committee or a corporation, it shall be referred to that Government and the decision of that Government will be final.'
- The 15th Schedule mentions the powers and functions of the Wards Committees as under:
  - 1) Sanction estimates and plans for municipal works to be carried out with the Zone costing up to rupees one crore, other than works taken up and executed for Delhi as a whole or those covering more than one Zone, provided that specific provisions exists therefore in the budget sanctioned by a corporation.
  - 2) Call for any report, return, plan, estimate, statement account or statistics from the Commissioner, connected with matter pertaining to the municipal administration in that zone.
  - 3) Scrutinize monthly statements of receipts and disbursements and of the progress reports in the collection of revenue in the Zone.
  - 4) Consider and make recommendations on the proposals regarding estimates of revenue and expenditure pertaining to the Zone under different heads of account of the budget before being forwarded to the Commissioner.
  - 5) Report on advice upon any matter which a corporation may refer to it under the Act.
  - 6) Deal with such other matters as may be delegated by a corporation to the Wards Committee.
  - 7) In general, exercise all such municipal powers and functions of a corporation as are to be performed exclusively in the Zone concerned other than those relating to Delhi as a whole or involving two or more Zone.

Section 65 of DMC Act- Standing Committee or Wards Committee may appoint amongst its own members any sub-committee consisting of such member as that Committee may think fit for exercising any power or performing any function of that Committee under this Act or for inquiring into or reporting or advising upon any matter which that Committee may refer to such sub-committee.

#### iv. Education Committee

- This consists of 7 members, out of which a maximum of 2 may be nominated by the corporation from among experts in Education who are not members of the corporation.
- The rest are elected by members of a corporation from among themselves.
- Section 39 (6) says- 'The Education Committee shall exercise and perform such powers, duties and functions in relation to education in the area of the corporation as may be determined by regulations made in this behalf.'

- The Manual of Rules and Regulations of the Municipal Corporation of Delhi, 1982, contains the 'Education Committee (Powers, Duties and Functions) Regulation, 1959.'

These regulations deal with how the Chairman and other members can resign, filling up of vacancies in the office of a member of the Committee and mentions the following duties and functions of the Committee:

"It shall be the duty of the Committee to advise the corporation in respect of-

- i) Subjects, curricula, text books, standards, system and modes of teaching and control, ensuring efficient working of the schools maintained by the corporation;
- ii) Recognition and grants to schools;
- iii) School accommodation and its maintenance;
- iv) Enforcement of the free primary compulsory education
- v) Social and physical education
- vi) Municipal libraries; gymnasia; akharas; museums and the like;
- vii) Opening of new sections and classes in the schools maintained by the corporation, and opening of new schools by the corporation; and
- viii) Preparation of budget estimates relating to education, social education and physical education."

#### **Special and Ad Hoc Committees and Ward Committees etc.**

[Section 40 of the Delhi Municipal Corporation Act, 1957]

- A corporation can constitute as many of these Committees as it thinks fit for exercise of any power or discharge of any function.
- This can be delegated to them by a resolution.
- They can be constituted also for inquiring into, reporting or advising upon any matter which a corporation may refer to them.
- Any such Committee shall consist of members of a corporation only
- For ad hoc committees, not more than three non-members with the sanction of the Corporation can be there who possess special qualifications in the opinion of the corporation for serving in any such Committee.
- The Chairperson of such committees has to be a Councillor and is elected by members of the committee from amongst themselves. The vice-chairperson is another member.

- Section 40 (7) says- ‘ Any matter relating to each of the Committees constituted under Section 39 or this Section, not expressly provided in this Act may be provided by regulations made in this behalf.’

The Manual of Rules and Regulations of the Municipal Corporation of Delhi, 1982, brought out by the organization and Methods Department, contains the ‘Procedure and Conduct of Business Regulations, 1958’. Part III of the latter deals with ‘PROCEDURE AND CONDUCT OF BUSINESS OF COMMITTEES’, Page number 209-215. It deals with things like election of members, Chairman, Quorum, list of business etc. Some portions of it are now redundant as these regulations are outdated. A search for latest regulations did not yield any result during the course of this study.

## Section 3

# Deliberative Devices in Municipal Corporation of Delhi

<b>Type of Meeting</b>	Monthly meeting of Corporation [Sec.72,DMC Act] (The Delhi Municipal Corporation Act, 1957)
<b>Type of Question</b>	Adjournment Motion for adjourning a debate or meeting [Pg. 207, MoR&R {Manual of Rules and Regulations, 1982, Municipal Corporation of Delhi (Procedure and Conduct of Business Regulations, 1958)}, Chap. V, 40]
Duration the question needs to be submitted	‘...may be made subject to a specified limit of time, or the occurrence of a specified event such as receipt of a report from the Commissioner or a Committee.’ [Pg. 207, MoR&R, Chap.V, 41]
To whom the question to be submitted/ address to	Mayor
How many question to be asked at one time	**
Quorum of the House/meeting	1/5th of the total number of Members [Sec.75,DMC Act]
Content of the question	**
How many issues can be asked under one question	**
Votes/discussion/ adjourn in raised question	‘...the Mayor may at once put it to vote after giving members such reasonable opportunity as he thinks proper to state the reasons for or against such motions.’ [Pg. 207, MoR&R, Chap.V,40]  When voting is demanded by at least 4 members, Mayor directs them to form two groups, for and against the motion. Voting is recorded by the tellers. [Pg. 207, 44(1), 44(3)]

Time period for the discussion	14 minutes for a member moving a motion and 7 minutes for moving an amendment [ (Rule for Motion in general)Pg.204, MoR&R, Chap. V, 31]
Authority to increase the time period for the discussion	Mayor [ Pg. 204, MoR&R, Chap.V, Proviso to 31]
Reply to the question	-
Any other details	Adjournment motion shall not be moved when a member is speaking, but Mayor can anytime adjourn the meeting with consent of the majority of members present. [Pg. 207, MoR&R, Chap.V, 42] Second motion of adjournment shall not be moved until after the lapse of such time after the last previous motion as the Mayor deems to be reasonable. [Pg. 207, MoR&R, Chap. V, 43]

<b>Type of Meeting</b>	Monthly meeting of Corporation [Sec.72,DMC Act]
<b>Type of Question</b>	Question [Pg. 197,MoR&R, Chap. V, 13]
Notice to be given while asking the question	Clear 7 days' notice specifying the question [Section 81, Sub section 3(b)(iii), DMC Act]
To whom the question is to be submitted/ addressed	Municipal Secretary
How many questions to be asked at one time	Not more than 3 questions
Quorum of the House/meeting	1/5th of the total number of Members [Sec.75,DMC Act]
Content of the question	** No question shall contain arguments, defamatory statements, not ask for opinion, question/ ask for character or conduct except in official capacity, matter not concerning corporation, repetition of content, information on trivial matters and past history [Section 81, Sub section 3(b), DMC Act]

How many issues can be asked under one question	**
Votes/discussion/ adjourn in raised question	
Time period for the discussion	Half hour at every meeting
Authority to increase the time period for the discussion	**
Reply to the question	All questions to be answered in the meeting as far as possible Written answers to be supplied to the councillors before they are answered in the meeting
Any other details	Councillor can indicate the order in which the answers to questions are desired

<b>Type of Meeting</b>	Monthly meeting of corporation [Sec.72,DMC Act]
<b>Type of Question</b>	<b>Adjourned Meetings</b> [Pg. 202, MoR&R, Chap. V, 23]
Notice to be given while asking the question	-
To whom the question is to be submitted/ addressed	Municipal Secretary
How many questions to be asked at one time	-
Quorum of the House/meeting	1/5th of the total number of Members [Sec.75,DMC Act]
Content of the question	-
How many issues can be asked under one question	-

Votes/discussion/ adjourn in raised question	-
Time period for the discussion	-
Authority to increase the time period for the discussion	-
Reply to the question	-
Any other details	No business shall be transacted at an adjourned meeting other than the business remaining undisposed - For adjourned meetings at which budget estimate is under consideration, undisposed business to be taken up in the next meeting [Pg. 202, MoR&R, Chap. V, 23]

<b>Type of Meeting</b>	Monthly meeting of corporation [Sec.72,DMC Act]
<b>Type of Question</b>	Discussion on a matter of Public Importance [Pg. 199, MoR&R, Chap.IV, 18]
Notice to be given while asking the question	2 clear days' notice in writing to the Municipal Secretary- with points sought to be raised and explanatory note stating reasons for raising discussion on matter in question [ Pg. 199, MoR&R, Chapter IV, 18.A(2).
To whom the question is to be submitted/ addressed	Notice has to be submitted to the Municipal Secretary. Mayor decides if the matter is of sufficient public importance. [Pg. 199, MoR&R, Chap.IV, 18.A(3).
How many questions to be asked at one time	Not clear- no limit stated
Quorum of the House/meeting	1/5th of the total Members of the corporation [Sec. 75 of DMC Act]
Content of the question	Matter of public Importance.

How many issues can be asked under one question	Not stated
Votes/discussion/ adjourn in raised question	If discussion not over on a particular day and matter is not disposed of, it shall not be set for any other day. [Pg.199, MoR&R, 18.A(4)] Any other member may, with permission of Mayor, ask question for purpose of further elucidation of the matter at hand. [P.199, MoR&R, 18.A(5)] According to Section 78, DMC Act, matters are decided by majority of votes of members present and voting. Voting can be show of hands or ballot in certain cases. Unless voting is demanded by at least 4 members, the presiding officer declares that a resolution has been carried or lost and his decision is taken as conclusive evidence.
Time period for the discussion	Half an hour on the first day of an ordinary monthly meeting [Pg.199, MoR&R, 18.A(1)]
Authority to increase the time period for the discussion	Not stated
Reply to the question	Commissioner has to reply under the MoR&R, Pg. 199, 18.A(5). 'If the Commissioner declares that the answer to any question is not ready , the question shall stand over to any other meeting to be fixed by the Mayor on receipt of the Commissioner's answer to the question , and at such meeting, the Commissioner shall give his answer.' [P.199, MoR&R, Chap.IV, 19]
Any other details	If the member who has given notice is absent, any other member authorised by him in writing may take initiations. [Pg. 199, MoR&R, Chap.IV, 18.A(6)]

<b>Type of Meeting</b>	Monthly meeting of corporation [Sec.72,DMC Act]
<b>Type of Question</b>	Motions in respect of certain matters [Pg. 202, MoR&R, Chap. V, 24]
Notice period to be given for the question	-

To whom the question is to be submitted/ addressed	Mayor
How many questions to be asked at one time	**
Quorum of the House/meeting	1/5th of the total number of Members [Sec.75,DMC Act]
Content of the question	Standing committee, Sewage disposal.....
How many issues can be asked under one question	**
Votes/discussion/adjourn in raised question	-
Time period for the discussion	-
Authority to increase the time period for the discussion	-
Reply to the question	-
Any other details	No motion that has not been seconded or resolution which has appeared on the agenda but not moved is considered disposed of Any motion appearing in the list of business for a month if does not come into consideration for the next 3 months lapses

<b>Type of Meeting</b>	Monthly meeting of corporation [Sec.72,DMC Act]
<b>Type of Question</b>	<b>Points of Order</b> [Pg.205, MoR&R, Chap.V, 33]
Notice period to be given for the question	Anytime during the meeting of the corporation

To whom the question is to be submitted/ addressed	Mayor
How many questions to be asked at one time	-
Quorum of the House/meeting	1/5th of the total number of Members [Sec.75,DMC Act]
Content of the Question	Member has to confine himself to stating the point
How many issues can be asked under one question	-
Votes/discussion/adjourn in raised question	Mayor has to decide all points of order which may arise or be referred to him- his decision is final. According to Section 78, DMC Act, matters are decided by majority of votes of members present and voting. Voting can be show of hands or ballot in certain cases. Unless voting is demanded by at least 4 members, the presiding officer declares that a resolution has been carried or lost and his decision is taken as conclusive evidence.
Time period for the discussion	-
Authority to increase the time period for the discussion	Mayor takes all decisions in points of order
Reply to the question	In the meeting only
Any other details	-

<b>Type of Meeting</b>	Monthly meeting of corporation [Sec.72,DMC Act]
<b>Type of Question</b>	<b>Resolution [under Proviso to Sec. 74, DMC Act]</b>
Notice period to be given for the question	48-hour notice before the date fixed for the meeting to be given to the Municipal Secretary [proviso to Sec.74, DMC Act]
To whom the question is to be submitted/ addressed	Notice to be submitted Municipal Secretary.
How many questions to be asked at one time	Maximum 3 Resolutions per member [Pg.199, MoR&R, Chap.IV A, 19.A(2)]
Quorum of the House/meeting	1/5th of the total number of Members [Sec.75,DMC Act]
Content of the question	Must relate to a matter of general public interest concerning the functions of the corporation under the Act., be precisely and clearly expressed, shall raise one substantial one definite issue [Pg.200, MoR&R, Chap.IVA, 19.A(3)(i)]
How many issues can be asked under one question	Substantially one definitive issue [Pg.200, MoR&R, Chap.IV A, 19.A(3)(iii)]
Votes/discussion/ adjourn in raised question	Resolution/Amendment to Resolution has to be moved by the member and then seconded by another member, if not seconded the motion is considered dropped [Pg.200, MoR&R, Chap.IVA, 19.C (1)] Discussion on the Resolution has to be strictly relevant to and within the scope of the Resolution. [ Pg.201, MoR&R, Chap.IVA, 19.F] According to Section 78, DMC Act, matters are decided by majority of votes of members present and voting. Voting can be show of hands or ballot in certain cases. Unless voting is demanded by at least 4 members, the presiding officer declares that a resolution has been carried or lost and his decision is taken as conclusive
Time period for the discussion	Any resolution from the list of business for any month which does not come up for consideration within the next three following months shall lapse; fresh notice can be given again. [Pg. 201, MoR&R, Chap.IVA,19.I]

Authority to increase the time period for the discussion	-
Reply to the question	-
Any other details	Mayor may instead of disallowing the resolution on the grounds that it does not relate to a matter of general public interest refer it to a committee concerned with the subject matter thereof. [Pg.200, MoR&R, Chap.IVA, 19.A (5)]

<b>Type of Meeting</b>	Monthly meeting of corporation [Sec.72,DMC Act]
<b>Type of Question</b>	<b>Amendment to Motion [Pg. 204, MoR&amp;R, Chap. V, 30]</b>
Notice period to be given for the question	-
To whom the question is to be submitted/ addressed	-
How many questions to be asked at one time	-
Quorum of the House/meeting	1/5th of the total number of Members [Sec.75,DMC Act]
Content of the question	Amendment has to be relevant to and within the scope of the motion to which it is proposed [MoR&R, Pg.204, 30(4)]
How many issues can be asked under one question	-
Votes/discussion/ adjourn in raised question	Amendments are put to vote in the reverse order in which they have been moved as against the original motion [MoR&R, Pg.204 30(4)] According to Section 78, DMC Act, matters are decided by majority of votes of members present and voting. Voting can be show of hands or ballot in certain cases. Unless voting is demanded by at least 4 members, the presiding officer declares that a resolution has been carried or lost and his decision is taken as conclusive evidence.

Time period for the discussion	14 minutes for the member who is moving the motion and 7 minutes allowed for member to speak who is moving an amendment or participation in debate [MoR&R, Pg.204, 31]
Authority to increase the time period for the discussion	Mayor [MoR&R, Pg.204, 31]
Reply to the question	-
Any other details	Amendments also have to be seconded by another member after it has been moved. [MoR&R, Pg.203, 28(2)] -Member who has already spoken on a motion can speak on amendment of motion, though strictly confining to the fresh matter introduced by amendment. [MoR&R, Pg. 203, 29]

<b>Type of Meeting</b>	Meeting of corporation
<b>Type of Question</b>	<b>Discussion on Budget Estimate and adjournment of such meeting</b>
Notice period to be given for the question	Adjournment has been for at least 2 clear days [MoR&R, Pg. 202, 23 (ii)]. For change in any item of budget estimate, Section 74 of DMC Act will apply (i.e, a notice of 72 hours). [MoR&R, Pg. 201, 22]
To whom the question is to be submitted/ addressed	Special notice of the motion has to be given to Municipal Secretary [MoR&R, Pg. 202, 23(iii)]
How many questions to be asked at one time	-
Quorum of the House/meeting	1/5th of the total number of members [Sec.75,DMC Act]
Content of the question	For a discussion on budget estimates, no other business can be transacted or motion moved or discussed which does not directly relate to the Budget Estimate. [MoR&R, Pg. 201, 22] Same applies to adjourned meeting on budget estimates [MoR&R, Pg. 202, 23]
How many issues can be asked under one question	-

Votes/discussion/ adjourn in raised question	According to Section 78, DMC Act, matters are decided by majority of votes of members present and voting. Voting can be show of hands or ballot in certain cases. Unless voting is demanded by at least 4 members, the presiding officer declares that a resolution has been carried or lost and his decision is taken as conclusive evidence.
Time period for the discussion	General rule is 14 minutes time given for speech of member moving the motion and 7 minutes for amendments.
Authority to increase the time period for the discussion	Mayor
Reply to the question	-
Any other details	-

<b>Type of Meeting</b>	Monthly meeting of corporation [Sec.72,DMC Act]
<b>Type of Question</b>	<b>Priority to an item on List of Business</b> [MoR&R, Pg. 206, 38]
Notice period to be given for the question	One clear day's notice in writing [MoR&R, Pg.206, 36 (2)]
To whom the question is to be submitted/ addressed	The Municipal Secretary [MoR&R, Pg.206, 36 (2)]
How many questions to be asked at one time	-
Quorum of the House/meeting	1/5th of the total number of Members [Sec.75,DMC Act]
Content of the Question	-
How many issues can be asked under one question	-

Votes/discussion/a dourn in raised question	'Any business he thinks of importance or with the consent of the majority of the members present at any meeting the Mayor may give priority to any item of business, irrespective of the order in which such item stands on the list of business.' [MoR&R, Pg. 206, 38 (1)]
Time period for the discussion	-
Authority to increase the time period for the discussion	-
Reply to the question	-
Any other details	Every such motion has to specify the date on which the motion shall be moved. If the motion is not made at the specified date, a fresh notice shall be required in respect of that motion. [MoR&R, Pg. 206, 38 (4)]

- Mayor can, with the consent of the majority of the members present, group two or more items of business relating to the same subject, together, though they may appear separately in the list of business.
- Minutes of previous meeting of the corporation are taken as read unless the majority of members present request that such meetings be read.
- Every meeting of the corporation shall be open to the public, unless a majority of the members present thereat decide by a resolution, which shall be put by the Mayor of his own motion or at the request of any member present, without any discussion, that the deliberation of the corporation be held in private.' [Rule No.48, Manual of Rules and Regulations, Municipal corporation of Delhi, 1958]
- Mayor can remove any member of public from the meeting if the person disrupts or interrupts the proceedings.

#### Other General Rules of Procedure:

- Business of corporation can be transacted in Hindi, Urdu or English.
- Mayor has the power to expunge objectionable matter from the notice of resolution
- Special Meeting under Section 72(2) of the DMC Act and a discussion on Budget estimates, are restricted to only those matters for which they have been convened.
- Copy of all motions have to be delivered to the Mayor
- Ordinarily, member moving a motion is allowed to speak for 14 minutes and a member moving an amendment or taking part in the debate can speak for 7 minutes. The Mayor can increase or decrease this time period.
- All questions are put through the chair.
- Written speeches are read with the permission of the Mayor and every speech has to be strictly relevant to the matter under discussion.
- A motion or an amendment cannot be withdrawn save with the leave of the meeting.
- The Mayor can divide the motion into different parts to remove confusion or inconvenience in debate.
- There can be dropping of items in certain cases, if after the speech of a member, another member moves that the corporation should proceed to next business, provided this motion is seconded and put to vote without debate. If such a motion is carried, the question under discussion is considered as dropped.
- The Mayor can give priority to any item of business, irrespective of the order in which such item stands in the list of business.

# Samples of issues raised at the meetings of certain Corporation Committees

[Translated from Hindi from the proceedings procured from the Delhi Municipal Corporation, Secretary Office]

## Sample of Short Notice Issues Raised



South Delhi Municipal Corporation  
General Body Meeting  
Presented by ----- on 16th September 2015

To  
The Mayor  
Respected Sir/Madam

I would like to present the following Short Notice question in the forthcoming General Body Meeting and request the Commissioner to present the answer;

The situation of dengue is quite serious in Delhi, which is the center of attention being the capital of India. Now dengue has claimed two lives. I suggest that instead of discussing dengue in rainy season only, it should be discussed whole year to formulate a policy to deal with it. People who fill up water in their homes due to scarcity should be made aware of the fact the dengue mosquito develops in clean water. An awareness programme should be launched whole of the year and the admission of the patients should be ensured in hospitals. It is always the corporation that is held responsible for dengue but in fact, Delhi government is more responsible for it. Budget should be made available for development work in my ward.

Thank you

Sincerely

## Sample of Motion in respect of certain matter



South Delhi Municipal Corporation  
South Ward Committee  
Presented by ----- on 3rd July 2015

The above mention preposition for the removal of public toilet should be presented in front of the South Ward Committee's forthcoming meeting.

1. Because, Moti Bagh village, Satya Niketan road, colony famous as 11 block has public toilets.
2. Because, it is a fully developed residential colony and every residential area has their own septic tank toilet within their compounds.
3. Because, people in the area are not properly utilizing public toilet.
4. Because, outsiders come and use this public toilet. Sometimes they even urinate and all outside the public toilet due to which colony reeks from foul odour which could lead to various fatal diseases.
5. Because, during night time this public toilet is used by antisocial body for performing antisocial activities.
6. Because, apart from this public toilet there are three other toilets located in the nearby residential area which could be used by needy people.
7. Because, this public toilet is located in a fully developed colony where the land is very expensive. The vacant land could be used for other beneficial services.

### Sample of Resolutions under Proviso to Sec 74



South Delhi Municipal Corporation  
Assurance Committee  
Presented by ----- on 7th March 2016

A resolution proposed that the charges for the electricity used for the submersible pumps in the SDMC parks by private companies like BSES/RAJDHANI should be taken as per the agricultural rates. If this is not done then the Corporation should charge them on commercial basis (ground rate) for the transformers put by them on the municipal land. Also tax should be taken from them.

### Sample of Discussion on a Matter of Public Importance



North Delhi Municipal Corporation  
Standing Committee  
Presented by ----- on 10th June 2015

Taking part in the discussion he said that Delhi government wanted to hide its failures, due to which it was diverting attention of the people away from the real issues. He added that, if officers of both the corporations were indeed guilty, then Delhi government should have informed the commissioner or vigilance department of the corporations. It could have intervened in the matter if both the corporations had not taken any action in the matter. He asserted that, the only intention of the Delhi government was to malign the image of corporation in the people.

### Sample of Resolutions under Proviso to Sec 74



South Delhi Municipal Corporation  
General Body Meeting  
Presented by ----- on 13th February 2016

Resolved that revise the budget estimation of income of the SDMC 2015-16 (Ayurvedic medicine for employee)

### Sample of Resolutions under Proviso to Sec 74



North Delhi Municipal Corporation  
Standing Committee  
Presented by ----- on 10th June 2015

Resolved that the Revised Budget Estimate Income of the North Delhi Municipal Corporation for the year 2015-16, as proposed by the Commissioner, be recommended to the corporation for approval with the following total amount 524544.26

### Sample of Adjournment Motion



North Delhi Municipal Corporation  
City Ward Committee  
Presented by ----- on 28th August 2015

Adjournment motion was tabled by her in protest against sealing of shops and collection of conversion charges by building department in view of the action of the department to seal 11 shops belonging to traders in cloth market at Fateh Puri, in her constituency at 8.30 AM on 26th August, 2015 in connection with payment of conversion charge. She added that, the traders had repeatedly urged the administration for three days that, they were ready to pay conversion charges but the shops should not be sealed. Despite the traders request and appeal by the councillors and contrary to the promises given by the administration, the building department went ahead with the action on the orders from engineer in the building department. This action of the department has tarnished the image of the corporation and people have lost confidence in the administration as well as councillors. She demanded immediate transfer of the concerned engineer from building department and wanted that; stringent action should be taken against the concerned officer. She then appealed for adjournment of the meeting in protest.

### Sample of List of Business



North Delhi Municipal Corporation  
General Body Meeting (GBM)  
Presented by ----- on 22nd May 2015

Payment of Tuberculosis Risk Allowance to workmen working in RBIPMT (Rajan Babu Institute of Pulmonary Medicine and Tuberculosis) and other chest Clinics of North DMC in compliance of orders of POIT-III, Karkardooma Courts, Delhi in ID No.107/99.

### Sample of Amendment



East Delhi Municipal Corporation  
General Body Meeting (GBM)  
Presented by ----- on 10th February 2016

The resolution on the recommendation of the standing committee's proposal N.128 date 21.1.2016 on proposed by commissioner, the budget estimate of the budget year 2015-16 (EDMC) for "A/C for transferred Resettlement colonies from DDA" should be approved.

The proposal passed unanimously.

## Motion in respect of certain matter



East Delhi Municipal Corporation  
Shahdara South Ward Committee  
Presented by ----- on 10th October 2015

EDMC was passing through serious financial crunch. The employees were not getting salaries and pension payments were not being made. At the same time Delhi government was planning to enrich their legislators by increasing their salaries four fold when the existing salary was quite high. This step amounted to grave injustice to poor people of Delhi. All the Councillors of EDMC severely denounced the move and demanded that, Delhi government should stop wasteful expenditure being incurred on advertisements and legislators. Money thus saved may be spent for the benefit of the people.

# Section 4 Revenue and Expenditure of the Corporation

Municipal fund refers to all funds which immediately before the establishment of the corporation were vested in any body or local authority specified in the Second Schedule, all moneys received by or on behalf of the corporation, all proceeds of the disposal of property by corporation, all rents accruing from any property, all moneys raised by any tax, rate or cess levied, all fees collected and all fines levied, all moneys received from the Government or any individual or association of individuals by way of grant or gift or deposit, etc.

All Municipal Funds are received by the Commissioner and shall be immediately paid to the State Bank of India. All the payments are to be made out of the Municipal Fund except on a cheque signed by either the Chief Accountant/ officer subordinate to him and the Commissioner/ Deputy Commissioner authorized by the Standing Committee in this behalf.

No payment of any sum out of the Municipal Fund shall be made unless the expenditure of the same is covered by a current budget-grant and a sufficient balance is still available despite any reduction or transfer thereof which may have been made under the provisions of this Act.

### **Finance Commission**

The Administrator within one year from the commencement (start) of the Constitution (73rd Amendment) Act, 1992 and thereafter at the expiration of every fifth year constitutes a Finance Commission which reviews and recommends changes in the financial position of the corporation to the Administrator (governing principles, distribution between the National Capital Territory of Delhi and the Corporation, etc.)

### **Budget Estimates**

The corporation on or before 31st March of every year shall make an estimation of the income and expenditure to be received and incurred by municipal government of Delhi. The corporation, on or before 15th February of each year determines the rates at which various municipal taxes, rates and cesses are levied in the next following year, if it fails to do so, the rates so fixed shall not be subsequently altered for the year for which they have been fixed.

These budget estimates are then presented to and approved by the Standing Committee (Section 45).

# Municipal Secretary: Particulars of organization, functions and duties

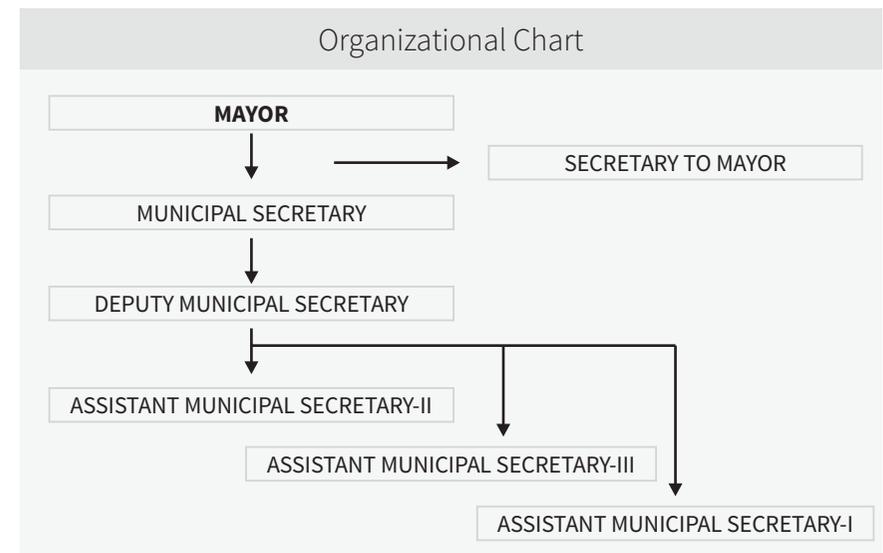
{Section 4(l)(b)(i)} MANUAL1 (PRE-TRIFURCATION INFORMATION)

## Aims and objectives of the Organization:

The Municipal Secretary acts as Secretary to the corporation, Standing Committee and other Statutory, Special and Ad hoc Committees constituted under DMC Act. The Secretariat has to maintain records and keep minutes of the proceedings of the meetings.

## Brief history and background for its establishment:

This Secretariat has been working from 1958 when the corporation was formed. It has been working on conventional system



## Allocation of Business:

**Municipal Secretary:** Over all in charge of Municipal Secretary Office. He/She attends the meetings under the Chairmanship of Mayor, Deputy Mayor & Chairman Standing Committee. Renders all assistance to the elected members. Dy. Municipal Secretary & Asstt. Municipal Secretaries assist the Municipal Secretary in discharge of his/her duties.

## Power of Corporation to alter Budget Estimate

The corporation, on the recommendation of the Standing Committee can do the following altercations in the budget estimate

- increase the amount of budget grant under any head;
- make an additional budget grant for the purpose of meeting any special or unforeseen requirement arising during the said year; or
- reduce the amount of the budget-grant under any head:

While making the above altercations, it is important to keep in mind that estimated cash balance at the close of the year shall not be less than one lakh rupees or such higher sum as the corporation may determine in respect of the budget estimate.

The Standing Committee may reduce the amount of and sanction the transfer of any amount within a budget-grant from time to time during the year. Any reduction exceeding a sum of Rs.500 is immediately reported to the corporation as well as the commissioner, the Commissioner further gives effect to any order that may be passed by the corporation in this relation.

The Commissioner may from time to time during the year, sanction the transfer of any amount not exceeding five thousand rupees within a minor head if such transfer does not involve a recurring liability. Any transfer exceeding sum of Rs.500 shall be reported forthwith by the Commissioner to the Standing Committee, the Commissioner further gives effect to any order that may be passed by the corporation in this relation.

## Power of corporation to re-adjust income and expenditure during the year

- 1) If at any time during the year it appears to the corporation that, notwithstanding any reduction of budget-grant that has been made under section 110 the income of the Municipal Fund during the same year will not suffice to meet the expenditure sanctioned in the budget estimates of that year and to leave at the close of the year the cash balance specified in or determined under the proviso to sub-section (1) of section 110, then, it shall be incumbent on the corporation to sanction forthwith any measures which it may consider necessary for adjusting the year's income to the expenditure.
- 2) For the purposes of sub-section (1), the corporation may either diminish the sanctioned expenditure of the year so far as it may be possible so to do with regard to all the requirements of this Act, or have recourse to supplementary taxation under section 151 or to an increase of the rates of cesses, fees, fares and other charges leviable under this Act, or to adopt all or any of those methods.

## Three MCDs Councillor Funds

Municipal Councillors get a total 50 lakh for NDMC, 30 lakh for SDMC and 25 lakh for EDMC in the year April 2015 to March 2016. They can spend this fund as per their discretion on certain specified development work in their constituencies. It is necessary that the funds are utilised in a planned, phased manner to achieve optimal results.

**Duties to be performed to achieve the mission. :**

To arrange timely meetings, prepare minutes and take follow-up action to maintain records & assist different Committees/ members.

**Citizens interaction:**

No direct interaction with the citizens except where any document is requested for.

Municipal Secretary Department phone numbers

MUNICIPAL CORPORATION	Official Phone Number
North Delhi Municipal Corporation (NDMC)	011-23228401/402
South Delhi Municipal Corporation (SDMC)	011-23228404/011-23228452/ 011-23228406
East Delhi Municipal Corporation (EDMC)	011-66667457

# Mayor and Deputy Mayor

## MCD ACT Sec 35. Annual election of Mayor and Deputy Mayor

- The corporation shall at its first meeting in each year elect one of its members to be the Chairperson to be known as the Mayor and another member to be the Deputy Mayor of the corporation.
- On the occurrence of any vacancy in the office of the Mayor or the Deputy Mayor, the corporation shall within one month of the occurrence of such vacancy elect one of its members as Mayor or Deputy Mayor, as the case may be:
- Provided that in the duration of the corporation, the office of the Mayor shall be reserved in favour of a member who is a woman for the first year of the corporation and in favour of a member belonging to a Scheduled Caste for the third year of the corporation.
- If the vacancy be a casual vacancy in the office of the Mayor and is reserved for woman or for Scheduled Castes, the vacancy shall be filled by electing one of the councillors from amongst women or a member of the Scheduled Castes as the case may be.

## MCD ACT Sec 36. Term of office of the Mayor and Deputy Mayor and facilities and privileges of the Mayor

- The Mayor or the Deputy Mayor shall hold office from the time of his election until the election of his successor in office, unless in the meantime he resigns his office as Mayor or Deputy Mayor or unless in the case of the Deputy Mayor he is elected as Mayor.
- The Mayor or the Deputy Mayor may be given such facilities in respect of residential accommodation, conveyance and the like as may be determined in each case by rules made in this behalf.
- The Mayor shall have full access to all the records of the corporation and may obtain reports from the Commissioner on any matter connected with the municipal government of Delhi;

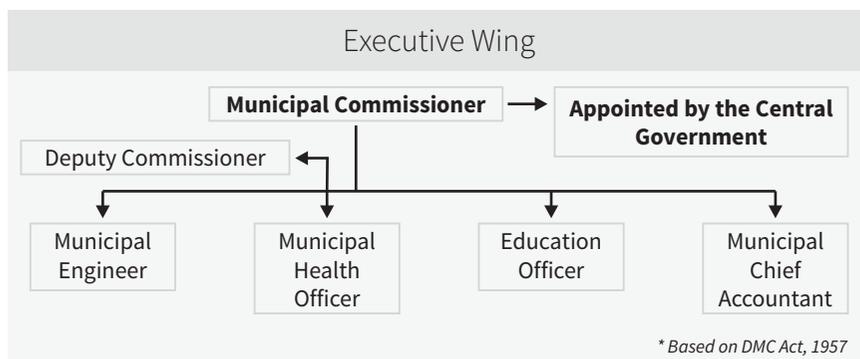
## MCD ACT Sec 37. Discharge of functions of the Mayor by the Deputy Mayor

- When the office of the Mayor is vacant, the Deputy Mayor shall act as Mayor until new Mayor is elected.

- When the Mayor is absent from his duty on account of illness or any other cause, the powers, duties and functions of the Mayor shall be exercised and performed by the Deputy Mayor.
- The Mayor may by order in writing delegate any of his powers, duties and functions to the Deputy Mayor.

### MCD ACT Sec 38. Resignation of Mayor and Deputy Mayor

- 1) The Mayor may, by writing under his hand addressed to the Deputy Mayor and delivered to the Municipal Secretary, resign his office.
- 2) The Deputy Mayor may, by writing under his hand addressed to the Mayor and delivered to the Municipal Secretary, resign his office.
- 3) A resignation under sub-section (1) or sub-section (2) shall take effect from the date on which it is delivered.



### The Municipal Commissioner

[Section 54 to 59 of the Delhi Municipal Corporation Act]

- The Municipal Commissioner of each of the three Municipal Corporations in Delhi is appointed by the central government.
- He holds a term of 5 years in the first instance and his appointment can be renewed from time to time for a term not exceeding one year at a time.
- The removal of the Commissioner is also done by the Central Government, if at a special meeting of a corporation called for the purpose a resolution for such removal is passed by a majority of not less than 3/5ths of the number of members. He can also be removed at any time if the Government feels that he is incapable of performing his duties or has been guilty of neglect or misconduct in the discharge of such duties.

- Section 59 lists the functions of the Commissioner as follows:
- ‘Save as otherwise provided in this Act, the entire executive power for the purpose of carrying out the provisions of this Act and of any other Act for the time being in force which confers, any power or imposes any duty on a corporation, shall vest in the Commissioner who shall also—

  - a) exercise all the powers and perform all the duties specifically conferred or imposed upon him by this Act or by any other law for the time being in force;
  - b) prescribe the duties of, and exercise supervision and control over the acts and proceedings of, all municipal officers and other municipal employees other than the Municipal Secretary and the Municipal Chief Auditor and the municipal officers and other municipal employees immediately subordinate to them and subject to any regulation that may be made in this behalf, dispose of all questions relating to the service of the said officers and other employees and their pay, privileges, allowances and other conditions of service;
  - c) on the occurrence or threatened occurrence of any sudden accident or any unforeseen event or natural calamity involving or likely to involve extensive damage to any property of a corporation, or danger to human life, take such immediate action as he considers necessary and make a report forthwith to the Standing Committee and a corporation of the action he has taken and the reasons for the same as also of the amount of cost, if any, incurred or likely to be incurred in consequence of such action, which is not covered by a budget-grant;
  - d) Subject to any regulation that may be made in this behalf, be the disciplinary authority in relation to all municipal officers and other municipal employees.’

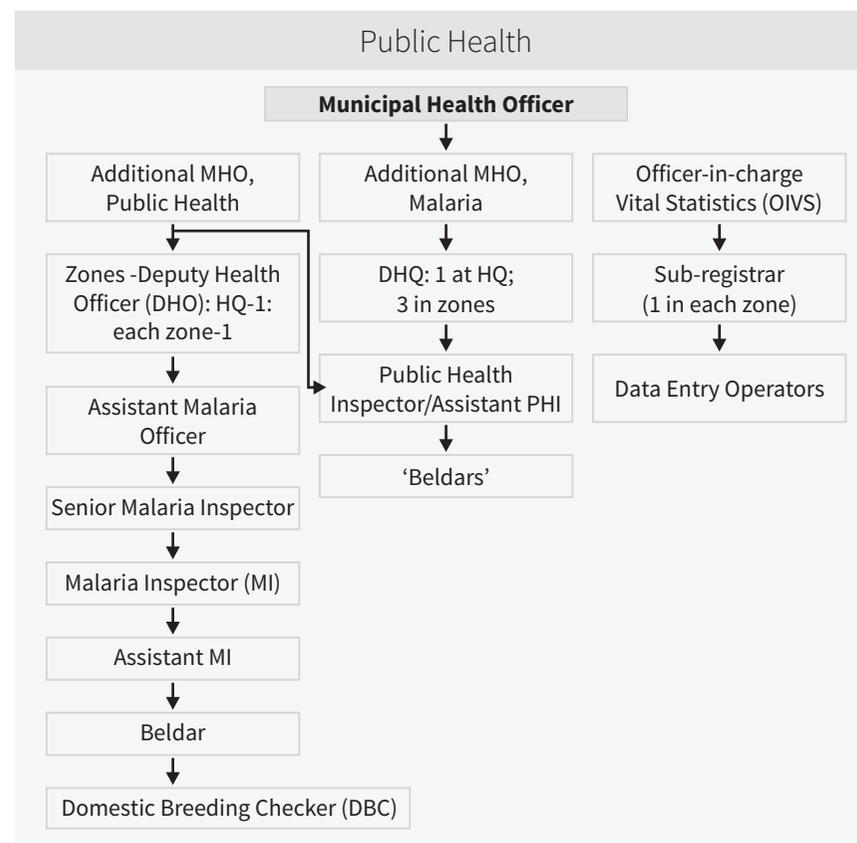
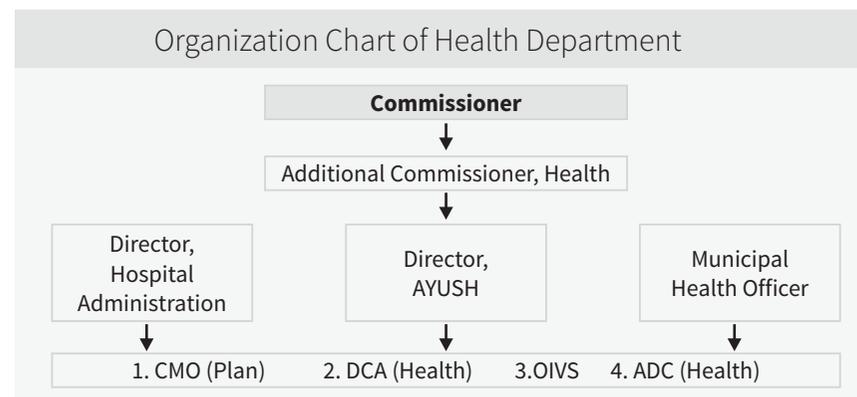
## Section 6.1

### Departments of the Municipal Corporation of Delhi<sup>1</sup>

1. Accounts & Finance	21.Horticulture
2. Advertisement	22. Hospital Administration
3. Architecture Department	23.Information Technology
4. Appellate Authority	24.Labour Welfare Department
5. Assessment & Collection	25.Land and Estate
6. Ayush Department	26.Law Department
7. Building Department	27.Licensing Department
8. Central Establishment	28.Municipal Secretary Office
9. Committee and Corporation	29.Organisation& Method Department
10.Community Services	30.Outdoor Advertisement
11.DEMS (Department of Environment Management Services)	31.Planning and Monitoring
12.Directorate of Inquiry	32.Press and Information
13.Directorate of Press and Information	33.Printing and Stationery
14.Education	34.Property Tax
15.Election Office	35. Public Health
16.Engineering Department	36.Remunerative Project Cell
17.Factory Licensing	37.Statutory Audit Department
18.Finance Department	38.Toll Tax
19.Hackney Carriage	39.Town Planning
20.Homoeopathic Department	40.Vigilance
	41.Veterinary

#### 1. Department of Health

The Public Health Department of the MCDs provides preventive care and health care services in the areas under the jurisdiction of the MCDs. These services are provided through a network of departments within the main Department. It is headed by an Officer called Municipal Health Officer (M.H.O.) cum DHS.



1: [http://mcdonline.gov.in/tri/sdmc\\_mcdportal/deptdetail.php?id=5](http://mcdonline.gov.in/tri/sdmc_mcdportal/deptdetail.php?id=5)

## Municipal Corporation of Delhi Major centers of Health<sup>2</sup>

Health Centres	NDMC	SDMC <sup>3</sup>	EDMC
Major Hospitals	5	0	1
Colony Hospitals	1	3	1
Polyclinics	13	7	1
Maternity Homes	8	10	8
Dispensaries	31	14	8
Maternity & Child Welfare Centres	80	50	16
Chest Clinics	7	2	1
Mobile Vans	9	5	8
School Health Schemes	6	4	-
Total Beds available in MCD Hospitals	2909	-	370

### Health Department Services

- A) Anti Malaria Operations, headed by Dy. MHO (Malaria & b Other Vector Borne Diseases)
- B) Public Health Division, headed by Dy. MHO (Public Health)
- C) Epidemiology Division headed by Dy. MHO (Epidemiology)
- D) Vital Statistics. Headed by Officer I/c Vital Statistics

These department are providing policy guidelines and logistics support to the zonal health department. There is one zonal health department in all the 12 municipal zones. They are responsible for taking all measures as per directions issued by the four divisions for the headquarters.

### Activities

- A) Anti Malaria Operations
- B) Public Health Division
- C) Epidemiology Division
- D) Vital Statistics

### Functions of Public Health Department

- Prevention and control of water borne diseases like cholera and acute gastroenteritis etc.
- Regulation of health trade (covered under e-SLA)
- Development and maintenance of cremation and burial grounds.
- Prevention and control of vector borne disease like dengue, malaria, chikungunya etc.
- Registration of birth and deaths (covered under e-SLA) and maintenance of health statistics.

2: Based on RTI information

3: [http://mcdonline.gov.in/tri/sdmc\\_mcdportal/heldep/deptdetail.php?id=52](http://mcdonline.gov.in/tri/sdmc_mcdportal/heldep/deptdetail.php?id=52)

## Birth and Death Registration System

- Registration of birth and death and issuance of certificates as per prescribed guidelines issued by the Registrar General of India.
- Issuance of birth and death certificates through zonal Citizen Service Bureaus (CSB) and two iCSB's.
- Total 181 hospitals are empanelled for on-line registration of vital events.
- The central record room maintains records from 1869 to 1990 for all three corporations.
- M.H.O is designated Additional Chief Registrar. Officer In charge Vital Statistics is the Asstt. Chief Registrar and the DHO's are the Registrar for Birth and Death. There are eight Sub-Registrars and five DEO's executing the service.

### Services provided

- 1) Preventive and promotive services  
General medical checkup for early detection of defects and diseases including Eye and dental check up, Health education/counseling, Immunization, Maintenance of records
- 2) Curative services  
School clinics - treatment of minor ailments, referral and follow-up  
Central clinics - diagnosis and treatment of direct and referred cases  
Special clinic - for eye, ENT and dental diseases
- 3) Rehabilitative services  
Provision of free spectacles and hearing aid and Free orthopedic appliances  
Facility available
- 4) Training- paramedical, teachers
- 5) National and state programme

Services are being provided in Zonal units as well as in schools

#### Zonal Units

Multi-specialty OPD in medicine, Pediatrics, Eye, ENT & Dental, Investigation facility in Laboratory Medicine and Distribution of Spectacles & hearing Aids

#### Schools

Screening of the students for early detection of any diseases, follow-up of the cases. Immunization -- T.T. (Vth class) & D.T. (1st class)  
Distribution of Spectacles & hearing Aids  
Health Education through Talk, Lectures, Demonstrations, Quiz, Painting and Speech competition and audiovisual.

### Colony Hospital

- OPD: - Multi- Specialty OPD. Specialist in Medicine, Obst. & Gynae. Pediatrics, Eye and ENT
- Ambulance services
- CATS - services in some places
- Indoor Facility in some hospitals
- Investigation facility: - Lab. Services, X- Ray, ECG
- Pharmacy
- Minor O.T., Labour room

### PHCs

- 24 Hrs. emergencies
- OPD
- Indoor Facility
- Investigation facility: - Lab. Services, ECG
- Pharmacy
- Dressing Room

### Poly - Clinic

- OPD: - Multi- Specialty OPD
- Investigation facility: - Lab. Services, X- Ray, ECG
- Pharmacy
- Minor O.T.

### Dispensaries

- OPD
- Pharmacy
- Dressings

### Medical care

Tuberculosis control programme

A unit for controlling tuberculosis is functioning for implementation and co-ordination of Revised National Tuberculosis control programme (RNTCP) in the National Capital Territory of Delhi.

### Function

The main functioning of the department is

1. Early diagnosis and free treatment.
2. Implementation of domiciliary treatment scheme
3. Socio-economic relief to the TB patients through voluntary organization.

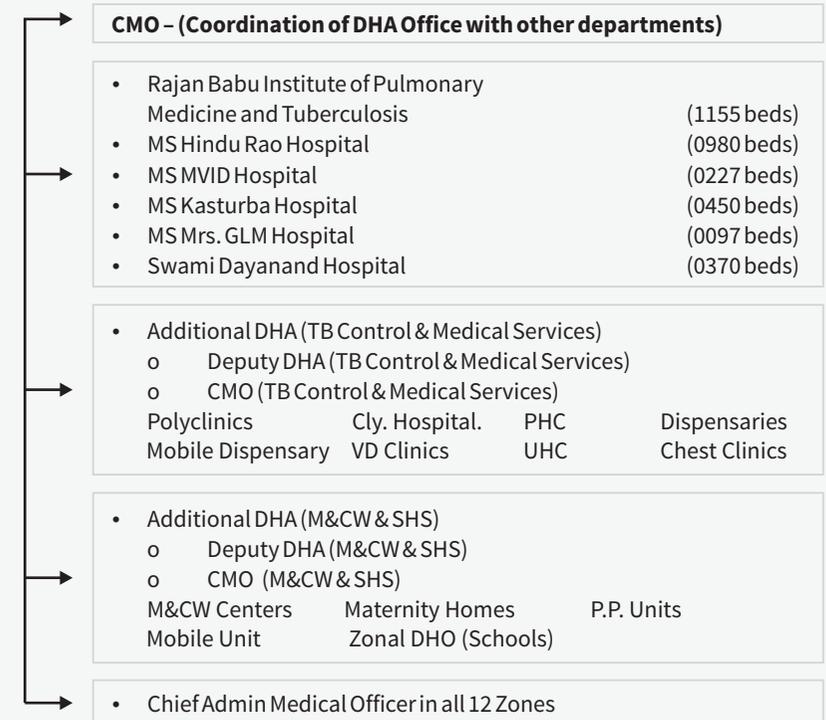
### Hospitals

6 MCD hospitals\*

### 10 Chest- Clinics\*

\*Source: RTI information

### Director, Hospital Administration

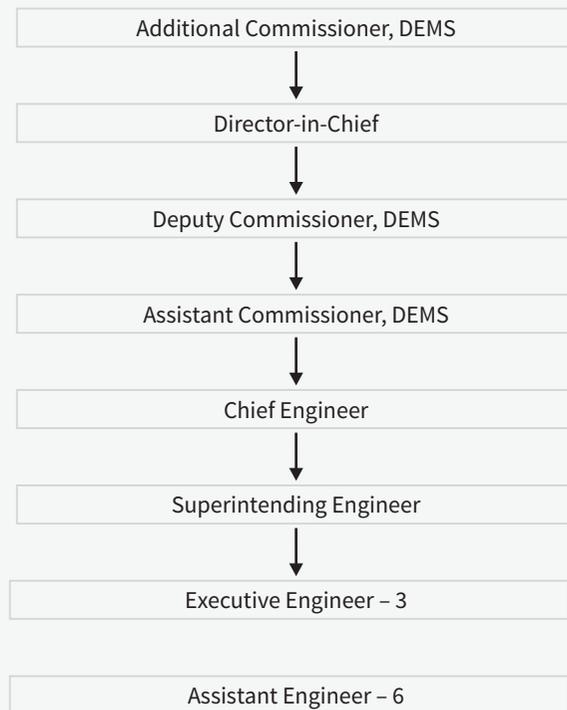


## 2. Department of Environment Management Services (DEMS)

### Working at a glance:

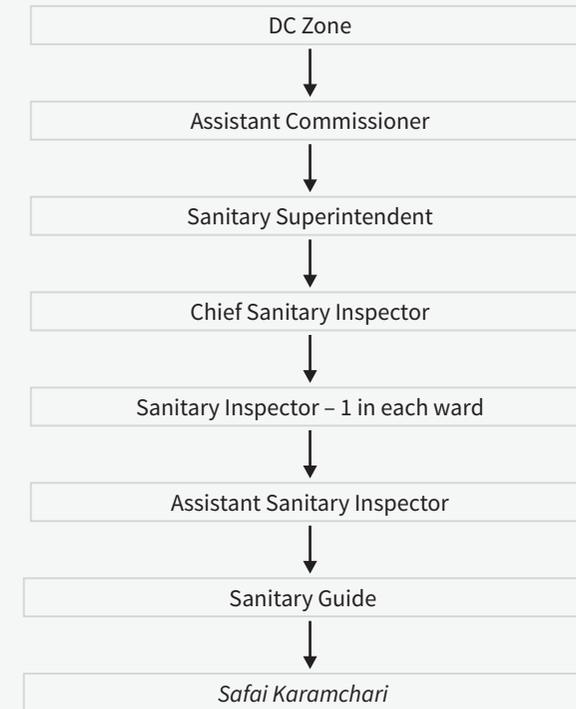
- Cleaning of dustbins and 'dhalaos'
- Waste disposal
- Sweeping of roads and public common spaces
- Maintaining sanitation in public conveniences
- Procure sanitation related supplies
- Pumping of storm water by permanent pumping stations(through E&M section)
- Maintaining Auto workshops(through Auto section)
- Prevention and Control of water-borne and vector borne diseases
- Regulation of health trade
- Development and maintenance of cremation and burial grounds

### Organizational Structure of DEMS-HQ level



### Based on oral accounts, the organizational structure of the DEMS:

### Zonal Structure of DEMS



## Municipal Solid Waste Canvas

- **Primary**
  - Sweeping of public places
  - door to door collection (only in certain Zones)
- **Secondary**
  - Collection from dustbins and 'dhalaos'(collection points)
  - Waste segregation at collection points
  - Transportation from collection points to processing facility/disposal site
- **Tertiary**
  - Processing, treatment and disposal of MSW.

The following works/ projects are being undertaken with the DEMS department in NDMC area: -

- a. Street Sweeping:** Manual street sweeping is done on daily basis by deploying a group of Safai Karamcharis beat wise. They report to their supervisory staff daily for their biometric attendance at their place of work in the morning at 7:00 AM and in the evening at 3:00 PM. After their biometric attendance at their place of work they perform duties with brooms, belcha and wheel barrow/ rickshaws etc. in the area for the assigned work to them. In addition SKs have also been provided in approximate 895<sup>4</sup> unauthorized colonies for maintaining the sanitation.
- b. Door to Door Collection of MSW in MCD:** The work of door to door collection, transfer, transportation, developing an integrated Municipal Solid Waste processing facility and engineered Sanitary Landfill facility as per MSW (M&H) Rules 2000, from the zone the MSW is transferred to SLF Engineered Landfill site developed for processing the waste scientifically.
- c. Collection and Transportation of MSW:** In MCD the work of Collection and transportation of MSW in three zones is being carried out by the private concessionaires in many zones like S.P., Karol Bagh Zone and City Zone and a total of approximate 1300 – 1400 MT of garbage is transported to SLF Bhalaswa and Waste to Energy Plant Okhla from these zones.
- d. Mechanical Sweeping of Roads having ROW  $\geq$  60ft:** The work of Mechanical Sweeping on roads having ROW  $\geq$  60ft is being undertaken in various zones of NDMC area which includes ring roads by deploying 8nos. of Mechanical Sweeping Machines and is covering approximately 180 KM's of road length on daily sweeping. The work is being carried out by deploying 8nos. of mechanical sweepers during the night hours i.e. 10:00 PM to 06:00 AM.
- e. Night Sweeping:** No regular night sweeping is carried out in MCD area. However, during festival seasons on need basis night sweeping is carried out in surrounding of religious places, markets etc.

**4:Source:**

[http://delhi.gov.in/wps/wcm/connect/DOIT\\_UDD/urban+development/our+services/unauthorized+colonies+cells+\(uc\)/list+of+895+colonies+with+maps](http://delhi.gov.in/wps/wcm/connect/DOIT_UDD/urban+development/our+services/unauthorized+colonies+cells+(uc)/list+of+895+colonies+with+maps)

- f. Sanitation Store items:** DEMS department has provided aprons and caps to all Safai Karamcharis (SK) of MCD in addition to day to day sanitation items like brooms, lime, acid, phenyl etc. Time to time wheel barrows are also issued to SK's and recently Cycle Rickshaws has also been provided in each zone of MCD to carry out the Sanitation work smoothly.
- g. Mini Auto Tippers for Collection of Solid Waste:** MCD has deployed Mini Auto Tippers for Collection of Municipal Waste from Narrow lanes of colonies in all Municipal Wards except wards of Rohini and Civil Line Zone where door to door collection system of MSW is already implemented.
- h. Operation and Maintenance of Community Toilet Complexes (CTCs):** The CTCs in Karol Bagh Zone are maintained by M/s Indcare & Karma (NGO) and takes the user charges from the public. In the remaining five zones the department is maintaining and operating the Community Toilet Complexes through departmental resources and no user charge for use of these toilets are collected. In addition Public Urinals are also maintained by MCD.

## 3. Education Department

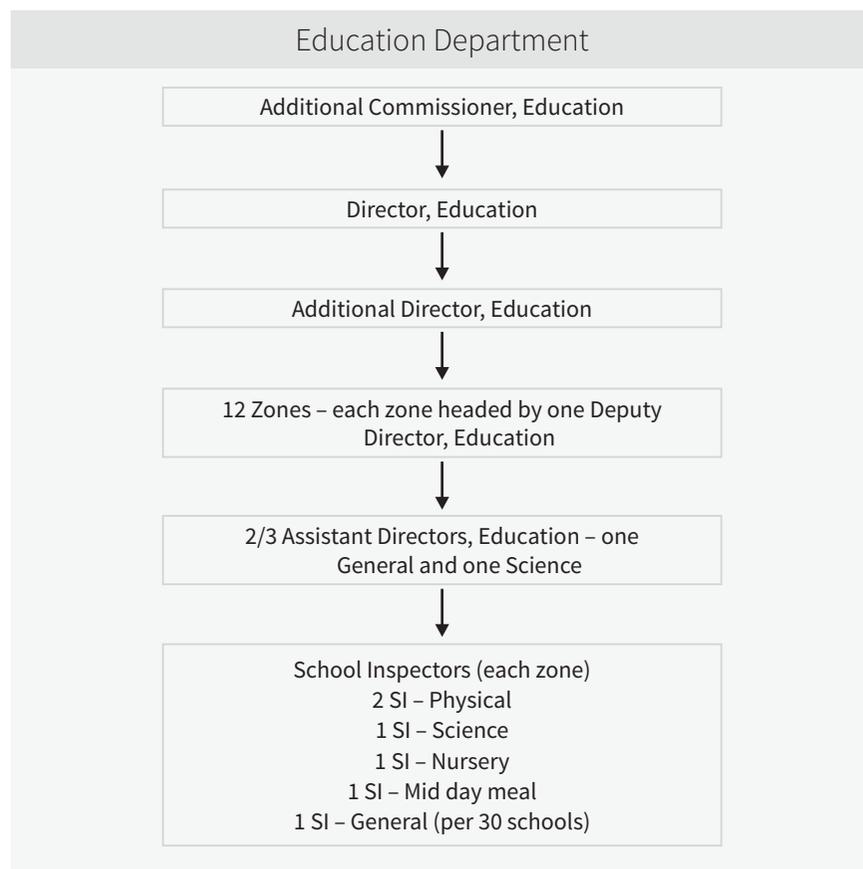
As per Section 42 of DMC Act, 1957 (with the DMC (Amendment) Act, 1993), it is an obligatory function of the Municipal Corporation of Delhi to provide free and compulsory primary education to all the children of age group 5-11 years residing in its jurisdiction. The aim of the education department of Municipal Corporation of Delhi is to bring every child in the age group of 5+ to 11 years to school. Keeping this in mind, the corporation has opened primary schools in its area in such a way that every eligible child can seek admission by covering walking distance from the place of his/her residence. Every year, the department conduct house-to-house survey to find out non-school-going (out-of-school) children and facilitate their parents/guardians to enrol such children in the nearby schools. In this important programme, co-operation and assistance of the public and Parent Teachers Association is also sought.

### Mission / Vision

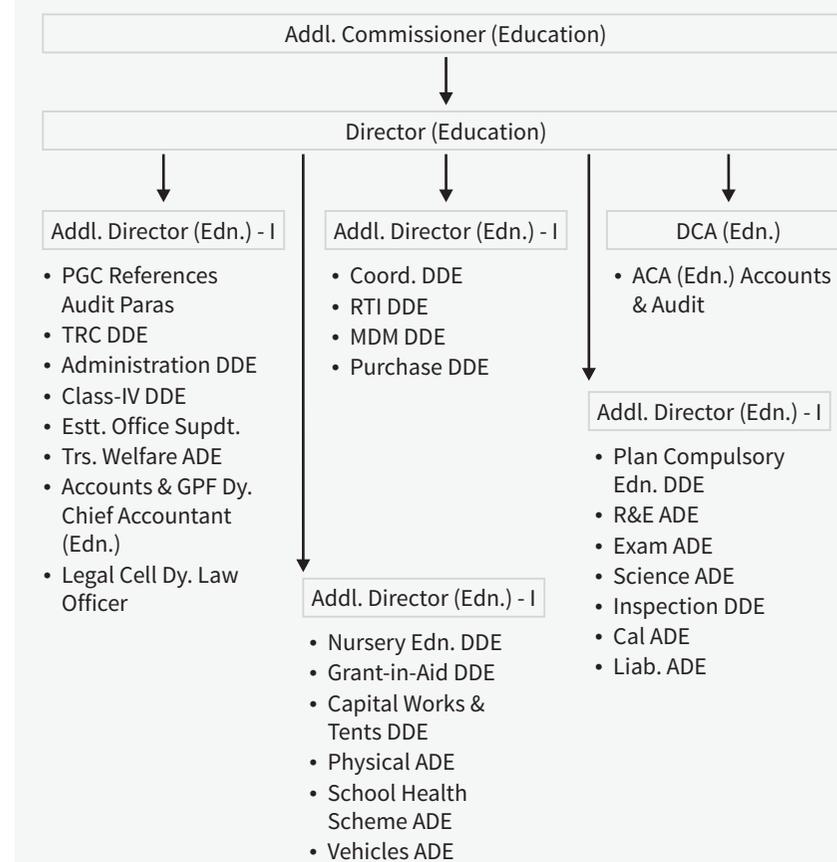
The National Policy on Education, 1986 (Revised and Enlarged in 1992) envisages an unqualified priority to universalization of elementary education. The Right of Children to Free & Compulsory Education Act, 2009 (commonly known as the RTE Act) has further revitalized the importance of elementary education and responsibility of Education Department. The thrust in elementary education is, therefore, on

- i) Universal enrolment and universal retention of children up to 14 years of age;
- ii) A substantial improvement in the quality of education;
- iii) Provision for education to children with special needs;
- iv) Imparting special training to out-of-school children and bring them into mainstream; and
- v) Preparation and maintenance of records of each child from 0 to 14 years of age.

The objective of the RTE Act, 2009 are being pursued vigorously by MCD. Various projects/programmes and welfare schemes have been launched to give impetus to achieve the educational goals and also to serve as an incentive to the children of weaker sections with a view to minimise drop-outs and absenteeism.



**Organisation Chart: HQ Level**



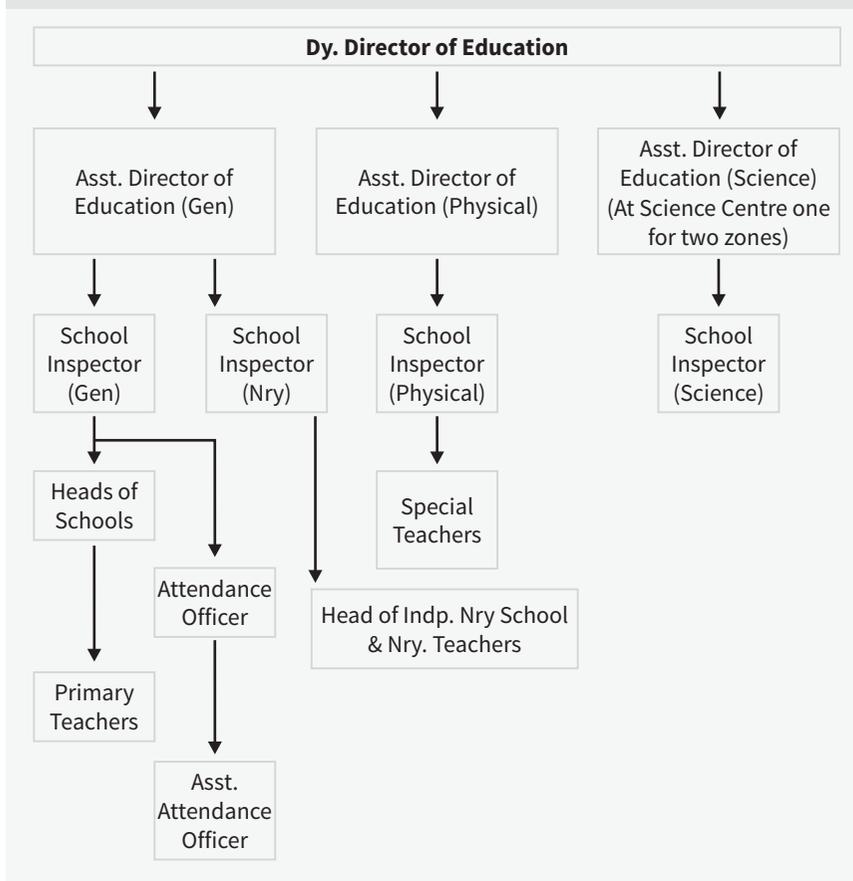
*Note: Four Zones have been allocated to each Addl. Director*

- i) Addl. Director – I : Shahadara North, Shahadara South, City & South
- ii) Addl. Director – II : West, Civil Lines, Karol Bagh & Najafgarh
- iii) Addl. Director – III : Rohini, Rural Narela, Sadar Paharganj & Central

**Legends:**

ADE – Assistant Director of Education      DDE – Deputy Director of Education  
 PCG-Public Consulting Group                  ACA-Academic Co-operation Association  
 TRC-Teacher Resource Centre

## Organisation Chart: Zonal Level



## 1. Allocation of business

For the discharge of obligatory functions enshrined in the DMC Act 1957, the allocation of business has been made to the following branches:

- |                                  |                              |
|----------------------------------|------------------------------|
| a. Teacher's Recruitment Cell    | l. Administration Branch     |
| b. Co-ordination Cell            | m. Purchase Branch           |
| c. Planning Branch               | n. Nursery Education Branch  |
| d. Capital Works Branch          | o. Physical Education Branch |
| e. Teacher's Welfare Branch      | p. Science Education Branch  |
| f. Mid-day-Meal Branch           | q. General Branch            |
| g. Class-IV Employees Branch     | r. School Health Services    |
| h. Grant-in-Aid Branch           | s. Legal Cell                |
| i. Accounts Branch               | t. Vehicle Cell              |
| j. Research and Extension Branch | u. Inspection Cell           |
| k. Examination Branch            | v. Establishment Branch      |

## 2. Duties to be performed to achieve the mission Activities of the department

1. Selection of teachers
2. Orientation programmes for officers, principals and teachers
3. Construction of school buildings and their maintenance
4. Academic supervision
5. Provisioning of physical facilities/infrastructure
6. Examination and evaluation
7. To conduct physical activities
8. Improvement of standard of Maths. & Science teaching
9. Promotion of teachers to the post of Principal & TGT
10. Promotion of principals to the post of School Inspectors
11. Coordination of work of various branches
12. Maintenance of Service Books of School Inspectors, principals, teachers and class-IV employees
13. Preparing pay bills of staff and officers
14. Maintenance of ACRs
15. Filling up of vacant posts of various staff
16. Implementation of Right to Information Act, 2005
17. Implementation of Right of Children to Free & Compulsory Education Act, 2009
18. Preparation and implementation of Plan & Non-Plan Budget
19. Provision for insurance of children
20. Post fixation & Post allocation of officers, principals, teachers and other staffs

21. Matters relating to naming & Re-naming of schools etc.
22. Carry-out door to door household survey
23. Change/modifications in the name/date of birth of students/parents in school records
24. Transfer of School Inspectors, principals, teachers and class-IV employees
25. Research & Publication
26. Institutional Planning
27. Procuring and distribution of Text Books
28. Organisation of co-curricular activities
29. Ensuring education for all
30. Publication of term wise division of syllabus
31. Granting recognition and providing aid to schools
32. Conducting of school inspection i.e. Intensive, Frequent & Surprised Inspection and Annual inspection
33. Provisioning of teaching materials
34. Collection, compilation, processing and updating of data of all students, schools staff etc.
35. Maintenance of old records
36. Opening of new schools/bifurcating the existing schools
37. Providing basic facilities i.e. building Toilets, Boundary Wall, Drinking Water, Electricity etc. etc.
38. Providing material, equipment's and staff to schools
39. Providing school uniform, jerseys, shoes & socks, text books, note books, Mid-day-Meal to students
40. Administration of awards to teachers and Principals (at the zonal, corporation, State & National level)
41. Teachers welfare activities (providing all terminal benefits on the day of retirement) and managing the Teacher Welfare Fund
42. Timely disposal of service matters
43. To redress the grievances of teachers regarding pay scales, MACP (Modified Assured Career Progression Scheme) scales, anomalies, permission to go abroad, sanction of various types of leaves, clearance of probation period, promotion and acceptance of resignation etc., permission for further higher studies
44. Providing special teachers i.e. music, art & physical Education for harmonious development of the child
45. Proper maintenance of records at the school level, time table (period system) etc.
46. Administration of various scholarships to children studying in municipal schools
47. Maintenance of central library, zonal libraries and book corners in all schools
48. Administrative matters pertaining to officers
49. Dealing with the wages and other related issues of Class-IV employees including part-time *Safai karmcharies*
50. Write-off unserviceable/worn out articles
51. Preparation and providing of teaching aids etc.

52. Computer aided learning programme in schools
53. To look after nursery education in municipal schools
54. Dealing with legal matters
55. Administration of accidental insurance scheme for children

### 3. Details of services rendered

MCD provides facilities like free school uniforms, jersey, shoes & socks, textbooks, mid-day meals, health cover, scholarships, physical and science education, excursions and education trips. Apart from free textbooks and supplementary reading material, a number of teaching and learning aids are also provided. Audio visual aids such as computers, projectors, TVs, charts, models, pictures, maps, slides from film strips are a few such teaching and learning aids that help in stimulating the interests of the children.

#### a) Opening of schools

As per the provisions of the Right of Children to Free & Compulsory Education Act, 2009 the State is duty bound to provide elementary education facilities to children at a walkable distance from the place of their residence. These schools are opened with a view to cater to the educational needs of children. If people are relocated from one place to another, Education Department of MCD opens schools for providing the facility of primary schooling to children. The whole programme of opening of primary schools is need based.

#### (b) Admissions

MCD is running pre-primary and primary schools to cater the educational needs of the children. The admissions of children in municipal school are allowed throughout the year in order to provide opportunity to the children to enter into formal system of education. Education has become the fundamental right of every child and admission is not denied to any child. No document/affidavit in respect of date of birth of the child and the record of previous education is required from the parents / guardians of the children. Admission is granted to every child on the basis of a declaration made by the parent / guardian of the child. The admission to out-of-school children is given in the age appropriate class and such students are provided with special training facility so as to bring them at par with other students of the class. Children who have completed 4 years of age as on 31st March, are eligible for admission in pre-primary (nursery) class. Similarly, the children who have completed 5 years of age as on 31st March, are eligible for admission in class-I and so on for further classes.

#### c) Free text books

The Education Department, MCD provides free text books to all children studying in Primary Schools every year. All Hindi medium & English text books are purchased from Delhi Bureau of Text Books & Urdu medium text books from National Council of Educational Research and Training (NCERT) and distributed to schools through zonal stores at the beginning academic session.

#### **d) Provision for Free Uniform, Jerseys, Shoes & Socks**

The Education Department provides subsidy in the form of cash to all the children for purchasing two sets of uniform, a jersey, a pair of shoes & two pairs of socks. The department has paid Rs. 500/- in cash per child to all the children studying in the schools run and aided by MCD for the current year i.e. 2010-2011.

#### **e) Provision for Free Stationery Items**

There is a provision for providing three note books & one drawing book for children studying in class I & II and five note books & one drawing book for children studying in class III, IV & V in Municipal Schools free of cost during the year 2010-2011.

#### **f) Mid-day-Meal to all children**

In pursuance to the orders passed by the Hon'ble Supreme Court of India, the scheme of providing cooked Mid-day-Meal to the children enrolled in schools run / aided by MCD has been introduced. All the schools run / aided by MCD are covered under this scheme. For compliance the orders of Hon'ble Supreme Court of India and ensuring the quality and quantity of food, the work of providing cooked mid-day-meal to all the children studying in schools run and aided by the MCD has been entrusted to 08 NGOs/Service Providers. These NGOs/Service Providers has established 10 semi-automated kitchens throughout the Delhi for preparing and serving good hygienic food to children.

#### **g) Computer Aided Learning in schools**

To improve the academic standards of the children, Education Department has introduced Computer Aided Learning, in the Schools run by it, in phased manner. All the MCD primary schools have been divided into four groups i.e. Group 'A', Group 'B', Group 'C' and Group 'D'. Three MCD zones have been taken in one group. This program is named as Project Sharada. At present, computer aided learning centers has been established in 1381<sup>5</sup> Municipal schools spanning all 12 zones. These 1381 schools have been scrutinized taking in view that the school has sufficient basic infrastructure and facilities and sizeable number of children in class III, class IV & Class V. Department has plan to provide such computer labs in the remaining schools under the scheme of Computer Aided Learning Programme.

#### **h) Insurance cover to the Children**

With a view to provide insurance cover to all the children enrolled in schools run /aided by Municipal Corporation of Delhi, a scheme of group accidental insurance has been introduced for benefit of children in case of injuries, loss of limb etc. The gist of the scheme is:

<sup>5</sup><http://erp.mcd.gov.in/sms/control/aidedLearning>

#### **Covering**

**Accidental death and benefits (except Medical Reimbursement) to any school child of MCD while in school, at home, in the Play Ground or anywhere in India**

#### **Benefits**

- Accidental Death: Rs. 50,000/-
- Loss of Two Limbs or One Limb & One Eye: Rs. 50,000/-
- 100% Permanent Disablement (other than above): Rs. 50,000/-
- Loss of One Limb or One Eye Rs. 25,000/-

#### **Medical Reimbursement**

The policy will provide for reimbursement of Medical expenses to maximum amount of Rs. 2000/- incurred by a student for treatment in a recognised Nursing Home or Hospital as in-patient or out-patient treatment for an injury sustained in an Accident only during the Insurance period. Insurance benefits will be available in the Municipal area only and not outside Delhi. The benefit will be applicable at all times of the day or night, and for all days of the year.

#### **Hospitalisation Expenses**

The company shall provide the hospitalisation expenses to maximum amount of Rs. 10,000/- incurred by a student for treatment in a recognised nursing home or hospital as in-patient for an injury sustained in an accident only during school timings and in school premises only.

#### **i) No fees / funds from students**

Children studying in MCD schools need not pay any kind of fee / fund such as boys fund, hobby funds, PTA fund etc. at the time of admission in the municipal schools or thereafter. The expenditure made by schools on such accounts is reimbursed by MCD every year.

#### **j) School Health Services**

There is a branch of Health Department in the name of School Health Services headed by Addl. MHO (SHS). There is also one Health Centre in each zone and the Medical Officers & para-medical staff visits the Municipal Schools for health check up of the children regularly and provides medical assistance. In addition the department is also providing hearing aids and spectacles to the needy children.

#### **k) School Buildings**

Engineering department of MCD has been entrusted with the task of construction of school buildings. The entire amount of Plan funds earmarked for construction of school buildings is placed at the disposal of the Engineering Department. Requisitions received from the zonal authorities are scrutinised at HQ level and the approved requisitions are forwarded to Engineering Department for carrying out construction activities. MCD is

running schools in pucca buildings, semi pucca buildings, pre-fabricated structures. No School is permanently running in tents. The department has made provision of Rs.50,000/- to 60,000/- per annum for minor repair & maintenance of each school building. This amount is spent by the Principal of the School with approval of committee constituted at school level for this purpose.

#### l) Vidyalaya Kalyan Samiti (VKS)

Vidyalaya Kalyan Samiti (VKS) has been constituted in each of the municipal schools to plan and make best utilization of various funds provided by Sarva Shiksha Abhiyan (SSA).

#### m) Conduct of Scholarship Examination<sup>6</sup>

The children of class IV & V who have secured 60% or more marks in the annual examination of the previous year are eligible to appear in the Scholarship (Medhavi) Exams held by the department every year. Scholarship in lump sum of Rs. 500/- for Class-IV and Rs. 700/- for Class-V along with merit certificate is given away to each child who stands in merit. Children of recognised schools who stand in merit list are entitled for merit certificate only.

#### n) Cash incentive to girl child

A provision has been made to provide Rs. 500/- for each girl child studying in Municipal Schools.

#### o) Sports activities

MCD organizes/ conducts inter-school games & sports competitions at zonal level and inter-zonal games & sports competitions at central level. The meritorious students who excel in games and sports are awarded sports scholarships.

#### p) Greenery & Plantation in school

The department has made a financial provision for greenery & plantation in municipal schools. During Vana Mahotsava, saplings of plants shall be provided by the horticulture department. Children are actively involved in nurturing of saplings so as to motivate them to make their school and surrounding environment friendly.

#### q) Other activities

For the all-round development of personality of children, the education department organizes various activities in which children participate and get incentives / prizes at different levels as given below:-

1. Celebration of Independence Day
2. Celebration of Republic Day

<sup>6</sup>: Source: <http://erp.mcd.gov.in/sms/control/merit>

3. Organising Gandhi Mela
4. Organising Bal Diwas
5. Organising Science Fairs
6. Immunisation of Pulse Polio Abhiyan
7. Cubs & Bulbul Rally
8. Organising Coaching camps and tournaments
9. Organising Delhi Darshan & Bharat Darshan

#### s) Citizens interaction

There are existing forums available in the department for the interaction with the citizens / parents of children enrolled in MCD schools. These forums provide an opportunity for citizens'/parents' participation and involvement in the smooth functioning of the school system and for organizing activities which are instrumental in bringing out-of-school children into the educational fold, in increasing the retention power of the school system and reducing dropout rates. These forums provide an opportunity for interaction of citizens / parents in the field of provision of basic infrastructural facilities, upkeep of school complexes and in maintaining discipline etc. in school. Vidyalaya Kalyan Samitis, Parent Teacher Associations etc. are working in the field of having a dialogue between the different stakeholders.

#### Corporation wise number of students and schools<sup>7</sup>

Corporation	No. of students	No. of schools
South Delhi	274296	588
North Delhi	330313	734
East Delhi	214098	387
<b>Total</b>	<b>818707</b>	<b>1709</b>

#### Education Department<sup>8</sup>

	NDMC	SDMC	EDMC
Total no. of Primary Schools	734	588	387
Total no. of Aided Schools	22	11	11
Total no. of recognized schools	734	588	387
Total Teachers	8276	7322	5129
<b>Total Students</b>	<b>330313</b>	<b>274296</b>	<b>214098</b>

<sup>7</sup>: Source : RTI information

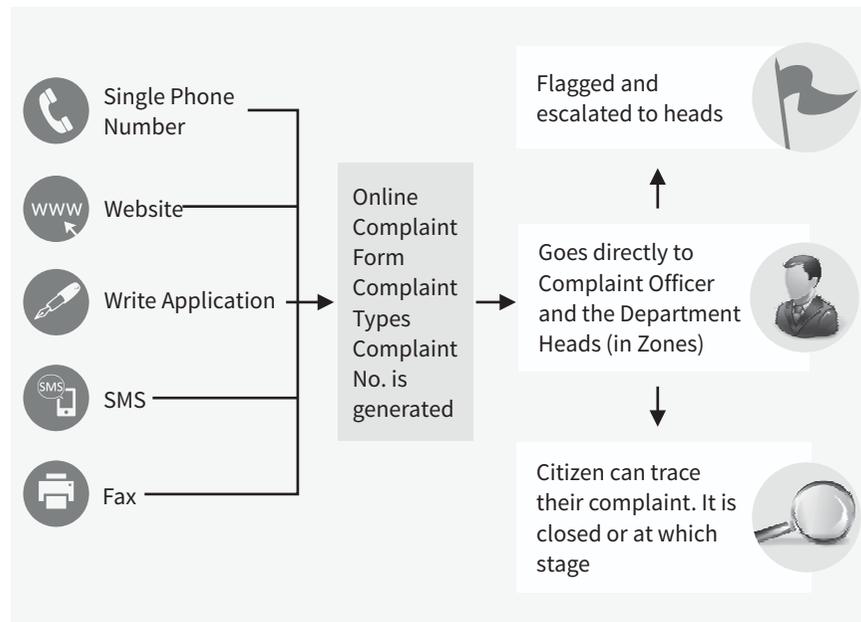
<sup>8</sup>: Source: DISE (2015-16)

## Complaint Redressal Mechanism in the three Municipal Corporations of Delhi

As Delhi has multiple agencies providing various services, it is difficult for citizens to know which service is provided by which agency. Also there are certain services like road where overlap of services takes place. In such cases it is extremely difficult for citizens to understand which agency to approach for which service. Hence, Delhi should have only one gateway for citizens to request or complaint related to any civic service.

### a. Why is a Grievance or Complaint Redressal System necessary?

Grievance or Complaint Redressal Mechanism is a feature, which has to be provided by all forms of government or administration to ensure accountability. The state acts as the largest agency or service provider to its citizens through bureaucratic institutions or agencies; hence, the need for such redressal mechanisms is all the more important to guarantee efficiency. Corrective measures should be taken while redressing the grievances and actions initiated to remove inefficiencies in the delivery of the services and/or against officials for their dereliction of duty. This will strengthen governance at the cutting edge level.



### b. MCD's Grievance Redressal Mechanism

In order to lodge a complaint one can:

- Walk in to the MCD office to lodge the complaint
- Write a letter
- Phone the MCD office (To zones and Central Control Room)
- File an online complaint

The complaints have to go to the concerned officer and corrective measures are expected to be initiated. However, the data that we have collected was not properly synchronised in any database and there seems to be no tracking mechanism to see if the complaint has been resolved, or whether any action has been initiated.

### c. Grievance Redressal Mechanism of Delhi Jal Board:

- For registering a grievance related to wrong reading, billing, and arrears, The Customer Care Center number 1916 (Toll Free) used to be in service for 24x7. It requires the KNO (Connection no.) & Mobile no. while registering a complaint. Consumer can also register grievance directly through Revenue Management System portal on [www.djb.gov.in](http://www.djb.gov.in).
- A grievance may be lodged with Zonal Revenue Officer (ZRO) concerned. In case it is not resolved within 10 days it may be taken up to the concerned Deputy (Dy.) Director/ Joint (Jt.) Director.
- If a consumer is not satisfied he may contact the DJB Headquarters by referring earlier communications.

### Snap-shot 1: the complaints received in the Commissioner's office through 'VIP References'

VIP Ref.	Diary No. & Date	Received From	Subject	Dy.. Cmr/HOD Concerned	Remarks
VIP-1	MLA/788 21/12/2012	Dr. Mahender Nagpal, Leader of the House, NDMC (1)	Regarding irregularities in distribution of uniform in Municipal Schools.	Addl. Commissioner(Edu.)	Reply sent by addl Director(Edu) vide No: D/03/ADE (Plan Edu HQ)/13 dt. 18/1/13
VIP-2	3673/DC 21/12/2012	Sh. Ajay Makan. Minister of Housing & Urban Pwerty Alleviation, GOI Nirman Bhawan	Regarding allotment of PCO Booth to Sh. Premchand R/O C-99-B, Gali No.3 Nehru Nagar New Delhi under Handicap quota	DC/K.B.Zone	ATR Received Through DC/K.B.Zone vide No. F/306/NDMC dated, 22/1/2013 & reply sent vide No: 41/Cm/NDMC/13 dt. 29/1/13
VIP-3	366/DC 11/12/2012	Sh. Ajay Makan. Minister of Housing & Urban Poverty Alleviation, GOI Nirman Bhawan	Regarding development of children parks in various park of Ward No.159, Central Zone.	Addl Commissioner(Engg)	Letter sent to Sh.Ajay Makan by EE(P)-II vide No: 424/EE(P)-II/NDMC dt. 24/1/2013
VIP-4	MP/033/NDMC 28/12/2012	Sh. Dr. Vinay Kumar Pandey "Vinuu" Member of Parliament (Lok Sabha)	Regarding Unauthorised Occupation of garage of Flat No. B-4/10-B, Ashok Vihar, Phase-II, New Delhi.	DC/C.L.Zone	
VIP-5	GM/404/NDMC 28/12/2012	Sh. Sanjeev Khirwar, IAS PS to the Minister of State for Ministry of Women & Child Dev.	Regarding Water logging due to sewer chocking in Ward No. 14, Najafgarh Road, Shiv Ram Park Nala	DC/K.B.Zone	Sent to DC/Rohini Zone vide No.9958 on 14-1-2013 by D.C./K.B.Zone
VIP-6	GM/367/NDMC 28/12/2012	Sh. Sanjeev Khirwar, IAS PS to the Minister of State for Ministry of Women & Child Dev.	Regarding Construction of roads in the Nangloi Extn 2(West) request by Umed Singh; President Nangloi Extn. Vikas & Sudhar Samiti, D-56-57, Nangloi Extn.	E-in-C	Reply sent to Sh. Sanjiv Khirwar by EE(Narela)-I vide No. EE(NM)-1/13/1165 dt. 4-2-2013
VIP-7	MC/7432/NDMC 11/12/12	Sh. Yogender Chandolia, Chairman Stg. Committee (1)	Regarding collection of rent with arear from the Chabutra allottees.	DC/City Zone.	
VIP-8	GM/370/NDMC 11/12/12	Sh. Kapil Sibal, Minister of Communications & Inf. Tech GOI	Regarding the works not taken up by the MCD in the MPLADs Fund related to Paschim Vihar	Addl. Commissioner(Engg.)	Reply sent to Sh. Kapil Sibal by CE(P) vide No.389/EE(P) dt. 22-1-13.

## Snap-shot 2: Registering complaints on MCD website ‘VIP References’

The screenshot displays the 'Grievance Management System' interface. The header includes the MCD logo and name in Hindi and English, along with navigation links like 'Home', 'FAQ', 'User Manual', 'Help', and 'Sitemap'. The main content area shows a 'Grievance Logged Successfully' message with the following details:

Grievance Details	
Grievance ID	GRV/SSZ/2017/094119 (Remember this Grievance ID for further tracking purpose)
Status	Submitted
Subject	Absenteesim of Sweepers
Grievance Description	Sweepers are absent - when they come they dont clean - streets are terribly dirty - tippers rush and dont give time to residents to give their garbage
Grievance Category	Absenteesim of Sweepers
Source Of Grievance	Online
Grievance Type	External Grievance
Details Of Previous Report	No response - tippers come for 2 minutes and rush without collecting garbage
Response From The Department	No Response
Grievance Filed Date	13/02/2017
Grievance Location Details	
Zone	Shahdara South
Ward	Vishwas Nagar
Colony	NA
Address	Shivam Enclave, Jhilmil, Delhi
Applicant Details	
Name of the applicant	Achla
Gender	Female
Address	Shivam Enclave, Jhilmil, Delhi
PIN Code	110032
Phone Number(Land Line)	01143046114

© Municipal Corporation of Delhi (MCD). All Rights Reserved.

## 4. Licensing Department<sup>9</sup>

**Licensing department** deals with the issue of licenses under Sections 416/417 of the DMC Act, 1957 for the units run by power, mechanical energy or by steam, within the Municipal jurisdiction of the MCD. The applications which are received for the grant of new licenses and renewal thereof are dealt with by the Department in accordance with the policy laid down by the Corporation/Delhi Govt./Govt. of India from time to time.

The following types of licenses are issued by the Department:

1. Licenses in industrial/conforming areas.
2. Licenses in Local Commercial Areas.
3. Licenses for Household Categories.

Licenses falling under categories of urban villages and adhoc nature are not being granted now as per the orders of the Hon'ble Supreme Court of India in the case of M.C. Mehta Vs. UOI & Others. Licenses under all categories which are narrated above are granted as per provisions of MPD 2001; instructions of DPCC; various judicial pronouncements; decisions of HPC; terms and conditions of MCD; terms and conditions of land owning authority; guidelines; various instructions issued and policies made from time to time.

## 5. Community Services Department<sup>10</sup>

Community Services Department of the Municipal Corporation of Delhi enriches citizens by providing every possible opportunity to all men, women and children for development of their individual personality. The Department makes available Community Halls on rent to public and voluntary organizations for marriages and other social functions. Arrangements have been made at the Community Halls and Centers for running nursery classes and for training women in tailoring embroidery, knitting, painting, cooking, beautician courses etc. for the public as well as Recreation Centers for senior citizens. It also provides services such as Community Halls, Physical Centers/Gyms, Swimming Pool, and Senior Citizen Recreation Centers etc.

<sup>9</sup>: Source : [http://mcdonline.gov.in/tri/sdmc\\_mcdportal/deptdetailAll.php?id=2](http://mcdonline.gov.in/tri/sdmc_mcdportal/deptdetailAll.php?id=2)

<sup>10</sup>: Source : [http://mcdonline.gov.in/tri/sdmc\\_mcdportal/comserdep/index.php](http://mcdonline.gov.in/tri/sdmc_mcdportal/comserdep/index.php)

# About Praja

Praja is a non-partisan organisation working towards enabling accountable governance since 1999. Praja empowers citizens to participate in governance by providing knowledge and perspective so that they can become politically active and involved beyond the ballot box. It undertakes extensive research and highlights civic issues to build the awareness of, and mobilize action by the government and elected representatives (ERs).

## THE PROBLEM

Praja believes that uninformed and disengaged ERs and administration, rather than existing systems or policies, are responsible for the lack of good governance. There is a paucity of tools to facilitate effective interaction between citizens and the local government.

## PRAJA'S RESPONSE

Praja conducts data driven research and provides information on civic issues to citizens, media, and government administration and works with ERs to identify and address inefficiencies in their work processes, bridge the information gaps, and help them in taking corrective measures.

## HOW DID IT EVOLVE?

1999: Praja, along with the Brihanmumbai Municipal Corporation (BMC), created Mumbai's first Citizen Charter

- **2003:** Teamed up with BMC and built its citizens' grievance redressal mechanism, the Online Complaint and Management System (OCMS), and conducted complaint audits in the ensuing years
- **2005:** Published Mumbai Citizen's Handbook to demystify governance in Mumbai; About 2 lakh copies distributed
- **2008:** Initiated Praja Dialogue; launched CityScan, an online collation of extensive data on civic and security Issues In Mumbai; Published councillor handbook; and annual report cards on MLAs, and councillors
- **2014:** Conducted workshops with ERs, educating them on policies and roles; started the Delhi Chapter to replicate the model developed In Mumbai
- **2016:** Launched MLA and Councillor Report Cards in Delhi

## Praja Foundation

Mumbai (HO) : Victoria Building, 1st Floor, Agiary Lane,  
Off. Mint Road, Fort, Mumbai 400001, Tel. : 022-6525 2729

Delhi : 901, 9th Floor, Nirmal Tower, 26 Barakhamba Road,  
New Delhi 110001, Tel. : 011-23321559.

-  [www.praja.org](http://www.praja.org)
-  [info@praja.org](mailto:info@praja.org)
-  [prajafoundation](https://twitter.com/prajafoundation)
-  [PrajaFoundation](https://www.youtube.com/PrajaFoundation)
-  [praja.org](https://www.facebook.com/praja.org)