

In This Issue



**PRAJA WHITE PAPER
CIVIC COMPLAINTS 2012-16**

Analysis of civic services provided by the MCGM.



PRAJA

April 2017 Issue 77

DIALOGUE

for private circulation only

Big Story

'What's in a name?' Shakespeare pondered long ago. But had he witnessed the workings of the Municipal Corporation of Greater Mumbai (MCGM), he might have pondered differently. In 2016, with elections approaching, the most questions asked by councillors, by far, were on renaming of roads and chowks (squares). As many as 23% of the questions asked were on this issue. This is a huge jump from the corresponding figures for the previous three years i.e 2013, 2014 and 2015 with 15%, 11% and 15% respectively. Our city custodians, the municipal councillors, seem to firmly believe that the signboard on the road is a bigger priority for average citizens than the potholes on it.

The civic polls provided a chance for political parties to place before the public their manifestos. A comparison of promises made in these manifestos with the concern shown by the same political parties in the preceding years shows an interesting analysis. For instance, during March 2012 to March 2016 in all the official committee meetings, the BJP asked only 18 questions on potholes, although it was in the forefront when it came to highlighting the problem of pothole-ridden roads. Similarly, the Shiv Sena has asked only three questions on 'road tendering'. A particularly worrisome statistic pertains to ward committees, the most decentralised forum for redressing civic issues. As many as 88 out of 227 councillors asked five questions or less annually in the period from March 2012 to December 2016. There were two (Jyotsna Parmar and Ujjwala Modak) councillors who had not asked a single question in that period in the ward committee meetings.

A frequent citizen complaint is that they have no mechanism to enforce accountability on officials who do not respond to complaints. The escalation matrix, a system of automatically placing overdue complaints before higher authorities, is one such mechanism.

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

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

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

Media Coverage

THE TIMES OF INDIA

PRICE 7.48 ALONG WITH MUMBAI MIRROR OR THE ECONOMIC TIMES OR MAHARASHTRA TIMES

4 TIMES CITY THE TIMES OF INDIA, MUMBAI WEDNESDAY, APRIL 12, 2017

BMC took 19 days to tackle water contamination complaints

Response Time Deteriorating, Says Study

Richa Pinto@timesgroup.com

Mumbai: The BMC, which is the country's richest civic body with a budget of around Rs 25,000 crore, took 19 days on average last year to resolve a complaint, revealed a study released by the NGO Praja on Tuesday. In 2015, civic officials needed a fortnight to redress grievances.

Despite the considerable resources at its disposal, the civic body seems to be cutting a sorry figure with the number of civic complaints rising by 32% from 2015 to 2016. The NGO's study found that out

TIMES VIEW: The increase in the number of complaints related to delivery of civic services is a reflection on the performance of the municipal administration and BMC's elected representatives. And the fact that the BMC is now taking longer to address grievances and solve problems underlines the need for the administration to do some serious introspection and make itself genuinely accountable to the people.

the total 81,555 complaints received in 2016, action was not taken in 42% cases. BMC officials did not respond to TOI's queries on the findings. Another finding was that in L ward (Kurla, Sakinaka), which saw the highest number of civic complaints (7,498), action was taken in 58% cases and only 29% complaints were convincingly resolved. Meanwhile, in the north, to curv area

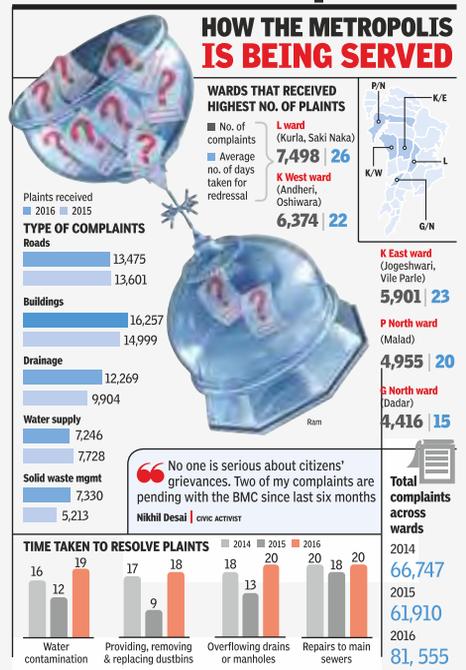


Table 1 Tracking of Promises

	BJP	SS	INC	NCP
Average no. of councillors	31	75	52	13
No. of main points in Manifesto	24	22	24	23
No. of sub points in Manifesto	242	39	62	73
No. of issues raised according to Manifesto	579	1243	590	333
Total questions raised	1520	3820	2421	785

In our analysis as shown in the table, we have compared Issues (water supply, public health, sewerage, affordable houses, etc.) in political party manifestos for 2017 MCGM elections and questions asked by respective party councillors during March 2012 to March 2016.

We have given the benefit of doubt to political parties while comparing issues mentioned in the manifestos with questions raised earlier. For example, if completion of the Gargai project was listed as an issue in the manifesto, questions related to increased water supply were taken as being related to this issue, even if the questions were not specifically about the project. This is because although the completion of the project is a specific issue, it is linked to the broader question of adequate water supply.

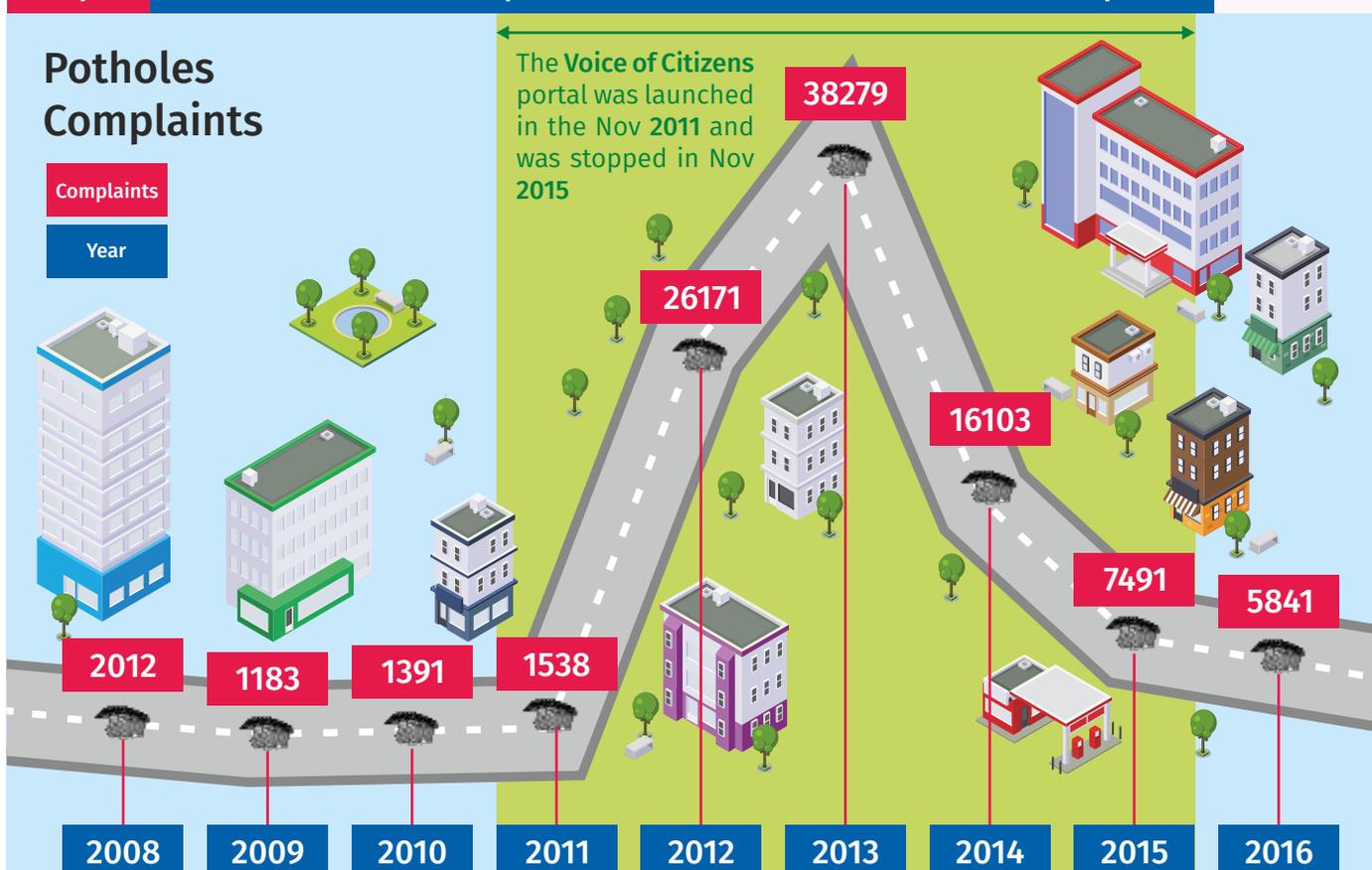
Table 2 Comparison of civic complaints between 2012 and 2016

Issues	2012	2016	*(In %)
Roads	29967	13475	-55%
Other	62862	68080	8%
Total	92829	81555	-12%
Potholes#	24414	0	
Total after deducting potholes complaints	68415	81555	19%

#Complaints received through Voice of Citizens app * Increase from 2012 to 2016

There was a decrease of 12% in the total complaints in 2016 as compared to 2012. But after deducting the potholes' complaints we find that the complaints have increased by 19%.

Graph 1 Status of Potholes' complaints with reference to Voice of Citizens portal



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

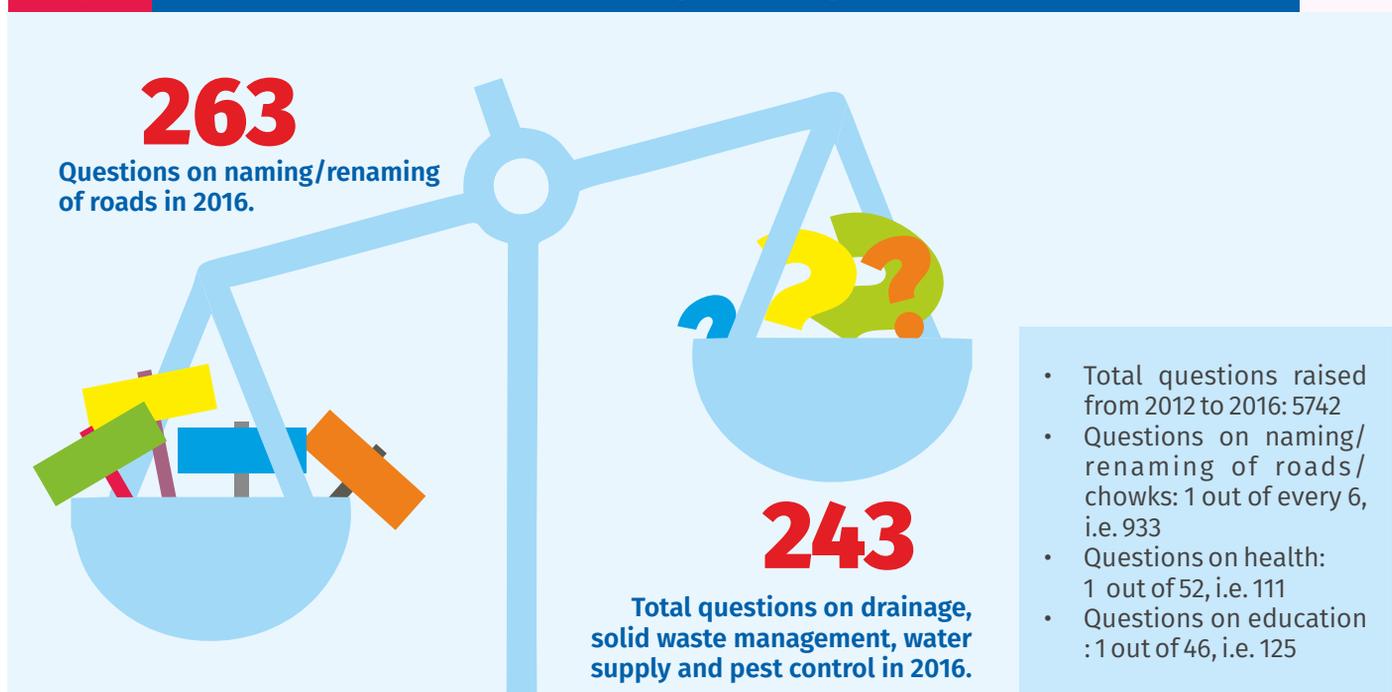
Table 3 Analysis of complaints

Comparison of actual days taken to resolve complaints with days to be taken as per Citizens' Charter

Analysis of complaints Issues/Sub-issues	To resolved as per Citizens' Charter	Actual time taken to resolve		
		2014	2015	2016
Drainage				
Drainage chokes and blockages	1	17	8	11
Overflowing drains or manholes	1	18	13	20
Odour (foul smell) from drains	1	16	14	20
Replacement of missing / damaged manhole	1	21	18	21
Raising of manhole (except in monsoon)	7	14	11	17
Cleaning of septic tank	7	19	16	24
Repairs to pipe sewers/main sewers	7	20	18	20
Water Supply				
Contaminated water supply	1	16	12	19
Leaks in water lines	7	17	14	18
Shortage of water supply	2	18	15	19
Burst water main	1	17	15	17
Solid Waste Management (SWM)				
Garbage not lifted - co-authorized point	1	16	15	17
Collection point not attended properly	1	15	9	15
Garbage lorry not reported for service/ lorry not covered	1	14	9	15
Providing/removing/replacing dustbins	8	17	9	18
Sweeping of road	1	18	10	15
Removal of dead animals	1	19	7	12
No attendance at public toilets	2	18	11	20
Average days	3	17	13	16

According to the Citizens' Charter, the average number of days to be taken for resolving the above-mentioned issues was just three. However, in 2016, the average number of days taken was 16.

Graph 2 Comparison of questions on naming/renaming & on other major civic issues



What Needs to be done

- The complaints redressal mechanism should respond in a time-bound manner, should be user-friendly and should be promoted amongst citizens.
- A essential requirement for a efficient complaint system is citizen feedback – which is missing currently and needs to be bought in through complaint audits.
- The administration and councillors should use data to predict chronic wards and create a road map to resolve issues before they become crises.
- Councillors should actively participate in the ward committee meetings to get effective redressal to civic issues in real time and strengthen the decentralisation principle for bringing efficacy in the service delivery of the corporation.

Media Coverage

दुबंग दुनिया मुंबई, बुधवार, १२ अप्रैल २०१७ मुंबई/उपनगर
प्रजा फाउंडेशन का रिपोर्ट कार्ड: जुमलेबाज नगरसेवक!
क्या हुआ तेरा वादा?

दुबंग रिपोर्टर मुंबई
चुनावी मौसम में जुमलेबाजी से मतदाताओं को अपनी ओर आकर्षित करना हर पार्टी की प्राथमिकता होती है। चुनाव में उम्मीदवार मतदाताओं से बड़े-बड़े वादे तो करते हैं, लेकिन चुनाव जीतने के बाद अधिकतर पार्टियाँ और नगर सेवक अपने ही वादे भूल जाते हैं। प्रजा फाउंडेशन ने इसी तरह के कई खुलासे अपनी रिपोर्ट में की है। इस रिपोर्ट के मुताबिक मनपा में नगर सेवकों ने प्रति वर्ष सिर्फ पांच प्रश्न पूछे हैं। इससे अंदाजा लगाया जा सकता है कि मुंबई करों के प्रति राजनीतिक पार्टियाँ और उनके नगरसेवक कितने गंभीर हैं। रिपोर्ट यह भी बताती है कि नगर सेवक मतदाताओं से किए अपने वादों पर खरे नहीं उतरे।

दो नगरसेवकों ने पांच साल में नहीं पूछा एक भी प्रश्न: मार्च 2012 से दिसंबर 2016 तक, नगरसेवकों द्वारा पूछे गए हर 6 प्रश्नों में से एक प्रश्न सड़कों और चौकियों के नामकरण और पुनर्नामकरण से संबंधित थे। 2016 अंत तक नगरसेवकों द्वारा 351 प्रश्न पूछे गए, जिनमें से 263 प्रश्न सड़क, चौक और नामकरण से संबंधित थे। 2012 से 2016 तक वार्ड समिति में 88 नगरसेवकों ने हर वर्ष सिर्फ 5 प्रश्न पूछे। वहीं पांच साल में उज्ज्वला मोडक और ज्योत्स्ना परमार ने एक भी प्रश्न नहीं पूछा। 2016 तक सिर्फ 39 फौसदी शिकायतों का निपटारा किया गया।

वादों पर गंभीर नहीं नगरसेवक
चुनाव के दौरान राजनीतिक दल अपने घोषणापत्र में जो वादे करते हैं, उन्हें पूरा करना चाहिए, लेकिन अधिकतर इसकी उम्हका की जाती है। इससे यह अंदाजा लगाया जा सकता है कि मतदाताओं से किए गए वादों के प्रति नगरसेवक कितने लापरवाह हैं।
-निताई मेहता, सरस्थापक और प्रबंध न्यासी, प्रजा फाउंडेशन
इतने कम सवाल पूछना और सार्वजनिक मुद्दों को नजरअंदाज करना चुनावी वादों को पूरा करने के प्रति नगरसेवकों की कम इच्छाशक्ति को दर्शाता है। आंकड़ों पर गौर करें तो पारंगे कि राजनीतिक दल अपने चुनावी वादों के प्रति कितना हद तक असंवेदनशील हैं।
-मिलिंद मस्करे, परियोजना निदेशक, प्रजा फाउंडेशन



HINDUSTAN TIMES, MUMBAI WEDNESDAY, APRIL 12, 2017 hindustantimes metro 05

Civic amenities in 11 wards crumbling, may get worse in four years, says Praja

DATA ANALYSIS NGO claims the wards will be riddled with road, solid waste management, water and pollution problems

you city and you **3 मुंबई**
मुंबई, १२ एप्रिल २०१७
HT Correspondent
@hiteof@hiteof.com

MUMBAI: Eleven administrative wards in the city may soon face a crisis, claimed NGO Praja Foundation in its annual report on civic issues.

After analysing population data and complaints registered with the BMC in the past few years, the NGO has drawn up a list of wards that could face crises in the next four years and therefore need immediate attention.

Roads with potholes, poor solid waste management, irregular water supply and pollution were among the biggest problems. The eleven wards allegedly at risk include five in the island city, three in the western suburbs and two in the eastern suburbs.

In C ward (Kalbadevi, Marine Lines), B ward (Byculla) and T (Mumbai) bad roads are the biggest problem and the civic body is likely to receive more complaints regarding the poor condition of roads there, the report said.

K east (Jogeshwari east, Andheri east and Vile Parle east) are prone to water shortage, while B ward (Masjid, Bhandi Bazaar), E ward (Byculla) and H west ward (Khar, Bandra) face issues with solid waste manage-

BMC RECEIVES MORE COMPLAINTS, ACTS ON FEWER

32% rise in the number of complaints from 2015 to 2016
17% fall in the action taken on the complaints from 2015 to 2016

13,864 of the 81,555 complaints registered in 2016 were escalated to the municipal commissioner

On an average, BMC takes 19 days to resolve one complaint when it should just take about three days

In 2016, BMC took 54 days to resolve water-contamination related complaints in the M-East ward (Dhivaji Nagar, Govandi)

In H-East ward (Bandra), it took 45 days to fix complaints regarding shortage of water supply when it should have taken only two days to solve it

CIVIC COMPLAINTS 2012-16 (includes complaints on roads, drainage, garbage, toilets and more)

Year	Complaints
2012	92,829
2013	1,02,388
2014	80,490
2015	67,835
2016	81,555

WHAT IS PRAJA FOUNDATION?
Founded in 1992, it is an NGO that aims to create an accountable and efficient society through people's participation. The organisation collects data through right-to-information (RTI) Act.

5,742 Questions asked by corporators in ward committees between March 2012 and December 2016

SOME OF THE ISSUES WHICH TOOK PROMINENCE

Naming of roads	933
Roads	879
Waste	523
Licence	335
Water supply	322
Open spaces	227
Total	5,742

POTHOLE COMPLAINTS 2008-2016

Year	Complaints
2008	2,012
2009	1,183
2010	1,391
2011	1,538
2012	26,171
2013	39,729
2014	16,103
2015	7,491
2016	5,841

The BMC launched 'Voice of Citizen' portal where Mumbaiites could lodge complaints regarding craters in 2012. However, it was shut down in 2015.

88 out of 227 corporators asked only 100 free questions every year of the 88 corporators also got re-elected in March 2017
2 corporators – Jyotsna Parmar and Ujjwala Modak – did not ask a single question in the ward committee
The highest number of questions (263) asked in 2016 were related to naming or renaming of roads and chowks

सामना ३ मुंबई
रस्ते आणि खड्ड्यांच्या तक्रारी ५५ टक्क्यांनी कमी झाल्या



Next Issue

Watch out for our May 2017 Newsletter to know more about Mumbai's Development Plan.

To _____



To support Praja Foundation write a cheque in the name of "Praja Foundation" and post it to Praja office, with a summary of your name, email ID, contact details so that we can send you regular feedback and an 80G certificate for tax exemption.

Praja Foundation

1st Floor, Victoria Building, Agiary Lane, Off Mint Road, Fort, Mumbai-400001
Tel: 22618042/65252729, Web.:praja.org, Email:info@praja.org



Supported by
Friedrich Naumann STIFTUNG FÜR DIE FREIHEIT
Ford Foundation
Narotam Sekhsaria Foundation

