



Citizens can log on to <https://aaplesarkar.maharashtra.gov.in>

The website has a grievance redressal portal which is a one stop platform for citizens of Maharashtra to seek redressal of their grievances. Citizens can track the status of their grievance with the help of tracking number. As per Right to Services Act if public services are not rendered by the government to the citizens in the stipulated time, there is a provision for penalties.



PRAJA DIALOGUE

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PRAJA aims at enabling accountable governance.

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About This Issue

Central Complaint Registration System (CCRS)

Big Story

Citizen Queries



Citizen 1: There is garbage lying on the roads and no one has come to pick it up. Whom should I call?



Citizen 2: Food grains are unavailable, which is a basic necessity. What must I do?



Citizen 3: As a woman I always feel unsafe while travelling by train at night. Who can help me?

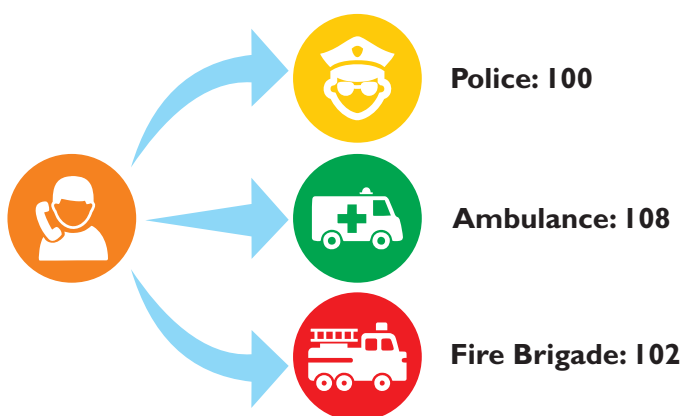


Biggy: There is a system that is followed. Municipal Corporation of Greater Mumbai (MCGM) has different departments which have their own mechanisms to get things sorted. But,

the lack of a unified system makes it very difficult to get the problems of citizens addressed. For example, the complaints regarding roads that run under the Metro line in Mumbai are now to be directed to the Mumbai Metropolitan Region Development Authority (MMRDA) rather than the MCGM. The confusion created by this reiterates the necessity of a unified system to sort out these issues.

If we analyse the situation taking note of the other countries in the world, there are better facilities undertaken by countries like U.S.A, Great Britain and Australia. They have a single number – 911 in U.S.A, 999 in U.K. and 000 in Australia – for emergencies. UK also has a single website- www.gov.uk which addresses all the government services irrespective of Local (State), Provincial or Central govt services and provides information to its citizens in a simpler, clearer and faster way. It would be beneficial for all the citizens if we adopt a unified and centralised mechanism to address all the complaints and provide a unified emergency number for the Police, Ambulance and Fire etc. on the one hand and civic complaints on the other hand. The current system has serious flaws in it, wherein some areas, such as Bhayander and Mira Road, citizens are unable to connect to the emergency number of 100. Toll free numbers such as 1292 and 1293 (for lodging complaints against illegal/unauthorised banners) are not functioning

Emergency numbers:



The Central Complaint Registration System (CCRS):

Good governance is epitomized through various factors like reliability, predictability, accountability, participation and promoting good life of its citizens. This task of establishing accountability, building transparency in governance and delivering better services to the people on the part of the Government is what Praja has been working for since its inception.

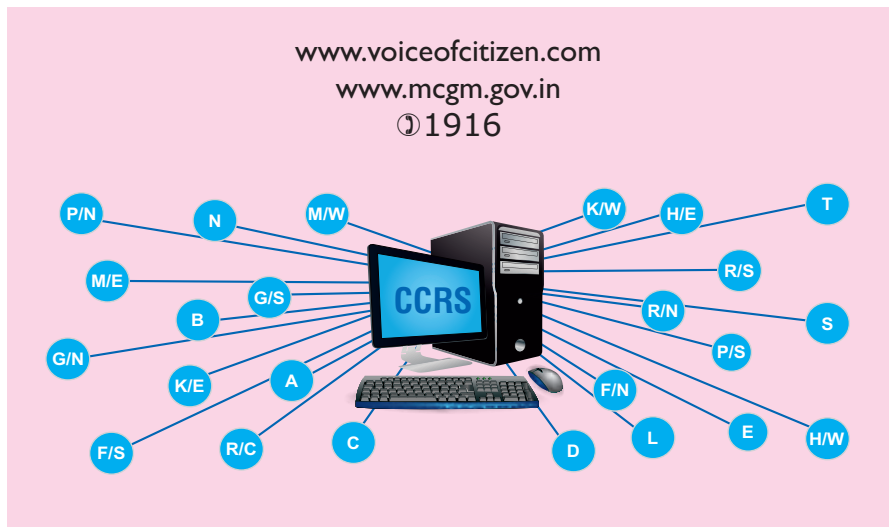
Initially Praja, in collaboration with the Municipal Corporation of Greater Mumbai (MCGM), developed a Citizen's Charter in 1999 which provides information and helps people in understanding the functioning of the local government and in establishing accountability among the Elected Representatives and the Administration. Under the same roof there was the setting up of an Online Complaint Management System (OCMS), connected to all the ward offices in the city as well as to the Head Office of the MCGM, later handed over to The Brihanmumbai Municipal Corporation (BMC) in 2007. This facilitated the Citizens to lodge their complaints via phone/fax/e-mail, by writing letters, by calling the 24/7 hotline number "1916" or by logging on to www.mcgm.gov.in. In addition to this, since the year 2000, MCGM has also launched a complaint



To lodge a Civic complaint (Eg. Road, Water, Municipal School, Municipal Dispensary, SWM and others) Please log on to www.mcgm.gov.in and file your complaint in option given under 'Complaint' tab in the menu or You may **Call 1916** or **22718633** and register your complaints.

system under one roof i.e. the Central Complaint Registration System (CCRS) and created a separate portal for registering complaints on potholes and to report their inconveniences and problems related to MCGM's public work management (www.voiceofcitizen.com) launched in the year 2011.

Despite the existence of OCMS and CCRS, people are not being able to avail these services in a full-fledged manner and, most of the time, have failed to lodge complaints regarding the issues concerning them.



How to Lodge Civic Complaints:

Citizens can lodge complaints related to solid waste management, drainage, storm water drain, roads & traffic, factories, license issues, water supply, pest control, buildings, encroachment, etc. by methods enlisted below,

1. By Going to MCGM Official Site: <http://www.mcgm.gov.in>
2. By filling in online complaint registration form from any of the computer connected to Internet, either from home/office or cyber cafe by visiting our Citizen Portal.
3. By visiting the nearest Citizen Facilitation Centre (CFC) established by the Municipal Corporation belonging to any of the 24 wards of MCGM.
4. By calling the telephone number 1916.
5. By Sending SMS to 9870791916

Have a Problem... Kuch Toh Bolo...
Call 1916 for civic complaints or log on to www.mcgm.gov.in



Call 1916



Log on to :
www.mcgm.gov.in



Write application give to
Complaint officer at ward.



SMS: 9870791916



FAX: 2269 4719



1916

Citizen can trace their complaint.
It is closed or at which stage.



Flagged and escalated
to heads



Goes directly to Complaint Officer
and the Department Heads (At ward)



Complaint No.
is generated



How you can contribute to make Mumbai a better govern city

Are you a citizen intent on changing your city? Volunteer with Praja and experience infinite opportunity to learn new skills and gain new knowledge on Governance. Be an Active Citizen through the Praja Foundation Volunteer ship/Internship Program! To intern you can contact us via email info@praja.org or phone +91-22-65252729



Modus Operandi

- Complaint received at ward office or at CCRS gets entered into software application
- Application provides Complaint Tracking Number for reference of office and complainant
- Complaint gets dispatched to relevant redressing authority via email
- System provides for redressing authority to enter redressal details into the application
- Non redressal of complaint within timeframe results in automatic escalation of complaint to next higher authority upto Municipal Commissioner
- Citizen can be provided complaint status at any time
- System generates rich MIS (Management Information System) for monitoring efficiency
- MIS routinely checked by Municipal Commissioner and open to general public as well

Key Benefits

- Citizens do not have to possess knowledge of where and when to complain for which particular service
- One single number, active round the clock, for complaints regarding any Municipal service
- Citizens have wider choice of mode of complaint
- Uneducated people find it difficult to use complaint forms and procedures
- Citizens can track the status of their complaint with the allotted Complaint Tracking Number
- Complaints are automatically escalated in case not solved within timeframe
- Superior transparency and active monitoring by Municipal Commissioner and general public ensures quality of service
- Computerization has taken away the mundane part of the job and enhanced efficiency

Current situation of Complaint Redressal mechanism of MCGM (2014):

But In 2014, on an average it took at least 87 days for closing ‘contaminated water supply’ complaints in ‘S’ ward and 59 days to ‘repair pipe sewers / main sewers’ in ‘H/E’ ward. To add to these woes, what is seen is complete apathy on the part of our Municipal Councillors, 27 of whom have not raised a single question in ward committee meetings all year. Not only that, there are three councillors who have not raised a single question in the last three years – Anita Yadav (representing Sassoon Dock, World Trade Centre, Geeta Nagar), Ujjwala Modak (representing Bandrekar Wadi - Ismail College - Natwar Nagar) and Jyotsna Parmar (representing Mahim Sonapur - Labour Camp)

Contaminated water supply complaints should be resolved in one day according to the Citizens’ Charter, and sewers should be repaired in 7 days.

PUBLIC INTEREST LITIGATION NO.71 of 2013

1. Poor Condition of Roads

- Indiscriminate digging by Internet companies, gas services and telephone companies
- Compounded due to monsoons and potholes
- Poor technique and inferior materials for repair

2. PIL filed for Judicial Notice to be taken regarding the poor condition of the roads

3. Court Order:

1. Creation of grievance redressal mechanism to address citizens' complaints
2. Creation of a single window system under section 154 of the MRTP Act
3. Details of the redressal system to be available in 4 leading newspapers in English, Hindi and Marathi
4. If Toll Free numbers are not actually working, the appropriate action will have to be initiated against the concerned officer who is responsible for this default.



Watch out for our October 2015 Newsletter to know more about Inclusive and Affordable Housing.

Observation /issues in the present system and Solutions

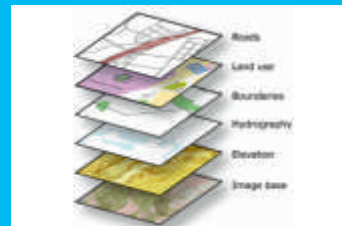
Observation / Issues	Solutions
1) Different Wards and Departments have independent systems for registering complaints	A Standard Operating Procedure for MCGM's Centralised Complaint Management System needs to be made
2) All complaints are not registered/collated under CCRS and hence do not have any Uniform Complaint Number.	A Standard Operating Procedure for MCGM's Centralised Complaint Management System needs to be made
3) Councillor Constituency Code is not entered.	The complainer or concern official need to fill Councillor Code while filing or solving the complaint.
4) 'Action Taken Remark' not accounting for complainant feedback.	Action Taken Reports (maintain whenever any action has been taken by the concerned official) needs to be filled by the Attendee
	MCGM should provide access to the Councillors so that they can see the complaints registered, both in Mumbai and in their respective wards.



Additional Solutions:



- Regular Audits on redressal of complaints.



- Use geographic information system (GIS) system (as used in Pothole complaint) in the present Complaint system for registering complaint too.



- A monitoring system to make sure that all the complaint (Coming from anywhere in any mode) needs to be feed in the Central System of SAP.

To _____



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