



WHITE PAPER



And



IC Centre for Governance

Report on Ward Committee and Civic Services Provided by Municipal Corporation of Delhi (MCD) (January 2014 to December 2014)

December 2015



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I. Acknowledgement

Praja has obtained the data used in compiling this report card through Right to Information Act, 2005. Hence it is very important to acknowledge the RTI Act and everyone involved, especially from the officials who have provided us this information diligently.

We are also most grateful to – our Elected Representatives, the Civil Society Organisations (CSOs) and journalists who utilise and publicise our data and, by doing so, ensure that awareness regarding various issues we discuss is distributed to a wide ranging population. We would also like to extend our gratitude to all government officials for their cooperation and support.

This White Paper has been made possible by the support provided to us by our supporters and we would like to take this opportunity to express our sincere gratitude to them. First and foremost, we would like to thank the Initiatives of Change (IC) Centre for Governance, a prominent organisation working on improving governance structures. Our work in Delhi has been conducted in partnership with them and we have been able to conduct data driven research on vital issues affecting the governance of Delhi on aspects such as performance of Elected Representatives (ER), Health, Education, Crime and policing and Civic issues.

Praja Foundation also appreciates the support given by our supporters and donors, namely Dasra, TATA Trusts, Friedrich Naumann Foundation, Narotam Sekhsaria Foundation and Madhu Mehta Foundation.

We would also like to thank our group of Advisors and lastly, would also like to acknowledge the contributions of all members of Praja’s team, who worked to make this report a reality.



Friedrich Naumann
STIFTUNG **FÜR DIE FREIHEIT**

Narotam Sekhsaria Foundation

Madhu Mehta Foundation

TATA TRUSTS

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Tata Trusts have supported Praja Foundation in this project. The Trusts believe in a society of well-informed citizens and it is to this effect that Tata Trusts supports Praja’s efforts to communicate with and enable citizens to interact with their administration through innovative and effective methods.



II. Foreword

Basic civic services like clean roads, water supply, functional drainage etc. are what make the life of citizens easier. The 74th Amendment to the Constitution of India provided the mechanism of Ward Committees to every municipality having a population of three lakhs or more to ensure that basic civic services efficiently at the grassroots level. 'Ward Committees' are undoubtedly, one of the most crucial mechanisms available to Municipal Councillors for conducting deliberations for delivering effective governance. Issues of prime significance to citizen's daily lives related to civic amenities such as road, parks, solid waste management, water supply, drainage, etc. can be taken up and redressed effectively in this forum.

However, the role of Ward Committees is not a glamorous one and, therefore, receives little or no courtesy from the various stakeholders, like citizens, Civil Society Organisations (CSO), the media, etc. Larger issues such as the scale of corruption or the building of a monumental flyover are given more attention. Although these issues are of significance and importance, more so are issues that revolve around basic civic problems such as lifting of garbage or maintenance of drainage systems, because, if these services are not provided, hygiene suffers and diseases thrive.

Praja Foundation has developed an approach of tracking this grassroots mechanism of the Ward Committees. The two indicators of the functioning of a Ward Committee are: a) Citizens' civic complaints that are registered, and their redressal and b) The deliberations by the Elected Representatives (ER) in the ward committees. A high number of citizens' complaints shows both that there are civic issues that need redressal and that the citizens themselves are actively involved in seeking redressal. The attendance, number of issues raised and their relevance signify how active the ERs themselves are in seeking resolutions for the various grievances expressed by citizens.

In Delhi, civic services are provided by multiple agencies and not just the Delhi Municipal Corporations. For e.g. issues such as water supply, sewage and electricity are handled by the State; whereas sometimes either State or Central Government are responsible for issues related to big roads or highways; small roads, on the other hand are the focus of the Municipal Corporation; primary education and public and primary health are under the jurisdiction of the Municipal Corporation, while secondary education is handled by Centre/State. This causes confusion as to who handles what issue particularly in the end of the users i.e. citizens.

The essential tool that any corporation can possess in order to improve efficiency and effectiveness of these services to the citizens is the complaint redressal mechanism, by which complaints regarding civic issues in the city can be lodged and, thereby, redressed. This also gives feedback to the administrator to improve the delivery of the service.

Our study has revealed that the grievance redressal mechanism employed by the Delhi Municipal Corporation has several flaws. Complaints are maintained in a register and are handwritten, making them illegible at times. During the course of our research, we found that 1165 out of 31,551 complaints registered overall from January to June 2014 were unclear and could not be deciphered. Tracking numbers for the complaints are not in order on number of occasions, creating a lot of confusion. We have only taken six months' worth of data (January – June 2014) for complaints. This is mainly because we found that the database is not maintained on a technological platform and



is hand recorded in a register by the officers. However, the data does reflect the trends prevalent regarding complaint registration. The data for questions, however, includes data for the entire year (January – December 2014).

As the custodian of the city, the Delhi Municipal Corporation exists to ensure quality services to the citizens. Our research for the paper revealed that nearly 1 in every 3 complaints (9161 complaints) was related to the issue of Nuisance caused by stray dogs, cows, monkeys and other animals. Complaints regarding this issue form the second highest number of complaints. It may seem ironic that this is one of the main issues facing the capital of the country, but, since there are so many citizens complaining about it, the issue needs to be addressed. However, what we see is that only about 1 in every 37 issues raised (243 issues raised) are those on this problem. Delhi is also constantly faced by threats of Dengue and Malaria, and 1 in 25 complaints (1257 complaints) is on the issue of Pest Control. However, only 1 in every 130 issues raised (70 issues raised) focuses on the issue of pest control, when this should take more precedence. Similarly, 1 in 9 complaints are on the issue of Drainage (3634 complaints), but only 1 in 48 issues raised (190 issues raised) have been on the problem of drainage. 1 in 3 complaints (9636 complaints) are on Solid Waste Management (SWM), and 1 in 7 issues are raised on SWM (1375 issues raised). What we see, therefore, is that complaints are being registered, but are not getting resolved.

The main role of Municipal Councillor is to deliberate – but when 28 councillors out of 272 do not raise a single issue in the ward committees governance clearly suffers. For better governance, councillors need to become more assertive in this aspect and ensure that proactive steps are taken to improve implementation. By deliberating more on these issues, proper planning can take place, leading to higher impact on the lives of citizens.

While considering the gender-wise data on the issues raised and the attendance in committees, the women fare much better than the men. Fewer women than men have raised zero issues in the year 2014 - 11 (out of 143) women as compared to 17 men (out of 122). Women have also raised more number of issues in the year 2014 as compared to men - 5065 issues raised by women and 4027 issues raised by men. Women's attendance in the committee is more than the men's in 2014 - women have an attendance of 60% and the men have an attendance of 59%. It is heartening to see that women are actively involved in the governance of the city of Delhi.

This is the start of Praja's program in Delhi. Through our data driven, thematic reports, we hope to bring together all the stakeholders – Elected Representatives, government administration, the media, CSOs and citizens – for a much needed dialogue based on facts of governance indicators, which can ultimately overhaul the governance system of the city. We hope that this report will gradually help in strengthening the Ward Committees to help realise the ethos of the 74th Amendment and strengthen governance at the grassroots level.

NITAI MEHTA

Founder Trustee, Praja Foundation



III. Note on Functions of Ward Committee and Civic Services Provided by Municipal Corporation of Delhi (MCD)

Functioning of the Ward Committees:

The 74th Amendment Act, of the Constitution of India provides for setting up of ward committees to ensure citizen participation in decision making and to bring governance and citizens together. It is considered to be an important step towards achieving citizens' participation in the governance at the grassroots level. As per the Act, The Ward Committees are expected to address local problems by participating in planning, financial and administrative functions, having a direct bearing on their respective Wards. The 74th Amendment Act not only empowers states to set up ward committees, but also to decide on the powers, functions and finances to be delegated to them. This in turn provides the States a freedom to draft their own legislation and rules and so the functioning of the Ward Committee's varies across states and cities.

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

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. The Amendment of 1993 in the Act brought about fundamental changes in composition, functions, governance and administration of the Corporation. The number of Wards (Municipal Councillor Constituencies) in the Corporation was increased from 134 to 272 in 2006-2007, and the Corporation was trifurcated into the North (NDMC), South (SDMC) and East Delhi Municipal Corporation (EDMC) by a notification issued in the end of 2011, with separate functioning of the three Corporations starting from the first half of 2012. However, the MCDs are not the only bodies providing Civic Services in the NCT (National Capital Territory) of Delhi. E.g water supply, though an essential civic service mentioned in the 74th Amendment, is provided by the Delhi Jal Board which is under the Delhi State Government and not by the MCDs. Also apart from Central and State agencies, the other two local bodies are the New Delhi Municipal Council and the Delhi Cantonment Board provide civic services in areas under their respective jurisdictions.

Presently, the three different corporations consist of 104, 104 and 64 electoral municipal constituencies, 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. Further, the 272 constituencies are aggregated in 12 Administrative Zones for which there are 12 ward committees.

List of Zones under each Corporation:

NDMC:

1) City Zone; 2) Civil Lines; 3) Karol Bagh; 4) Narela; 5) Rohini; 6) Sadar Paharganj

SDMC:

1) Central Zone; 2) Najafgarh; 3) South Zone; 4) West Zone

EDMC:

1) Shahdara North; 2) Shahdara South



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

- There is one Ward 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), only if her/his name is registered as an elector within the territorial limits of the Zone concerned.

The Ward Committees have annual elections for the following:

- **CHAIRMAN** [who can give resignation to the Mayor]
- **DEPUTY CHAIRMAN** [who can give resignation to the chairperson]

The 15th Schedule of the DMC (Delhi Municipal Corporation) Act, mentions the powers and functions of the Wards Committees which are 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 exist 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) Scrutinise 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.

Besides Section 52 (3) of the DMC ACT 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.'

Obligatory functions of the Corporations: [This is taken from annexure No.4, Page 129 of the Delhi Municipal Corporation Act, 1957]

Subject to the provisions of this Act and any other law for the time being in force, it shall be incumbent on the Corporation to make adequate provision by any means or measures which it may lawfully use or take, for each of the following matters, namely:—

- (a) The construction, maintenance and cleansing of drains and drainage works and of public latrines, urinals and similar conveniences;
- (c) The scavenging, removal and disposal of filth, rubbish and other obnoxious or polluted matters;
- (e) The reclamation of unhealthy localities, the removal of noxious vegetation and generally the abatement of all nuisances;



- (f) The regulation of places for the disposal of the dead and the provision and maintenance of places for the said purpose;
- (g) The registration of births and deaths;
- (h) Public vaccination and inoculation;
- (i) Measures for preventing and checking the spread of dangerous diseases;
- (j) The establishment and maintenance of dispensaries and maternity and child welfare centres and the carrying out of other measures necessary for public medical relief;
- (jj) The 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;
- (k) The construction and maintenance of municipal markets and slaughter houses and the regulation of all markets and slaughter houses;
- (l) The regulation and abatement of offensive or dangerous trade or practices;
- (m) The securing or removal of dangerous buildings and places;
- (n) The construction, maintenance, alteration and improvements of public streets, bridges, culverts, causeways and the like;
- (o) The lighting, watering and cleansing of public streets and other public places;
- (p) The removal of obstructions and projections in or upon streets, bridges and other public places;
- (q) The naming and numbering of streets and premises;
- (r) The 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;
- (s) The maintenance of municipal offices;
- (t) The laying out or the maintenance of public parks, gardens or recreation grounds;
- (v) The 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;
- (w) The maintenance and development of the value of all properties vested in or entrusted to the management of the Corporation;
- (x) The preparation of plans for economic development and social justice; and
- (y) 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 Corporation:

Subject to any general or special order of the Government, from time to time, the Corporation may provide either wholly or in part for all or any of the following matters, namely:—

- (a) The furtherance of education including cultural and physical education, by measures other than the establishment and maintenance of, and aid to, schools for primary education;
- (b) The establishment and maintenance of, and aid to, libraries, museums, art galleries, botanical or zoological collections;
- (c) The establishment and maintenance of, and aid to, stadia, gymnasia, akharas and places for sports and games;
- (d) The planting and care of trees on roadsides and elsewhere;
- (e) The surveys of buildings and lands;
- (f) The registration of marriages;
- (g) The taking of a census of population;



- (h) The civic reception to persons of distinction;
- (i) The providing of music or other entertainments in public places or places of public resort and the establishment of theatres and cinemas;
- (j) The organisation and management of fairs and exhibitions;
- (k) The 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;
- (l) The construction and maintenance of—
 - (i) rest-houses,
 - (ii) poor-houses,
 - (iii) Infirmarys,
 - (iv) Children's homes,
 - (v) Houses for the deaf and dumb and for disabled and handicapped children,
 - (vi) Shelters for destitute and disabled persons,
 - (vii) Asylums for persons of unsound mind;
- (m) The construction and maintenance of cattle pounds;
- (n) The building or purchase and maintenance of dwelling houses for municipal officers and other municipal employees;
- (o) 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;
- (p) The 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;
- (q) The provision for relief to destitute and disabled persons;
- (r) The establishment and maintenance of veterinary hospitals;
- (s) The organisation, construction, maintenance and management of swimming pools public wash houses, bathing places and other institutions designed for the improvement of public health;
- (t) The 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;
- (u) The organisation and management of cottage industries, handicraft centres, and sales emporia;
- (v) The construction and maintenance of warehouses and god owns;
- (w) The construction and maintenance of garages, sheds and stands for vehicles and cattle biers;
- (x) The provision for unfiltered water supply;
- (y) The improvement of Delhi in accordance with improvement schemes approved by the Corporation;
- (z) The provision of housing accommodation for the inhabitants of any area or for any class of inhabitants; and
- (za) Any measure not hereinbefore specifically mentioned, likely to promote public safety, health, convenience or general welfare.

**Agencies responsible for Civic Services:**

The Delhi Municipal Corporation is not the sole authority in carrying out all Civic duties. In fact, there are certain duties which don't fall within the ambit of the Municipal Corporation. Water, Sewage, and Electricity, for example, come under the responsibility of the State. Similarly the issues relating to the Big Roads/Highways are the responsibility of the Central/State Government, while the issue of small roads only comes under the Municipal Corporation. Similar is the case with Education and Health. Primary Education and Public Health & Primary Health come under the Jurisdiction of the Municipal Corporation and Secondary Education and rest come under the Centre/State.

Ahead is a list mentioning which services are provided by whom:

Departments/Services and their respective providers:

SERVICE	AUTHORITY		
	STATE	MCD	CENTRE
Birth, Death		MCD	
Marriage		MCD	
Health			
Public Health		MCD	
Hospitals	39	6	2
Dispensaries/PHC	98	300	259
Education	Primary, secondary, higher secondary	Primary	KendriyaVidyalayas
Transport			
DTC (Delhi Transport Corporation)	Govt. of NCT of Delhi		
Metro Rail			Central Government
ISBT (inter State Bus Transport)	Govt. of NCT of Delhi.		
Storm Water Drainage		MCD	
Sanitation		MCD	
Drainage		MCD	
Water supply	Supply and Distribution (Jal board) Govt. of NCT of Delhi.		
Sewage	Sewage system of Delhi comes under Jal Board of Delhi (Govt. of NCT of Delhi.)		
Town Planning		MCD	
Horticulture	Garden Society of Government of NCT of Delhi has around 3000 parks under their jurisdiction	16,000 gardens are under the jurisdiction of the MCD.	Some gardens are under the jurisdiction of the Delhi Development Authority (Central Government)



SERVICE	AUTHORITY		
	STATE	MCD	CENTRE
Roads	Big Roads (Govt. of NCT of Delhi)	Less than 60 feet wide roads are under the jurisdiction of the Municipal Corporations of Delhi	National Highways
Housing	Delhi Urban Shelter Improvement Board(DUSIB) Govt. of NCT of Delhi	Property Tax	Delhi Development Authority (DDA)
Environment Management Services		MCD	
Agriculture, Animal Husbandry and Fisheries	Govt. of NCT of Delhi		
Ration Shops			Central Government
Pollution	Controlling it is the responsibility of the NCT Govt		
Forestry	Govt. of NCT of Delhi.		
Industry	Industries are permitted in terms of the provisions of Master Plan for Delhi 2021 in the NCT of Delhi		
Electricity	Govt. of NCT of Delhi		
Policing			Central Government



IV. Note on Civic Complaint System in Municipal Corporations of Delhi

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 and bring.

MCD's Grievance Redressal Mechanism:

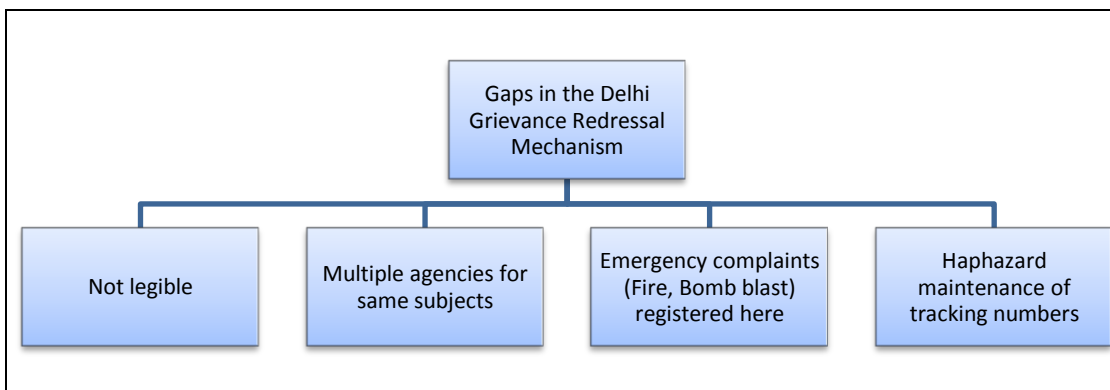
In order to lodge a complaint one can:

- Walk in to the MCD office to lodge the complaint
- Write a letter
- Phone the MCD office
- File an online complaint (this mechanism is only available with the EDMC)

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.

Gaps in MCDs Grievance Redressal Mechanism:

- The complaints are handwritten and maintained in a register and are illegible at times.
- There are multiple agencies providing services. Water, Sewage, and Electricity, for example, come under the responsibility of the State. Similarly the issues relating to the Big Roads/Highways are the responsibility of the Central/State Government, while the issue of small roads only comes under the Municipal Corporation. Therefore, there is no clarity about whom the complaint should go to.
- Information or complaints regarding emergencies like fire and occurrence of bomb blasts are lodged in the civic complaints register when they should have been directed towards the concerned authorities (this also reflects more on citizens being less aware of whom to approach for a particular service).
- Many of the tracking numbers are not in order making it difficult to decipher

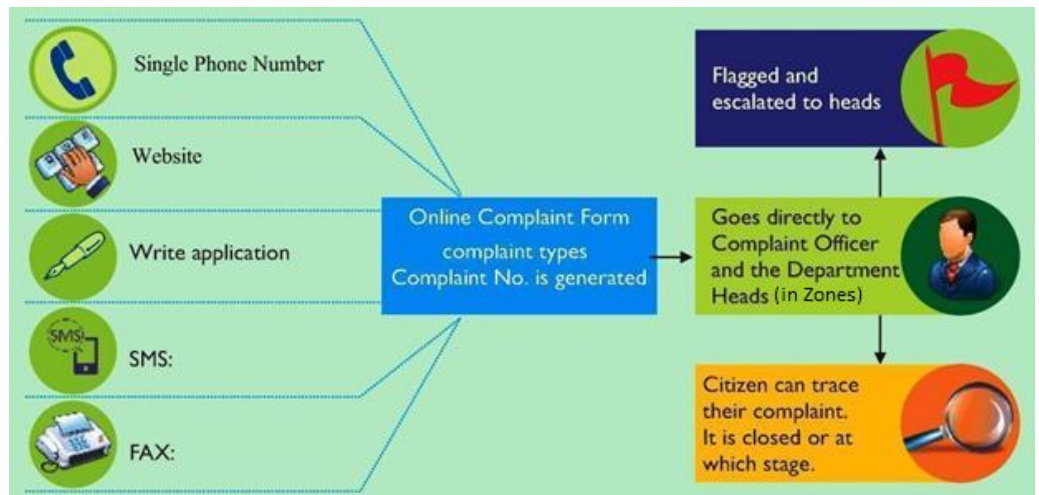




Complaints regarding Fire						Complaints regarding occurrence of Bomb Blasts																																																						
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What needs to be done to build a Robust Grievance Redressal Mechanism:

- Multiple agencies handle civic services in Delhi, as mentioned above.
- It should not be the onus of the citizen to find out who provides specific services. The agencies should ensure that citizens are given all the pertinent information.
- In a robust system, all the agencies responsible can be contacted and it should be possible for the grievance redressal to be tracked.
- In order to accomplish this, there will have to be cooperation between the Central, State and MCD agencies, which is what is desirable.
- However, at an individual corporation level, a centralised system could be created for providing citizens with a centralised grievance redressal mechanism, through which the complaints can be directed by the MCD to the concerned authorities either under the MCD or to agencies belonging to the Central or State Governments. For complaints directed to their own agencies, the MCDs can provide a way to track all the grievances to see whether the complaints are closed or corrective action needs to be taken.





V. Note on Sources of Data

The sources of information for this study have been collected by filing RTIs (Right to Information) to the relevant departments:

1. **Civic Complaints data:** The data was collected by filing RTIs to all 12 zones of the Municipal Corporation of Delhi as well as the EDMC Head Office, for the data from the Online Complaint System. The reply to our RTIs to the 12 zones was given in the form of a photocopy of the complaint register, whereas, the data we received for the Online Complaint System was in the form of a print out of the summary data.
2. **Deliberations:** Three RTIs were filed, to the EDMC, SDMC and NDMC Head Offices. We received hard copy print outs of all the deliberation data i.e. attendance, issues raised by the councillors in the ward committees.
3. **Population:** The population data has been taken from the Primary Census Abstract Data available on the Census India website (www.censusindia.gov.in). No RTIs were filed for this. The data obtained was in electronic format.

We have only taken six months' worth of data (January – June 2014) for complaints. This is mainly because we found that the database was not maintained in a systemic manner. The complaints are maintained in a register and are hand recorded by the officers, making them illegible at times (as mentioned above). We feel that the six month data gives a fair idea of the trends that are prevalent regarding the registration of civic complaints. The data for issues raised, however, includes data for the entire year (January – December 2014), and can be considered accordingly.

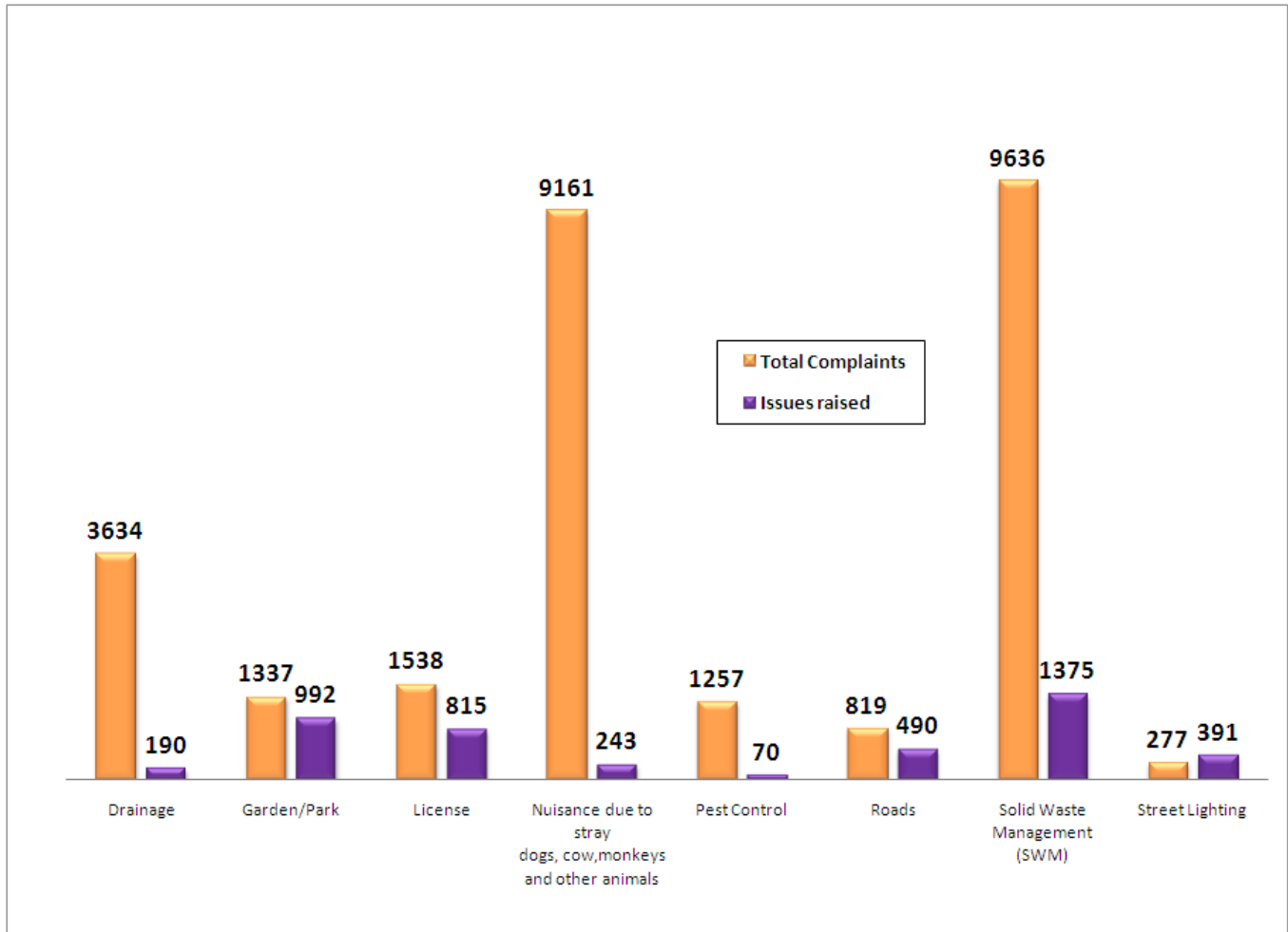
Kindly note that the data on deliberations i.e. attendance, numbers of issues raised and the categories of issues raised pertain only to the WARD COMMITTEE. Rest of the forums such Standing Committee, Education Committee, General Body Meetings are not taken into account for this study.



Part A – City Summary

Section I. MCD Civic Complaints, Issues Raised and Attendance in Ward Committee

Graph 1: Comparison of Complaints during January to June 2014 and issues raised during January to December 2014 across all the three MCDs



Inference:

The highest numbers of complaints from January to June 2014 were on Solid Waste Management (SWM) with 9636 complaints, followed by Nuisance due to stray dogs, cow, monkeys and other animals with 9161 complaints. Correspondingly, the highest numbers of Issues Raised in Ward Committee by the councillors were also on SWM, with a total of 1375 Issues Raised, followed by 992 Issues Raised related to Garden/Park.



Table 1: Total complaints for the Period January to June 2014

Corporation	Zone	Population 2011 ¹	Total Complaints
East Delhi Municipal Corporation (EDMC)	Shahdara North	22,05,421	2683
	Shahdara South	17,20,492	2161
North Delhi Municipal Corporation (NDMC)	City	3,58,950	556
	Narela	7,79,318	2085
	Karol Bagh	7,84,207	2050
	Rohini	21,92,587	5438
	Paharganj	4,12,818	1029
	Civil Lines	19,15,114	4866
South Delhi Municipal Corporation (SDMC)	Central	16,74,194	3523
	West	15,78,786	3328
	South	13,58,791	1802
	Najafgarh	15,00,213	2030
Total Complaints		1,64,80,891	31551

Inference:

Out of the total complaints in the three Municipal Corporation of Delhi (MCD), Rohini Zone (NDMC) has the highest number of complaints registered from January to June 2014, with 5438 complaints followed by Civil Lines Zone (NDMC), with 4866 complaints. City Zone (NDMC) and Paharganj Zone (NDMC) show the least number of complaints with 556 and 1029 complaints, respectively.

¹The population data has been taken from the Primary Census Abstract Data available on the Census India website (www.censusindia.gov.in).



Table 2: Category wise total complaints in Delhi from January to June 2014

Complaints	Total
Drainage	3634
Garden/Park	1337
License	1538
Nuisance due to stray dogs, cow, monkeys and other animals	9161
Pest Control	1257
Roads	1096
Solid Waste Management (SWM)	9636
Other Complaints ²	2727
Not Clear Data ³	1165
Total Complaints	31551

Inference:

Out of the total complaints (Category wise), maximum numbers of complaints were on Solid Waste Management (SWM), with 9636 complaints, followed by complaints on Nuisance due to stray dogs, cow, monkeys and other animals (9161 complaints) and Drainage (3634 complaints).

²Other complaints including : Building, Disaster Management, Estate, Pollution, MCD Related, Storm Water Drainage, Toilet, Water Supply etc.

³As the complaints were hand written and recorded in a register, some were illegible and have been categorised as 'Not Clear'



Table 3: Sub-category wise top civic complaints by citizens

Category/ Sub-category	Total
Drainage	
Drainage Chokes and Blockages	1934
Overflowing drains of manholes	582
Replacement of Missing/Damaged Manhole	149
Other Complaints	969
Total complaints	3634
License	
Encroachments Related	358
Unauthorised Banners/Advertisement. on Road	314
Unauthorised Stalls on roads/Footpaths	335
Other Complaints	531
Total complaints	1538
Road	
Bad Patches / Potholes on the Roads	185
Fallen Tree on road	114
Relaying and repairs of roads	114
Street Lighting	277
Other Complaints	406
Total complaints	1096
Solid Waste Management (SWM)	
Removal of dead animals	3928
Collection point not attended properly	514
Garbage not lifted from House/Gully/Municipal Market/Road/Authorised collection point	349
Lifting of Tree Cutting	735
Removal of Debris	620
Other Complaints	3490
Total complaints	9636
Miscellaneous Civic Complaints	
Disaster Management (Fire/Bomb blast occurred/Fire in house/building)	551
Nuisance due to stray dogs, cow, monkeys and other animals	9161
Not Clear	1165
Total miscellaneous complaints	10877
Other Complaints	4770
Total complaints	31551

Inference:

In the sub categories of civic complaints, Nuisance due to stray dogs, cow, monkeys and other animals registered highest number of complaints (9161) followed by Removal of dead animals which had 3928 complaints in all.



Table 4: Total meetings in Ward committee within MCD

Corporation	Zone	No. of Councillors	No. of Meetings	Attendance (In %)
EDMC	Shahadra North	33	17	61
	Shahadra South	31	15	53
NDMC	City	7	24	62
	Narela	10	15	42
	Karol Bagh	15	25	60
	Rohini	34	21	61
	Paharganj	8	25	75
	Civil Lines	30	22	60
SDMC	Central	30	10	68
	West	28	17	53
	South	26	9	63
	Najafgarh	20	15	58
		272	215	60

Inference:

In the three Corporations, NDMC marks the highest number of meetings held during the year 2014 with Karol Bagh and Paharganj recording 25 meetings. SDMC recorded the least number of meetings, with a total of only 9 meetings in the South Zone. The highest attendance is recorded in the NDMC (Paharganj Zone) with 75% attendance and lowest recorded attendance is seen in the NDMC (Narela Zone) with 42% attendance.

Table 5: Month wise meetings held from January to December 2014

MCD	Zone	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Total
EDMC	Shahadra North	X	X	√	X	√	√	√	√	√	√	√	√	9
	Shahadra South	X	√	X	X	√	√	√	√	√	√	√	√	9
NDMC	City	√	√	X	X	√	√	√	√	√	√	√	√	10
	Narela	√	√	X	X	√	√	√	√	√	√	√	√	10
	Karol Bagh	√	√	√	X	√	√	√	√	√	√	√	√	11
	Rohini	√	√	X	X	√	√	√	√	√	√	√	√	10
	Paharganj	√	√	√	X	√	√	√	√	√	√	√	√	11
	Civil Lines	√	√	√	X	√	√	√	√	√	√	√	√	11
SDMC	Central	X	√	X	X	√	√	X	√	√	X	√	X	6
	West	√	√	√	X	√	√	√	√	√	√	√	√	11
	South	X	X	√	X	√	√	√	√	X	√	√	√	8
	Najafgrah	X	√	√	X	√	√	√	√	√	√	√	√	10

Considering the number of monthly meetings, Karol Bagh, Paharganj, Civil Lines, and West Zone have conducted meetings in 11 months of the year whereas SDMC (Central Zone) had only 6 meetings in the year 2014.



Table 6: Total issues raised in Ward committee within MCD

Corporation	Zone	No. of Councillors	Total Issues Raised
EDMC	Shahadra North	33	982
	Shahadra South	31	621
NDMC	City	7	575
	Narela	10	208
	Karol Bagh	15	1128
	Rohini	34	1002
	Paharganj	8	1157
	Civil Lines	30	1083
SDMC	Central	30	468
	West	28	1142
	South	26	240
	Najafgarh	20	486
		272	9092

Inference:

Out of the total number of Issues Raised, Paharganj (NDMC) marks the highest number, with 1157 issues raised followed by SDMC (West Zone) with 1142. Alternately, Narela (NDMC) marks the least number of issues raised in the year 2014 (208 Issues Raised) followed by South Zone (SDMC) (240 issues raised).

Table 7: Number of issues raised by Councillors from January to December 2014

Category	No. of Members
Zero Issues Raised	28
1 to 5 Issues Raised	24
6 to 20 Issues Raised	69
21 to 50 Issues Raised	86
51 to 100 Issues Raised	43
101 and Above Issues Raised	15
<i>Vacant Seat</i> ⁴	7
Total Members	272

Out of the total no. of members, only 15 members across 12 zones have raised more than 100 issues whereas 28 members haven't raised a single issue in the year 2014.

Madhu Khurana(257), Neelam Dhiman(221) and Lata Sodhi(217) from Paharganj (NDMC) have raised the highest number of issues in 2014 from 265 councillors in all.

⁴ The presence of vacant seats is due to the fact that many of the councillors have now become MLAs and according to the MCD act, they can only occupy one position.



Table 8: Category wise number of total issues raised by councillors

Issues	Total question asked
Building	418
Community Development	585
Drainage	190
Education	522
Garden/Park	992
Health	274
MCD Human Resources	610
License	815
MCD Related	778
Nuisance due to stray dogs, cow, monkeys and other animals	243
Pest control	70
Roads	490
Solid Waste Management (SWM)	1375
Storm Water Drainage	208
Street Lighting	391
Toilet	245
Water Supply	64
Other issues related	822
Total	9092

Inference:

Out of the total number of Issues Raised Category wise, Issues Raised on Solid Waste Management (SWM) are highest (1375 Issues Raised), followed by Issues Raised relating to Garden/Park and License with 992 and 815 Issues Raised respectively.



Table 9: Unauthorised Construction Complaints and issues raised by councillors from January to June 2014

Corporation	Zone	Total Complaints	Issues raised
EDMC	Shahadra North	1608	22
	Shahadra South	1047	13
NDMC	City	1057	31
	Narela	363	1
	Karol Bagh	3449	6
	Rohini	1145	22
	Paharganj	1634	24
	Civil Lines	2974	20
SDMC	Central	2245	12
	West	1037	30
	South	1232	8
	Najafgarh	2405	11
Total		20196	200

Inference:

Maximum number of complaints registered on unauthorised construction is in Karol Bagh Zone (NDMC) (3449 complaints). The least number of complaints on unauthorised construction is in Narela (NDMC) (363 complaints).

Note:

Unauthorised constructions are made by citizens. Hence, they cannot be classified as civic grievances in the strict sense and are shown separately in this study. However, it is important to track this complaint and the administration needs to take corrective measures to tackle such complaints.



Section II. Gender-wise data

Table 10: Gender-wise attendance in percentage

Corporation	Zone	No. of members		Attendance in (%)	
		Female	Male	Female	Male
EDMC	Shahadra North	19	14	67	54
	Shahadra South	16	13	54	52
NDMC	City	2	5	81	54
	Narela	7	3	45	36
	Karol Bagh	7	8	61	60
	Rohini	16	17	62	60
	Paharganj	7	1	73	96
	Civil Lines	14	15	47	71
SDMC	Central	16	14	74	61
	West	15	12	55	51
	South	14	11	65	61
	Najagfgrah	10	9	59	56
Total		143	122	60	59

Inference:

Women's attendance in the committee is more than the men's in 2014 - women have an attendance of 60% and the men have an attendance of 59%. Women's attendance is highest in City Zone (NDMC) (81%), followed by Central Zone (SDMC) (74%) and Paharganj (NDMC) (73%). Men's attendance is highest in Paharganj (96%) followed by Civil Lines (NDMC) (71%) and Central and South Zones (SDMC) (61% in both)

Table 11: Gender-wise number of issues raised by Councillors in January to December 2014

Category	Gender		No. of Members
	Female	Male	
Zero Question	11	17	28
1 to 5 Question asked	12	12	24
6 to 20 Question asked	34	35	69
21 to 50 Question asked	55	31	86
51 to 100 Question asked	24	19	43
101 and Above Question asked	7	8	15
Vacant Seat			7
Total Members	143	122	272

Inference:

Fewer women than men have raised zero issues in the year 2014 - 11 women as compared to 17 men. Alternately, a larger number of men have raised over 100 issues - 8 men as compared to 7 women.



Table 12: Category and gender-wise number of total issues raised by councillors

Issues	Female	Male
Building	231	187
Community Development	340	245
Drainage	108	82
Education	307	215
Garden/Park	639	353
Health	151	123
MCD Human Resources	321	289
License	432	383
MCD Related	338	440
Nuisance due to stray dogs, cow, monkeys and other animals	139	104
Pest control	41	29
Roads	271	219
Solid Waste Management (SWM)	742	633
Storm Water Drainage	126	82
Street Lighting	256	135
Toilet	166	79
Water Supply	35	29
Other issues related	422	400
Total	5065	4027

Inference:

Women have raised more number of issues in the year 2014 as compared to men - 5065 issues raised by women and 4027 issues raised by men. Women have also raised more issues on categories of Solid Waste Management (742 issues as compared to 633 by men), Garden/Park (639 issues by women and 353 issues by men) and License (432 by women and 383 by men). Men have raised more issues on MCD related problems (440 by men and 338 by women)



Section III. Political party-wise⁵ data

Table 13: Party-wise number of issues raised by Councillors during January to December 2014

Political Party Name	Zero Issues Raised	1 to 5 Issues Raised	6 to 20 Issues Raised	21 to 50 Issues Raised	51 to 100 Issues Raised	101 and Above Issues Raised	Total Members	Avg. Issues Raised
BJP	16	14	30	43	25	10	138	37
BSP	2	1	3	6	2	0	14	26
CONG	5	5	24	25	14	3	76	35
IND	2	2	6	9	2	0	21	24
INLD	2	0	0	0	0	0	2	0
JDU	1	0	0	0	0	0	1	0
NCP	0	1	4	1	0	0	6	14
RLD	0	1	1	1	0	2	5	57
SP	0	0	1	1	0	0	2	32
<i>Vacant Seat⁶</i>							7	
Total Members	28	24	69	86	43	15	272	34

Inference:

On an average, RLD, BJP and Congress councillors have raised 57, 37 and 35 issues respectively

Out of the 138 members from BJP, 16 members have not raised a single issue in 2014 while 43 members have raised between 21-50 Issues and 10 have raised more than 100 Issues.

Out of the 76 members from Congress, 5 members have not raised a single issue while 24 members have raised between 6-20 Issues and only 3 people have raised more than 100 Issues.

⁵ Political party full form: **BJP**-Bharatiya Janta Party, **BSP**-Bahujan Samaj Party, **CONG**-Congress, **IND**-Independent, **INLD** - Indian National Lok Dal, **JDU**-Janata Dal United, **NCP**-Nationalist Congress Party, **RLD**-Rashtriya Lok Dal, **SP**-Samajwadi Party.

⁶The presence of vacant seats is due to the fact that many of the councillors have now become MLAs and according to the MCD act, they can only occupy one position.



Table 14: Party-wise number of issues raised during January 2014 to December 2014

Party	BJP	BSP	CONG	IND	INLD	NCP	RLD	SP	Total
Community Development	308	29	187	29	0	1	26	5	585
Drainage	92	17	56	15	0		9	1	190
Education	295	16	155	33	0	11	11	1	522
Garden	553	68	322	33	0	2	8	6	992
Health	145	9	88	14	0	2	12	4	274
License	494	21	228	40	0	6	20	6	815
Nuisance due to stray dogs, monkeys etc	134	8	83	8	0		10		243
Road	267	16	165	16	0	3	19	4	490
Solid Waste Management (SWM)	812	42	356	107	0	21	25	12	1375
Street Lighting	186	19	123	30	0	9	23	1	391
Other related issues	1850	124	884	184	0	26	123	24	3215
Total	5136	369	2647	509	0	81	286	64	9092

Inference:

Councillors from BJP, Congress and IND have raised maximum number of Issues on Solid Waste Management – 812, 356 and 107, respectively, whereas BSP councillors have raised maximum number of Issues on Garden/Parks (68).

Table 15: Party wise attendance in percentage

Political Party Name	No. of Members	Attendance (%)
BJP	138	60
BSP	14	61
CONG	76	59
IND	21	60
INLD	2	7
JDU	1	10
NCP	6	75
RLD	5	50
SP	2	85
<i>Vacant Seat⁷</i>	7	
Total Members	272	60

SP party councillors have the highest attendance of 85% and INLD party as the least attendance of 7%.

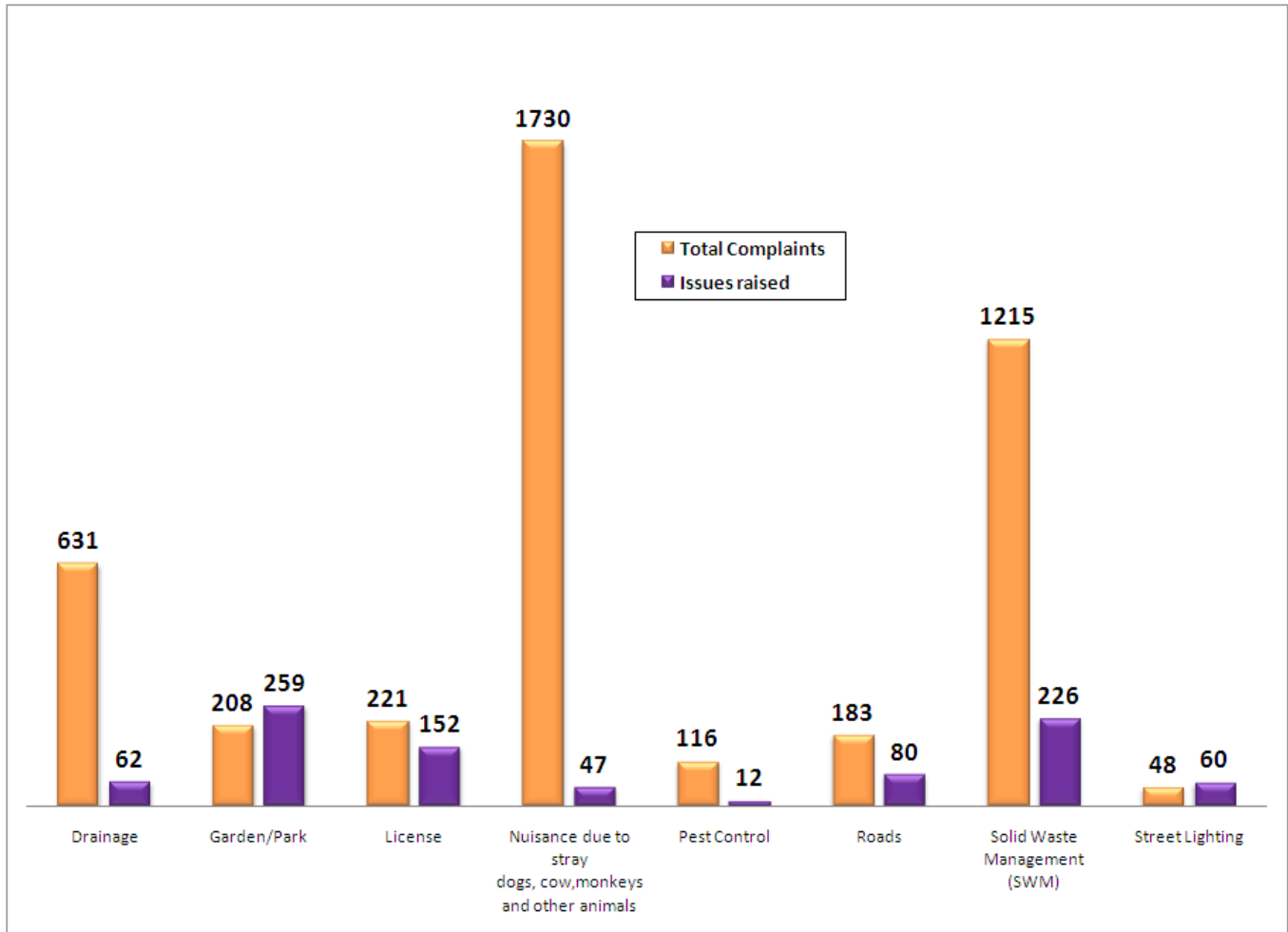
⁷ The presence of vacant seats is due to the fact that many of the councillors have now become MLAs and according to the MCD act, they can only occupy one position.



Part B – Zone wise data

Section I. East Delhi Municipal Corporation (EDMC)

Graph 2: Comparison of Complaints during January to June 2014 and issues raised during January to December 2014 across EDMC



Inference:

In the East Delhi Municipal Corporation (EDMC), the highest number of complaints in the year 2014 was on Nuisance due to stray dogs, cow, monkeys and other animals (1730 complaints) followed by Solid Waste Management (SWM) (1215 complaints). Alternately, the highest number of Issues Raised being raised by the councillors were on Garden/Park, with a total of 259 Issues Raised, followed by 226 Issues Raised related to SWM.



Table 16: Top Civic Complaints by Citizens in for the period from January to June 2014

Complaints	Zone	
	Shahadra North	Shahadra South
Drainage	358	273
Garden/Park	89	119
License	131	90
Nuisance due to stray dogs, cow, monkeys and other animals	865	865
Pest Control	79	37
Roads	97	134
Solid Waste Management (SWM)	804	411
Other Complaints ⁸	191	145
Not Clear Data ⁹	69	87
Total Complaints	2683	2161

Inference:

Out of the total number of complaints in the East Delhi Municipal Corporation (EDMC), the complaints on Nuisance due to stray dogs, monkey's etc. were highest, with 865 complaints in both the Zones, followed by Solid Waste Management (SWM), with a total of 804 complaints in Shahdara North & 411 complaints in Shahdara South; and Drainage with 358 complaints in Shahdara North & 273 complaints in Shahdara South.

⁸Other complaints including : Building, Disaster Management, Estate, Pollution, MCD Related, Storm Water Drainage, Toilet, Water Supply etc.

⁹ As the complaints were hand written and recorded in a register, some were illegible and have been categorized as 'Not Clear'



Table 17: Sub-category wise top civic complaints by citizens

Category/Sub-category	Zone	
	Shahadra North	Shahadra South
Drainage		
Drainage Chokes and Blockages	62	179
Overflowing drains of manholes	147	40
Replacement of Missing/Damaged Manhole	6	1
Other Complaints	143	53
Total complaints	358	273
License		
Encroachments Related	20	23
Unauthorised Banners/Advertisement on Road	57	5
Unauthorised Stalls on roads/Footpaths	16	28
Other Complaints	38	34
Total complaints	131	90
Road		
Bad Patches / Potholes on the Roads	13	18
Fallen Tree on road	3	66
Relaying and repairs of roads	9	12
Street Lighting	35	13
Other Complaints	37	25
Total complaints	97	134
Solid Waste Management (SWM)		
Removal of dead animals	265	166
Collection point not attended properly	96	29
Garbage not lifted from House/Gully/Municipal Market/Road/ Authorised collection point	14	11
Lifting of Tree Cutting	56	12
Removal of Debris	33	36
Other Complaints	340	157
Total complaints	804	411
Miscellaneous Civic Complaints		
Disaster Management (Fire/Bomb blast occurred/Fire in house/building)	49	42
Nuisance due to stray dogs, cow, monkeys and other animals	865	865
Not Clear	69	87
Total miscellaneous complaints	983	994
Other Complaints	310	259
Total complaints	2683	2161
In the EDMC, Nuisance due to stray dogs, cow, monkeys & other animals has the highest complaints with 865 in both Zones		



Table 18: Number of meetings and attendance in percentage

Zone	No. of Councillors	No. of Meetings	Attendance (In %)
Shahadra North	33	17	61
Shahadra South	31	15	53

Inference:

In the EDMC, Shahdara North has recorded 17 meetings with an attendance of 61% and Shahdara South has recorded 15 meetings with 53% attendance.

Table 19: Number of issues raised by Councillors in January to December 2014

Category	Zone		
	Shahadra North	Shahadra South	Total Member
Zero Issues Raised	3	5	8
1 to 5 Issues Raised	6	0	6
6 to 20 Issues Raised	5	9	14
21 to 50 Issues Raised	13	13	26
51 to 100 Issues Raised	6	2	8
101 and Above Issues Raised	0	0	0
<i>Vacant Seat</i> ¹⁰	0	2	2
Total Members	33	31	64

Inference:

Three Councillors from Shahdara North and five Councillors from Shahdara South have raised zero Issues in 2014 whereas 13 councillors in both Zones have raised between 21-50 Issues.

¹⁰ The presence of vacant seats is due to the fact that many of the councillors have now become MLAs and according to the MCD act, they can only occupy one position.



Table 20: Category wise number of total issues raised by councillors

Issues	EDMC	
	Shahadra North	Shahadra South
Building	49	15
Community Development	50	51
Drainage	34	28
Education	28	9
Garden/Park	138	121
Health	27	28
MCD Human Resources	34	35
License	119	33
MCD Related	35	36
Nuisance due to stray dogs, cow, monkeys and other animals	24	23
Pest control	5	7
Roads	50	30
Solid Waste Management (SWM)	132	94
Storm Water Drainage	26	29
Street Lighting	44	16
Toilet	9	6
Water Supply	3	4
Other issues related	175	56
Total	982	621

Inference:

In the EDMC, Councillors from both Shahdara North and Shahdara South have raised maximum number of Issues on Garden/Park (138 and 121 respectively) whereas Councillors have raised the least number of Issues on water supply from both Shahdara North (3) and Shahdara South (4).



Table 21: Councillor -wise' names, party, issues raised and attendance percentage during January to December 2014

Shahdara North Zone					
Councillor Name	Constituency No.	Constituency Name	Party	Total Issues Raised	Attendance (in %)
Ram Narayan Dubey	240	Dilshad Colony	BJP	13	12
Swati Gupta	241	Dilshad Garden	BJP	58	94
Sunil Kumar Jha	242	New Seema Puri	BJP	29	59
Rinku	243	Nand Nagari	CONG	85	94
Kamlesh Garg	244	Sundar Nangri	BJP	29	76
Anil Gautam	245	Durgapuri	CONG	45	82
Sanjay Surjan	246	Ashok Nagar	BJP	0	6
Sushma Sharma	247	Ram Naga	BJP	31	53
Harsh Deep Malhotra	248	Welcome Colony	BJP	9	29
Asma Begum	249	Chouhan Bangar	IND	36	47
Shakila Begum	250	Jaffrabad	BSP	4	47
Satya Sharma	251	New Usmaanpur	BJP	12	82
Sanjay Jain	252	Maujpur	BJP	1	47
Rekha Rani	253	Bhajanpura	CONG	77	100
Mehak Singh	254	Brahampuri	BJP	0	6
Raj Kumari	255	Ghonda	CONG	50	94
Asha Tayal	256	Yamuna Vihar	BJP	37	94
Savita Sharma	257	Subhash Mohalla	CONG	56	76
Chanda Sharma	258	Kardampuri	BJP	26	76
Zakir Khan	259	Janta Colony	CONG	31	82
Rekha Vashist	260	Babar Pur	SP	48	94
Sanjay Kaushik	261	Jeevanpur	BJP	37	88
Choudhary Balraj	262	Gokalpur	BSP	36	82
Deepti Joshi	263	Saboli	BJP	44	88
Manoj Kumar Tyagi	264	Harsh Vihar	BJP	3	47
Meenakshi	265	Shiv Vihar	BJP	2	12
Usha devrani Shastri	266	Karawal Nagar East	BJP	0	12
Taj Mohmmad	267	Nehru Vihar	CONG	79	100
Parveen	268	Mustafabad	CONG	5	35
Aas Mohammad	269	Khajuri Khas	CONG	20	65
Anita Sharma	270	Tukh Mirpur	BJP	58	82
Dharmendra Singh	271	Karawal Nagar West	IND	19	47
Annapurna Mishra	272	Sonia Vihar	BJP	2	18



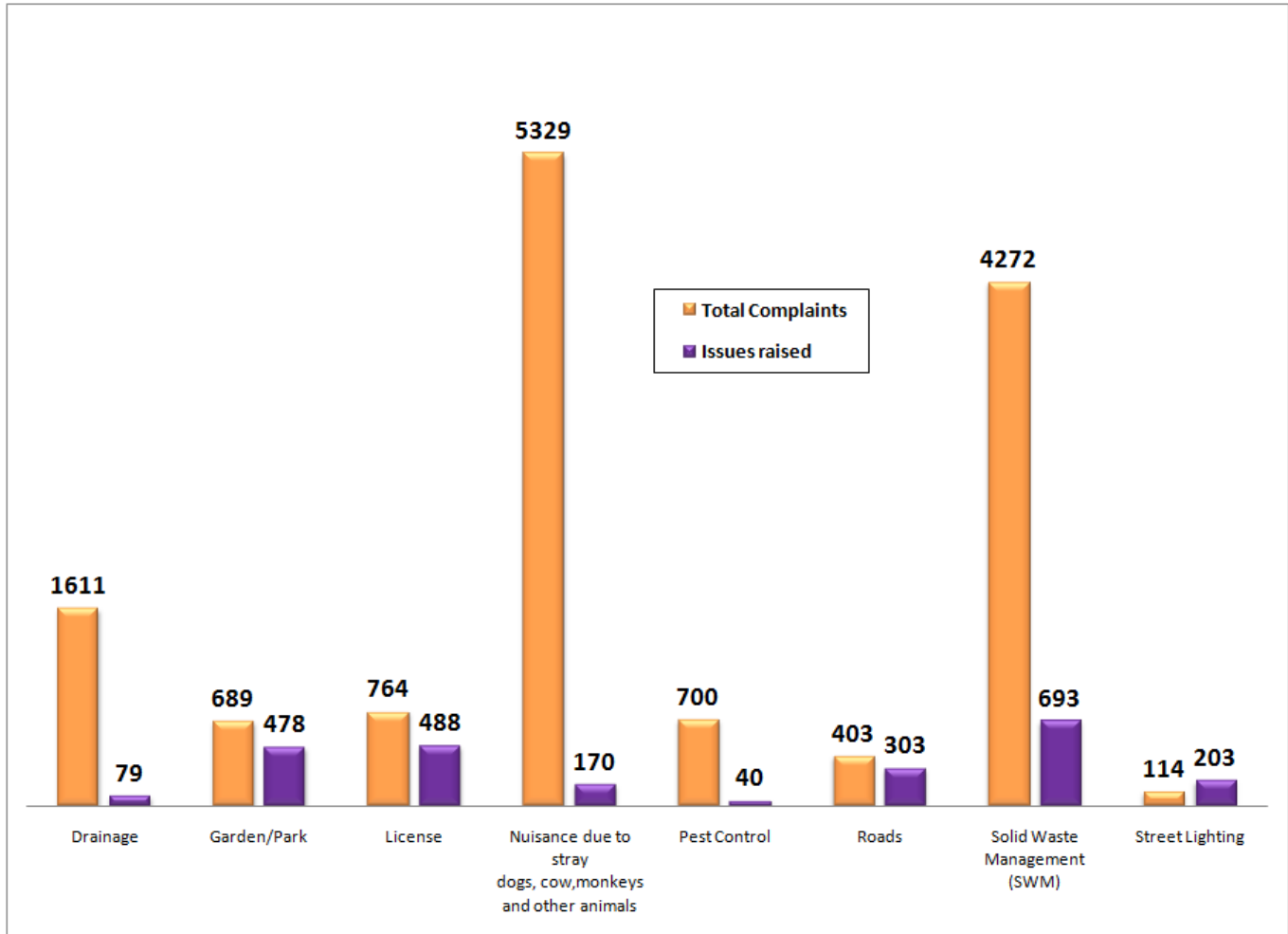
Table 22: Councillor -wise' names, party, issues raised and attendance percentage during January to December 2014

Shahdara South Zone					
Councillor Name	Constituency No.	Constituency Name	Party	Total Issues Raised	Attendance (in %)
Gurmeet Kaur	209	Mayur Vihar Phase I	CONG	27	60
Anjana Parcha	210	Dallupura	CONG	14	33
Kamal	211	Trilokpuri	IND	0	7
Nikki Singh	212	New Ashok Nagar	BJP	28	47
Raj Kumar Dhilllo	213	Kalyan Puri	BJP	6	47
VACANT	214	khichripur			
Priyanka Gautam	215	Kondli	BSP	29	47
Rajiv Kumar Verma	216	Gharoli	CONG	68	93
Sarla Chaudhary	217	Vinod Nagar	BJP	18	87
Sudeshna	218	Mandawali	BJP	29	87
Devender Kumar	219	Mayur Vihar Phase II	BJP	0	13
Sandhya Verma	220	Patpad Gunj	BJP	24	60
B.B. Tyagi	221	Kishan Kunj	BJP	0	7
Asha Singh	222	Laxmi Nagar	BJP	30	80
Sushil Upadyay	223	Shakarpur	BJP	13	40
Lata Gupta	224	Pandav Nagar	BJP	8	27
Mahinder Kumar Ahuja	225	Anand Vihar	BJP	20	87
Rattan Singh	226	Vishwas Nagar	CONG	38	80
Geeta Sharma	227	IP Extn	CONG	41	73
Gurcharan Singh	228	Preet Vihar	CONG	36	33
Kalpana Devi Jain	229	Krishna Nagar	BJP	57	73
Bansi Lal	230	Geeta Colony	IND	25	93
Ishrat Jahan	231	Ghondli	CONG	22	47
Jai Gopal	232	Anarkali	BJP	0	27
Tulsi	233	Dharmapura	CONG	15	40
Anjana Sharma	234	Gandhi Nagar	CONG	22	53
Jitender Chaudhary	235	Azad Nagar	BJP	17	60
Varyam Kaur	236	Raghubarpura	CONG	0	7
Balbir Singh	237	Shahdara	BJP	21	93
VACANT	238	jhilmil			
Preeti	239	Vivek Vihar	IND	13	40



Section II. North Delhi Municipal Corporation (NDMC)

Graph 3: Comparison of Complaints during January to June 2014 and issues raised during January to December 2014 across NDMC



Inference:

In the North Delhi Municipal Corporation (NDMC), the highest number of complaints in the year 2014 was on Nuisance due to stray dogs, cow, monkeys and other animals with 5329 complaints followed by Solid Waste Management (SWM) with 4272 complaints. Alternately, the highest number of Issues being raised by the councillors were on SWM, with a total of 693 Issues Raised, followed by 488 Issues Raised related to License.



Table 23: Top Civic Complaints by Citizens in for the period from January to June 2014

Complaints	Zone					
	City	Narela	Karol Bagh	Rohini	Paharganj	Civil Lines
Drainage	42	494	77	475	66	457
Garden/Park	13	65	60	353	47	151
License	22	35	105	349	48	205
Nuisance due to stray dogs, cow, monkeys and other animals	159	517	845	1766	395	1647
Pest Control	27	57	49	204	25	338
Roads	50	62	96	125	62	122
Solid Waste Management (SWM)	143	637	506	1330	167	1489
Not Clear Data ¹¹	20	30	12	481	37	101
Other Complaints ¹²	80	188	300	355	182	356
Total Complaints	556	2085	2050	5438	1029	4866

Inference:

Out of the total number of complaints in the North Delhi Municipal Corporation (NDMC), complaints on Nuisance due to stray dogs, monkeys and other animals were the highest in 5 out of 6 Zones recording 159 in the City Zone, 845 in Karol Bagh, 1766 in Rohini, 395 in Paharganj and 1647 in Civil Lines. In Narela Zone the complaint on SWM is the highest with 637 complaints.

¹¹ As the complaints were hand written and recorded in a register, some were illegible and have been categorized as 'Not Clear'

¹² Other complaints including : Building, Disaster Management, Estate, Pollution, MCD Related, Storm Water Drainage, Toilet, Water Supply etc.



Table 24: Sub-Category wise top civic complaints by citizens

Issues/Sub-category	Zone					
	City	Narela	Karol Bagh	Rohini	Paharganj	Civil Lines
Drainage						
Drainage Chokes and Blockages	27	225	36	290	22	233
Overflowing drains of manholes	5	146	18	16	6	66
Replacement of Missing/Damaged Manhole	5	28	2	28	2	20
Other Complaints	5	95	21	141	36	138
Total complaints	42	494	77	475	66	457
License						
Encroachments Related	10	2	45	112	4	55
Unauthorised Banners/Advertisement on Road	0	9	8	36	5	32
Unauthorised Stalls on roads/Footpaths	3	5	30	75	9	22
Other Complaints	9	19	22	126	30	96
Total complaints	22	35	105	349	48	205
Road						
Bad Patches / Potholes on the Roads	14	15	16	21	18	14
Fallen Tree on road	1	4	3	1	3	8
Relaying and repairs of roads	7	1	21	6	9	17
Street Lighting	16	27	19	13	10	29
Other Complaints	12	15	37	84	22	54
Total complaints	50	62	96	125	62	122
Solid Waste Management (SWM)						
Removal of dead animals	26	385	166	771	25	592
Collection point not attended properly	4	35	34	55	10	41
Garbage not lifted from House/Gully/Municipal Market/Road/Authorised collection point	9	29	12	13	14	21
Lifting of Tree Cutting	32	11	98	5	14	241
Removal of Debris	18	18	70	79	43	79
Other Complaints	54	159	126	407	61	515
Total complaints	143	637	506	1330	167	1489
Miscellaneous Civic Complaints						
Disaster Management (Fire/Bomb blast occurred/Fire in house/building)	23	56	63	79	9	84
Nuisance due to stray dogs, cow, monkeys and other animals	159	517	845	1766	395	1647
Not Clear	20	30	12	481	37	101
Total miscellaneous complaints	202	603	920	2326	441	1832
Other Complaints	97	254	346	833	245	761
Total complaints	556	2085	2050	5438	1029	4866



Table 25: Number of meetings and attendance in percentage

Zone	No. of Councillors	No. of Meetings	Attendance (In %)
City	7	24	62
Narela	10	15	42
Karol Bagh	15	25	60
Rohini	34	21	61
Paharganj	8	25	75
Civil Lines	30	22	60

Inference:

In the NDMC, Karol Bagh and Paharganj have recorded the highest number of meetings with 25 meetings each. Paharganj shows the highest attendance with 75% attendance followed by City with 62% attendance.

Table 26: Number of issues raised by Councillors in January to December 2014

Category	Zone						Total Member
	City	Narela	Karol Bagh	Rohini	Paharganj	Civil Lines	
Zero Issues Raised	0	3	2	2	0	0	7
1 to 5 Issues Raised	1	1	0	1	0	3	6
6 to 20 Issues Raised	1	1	1	10	0	5	18
21 to 50 Issues Raised	0	5	2	15	1	12	35
51 to 100 Issues Raised	1	0	7	4	2	9	23
101 and Above Issues Raised	4	0	3	1	5	0	13
<i>Vacant Seat</i> ¹³	0	0	0	1	0	1	2
Total Members	7	10	15	34	8	30	104

Inference

In the NDMC, Paharganj (5 councillors), City Zone (4 councillors), Karol Bagh (3 councillors) and Rohini (1 councillor) all have councillors who have raised more than 100 Issues. 3 councillors in Narela, 2 in Karol Bagh and 2 in Rohini have not raised a single issue in 2014

¹³ The presence of vacant seats is due to the fact that many of the councillors have now become MLAs and according to the MCD act, they can only occupy one position.



Table 27: Category wise number of total issues raised by councillors

Issues	NDMC					
	City	Narela	Karol Bagh	Rohini	Paharganj	Civil Lines
Building	56	9	20	37	103	27
Community Development	47	14	73	45	102	87
Drainage	8		39	9	14	9
Education	24	33	89	49	105	74
Garden/Park	28	15	185	94	81	75
Health	17	13	20	40	41	34
MCD Human Resources	57	9	23	96	52	40
License	58	5	83	88	119	135
MCD Related	59	21	178	119	76	106
Nuisance due to stray dogs, cow, monkeys and other animals	24	4	9	34	34	65
Pest control	15	0	5	6	3	11
Roads	35	12	65	36	106	49
Solid Waste Management (SWM)	42	32	122	165	80	252
Storm Water Drainage	3	8	17	35	6	13
Street Lighting	34	7	39	22	72	29
Toilet	25	7	27	29	55	17
Water Supply	2	2	19	3	6	6
Other issues related	41	17	115	95	102	54
Total	575	208	1128	1002	1157	1083

Inference:

In the NDMC, Councillors from Rohini and Civil Lines have raised maximum number of Issues on SWM (165 and 252 Issues respectively); Councillors from Karol Bagh have raised the maximum number of Issues related to Garden/Park (185); In Paharganj, maximum number of Issues Raised were on License (119); while City Zone and Narela recorded maximum number of Issues Raised related to MCD and Education with 59 Issues Raised and 33 Issues Raised, respectively.



Table 28: Councillor -wise' names, party, issues raised and attendance percentage during January to December 2014

City Zone					
Councillor Name	Constituency No.	Constituency Name	Party	Total Issues Raised	Attendance (in %)
Khurram Iqbal	79	Jama Masjid	RLD	3	4
Surekha	80	Chandni Chowk	BJP	121	71
Ramesh Dutta	81	Minto Road	CONG	128	88
Rakesh Kumar	82	Kuanch Pandit	RLD	141	100
Seema Taihra	83	Bazar Sita Ram	CONG	64	92
Allay mohd.Iqbal	84	Turkman	RLD	13	13
Imran Hussain	86	Ballimaran	RLD	105	67

Table 29: Councillor -wise' names, party, issues raised and attendance percentage during January to December 2014

Narela Zone					
Councillor Name	Constituency No.	Constituency Name	Party	Total Issues Raised	Attendance (in %)
Kesh Rani Neel Daman Khatri	1	Narela	BJP	50	73
Mohan Prasad Bhardwaj	2	Bankner	BJP	29	40
Aruna Devi	3	Alipur	CONG	41	67
Reeta Chauhan	4	Bakhtawarpur	BSP	0	20
Jag Roshni	27	Begumpur	BJP	27	73
Devender Kumar	28	Bawana	CONG	44	60
Manisha Jasbir Karala	29	Karala	CONG	0	20
Azad Singh	30	Mundaka	BJP	0	7
Bhoomi Rachhoya	31	Nangloi Jat West	CONG	15	33
Reeta Shaukeen	32	Nilothi	IND	2	27



Table 30: Councillor -wise' names, party, issues raised and attendance percentage during January to December 2014

Karol Bagh Zone					
Councillor Name	Constituency No.	Constituency Name	Party	Total Issues Raised	Attendance (in %)
Prerna Singh	74	Inderlok Colony	CONG	18	16
Ravinder Gupta	91	Karol Bagh	BJP	0	0
Yogender Chandolia	92	Dev Nagar	BJP	0	4
Shyam Bala	93	BaljeetNagar	BJP	126	92
Bhim Singh Sharma	94	West Patel Nagar	BJP	97	92
Poornima Vidyarthi	95	East Patel Nagar	BJP	58	84
Archana Gupta	96	New Ranjit Nagar	BJP	86	76
Raj Kumar Lamba	97	Kirti Nagar	BJP	84	60
Usha Mehta	98	Manasarovar Garden	BJP	70	52
Bharat Bhushan Madan	99	Moti Nagar	BJP	112	84
Surender Kaur	100	Karam Pura	BJP	42	48
Rajesh Bhatia	149	Rajendra Nagar	BJP	209	96
Prem Lata	150	Poosa	CONG	100	56
Suraj Kumar	151	Inder Puri	BJP	41	80
Parmod Tanwar	152	Naraina	BJP	85	60

Table 31: Councillor -wise' names, party, issues raised and attendance percentage during January to December 2014

Pahadganj Zone					
Councillor Name	Constituency No.	Constituency Name	Party	Total Issues Raised	Attendance (in %)
Neelam Dhiman	73	Shastri Nagar	BJP	221	76
Satbir Sharma	75	Kishan Ganj	CONG	131	80
Pinki Jain	76	Deputy Ganj	BJP	68	80
Siyama Riaz	85	Idgah road	CONG	84	68
Lata Sodhi	87	Ram Nagar	BJP	217	100
Hoor Bano Ismail	88	Qasabpura	BJP	29	20
Virender Babbar	89	Pahar Ganj	BJP	150	96
Madhu khurana	90	Modal Basti	CONG	257	84



Table 32: Councillor -wise' names, party, issues raised and attendance percentage during January to December 2014

Rohini Zone					
Councillor Name	Constituency No.	Constituency Name	Party	Total Issues Raised	Attendance (in %)
Parvesh Wahi	21	Rohini	BJP	15	38
Shashi	22	Rithala	CONG	44	71
Anil Sharma	23	Budh Vihar	BJP	20	90
Pushpa	24	Vijay Vihar	IND	17	81
Devender Solanki	25	Pooth Kalan	BJP	3	29
Shardha Nand Sangwan	26	Sahibabad Daulat Pur	CONG	56	81
Ram Dayal Mahto	33	Pratap Vihar	BJP	37	67
Nirmla Devi	34	Nithari	BJP	35	95
Satya Pal Singh	35	Kirari Suleman Nagar	BSP	37	86
Pushp Raj	36	Prem Nagar	BSP	22	43
Sushila Kumari	37	Sultaanpuri East	BJP	36	33
Manju Devi	38	Mangolpuri North	BJP	34	81
Prabhu Dayal	39	Sultanpur Mazra	BJP	35	62
Manisha Gupta	40	Sultanpuri South	BSP	9	29
Surender Mohan Pandey	41	Guru Hari Kishan Nagar	BJP	20	62
Prithvi Singh Rathore	42	Peera Garhi	CONG	25	52
Renu	43	Nangloi East	BJP	45	76
Raghuvinder Shokeen	44	Quammruddin Nagar	BJP	0	0
Sanjana Singh	45	Rohini South	BJP	11	76
Seema Jatav	46	Mangolpuri East	CONG	15	43
Ashok Kr.Shokeen	47	Mangolpuri	CONG	8	43
Poonam	48	Mangolpuri West	BSP	67	76
Vijay Prakash Pandey	49	Rohini North	BJP	28	76
Shobha Vijender	50	Rohini Central	BJP	26	48
Tara Chand Bansai	51	Rohini East	BJP	133	95
Neelam Goyal	52	Naharpur	BJP	58	86
Chandi Ram Chawla	53	Pitampura South	BJP	33	62
Rekha Gupta	54	Pitampura North	BJP	0	5
VACANT	55	Shalimar Bagh			
Mamta Nagpal	56	Shalimar Bagh South	BJP	31	57
Sanjeev Nayyar	57	Paschim Vihar South	BJP	24	71
Renu Kamboj	58	Pashcim Vihar	BJP	59	86
Dev Raj Arora	59	Rani Bagh	CONG	10	57
Jyoti Aggarwal	60	Saraswati Vihar	CONG	9	48



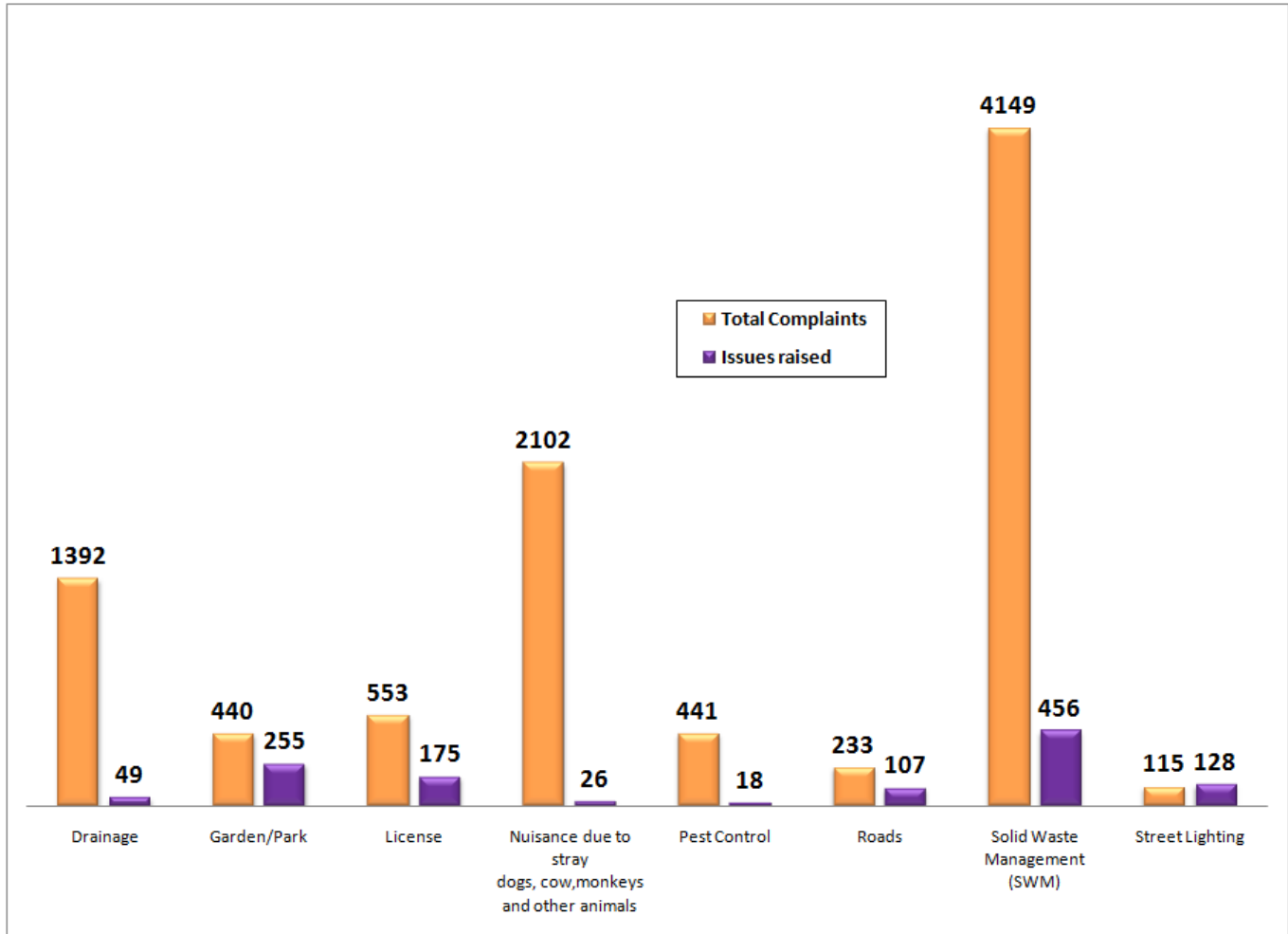
Table 33: Councillor -wise' names, party, issues raised and attendance percentage during January to December 2014

Civil Line Zone					
Councillor Name	Constituency No.	Constituency Name	Party	Total Issues Raised	Attendance (in %)
Ram Kishan Bansiwala	5	Balswa Jahagirpuri	BJP	61	100
Gulab singh Rathore	6	Mukandpur	BJP	68	73
Aman Tyagi	7	Burari	CONG	55	86
Raj Pal Rana	8	Jahroda	BJP	23	91
Guddi Devi Jatav	9	Malka Ganj	CONG	53	82
Sunita Chaudhary	10	Timarpur	CONG	14	27
Rajni Abbi	11	Mukharji Nagar	BJP	36	27
Reema Kaur	12	G T B Nagar	BJP	10	18
Mukesh Kumar Goel	13	Dheerpur	CONG	12	9
Neelam Buddhiraja	14	Adarsh Nagar	BJP	82	95
Parmesh Kumar Chauhan	15	Sarai Pipalthala	BJP	38	73
Parma Bhai Solanki	16	Jahangir Puri -I	CONG	44	41
Mamta Rathore	17	Samaypur Badli	BJP	42	82
Angoori Devi	18	Libas Pur	BJP	28	36
Ajeet Singh Yadav	19	Bhalswa	CONG	34	77
Satya Wati Chauhan	20	Jahangirpuri-II	BSP	45	91
Suresh Kumar	61	Tri Nagar	BJP	68	100
Gita Yadav	62	Rampura	CONG	32	64
Tilak Ram Gupta	63	Kohat Enclave	BJP	63	73
Kishan Lal	64	Shakarpur	BJP	7	14
Sonia	65	Nimiri Colony	CONG	40	50
Meera Aggarwal	66	Sawan Park	BJP	30	27
VACANT	67	Wazirpur			
Poonam Sharma	68	Ashok Vihar	BJP	2	18
Arvind Garg	69	Kamla Nagar	BJP	60	95
Renu Gupta	70	Rana Pratap Bagh	BJP	21	32
Madhav Prasad	71	Sangam Park	BJP	92	86
Surender Gupta	72	Model Town	BJP	16	68
Harsh Sharma	77	Kashmere Gate	CONG	5	77
Naina Premwani	78	Manju Ka Tilla	CONG	2	14



Section III. South Delhi Municipal Corporation (SDMC)

Graph 4: Comparison of Complaints during January to June 2014 and issues raised during January to December 2014 across SDMC



Inference:

The highest numbers of complaints in the year 2014 were on Solid Waste Management (SWM) with 4149 complaints, followed by Nuisance due to stray dogs, cows, monkeys and other animals with 2102 complaints. Correspondingly, the highest numbers of Issues being raised by the councillors were also on SWM, with a total of 456 Issues Raised, followed by 255 Issues Raised related to Garden/Park.



Table 34: Top Civic Complaints by Citizens in for the period from January to June 2014

Complaints	Zone			
	Central	West	South	Najafgarh
Drainage	214	554	219	405
Garden/Park	228	145	51	16
License	253	210	39	51
Nuisance due to stray dogs, cow, monkeys and other animals	1100	303	260	439
Pest Control	174	124	8	135
Roads	147	131	21	49
Solid Waste Management (SWM)	760	1513	1028	848
Not Clear Data ¹⁴	213	70	22	23
Other Complaints ¹⁵	434	278	154	64
Total Complaints	3523	3328	1802	2030

Inference:

Out of the total number of complaints in the South Delhi Municipal Corporation, the complaint on SWM records the highest in the West, South and Najafgarh Zone with 1513, 1028 and 848 complaints respectively. While the complaint on Nuisance due to stray dogs, monkeys and other animals, records the highest in the Central Zone with 1100 complaints.

¹⁴ As the complaints were hand written and recorded in a register, some were illegible and have been categorized as 'Not Clear'

¹⁵ Other complaints including : Building, Disaster Management, Estate, Pollution, MCD Related, Storm Water Drainage, Toilet, Water Supply etc.



Table 35: Sub-Category wise top civic complaints by citizens

Category/Sub-category	Zone			
	Central	West	South	Najafgarh
Drainage				
Drainage Chokes and Blockages	101	346	156	257
Overflowing drains of manholes	42	42	21	33
Replacement of Missing/Damaged Manhole	12	16	3	26
Other Complaints	59	150	39	89
Total complaints	214	554	219	405
License				
Encroachments Releted	38	28	11	10
Unauthorised Banners/Advertisement on Road	63	95	2	2
Unauthorised Stalls on roads/Footpaths	69	49	7	22
Other Complaints	83	38	19	17
Total complaints	253	210	39	51
Road				
Bad Patches / Potholes on the Roads	21	22	6	7
Fallen Tree on road	21	3	0	1
Relaying and repairs of roads	12	11	4	5
Street Lighting	38	55	3	19
Other Complaints	55	40	8	17
Total complaints	147	131	21	49
Solid Waste Management (SWM)				
Removal of dead animals	318	623	290	301
Collection point not attended properly	45	119	6	40
Garbage not lifted from House/Gully/Municipal Market/Road/Authorised collection point	32	12	11	171
Lifting of Tree Cutting	78	153	10	25
Removal of Debris	103	94	20	27
Other Complaints	184	512	691	284
Total complaints	760	1513	1028	848
Miscellaneous Civic Complaints				
Disaster Management (Fire/Bomb blast occurred/Fire in house/building)	79	56	11	0
Nuisance due to stray dogs, cow, monkeys and other animals	1100	303	260	439
Not Clear	213	70	22	23
Total miscellaneous complaints	1392	429	293	462
Other Complaints	757	491	202	215
Total complaints	3523	3328	1802	2030

In SDMC, Nuisance due to stray dogs, cow, monkeys and other animals has the highest number of complaints in all the 4 Zones – Central, West, South and Najafgarh with 1100, 303, 260 and 439.



Table 36: Number of meetings and attendance in percentage

Zone	No. of Councillors	No. of Meetings	Attendance (In %)
Central	30	10	68
West	28	17	53
South	26	9	63
Najafgarh	20	15	58

Inference:

In the SDMC, (Central Zone) has recorded the maximum number of attendance with 68% attendance. Maximum meetings were held in the West Zone with 17 meetings in total.

Table 37: Number of Issues Raised by Councillors in January to December 2014

Category	SDMC				
	Central	West	South	Najafgarh	Total Member
Zero Issues Raised	4	2	4	3	13
1 to 5 Issues Raised	3	1	6	2	12
6 to 20 Issues Raised	14	7	13	3	37
21 to 50 Issues Raised	9	6	2	8	25
51 to 100 Issues Raised	0	9	0	3	12
101 and Above Issues Raised	0	2	0	0	2
<i>Vacant Seat</i> ¹⁶	0	1	1	1	3
Total Members	30	28	26	20	104

Inference:

In the SDMC, four Councillors from Central Zone, two councillors from West Zone, four councillors from South Zone and three Councillors from Najafgarh have raised zero Issues in 2014.

¹⁶ The presence of vacant seats is due to the fact that many of the councillors have now become MLAs and according to the MCD act, they can only occupy one position.



Table 38: Category wise number of total Issues Raised by councillors

Issues	SDMC			
	Central	West	South	Najafgarh
Building	27	48	8	19
Community Development	24	58	1	33
Drainage	10	13	12	14
Education	42	40	0	29
Garden/Park	32	184	33	6
Health	13	33	1	7
MCD Human Resources	35	114	37	78
License	28	110	11	26
MCD Related	11	80	4	53
Nuisance due to stray dogs, cow, monkeys and other animals	5	19	1	1
Pest control	1	13	0	4
Roads	45	40	11	11
Solid Waste Management (SWM)	69	207	52	128
Storm Water Drainage	5	43	2	21
Street Lighting	48	30	22	28
Toilet	28	29	6	7
Water Supply	4	11	1	3
Other issues related	41	70	38	18
Total	468	1142	240	486

Inference:

In the SDMC, Councillors from all the four zones have raised maximum number of Issues on Solid Waste Management (SWM), with 69 Issues Raised in Central zone, 207 Issues Raised in the West zone, 52 Issues Raised in the South zone and 128 Issues Raised in Najafgarh zone.



Table 39: Councillor -wise' names, party, issues raised and attendance percentage during January to December 2014

Central zone					
Councillor Name	Constituency No.	Constituency Name	Party	Total Issues Raised	Attendance (in %)
Simmi Jain	153	Daryaganj	BJP	37	100
Farhad Suri	154	Nizamuddin	CONG	0	20
Kavita Malhotra	155	Lajpat Nagar	CONG	26	80
Darshana	156	Bhogal	CONG	25	100
Ravi Kalsi	157	Kasturba Nagar	CONG	21	60
Kusum Lata	158	Kotla Mubarakpur	IND	29	70
Abhishek Dutt	159	Andrews Ganj	CONG	6	40
Savita Gupta	160	Amar Colony	BJP	3	80
Babli	185	Tughlakabad Extension	CONG	11	90
Kali Charan Sharma	186	Sangam Vihar, West	BJP	17	70
Kalpna Jha	187	Sangam Vihar. Central	IND	37	90
Neeraj Gupta	188	Snagam Vihar, East	BJP	10	70
Virender Kasana	190	Chitaranjan Park	CONG	20	60
Kishan Chand Taneja	192	Greater Kailash-1	BJP	20	90
Indu	193	Sriniwwas Puri	CONG	20	100
Urmila	194	East of Kailash	BJP	17	80
Chander Prakash	195	Govindpuri	JDU	0	10
Narinder Kaur Captain	196	Kalkaji	CONG	14	80
Chote Ram	197	Tughlakabad	BJP	25	90
Rekha	198	Pul Pehlad	BJP	3	30
Sahi Ram	199	Tekhhand	BSP	0	20
Jivan Lal	200	Harkesh N agar	NCP	4	70
Shikha Shah	201	Jaitpur	NCP	8	40
Dharamvir Singh Awana	202	Meetha Pur	NCP	13	80
Phool Kali	203	Badarpur	NCP	27	100
Timshi Kasana	204	Molarband	NCP	18	70
Shoaeb Danish	205	Zakir Nagar	CONG	29	90
Ishrat Begum	206	Okhla	SP	16	70
Bir Singh	207	Madanpur Khadar	BSP	12	90
Neetu	208	Sarita Vihar	CONG	0	10



Table 40: Councillor -wise' names, party, issues raised and attendance percentage during January to December 2014

West Zone					
Councillor Name	Constituency No.	Constituency Name	Party	Total Issues Raised	Attendance (in %)
Suman Tyagi	101	Raja Garden	BJP	59	100
Pradeep Sharma	102	Raghubir Nagar	CONG	84	82
Satwinder Kaur Sirsa	103	Punjabi Bagh	BJP	18	29
Parwati	104	Madipur	BSP	59	65
Shubhash Arya	105	Rajouri Garden	BJP	6	18
Sunita Subhash Yadav	106	Tagore Garden	CONG	17	41
A Meghraj Chandela A	107	Vishnu Garden	CONG	23	29
A.Meenakshi Chandela A	108	Khayala	CONG	15	6
Shyam Sharma	109	Janakpuri North	BJP	9	35
Radhika Setia	110	Nangal Raya	BJP	105	76
Raj Kumari	111	Hari Nagar	CONG	95	76
Manju Setia	112	Subash Nagar	CONG	17	35
Yashpal Arya	113	MahavirNagar	BJP	75	94
Ritu Vohra	114	Tilak Nagar	BJP	35	59
Dimple Chadha	115	Major Bhupinder Singh Nagar	BJP	0	6
Amrita Dhawan	116	Vikas Puri East	CONG	29	41
Ashish Sood	117	JanakPuri West	BJP	5	12
Rajni Mamtani	118	Janakpuri South	BJP	95	88
Anil Sabarwal	119	Milap Nagar	BJP	103	82
Vimla Devi	120	Sita Pur	CONG	48	65
Pankaj Kumar Singh	121	Kunwar Singh Nagar	BJP	26	53
Shashi Prabha	122	Hastsal	BJP	52	82
Karam Vir Shekhar	123	VikasPuri	BJP	56	82
VACANT	124	Vikas Nagar			
Anju Gupta	125	Mohan Gargen	CONG	0	6
Naresh Balyan	126	Navada	IND	8	29
Shivali Sharma	127	Uttam Nagar	BJP	27	53
Deshraj Raghav	128	Bindapur	IND	76	88



Table 41: Councillor -wise' names, party, issues raised and attendance percentage during January to December 2014

South Zone					
Councillor Name	Constituency No.	Constituency Name	Party	Total Issues Raised	Attendance (in %)
Satish Upadhyay	161	Malviya Nagar	BJP	0	11
Nutan Kochar	162	Village Hauz Rani	CONG	2	22
Shailender Singh	163	Safdarjung Enclave	BJP	16	89
Ankita Saini	164	Hauz Khas	BJP	0	11
Radhey Shyam Sharma	165	Vasant Vihar	BJP	3	22
Parmila Tokas	166	Munirka	IND	30	100
Dharamvir Singh	167	R.K Puram	CONG	20	100
VACANT	168	Nanak Pura			
Anita	169	Lado Sarai	CONG	16	89
Pushpa singh	170	Mehrauli	NCP	11	89
Om Wati	171	Vasant Kunj	CONG	8	56
Kusum Khatri	172	Kishan Garh	BJP	4	56
Ram Pal Yadav	173	Saijd Ul Ajaib	BJP	12	89
Anita Tyagi	174	Chattarpur	RLD	24	89
Gyasi	175	Aya Nagar	BJP	9	78
Kartar Singh Tanwar	176	Bhati	BJP	2	67
Sarita Choudhary	177	Sangam Vihar	BJP	0	11
Satish Gupta	178	Deoli	CONG	12	89
Sarita Narain	179	Tigri	IND	20	100
Anju Sehwag	180	South Ex	CONG	11	89
Satender Prakash	181	Khanpur	BJP	2	44
Khushi Ram Chunar	182	Ambedakar Nagar	BJP	4	22
Sarita Nand Kishor	183	Madangir	BSP	17	100
M.Nagrajan	184	Pushp Vihar	BJP	10	56
Sunita	189	Chiragh Delhi	BJP	0	22
Meenu	191	Shahpur Jat	BJP	7	78



Table 42: Councillor -wise' names, party, issues raised and attendance percentage during January to December 2014

Najafgarh Zone					
Councillor Name	Constituency No.	Constituency Name	Party	Total Issues Raised	Attendance (in %)
Tilotama Chaudhary	129	Dabri	CONG	22	47
Maya Devi	130	Manglapuri	CONG	54	80
Parveen Rajput	131	Sagarpur	IND	0	7
Usha Gupta	132	Sagarpur West	IND	39	87
Pradeep Kumar	133	Chhawla	IND	48	93
Satendra Singh Rana	134	Nangali Sakravati	IND	57	93
Shashi Tomar	135	Kakraula	BJP	37	87
VACANT	136	Matiala			
Indu	137	Roshanpura	IND	14	47
Kirshan	138	Najafgarh	INLD	0	7
Neelam	139	Dichaon Kalan	INLD	0	7
Raj Kumari	140	Khera	BJP	24	80
Praveen Rana	141	Bijwasan	CONG	3	20
Poonam Bhardwaj	142	Raj Nagar	IND	24	80
Jai Prakash	143	Kapashera	BJP	17	53
Krishan Kumar Sehwat	144	Mahipalpur	IND	40	60
Seema Pandit	145	Palam	IND	3	13
Kuldeep Solanki	146	Sadh Nagar	BJP	9	67
Sudesh Wati	147	Mahavir Enclave	BSP	32	67
Pawan Singh Rathi	148	Madhu Vihar	BJP	63	100



What needs to be done?

For a Robust Complaint Management System:

- It should not be the onus of the citizen to find out who provides specific services. The agencies should ensure that citizens are given all the pertinent information.
- In a robust system, all the agencies responsible can be contacted and it should be possible for the grievance redressal to be tracked.
- In order to accomplish this, there will have to be cooperation between the Central, State and MCD agencies, which is what is desirable.
- However, at an individual corporation level, a centralised system could be created for providing citizens with a centralised grievance redressal mechanism, through which the complaints can be directed by the MCD to the concerned authorities either under the MCD or to agencies belonging to the Central or State Governments. For complaints directed to their own agencies, the MCDs can provide a way to track all the grievances to see whether the complaints are closed or corrective action needs to be taken

By Councillors:

- Councillors need to attend meetings regularly and actively participate in the deliberations
- They must raise relevant issues in their various forums by studying the civic complaints registered by the citizens and using the data effectively.
- Councillors need to be assertive and ensure that the complaints are tracked and proactive steps are taken for implementation of redressal

By Media, Civil Society Organisations (CSO) and Citizens:

- Citizens should be active in registering complaints and also register their grievances when redressal is not effective and demand for an effective system
- CSOs, Media and the Citizens must interact with the authorities and regularly try to raise issues that can be addressed in various government forums.
- They should proactively engage the councillors throughout their tenure, and not just during the elections.
- They should attend ward committee meetings regularly to understand how the process of governance functions and play an active role in ensuring that their grievances are being addressed.



Annexure1 –Mayor and Committee chairperson list

CORPORATION	ZONES	DESIGNATION	2013 - 14	2014 - 15	2015 - 16
East Delhi Municipal Corporation (EDMC)		Mayor	Ram Narayan Dubey	Meenakshi	Harsh Deep Malhotra
		Dy. Mayor	Mahinder Kumar Ahuja	Jai Gopal Verma	Asha Singh
	Shahdara North	Chairman	Sanjay Jain	Sanjay Kaushik	Swati Gupta
		Dy. Chairman	Swati Gupta	Asha Tayal	Sunil Jha
	Shahdara South	Chairman	Raj Kumar	Mahendra Ahuja	Mahendra Ahuja
		Dy. Chairman	Kalpana Jain	Sarla Chowdhary	Sudesh Nah
North Delhi Municipal Corporation (NDMC)		Mayor	Azad Singh	Yogender Chandolia	Ravinder Gupta
		Dy. Mayor	Poornima Vidyarthi	Ravinder Gupta	Neelam Goyal
	City	Chairman	Allay Mohd. Iqbal	Ramesh dutta	Seema Tahera
		Dy. Chairman	Imran Hussain	Imran Hussain	Khurram Iqbal
	Karol Bagh	Chairman	Shyam Bala	Rajesh Bhatia	Archana Gupta
		Dy. Chairman	Raj Kumar Lamba	Raj Kumar Lamba	Raj Kumar Lamba
	Narela	Chairman	Jag Roshni	Rita	Jag Roshni
		Dy. Chairman	Rita	Devendra Kumar	Bhoomi Racchoya
	Civil Lines	Chairman	Madhav Prasad	Arvind Garg	Poonam Bhardwaj
		Dy. Chairman	Reema Kaur	Mamta Rathor	Mamta Rathor
	Sadar Paharganj	Chairman	Neelam Dhiman	Lata Sodhi	Lata Sodi
		Dy. Chairman	Lata Sodhi	Pinki Jain	Pinky Jain
	Rohini	Chairman	Sunder Mohan Pandey	Tara Chand Bansal	Anil Sharma
		Dy. Chairman	Renu Kamboj	Anil Sharma	Renu Shokeen
South Delhi Municipal Corporation (SDMC)		Mayor	Sarita Chaudhary	Khushi Ram Chunar	Shubhash Arya
		Dy. Mayor	Sahi Ram	Praveen Rana	Kuldeep Solanki
	South	Chairman	Kartar Singh Tanwar	Shailendra singh	Ram Pal
		Dy. Chairman	Anita Tyagi	Anita Tyagi	Anita Tyagi
	Central	Chairman	Virendra Kasana	Indu	Virendra kasana
		Dy. Chairman	Phool Kali	Phool Kali	Neeraj gupta
	West	Chairman	Shaym Sharma	Radhika Setia	Ritu Vohra
		Dy. Chairman	Naresh Balyan	Anil sabrawal	Shivali Sharma
	Najafgarh	Chairman	Kuldeep Solanki	Pawan Singh Rathi	Tilotama Chaudhary
		Dy. Chairman	Poonam Bhardwaj	Poonam Bhardwaj	Maya Devi