



# **Status of Civic Issues in Mumbai**

## **June 2021**

# Municipal Corporation of Greater Mumbai (MCGM)'s efforts to tackle COVID-19

## Technology & Data



With the help of **MCGM COVID Dashboard** and **1916 COVID-19 call center**



## COVID-19 War Rooms

**Decentralised control rooms to tackle the COVID positive cases.**

FOR COVID-19 INFORMATION & BED AVAILABILITY				CONTACT YOUR WARD WAR ROOM			
WARD	WAR ROOM NUMBER	WARD	WAR ROOM NUMBER	WARD	WAR ROOM NUMBER	WARD	WAR ROOM NUMBER
A	022-277881721	F North	022-2471781	F West	022-26288888888	L	022-26288888888
B	022-277881722	E South	022-2471782	F South	022-26288888888	M West	022-26288888888
C	022-277881723	DRM1	022-2471783	PRM1	022-26288888888	F West	022-26288888888
D	022-277881724	F East	022-2471784	F South	022-26288888888	N	022-26288888888
E	022-277881725	F West	022-2471785	PRM1	022-26288888888	S	022-26288888888
F	022-277881726	E East	022-2471786	PRM1	022-26288888888	T	022-26288888888
F North	022-2471787	E East	022-2471787	PRM1	022-26288888888		

\*Numbers updated as on 07 May 2021

## Collaboration

Collaborated through various **public & private partnership** to provide aid during COVID 19



# Mumbai's total Water Supply is not equitably Distributed

## Inequity in Water Supply in Mumbai

Bureau of Indian Standards (BIS) Norms of Water Required **135lpcd**



Overall Average Water Supplied **188 lpcd**

Non-Slum



Slum



Distributed

**150 lpcd**

**45 lpcd**

Metered Charges

**₹19.44**  
per month

**₹4.85**  
per month

Difference in Water Supply (BIS Norms)

**+15 lpcd**

**-90 lpcd**

Slum households have to depend on water tankers and other sources for the additional 90lpcd costing ₹500-550 per month. If they were given 135lpcd, they would only pay ₹14.54 per month.



Water Timings



**24X7 Supply**  
Project Launched in 2014



**5.39 Hours (2020)**  
Average Timing of Water Supply

lpcd - litres per person (capita) per day

## Sweeping of Public Commercial and Residential Areas



Status: **FAIL**



MCGM received **11,595 SWM complaints** in 2020 and average time taken to resolve them were **43 days**.

## Average Toilet Rating for Mumbai



Status: **CLEAN**



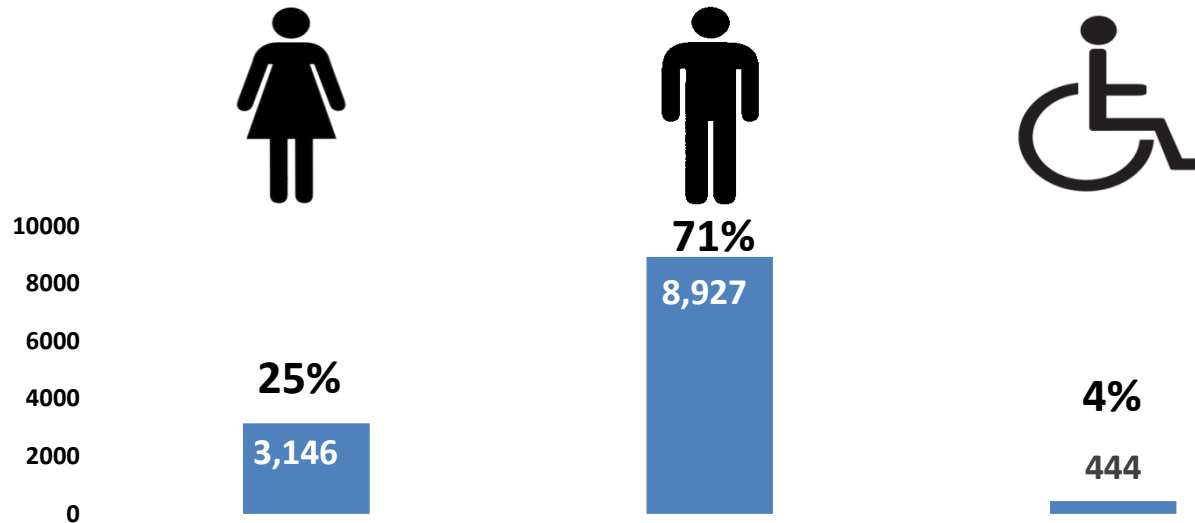
- SS2019 inspected **0.3% of all toilets**.
- But, MCGM received **255(2019) & 227(2020) complaints** for unhygienic toilets conditions.

# Why Solid Waste Management needs to be decentralised?

Criteria	Implementation Status
Door-to-Door Collection	100% according to MCGM in 2019-20.
	<b>In 2020, of 11,595 SWM complaints, 34% were related to garbage not being collected.</b>
Segregation	82% segregation (includes waste not segregated at source)
Scientific Disposal of Waste	Given the new Kanjur waste processing facility, <b>waste scientifically disposed increased from 32% in 2016-17 to 75% in 2019-20</b>
Waste Recovery	<b>35% of waste recovered upto 2019-20.</b>
Timely Solving of Complaints	It <b>took 44 days</b> on an average to solve complaints of <b>'garbage lifting'</b> , <b>45 days</b> for <b>'collection point not attended'</b> and <b>57 days</b> for <b>'garbage vehicle not arrived'</b> in 2020.

# Only 1 in 4 Public Toilets were for Females in 2020

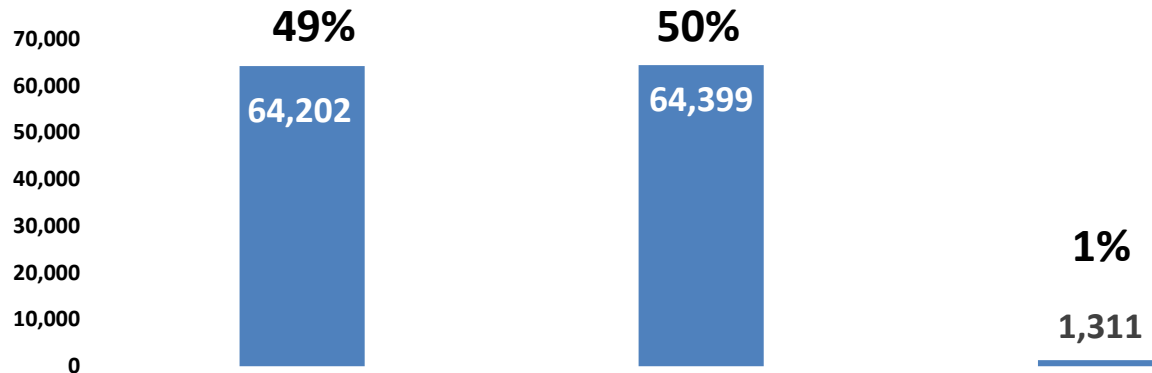
## Public Toilets (2020)



Based on the census 2011 data, currently only 1 public toilet seat per 752 males and 1,820 females, while the SBM prescribes 1 toilet for 100-400 males and 100-200 females respectively.

## Community Toilets (2019)

Note: 2020 RTI received had total number of community toilets but no gender wise data.








Based on the census slum population figures, there is currently 1 community toilet seat per 45 males and 36 females, while the SBM prescribes 1 toilet for 35 males and 25 females respectively.

# MCGM's 2015 Survey Results of Facilities in Toilets\*

- **58% toilets had no electricity which is a major safety and security concern.**
- **72% of the toilets were not connected to a sewerage line**
- MCGM needs to conduct a similar surveys on the available facilities in sanitation services **on a regular basis, at least annually.**

# Centralised Complaint Registration System (CCRS) In Mumbai

	Complaints 	Closed 	Average No. of days taken to resolve a complaint 	Average number of days as per Citizens' Charter 	Complaints in which Councillor code not given (in %) 
2018	1,16,658	83%	46	3	76%
2019	1,28,145	96%	30	3	78%
2020	93,774	82%	39	3	74%

- Although MCGM’s COVID-19 activities had to be prioritised, unfortunately it may have increased the time taken to address basic civic complaints.
- Even so as complaints decreased in 2020, days to resolve them have increased.
- **74% of complaints** did not use the **Councillor Code**, which is a method to increase accountability in elected representatives.



# Average Days Taken to Resolve a Complaint has Increased in 2020

Issues	2019	% Change from 2019 to 2020		2020	% of Closed Complaints		Average days to resolve a complaint	
		↑	↓		2019	2020	2019	2020
Roads	15,239	↓	-55%	6,908	95%	67%	31	52
Buildings	20,317	↓	-28%	14,712	89%	56%	55	54
Drainage	24,267	↓	-36%	15,508	98%	83%	22	36
Water Supply	15,507	↓	-24%	11,855	99%	95%	24	29
Solid Waste Management (SWM)	17,116	↓	-32%	11,595	99%	90%	19	43
License	14,473	↓	-30%	10,148	96%	87%	28	41
Pest control	7,501	↑	46%	10,971	99%	96%	17	26
Gardens	3,367	↑	34%	4,522	99%	97%	23	22
Colony Officer	1,196	↓	-13%	1,045	90%	52%	52	65
Storm Water Drainage	2,155	↓	-35%	1,409	97%	70%	34	62
Shops and Establishments	778	↑	27%	986	96%	95%	26	40
Medical Officer Health (MOH)	1,472	↓	-40%	889	96%	61%	39	63
MCGM Related	1,103	↓	-31%	760	92%	57%	45	61
Estate	623	↑	4%	645	91%	67%	57	67
Sanitation/Toilets	627	↓	-1%	618	98%	85%	28	50
Pollution	269	↓	-18%	220	87%	54%	54	64
Education/Schools	78	↓	-60%	31	81%	48%	68	70
Nuisance due to vagrants on municipal roads, footpaths, gardens	2,057	↓	-54%	952	90%	62%	52	70
<b>Mumbai</b>	<b>1,28,145</b>	<b>↓</b>	<b>-27%</b>	<b>93,774</b>	<b>96%</b>	<b>82%</b>	<b>30</b>	<b>39</b>

The key civic service complaints like Sanitation took an **average of 50 days to resolve**, followed by **SWM – 43 days, Drainage – 36 days and Water supply – 29 days.**

# Department-Wise Budget Utilisation

Department		Water	Sewerage	SWM	Toilet	Roads, & Traffic Department	Storm Water Drainage
Citizens' Complaints	2018	12,647	573	14,494	494	4,164	1,548
	2019	15,507	657	17,116	627	13,019	2,155
	2020	11,855	447	11,595	618	3,914	1,409
Average days to resolve a complaint	2018	42	56	36	44	40	62
	2019	24	36	19	28	31	34
	2020	29	52	43	50	52	62
Budget Utilisation (%)	2017-18	109%		99%		101%	121%
	2018-19	101%		100%		79%	113%
	2019-20	75%		84%		104%	110%

- The utilisation of **Water & Sewerage budget fell by 34%** and **SWM & Sanitation budget fell by 15%** since 2017-18 to 2019-20.
- A **minimum of 29 days** and a **maximum of 62 days** was the time taken to **resolve a complaint** for all the above civic issues in 2020.

# Over-estimated Capital Budget

Capital Expenditure					
Year	B.E	R.E	Reduction (in %)	Actuals	Unutilised (%)
2017-18	8,127.08	6,111.07	-25%	4,978.48	19%
2018-19	9,527.80	7,797.56	-18%	5,432.24	30%
2019-20	11,480.42	10,785.08	-6%	7,568.70	30%
2020-21	14,637.76	10903.58	-26%	5744.70*	47%
2021-22	18,750.99	-	-	-	-

\*Actual of 2020-21 do not include the last financial quarter. 2017-18 to 2019-2020 actuals includes all quarters.

- The **revised estimates are consistently lower than the budget estimates** from 2017-18 to 2020-21 by **an average of 19%**.
- The **percentage of unutilised budget** has increased from **19% in 2017-18 to 30% in 2019-20**

# Ward Committees' Meeting and Deliberative Duties

Year	Pre Covid-19			Early stages of Covid-19	Post Covid-19
	Mar'17 to Dec'17	Jan'18 to Dec'18	Jan'19 to Dec'19	Jan'20 to Mar'20	Oct'20 to Dec'20
<b>Total Meeting</b>	240	279	280	53	83
<b>Total Questions</b>	856	1,046	952	240	272
<b>Average Meeting</b>	20	23	23	18	<b>28</b>
<b>Average Questions</b>	71	87	79	80	91

- In 2020, ward committee meetings were held from **January to March** and no meetings held from **April to September\***. Meetings were held virtually from **October** onwards.
- As meetings began virtually, it allowed **an increased average to 28 meetings from October–December, 2020** (As compared to 22 meetings on average per month in the period of 2017-2019).

\*Excluding N ward held 2 meetings in the month of August

# Recommendations for improved Civic Services

- **Water & Sewage:** *100% metering* is needed for equitable water supply. *Social audits* of water supply distribution, cost and quality should be done. Sewage generated needs to be treated effectively
- **SWM & Sanitation:** Improved *decentralised SWM methods* like 100% door-to-door collection & segregation of waste at source and composting methods can eradicate the usage and creation of dumping grounds. All *sanitation facilities* needs to be improved to ensure better functioning in infrastructure for more *cleanliness, hygiene and safety*.
- **Budget Making Process:** There is a need to *simplify the budget-process* so that citizens are able to comprehend various nuances of the budget. *An outcome-based budget* should be incorporated to ensure a targeted development within the city. *An audit report of the local government* by the elected wing can ensure better transparency in this process.
- **Deliberation:** Increase in ward committee meetings can allow for *more effective and inclusive decision making at the local level* which will help reduce citizens' complaints through progressive learnings and *utilising technology for virtual meetings* can allow Elected Representatives and citizens to participate.

# Recommendations for effective Governance at local level

*During MCGM's COVID-19 management, three key areas of successes came to light, that can be carried forward in post-pandemic rebuilding, to further improve services at the ward level.*

1. **Decentralisation** of various functions at local level for inclusive decision making and better quality of services.
2. This can be achieved through a **more extensive use of technology**, like when technology was used for virtual ward committees the average number of monthly meetings were much higher than meetings held in 2017-19.
3. MCGM should **collaborate with various stakeholders** in both public and private sector to find innovative solutions for the city's growth.

***This will not only help MCGM in providing effective basic day to day services but also ensure better management to become a future-ready city.***

# THANK YOU

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