



Key Highlights of
Report on Status of Civic Issues in Mumbai

April 2019

City Summary of complaints registered from Jan 2016 to Dec 2018

SUMMARY OF COMPLAINTS IN MUMBAI				
	Complaints	Closed	Average No. of days taken to resolve a complaint	Average number of days as per Citizens' Charter
2016	81,555	58%	19	3
2017	92,329	83%	48	3
2018	1,16,658	83%	46	3

Best & Worst Wards in Mumbai in 2018

Ward	Area	Average Days Taken to close complaint	Percentage of closed complaints
A	Colaba		99.76%
D	Grant Road	20	
F/N	Matunga	18	
G/N	Dadar		45.27%
H/W	Bandra		99.12%
L	Kurla	141	
N	Ghatkopar	17	
P/N	Malad	85	
R/N	Dahisar	67	50.07%
R/S	Kandivali		99.31%
T	Mulund		45.77%

 Best Wards

 Worst Wards

Overall status of Complaints from 2016 to 2018

ISSUE WISE COMPLAINTS SUMMARY

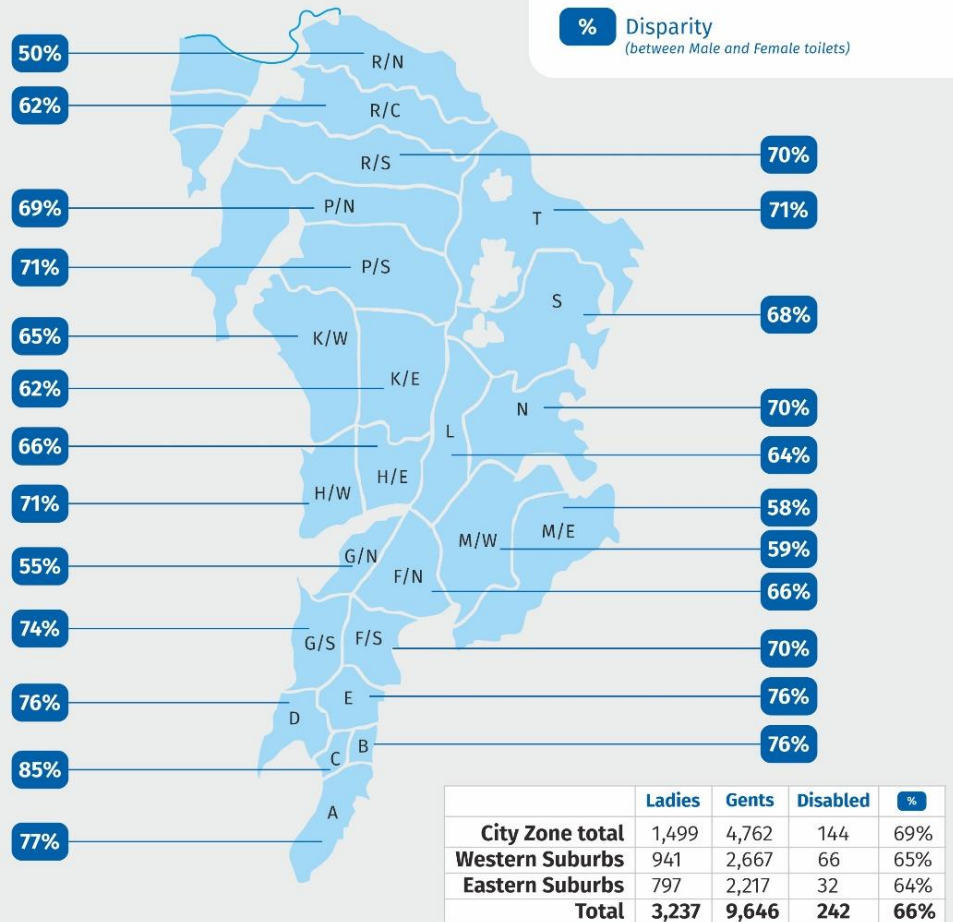
Issues	2016	Change from 2016 to 2017 (in %)	2017	Change from 2017 to 2018 (in %)	2018
Roads	13,475	↓ -14%	11,606	↑ 16%	13,458
Buildings	16,257	↑ 19%	19,267	↑ 9%	21,014
Drainage	12,269	↑ 30%	15,940	↑ 29%	20,641
Water Supply	7,246	↓ -4%	6,959	↑ 82%	12,647
Solid Waste Management (SWM)	7,330	↑ 38%	10,144	↑ 43%	14,494
License	8,368	↑ 24%	10,372	↑ 37%	14,203
Pest control	6,078	↓ -9%	5,529	↑ 21%	6,703
Garden	1,658	↑ 11%	1,844	↑ 59%	2,936
Colony Officer	1,954	↓ -36%	1,245	↑ 15%	1,437
Storm Water Drainage	1,386	↑ 11%	1,532	↑ 1%	1,548
Shop and Establishment (S & E)	561	↑ 163%	1,478	↓ -41%	878
Medical Officer Health (MOH)	1,111	↑ 44%	1,595	↑ 9%	1,743
MCGM related	862	↑ 3%	889	↓ -1%	877
Estate	560	↓ -27%	407	↑ 44%	588
Toilet	290	↑ 43%	416	↑ 19%	494
Pollution	220	↓ -2%	215	↑ 33%	286
School	74	↓ -43%	42	↑ 38%	58
Nuisance due to vagrants on municipal roads, footpaths, gardens	1,856	↑ 54%	2,849	↓ -7%	2,653
Mumbai	81,555	↑ 13%	92,329	↑ 26%	116,658

Top 5 complaints in 2018 (excluding 'Buildings' complaints) are:

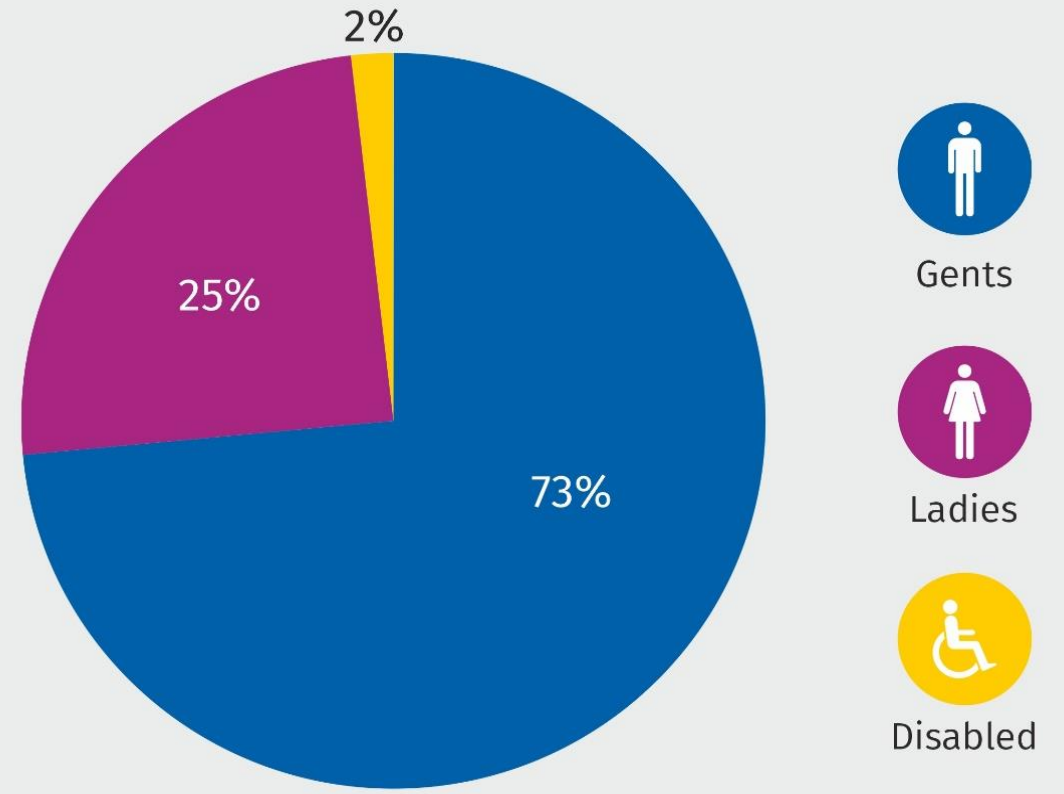
- Drainage (20,641)
- Solid Waste Management (14,494)
- License (14,203)
- Roads (13,458)
- Water Supply (12,647)

66% Disparity between Male and Female in Public Toilets as of 31st December 2018

DISPARITY IN TOILET SEATS IN MUMBAI



DISPARITY IN TOILET SEATS IN MUMBAI



Wards with the worst disparities: A, B, C, D, E and G/S wards

Air Quality in Mumbai from 2016-2018

Air Quality Level	AQI Range	Remark	No. of Days		
			2016	2017	2018
Good	0-50	Minimal Impact	65	45	0
Satisfactory	51-100	May cause minor breathing discomfort in sensitive people	177	134	138
Moderate	101-200	May make breathing difficult for people with lung diseases and cause discomfort in children, older adults and heart patients	107	144	125
Poor	201-300	May make breathing difficult after prolonged exposure, and cause discomfort to people with heart diseases	17	23	16
Very Poor	301-400	May cause respiratory illnesses in people on prolonged exposure. Effect may be more pronounced in those with lung and heart diseases.	0	0	0
Severe	>400	May cause respiratory problems even in healthy people, and seriously impact those with lung/heart diseases. Even increased breathing during light physical activity can impact health.	0	1	0
Total			366[^]	347[#]	279[*]

Zero (0) days in 2018 had 'Good' Air Quality

[^] - 2016 was a leap year

[#] - 18 days had an 'NA' against their Air Qualities from the data we obtained in 2017

^{*} - 86 days had an 'NA' against their Air Qualities for the data we obtained in 2018

Number of meetings, attendance and questions asked in Ward Committees in 2017 & 2018

Ward Committee			
Year	Total Meetings	Attendance in (%)	Total Questions
Mar'17 to Dec'17	240	82%	856
Jan'18 to Dec'18	279	79%	1,046

Number of questions asked by Councillors in Ward Committees in Mar'17 to Dec'18

Category	No. of Members	
	Mar'17 to Dec'17	Jan'18 to Dec'18
Zero Question	38	31
1 to 5 Question asked	134	122
6 to 10 Question asked	46	53
Above 10 Question asked	10	21
Total Members	228*	227

* - Shailaja Girkar was elected in March 2017 but passed away in September 2017, and Pratibha Girkar was elected in her place. Shailaja Girkar's questions till August 2017 have been considered. Hence, the number of councillors has been shown as 228 and not 227.

- Maximum number of councillors asked between 1 to 5 questions from Jan – Dec 2018 (122 Councillors).

12 Councillors have not asked a single question in Ward Committee from Mar'17 – Dec'18

Name	Ward	Constituency No.	Political Party
Gulnaz Salim Qureshi	H/E	92	All India Majlis-e-Ittehad-ul Muslimeen
Jagdish Makkunny Thaivalapill	G/N	185	Shiv Sena
Kesharben Murji Patel	K/E	76	Bharatiya Janata Party
Manisha Harishchandra Rahate	S	119	Nationalist Congress Party
Rajrajeshwari Anil Redkar	S	120	Shiv Sena
Ramesh Gajanan Korgaonkar	S	114	Shiv Sena
Reshmabano Mohammadhasim Khan	G/N	188	Nationalist Congress Party
Rutuja Rhadayanath Tari	M/E	143	Shiv Sena
Sanjay Ramchandra Turde	L	166	Maharashtra Navnirman Sena
Vasant Shivram Nakashe	G/N	186	Shiv Sena
Vishakha Sharad Raut	G/N	191	Shiv Sena
Yashwant Kamlakar Jadhav	E	209	Shiv Sena

Issue-wise number of questions asked in Ward Committees from Mar'17 – Dec'18

ISSUE WISE QUESTIONS ASKED



Drainage



Solid Waste Management



Water Supply



License



Roads



Storm Water Drainage



Toilet



Pest control



Garden/Open space



Community Development



Health



Education

Question asked
● Mar '17 to Dec '17
● Jan '18 to Dec '18

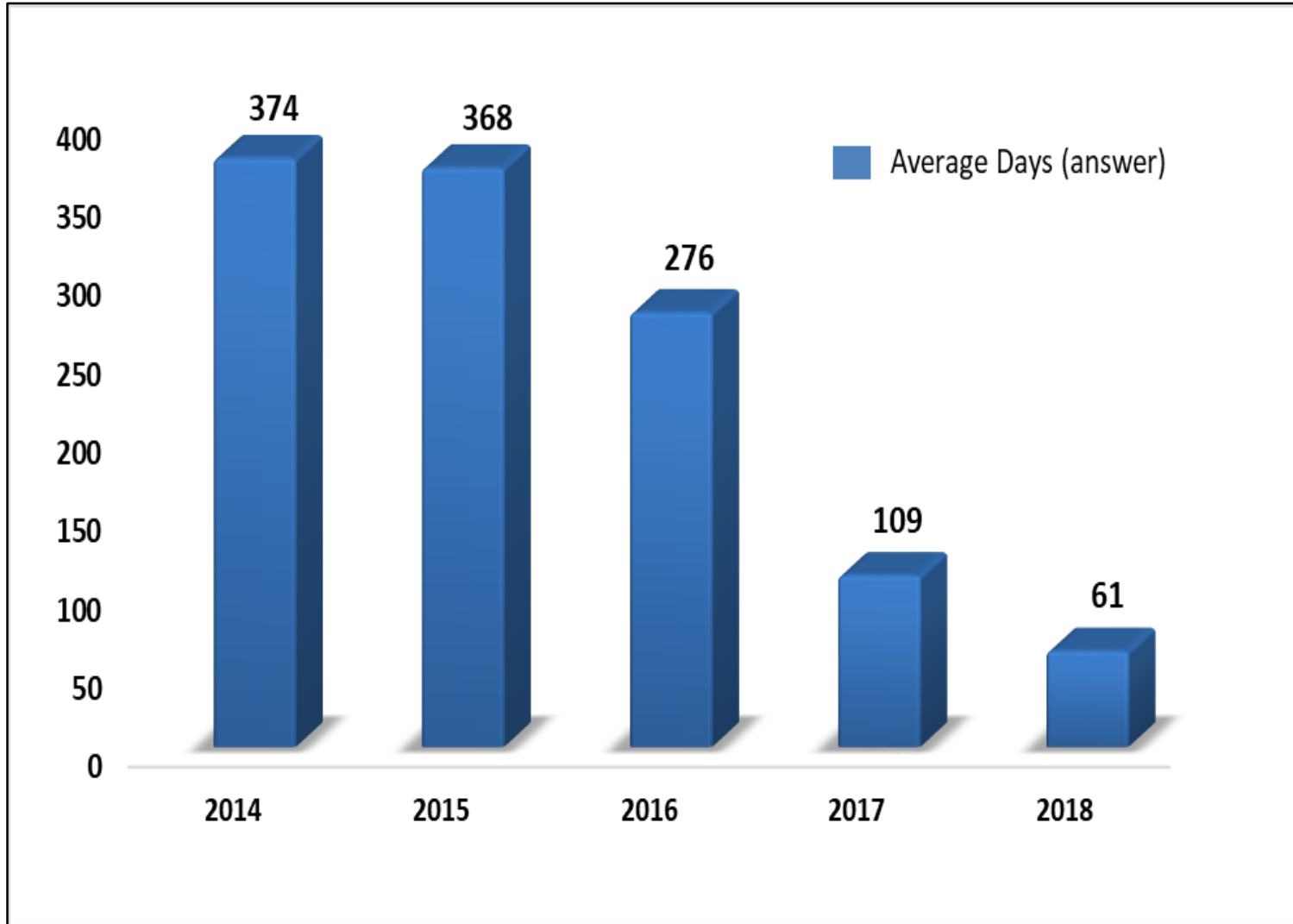


Naming/Renaming of Roads/ Chowks



Other issues related

Comparison of the average days taken to answer Point of Order questions in the Ward Committees from 2014 to 2018



To the administration's credit, the average number of days to answer Point of Order questions has steadily decreased from 374 days in 2014 to 61 days in 2018.

MCGM Personnel as of December 2018

MCGM PERSONNEL

Department*	Sanctioned	Available	Vacant (%)
Water Supply and Sewerage Department	467	396	15%
Mumbai Fire Brigade	4,175	3,191	24%
Solid Waste Management Department	35,181	28,664	19%
Storm Water Drains Department	3,377	2,025	40%
Water Engineer's Department	10,834	6,604	39%
Water Supply Project Department	554	243	56%
Sewerage Propulsion Department	7,815	4,324	45%
Sewerage Project	454	178	61%
Roads & Traffic Department	6,350	3,792	40%
Mumbai Sewerage Project	86	50	42%
License Department	899	757	16%
Garden & Recreation Department	1,639	794	52%
Shops & Establishment Department	259	206	20%
Estate Department	1,542	1,148	26%
Markets Department	1,111	642	42%
Encroachment and Elimination Department	91	81	11%
Disaster Management Cell	281	94	67%
Bridges Department	141	85	40%
Coastal Road Project	42	19	55%
Other Departments	81,971	50,648	38%
MCGM Total**	1,57,269	1,03,941	34%

*Only relevant major departments shown

**For the entire Municipal Corporation

- Disaster Management, Sewerage Project, Water Supply Project, Garden & Recreation have some of the largest vacancies.

Breakup of MCGM Personnel as of December 2018

Department	Scheduled Posts			Non-Scheduled			Other Special Posts
	Sanctioned	Available	Vacant (%)	Sanctioned	Available	Vacant (%)	Total
Water Supply and Sewerage Department	467	396	15%				
Mumbai Fire Brigade	3,039	2,364	22%	1,135	826	27%	1
Solid Waste Management Department	33,420	28,271	15%	1,744	376	78%	17
Storm Water Drains Department	3,376	2,024	40%	1	1	0%	
Water Engineer's Department	10,379	6,462	38%	455	142	69%	
Water Supply Project Department	554	243	56%				
Sewerage Propulsion Department	7,656	4,276	44%	159	48	70%	
Sewerage Project	454	178	61%				
Roads & Traffic Department	6,295	3,762	40%	55	30	45%	
Mumbai Sewerage Project	86	50	42%				
License Department	899	757	16%				
Garden & Recreation Department	1,627	782	52%				12
Shops & Establishment Department	259	206	20%				
Estate Department	1,440	1,121	22%	102	27	74%	
Markets Department	1,109	642	42%	2	0	100%	
Encroachment and Elimination Department	91	81	11%				
Disaster Management Cell	73	64	12%	208	30	86%	
Bridges Department	141	85	40%				
Coastal Road Project				42	19	55%	
Other Departments	74,377	45,497	39%	4,521	2,078	54%	3,073
MCGM Total	1,45,742	97,261	33%	8,424	3,577	58%	3,103

What needs to be done

- Creating an **Open Dashboard** on the Municipal Corporation of Greater Mumbai (MCGM) website to monitor and evaluate civic complaints, they believe, will allow elected representatives and administration officials in overseeing the corporation's performance on a real-time basis. *This move will also be an encouraging step towards Open Government Data.*
- Additionally, the MCGM must strictly adhere to **rigorous filling of the 'Councillor Code'**. *Making filling of the councillor code mandatory will go a long way in addressing the lack of accountability in the working of the civic body.*
- Finally, a **Citizen Feedback mechanism** for gauging citizens' satisfaction with the solution to their problems must be created.
- Just like the 'power of the purse' at the national level is with the Lok Sabha, the elected House, the preparation and presentation of the budget should be a **responsibility of the elected (deliberative) body** of the MCGM.

THANK YOU

