



Status of Civic Issues in Mumbai

June 2020

Correlation of COVID-19 Containment Zones with Poor Civic Services

Wards	COVID-19 Containment zones in slums and chawls*	% of Slum Population	Key Civic Services				
			Shortage of Water Complaints	Toilet related complaints	Toilets connected to the piped system(%)	Complaints of overflowing drains and drainage chokes and blocks	Complaints of garbage not collected/lorry not reported
L	112	54%	224	32	41%	1,344	312
M/E	73	30%	218	42	3%	592	224
S	71	72%	252	22	4%	734	298
K/W	53	15%	444	22	14%	1,981	785
R/S	43	58%	282	37	30%	720	365
Total of Top 5	352	46%	1,420	155	18%	5,371	1,984
Rest 19 wards	404	35%	3,084	472	33%	14,351	4,853

(*) Website: stopcoronavirus.mcgm.gov.in/key-updates-trends As on 24.06.2020

3 out of the Top 5 wards with highest containment zones reported most water shortage complaints. Only 18% of public and community toilets in these wards were connected to the sewer system compared to 33% for rest of the wards. One third of total complaints of overflowing/choked drains and garbage not collected and one fourth of total toilet related complaints were from these 5 wards.

Note: Cells marked in red denote that those wards are among the 5 highest/least under that head/issue. For example: Out of the total toilet complaints in 24 wards, M/E ward was in the Top 5 highest complaints. Similarly M/E and S were among the 5 out of 24 wards with least % of toilets connected to the piped system.

Key Findings of Water Supply in Mumbai

Amount of Water:

- The Bureau of Indian Standards (BIS) prescribes an average of 135 litres per capita per day (lpcd) of water required for residential purposes **whereas *the average amount of water supplied in Mumbai was calculated to be 188 lpcd.***
- 29% of 15,507 water related complaints were of *shortage of water* in 2019.

Water Timings:

- The MCGM launched a 24x7 water supply project in 2014, but the ***average timing of water supply in the city in 2018 was only 5.9 hours.***
- Out of the 273 zones, 180 zones (***66%***) ***received only upto 4 hours of water supply.***
- ***Top 4 wards (K/E, K/W, P/N and R/S) in complaints*** related to ‘shortage of water supply’ in 2019 were also wards, which ***had average water timings of less than 5 hours*** per day. Of this K/E, P/N and R/S have 49%, 54% and 58% of their population living in slums, which bear a larger brunt of poor accessibility due to shared connections and lack of proper storage facilities.

Water Quality:

- MCGM’s water quality tests based on BIS norms showed ***1% unfit samples in 2018-19.*** However, ***13% of 15,507 water complaints in 2019 were related to contamination.***
- Further, in 2018-19, the number of water borne diseases was also high- ***reported diarrhoea cases were 1,03,509,*** 21 cases of cholera, and 4,280 cases of typhoid.

Inadequate Metered Water leads to Higher Water Expenses for Slums

Type of Connection	Metered Tap (Other Residential)	Metered Tap (Slum)	Non-metered Tap(Water Tax)	Tanker (Other Residential)	Tanker (Slum)
Cost criteria (According to Water Charges Rules, 2015)	Rs. 4.32/1000lt	Rs. 3.59/1000lt	% of Property tax	Rs. 236/1000lt	Rs. 210/1000lt
Average expense per month based on per day norm (135lpcd)	Rs. 17.5	Rs.14.54	NA	Rs. 955.8	Rs. 850.5
Average expense per month based on Mumbai's per capita average(188lpcd)	Rs. 24.36	Rs. 20.25	NA	Rs. 1,331.04	Rs. 1,184.4
Average expense per month based on Mumbai's slum (45lpcd) and non-slum (150lpcd) per capita average	Rs. 19.44	Rs. 4.85**	NA	Rs. 1,062	Rs 567

- If a slum household receives an average of 45 lpcd as mentioned in the MCGM report 'Towards Equitable and 24x7 Water Supply for Greater Mumbai', the metered connection per month would cost **Rs. 4.85 per capita**. But for meeting its water needs, the family would need to access other sources such as tankers which would cost an exorbitant **Rs. 567 per capita** for the remainder 90 lpcd (considering the per capita requirement of 135 lpcd) which would be a total of **Rs. 571.85**.
- Instead if the entire required amount of 135 lpcd was provided through a metered tap the per capita cost would only be **Rs. 14.54**.
- A non-slum household on the other hand receiving 135 lpcd pays only **Rs. 17.5** per month, per capita.

Recommendations for Water Supply

Amount and Timing: The required BIS standard of 135 lpcd should be supplied to every connection with atleast 6-hour water supply in all areas.

Quality: MCGM tests for drinking water quality check need to cover all areas in the wards for an accurate measure of water contamination.

Metering/Costing: Water metering per household unit needs to be implemented.

Sustainability: MCGM can look to incentivising and strict monitoring of implementation of rainwater harvesting projects.

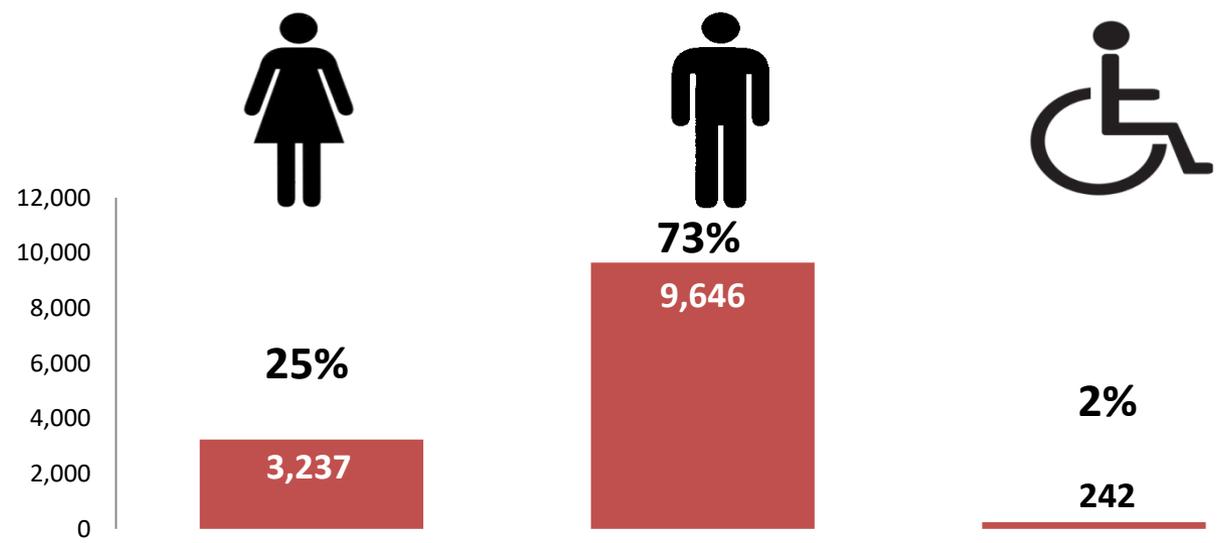
Monitoring: Proper record maintenance of water connections and amount of water supplied, and a social audit of the supply adequacy and quality should be regularly done to ensure that amount and timing of water is equitable across the city.

Sanitation Facilities in Mumbai:

Only 1 in 4 Public Toilets were for Females in 2018

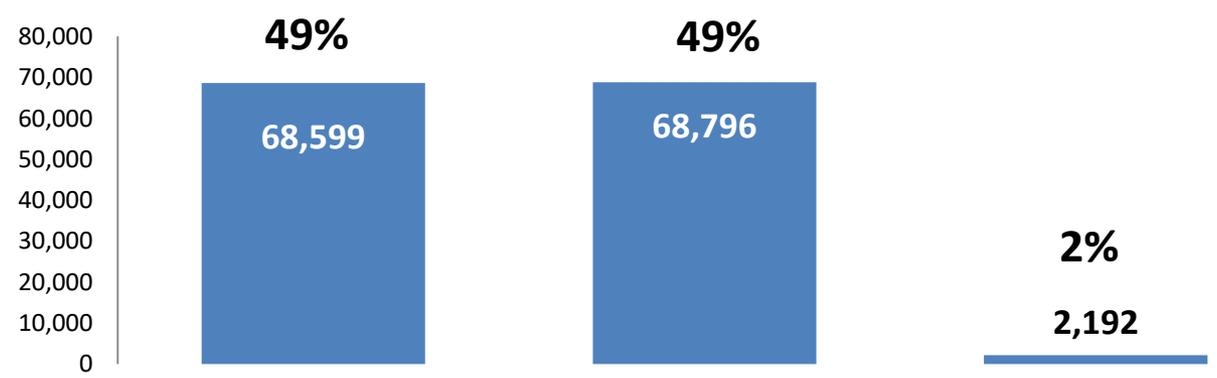
Public Toilets (2018)

Note: In response to an RTI for 2019 public toilets data, 2018 data was given since 2019 data has not been compiled.



Based on the census population figures, there is currently 1 public toilet seat per 696 males and 1,769 females, while the SBM prescribes 1 toilet for 100-400 males and 100-200 females respectively.

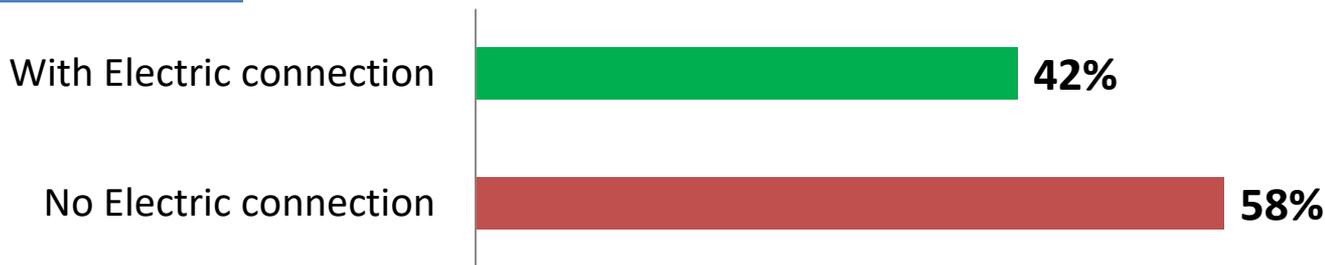
Community Toilets (2019)



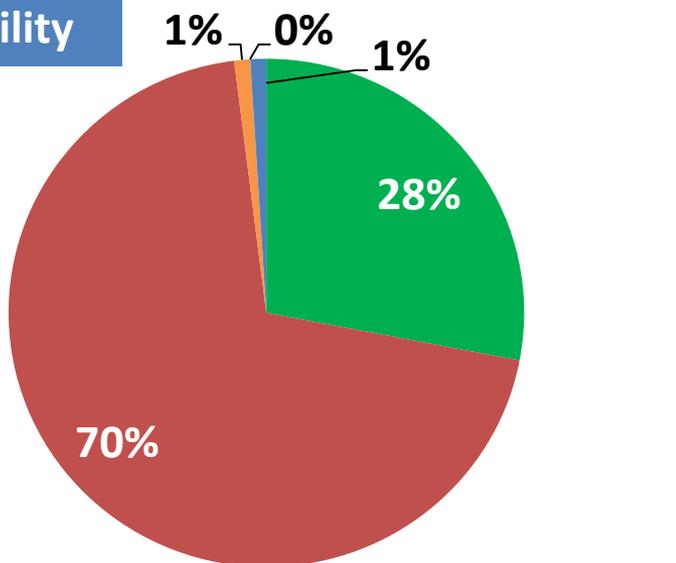
Based on the census slum population figures, there is currently 1 community toilet seat per 42 males and 34 females, while the SBM prescribes 1 toilet for 35 males and 25 females respectively.

58% public and community toilets in Mumbai have no electric connection, 72% not connected to piped sewage system.

Electricity Connection

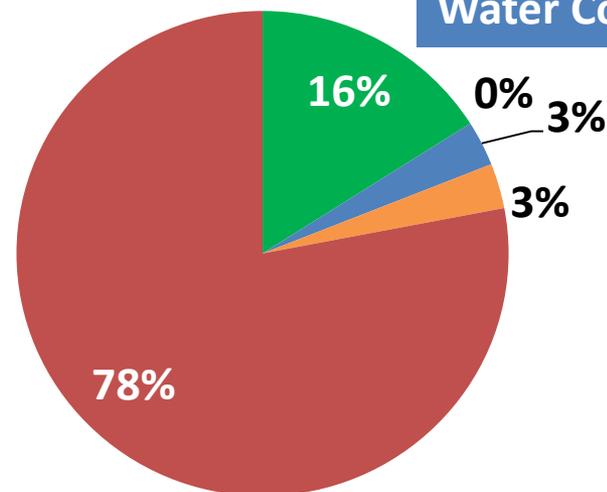


Sewage Facility



- Sewage line
- Open drainage/Nallah
- Not Given
- Septic Tank
- Aqua privy/pit latrine

Water Connection



- MCGM connection
- Stand post connection
- Water tank
- Well/borewell
- NA

Recommendations for Sanitation and Sewage

Coverage: To eliminate human-faeces contact and prevent diseases caused due to poor sanitation, all toilet blocks must be connected to the sewerage system and use of septic tanks/pit latrines should be reduced.

Mechanisation Use of human labour in cleaning of sewerage must be eliminated by complete mechanisation of the process of cleaning sewerage pipes/tanks, etc.

Equity: Male-female disparity in toilet seats needs to be corrected for public toilets, and toilet facilities for transgenders and for the specially-abled needs to be provided.

Facilities: Water and electricity in public and community toilets is essential for ensuring cleanliness, hygiene, safety, and prevention of diseases- it must be ensured that these facilities are available and functioning in all toilets.

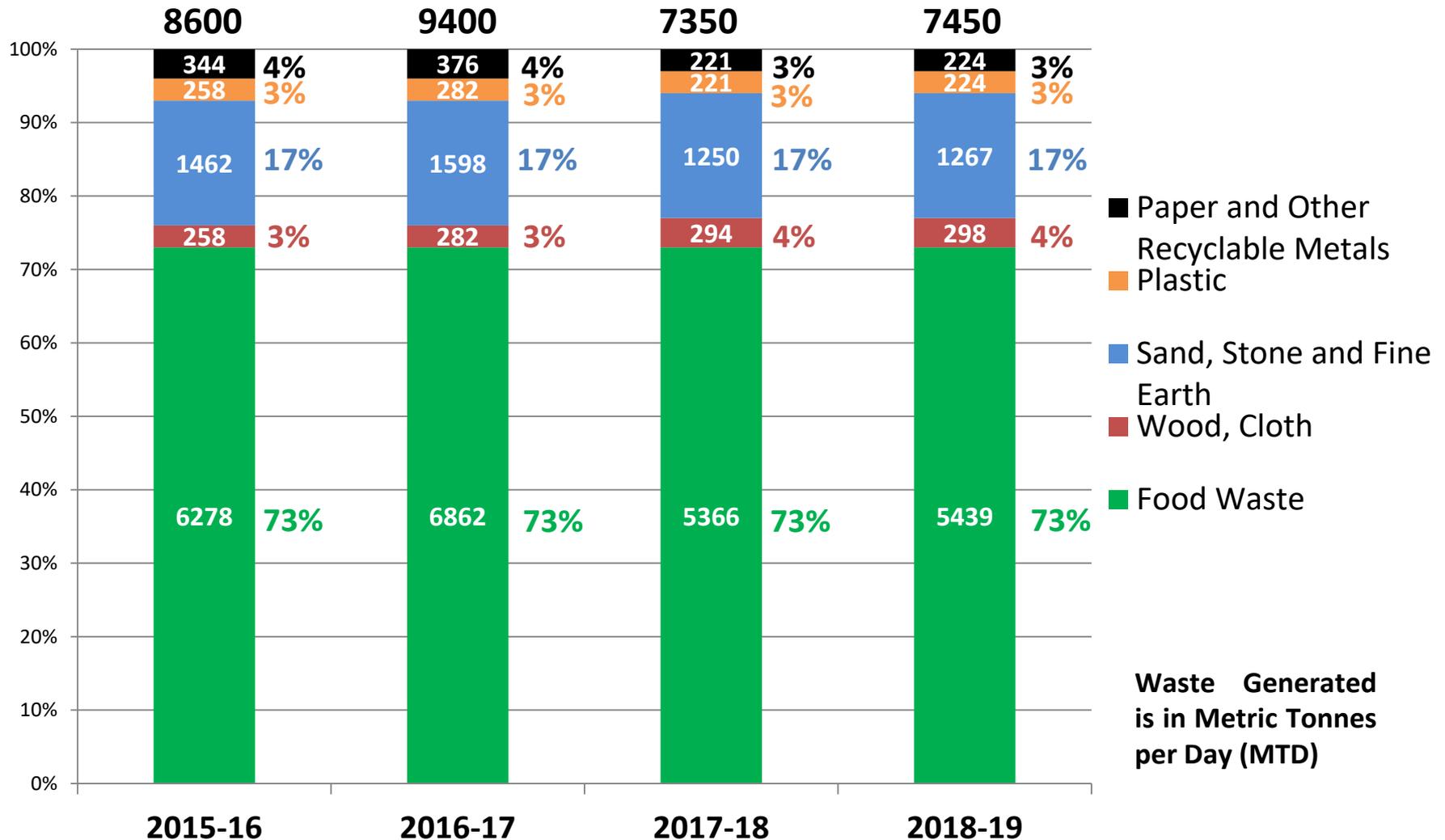
Treatment: Treatment of sewerage generated needs to be 100% and tertiary treatment needs to be done in all the STPs to reduce marine pollution and prevent water and vector borne diseases. MCGM can reuse the water for various purposes.

Reuse of Waste Water: Recycling of sewage should also be incentivised where possible (example: housing societies, large commercial establishments, industrial establishments) so that treatment of sewage can be done locally and can reduce the water demand of that unit.

Key Findings of Solid Waste Management in Mumbai

Criteria	Targets	Implementation Status
Segregation	Municipal Solid Waste (Management and Handling) Rules, (MSW rules) 2016 provide for 100% segregation of waste at source	83% segregation (includes waste not segregated at source)
Door-to-Door Collection	Swachh Bharat Mission prescribes 100% door-to-door collection	100% according to MCGM in 2018-19. But in 2019, of 17,116 SWM complaints, 36% were related to garbage not being collected.
Scientific Disposal of Waste	MSW rules provide for 100% waste to be scientifically disposed	Given the new Kanjur waste processing facility, waste scientifically disposed increased from 30% in 2015-16 to 63% in 2018-19
Waste Recovery	MSW rules provide for atleast 80% of the waste generated to be recovered.	35% of waste recovered upto 2018-19. Out of 614 Advanced Locality Management (ALMs) in 2019, only 454 are segregating waste and only 39 are composting waste. In 2018-19, 49% bulk generators were composting their waste.
Timely Solving of Complaints	1 day to solve SWM complaints as per MCGM Citizen’s Charter	It took 17 days on an average to solve complaints of ‘garbage lifting’, 20 days for ‘collection point not attended’ and 22 days for ‘garbage vehicle not arrived’ in 2019.

Reduction in Food Biodegradable Waste has Reduced Overall Waste Generated in Mumbai



MCGM must continue to focus on localised composting methods to reduce and gradually eliminate food biodegradable waste being collected and sent to landfill.

Recommendations for Solid Waste Management

The process of centralised waste management currently followed, therefore needs to be altered to enable a decentralised management of waste to ensure maximum recovery and sustainable management.

Collection and Segregation: MCGM needs to incentivise residents to participate in the waste management process to enable collective management of waste. The first step is ensuring door-to-door collection and 100% segregation of waste at source.

Composting: Biodegradable waste processing units should be developed in each constituency. Subsidies for compost units and developing a market network for sale of compost will be essential for success of localised composting.

Recycling: For non-biodegradable waste, a local government-managed network of buyers for such materials like paper, glass, plastic, etc needs to be developed. Recycling of plastics for example can have innovative uses such as road tarring.

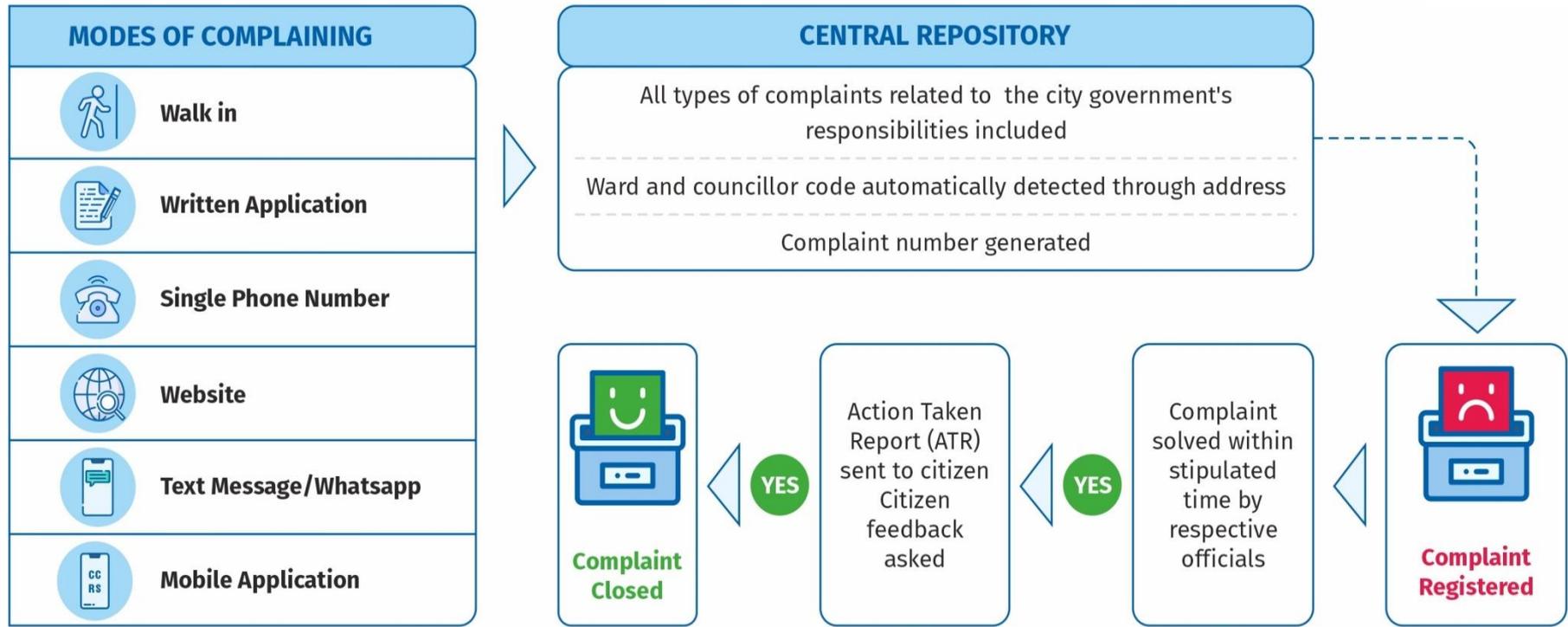
Summary of Centralised Complaint Registration System (CCRS) in Mumbai

	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 %) 
2017	92,329	83%	48	3	77%
2018	1,16,658	83%	46	3	76%
2019	1,28,145	96%	30	3	78%

ISSUE WISE COMPLAINTS SUMMARY

Issues	2018	% Change from 2018 to 2019		2019	% of Closed Complaints		Average days to resolve a complaint	
		↑	↓		2018	2019	2018	2019
Roads	13,458	↑	13%	15,239	78%	95%	40	31
Buildings	21,014	↓	-3%	20,317	64%	89%	77	55
Drainage	20,641	↑	18%	24,267	86%	98%	36	22
Water Supply	12,647	↑	23%	15,507	95%	99%	42	24
Solid Waste Management (SWM)	14,494	↑	18%	17,116	90%	99%	36	19
License	14,203	↑	2%	14,473	90%	96%	43	28
Pest control	6,703	↑	12%	7,501	98%	99%	36	17
Gardens	2,936	↑	15%	3,367	82%	99%	66	23
Colony Officer	1,437	↓	-17%	1,196	80%	90%	56	52
Storm Water Drainage	1,548	↑	39%	2,155	75%	97%	62	34
Shops and Establishments	878	↓	-11%	778	94%	96%	29	26
Medical Officer Health (MOH)	1,743	↓	-16%	1,472	88%	96%	49	39
MCGM Related	877	↑	26%	1,103	68%	92%	56	45
Estate	588	↑	6%	623	54%	91%	86	57
Sanitation/Toilets	494	↑	27%	627	88%	98%	44	28
Pollution	286	↓	-6%	269	57%	87%	76	54
Education/Schools	58	↑	34%	78	50%	81%	108	68
Nuisance due to vagrants on municipal roads, footpaths, gardens	2,653	↓	-22%	2,057	66%	90%	68	52
Mumbai	1,16,658	↑	10%	1,28,145	83%	96%	46	30

Recommendations for CCRS



- Salient Features**
- **Citizen Charter** with stipulated time for solving each complaint
 - **Councillor Code** for each complaint to track constituency/location of complaint
 - **Escalation Matrix** for unresolved complaints and poor citizen feedback
 - **Open dashboard** where citizens can track live status of complaints, ATR generation, MIS reports and Feedback mechanism
 - **Citizens** are able to provide **feedback/satisfaction** regarding their complaints

Key Findings for Budget and Human Resources in MCGM

Budget:

- In the past 4 years, an average of 28% of the budget was spent on water, sewerage and drainage, and solid waste management.
- In 2018-19, only 58% of the capital budget of water and sewerage department was spent, while SWM department spent only 23% of its capital budget.

Human Resources:

- Overall 35% of the posts in MCGM were vacant in 2019.
- In key departments of civic services, 18% posts were vacant in SWM department, 17% in water supply and sewerage department, 42% in storm water department, 47% in education, 41% in roads and 33% in health department.

Recommendations for Budget and Human Resources in MCGM

Focus on Civic Departments: There is a need for greater focus on key civic departments to ensure that amounts allocated are effectively spent in development works, especially the capital budget, since in these departments capital budget allocations account for new establishment, replacement, repair and maintenance of basic civic infrastructure.

Budget Making Process: Just like the 'power of the purse' at the national level is with the Lok Sabha, the elected House, the responsibility to demand accountability of budgetary spending should rest with the elected (deliberative) body of the MCGM. The audit report of the government should also be presented and deliberated by the elected wing of the MCGM.

Human Resources: The MCGM should ensure that key departments related to delivery of basic services do not have high vacancies. Further, sanctioned posts should be revised based on the annual requirements for each department and should be accordingly filled.

Performance of Ward Committees in MCGM

Ward Committees			
Year	Total Meetings	Attendance in (%)	Total Questions
Mar'17 to Dec'17	240	82%	856
Jan'18 to Dec'18	279	79%	1,046
Jan'19 to Dec'19	280	73%	952

While the number of ward committee meetings in 2019 is almost same as 2018, the total number of questions asked has fallen by 9% and attendance has fallen by 6%.

285 questions were raised on issues other than key civic responsibilities (such as crime, corporation related, buildings, etc) and were more than the questions on SWM (101), water (62) and drainage (46) put together. 203 questions were raised on roads, and 105 questions were asked on naming and renaming of roads/monuments/etc.

Recommendations for Deliberation in Ward Committees

Raising Civic Issues: The ward committee data shows that the councillors need to lay more focus on key civic issues rather than naming/renaming.

Timely Administrative Response: For the ward committee to be an effective forum, timely response of the administration to issues raised is necessary and the councillors need to proactively pursue their issues.

Citizen involvement: The ward committees have a provision for including 3 members from the civic society; however this has not been implemented. Mumbai also has a provision for area sabhas, which enable participation of people in the planning and budget making process; however this has not been implemented in practice.