



# Report on **THE STATUS OF CIVIC ISSUES IN MUMBAI**

With a Focus on



Public  
toilets



Community  
toilets



Pollution

**May 2024**



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Image courtesy: Getty images

## Summary report of Greater Mumbai#

ULB Name	GREATER MUMBAI
Population	> 10L
% Door to Door	97%
% Source Segregation	65%
% Processing	49%
Cleanliness of Water Bodies	100%
Cleanliness of Public Toilet	90%
ODF Status	ODF+
State Rank	37 out of 44
Absolute Rank	1,112 out of 4,477
National Rank	189 out of 446

- Absolute Rank: Overall Ranking of the city across all cities evaluated in India.
- State Rank: Ranking of the city within respective states and among all participating cities with population greater than ten Lakhs
- National Rank: Ranking of the city among all participating cities with a population greater than ten lakhs

#://ss2023.sbmurban.org/#/statedetails

## Open Defecation Free (ODF+)\* city: Parameter for Toilet

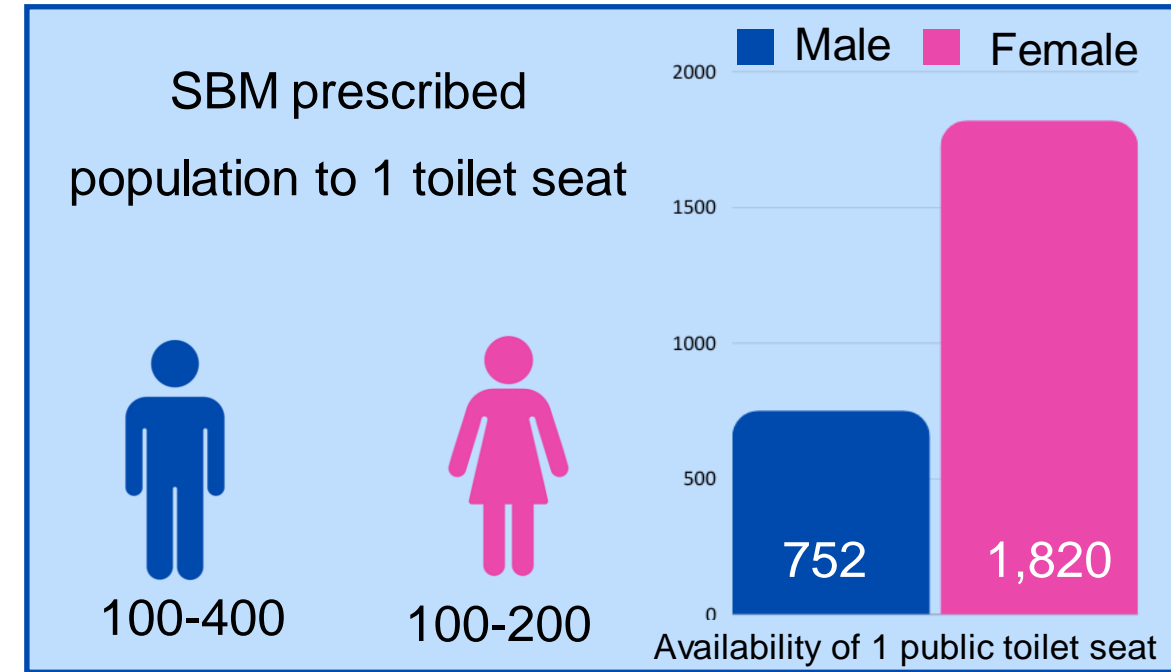
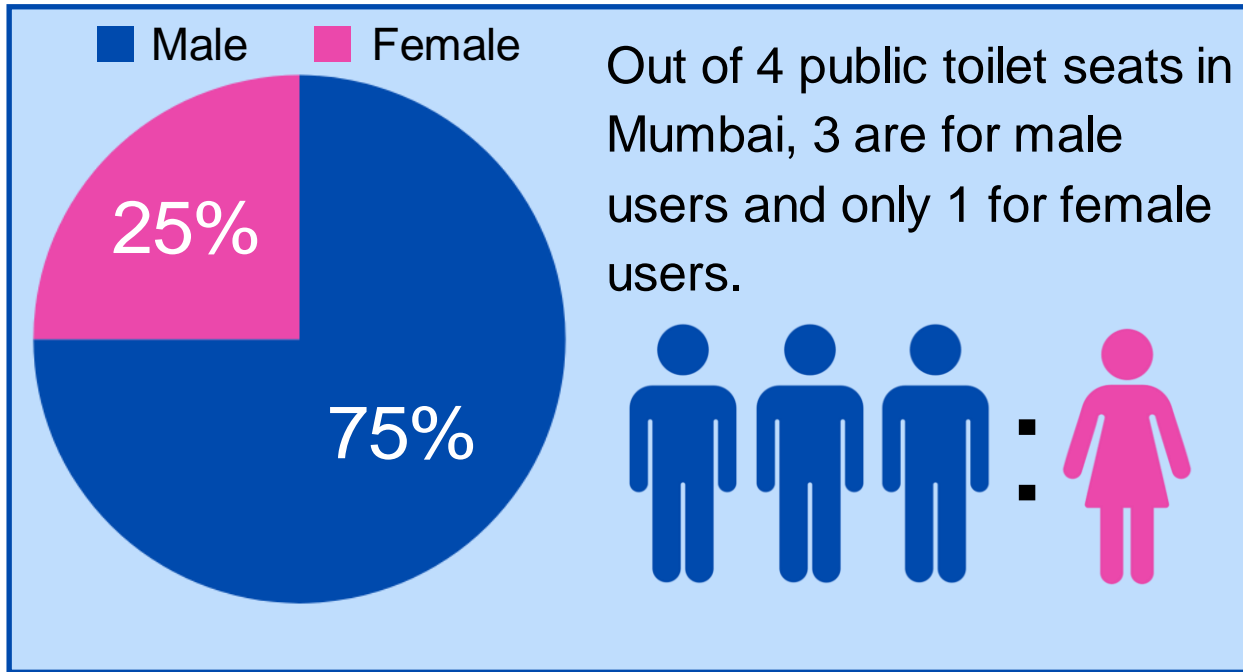
- All households that have space to construct a toilet, have constructed at least one toilet.
- All occupants of those households that do not have space to construct a toilet have access to a community toilet within a distance of 500 meters.
- All commercial areas have public toilets within a distance of 1 kilometre.
- The city has a mechanism in place through which fines are imposed on people found defecating in the open.

Swachh Survekshan is an annual survey by the Union Ministry of Housing and Urban Affairs, assessing solid waste management (SWM) aspects like door-to-door waste collection, source segregation, waste processing, dumpsite remediation, and cleanliness of residential areas, markets, water bodies, and public toilets

\* <http://swachhbharaturban.gov.in/writereaddata/SBMODFBook24May20.pdf?id=13j48tn4c0wzu2zr>

# Status of Mumbai's Public Toilet and Community Toilet Facilities

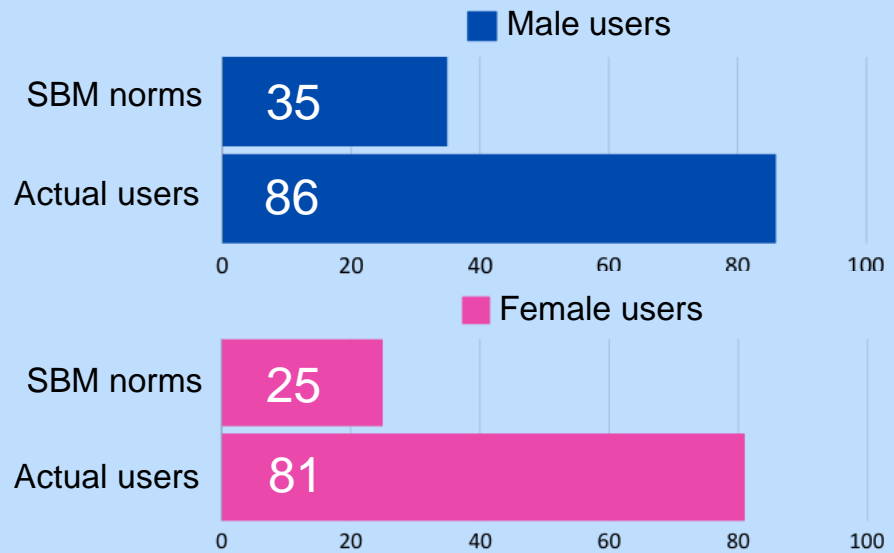
# 1 in 4 public toilet seat for Women in Mumbai as of 2023



- In C Ward, there is the highest gender disparity in public toilet seat availability. The gender-wise toilet ratio is 6:1 (Male: Female) here.
- Wards attracting higher floating population; A ward and B ward have a 3:1 and 4:1 respectively ratio of toilet seat allocation amongst male users and female users.

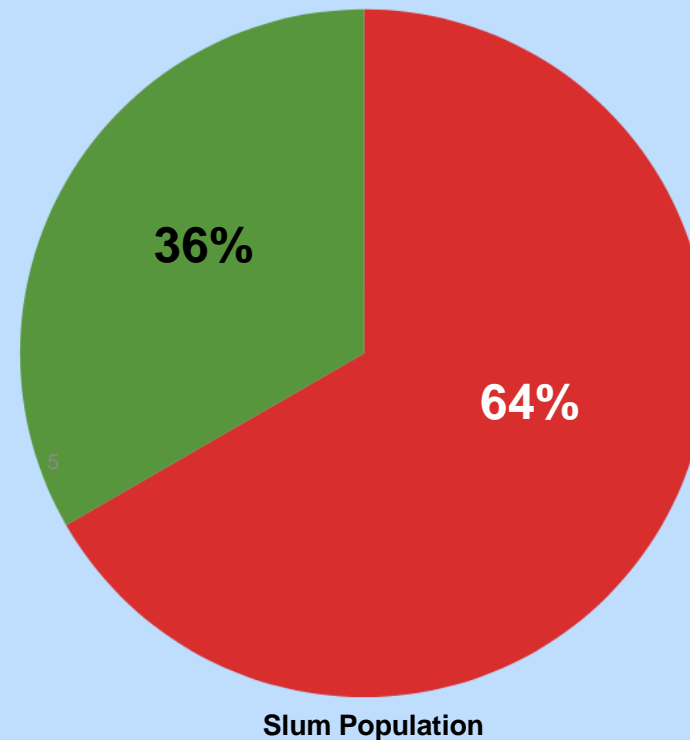
# Only 1 community toilet seat is available for every 443 users in Ward H/W as of 2023

## Slum Population to 1 Community Toilet seat ratio



## Total Slum population covered by total Community Toilet seats

Population current number of seats cannot serve  
Population current number of seats can serve

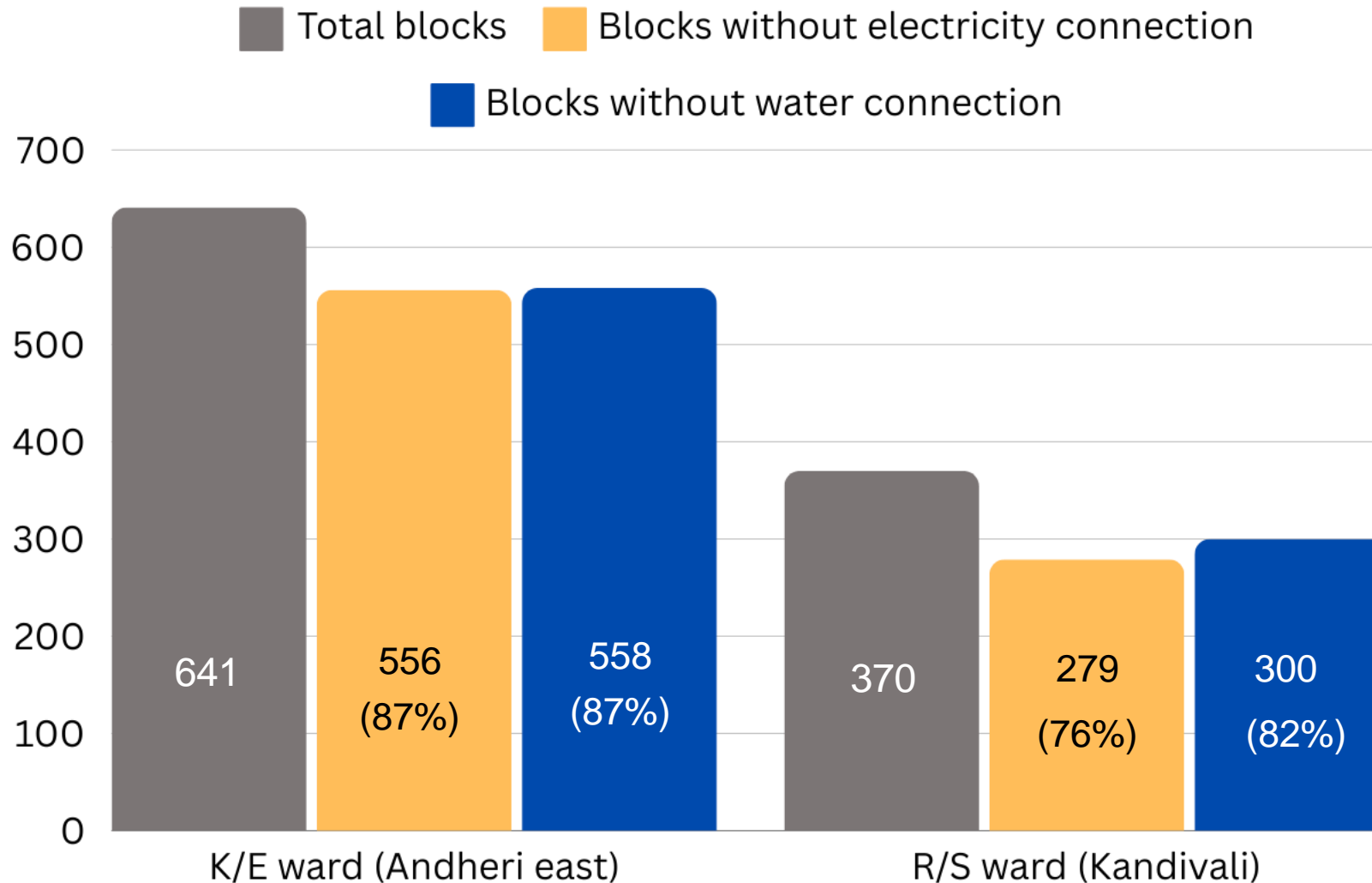


Based on a comparative analysis of community toilet seats and projected slum population 2023, current number of toilet seats is adequate to serve only 1/3 of the total slum population of the city.

(Projected Slum Population 2023 is derived by calculating "BMC Environment status report 2023"\* % Slum population 2011)

- 1 Community toilet seat is available for 249 users in Ward E and 119 users in F/S Ward.

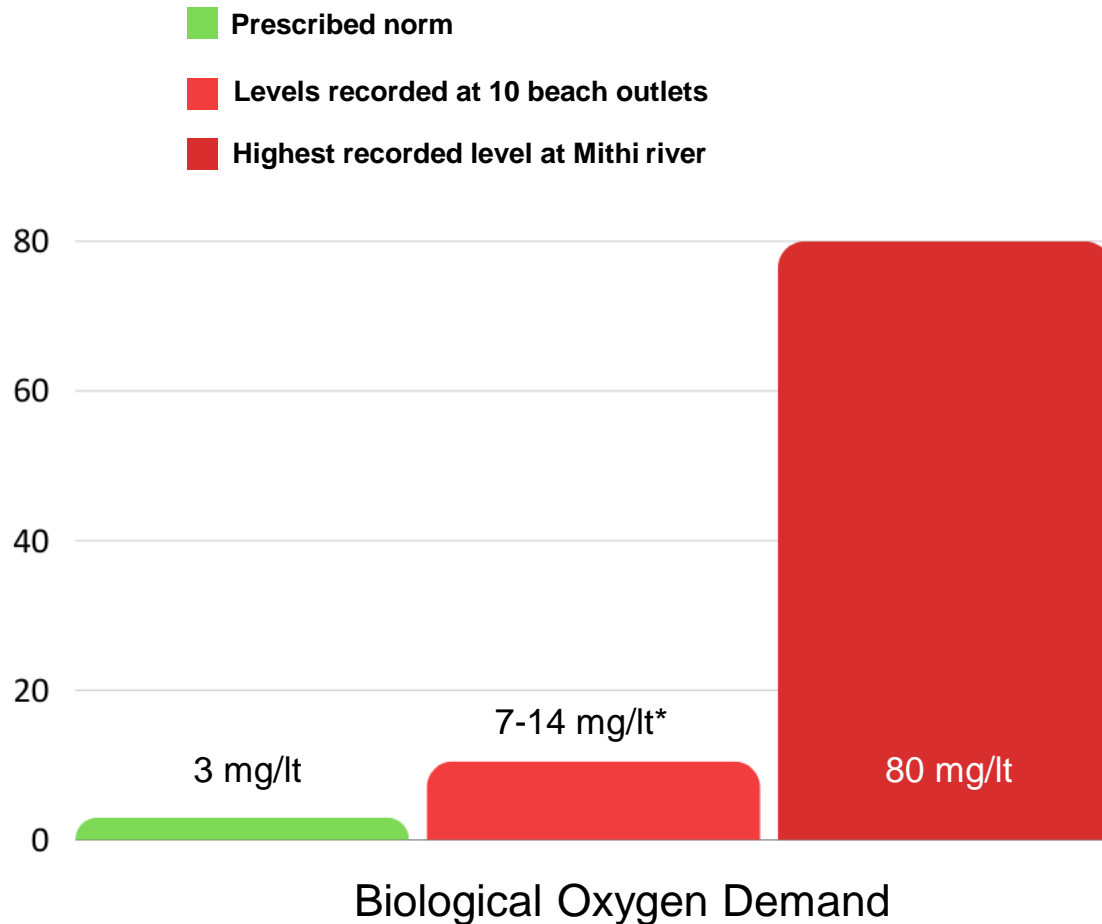
# Out of total Community Toilet Blocks in Mumbai 69% lack water connection and 60% lack electricity connection.



# Status of Mumbai's Water and Air Pollution

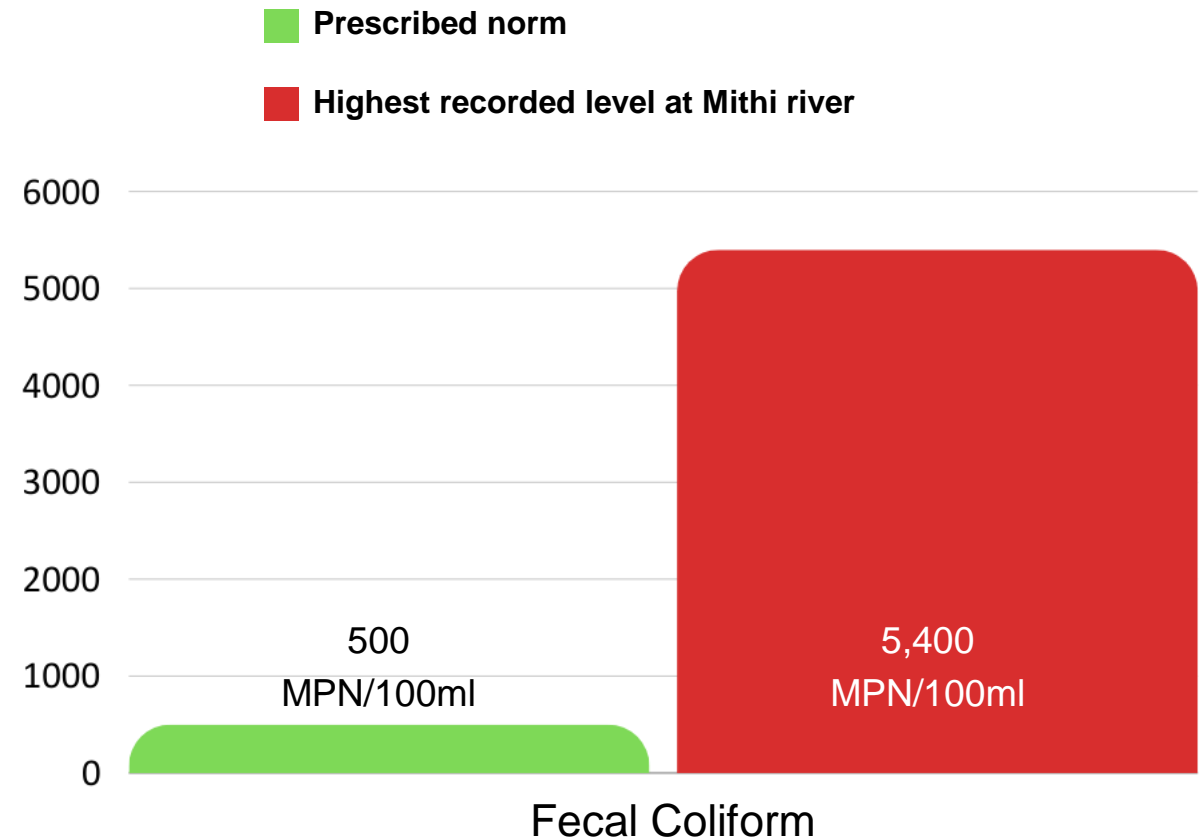
# Pollution Levels of Water Resources of Mumbai (as of 2022)

Levels of Biological Oxygen Demand (BOD) in Mumbai's river, sea and creek water are minimum 2-times or maximum 5 times higher than prescribed norms by the Central Pollution Control Board.



\*bar size reflects median number of minimum and maximum recorded level.

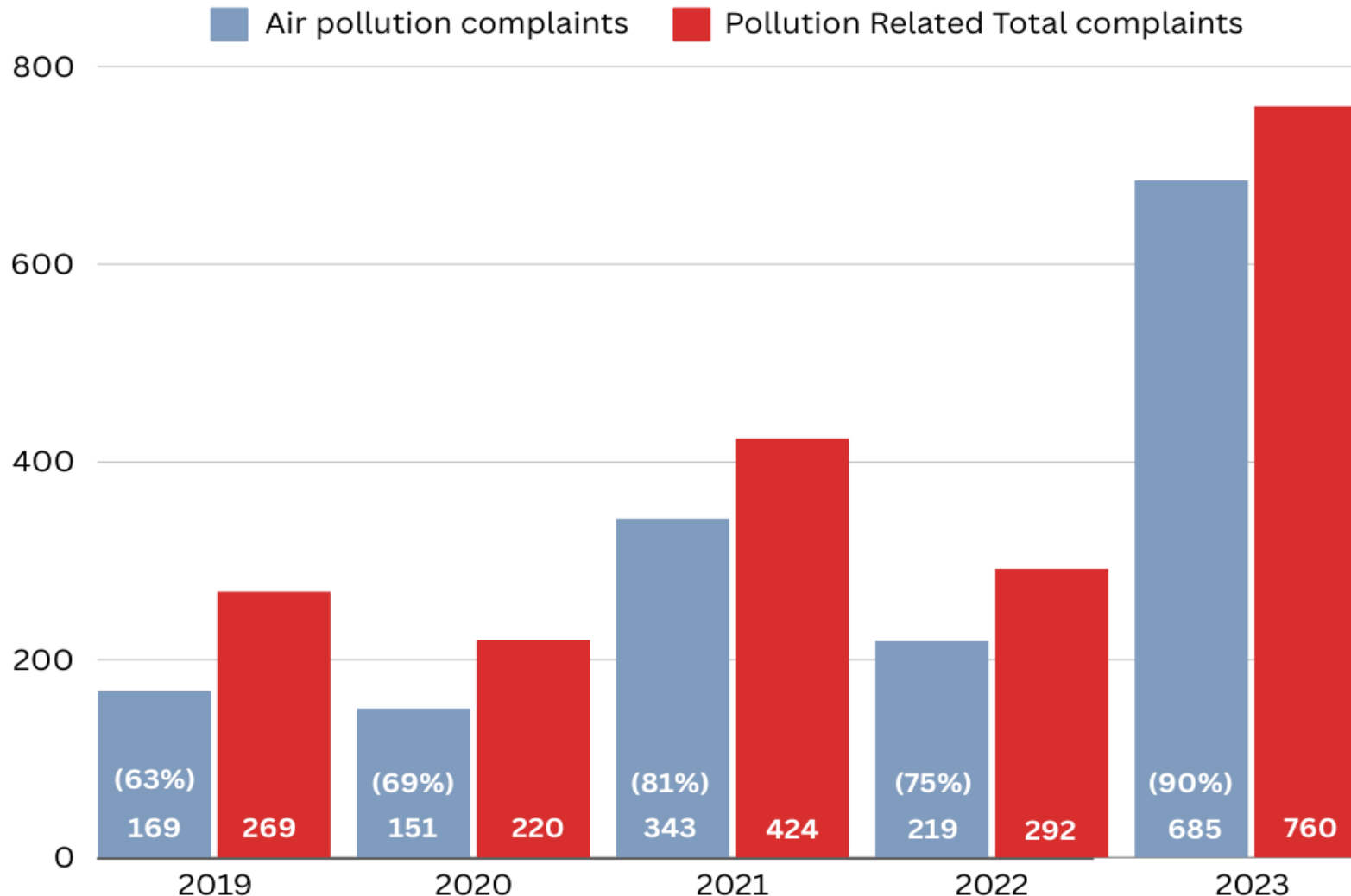
Levels of Fecal Coliform in Mumbai's Mithi River are much higher than prescribed norms by the Central Pollution Control Board.



Most Probable Number (MPN) is a method to estimate concentration of microorganisms in liquid.

For more details on Biological Oxygen Demand (BOD) and Fecal Coli Form refer : page no.26 of white paper.

# Pollution Related complaints in Mumbai as of 2023



- Complaints of Air Pollution **increased by 305% from 2019 to 2023**
- The quality of **air in the city decline by 22%** between 2019 to 2023.
- The total complaints related to 'Pollution' are **increased by 183%** from 2019 to 2023.

# Status of Public Grievances in Mumbai

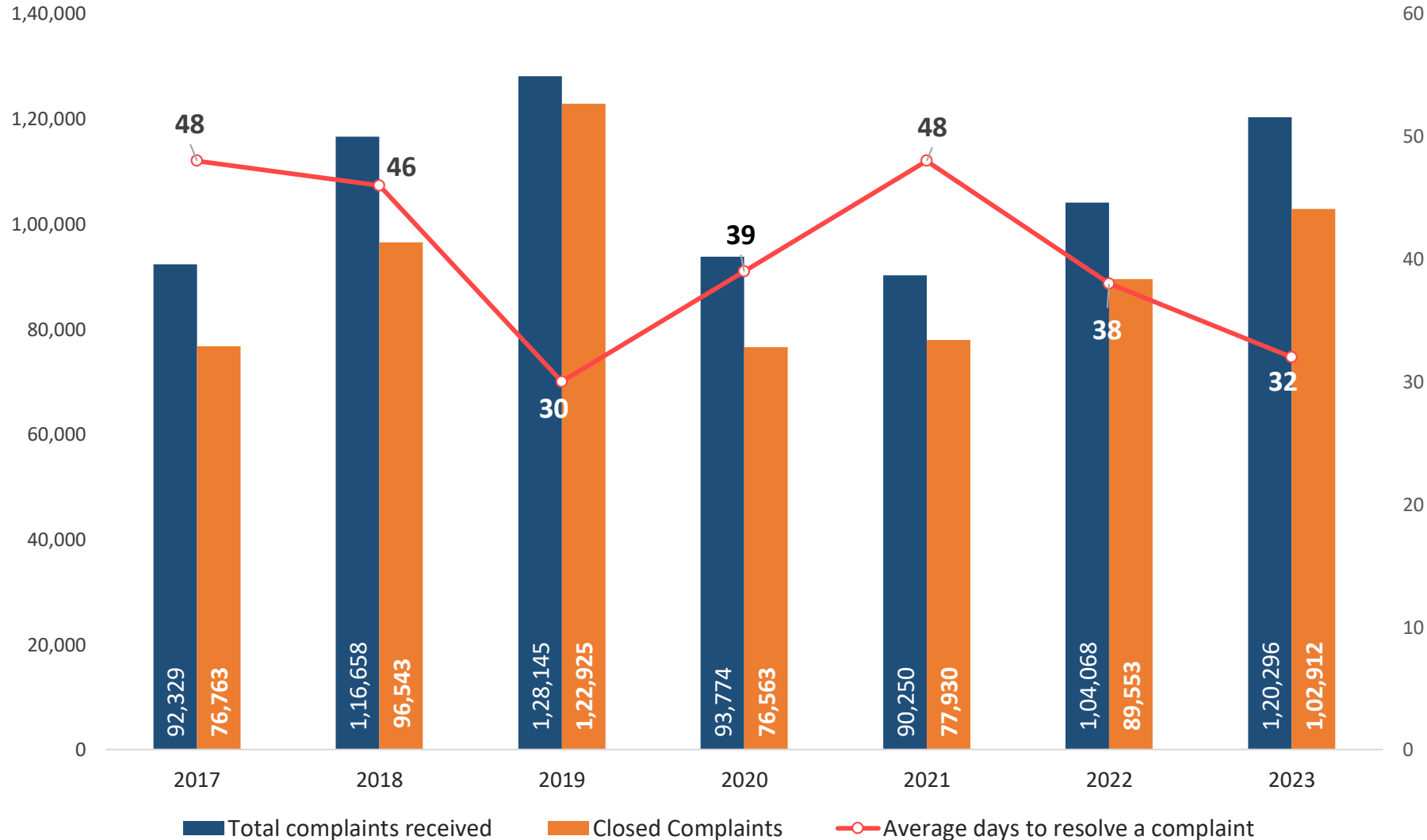
As per data by Centralised Complaint Management System (CCRS)

## Over the Past Decade from 2014 to 2023, total number of complaints increased by 50%

Complaints	2014	2023	% Changes from 2014 to 2023
Buildings	17,339	14,572	-16%
Colony Officer	1,023	1,056	3%
Drainage	9,394	18,751	100%
Estate	216	553	156%
Garden	1,595	3,644	128%
License	6,123	13,673	123%
BMC Related	504	759	51%
Medical Officer Health (MOH)	425	1,652	289%
Nuisance due to vagrants/animals	-	2,533	-
Pest control	5,048	8,328	65%
<b>Pollution</b>	<b>135</b>	<b>760</b>	<b>463%</b>
Roads	21,777	10,549	-52%
School	25	72	188%
Shop and Establishment	423	695	64%
<b>Solid Waste Management (SWM)</b>	<b>7,331</b>	<b>24,690</b>	<b>237%</b>
<b>Storm Water Drainage</b>	<b>1,160</b>	<b>2,713</b>	<b>134%</b>
<b>Toilet</b>	<b>257</b>	<b>544</b>	<b>112%</b>
Water Supply	7,645	14,752	93%
<b>Grand Total</b>	<b>80,420</b>	<b>1,20,296</b>	<b>50%</b>

- Complaints related to “Pollution” **multiplied by 463%** from 2014 to 2023
- Complaints on Solid Waste Management complaint increased by **237%** and Strom water drainage increased by **134%** from 2014 to 2023

# From 2017 and 2023, citizen complaints increased by 30%



As per the norms of **BMC Citizen Charter of Mumbai**, a civic complaint should be closed within 6 average days. Currently, a Civic Complaint is taking 32 Days on average to close.

**Note:** Data on Action Taken report is available since 2017 hence that year was considered for analysis.

**Bridge the Gender Gap by increasing Toilet Seats:** Public Toilet seats for women must be increased to ensure women get equal access to sanitation facilities. Construction of toilet seats must be prioritised in wards that draw a high floating population.

**Improve Community Toilets:** Ensure that all community toilets have a functioning water and electricity connections. Focus on wards with the highest deficiencies in these facilities. Additionally, the BMC should initiate start the programs such as SMPA (Swachh Mumbai Prabodhan Abhiyan) for the community toilets.

**Combat Air Pollution:** Implement comprehensive strategies to address deteriorating air quality. Analyze grievances on air pollution complaints to identify and address major sources of pollution. Ensure efficiency in AQI monitoring stations to identify the local causes of air pollution and provide timely solutions.

**Integrated Data Management:** Data on public and community toilets must be maintained and regularly monitored in a centralised manner. This will ensure more accurate information for making policy on this topic.

**Advocating for Civic Issues and Basic Services:** Public and Community Toilets fall under the jurisdiction of BMC. The absence of people's representative for more than 2 years now has impacted deliberation on civic facilities. There is a dire need for the respective authorities to introspect on how citizens issues can be discussed and addressed democratically in the local governments.

# Thank You



[www.praja.org](http://www.praja.org)



[info@praja.org](mailto:info@praja.org)



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