

WHITE PAPER



Report on Working of Ward Committees in the City of Mumbai and Civic Problems Registered by Citizens

(January 2012 to December 2013)

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Supported by:

Narotam Sekhsaria Foundation

Friedrich Naumann
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I. Foreword

During the recently concluded campaign trail for Lok Sabha elections, if one browsed through the newspapers, it was clear that the vast majority of the electorate were bothered about price rise and civic amenities that would improve their living conditions. Everything else came secondary. Indeed, civic amenities are one of the most crucial functions in any democracy. While it might not come under the direct purview of Lok Sabha, elections are fought on these issues – roads, health, sanitation, crime and education.

That is perhaps the reason we at Praja consider the civic governance of a city as the quintessential foundation of a democracy. And our focus has continued to remain on improving the civic governance of our beloved city. We believe one of the basic tenets of improving the civic governance of our city is for our elected representatives to be alert and ask the right questions to the executive to benefit their constituents who have elected them. Praja has been constantly working towards empowering the citizen and the elected representatives towards achieving the same.

I must confess, our latest Report on Working of Ward Committees in the City of Mumbai and Civic Problems Registered by Citizens (January – December 2013) makes me proud of the few positive results on account of Praja's relentless campaign to improve the civic governance of the city. The positive outcomes are minor, and still leave a lot to be desired, but I hope some of this is due to us.

I have always maintained that one of the prime responsibilities of the Municipal Councillors elected by the citizens of the 227 councillor's constituency is to ask right questions in the ward committees - questions that address the civic needs of their constituents! The questions asked in all ward committee committees actually compel the municipal administration to redress the issues of the wards and the constituents, leading to better governance of the city.

Against this backdrop when we discover that seven elected municipal councillors have not asked a single question for the past two years – since the time they have been elected – it saddens us. We can find absolutely no justification in not asking a single question in any of the forums at the numerous ward committee committees during their entire tenure. Are they doing their job that their constituents elected them for?

And yet, I am particularly happy to note that during the 10 month period between March 2013 and December 2013, the total number of question asked in the ward committee meetings by the councillors increased by a hefty 26% compared to the same period the year before. A total number of 852 questions during the 10 month period in 2013 against 678 asked during the same 10 months in 2012. Of these 852 questions, only 15% questions related to renaming of roads in 2013. In the 10 month period during 2012, 19% questions related to renaming of roads.

It might be only a 4% drop, but our councillors might have grasped the mockery they make of their civic responsibility when they ask questions on renaming of roads when the wards are suffering from a plethora of serious issues! Moreover, the number of councillors who asked absolutely no question during the 10 month period has come reduced drastically from 45 in 2012 to 28 in 2013! And the number of councillors who asked more than 10 questions during the period increased from 3 to 11 in 2013! Indeed, these may be very minor

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accomplishments for any pride, but I do think Praja deserves some credit for this wake-up call among the elected representatives of MCGM.

But what's even more disheartening to note is that the MCGM administration has failed to answer 34% point of order questions asked by councillors. Point of order questions are asked in ward committee meetings on crucial issues that might have suddenly cropped up. In all probability these point-of-order questions are of dire significance for the wards and the constituents. The administration is supposed to consider these questions as extremely crucial and need to respond promptly. Alas, over 34% of them were not answered by MCGM. The municipal commissioner will do well to take note of this lapse.

The complaints on roads have increased by 41.1% in the year 2013. This sudden rise is primarily due to the new Potholes complaint system developed by the corporation, whereby citizens can complain through their mobile handsets that gets registered on MCGM's online complaint system. Praja would urge MCGM to introduce similar complaint systems for other civic issues in addition to just potholes on the roads. Drainage, sewage, cleanliness, water, and other important civic responsibilities should also be included in the technologically advanced complaints management systems.

There is a need for a technologically advanced, centralised, user-friendly and effective complaints redressal mechanism. All complaint portals need to be integrated with the Centralised Complaint Registration System (CCRS). The MCGM officers need to include an ACTION TAKEN REPORT (ATR) on the complaints, which should include the councillor code number to track down the officer who has/should have resolved the complaint. ATR should be shared with the complainant. A complaint should be closed only after satisfaction of the complainant. A robust Standard Operating Procedure (SOP) needs to be adopted and strictly followed by the administration for redressing complaints. Only then will the Citizens participate more actively by using grievance systems and pressurise the Municipal Corporation to provide better civic services.

To strengthen the functioning of Ward Committees, councillors need to deliberate the problems in their ward and address them effectively in the ward committees. They need to study civic issues pertaining to their constituency, prepare their agendas and push these in the Committee meetings in a planned way. They need to follow up with the Administration regularly and demand answers.

As you go through the report, you will realise the number of civic issues that plagues the city and how the councillors, the ward committee office bearers and the MCGM administration need to work in tandem to improve the civic governance of the city.

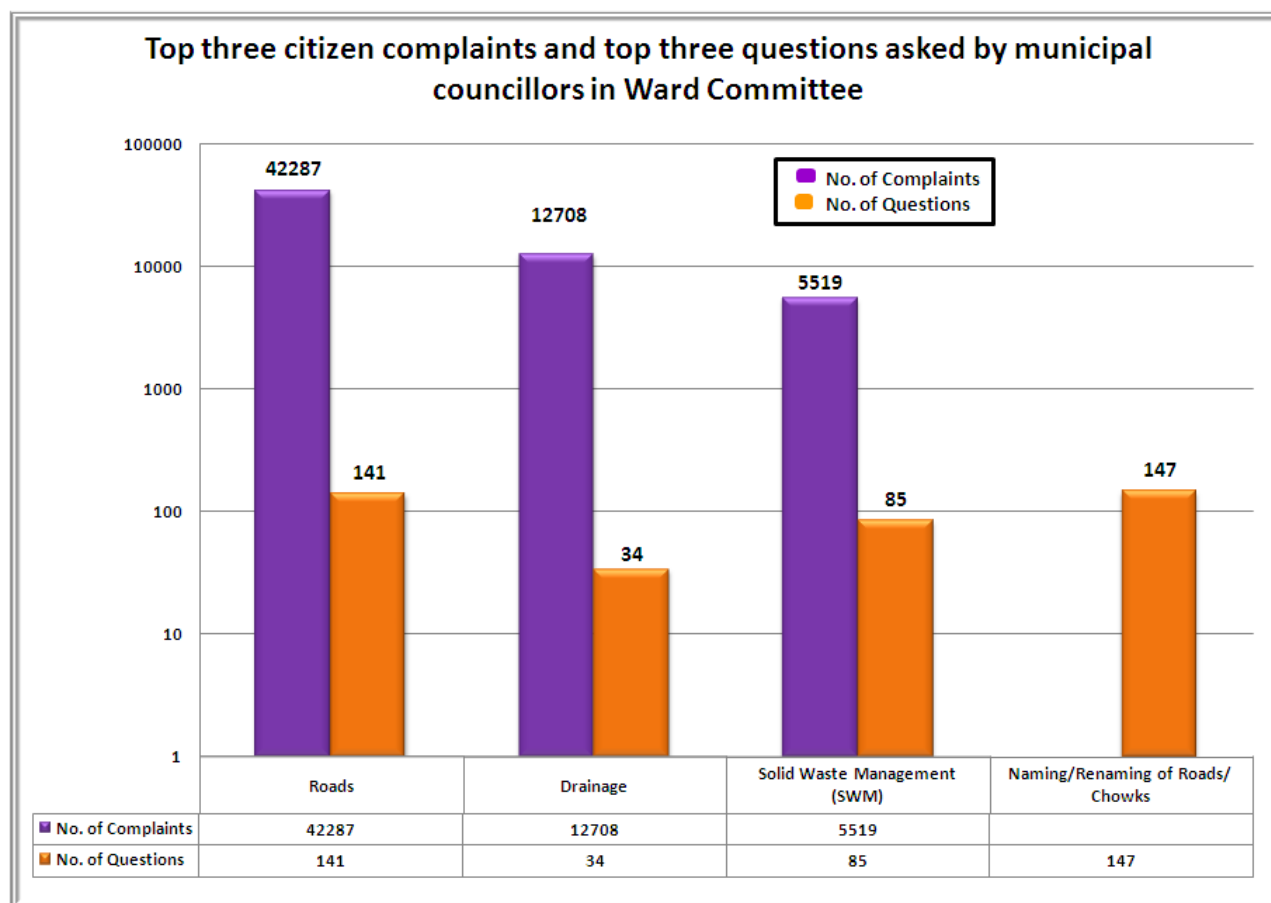
NITAI MEHTA

Founder Trustee, Praja Foundation

II. Part A – Summary Data

Section I: Comparison of most frequent complaints by citizens and questions asked by municipal Councillors in Ward Committees

Graph 1: Comparison between top three citizen complaints¹ and related questions asked by municipal councillors in the *Ward Committees in calendar year 2013*



Inference:

The above data presents the top three categories of complaints registered (*viz. Roads, Drainage and Solid Waste Management*) with the Municipal Corporation of Greater Mumbai (henceforth, MCGM) across the 24 municipal wards and the top issues raised (questions asked) by all the 227 elected municipal councillors in their respective ward committee meetings from January 2013 to December 2013.

While the issue most affecting citizens was Roads (42,287 complaints), our Municipal Councillors were more focused on raising the issue of ‘Renaming of roads/chowks’, with maximum number of questions (147) asked on the latter.

¹The complaints registered data is obtained through RTI from the Central Complaint Registering System (CCRS) of the MCGM.

Section II: City Summary

Table 1: Top Four² Civic Complaints by Citizens in Mumbai during calendar years 2012 and 2013

Issues	Complaints		Increase from 2012 to 2013 (in %)
	2012	2013	
Roads	29967	42287	41.1%
Drainage	16194	12708	-21.5%
Solid Waste Management (SWM)	6562	5519	-15.9%
Water Supply	6215	6075	-2.3%
Other Complaints ³	33891	35799	5.6%
Mumbai	92,829	102,388	10.3%

Inference:

- **Complaints on 'Roads' have increased by 41.1% in the year 2013 from the previous year.** *This increase is primarily due to the new Potholes complaint system developed by the Corporation. This only emphasises the need for a technologically advanced, centralised, user-friendly and effective complaints redressal mechanism.*
- **Drainage Complaints decreased by 21.5% in the year 2013.**
- **Water supply related complaints decreased by 2.3% in the year 2013.**
- **Total complaints have seen an increase of 10.3%, primarily because of the introduction of an advanced system to track potholes, which has in turn led to registration of complaints that were not being captured earlier, mainly due to lack of an updated complaint redressal system.**

²As per complaints registered in the year 2013

³ Other complaints include Buildings, Colony Officer, Estate, Garden, License, MCGM related, MOH, Pest control, Pollution, Roads, School, Shop and Establishment, SWD and Toilet.

Table 2: Sub-issue wise top four Civic Complaints by Citizens during the calendar years 2012 and 2013

Issues/Sub-issues	2012	2013	Increase from 2012 to 2013 (in %)
Roads			
Bad Patches / Potholes on the Roads	26171	38279	46.3%
Municipal Land - Road/ Footpath/SWD	1822	2028	11.3%
Resurfacing of Roads	1056	988	-6.4%
Total complaints	29967	42287	41.1%
Drainage			
Drainage Chokes and Blockages	10924	8264	-24.4%
Overflowing drains of manholes	3290	2679	-18.6%
Replacement of Missing / Damaged Manhole	989	932	-5.8%
Total complaints	16194	12708	-21.5%
Solid Waste Management (SWM)			
Garbage not lifted from House/ Gully/ Municipal Market/Road/Authorised collection point	2533	2085	-17.7%
Removal of Debris	890	889	-0.1%
Garbage lorry not reported for service/ Lorry not covered	826	411	-50.2%
Lifting of Tree Cutting		503	
Total complaints	6562	5519	-15.9%
Water Supply			
Shortage of Water Supply	2402	2000	-16.7%
Leaks in Water Lines	1896	1968	3.8%
Unauthorised Tapping of Water Connection	793	817	3.05
Total complaints	6215	6075	-2.2%

Inference:

- Complaints on 'Bad Patches / Potholes on the Roads' saw the highest increase, of 46.3 %, between calendar years 2012 and 2013. Total 'Roads' Complaints have seen an increase of 41.1%.
- Complaints on 'Leaks in Water Lines' have increased by 3.8% from 2012 to 2013.
- On the other hand, there has been a decrease in complaints for Drainage (-21.5%), Solid Waste Management (SWM) (-15.9%) and Water Supply (-2.2%).

Section III: Functioning of Ward Committees

Functioning of the Ward Committees:

‘Ward Committees’ are one of the most crucial mechanisms available to Municipal Councillors for conducting deliberations for delivering effective governance. Issues of prime significance to citizens’ daily lives related to civic amenities such as road, 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.

Table 3: Total number of Meetings, Attendance and Questions during March 2012 to December 2013

Ward Committee			
Year	Total Meetings	Attendance in (%)	Total Questions
Mar’12 to Dec’12	209	82%	678
Mar’13 to Dec’13	215	79%	852
Jan’13 to Dec’13	265	79%	988

- Attendance of Councillors decreased by 3 % from March’12-December’12 to March’13-December’13.
- Questions asked by Councillors increased by 26% from March’12-December’12 to March’13-December’13.

Table 4: Number of questions asked by Councillors during March 2012 to December 2013

Category	No. of Members		
	Mar’12 to Dec’12	Mar’13 to Dec’13	Jan’13 to Dec’13
Zero Question	45	28	19
1 to 5 Questions asked	148	145	142
6 to 10 Questions asked	31	43	54
Above 10 Questions asked	3	11	12
Total Members	227	227	227

- Number of Councillors who did not ask any questions has decreased from 45 during March’12-December’12 to 28 in March’13-December’13.
- Number of Councillors who asked more than 10 questions have increased from 3 during March’12-December’12 to 11 in March’13-December’13.

Table 5: Issue-wise number of questions asked during March 2012 to December 2013

Issues	Questions asked (Mar'12 to Dec'13)		
	Mar'12 to Dec'12	Mar'13 to Dec'13	Jan'13 to Dec'13
Drainage	30	27	34
Solid Waste Management (SWM)	62	82	85
Water Supply	47	38	44
License	29	39	50
Roads	102	114	141
Storm Water Drainage	31	45	51
Toilets	19	18	22
Pest control	11	12	13
Garden/Open spaces	28	37	38
Community Development	13	27	29
Health	19	17	18
Education	19	26	29
Naming/Renaming of Roads/ Chowks	127	126	147
Other issues related	141	244	287
Total	678	852	988

Inference:

- Highest number of questions (147) were asked on Naming/Renaming of Roads/ Chowks in year January 2013 to December 2013.
- 12% increase in Councillors asking questions on roads from Mar'12 – Dec'12 to Mar'13 – Dec'13.

Devices for raising questions/grievances in ward committee meetings:

Councillors use various devices to enable them to know about the functioning of various committees, monitor performance of Administration and resolve citizen's problems.

1. **Short Notice Questions:** Councillors can raise civic issues and follow up on them with the Administration through Short Notice Questions. These questions should be of urgent civic importance. For instance, those causing harm to lives of citizens such as building collapse or fire etc. Such urgent matters are admitted and the Commissioner is accountable to answer them. In cases of not so urgent matters, the written questions are sent by the Councillors to the Assistant Commissioner, who sends answers to respective Councillors. The Short Notice Question should be specific and related to only one matter at a time and should be framed in not more than 2-3 sentences. For example, 1) Is it true that Mumbai city has severely caught up with Swine Flu?, 2) How many patients are being treated in Mumbai in Kasturba and other hospitals?, 3) Why has the indigenous vaccine for Swine Flu not yet been procured in Mumbai? Please give detailed information. The Short Notice Questions are not discussed in the House.

2. **Notice of Motions:** Councillors may ask for a statement to be made by the Commissioner on an urgent matter relating to the Administration by giving at least one hour notice before the meeting. The Commissioner answers the notice in writing and no discussion can be done on the answers. The Councillors may present a Notice of Motion on matters of importance and in the interest of Mumbai city. The Motion should be presented in a general form and should be in the interest of the public at large.

3. **Adjournment Motion:** The Councillors may bring to the notice of the House any incidences where citizens are facing severe problems due to specific reasons, and the concerned officers and ward in-charge have not taken due action despite bringing the matter to their attention. In such cases, Councillors can propose an Adjournment Motion, as a protest against the inaction of the Administration. The notice for the Adjournment Motion should be given at least half an hour before the meeting of the House. The proposal is accepted by majority vote. In case the Councillors directly present an Adjournment Motion in the House without prior notice, then it is treated as a *Simplicitor*, which is not discussed in the House and passed only with unanimous voting.

4. **Amendments proposed:** When a Councillor has any objection about a topic on the meeting agenda, if s/he thinks it is inadequate, s/he can present a notice to the Administrative office for Amendment in order to reconsider the topic. If a Councillor wants to present an Amendment, it is customary that s/he is allowed to speak first.

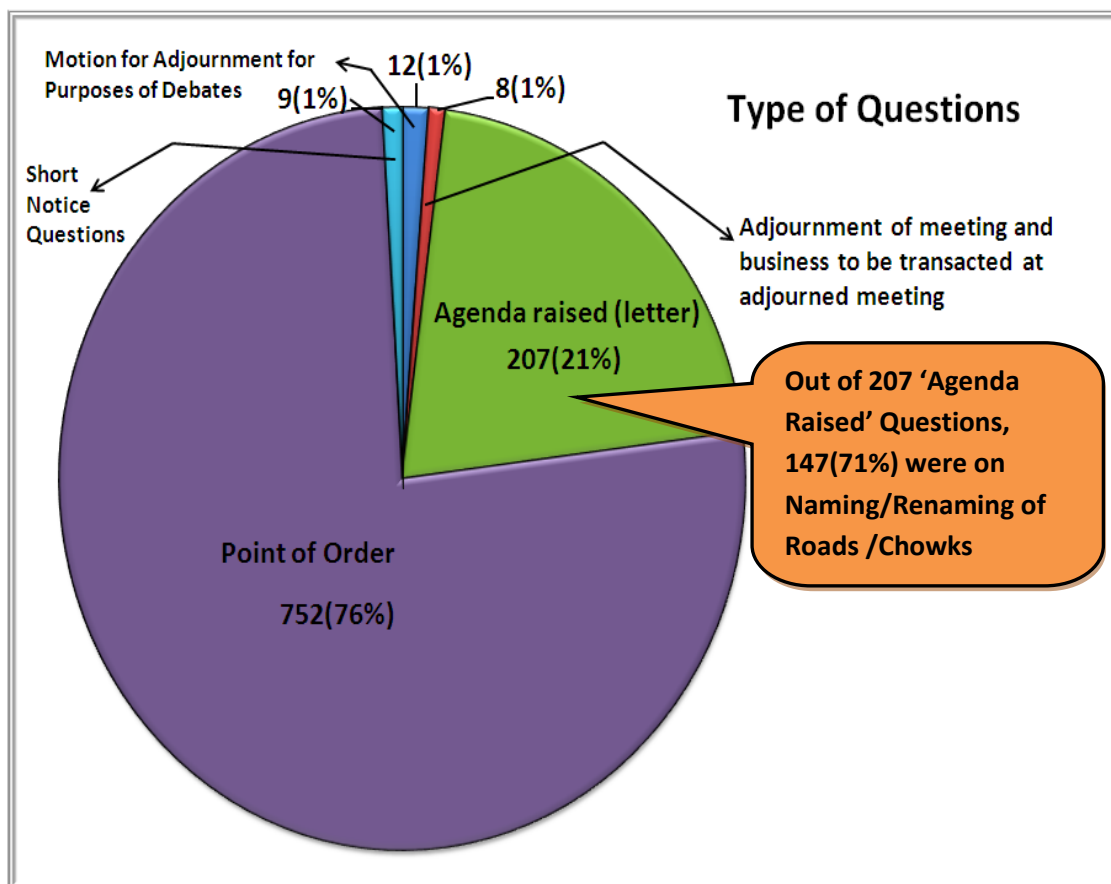
5. **Proposal raised/agenda raised/ letter to raise issues:** When a Councillor wants to raise any agenda or question, he /she writes a letter for the same, following which it appears in the agenda for discussion in the meeting.

6. **Point of Orders:** The Councillor, in order to bring any serious incident in his/her constituency to the notice of the House, can raise a Point of Order. There are specific rules on when and how the Point of Order can be raised apart from precedents. The Point of Order can be raised while a subject is being discussed in the house, provided it is related to that subject. The Committee Chairperson has a right to decide whether or not to allow a discussion on the Point of Order. The Committee Chairperson announces the decision on the Point of Order. In case the

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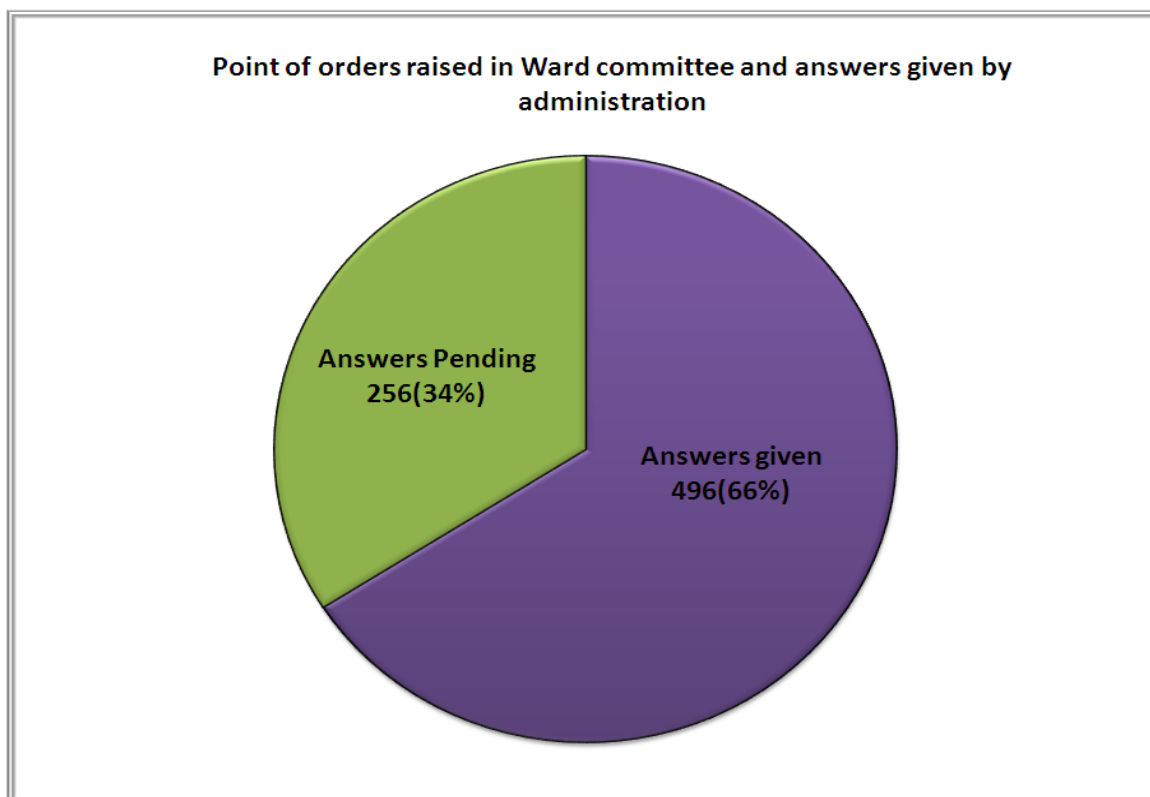
information provided is inadequate to reach a decision, it is presented in the subsequent meeting. The decision by the Ward Committee Chairperson is deemed final and in cases of disagreements, it can only be challenged in the Court.

Chart 1: Types of devices used by councillors in year 2013



Out of a total 988 questions, 752(76%) were Point of Order questions.

Chart 2: Answers given by Administration to Point of Order questions raised in Ward committee meetings in Year 2013



Inference:

- Out of 752 point of orders, Administration has given answers to only 496 (66%) and 256 (34%) Point of Orders are pending. Councillors need to bring their issues to the agenda of the meeting beforehand and not use point of orders only. It is expected that Councillors should study letters and documents sent by the Municipal Secretary from time to time before participating in the meetings. Another critical point is that the Administration is not participating proactively in the Ward Committee meetings.

Table 6: Top three wards in complaints and questions asked in proportion to the ward population in year 2013

Top three Ward in complaints		F/N	F/S	S
Population in 2011		529034	360972	743783
No. of Councillors		10	7	13
Total Complaints		3088	1980	4014
Road	Complaints	1675	1043	2005
	Questions asked	4	2	5
Drainage	Complaints	425	253	291
	Questions asked	1	1	1
SWM	Complaints	148	111	183
	Questions asked	3	1	3
Total Questions		25	16	40
Naming/Renaming of Roads		7	5	5

Inference:

- F/ N (3088), F/S (1980) and S (4014) are top three wards with highest number of complaints in proportion to their population.
- Councillors from F/N (10), F/S (7) and S (13) wards have asked less questions pertaining to citizen's complaints and more on 'Naming/Renaming of Roads'.
- During this year, the maximum numbers of complaints for these three wards were related to Roads.

Table 7: Top three wards in complaints and questions asked in year 2013

Top three wards in complaints		K/E	K/W	L
No. of Councillors		15	13	15
Total Complaints		6844	8412	9136
Road	Complaints	2649	2309	2360
	Questions asked	10	9	14
Drainage	Complaints	850	1317	1147
	Questions asked	0	3	2
SWM	Complaints	431	517	274
	Questions asked	10	8	7
Total Questions		49	63	99
Naming/Renaming of Roads		2	9	9

- K/ E (6844), K/W (8412) and L (9136) are top three wards with highest number of complaints.
- Councillors from K/ E (15), K/W (13) and L (15) wards have asked less questions pertaining to citizen's complaints.

Table 8: Top three wards in questions asked in proportion to the councillors elected from the ward in year 2013

Top three wards in total questions	G/S	L	R/S
No. of Councillors	9	15	11
Total Questions	60	101	82
Questions asked on following issues			
Roads	4	14	10
Drainage	4	2	4
SWM	4	7	12
Naming/Renaming of Roads	7	9	12
Total Complaints	2612	9136	4261

Inference:

- G/S (60), L (101) and R/S (82) are top three wards for questions asked in year 2013.
- Among top three wards Councillors of R/S ward have asked 12 questions on 'Naming/Renaming of Roads'.

III. Part B – Ward-Wise Data

Section I: Civic Complaints Data

Table 9: Ward-wise total complaints in year 2012 to 2013

Ward	Population 2011	Total Complaints		Increase from 2012 to 2013 (in %)
		2012	2013	
A	185014	2511	2646	5%
B	127290	2537	2571	1%
C	166161	3275	2483	-24%
D	346866	5197	4983	-4%
E	393286	3236	3299	2%
F/N	529034	2546	3088	21%
F/S	360972	2426	1980	-18%
G/N	599039	5477	4441	-19%
G/S	377749	3053	2612	-14%
H/E	557239	2812	3383	20%
H/W	307581	2930	4014	37%
K/E	823885	6423	6844	7%
K/W	748688	6977	8412	21%
L	902225	7304	9136	25%
M/E	807720	4260	5615	32%
M/W	411893	3139	3618	15%
N	622853	3011	4013	33%
P/N	941366	5738	6120	7%
P/S	463507	3652	3995	9%
R/C	562162	4203	4534	8%
R/N	431368	2371	2791	18%
R/S	691229	4533	4261	-6%
S	743783	3025	4014	33%
T	341463	2046	2717	33%
MCGM-other agency ⁴		147	818	456%
Total	12442373	92829	102388	10%

Inference:

- H/ W ward reported highest (37%) increase in total number of complaints from year 2012 to year 2013.
- There has been a decrease in total number of complaints in the following wards C(-24%), D(-4%), F/S(-18%), G/N(-19%), G/S(-14%) and R/S(-6%).

⁴ MCGM-other agencies include: (SWD) Western Suburbs ,SWD ONM,(SWD) Eastern Suburbs, Hydraulic Engineers(HE), Sewage Project(SP), Water SUPPLY Projects(WSP),Strom Water Drainage(SWD), Sewerage Projects(Micro Tunneling), construction (CITY), construction (EASTERN).

Table 10: Ward-wise top civic complaints for the calendar years 2012 and 2013

Ward	Population in 2011	Roads			Drainage		
		2012	2013	Increase from 2012 to 2013 (in %)	2012	2013	Increase from 2012 to 2013 (in %)
A	185014	1119	1602	43%	428	323	-25%
B	127290	1151	1229	7%	363	280	-23%
C	166161	1081	1002	-7%	625	357	-43%
D	346866	1807	2487	38%	1190	499	-58%
E	393286	1171	1619	38%	640	496	-23%
F/N	529034	1153	1675	45%	418	425	2%
F/S	360972	1354	1043	-23%	349	253	-28%
G/N	599039	1706	2003	17%	1115	455	-59%
G/S	377749	827	1061	28%	627	555	-11%
H/E	557239	761	1479	94%	600	599	0%
H/W	307581	786	1733	120%	762	655	-14%
K/E	823885	2089	2649	27%	1133	850	-25%
K/W	748688	2215	2309	4%	1500	1317	-12%
L	902225	1259	2360	87%	1241	1147	-8%
M/E	807720	890	1815	104%	496	392	-21%
M/W	411893	741	1148	55%	760	593	-22%
N	622853	811	1505	86%	687	624	-9%
P/N	941366	1746	2475	42%	621	591	-5%
P/S	463507	1266	1631	29%	555	501	-10%
R/C	562162	1285	2115	65%	763	633	-17%
R/N	431368	931	1498	61%	251	228	-9%
R/S	691229	1332	1258	-6%	495	394	-20%
S	743783	1332	2005	51%	314	291	-7%
T	341463	1007	1768	76%	261	250	-4%
MCGM-other agency ⁵		147	818	456%			
Total	12442373	29967	42287	41%	16194	12708	-22%

- H/E (94%), H/W (120%), L (87%) and M/E (104%) recorded the highest increase in complaints related to roads; H/W ward recorded highest (120%) increase in complaints related to roads.
- 456% increase in complaints of other MCGM agencies on Voice of Citizen Portal.
- F/N ward is the only ward to record an increase in drainage complaints (2%).
- There was a slight decrease in complaints on Roads in C (-7%), F/S (-23%) and R/S (-6%) wards.

⁵ MCGM-other agencies include: (SWD) Western Suburbs ,SWD ONM,(SWD) Eastern Suburbs, Hydraulic Engineers(HE), Sewage Project(SP), Water SUPPLY Projects(WSP),Strom Water Drainage(SWD), Sewerage Projects(Micro Tunneling), construction (CITY), construction (EASTERN).

Table 11: Ward-wise top civic complaints for the calendar years 2012 and 2013

Ward	Population 2011	SWM			Water Supply		
		2012	2013	Increase from 2012 to 2013 (in %)	2012	2013	Increase from 2012 to 2013 (in %)
A	185014	231	189	-18%	79	65	-18%
B	127290	195	156	-20%	76	74	-3%
C	166161	394	235	-40%	325	159	-51%
D	346866	627	628	0%	301	155	-49%
E	393286	195	164	-16%	213	169	-21%
F/N	529034	222	148	-33%	121	98	-19%
F/S	360972	157	111	-29%	47	66	40%
G/N	599039	752	271	-64%	229	198	-14%
G/S	377749	243	159	-35%	120	55	-54%
H/E	557239	116	111	-4%	145	101	-30%
H/W	307581	125	166	33%	134	159	19%
K/E	823885	352	431	22%	404	353	-13%
K/W	748688	336	517	54%	320	289	-10%
L	902225	269	274	2%	492	473	-4%
M/E	807720	250	178	-29%	1077	1322	23%
M/W	411893	200	149	-26%	664	582	-12%
N	622853	309	249	-19%	307	379	23%
P/N	941366	289	269	-7%	252	265	5%
P/S	463507	283	243	-14%	149	161	8%
R/C	562162	338	265	-22%	163	256	57%
R/N	431368	85	63	-26%	59	74	25%
R/S	691229	267	281	5%	266	245	-8%
S	743783	237	183	-23%	182	275	51%
T	341463	90	79	-12%	90	102	13%
Total	12442373	6562	5519	-16%	6215	6075	-2%

Inference:

- H/W (33%), K/E (22%), K/W (54%), L (2%) and R/S (5%) are top five wards with sharpest increase in number of complaints on Solid Waste Management from year 2012 to year 2013.
- F/S (40%), M/E (23%), N (23%), R/C (57%), R/N (25%) and S (51%) are top five wards with sharpest increase in number of complaints on Water Supply from year 2012 to year 2013.
- K/W ward reported highest (54%) increase on complaints related to Solid Waste Management from 2012 to 2013.
- R/C ward recorded highest (57%) increase on complaints related to Water Supply.
- Overall, there was a decrease in Solid Waste Management complaints (-16%) and Water Supply (-2%) complaints, as compared to the previous year.

Table 12: Ward-wise top three Road related civic complaints in the years 2012 to 2013

Ward	Population 2011	Road								
		Bad Patches / Potholes on the Roads			Municipal Land - Road/ Footpath/SWD			Resurfacing of Road		
		2012	2013	Increase from 12 to 13 (in %)	2012	2013	Increase from 12 to 13 (in %)	2012	2013	Increase from 12 to 13 (in %)
A	185014	1000	1501	50%	80	48	-40%	27	42	56%
B	127290	1079	1151	7%	51	48	-6%	12	20	67%
C	166161	974	918	-6%	61	51	-16%	38	25	-34%
D	346866	1557	2254	45%	110	93	-15%	98	89	-9%
E	393286	1042	1467	41%	71	95	34%	38	48	26%
F/N	529034	1024	1502	47%	69	83	20%	40	56	40%
F/S	360972	1252	980	-22%	56	43	-23%	28	13	-54%
G/N	599039	1427	1746	22%	129	142	10%	99	66	-33%
G/S	377749	741	922	24%	41	63	54%	25	46	84%
H/E	557239	653	1336	105%	70	85	21%	19	20	5%
H/W	307581	645	1622	151%	61	59	-3%	37	33	-11%
K/E	823885	1841	2371	29%	112	159	42%	87	54	-38%
K/W	748688	1905	2025	6%	152	144	-5%	87	76	-13%
L	902225	1019	2138	110%	96	91	-5%	58	26	-55%
M/E	807720	774	1654	114%	45	91	102%	33	17	-48%
M/W	411893	626	1018	63%	65	67	3%	24	20	-17%
N	622853	642	1280	99%	85	124	46%	50	57	14%
P/N	941366	1562	2261	45%	62	104	68%	55	50	-9%
P/S	463507	1115	1464	31%	59	61	3%	42	49	17%
R/C	562162	1082	1911	77%	92	68	-26%	47	61	30%
R/N	431368	867	1430	65%	37	40	8%	11	13	18%
R/S	691229	1091	1033	-5%	82	90	10%	57	53	-7%
S	743783	1197	1856	55%	81	89	10%	19	29	53%
T	341463	909	1621	78%	55	90	64%	25	25	0%
MCGM-other agency ⁶		147	818	456%						
Total	12442373	26171	38279	46%	1822	2028	11%	1056	988	-6%
<ul style="list-style-type: none"> • 46% increase in complaints related to 'Bad Patches / Potholes on the Roads' from 2012 to 2013. • H/W ward recorded highest (151%) increase in complaints of 'Bad Patches / Potholes on the Roads'. • M/E ward recorded highest (102%) increase in complaints of 'Municipal Land - Road/ Footpath/SWD' • G/S ward recorded highest (84%) increase in complaints related to resurfacing of roads. 										

⁶ MCGM-other agencies: (SWD) Western Suburbs ,SWD ONM,(SWD) Eastern Suburbs, Hydraulic Engineers(HE), Sewage Project(SP), Water SUPPLY Projects(WSP),Strom Water Drainage(SWD), Sewerage Projects(Micro Tunneling), construction (CITY), construction (EASTERN).

Table 13: Ward-wise top three Drainage related civic complaints in the years 2012 to 2013

Drainage										
Ward	Population 2011	Drainage Chokes and Blockages			Overflowing drains of manholes			Replacement of Missing / Damaged Manhole		
		2012	2013	Increase from 2012 to 2013 (in %)	2012	2013	Increase from 2012 to 2013 (in %)	2012	2013	Increase from 2012 to 2013 (in %)
A	185014	300	235	-22%	103	71	-31%	21	10	-52%
B	127290	199	184	-8%	137	72	-47%	17	16	-6%
C	166161	360	187	-48%	197	133	-32%	33	13	-61%
D	346866	594	317	-47%	519	135	-74%	46	29	-37%
E	393286	391	333	-15%	194	123	-37%	35	27	-23%
F/N	529034	231	246	6%	122	81	-34%	49	74	51%
F/S	360972	189	170	-10%	116	52	-55%	25	19	-24%
G/N	599039	768	289	-62%	214	93	-57%	72	52	-28%
G/S	377749	423	437	3%	159	87	-45%	24	19	-21%
H/E	557239	503	445	-12%	60	108	80%	16	28	75%
H/W	307581	632	468	-26%	77	124	61%	41	37	-10%
K/E	823885	764	485	-37%	155	192	24%	76	91	20%
K/W	748688	1163	936	-20%	177	219	24%	113	116	3%
L	902225	782	680	-13%	291	293	1%	46	57	24%
M/E	807720	292	224	-23%	84	88	5%	32	25	-22%
M/W	411893	539	395	-27%	90	86	-4%	27	28	4%
N	622853	514	448	-13%	109	114	5%	34	35	3%
P/N	941366	396	331	-16%	102	141	38%	70	59	-16%
P/S	463507	336	250	-26%	134	163	22%	58	63	9%
R/C	562162	615	463	-25%	76	65	-14%	43	50	16%
R/N	431368	185	150	-19%	36	53	47%	16	11	-31%
R/S	691229	343	242	-29%	46	76	65%	59	31	-47%
S	743783	201	158	-21%	63	74	17%	23	28	22%
T	341463	204	191	-6%	29	36	24%	13	14	8%
Total	12442373	10924	8264	-24%	3290	2679	-19%	989	932	-6%

Inference:

- F/N ward recorded the highest (6%) increase in complaints on 'Drainage Chokes and Blockages', from year 2012 to year 2013.
- H/E ward recorded the highest increase in (80%) complaints for 'Overflowing drains of manholes' and for 'Replacement of Missing / Damaged Manholes' (75%).

Table 14: Ward-wise top three Solid Waste Management related civic complaints in the years 2012 to 2013

Solid Waste Management (SWM)										
Ward	Population 2011	Garbage not lifted from House/Gully/ Municipal Market/Road/ Authorised collection point			Removal of Debris			Garbage lorry not reported for service/ Lorry not covered		
		2012	2013	Increase from 2012 to 2013 (in %)	2012	2013	Increase from 2012 to 2013 (in %)	2012	2013	Increase from 2012 to 2013 (in %)
A	185014	90	91	1%	28	20	-29%	62	34	-45%
B	127290	133	84	-37%	19	21	11%	15	11	-27%
C	166161	255	145	-43%	51	30	-41%	17	8	-53%
D	346866	342	349	2%	106	94	-11%	28	22	-21%
E	393286	98	65	-34%	35	35	0%	7	6	-14%
F/N	529034	79	46	-42%	34	30	-12%	23	13	-43%
F/S	360972	64	36	-44%	26	19	-27%	24	17	-29%
G/N	599039	191	87	-54%	74	35	-53%	80	16	-80%
G/S	377749	99	57	-42%	25	38	52%	53	10	-81%
H/E	557239	39	37	-5%	26	17	-35%	8	8	0%
H/W	307581	25	53	112%	26	28	8%	14	7	-50%
K/E	823885	123	128	4%	45	71	58%	35	39	11%
K/W	748688	97	181	87%	75	77	3%	35	61	74%
L	902225	125	124	-1%	38	43	13%	23	9	-61%
M/E	807720	99	37	-63%	26	46	77%	32	7	-78%
M/W	411893	63	39	-38%	36	24	-33%	20	6	-70%
N	622853	100	86	-14%	29	41	41%	72	17	-76%
P/N	941366	85	85	0%	40	35	-13%	38	29	-24%
P/S	463507	78	72	-8%	37	33	-11%	42	18	-57%
R/C	562162	120	75	-38%	19	33	74%	82	27	-67%
R/N	431368	25	17	-32%	23	13	-43%	3	2	-33%
R/S	691229	86	113	31%	39	47	21%	39	27	-31%
S	743783	91	53	-42%	21	38	81%	55	11	-80%
T	341463	26	25	-4%	12	21	75%	19	6	-68%
Total	12442373	2533	2085	-18%	890	889	0%	826	411	-50%

- H/W ward recorded highest (112%) increase in complaints of 'Garbage not lifted from House/Gully/ Municipal Market/Road/ Authorised collection point'.
- S ward recorded highest (81%) increase in complaints for 'Removal of Debris'.
- K/W Ward recorded highest (74%) increase in complaints on Garbage lorry not reported for service/ Lorry not covered.

Table 15: Top Four Water supply related Ward-wise civic complaints in the year 2012 to 2013

Water Supply													
Ward	Population 2011	Shortage of Water Supply			Leaks in Water Lines			Unauthorised Tapping of Water Connection			Contaminated Water Supply		
		2012	2013	Increase from Y1 to Y2 (in %)	2012	2013	Increase from 2012 to 2013 (in %)	2012	2013	Increase from 2012 to 2013 (in %)	2012	2013	Increase from 2012 to 2013 (in %)
A	185014	23	33	43%	8	3	-63%	12	7	-42%	31	12	-61%
B	127290	17	15	-12%	12	2	-83%	9	19	111%	32	31	-3%
C	166161	192	67	-65%	32	17	-47%	29	8	-72%	62	58	-6%
D	346866	130	43	-67%	74	65	-12%	29	12	-59%	61	21	-66%
E	393286	86	56	-35%	33	20	-39%	25	23	-8%	57	52	-9%
F/N	529034	31	12	-61%	38	13	-66%	34	29	-15%	7	29	314%
F/S	360972	11	14	27%	8	16	100%	17	4	-76%	6	22	267%
G/N	599039	28	32	14%	37	24	-35%	119	101	-15%	22	19	-14%
G/S	377749	23	14	-39%	19	12	-37%	51	15	-71%	12	5	-58%
H/E	557239	44	8	-82%	39	39	0%	19	16	-16%	28	28	0%
H/W	307581	39	57	46%	45	43	-4%	10	18	80%	28	25	-11%
K/E	823885	157	83	-47%	136	146	7%	52	70	35%	32	21	-34%
K/W	748688	117	71	-39%	88	67	-24%	41	69	68%	51	49	-4%
L	902225	124	57	-54%	272	268	-1%	67	97	45%	8	13	63%
M/E	807720	731	908	24%	160	227	42%	78	73	-6%	55	51	-7%
M/W	411893	362	229	-37%	193	179	-7%	36	45	25%	44	60	36%
N	622853	30	23	-23%	223	270	21%	23	32	39%	19	36	89%
P/N	941366	59	58	-2%	61	65	7%	57	67	18%	50	45	-10%
P/S	463507	38	37	-3%	60	70	17%	24	19	-21%	10	8	-20%
R/C	562162	41	62	51%	50	108	116%	14	13	-7%	29	55	90%
R/N	431368	19	19	0	22	28	27%	6	11	83%	5	8	60%
R/S	691229	64	57	-11%	113	80	-29%	24	36	50%	34	44	29%
S	743783	25	37	48%	112	146	30%	13	22	69%	17	50	194%
T	341463	11	8	-27%	61	60	-2%	4	11	175%	4	4	0%
Total	12442373	2402	2000	-17%	1896	1968	4%	793	817	3%	704	746	6%

- R/C ward recorded highest increase (51%) in complaints of 'Shortage of Water Supply' and complaints for 'Leaks in Water Lines' (116%).
- T ward had highest (175%) increase on complaints for 'Unauthorised Tapping of Water Connection'.
- F/N ward recorded highest (314%) increase in complaints for 'Contaminated Water Supply'

Table 16: Ward-wise civic complaints⁷ on Potholes on the Roads in the Calendar Years 2012 and 2013

Potholes on the Roads								
Ward	Central Complaint Registration System (CCRS)		Increase from 2012 to 2013 (in %)	Voice of Citizens		Increase from 2012 to 2013 (in %)	Total	
	2012	2013		2012	2013		2012	2013
A	29	39	34%	971	1462	51%	1000	1501
B	10	16	60%	1069	1135	6%	1079	1151
C	25	44	76%	949	874	-8%	974	918
D	75	67	-11%	1482	2187	48%	1557	2254
E	43	49	14%	999	1418	42%	1042	1467
F/N	69	85	23%	955	1417	48%	1024	1502
F/S	32	21	-34%	1220	959	-21%	1252	980
G/N	75	52	-31%	1352	1694	25%	1427	1746
G/S	17	37	118%	724	885	22%	741	922
H/E	45	43	-4%	608	1293	113%	653	1336
H/W	55	44	-20%	590	1578	167%	645	1622
K/E	151	133	-12%	1690	2238	32%	1841	2371
K/W	151	152	1%	1754	1873	7%	1905	2025
L	107	97	-9%	912	2041	124%	1019	2138
M/E	65	44	-32%	709	1610	127%	774	1654
M/W	51	53	4%	575	965	68%	626	1018
N	78	86	10%	564	1194	112%	642	1280
P/N	178	127	-29%	1384	2134	54%	1562	2261
P/S	109	188	72%	1006	1276	27%	1115	1464
R/C	104	129	24%	978	1782	82%	1082	1911
R/N	30	34	13%	837	1396	67%	867	1430
R/S	153	116	-24%	938	917	-2%	1091	1033
S	66	107	62%	1131	1749	55%	1197	1856
T	39	41	5%	870	1580	82%	909	1621
MCGM other agencies ⁸				147	818	456%	147	818
Total	1757	1804	3	24414	36475	49	26171	38279
G/S ward recorded highest increase (118%) in complaints on the Central Complaint Registration System (CCRS) and H/W ward recorded highest (167%) increase in complaints on Voice of Citizens portal for Potholes on the Roads.								

⁷ The above data presents the number of complaints registered on Central Complaint Registration System (CCRS) and MCGM's Portal (<http://www.voiceofcitizen.com>) of Pothole tracking software across the wards for the years 2013.

⁸ MCGM-other agency: (SWD) Western Suburbs ,SWD ONM,(SWD) Eastern Suburbs, Hydrolic Engineers(HE), Sewage Project(SP), Water SUPPLY Projects(WSP),Strom Water Drainage(SWD), Sewerage Projects(Micro Tunneling), construction (CITY), construction (EASTERN).

Table 17: Status report of complaints in year 2013

Ward	Total Complaints	Closed (Action taken)	Complaints Registered (Action Pending)		In Process (Not assigned/Re Assigned/Being Attended)	Not related to MCGM	Councillor code given	
			No.	In (%)			No.	In (%)
A	1184	790	365	31%	28	1	131	11%
B	1436	499	912	64%	25	0	270	19%
C	1609	617	982	61%	10	0	249	15%
D	2796	1393	1219	44%	184	0	223	8%
E	1881	894	964	51%	23	0	241	13%
F/N	1671	515	1130	68%	26	0	254	15%
F/S	1021	482	510	50%	27	2	194	19%
G/N	2747	1571	719	26%	456	1	360	13%
G/S	1727	841	874	51%	12	0	229	13%
H/E	2090	498	1538	74%	53	1	308	15%
H/W	2436	1166	1251	51%	19	0	379	16%
K/E	4606	2186	2314	50%	104	2	645	14%
K/W	6539	1505	4908	75%	126	0	870	13%
L	7095	2863	4215	59%	15	2	518	7%
M/E	4005	2415	1572	39%	17	1	319	8%
M/W	2653	1812	839	32%	2	0	268	10%
N	2819	1037	1759	62%	23	0	400	14%
P/N	3986	2728	1193	30%	64	1	414	10%
P/S	2719	1385	1331	49%	3	0	282	10%
R/C	2752	849	1835	67%	68	0	345	13%
R/N	1395	312	1066	76%	17	0	339	24%
R/S	3344	1639	1687	50%	18	0	314	9%
S	2265	714	1438	63%	113	0	401	18%
T	1137	571	555	49%	7	4	199	18%
Total		29282	35176		1440	15	8152	
In (%)	65913	44	53%		2	0.02	12%	

Inference:

- **MCGM departments (Administration) have closed 44% of the total 65,913 civic complaints in 2013.**
- **No action has been taken by the Administration in case of 53% registered complaints in 2013.**
- **The Councillor code was filled in only 12% citizen's complaints.** While solving complaints the engineer concerned has to mention the councillor name (code) for each complaint, based on the constituency that the complaint belongs to. This is compulsory and should be filled out rigorously. This will assist councillors to get the list of constituency-wise complaints.

Section II: Data of Attendance and Questions Asked in Ward Committees

Table 18: Ward Committee and Ward-wise Number of Meetings, Attendance in (%) and No. of Questions Asked from January 2013 to December 2013

Sr. No.	Ward	No. of councillors	No. of Meetings	Attendance (in %)	Total Questions asked	No. of questions asked by councillors			
						Zero Que.	1 to 5 Que.	6 to 10 Que.	Above 10 Que.
1	Ward Committee A, B and E								
	A	4	17	58%	8	1	3	0	0
	B	3			9	2	0	1	0
	E	8			28	1	4	3	0
2	Ward Committee C and D								
	C	4	14	92%	22	0	3	1	0
	D	7			36	0	5	1	1
3	Ward Committee F/South and F/North								
	F/N	10	17	75%	25	1	8	1	0
	F/S	7			16	1	5	1	0
4	Ward Committee G/North	11	13	85%	53	2	5	3	1
5	Ward Committee G/South	9	15	91%	60	0	4	4	1
6	Ward Committee H/East and H/West								
	H/E	11	14	87%	70	0	5	4	2
	H/W	6			24	0	4	2	0
7	Ward Committee K/East	15	17	78%	49	3	10	1	1
8	Ward Committee K/West	13	14	91%	63	1	6	5	1
9	Ward Committee L	15	18	79%	101	2	5	6	2
10	Ward Committee M/East	13	14	67%	46	1	9	3	0
11	Ward Committee M/West	8	14	90%	30	0	7	1	0
12	Ward Committee N	12	18	64%	54	1	8	2	1
13	Ward Committee P/North	16	15	79%	47	1	13	2	0
14	Ward Committee P/South	8	16	80%	22	0	8	0	0
15	Ward Committee R/Central and R/North								
	R/C	10	17	81%	54	0	6	3	1
	R/N	7			23	0	6	1	0
16	Ward Committee R/South	11	15	93%	82	0	4	6	1
17	Ward Committee S and T								
	S	13	17	74%	40	2	9	2	0
	T	6			26	0	5	1	0
	Total	227	265	79%	988	19	142	54	12

Inference:

- **Councillors from A, B and E Ward Committee have lowest (58%) attendance during January 2013 to December 2013.**
- **19 councillors have not asked a single question in the year 2013.**
- **K/East ward has the highest number of councillors (3) who have not asked a single question in the year 2013.**
- **Only 12 Councillors out of a total of 227 have asked more than 10 questions. A majority of councillors (142) have asked 1 to 5 questions.**

WARD COMMITTEE WHITE PAPER

Table 19: Issue-wise questions asked by Councillors during the period January 2013 to December 13

Sr. No.	Ward	Drainage	SW M	Water Supply	Licence	Roads	Garden	Community Development	Health	Education	Naming/Renaming of Roads	Other issues	Total
1	Ward Committee A, B and E												
	A					4	1				1	2	8
	B		1		1						3	4	9
	E	1	1		2	3			2	1	2	16	28
2	Ward Committee C and D												
	C	2	2	3		6				1	2	6	22
	D	1	3	3	1	5	2	1			5	15	36
3	Ward Committee F/South and F/North												
	F/N	1	3	1		4	2				7	7	25
	F/S	1	1	1		2				1	5	5	16
4	Ward Committee G/North	1	4		9	11		4		2	6	16	53
5	Ward Committee G/South	4	4	3	1	4	1	1	3	2	7	30	60
6	Ward Committee H/East and H/West												
	H/E	3	3	2	2	7	2	2	4		15	30	70
	H/W		5		2	4	1	1			6	5	24
7	Ward Committee K/East		10		4	10	2	1	1		2	19	49
8	Ward Committee K/West	3	8	7	4	9	3	3	1	1	9	15	63
9	Ward Committee L	2	7	3	6	14	6			5	9	49	101
10	Ward Committee M/East and M/West												
	M/E		6	4		7	2	3	1	4	3	16	46
	M/W	1	2	2	1	3	3	1		1	8	8	30
11	Ward Committee N	4	4	5	2	10	1	3	1	2	5	17	54
12	Ward Committee P/North		1	2	3	7	2	1	1	3	7	20	47
13	Ward Committee P/South	1				2	2	2		1	2	12	22
14	Ward Committee R/Central and R/North												
	R/C	3	2	3	2	7	1	1		1	16	18	54
	R/N	1	2	2	1	2		2	1			12	23
15	Ward Committee R/South	4	12	2	5	10	2	2	2	2	12	29	82

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16	Ward Committee S and T												
	S	1	3	1	3	5	4		1	2	5	15	40
	T		1		1	5	1	1			10	7	26
	Total	34	85	44	50	141	38	29	18	29	147	373	988

Inference:

- Highest numbers of questions (101) were asked in L ward committee's meetings in year 2013, of which 14 were on Roads.
- Lowest (22) questions were asked in P South ward committee meeting in year 2013.

Annexure 1 – Political party-wise data

Table 20: Party-wise number of questions asked by Councillors during March 2012 to December 2013

Political Party Name	Zero Question		1 to 5 Questions asked		6 to 10 Questions asked		Above 10 Questions asked		Total Members
	Y1 ⁹	Y2	Y1	Y2	Y1	Y2	Y1	Y2	
Akhil Bharatiya Sena	2	0	0	2	0	0	0	0	2
Bharatiya Janata Party	5	2	19	19	6	10	1	0	31
Bhartiya Republican Party Bahujan Mahasangha	0	0	1	1	0	0	0	0	1
Independent	3	3	11	8	1	3	0	1	15
Indian National Congress	10	6	33	33	9	11	0	2	52
Maharashtra Navnirman Sena	4	1	21	18	3	7	0	2	28
Nationalist Congress Party	0	1	11	7	2	4	0	1	13
Republican Party Of India (RPI)(A)	0	1	1	0	0	0	0	0	1
Samajwadi Party	4	1	3	3	1	5	1	0	9
Shiv Sena	17	4	48	51	9	14	1	6	75
Total Members	45	19	148	142	31	54	3	12	227

⁹ Y1 refers to the period March 2012 to December 2012 and Y2 refers to the period January 2013 to December 2013.

Table 21: Party-wise number of questions asked on civic issues during March 2012 to December 2013

Political Party Name	Road		Drainage		SWM		Water Supply		Naming/ Renaming of Roads / Chowk		Other related issues		Total	
	Y1 ¹⁰	Y2	Y1	Y2	Y1	Y2	Y1	Y2	Y1	Y2	Y1	Y2	Y1	Y2
Akhil Bharatiya Sena (2)	0	0	0	0	0	0	0	0	0	0	0	2	0	2
Bharatiya Janata Party (31)	15	24	2	4	7	12	10	12	20	26	40	69	94	147
Bhartiya Republican Party Bahun Mahasangha (1)	0	0	0	0	0	0	2	0	0	1	2	3	4	4
Independent (15)	10	9	1	2	3	7	2	6	9	5	18	34	43	63
Indian National Congress (52)	19	22	10	8	21	24	11	9	29	37	54	103	144	203
Maharashtra Navnirman Sena (28)	20	22	3	6	2	11	5	4	9	20	42	70	81	133
Nationalist Congress Party (13)	6	5	1	1	4	3	2	1	13	15	24	38	50	63
Republican Party Of India (RPI)(A) (1)	0	0	0	0	0	0	0	0	2	0	0	0	2	0
Samajwadi Party (9)	4	12	4	0	2	5	2	2	1	0	16	29	29	48
Shiv Sena (75)	28	47	9	13	23	23	13	10	44	43	114	189	231	325
Total	102	141	30	34	62	85	47	44	127	147	310	537	678	988

¹⁰ Y1 is refers to March 2012 to December 2012 and Y2 is January 2013 to December 2013

Annexure 2 – Ward-wise Councillor's data

Table 22: Ward-wise Councillors name, party and question asked during Mar'12 to Dec'13

Ward Name	Councillor Name	Party	Total Question		Ward Name	Councillor Name	Party	Total Question	
			Mar'12 to Dec12	Jan'13 to Dec13				Mar'12 to Dec12	Jan'13 to Dec13
A	Anita Yadav	INC	0	0	L	Komal Jamsandekar	SS	0	1
A	Ganesh Sanap	SS	1	5	L	Lalita Annamalai	IND	0	0
A	Makarand Narvekar	IND	5	2	L	Leena Shukla	IND	5	9
A	Sushama Salunkhe	INC	2	1	L	Manali Tulaskar	SS	3	3
B	Dnyanraj Nikam	INC	1	0	L	Mohd. Ishak Shaikh	SP	0	7
B	Waqarunnisa Ansari	INC	3	0	L	Saeeda Khan	NCP	2	0
B	Javed Juneja	INC	7	9	L	Sanjana Mungekar	SS	4	9
C	Sampat Thakur	SS	3	4	L	Savita Pawar	NCP	5	9
C	Veena Jain	BJP	4	5	L	Vijay Tandel	IND	10	10
C	Yakub Memon	SP	12	8	M/E	Arun Kamble	Bharip	4	4
C	Yugandara Salekar	SS	4	5	M/E	Dinesh Panchal	SS	0	4
D	Anil Singh	SS	7	12	M/E	Hanifa Bi ¹¹	IND	0	0
D	Arvind Dudhwadkar	SS	0	2	M/E	Manju Kumare	SS	0	2
D	Jyotshna Mehta	BJP	2	2	M/E	Mohd. Siraj Shaikh	IND	1	1
D	Noshir Mehta	INC	10	10	M/E	Noorjahan Shaikh	SP	1	3
D	Sarita Patil	BJP	1	5	M/E	Rahul Shevale	SS	0	1
D	Shantilal Doshi	INC	2	3	M/E	Rais Shaikh	SP	0	9
D	Surendra Bagalkar	SS	4	2	M/E	Reshma Nevrekar	SP	10	8
E	Faiyaz Khan	INC	0	0	M/E	Shantaram Patil	SP	3	3
E	Geeta Gawli	ABS	0	1	M/E	Sunanda Lokare	INC	2	2
E	Manoj Jamsutkar	INC	5	9	M/E	Usha Kamble	INC	1	3
E	Ramakant Rahate	SS	4	8	M/E	Vithal Kharatmol	BJP	1	6
E	Samita Naik	MNS	0	1	M/W	Anil Patankar	INC	2	4
E	Shahana Khan	INC	2	1	M/W	Deepa Parab	SS	1	2
E	Vandana Gawli	ABS	0	1	M/W	Mahadev Shivgan	BJP	4	5

¹¹ Municipal Councillor Hanifa Bi has passed away in December 2013.

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Ward Name	Councillor Name	Party	Total Question		Ward Name	Councillor Name	Party	Total Question	
			Mar'12 to Dec12	Jan'13 to Dec13				Mar'12 to Dec12	Jan'13 to Dec13
E	Yamini Jadhav	SS	3	7	M/W	Rajshree Palande	BJP	0	7
F/N	Alka Doke	SS	0	1	M/W	Sangita Handore	INC	0	1
F/N	Lalita Yadav	INC	4	6	M/W	Seema Mahulkar	INC	3	1
F/N	Mahant Chaube	BJP	2	0	M/W	Suprada Phaterpekar	SS	2	5
F/N	Manojkumar Sansare	IND	3	1	M/W	Vandana Sable	INC	8	5
F/N	Nayna Sheth	INC	3	4	N	Ashwini Mate	SS	8	3
F/N	Pranita Waghdhare	SS	2	2	N	Bharti Bawadane	SS	6	3
F/N	Rajeshree Shirwadkar	BJP	2	4	N	Deepak Hande	IND	5	20
F/N	Selvan Tamil	BJP	3	4	N	Falguni Dave	BJP	7	8
F/N	Shradha Jadhav	SS	4	1	N	Harun Khan	NCP	1	3
F/N	Trushna Vishwasrao	SS	4	2	N	Mangal Kadam	MNS	1	0
F/S	Hemangi Chemburkar	SS	5	4	N	Pratiksha Ghuge	NCP	4	1
F/S	Nandkishor Vichare	SS	8	6	N	Pravin Cheda	INC	5	4
F/S	Pallavi Mungekar	INC	1	1	N	Rakhi Jadhav	NCP	2	1
F/S	Sanjay Ambole	SS	1	3	N	Ritu Tawade	BJP	11	9
F/S	Shweta Rane	SS	0	0	N	Sanjay Bhalerao	MNS	2	1
F/S	Sunil More	INC	1	1	N	Suresh Awale	MNS	5	1
F/S	Vaibhavi Chavan	SS	4	1	P/N	Ajit Bhandari	SS	5	3
G/N	Anusha Kodam (Valpadasi)	SS	0	1	P/N	Anagha Mhatre	SS	4	2
G/N	Jyotsna Parmar	SP	0	0	P/N	Bhomsing Rathod	INC	4	1
G/N	Manish Chavan	MNS	3	3	P/N	Cyril D'souza	IND	5	1
G/N	Rajendra Suryavanshi	SS	3	6	P/N	Deepak Pawar	MNS	3	4
G/N	Sabreddy Bora	(RPI)(A)	2	0	P/N	Gyanmurti Sharma	BJP	3	10
G/N	Sandeep Deshpande	MNS	3	8	P/N	Kamarjaha Siddiqi	INC	2	3
G/N	Shraddha Patil	MNS	1	6	P/N	Manisha Patil	SS	3	0
G/N	Sudhir Jadhav	MNS	6	20	P/N	Parminder Bhamra	INC	0	2
G/N	Vakil Shaikh	INC	1	3	P/N	Prashant Kadam	SS	2	1
G/N	Virendra Tandel	MNS	5	1	P/N	Ramnarayan Barot	BJP	2	2
G/N	Vishnu Gaikwad	IND	0	5	P/N	Rupali Raorane	NCP	4	6

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Ward Name	Councillor Name	Party	Total Question		Ward Name	Councillor Name	Party	Total Question	
			Mar'12 to Dec12	Jan'13 to Dec13				Mar'12 to Dec12	Jan'13 to Dec13
G/S	Hemangi Worlikar	SS	27	23	P/N	Sayali Warise	SS	0	1
G/S	Hemlata Wange	MNS	0	1	P/N	Siraj Shaikh	INC	2	4
G/S	Kishori Pednekar	SS	3	6	P/N	Sunil Gujar	SS	2	3
G/S	Mansi Dalvi	SS	1	2	P/N	Vinod Shelar	BJP	5	4
G/S	Ratna Mahale	NCP	7	6	P/S	Jitendra Walvi	SS	0	3
G/S	Santosh Dhuri	MNS	4	7	P/S	Kiran Patel	INC	0	2
G/S	Seema Shivalkar	MNS	4	6	P/S	Lochana Chavan	SS	1	4
G/S	Snehal Ambekar	SS	1	5	P/S	Pramila Shinde	SS	0	4
G/S	Sunil Ahir	NCP	5	4	P/S	Rajan Padhye	SS	3	2
H/E	Anil Trimbakkar	SS	0	6	P/S	Sneha Zagde	INC	0	1
H/E	Brian Miranda	INC	2	15	P/S	Varsha Tembvalkar	SS	0	5
H/E	Deepak Bhutkar	SS	2	11	R/C	Asavari Patil	BJP	1	5
H/E	Gulistan Shaikh	INC	0	9	R/C	Bina Doshi	BJP	3	3
H/E	Ilyas Shaikh	IND	1	2	R/C	Chetan Kadam	MNS	3	6
H/E	Krishna Parkar	BJP	1	9	R/C	Manisha Chaudhari	BJP	6	7
H/E	Pooja Mahadeshwar	SS	3	3	R/C	Mohan Mithbaokar	BJP	0	1
H/E	Priyatama Sawant	INC	6	7	R/C	Pravin Shah	BJP	0	2
H/E	Snehal Shinde	MNS	1	3	R/C	Riddhi Khursange	NCP	2	14
H/E	Sukhada Pawar	MNS	0	3	R/C	Sandhya Doshi	NCP	4	8
H/E	Sunaina Potnis	SS	1	2	R/C	Shilpa Chogle	MNS	1	4
H/W	Alka Kerkar	BJP	7	5	R/C	Shivanand Shetty	INC	2	4
H/W	Asif Zakaria	INC	6	8	R/N	Abhishek Ghosalkar	SS	3	4
H/W	Geeta Chavan	MNS	1	6	R/N	Hansaben Desai	SS	2	1
H/W	Karen Allen	INC	0	1	R/N	Prakash Darekar	MNS	3	2
H/W	Mohd. Tanveer Mohd. Patel	INC	1	2	R/N	Sheetal A Mhatre	INC	3	3
H/W	Sunita Wavekar	INC	0	2	R/N	Sheetal M Mhatre	SS	4	2
K/E	Anant Nar	SS	7	16	R/N	Shubha Raul	SS	1	8
K/E	Bhalchandra Aambure	MNS	1	4	R/N	Udesb Patekar	SS	5	3
K/E	Jyoti Parag Alavani	IND	3	2	R/S	Ajanta Yadav	INC	6	9
K/E	Kesarben Patel	INC	1	0	R/S	Geeta Yadav	INC	8	7
K/E	Manisha Panchal	SS	3	4	R/S	Mukeshkumar Mistry	BJP	1	2

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Ward Name	Councillor Name	Party	Total Question		Ward Name	Councillor Name	Party	Total Question	
			Mar'12 to Dec12	Jan'13 to Dec13				Mar'12 to Dec12	Jan'13 to Dec13
K/E	Manjiri Parab	SS	1	3	L	Ishwar Tayade	MNS	2	4
K/E	Pramod Sawant	SS	7	3	R/S	Neha Patil	INC	4	5
K/E	Sandhya Yadav	SS	0	1	R/S	Prajakta Sawant	SS	3	9
K/E	Shivani Parab	SS	0	4	R/S	Ramashish Gupta	INC	3	5
K/E	Shubhada Patkar	SS	2	1	R/S	Sagar Thakur	INC	0	3
K/E	Smita Sawant	SS	3	3	R/S	Shailaja Girkar	BJP	8	9
K/E	Sunita Elawadekar	SS	0	6	R/S	Shrikant Kavathankar	SS	5	7
K/E	Sushma Rai	INC	6	2	R/S	Sunita Yadav	BJP	0	9
K/E	Ujjwala Modak	BJP	0	0	R/S	Yogesh Bhoir	INC	6	17
K/E	Winnifred D'souza	INC	1	0	S	Anisha Majgaonkar	MNS	0	4
K/W	Ameet Satam	BJP	6	4	S	Ashok Patil	SS	3	1
K/W	Bhavna Mangela	IND	2	4	S	Avinash Sawant	MNS	7	3
K/W	Binita Vora	INC	3	5	S	Chandan Sharma	NCP	6	4
K/W	Changej Multani	IND	2	0	S	Dhananjay Pisal	NCP	4	2
K/W	Devendra Amberkar	INC	1	2	S	Mangesh Pawar	IND	1	6
K/W	Dilip Patel	BJP	2	3	S	Priyanka Shrungare	MNS	4	10
K/W	Jyoti Sutar	SS	5	7	S	Ramesh Korgaonkar	SS	3	0
K/W	Jyotsna Dighe	INC	4	2	S	Rupesh Waingankar	MNS	5	1
K/W	Mohsin Haider	INC	4	6	S	Suresh Koparkar	INC	1	2
K/W	Raju Pednekar	SS	4	7	S	Tavaji Gorule	SS	3	2
K/W	Sanjay Pawar	SS	9	11	S	Vaishnavi Sarfare	MNS	3	5
K/W	Vanita Marucha	INC	5	6	S	Vishwas Shinde	SS	0	0
K/W	Yashodhar Phanse	SS	7	6	T	Bhavna Jobanputra	BJP	2	4
L	Anuradha Pednekar	SS	8	21	T	Manoj Kotak	BJP	2	2
L	Ashraf Ansari	SP	3	8	T	Nandakumar Vaity	NCP	4	5
L	Darshana Shinde	SS	2	3	T	Prakash Gangadhare	BJP	6	7
L	Dilip Lande	MNS	10	15	T	Samita Kamble	BJP	2	4
L	Dilshad Azmi	SP	0	2	T	Sujata Pathak	MNS	3	4