

WHITE PAPER



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

(January 2012 to December 2014)

April 2015

Supported by:

Narotam Sekhsaria Foundation



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STIFTUNG **FÜR DIE FREIHEIT**

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Table of Contents

Sr. No.	Title	Page No.
1	I. Foreword	4
2	II. Part A – Summary Data	5
3	Section I: Comparison of most frequent complaints by citizens and questions asked by Municipal Councillors in Ward Committees	5
4	Section II: City Summary	10
5	Section III: Functioning of Ward Committees	12
6	III. Part B – Ward-Wise Data	21
7	Section I: Civic Complaints Data	21
8	Section II: Data of Attendance and Questions Asked in Ward Committees	35
9	Annexure1 – Analysis of complaints attended (closed) in comparison with days mentioned in MCGM's Citizen Charter	39
10	Annexure2 – Political party-wise data	40
11	Annexure3 – Ward-wise Councillors' data	42
Map		
12	Map 1: Wards in Crisis	8
13	Map 2: Wards in Crisis	9
Graphs		
14	Graph 1: Comparison between top five citizen complaints from 2012 to 2014	5
15	Graph 2: Top five questions asked by Municipal Councillors in ward committee	6
16	Graph 3: Types of devices used by councillors in the year 2012 to 2014	15
17	Graph 4: Answers given by Administration to Point of Order questions raised in Ward committee meetings in Year 2014	16
Table		
18	Table 1: Analysis of complaints attended (closed) in comparison with days mentioned in MCGM's Citizen Charter	7
19	Table 2: Civic Complaints by Citizens in Mumbai during calendar years 2012 to 2014	10
20	Table 3: Sub-issue wise top four Civic Complaints by Citizens during the calendar years 2012 to 2014	11
21	Table 4: Total number of Meetings, Attendance and Questions during March 2012 to December 2014	13
22	Table 5: Number of questions asked by Councillors during March 2012 to December 2014	14
23	Table 6: Issue-wise number of questions asked during March 2012 to December 2014	14
24	Table 7: List of nominated members in Ward Committee	17

WARD COMMITTEE WHITE PAPER

25	Table 8: Top three wards in complaints in proportion to the ward population in year 2014	19
26	Table 9: Top three wards in complaints in year 2014	20
27	Table 10: Top three wards in questions asked in proportion to the councillors elected from the ward in year 2014	20
28	Table 11: Ward-wise total complaints in year 2012 to 2014	21
29	Table 12: Ward-wise top civic complaints for the calendar years 2012 to 2014	22
30	Table 13: Ward-wise top civic complaints for the calendar years 2012 to 2014	23
31	Table 14: Ward-wise top three Road related civic complaints in the years 2012 to 2014	24
32	Table 15: Ward-wise top three Drainage related civic complaints in the years 2012 to 2014	26
33	Table 16: Ward-wise top three Solid Waste Management related civic complaints in the years 2012 to 2014	27
34	Table 17: Top Four Water supply related Ward-wise civic complaints in the years 2012 to 2014	28
35	Table 18: Ward-wise civic complaints on Potholes on the Roads from the year 2012 to 2014	29
36	Table 19: Status report of complaints in year 2013	30
37	Table 20: Status report of complaints in year 2014	31
38	Table 21: Ward-wise average number of days for closing complaints in the year 2014	32
39	Table 22: Ward-wise average number of days for closing complaints in the year 2014	33
40	Table 23: Ward Committee and Ward-wise Number of Meetings, Attendance in (%) and No. of Questions Asked from January 2014 to December 2014	35
41	Table 24: Issue-wise questions asked by Councillors during the period January 2014 to December 2014	37
42	Table 25: Party-wise number of questions asked by Councillors during January 2013 to December 2014	40
43	Table 26: Party-wise number of questions asked on civic issues during January 2013 to December 2014	41
44	Table 27: Ward-wise Councillors' names, party and questions asked during Mar'12 to Dec'14	42

I. Foreword

Maharashtra Chief Minister, Mr Devendra Fadnavis recently projected Mumbai as an International Financial Centre to attract global investments, jobs and development. Towards this, he is taking reformative measures, such as tabling a bill like Right to Services (RTS), recently passed as an ordinance, to provide guarantee of services to citizens, leading to a hassle free, efficient life. However, the track record of provision of these services by the Municipal Corporation of Greater Mumbai (MCGM) in the past few years leaves a lot to be desired. Despite the existence of Citizens' Charter since 1999 and a complaint redressal mechanism since 2003, Mumbaikars have been denied efficient civic services. Clearly, the lack of interest shown by administrators and local elected representatives has put a spoke in the wheels of civic governance. Even though, on paper, the system looks good, when it comes to implementation, there are serious flaws.

On an average it takes the MCGM 17 days to address civic complaints such as contamination of water, drainage chokes and blockages, and lifting garbage not lifted, when it should actually take only three days. How can we have a global city which is unable to address these basic issues on time? High rate of complaints regarding these issues is hazardous to the life and health of Mumbaikars. Wards which have seen highest complaints of contaminated water, such as P/N, K/W, R/S, have also seen a high rate of Diarrhoea cases (196 cases) in the last three years, and wards where Pest control complaints are not resolved, K/E, K/W, P/N have the number of Malaria and Dengue cases (75 cases) skyrocket.

Our civic administration has a penchant for announcing pet schemes in budgets. However, they are not interested in implementing these programmes or even their own pet projects. The MCGM already has a decent complaint redressal mechanism, Central Complaint Registration System (CCRS), which should have been a one stop shop for registration of complaints, integrated with latest tools such as Mobile Apps. However a parallel system for Pothole complaints has been introduced, with a separate portal – <http://www.voiceofcitizen.com/> in 2011. The Municipal Commissioner went on to announce that citizens will also be able to register complaints related to Storm Water Drainage and Solid Waste Management in the portal. None of these schemes has come into fruition. Voice of Citizens has been neglected in the last year. Ideally, the MCGM should have integrated all the tools into the CCRS and worked on existing gaps to strengthen the system.

Meanwhile, the custodians of the city, the Municipal Councillors, were busy changing the names of roads and chowks. 109 questions out of 972 (11%) were on the issue of renaming of roads and chowks. Between 227 of them, the Municipal Councillors have only asked 972 questions in 298 ward committee meetings in 2014, which is a meager three questions per meeting! 26 councillors have not asked a single question in 2014 and three have not asked a single question over the last three years, since they have been elected. The apathy shown by our elected representatives is appalling.

What every citizen wants are civic amenities that would improve living conditions in the city. It remains the duty of each of the 227 elected Municipal councillors in Mumbai to ensure that civic governance continues in an effective and efficient manner. By raising appropriate issues and questions in ward committees, our elected representatives can improve civic governance in the city and see to it that citizens' lives are made easier. The civic administration should be more engaged with the reality of citizens' lives and take proactive steps to improve implementation rather than announce lofty schemes.

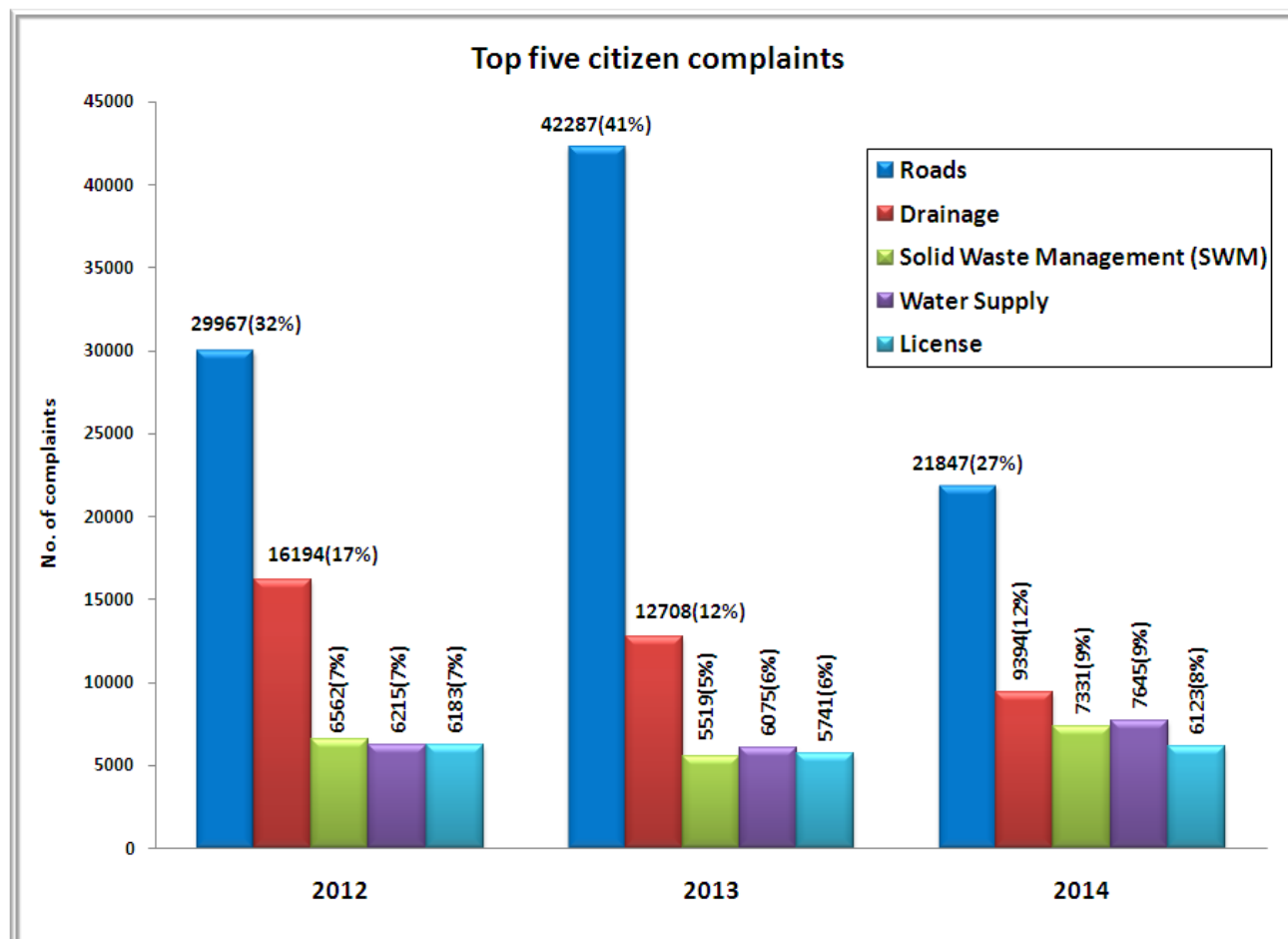
NITAI MEHTA

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 five citizen complaints¹ from 2012 to 2014



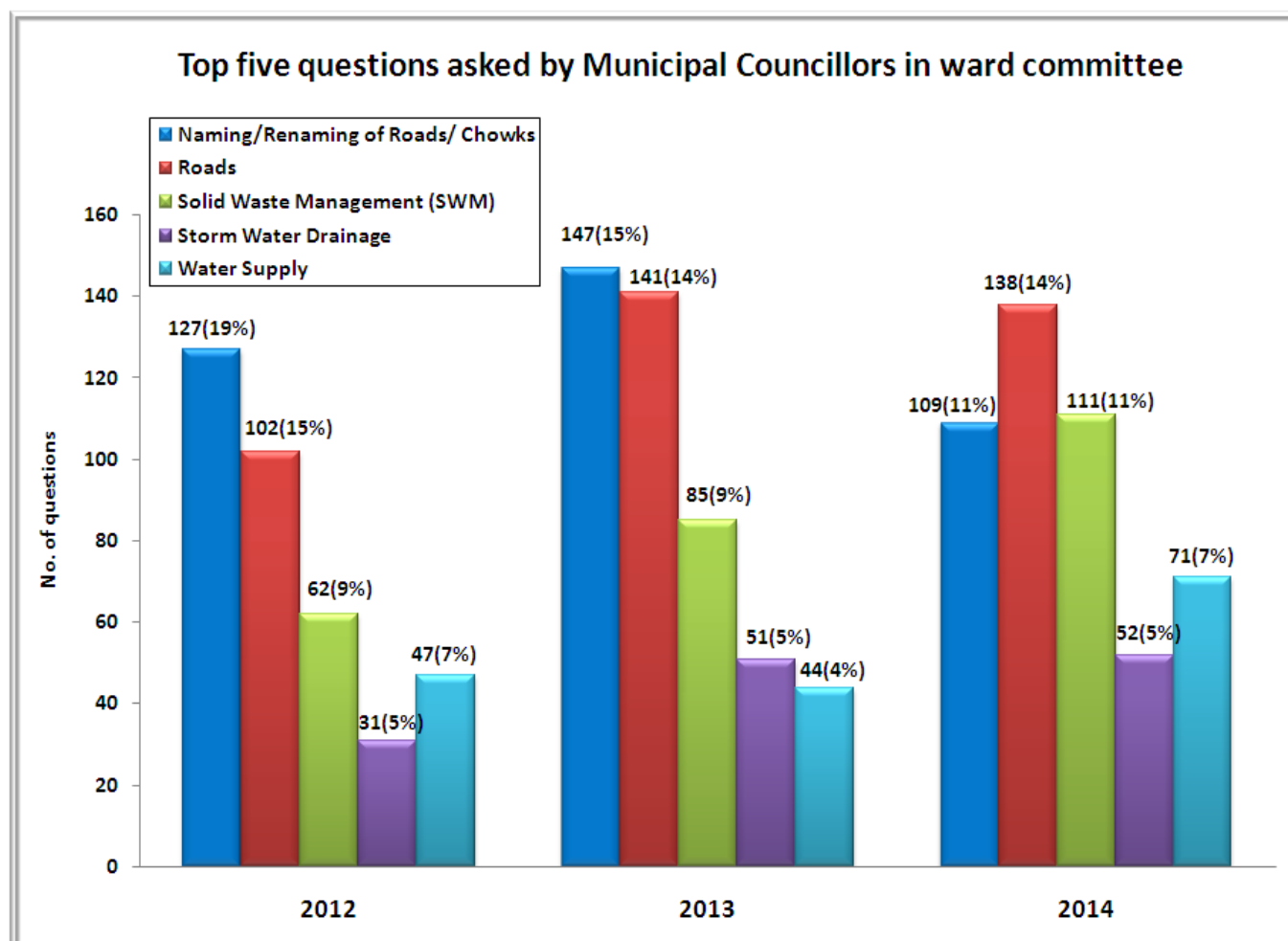
Note: (Similar to Graph 2)

Inference:

Complaints on 'Roads' issues have been highest for the last 3 years (32%, 41% and 27%). 'Solid Waste Management' (SWM) and 'Water Supply' complaints have been rising consistently in the last 3 years by 12% and 23% respectively (From 2012 to 2014).

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

Graph 2: Top five questions asked by Municipal Councillors in ward committee



Note: The percentage given in the bracket is out of total issues raised/questions asked

Inference:

Corresponding to Civic Complaints (Graph 1) our Municipal Councillors elected since 2012 have for the first time asked maximum questions for the same category i.e. Roads (138 questions). However, even now 11% of the issues that they have raised pertain to 'Naming/Renaming of Roads/Chowks'.

Table 1: Analysis of complaints² attended (closed) in comparison with days mentioned in MCGM's Citizen Charter³

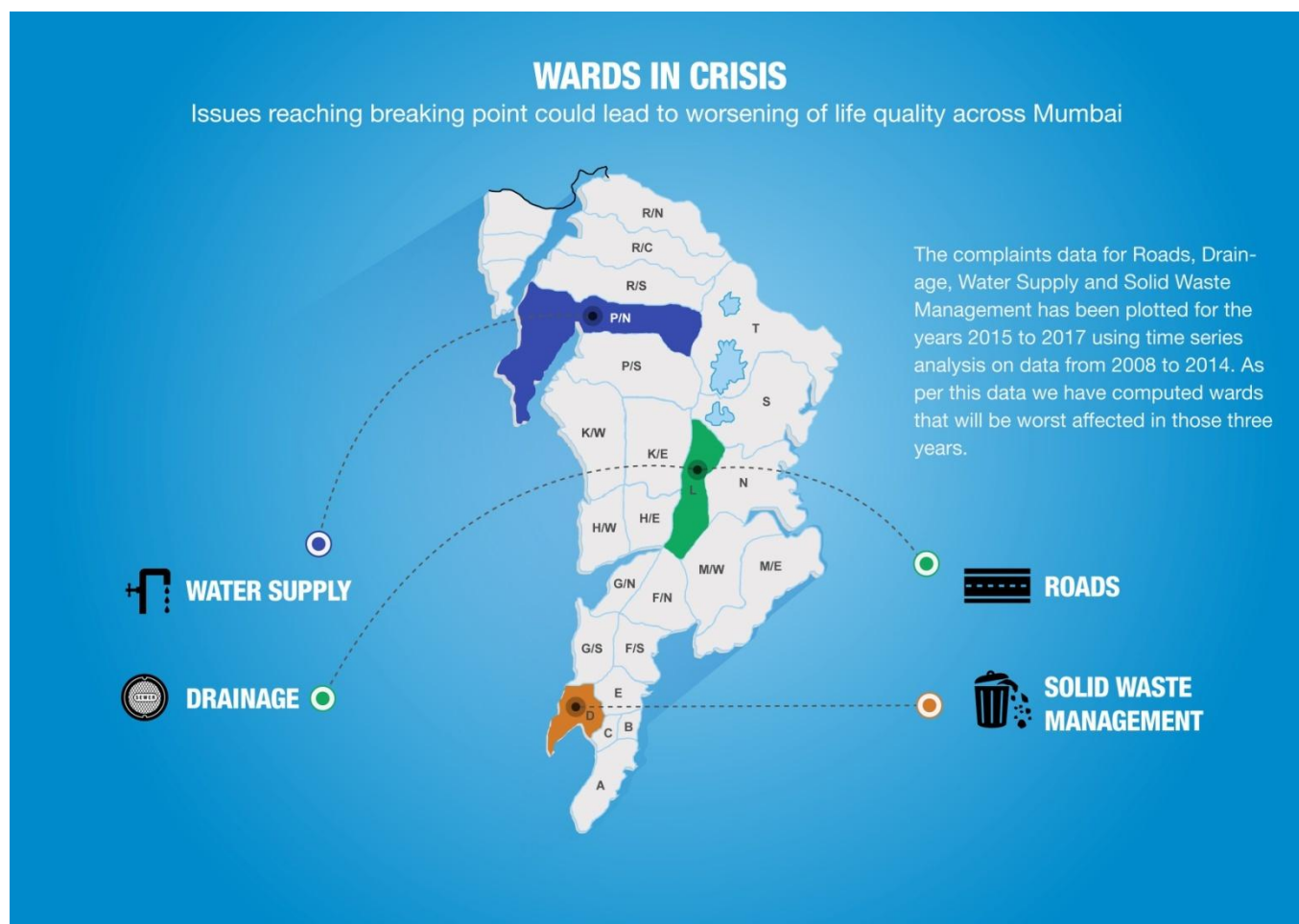
Complaint to be attended as per Citizens' Charter	To be resolved as per Citizens' Charter	Actual time taken to resolve in 2013	Actual time taken to resolve in 2014
Drainage Chokes and Blockages	1	7	17
Overflowing drains or manholes	1	14	18
Odour (Foul Smell) from Drains	1	20	16
Replacement of Missing / Damaged Manhole	1	16	21
Raising of Manhole (except in Monsoon)	7	9	14
Cleaning of septic tank	7	15	19
Repairs to pipe sewers/main sewers	7	17	20
Contaminated Water Supply	1	12	16
Leaks in Water Lines	7	13	17
Shortage of Water Supply	2	12	18
Burst Water Main	1	13	17
Garbage not lifted - Co-authorized Point	1	14	16
Collection point not attended properly	1	14	15
Garbage lorry not reported for service/ Lorry not covered	1	13	14
Providing/removing/replacing dustbins	8	18	17
Sweeping of road	1	14	18
Removal of Dead Animals	1	16	19
No attendance at public toilets	2	12	18
Average days	3	11	17

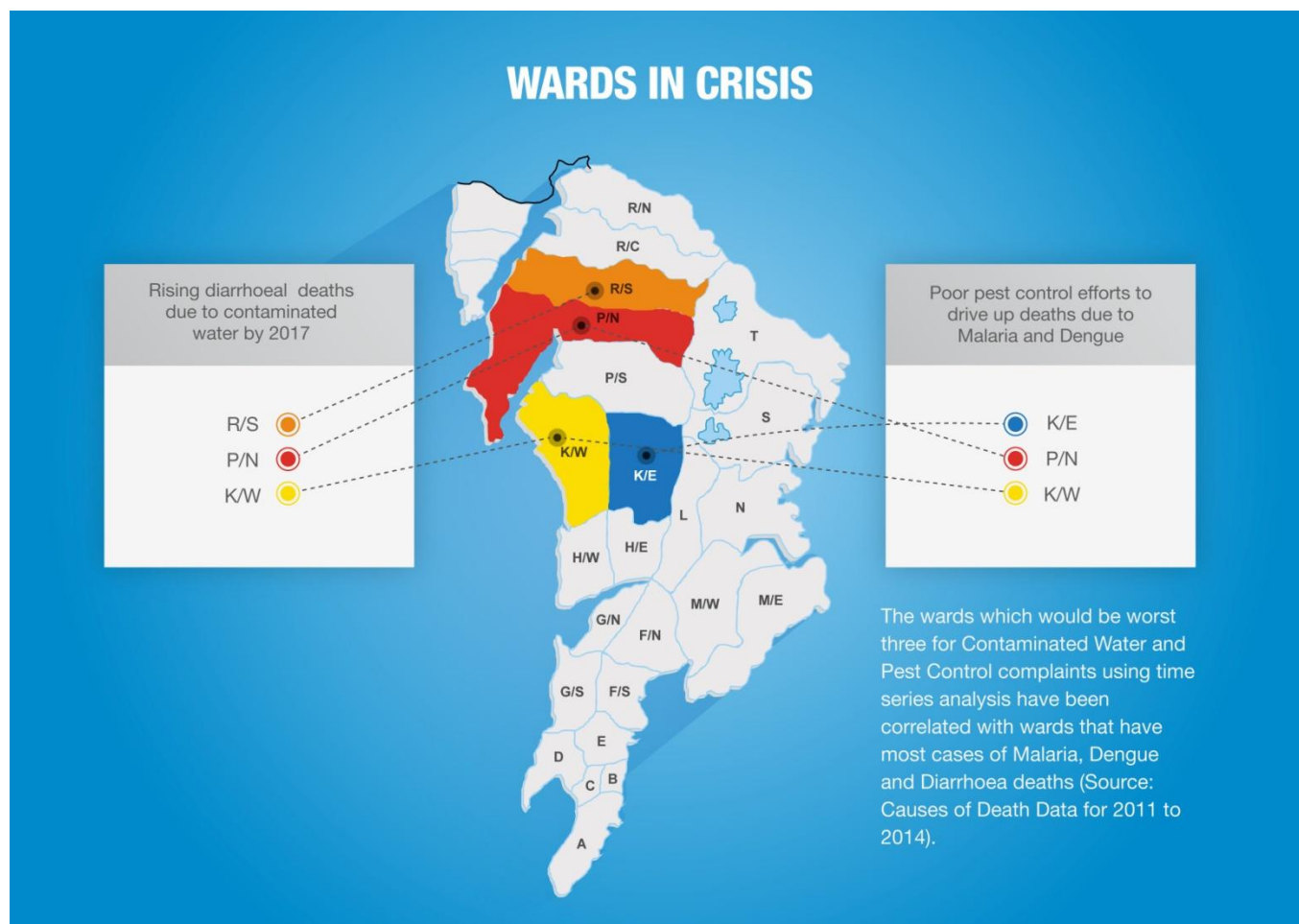
Inference:

On an average it took 17 days for closing complaints in the year 2014, compared to the average 3 days stipulated in the Citizens' Charter.

² Detailed analysis of this table is available in Annexure 1

³ Citizen Charter <http://www.praja.org/resources.php?year=1999>

Map 1: Wards in Crisis

Map 2: Wards in Crisis

Section II: City Summary

Table 2: Civic Complaints by Citizens in Mumbai during calendar years 2012 to 2014

Issues	Complaints			Increase from 2012 to 2013 (in %)	Increase from 2013 to 2014 (in %)
	2012	2013	2014		
Roads	29967	42287	21847	41.1%	-48.3%
Buildings ⁴	19155	21125	17339	10.3%	-17.9%
Drainage	16194	12708	9394	-21.5%	-26.1%
Water Supply	6215	6075	7645	-2.3%	25.8%
Solid Waste Management (SWM)	6562	5519	7331	-15.9%	32.8%
License	6183	5741	6123	-7.1%	6.7%
Pest control	3123	3495	5048	11.9%	44.4%
Garden	1269	1468	1595	15.7%	8.7%
Colony Officer	1057	1292	1023	22.2%	-20.8%
Storm Water Drainage	939	895	1160	-4.7%	29.6%
Shop and Establishment (S & E)	608	347	423	-42.9%	21.9%
Medical Officer Health (MOH)	498	440	425	-11.6%	-3.4%
MCGM related	424	431	504	1.7%	16.9%
Estate	274	249	216	-9.1%	-13.3%
Toilet	148	177	257	19.6%	45.2%
Pollution	159	117	135	-26.4%	15.4%
School	54	22	25	-59.3%	13.6%
Mumbai	92,829	102,388	80,490	10.3%	-21.4%

Inference:

- Complaints on 'Roads' have decreased by 48.3% in the year 2014 as compared to the previous year.
- Drainage complaints decreased by 26.1% in the year 2014.
- Water supply related complaints increased by 25.8% in the year 2014.
- Solid Waste Management (SWM) complaints increased by 32.8% in the year 2014.
- Buildings complaints decreased by 17.9% in the year 2014.
- Total complaints have seen a decrease of 21.4%.

⁴Apart from 'Building' complaints other categories are directly correlated to the services provided by the corporation. 'Building' complaints pertain more towards 'illegality' on the part of citizens, hence we have not shown it in top complaints in Graph 1.

Table 3: Sub-issue wise top four Civic Complaints by Citizens during the calendar years 2012 to 2014

Issues/Sub-issues	2012	2013	2014	Increase from 2012 to 2013 (In %)	Increase from 2013 to 2014 (In %)
Roads					
Bad Patches/Potholes on the Roads	26171	38279	16103	46.3%	-57.9%
Municipal Land - Road/Footpath/SWD	1822	2028	2288	11.3%	12.8%
Resurfacing of Road	1056	988	1770	-6.4%	79.1%
Total complaints	29967	42287	21847	41.1%	-48.3%
Drainage					
Drainage, Chokes and Blockages	10924	8264	4612	-24.4%	-44.2%
Overflowing drains of manholes	3290	2679	2787	-18.6%	4.0%
Replacement of Missing/Damaged Manhole	989	932	989	-5.8%	6.1%
Total complaints	16194	12708	9394	-21.5%	-26.1%
Solid Waste Management (SWM)					
Garbage not lifted from House/Gully/Municipal Market/Road/Authorized collection point	2533	2085	2819	-17.7%	35.2%
Removal of Debris	890	889	1001	-0.1%	12.6%
Garbage lorry not reported for service/ Lorry not covered	826				
Lifting of Tree Cutting		503			
Providing/removing/replacing dustbins			658		
Total complaints	6562	5519	7331	-15.9%	32.8%
Water Supply					
Shortage of Water Supply	2402	2000	2829	-16.7%	41.5%
Leaks in Water Lines	1896	1968	1849	3.8%	-6.0%
Unauthorized Tapping of Water Connection	793	817	760	3.0%	-7.0%
Total complaints	6215	6075	7645	-2.3%	25.8%

Inference:

- Complaints on 'Bad Patches/Potholes on the Roads' saw the highest decrease, of 57.9%, between calendar years 2013 and 2014. While on the other hand, 'Resurfacing of Road' complaints have seen an increase of 79.1%
- Complaints on 'Garbage not lifted from House/Gully/Municipal Market/Road/Authorized collection point' have increased by 35.2% from 2013 to 2014.
- There has also been an increase in complaints for 'Shortage of Water Supply' by 41.5%.

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.

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 is 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.

WARD COMMITTEE WHITE PAPER

5. **Proposal raised/agenda raised/ letter to raise issues:** When a Councillor wants to raise any agenda or question, s/he 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 and announces the decision on the Point of Order. In case the 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.

Source: Corporation Procedure Rules and Regulation Mumbai:Municipal Printing Press,2001.

Table 4: Total number of Meetings, Attendance and Questions from March 2012 to December 2014

Ward Committee			
Year	Total Meeting	Attend in (%)	Total Question
Mar'12 to Dec'12	209	82%	679
Jan'13 to Dec'13	265	79%	989
Jan'14 to Dec'14	298	71%	972

Inference:

- There has been a steady decrease in Councillors' attendance in Ward Committee meetings - by 3% in 2012-2013 and 8% in 2013-2014.
- Questions asked by Councillors decreased by 2% from January'13-December'13 to January'14-December'14

Table 5: Number of questions asked by Councillors from March 2012 to December 2014

Category	No. of Members		
	Mar'12 to Dec'12	Jan'13 to Dec'13	Jan'14 to Dec'14
Zero Question	44	19	26
1 to 5 Question asked	149	142	134
6 to 10 Question asked	31	54	47
Above 10 Question asked	3	12	20
Total Members	227	227	227

Inference:

- Number of Councillors who did not ask any questions has increased from 19 during January'13-December'13 to 26 in January'14-December'14.
- Number of Councillors who asked more than 10 questions have increased from 12 during January'13-December'13 to 20 in January'14-December'14.

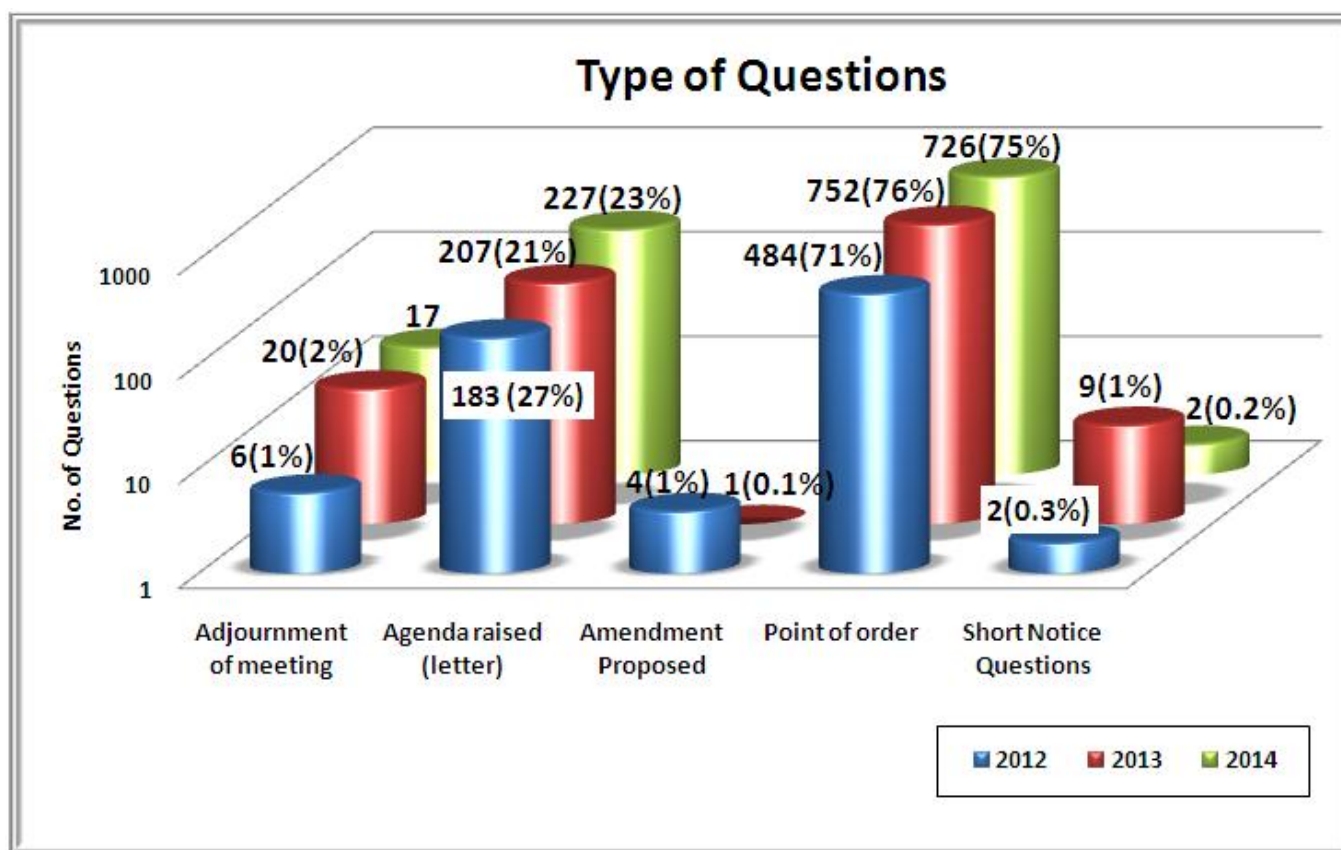
Table 6: Issue-wise number of questions asked during March 2012 to December 2014

Issues	Question asked (Mar'12 to Dec'14)		
	Mar'12 to Dec'12	Jan'13 to Dec'13	Jan'14 to Dec'14
Drainage	30	35	44
Solid Waste Management (SWM)	62	85	111
Water Supply	47	44	71
License	29	50	61
Roads	102	141	138
Storm Water Drainage	31	51	52
Toilet	19	22	31
Pest control	11	13	25
Garden/Open space	28	38	43
Community Development	13	29	26
Health	19	18	13
Education	19	29	16
Naming/Renaming of Roads/ Chowks	127	147	109
Other issues related	142	287	232
Total	679	989	972

Inference:

- Highest number of questions (138) was asked on Roads in year January 2014 to December 2014.
- 2% decrease in Councillors asking questions on roads from Jan'13 – Dec'13 to Jan'14 – Dec'14.

Graph 3: Types of devices used by councillors in the year 2012 to 2014

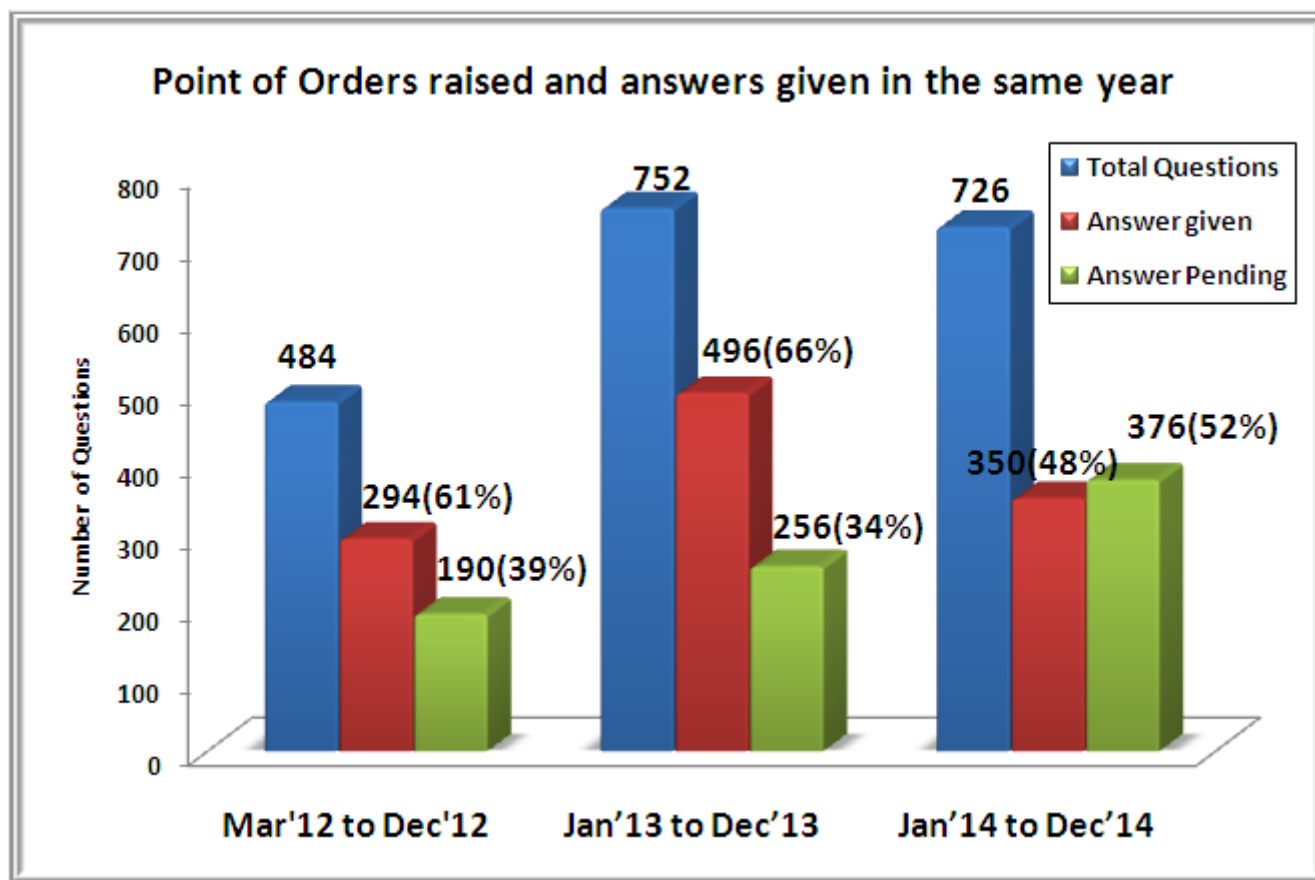


Inference:

- Out of a total 972 questions, 726 (75%) were Point of Order⁵ questions.
- In 2014, Councillors used different types of devices such as Short Notice Questions, Point of Order, Agenda Raised (Letter) and Adjournment of Meetings.
- In 2014, not even a single Councillor used Amendment Proposed device.
- In comparison to 2013, Agenda Raised (Letter) device used by Councillors increased by 2% in 2014.

⁵ 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.

Graph 4: Answers given by Administration to Point of Order questions raised in Ward committee meetings in Year 2014



Inference:

- Out of 724 point of orders, Administration has given answers to only 350 (48%), and 374 (52%) Point of Orders are pending. The Administration is not participating proactively in the Ward Committee meetings. Development will only take place if the administration answers Point of Order questions raised in ward committee meetings.

Nominated Councillors in Ward Committees

The 16 Ward Committees have been formed in the month of January 2000 vide Section 50TT after amending Mumbai Municipal Corporation Act 1888 as per 74th Amendment of the Constitution of India. The duration of the each Ward Committee formed co-terminus with the duration of the corporation. (Since 2013, there are 17 ward committees).

Nominated Councillors in Ward Committees:

Such number of the members, not exceeding three, nominated by the Councillors referred to in clause (1), from amongst the members of recognized nongovernment organizations and community based organizations engaged in social welfare activities working within the area of the Ward Committees. Provided that such persons are registered as electors in the Wards within the jurisdiction of the Ward Committee. Provided further that, the norms for recognition of the non-government organizations, the requisite qualification for nomination as members and the manner in which they are to be nominated shall be such as the State Government prescribes.

Source: The Mumbai Municipal Corporation Act, 1888

Table 7: List of nominated members in Ward Committee

Committee Name	2007 to Feb 2012	From Mar 2012 to 2014
Ward Committee A, B and E	The nominated members have not been appointed	The nominated members have not been appointed
Ward Committee C and D	The nominated members have not been appointed	The nominated members have not been appointed
Ward Committee F/South and F/North	Sabir Ali Khan	The nominated members have not been appointed
	Shishir Tatkar	
	Sunil A. Waghmare	
Ward Committee G/North	Shankar Hanumanta Santi	Prakash Krushna Kadam
	Ansari Afza Tahaneez Husain	Bhaskar Ramanna Shetty
	Shaikh Ziyaiddin Jahur Ali	Jayant Gajanan Patil
Ward Committee G/South	The nominated members have not been appointed	Sandip Kashinath Kambli
		Sohani S. Bhutani
Ward Committee H/East and H/West	Dayanand Govind Mohite	Shyama Charuchandra Kulkarni
	Shabnam Rangwala	Lemos Ayvin
	Yatin N. Shah	Shubhangi Avinash Sherekar
Ward Committee K/East	The nominated members have not been appointed	The nominated members have not been appointed
Ward Committee K/West	Vijay Jadhav	The nominated members have not been appointed
	Beg Irfan Karim	
	Haider Abdul Raheman	
Ward Committee L	Jayvant Kisan Karande	The nominated members have not been appointed
	Valajibhai Veerji Bhanushali	
	Ajay Laxman Yadav	

WARD COMMITTEE WHITE PAPER

Committee Name	2007 to Feb 2012	From Mar 2012 to 2014
Ward Committee M/East	M/E ward come into existence since 22nd Apr 2013	Sambodhi Ramchandra Kamble
		Shabbir Siddique Khan
Ward Committee M/West	Vijay Ashok Dalavi	Y. Chandrashekhar
Ward Committee N	Ashok Kharatmol	The nominated members have not been appointed
	Ajit Dattaram Gujar	
	Vasantlal Ratilal Cheda	
Ward Committee P/North	Jayendra P. Mehta	The nominated members have not been appointed
	Noela V. Warela	
	Vipul P. Shah	
Ward Committee P/South	Shriniwas Shirsekar	The nominated members have not been appointed
	Dilip Ghotage	
	Vishwanath Poddar	
Ward Committee R/Central and R/North	Sanjiv Sharad Bavadekar	The nominated members have not been appointed
	Abhishek Vinod Ghosalkar	
	Ashok kumarJayantilal Shah	
Ward Committee R/South	The nominated members have not been appointed	The nominated members have not been appointed
Ward Committee S and T	Sandip Madhukar Joshi	The nominated members have not been appointed
	Shivaji Sahadev Shinde	
	Madhukar Deu Sawant	

Inference:

- Since 2007 to 2014, not even a single member is nominated in ward committees of (A, B and E), (C and D), (K/East) & (R/South).
- From 2012 to 2014, only 5 out of 17 Ward Committees have nominated members.

Table 8: Top three wards in complaints in proportion to the ward population in year 2014

Top three Ward in complaints		F/S	H/E	R/N
Population 2011		360972	557239	431368
No. of councillors		7	11	7
Total Complaints		1561	2323	1770
Road	Complaints	525	661	621
	Questions asked	2	6	1
Drainage	Complaints	159	323	125
	Questions asked	1	1	0
SWM	Complaints	188	255	106
	Questions asked	3	4	0
Total Question		22	54	14
Naming/Renaming of Roads		2	2	2

Inference:

- F/S (1561), H/E (2323) and R/N (1770) are top three wards with highest number of complaints in proportion to their population.
- Councillors from F/S (7), H/E (11) and R/N (7) wards have asked less questions pertaining to citizens' complaints; in fact Councillors of R/N ward did not raise a single question on drainage and SWM.
- During this year, the maximum numbers of complaints for these three wards were related to Roads.

Table 9: Top three wards in complaints in year 2014

Top three wards in complaints		K/E	L	P/N
No. of Councillors		15	15	16
Total Complaints		5060	8085	5061
Road	Complaints	1090	950	1354
	Questions asked	2	23	14
Drainage	Complaints	759	992	417
	Questions asked	5	3	3
SWM	Complaints	411	420	369
	Questions asked	9	9	6
Total Questions		63	96	60
Naming/Renaming of Roads		2	4	11

Inference:

- K/E (5060), L (8085) and P/N (5061) are top three wards with highest number of complaints.
- Councillors from K/E (15), L (15) and P/N (16) wards have asked less questions pertaining to citizen's complaints.

Table 10: Top three wards in questions asked in proportion to the councillors elected from the ward in year 2014

Top three ward in total question	G/S	L	R/S
No. of Councillors	9	15	11
Total Question	57	96	84
Question asked on following issues			
Roads	9	23	10
Drainage	2	3	7
SWM	13	9	14
Naming/Renaming of Roads	4	4	5
Total Complaints	1674	8085	4841

Inference:

- G/S (57), L (96) and R/S (84) are top three wards for questions asked in year 2014.
- Among the top three wards Councillors of G/S ward have asked only 2 questions on 'Drainage'.

III. Part B – Ward-Wise Data

Section I: Civic Complaints Data

Table 11: Ward-wise total complaints in year 2012 to 2014

Ward	Population 2011	Total Complaints			Increase from 2012 to 2013 (In %)	Increase from 2013 to 2014 (In %)
		2012	2013	2014		
A	185014	2511	2646	1960	5%	-26%
B	127290	2537	2571	1761	1%	-32%
C	166161	3275	2483	1908	-24%	-23%
D	346866	5197	4983	3395	-4%	-32%
E	393286	3236	3299	2688	2%	-19%
F/N	529034	2546	3088	2558	21%	-17%
F/S	360972	2426	1980	1561	-18%	-21%
G/N	599039	5477	4441	3007	-19%	-32%
G/S	377749	3053	2612	1674	-14%	-36%
H/E	557239	2812	3383	2323	20%	-31%
H/W	307581	2930	4014	3172	37%	-21%
K/E	823885	6423	6844	5060	7%	-26%
K/W	748688	6977	8412	4957	21%	-41%
L	902225	7304	9136	8085	25%	-12%
M/E	807720	4260	5615	4869	32%	-13%
M/W	411893	3139	3618	2886	15%	-20%
N	622853	3011	4013	3701	33%	-8%
P/N	941366	5738	6120	5061	7%	-17%
P/S	463507	3652	3995	3511	9%	-12%
R/C	562162	4203	4534	3674	8%	-19%
R/N	431368	2371	2791	1770	18%	-37%
R/S	691229	4533	4261	4841	-6%	14%
S	743783	3025	4014	3340	33%	-17%
T	341463	2046	2717	2658	33%	-2%
MCGM-other agency ⁶		147	818	70	456%	-91%
Total	12442373	92829	102388	80490	10%	-21%

- R/S ward reported highest (14%) increase in total number of complaints from year 2013 to year 2014.
- There has been a decrease in total number of complaints in rest of the wards, lowest being K/W (41%).

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

Table 12: Ward-wise top civic complaints for the calendar years 2012 to 2014

Ward	Population 2011	Road				Drainage			
		2012	2013	2014	Increase from 2013 to 2014 (In %)	2012	2013	2014	Increase from 2013 to 2014 (In %)
A	185014	1119	1602	569	-64%	428	323	371	15%
B	127290	1151	1229	498	-59%	363	280	225	-20%
C	166161	1081	1002	539	-46%	625	357	284	-20%
D	346866	1807	2487	1013	-59%	1190	499	411	-18%
E	393286	1171	1619	775	-52%	640	496	345	-30%
F/N	529034	1153	1675	694	-59%	418	425	372	-12%
F/S	360972	1354	1043	525	-50%	349	253	159	-37%
G/N	599039	1706	2003	674	-66%	1115	455	392	-14%
G/S	377749	827	1061	330	-69%	627	555	230	-59%
H/E	557239	761	1479	661	-55%	600	599	323	-46%
H/W	307581	786	1733	1056	-39%	762	655	434	-34%
K/E	823885	2089	2649	1090	-59%	1133	850	759	-11%
K/W	748688	2215	2309	1305	-43%	1500	1317	659	-50%
L	902225	1259	2360	950	-60%	1241	1147	992	-14%
M/E	807720	890	1815	679	-63%	496	392	410	5%
M/W	411893	741	1148	608	-47%	760	593	491	-17%
N	622853	811	1505	1320	-12%	687	624	368	-41%
P/N	941366	1746	2475	1354	-45%	621	591	417	-29%
P/S	463507	1266	1631	1223	-25%	555	501	344	-31%
R/C	562162	1285	2115	1378	-35%	763	633	377	-40%
R/N	431368	931	1498	621	-59%	251	228	125	-45%
R/S	691229	1332	1258	1564	24%	495	394	431	9%
S	743783	1332	2005	1203	-40%	314	291	317	9%
T	341463	1007	1768	1148	-35%	261	250	158	-37%
MCGM-other agency ⁷		147	818	70	-91%				
Total	12442373	29967	42287	21847	-48%	16194	12708	9394	-22%

Inference:

- R/S ward recorded highest (24%) increase in complaints related to roads.
- There was a considerable decrease in complaints on Roads in rest of the wards of the city.
- 91% decrease in complaints of other MCGM agencies on Voice of Citizen Portal.
- A (15%), R/S (9%), S (9%) and M/E (5%) recorded the highest increase in complaints related to drainage.

⁷ MCGM-other agencies include: (SWD) Western Suburbs ,(SWD) ONM,(SWD) Eastern Suburbs, Hydraulic Engineers(HE), Sewage Project(SP), Water SUPPLY Projects(WSP),Storm Water Drainage(SWD), Sewerage Projects(Micro Tunneling), construction (CITY),construction (EASTERN).

Table 13: Ward-wise top civic complaints for the calendar years 2012 to 2014

Ward	Population 2011	SWM				Water Supply			
		2012	2013	2014	Increase from 2013 to 2014 (in %)	2012	2013	2014	Increase from 2013 to 2014 (in %)
A	185014	231	189	302	60%	79	65	74	14%
B	127290	195	156	202	29%	76	74	89	20%
C	166161	394	235	306	30%	325	159	109	-31%
D	346866	627	628	643	2%	301	155	194	25%
E	393286	195	164	298	82%	213	169	234	38%
F/N	529034	222	148	402	172%	121	98	196	100%
F/S	360972	157	111	188	69%	47	66	91	38%
G/N	599039	752	271	314	16%	229	198	185	-7%
G/S	377749	243	159	219	38%	120	55	103	87%
H/E	557239	116	111	255	130%	145	101	121	20%
H/W	307581	125	166	298	80%	134	159	283	78%
K/E	823885	352	431	411	-5%	404	353	373	6%
K/W	748688	336	517	420	-19%	320	289	439	52%
L	902225	269	274	420	53%	492	473	605	28%
M/E	807720	250	178	237	33%	1077	1322	1780	35%
M/W	411893	200	149	247	66%	664	582	448	-23%
N	622853	309	249	306	23%	307	379	406	7%
P/N	941366	289	269	369	37%	252	265	439	66%
P/S	463507	283	243	295	21%	149	161	186	16%
R/C	562162	338	265	348	31%	163	256	261	2%
R/N	431368	85	63	106	68%	59	74	135	82%
R/S	691229	267	281	377	34%	266	245	369	51%
S	743783	237	183	259	42%	182	275	359	31%
T	341463	90	79	109	38%	90	102	166	63%
Total	12442373	6562	5519	7331	-16%	6215	6075	7645	-2%

Inference:

- F/N (172%), H/E (130%), E (82%), H/W (80%) and F/S (69%) are top five wards with sharpest increase in number of complaints on Solid Waste Management from year 2013 to year 2014.
- F/N (100%), G/S (87%), R/N (82%), H/W (78%) and P/N (66%) are top five wards with sharpest increase in number of complaints on Water Supply from year 2013 to year 2014.
- From 2013 to 2014, F/N ward reported highest (172%) and (100%) increase on complaints related to Solid Waste Management and Water Supply respectively.
- Overall, there was a decrease in Solid Waste Management complaints (16%) and Water Supply complaints (2%).

Table 14: Ward-wise top three Road related civic complaints in the years 2012 to 2014

Ward	Population 2011	Road								
		Bad Patches / Potholes on the Roads			Municipal Land - Road/ Footpath/SWD			Resurfacing of Road		
		2012	2013	2014	2012	2013	2014	2012	2013	2014
A	185014	1000	1501	415	80	48	52	27	42	55
B	127290	1079	1151	326	51	48	92	12	20	64
C	166161	974	918	333	61	51	98	38	25	75
D	346866	1557	2254	701	110	93	92	98	89	158
E	393286	1042	1467	564	71	95	85	38	48	85
F/N	529034	1024	1502	433	69	83	84	40	56	78
F/S	360972	1252	980	419	56	43	46	28	13	35
G/N	599039	1427	1746	442	129	142	123	99	66	69
G/S	377749	741	922	203	41	63	51	25	46	49
H/E	557239	653	1336	523	70	85	68	19	20	38
H/W	307581	645	1622	874	61	59	75	37	33	59
K/E	823885	1841	2371	706	112	159	170	87	54	100
K/W	748688	1905	2025	955	152	144	165	87	76	93
L	902225	1019	2138	660	96	91	105	58	26	63
M/E	807720	774	1654	453	45	91	75	33	17	50
M/W	411893	626	1018	443	65	67	69	24	20	48
N	622853	642	1280	1045	85	124	155	50	57	62
P/N	941366	1562	2261	1032	62	104	118	55	50	103
P/S	463507	1115	1464	949	59	61	93	42	49	96
R/C	562162	1082	1911	1092	92	68	73	47	61	96
R/N	431368	867	1430	493	37	40	64	11	13	25
R/S	691229	1091	1033	1084	82	90	97	57	53	165
S	743783	1197	1856	985	81	89	100	19	29	68
T	341463	909	1621	903	55	90	138	25	25	36
MCGM-other agency ⁸		147	818	70						
Total	12442373	26171	38279	16103	1822	2028	2288	1056	988	1770

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

Inference:

- **58% decrease in complaints related to 'Bad Patches / Potholes on the Roads' from 2013 to 2014.**
- **R/S ward recorded highest (5%) increase in complaints of 'Bad Patches / Potholes on the Roads'. All the other wards have recorded a decrease in complaints since 2014. Maximum decrease has been recorded in G/S ward with 78% decrease in complaints since 2014.**
- **Both B and C ward recorded highest (92%) increase in complaints of 'Municipal Land - Road/ Footpath/SWD'.**
- **B ward recorded highest (220%) increase in complaints related to resurfacing of roads followed by R/S (211%) & C (200%).**

Table 15: Ward-wise top three Drainage related civic complaints in the years 2012 to 2014

Ward	Population 2011	Drainage								
		Drainage Chokes and Blockages			Overflowing drains of manholes			Replacement of Missing / Damaged Manhole		
		2012	2013	2014	2012	2013	2014	2012	2013	2014
A	185014	300	235	243	103	71	80	21	10	20
B	127290	199	184	104	137	72	84	17	16	18
C	166161	360	187	145	197	133	100	33	13	17
D	346866	594	317	204	519	135	154	46	29	30
E	393286	391	333	198	194	123	98	35	27	28
F/N	529034	231	246	188	122	81	116	49	74	44
F/S	360972	189	170	87	116	52	47	25	19	9
G/N	599039	768	289	193	214	93	132	72	52	37
G/S	377749	423	437	122	159	87	71	24	19	23
H/E	557239	503	445	191	60	108	77	16	28	22
H/W	307581	632	468	206	77	124	144	41	37	60
K/E	823885	764	485	360	155	192	226	76	91	79
K/W	748688	1163	936	334	177	219	167	113	116	104
L	902225	782	680	431	291	293	350	46	57	70
M/E	807720	292	224	209	84	88	111	32	25	38
M/W	411893	539	395	221	90	86	136	27	28	38
N	622853	514	448	170	109	114	130	34	35	33
P/N	941366	396	331	183	102	141	124	70	59	37
P/S	463507	336	250	137	134	163	110	58	63	67
R/C	562162	615	463	203	76	65	89	43	50	52
R/N	431368	185	150	51	36	53	29	16	11	19
R/S	691229	343	242	205	46	76	86	59	31	73
S	743783	201	158	162	63	74	79	23	28	49
T	341463	204	191	65	29	36	47	13	14	22
Total	12442373	10924	8264	4612	3290	2679	2787	989	932	989

Inference:

- Both A and S ward recorded the highest (3%) increase in complaints on 'Drainage Chokes and Blockages', from year 2013 to year 2014.
- M/W ward recorded the highest (58%) increase in complaints for 'Overflowing drains of manholes' and R/S (135%) for 'Replacement of Missing / Damaged Manholes'.

Table 16: Ward-wise top three Solid Waste Management related civic complaints in the years 2012 to 2014

Solid Waste Management (SWM)											
Ward	Population 2011	Garbage not lifted from House/Gully/ Municipal Market/Road/ Authorized collection point			Removal of Debris			Garbage lorry not reported for service/ Lorry not covered			Providin g/remo ving/rep lacing dustbins
		2012	2013	2014	2012	2013	2014	2012	2013	2014	2014
A	185014	90	91	118	28	20	30	62	34	25	48
B	127290	133	84	103	19	21	25	15	11	13	7
C	166161	255	145	178	51	30	33	17	8	2	17
D	346866	342	349	310	106	94	103	28	22	11	42
E	393286	98	65	172	35	35	34	7	6	7	21
F/N	529034	79	46	173	34	30	37	23	13	14	30
F/S	360972	64	36	68	26	19	26	24	17	13	15
G/N	599039	191	87	108	74	35	51	80	16	11	19
G/S	377749	99	57	71	25	38	44	53	10	7	32
H/E	557239	39	37	88	26	17	22	8	8	11	42
H/W	307581	25	53	94	26	28	33	14	7	19	17
K/E	823885	123	128	126	45	71	75	35	39	15	37
K/W	748688	97	181	120	75	77	96	35	61	19	13
L	902225	125	124	179	38	43	57	23	9	19	51
M/E	807720	99	37	76	26	46	39	32	7	17	31
M/W	411893	63	39	82	36	24	26	20	6	9	27
N	622853	100	86	112	29	41	47	72	17	19	26
P/N	941366	85	85	141	40	35	50	38	29	25	25
P/S	463507	78	72	86	37	33	31	42	18	17	27
R/C	562162	120	75	124	19	33	30	82	27	36	36
R/N	431368	25	17	29	23	13	12	3	2	5	4
R/S	691229	86	113	142	39	47	53	39	27	15	32
S	743783	91	53	83	21	38	31	55	11	11	43
T	341463	26	25	36	12	21	16	19	6	1	16
Total	12442373	2533	2085	2819	890	889	1001	826	411	341	658

Inference:

- F/N ward recorded highest (276%) increase in complaints of 'Garbage not lifted from House/Gully/ Municipal Market/Road/Authorised collection point'.
- 'A' ward recorded highest (50%) increase in complaints for 'Removal of Debris'.
- H/W Ward recorded highest (171%) increase in complaints on 'Garbage lorry not reported for service/ Lorry not covered'.

Table 17: Top Four Water supply related Ward-wise civic complaints in the years 2012 to 2014

Water Supply													
Ward	Population 2011	Shortage of Water Supply			Leaks in Water Lines			Unauthorized Tapping of Water Connection			Contaminated Water Supply		
		2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014
A	185014	23	33	40	8	3	12	12	7	5	31	12	11
B	127290	17	15	34	12	2	5	9	19	11	32	31	30
C	166161	192	67	39	32	17	9	29	8	5	62	58	42
D	346866	130	43	64	74	65	52	29	12	5	61	21	41
E	393286	86	56	85	33	20	47	25	23	34	57	52	41
F/N	529034	31	12	84	38	13	29	34	29	28	7	29	26
F/S	360972	11	14	41	8	16	12	17	4	7	6	22	11
G/N	599039	28	32	51	37	24	17	119	101	77	22	19	18
G/S	377749	23	14	24	19	12	19	51	15	31	12	5	15
H/E	557239	44	8	34	39	39	15	19	16	15	28	28	30
H/W	307581	39	57	98	45	43	43	10	18	29	28	25	51
K/E	823885	157	83	132	136	146	85	52	70	44	32	21	43
K/W	748688	117	71	176	88	67	47	41	69	85	51	49	92
L	902225	124	57	137	272	268	274	67	97	88	8	13	31
M/E	807720	731	908	974	160	227	248	78	73	73	55	51	55
M/W	411893	362	229	141	193	179	165	36	45	30	44	60	42
N	622853	30	23	70	223	270	227	23	32	27	19	36	11
P/N	941366	59	58	141	61	65	74	57	67	59	50	45	100
P/S	463507	38	37	59	60	70	44	24	19	25	10	8	34
R/C	562162	41	62	109	50	108	54	14	13	14	29	55	46
R/N	431368	19	19	45	22	28	32	6	11	9	5	8	28
R/S	691229	64	57	148	113	80	82	24	36	28	34	44	62
S	743783	25	37	63	112	146	185	13	22	23	17	50	14
T	341463	11	8	40	61	60	72	4	11	8	4	4	13
Total	12442373	2402	2000	2829	1896	1968	1849	793	817	760	704	746	887

Inference:

- F/N ward recorded highest (600%) increase in complaints of 'Shortage of Water Supply' and 'A' ward(300%)complaints for 'Leaks in Water Lines'.
- G/S ward had highest (107%) increase on complaints for 'Unauthorised Tapping of Water Connection'.
- P/S ward recorded highest (325%) increase in complaints for 'Contaminated Water Supply'

Table 18: Ward-wise civic complaints⁹ on Potholes on the Roads from the year 2012 to 2014

Ward	Central Complaint Registration System (CCRs)			Increase from 2013 to 2014 (In %)	Voice of Citizens			Increase from 2013 to 2014 (In %)	Total		
	2012	2013	2014		2012	2013	2014		2012	2013	2014
A	29	39	97	149%	971	1462	318	-78%	1000	1501	415
B	10	16	33	106%	1069	1135	293	-74%	1079	1151	326
C	25	44	50	14%	949	874	283	-68%	974	918	333
D	75	67	99	48%	1482	2187	602	-72%	1557	2254	701
E	43	49	37	-24%	999	1418	527	-63%	1042	1467	564
F/N	69	85	108	27%	955	1417	325	-77%	1024	1502	433
F/S	32	21	34	62%	1220	959	385	-60%	1252	980	419
G/N	75	52	45	-13%	1352	1694	397	-77%	1427	1746	442
G/S	17	37	49	32%	724	885	154	-83%	741	922	203
H/E	45	43	40	-7%	608	1293	483	-63%	653	1336	523
H/W	55	44	61	39%	590	1578	813	-48%	645	1622	874
K/E	151	133	175	32%	1690	2238	531	-76%	1841	2371	706
K/W	151	152	143	-6%	1754	1873	812	-57%	1905	2025	955
L	107	97	75	-23%	912	2041	585	-71%	1019	2138	660
M/E	65	44	95	116%	709	1610	358	-78%	774	1654	453
M/W	51	53	69	30%	575	965	374	-61%	626	1018	443
N	78	86	95	10%	564	1194	950	-20%	642	1280	1045
P/N	178	127	209	65%	1384	2134	823	-61%	1562	2261	1032
P/S	109	188	210	12%	1006	1276	739	-42%	1115	1464	949
R/C	104	129	139	8%	978	1782	953	-47%	1082	1911	1092
R/N	30	34	46	35%	837	1396	447	-68%	867	1430	493
R/S	153	116	320	176%	938	917	764	-17%	1091	1033	1084
S	66	107	92	-14%	1131	1749	893	-49%	1197	1856	985
T	39	41	39	-5%	870	1580	864	-45%	909	1621	903
MCGM other agencies ¹⁰					147	818	70	-91%	147	818	70
Total	1757	1804	2360	31%	24414	36475	13743	-62%	26171	38279	16103

R/S ward recorded highest increase (176%) in complaints on the Central Complaint Registration System (CCRS) and G/S ward recorded highest (83%) decrease in complaints on Voice of Citizens portal for Potholes on the Roads.

⁹ 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.

¹⁰ MCGM-other agencies include: (SWD) Western Suburbs, (SWD) ONM, (SWD) Eastern Suburbs, Hydraulic Engineers (HE), Sewage Project (SP), Water SUPPLY Projects (WSP), Storm Water Drainage (SWD), Sewerage Projects (Micro Tunneling), construction (CITY), construction (EASTERN).

Table 19: 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	65913	29282	35176		1440	15	8152	
In (%)		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 code¹¹ was filled in only 12% citizen's complaints.

¹¹While 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.

Table 20: Status report of complaints in year 2014

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	1642	1075	535	33%	30	2	207	13%
B	1468	558	908	62%	2	0	314	21%
C	1625	294	1329	82%	2	0	379	23%
D	2793	1057	1669	60%	67	0	360	13%
E	2161	607	1550	72%	4	0	578	27%
F/N	2233	394	1818	81%	21	0	475	21%
F/S	1176	578	564	48%	33	1	330	28%
G/N	2610	1714	573	22%	323	0	704	27%
G/S	1520	470	1046	69%	4	0	337	22%
H/E	1840	634	1122	61%	84	0	437	24%
H/W	2359	1068	1264	54%	27	0	537	23%
K/E	4529	1386	3064	68%	78	1	1318	29%
K/W	4145	448	3515	85%	182	0	958	23%
L	7500	2141	5352	71%	7	0	877	12%
M/E	4511	1303	3185	71%	23	0	789	17%
M/W	2512	1129	1382	55%	1	0	557	22%
N	2751	704	2042	74%	5	0	694	25%
P/N	4238	2562	1552	37%	124	0	1199	28%
P/S	2772	1571	1194	43%	7	0	485	17%
R/C	2721	753	1897	70%	71	0	662	24%
R/N	1323	386	919	69%	18	0	436	33%
R/S	4077	1366	2684	66%	27	0	796	20%
S	2447	833	1568	64%	43	3	589	24%
T	1794	527	1266	71%	1	0	756	42%
Total	66747	23558	41998		1184	7	14774	
In (%)		35%	63%		2%	0.01%	22%	

Inference:

- MCGM departments (Administration) have closed 35% of the total 66,747 civic complaints in 2014.
- No action has been taken by the Administration in case of 63% registered complaints in 2014.
- The Councillor code¹² was filled in only 22% citizen's complaints.

¹²While 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.

Table 21: Ward-wise average number of days for closing complaints in the year 2014

Complaint to be attended as per Citizens' Charter	Drainage Chokes and Blockages	Overflowing drains or manholes	Odour (Foul Smell) from Drains	Replacement of Missing/Damaged Manhole	Raising of Manhole (except in Monsoon)	Cleaning of septic tank	Repairs to pipe sewers /main sewers	Contaminated Water Supply	Leaks in Water Lines
To resolved as per Citizens' Charter	1	1	1	1	7	7	7	1	7
Actual time taken to resolve in 2014	17	18	16	21	14	19	20	16	17
A	4	4	4	6	5	5	8	7	10
B	26	22	17	34	0	0	30	4	3
C	21	16	0	0	0	0	0	6	4
D	22	25	0	41	0	32	32	4	6
E	16	29	0	10	0	25	0	19	17
F/N	23	26	28	31	18	32	42	9	18
F/S	25	22	0	0	0	37	8	18	24
G/N	15	17	13	15	0	15	15	10	5
G/S	3	2	0	3	0	2	2	24	15
H/E	30	25	20	23	0	28	59	15	12
H/W	8	9	5	12	16	5	7	30	26
K/E	17	22	18	18	0	27	0	18	19
K/W	27	26	19	36	0	16	38	41	42
L	32	32	23	31	0	34	24	17	24
M/E	14	15	14	16	19	14	21	25	31
M/W	15	15	12	18	12	14	13	4	3
N	25	9	0	0	0	21	18	43	0
P/N	14	15	17	19	0	15	15	13	14
P/S	26	23	0	26	0	30	51	28	27
R/C	20	7	0	11	0	33	34	47	17
R/N	14	18	0	7	0	17	0	10	28
R/S	20	23	16	35	0	23	26	19	24
S	24	22	0	17	0	22	4	87	33
T	24	19	20	45	0	28	24	8	15

- In the year 2014, on an average it took 87 days for closing complaints related to 'Contaminated Water Supply' in 'S' ward.
- In 'L' ward on an average it took 32 days for closing complaints of 'Drainage Chokes and Blockages' & 'Overflowing drains or manholes'.

Table 22: Ward-wise average number of days for closing complaints in the year 2014

Complaint to be attended as per Citizens' Charter	Shortage of Water Supply	Burst Water Main	Garbage not lifted - Co-authorized Point	Collection point not attended properly	Garbage lorry not reported for service/ Lorry not covered	Providing /removing/replacing dustbins	Sweeping of road	Removal of Dead Animals	No attendance at public toilets
To resolved as per Citizens' Charter	2	1	1	1	1	8	1	1	2
Actual time taken to resolve in 2014	18	17	16	15	14	17	18	19	18
A	7	8	4	3	4	4	4	0	5
B	4	0	15	13	16	10	20	0	0
C	5	3	17	19	0	25	29	0	53
D	4	10	35	30	44	50	27	0	0
E	17	17	15	14	19	12	24	0	0
F/N	17	0	0	0	0	0	0	0	0
F/S	26	0	10	6	6	7	7	0	4
G/N	5	0	12	15	16	13	16	4	18
G/S	25	0	2	2	2	2	2	3	2
H/E	15	20	20	24	16	26	21	0	22
H/W	27	22	19	9	18	14	13	0	6
K/E	26	17	24	27	26	30	26	0	22
K/W	44	71	31	18	34	0	0	0	48
L	20	15	27	31	27	25	29	29	29
M/E	28	28	16	9	11	18	15	0	17
M/W	3	3	25	24	28	25	23	41	23
N	0	59	11	12	9	17	11	13	27
P/N	14	10	17	17	13	25	25	0	17
P/S	19	33	13	15	16	14	21	20	3
R/C	23	17	13	18	15	22	14	0	24
R/N	19	0	16	15	12	9	16	13	16
R/S	19	11	13	0	0	6	15	0	0
S	33	38	19	18	17	28	24	38	0
T	9	12	19	21	23	18	31	12	31

Inference:

- **K/W ward on an average took 44 days for closing complaints of 'Shortage of Water Supply' and 71 days for closing complaints of 'Burst Water Main' in the year 2014.**
- **'D' ward on an average took 35 days for closing complaints of 'Garbage not lifted - Co-authorized Point', 44 days for closing complaints of 'Garbage lorry not reported for service/ Lorry not covered' and 50 days for closing complaints of 'Providing/removing/replacing dustbins'.**

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

Table 23: Ward Committee and Ward-wise Number of Meetings, Attendance in (%) and No. of Questions Asked from January 2014 to December 2014

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	22	54%	6	1	3	0	0
	B	3			15	0	2	1	0
	E	8			25	2	4	2	0
2	Ward Committee C and D								
	C	4	17	83%	18	0	3	1	0
	D	7			44	0	4	1	2
3	Ward Committee F/South and F/North								
	F/N	10	16	64%	41	2	5	2	1
	F/S	7			22	1	4	2	0
4	Ward Committee G/North	11	18	73%	30	1	8	2	0
5	Ward Committee G/South	9	16	82%	57	1	3	4	1
6	Ward Committee H/East and H/West								
	H/E	11	15	75%	54	0	7	3	1
	H/W	6			26	1	3	1	1
7	Ward Committee K/East	15	17	70%	63	4	8	1	2
8	Ward Committee K/West	13	18	71%	53	2	8	2	1
9	Ward Committee L	15	20	76%	96	0	8	3	4
10	Ward Committee M/East	13	16	68%	52	3	7	1	2
11	Ward Committee M/West	8	18	74%	30	0	5	3	0
12	Ward Committee N	12	17	66%	67	1	6	3	2
13	Ward Committee P/North	16	16	70%	60	1	11	3	1
14	Ward Committee P/South	8	18	71%	32	0	6	2	0
15	Ward Committee R/Central and R/North								
	R/C	10	19	73%	43	0	7	3	0
	R/N	7			14	3	3	1	0
16	Ward Committee R/South	11	18	88%	84	0	4	5	2
17	Ward Committee S and T								
	S	13	17	63%	22	3	10	0	0
	T	6			18	0	5	1	0
	Total	227	298	71%	972	26	134	47	20

Inference:

- **Councillors from A, B and E Ward Committee have lowest (54%) attendance during January 2014 to December 2014.**
- **26 councillors have not asked a single question in the year 2014.**
- **K/East ward has the highest number of councillors (4) who have not asked a single question in the year 2014.**
- **Only 20 Councillors out of a total of 227 have asked more than 10 questions. A majority of councillors (59%) have asked 1 to 5 questions.**

WARD COMMITTEE WHITE PAPER

Table 24: Issue-wise questions asked by Councillors during the period January 2014 to December 2014

Sr. No.	Ward	Drain age	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	1				1	1				2	1	6
	B					2	3				8	2	15
	E	1	3	1		1			2	1	3	13	25
2	Ward Committee C and D												
	C		2	3	1	2	3	1				6	18
	D		7	3	4	6	1	1		1	8	13	44
3	Ward Committee F/South and F/North												
	F/N	4	7	1	2	4	3	2			2	16	41
	F/S	1	3	2		2			1	1	2	10	22
4	Ward Committee G/North	3			4	6	1		1	2	4	9	30
5	Ward Committee G/South	2	13	4	3	9	2	1	1		4	18	57
6	Ward Committee H/East and H/West												
	H/E	1	4	3	5	6	5	3	1	2	2	22	54
	H/W	1	3	2	6		3		1		1	9	26
7	Ward Committee K/East	5	9	2	4	2	4	2			2	33	63
8	Ward Committee K/West	5	2	5	5	8	4	1			4	19	53
9	Ward Committee L	3	9	8	2	23	4	4		3	4	36	96
10	Ward Committee M/E	1	4	8	2	9	1	2	1	2	7	15	52
11	Ward Committee M/W	4	3	2	3		1				3	14	30
12	Ward Committee N	1	7	2	5	10		1	1		10	30	67
13	Ward Committee P/North	3	6	7	3	14	2	1	2	2	11	9	60
14	Ward Committee P/South	1	6	2	1	4	1				9	8	32
15	Ward Committee R/Central and R/North												
	R/C		5	6	2	10		3			12	5	43
	R/N			1		1		1	1		2	8	14
16	Ward Committee R/South	7	14	7	8	10	3	1	1	1	5	27	84

WARD COMMITTEE WHITE PAPER

Sr. No.	Ward	Drainage	SW M	Water Supply	Licence	Roads	Garden	Community Development	Health	Education	Naming/Renaming of Roads	Other issues	Total
17	Ward Committee S and T												
	S		3	1		4				1	3	10	22
	T		1	1	1	4	1	2			1	7	18
	Total	44	111	71	61	138	43	26	13	16	109	340	972

Inference:

- Highest numbers of questions (96) were asked in 'L' ward committee's meetings in year 2014, of which 23 were on Roads.
- Lowest (30) questions were asked in G/N and M/W ward committee meeting in year 2014.

Annexure1 –Analysis of complaints attended (closed) in comparison with days mentioned in MCGM’s Citizen Charter

Issues/Sub-issues	To resolved as per Citizens' Charter	Actual time taken to resolve		
		2013	2014	Increase from 2013 to 2014 (In %)
Drainage				
Drainage Chokes and Blockages	1	7	17	143%
Overflowing drains or manholes	1	14	18	29%
Odour (Foul Smell) from Drains	1	20	16	-20%
Replacement of Missing / Damaged Manhole	1	16	21	31%
Raising of Manhole (except in Monsoon)	7	9	14	56%
Cleaning of septic tank	7	15	19	27%
Repairs to pipe sewers/main sewers	7	17	20	18%
Water Supply				
Contaminated Water Supply	1	12	16	33%
Leaks in Water Lines	7	13	17	31%
Shortage of Water Supply	2	12	18	50%
Burst Water Main	1	13	17	31%
Solid Waste Management (SWM)				
Garbage not lifted - Co-authorised Point	1	14	16	14%
Collection point not attended properly	1	14	15	7%
Garbage lorry not reported for service/ Lorry not covered	1	13	14	8%
Providing/removing/replacing dustbins	8	18	17	-6%
Sweeping of road	1	14	18	29%
Removal of Dead Animals	1	16	19	19%
No attendance at public toilets	2	12	18	50%

Annexure2 – Political party-wise data

Table 25: Party-wise number of questions asked by Councillors during January 2013 to December 2014

Political Party Name	Zero Question		1 to 5 Questions asked		6 to 10 Questions asked		Above 10 Questions asked		Total Members
	Y1 ¹³	Y2	Y1	Y2	Y1	Y2	Y1	Y2	
Akhil Bharatiya Sena	0	2	2	0	0	0	0	0	2
Bharatiya Janata Party	2	2	19	18	10	7	0	4	31
Bhartiya Republican Party Bahunjan Mahasangha	0	0	1	0	0	1	0	0	1
Bhartiya Shetkari Kamgar Party	N/A ¹⁴	1	N/A	0	N/A	0	N/A	0	1
Independent	3	2	8	10	3	1	1	1	14
Indian National Congress	6	5	33	30	11	12	2	5	52
Maharashtra Navnirman Sena	1	3	18	20	7	5	2	0	28
Nationalist Congress Party	1	2	7	3	4	7	1	1	13
Republican Party Of India (RPI)(A)	1	0	0	1	0	0	0	0	1
Samajwadi Party	1	1	3	4	5	2	0	2	9
Shiv Sena	4	8	51	48	14	12	6	7	75
Total Members	19	26	142	134	54	47	12	20	227

¹³Y1 is refers to January 2013 to December 2013 and Y2 is January 2014 to December 2014

¹⁴In Y1, the representative from Independent party, Hanifa Bi, passed away. In Y2, she was succeeded by the Bhartiya Republican Party BahunjanMahasangha member KhairunnisaHussain.

Table 26: Party-wise number of questions asked on civic issues during January 2013 to December 2014

Political Party Name	Road		Drainage		SWM		Water Supply		Naming/ Renaming of Roads / Chowk		Other related issues		Total	
	Y1 ¹⁵	Y2	Y1	Y2	Y1	Y2	Y1	Y2	Y1	Y2	Y1	Y2	Y1	Y2
Akhil Bharatiya Sena	0	0	0	0	0	0	0	0	0	0	2	0	2	0
Bharatiya Janata Party	24	37	4	7	12	15	12	17	26	12	69	64	147	152
Bhartiya Republican Party Bahun Mahasangha	0	1	0	0	0	0	0	0	1	1	3	4	4	6
Bhartiya Shetkari Kamgar Party	N/A ¹⁶	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0
Independent	9	2	2	3	7	7	6	6	5	3	34	24	63	45
Indian National Congress	22	21	8	11	24	25	9	15	37	34	103	122	203	228
Maharashtra Navnirman Sena	22	16	7	2	11	11	4	4	20	11	70	41	134	85
Nationalist Congress Party	5	15	1	1	3	8	1	4	15	16	38	33	63	77
Republican Party Of India (RPI)(A)	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Samajwadi Party	12	9	0	2	5	6	2	8	0	3	29	27	48	55
Shiv Sena	47	37	13	18	23	39	10	17	43	28	189	184	325	323
Total	141	138	35	44	85	111	44	71	147	109	537	499	989	972

¹⁵Y1 is refers to January 2013 to December 2013 and Y2 is January 2014 to December 2014

¹⁶In Y1, the representative from Independent party, Hanifa Bi, passed away. In Y2, she was succeeded by the BhartiyaShetkariKamgar Party member KhairunnisaHussain.

Annexure3– Ward-wise Councillors' data

Table 27: Ward-wise Councillors' names, party and questions asked during Mar'12 to Dec'14

W ¹⁷	Councillor Name	Party	Total Question			W	Councillor Name	Party	Total Question		
			Y1 ¹⁸	Y2	Y3				Y1	Y2	Y3
A	Anita Yadav	INC	0	0	0	L	Komal Jamsandekar	SS	0	1	3
A	Ganesh Sanap	SS	1	5	1	L	Lalita Annamalai	IND	0	0	1
A	Makarand Narvekar	IND	5	2	3	L	Leena Shukla	IND	5	9	7
A	Sushama Salunkhe	INC	2	1	2	L	Manali Tulaskar	SS	3	3	4
B	Dnyanraj Nikam	INC	1	0	3	L	Mohd. Ishak Shaikh	SP	0	7	9
B	Waqarunnisa Ansari	INC	3	0	5	L	Saeeda Khan	NCP	2	0	11
B	Javed Juneja	INC	7	9	7	L	SanjanaMungekar	SS	4	9	6
C	Sampat Thakur	SS	3	4	5	L	Savita Pawar	NCP	5	9	4
C	Veena Jain	BJP	4	5	3	L	Vijay Tandel	IND	10	10	11
C	Yaqoob Memon	SP	12	8	7	M/E	Arun Kamble	BRP Bahuja nMa hasan gha	4	4	6
C	Yugandara Salekar	SS	4	5	3	M/E	Dinesh Panchal	SS	0	4	2
D	Anil Singh	SS	7	12	14	M/E	Khairunnisa Hussain ¹⁹	Bharti yaShe tkariK amgar	N/A		0
D	Arvind Dudhwadkar	SS	0	2	1	M/E	Manju Kumare	SS	0	2	0
D	Jyotshna Mehta	BJP	2	2	3	M/E	Mohd. Siraj Shaikh	IND	1	1	0
D	Noshir Mehta	INC	10	10	12	M/E	Noorjahan Shaikh	SP	1	3	1
D	Sarita Patil	BJP	1	5	9	M/E	Rahul Shevale	SS	0	1	1
D	Shantilal Doshi	INC	2	3	3	M/E	Rais Shaikh	SP	0	9	5
D	Surendra Bagalkar	SS	4	2	2	M/E	Reshma Nevrekar	SP	10	8	12
E	Faiyaz Khan	INC	0	0	1	M/E	Shantaram Patil	SP	3	3	5
E	Geeta Gawli	ABS	0	1	0	M/E	Sunanda Lokare	INC	2	2	5
E	Manoj Jamsutkar	INC	5	9	7	M/E	Usha Kamble	INC	1	3	3

¹⁷W is refers to Ward

¹⁸Y1 is refers to March 2012 to December 2012, Y2 is January 2013 to December 2013 and Y3 is January 2014 to December 2014

¹⁹Councillor Hanifa Bi passed away in December 2013 and was succeeded by Khairunnisa Hussain

WARD COMMITTEE WHITE PAPER

W	Councillor Name	Party	Total Question			W	Councillor Name	Party	Total Question		
			Y1	Y2	Y3				Y1	Y2	Y3
E	Ramakant Rahate	SS	4	8	9	M/E	Vithal Kharatmol	BJP	1	6	12
E	Samita Naik	MNS	0	1	4	M/W	Anil Patankar	INC	2	4	3
E	Shahana Khan	INC	2	1	1	M/W	Deepa Parab	SS	1	2	2
E	VandanaGawli	ABS	0	1	0	M/W	Mahadev Shivgan	BJP	4	5	7
E	Yamini Jadhav	SS	3	7	3	M/W	Rajshree Palande	BJP	0	7	9
F/N	AlkaDoke	SS	0	1	0	M/W	Sangita Handore	INC	1	1	1
F/N	Lalita Yadav	INC	4	6	9	M/W	Seema Mahulkar	INC	3	1	1
F/N	Mahant Chaube	BJP	2	0	0	M/W	Suprada Phaterpekar	SS	2	5	1
F/N	Manojkumar Sansare	IND	3	1	1	M/W	Vandana Sable	INC	8	5	6
F/N	Nayna Sheth	INC	3	4	13	N	Ashwini Mate	SS	8	3	4
F/N	Pranita Waghdhare	SS	2	2	4	N	Bharti Bawadane	SS	6	3	1
F/N	Rajeshree Shirwadkar	BJP	2	4	6	N	Deepak Hande	IND	5	20	4
F/N	Selvan Tamil	BJP	3	4	2	N	Falguni Dave	BJP	7	8	17
F/N	Shradha Jadhav	SS	4	1	3	N	Harun Khan	NCP	1	3	6
F/N	Trushna Vishwasrao	SS	4	2	3	N	Mangal Kadam	MNS	1	0	0
F/S	Hemangi Chemburkar	SS	5	4	9	N	Pratiksha Ghuge	NCP	4	1	2
F/S	Nandkishor Vichare	SS	8	6	4	N	Pravin Cheda	INC	5	4	8
F/S	Pallavi Mungekar	INC	1	1	1	N	Rakhi Jadhav	NCP	2	1	7
F/S	Sanjay Ambole	SS	1	3	0	N	Ritu Tawade	BJP	11	9	11
F/S	Shweta Rane	SS	0	0	1	N	Sanjay Bhalerao	MNS	2	1	2
F/S	Sunil More	INC	1	1	1	N	Suresh Awale	MNS	5	1	5
F/S	Vaibhavi Chavan	SS	4	1	6	P/N	Ajit Bhandari	SS	5	3	3
G/N	Anusha Kodam	SS	0	1	1	P/N	Anagha Mhatre	SS	4	2	2
G/N	JyotsnaParmar	SP	0	0	0	P/N	Bhomsing Rathod	INC	4	1	1
G/N	Manish Chavan	MNS	3	3	6	P/N	Cyril D'souza	IND	5	1	2
G/N	Rajendra Suryavanshi	SS	3	6	1	P/N	Deepak Pawar	MNS	3	4	6
G/N	Sabreddy Bora	(RPI) (A)	2	0	1	P/N	Gyanmurti Sharma	BJP	3	10	11
G/N	Sandeep Deshpande	MNS	3	8	3	P/N	Qumarjahan Siddiqi	INC	2	3	6
G/N	Shraddha Patil	MNS	1	6	2	P/N	Manisha Patil	SS	3	0	0

WARD COMMITTEE WHITE PAPER

W	Councillor Name	Party	Total Question			W	Councillor Name	Party	Total Question		
			Y1	Y2	Y3				Y1	Y2	Y3
G/N	Sudhir Jadhav	MNS	6	20	8	P/N	Parminder Bhamra	INC	0	2	5
G/N	Vakil Shaikh	INC	1	3	3	P/N	Prashant Kadam	SS	2	1	4
G/N	Virendra Tandel	MNS	5	1	2	P/N	Ramnarayan Barot	BJP	2	2	4
G/N	Vishnu Gaikwad	IND	0	5	3	P/N	Rupali Raorane	NCP	4	6	7
G/S	Hemangi Worlikar	SS	27	23	17	P/N	Sayali Warise	SS	0	1	3
G/S	Hemlata Wange	MNS	0	1	0	P/N	Siraj Shaikh	INC	2	4	1
G/S	Kishori Pednekar	SS	3	6	1	P/N	Sunil Gujar	SS	2	3	2
G/S	Mansi Dalvi	SS	1	2	5	P/N	Vinod Shelar	BJP	5	4	3
G/S	Ratna Mahale	NCP	7	6	10	P/S	Jitendra Walvi	SS	0	3	7
G/S	Santosh Dhuri	MNS	4	7	10	P/S	Kiran Patel	INC	0	2	2
G/S	SeemaS hivalkar	MNS	4	6	1	P/S	Lochana Chavan	SS	1	4	3
G/S	Snehal Ambekar ²⁰	SS	1	5	6	P/S	Pramila Shinde	SS	0	4	8
G/S	Sunil Ahir	NCP	5	4	7	P/S	Rajan Padhye	SS	3	2	1
H/E	Anil Trimbakkar	SS	0	6	8	P/S	Sneha Zagde	INC	0	1	4
H/E	Brian Miranda	INC	2	15	10	P/S	Sunil Vaman Prabhu ²¹	SS	Mayor		3
H/E	Deepak Bhutkar	SS	2	11	10	P/S	Varsha Tembvalkar	SS	0	5	4
H/E	Gulistan Shaikh	INC	0	9	11	R/C	Asavari Anil Patil	BJP	1	5	1
H/E	Ilyas Bashir Shaikh	IND	1	2	2	R/C	Bina Paresh Doshi	BJP	3	3	3
H/E	Krishna Dhondu Parkar	BJP	1	9	2	R/C	Chetan Kadam	MNS	3	6	2
H/E	Pooja Mahadeshwar	SS	3	3	3	R/C	Manisha Chaudhari	BJP	6	7	9
H/E	Priyatama Sawant	INC	6	7	4	R/C	Mohan Mithbaokar	BJP	0	1	1
H/E	Snehal Shinde	MNS	1	3	1	R/C	Pravin Shah	BJP	0	2	5

²⁰ Snehal Ambekar was elected Mayor on 9th September 2014

²¹ Sunil Prabhu served as Mumbai Mayor from 9 March 2012 to 9 September 2014. During his tenure as Mayor, he asked only two questions.

WARD COMMITTEE WHITE PAPER

W	Councillor Name	Party	Total Question			W	Councillor Name	Party	Total Question		
			Y1	Y2	Y3				Y1	Y2	Y3
H/E	Sukhada Pawar	MNS	0	3	1	R/C	Riddhi Khursange	NCP	2	14	10
H/E	Sunaina Potnis	SS	1	2	2	R/C	Sandhya Doshi	NCP	4	8	8
H/W	Alka Kerkar	BJP	7	5	3	R/C	Shilpa Chogle	MNS	1	4	3
H/W	Asif Zakaria	INC	6	8	11	R/C	Shivanand Shetty	INC	2	4	1
H/W	Geeta Chavan	MNS	1	6	6	R/N	Abhishek Ghosalkar	SS	3	4	0
H/W	Karen D'mello Allen	INC	0	1	2	R/N	Hansaben Desai	SS	2	1	0
H/W	Mohd, Tanveer Mohd. Patel	INC	1	2	0	R/N	Prakash Darekar	MNS	3	2	1
H/W	Sunita Wavekar	INC	0	2	4	R/N	Sheetal A Mhatre	INC	3	3	4
K/E	Anant Nar	SS	7	16	18	R/N	Sheetal M Mhatre	SS	4	2	6
K/E	Bhalchandra Aambure	MNS	1	4	1	R/N	Shubha Raul	SS	1	8	0
K/E	Jyoti Parag Alavani	IND	3	2	5	R/N	Udesh Patekar	SS	5	3	3
K/E	Kesarben Patel	INC	1	0	0	R/S	Ajanta Yadav	INC	6	9	15
K/E	Manisha Panchal	SS	4	4	2	R/S	Geeta Yadav	INC	8	7	8
K/E	Manjiri Parab	SS	1	3	0	R/S	Mukesh Mistry	BJP	1	2	1
K/E	Pramod Sawant	SS	7	3	17	R/S	Neha Patil	INC	4	5	3
K/E	Sandhya Yadav	SS	0	1	5	R/S	Prajakta Sawant	SS	3	9	17
K/E	Shivani Parab	SS	0	4	1	R/S	Ramashish Gupta	INC	3	5	5
K/E	Shubhada Patkar	SS	2	1	4	R/S	Sagar Thakur	INC	0	3	6
K/E	Smita Sawant	SS	3	3	7	R/S	Shailaja Girkar	BJP	8	9	4
K/E	Sunita Elawadekar	SS	0	6	2	R/S	Shrikant Kavathankar	SS	5	7	7
K/E	Sushma Rai	INC	6	2	1	R/S	Sunita Yadav	BJP	0	9	8
K/E	Ujjwala Modak	BJP	0	0	0	R/S	Yogesh Bhoir	INC	6	17	10
K/E	Winnifred D'souza	INC	1	0	0	S	Anisha Majgaonkar	MNS	0	5	4
K/W	Ameet Satam	BJP	6	4	2	S	Ashok Patil	SS	3	1	1
K/W	Bhavna Mangela	IND	2	4	4	S	Avinash Sawant	MNS	7	3	0
K/W	Binita Vora	INC	3	5	7	S	Chandan Sharma	NCP	6	4	0
K/W	Changez Multani	IND	2	0	0	S	Dhananjay Pisal	NCP	4	2	0

WARD COMMITTEE WHITE PAPER

W	Councillor Name	Party	Total Question			W	Councillor Name	Party	Total Question		
			Y1	Y2	Y3				Y1	Y2	Y3
K/W	Devendra Amberkar	INC	1	2	0	S	Mangesh Pawar	IND	1	6	2
K/W	Dilip Patel	BJP	2	3	5	S	Priyanka Shrugare	MNS	4	10	1
K/W	Jyoti Sutar	SS	5	7	2	S	Ramesh Korgaonkar	SS	3	0	2
K/W	Jyotsna Dighe	INC	4	2	2	S	Rupesh Waingankar	MNS	5	1	1
K/W	Mohsin Haider	INC	4	6	6	S	Suresh Koparkar	INC	1	2	3
K/W	Raju Pednekar	SS	4	7	5	S	Tavaji Gorule	SS	3	2	2
K/W	Sanjay Pawar	SS	9	11	15	S	Vaishnavi Sarfare	MNS	3	5	4
K/W	Vanita Marucha	INC	5	6	1	S	Vishwas Shinde	SS	0	0	2
K/W	Yashodhar Phanse	SS	7	6	4	T	Bhavna Jobanputra	BJP	2	4	6
L	AnuradhaPednekar	SS	8	21	13	T	Manoj Kotak	BJP	2	2	1
L	Ashraf Ansari	SP	3	8	14	T	Nandakumar Vaity	NCP	4	5	5
L	Darshana Shinde	SS	2	3	2	T	Prakash Gangadhare	BJP	6	7	1
L	Dilip Lande	MNS	10	15	5	T	Samita Kamble	BJP	2	4	3
L	Dilshad Azmi	SP	0	2	2	T	Sujata Pathak	MNS	3	4	2
L	Ishwar Tayade	MNS	2	4	4						