

Survey of Praja Foundation shows decline in citizen grievances but resolution time is longer

Praja Foundation, an NGO enabling accountable governance, has surveyed the grievances of citizens registered with the BMC over the past ten years. Data from BMC's Centralized Complaint Register System (CCRS) shows that the number of complaints related to civic issues like road repairs, drainage, toilets, water supply, pest control and solid waste management (SWM) declined in the last two years.

In 2019, the number of complaints stood at 1.28 lakh, which increased to 93,774 in 2020 and 90,250 in 2021.

However, in these three years (2019, 2020 and 2021), the number of days for resolving complaints by BMC increased from 30 days to 39 days and 48 days respectively.

CCRS is a collective database that records citizens' grievances from all BMC portals including 24x7 MyBMC App, My Pothole Fixit App, BMC WhatsApp Chatbot and Citizen Grievance Cell 1916.

The Praja Foundation report states that from 2015 to 2019, the complaints of citizens have been increasing continuously. In 2015, there were 67,835 complaints, which increased to 1,28,145 in 2019. The L-ward Kurla took the most days (68) to solve. Every citizen complaint from 2017-21. This is followed by Kurla (74,7078), Andheri (73,562) and Andheri East (66,660) having the highest number of complaints since 2012-21.

The Praja report also said that 1,50,831 complaints were registered for drainage-related issues in the last 10 years, with Andheri West accounting for the highest number of complaints at 14,687. Further, in the last 10 years 96,360 complaints were related to SWM, but Andheri West had maximum 7,195 complaints and 92,858 complaints were related to water. Govandi and Mankurd areas received the highest number of water complaints at 9,541.

Complaints related to water and SWM have increased from 7 per cent in 2012 to 12 per cent in 2021. Drainage related complaints have always been the

highest since 2012. Complaints related to toilets were 148 in 2012 and 489 in 2021, while there were complaints of pest control. The related complaints were 3,123 in 2012 and 7,785 in 2021. BMC CCRS registered 269 pollution related complaints in 2019, which eventually increased to 424 in 2021.

Ward-wise analysis reveals that the highest number of complaints per capita were registered from A ward (Marine Drive, Cuffe Parade), followed by D ward (Malabar Hills, Kemp's Corner) and C ward (Bhuleshwar, Kalbadevi). was done.

Milind Mhaske, CEO, Praja Foundation said, "In order to effectively provide and improve service delivery, grievances data should be accessible to all in an open government data portal so that citizens can track and view other issues." He said that complaints should be resolved in time as per Citizen's Charter and detailed action taken report should be prepared.

Link: <https://in.olxpraca.com/survey-of-praja-foundation-shows-decline-in-citizen-grievances-but-resolution-time-is-longer/>