



WHITE PAPER



And



IC Centre for Governance

**Report on Civic Services Provided by Municipal Corporation of
Delhi (MCD) and Government of NCT Delhi, And
Deliberations by Municipal Councillors in the Ward
Committees and the MLAs in the State Assembly sessions
(January 2014 to December 2015)**

September 2016



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Friedrich Naumann
STIFTUNG **FÜR DIE FREIHEIT**

Narotam Sekhsaria Foundation



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TATA TRUSTS

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Tata Trusts have supported Praja Foundation in this project. The Trusts believe in a society of well-informed citizens and it is to this effect that Tata Trusts supports Praja's efforts to communicate with and enable citizens to interact with their administration through innovative and effective methods.



II. Foreword

Three Municipal Corporations, State government, Delhi Jal Board, Central Government, LG (Lieutenant Governor), DDA (Delhi Development Authority) etc. are all responsible for the smooth functioning of Delhi. This multiplicity of organisations and Authorities and added to that a bitter political rivalry has been a complete Disaster as far as the Governance of this City is concerned.

The outbreak of Dengue and chikungunya and the recent 'floods' is a direct outcome of this, nobody is responsible and everybody is to blame.

While the governing authorities of the city continue to battle over jurisdictions and are locked in a state of constant power struggle, it is the CITIZEN who suffers through it all.

An average citizen is mostly concerned with three things:

- (i) Efficient civic services.
- (ii) When he or she faces a problem with the service provided – then an easy to access grievance redressal system where he/she can register a complaint and get the problem resolved in prescribed time limit.
- (iii) Transparent and Accountable Authorities and Responsive Elected Representatives (ER).

A close look at the ground realities of the city:

- While there were 151,118 complaints registered on issues relevant to Water Supply, only 179 issues have been raised by our ERs (Councillors in ward committees during 2014 & 2015 and MLAs on civic issues in 2015 sessions).
- On, Sewerage, 64,534 complaints were registered and only 114 issues were raised.
- On, Unauthorised constructions, 82,127 complaints were registered and only 532 issues were raised.
- On, Drainage chokes & blockages, 25,351 complaints were registered and only 146 issues were raised.
- On, Nuisance due to stray dogs, monkeys, etc., 40,005 complaints were registered and only 375 issues were raised.
- On, Mosquito nuisance & fogging, 13,529 complaints were registered and only 234 issues were raised.

Addressing citizens' issues and actively trying to ensure effective solutions to those issues is "THE" job of an elected representative (ER). Ideally, a responsible ER would be looking at the data (citizens' complaints) and raise relevant issues and deliberate this in the elected forum.

ERs have at their disposal their elected forums. 'Ward committees', a crucial instrument that is available to Municipal Councillors for initiating these deliberations on local civic issues for delivering subsequent effective governance. Similarly, the state assembly sessions are for MLAs.

However, while ERs have clearly not been using the forum to its full potential, there is also a deeper issue here: the Municipal Corporation Delhi, State, and Central Government – Mayor, CM, and LG – all using the multiple layer of the system as a shield to pass blame on each other and shirk away from taking responsibility.



There is an urgent and growing need to relook the Governance Structure in Delhi

Delhi today needs a citizen-centric simplified governance, which is capable of addressing citizens' concerns responsibly, transparently and efficiently. While the political leadership of the city has clearly shown a lack of maturity and initiative in addressing this issue till now, it would be in the best interest of the city's citizens if its custodians start taking a collaborative effort in addressing the many issues relating to urban governance and proactively trying to simplify the citizens lives.

NITAI MEHTA

Founder Trustee, Praja Foundation



III. Note on functioning of Civic Services provided by different agencies (State and Municipal) in Delhi

Agencies responsible for Civic Services:

The Delhi Municipal Corporation is not the sole authority in carrying out all Civic duties. In fact, there are certain duties which don't fall within the ambit of the Municipal Corporation. Water, Sewage, and Electricity, for example, come under the responsibility of the State. Similarly the issues relating to the Big Roads/Highways are the responsibility of the Central/State Government, while the issue of small roads only comes under the Municipal Corporation. Similar is the case with Education and Health. Primary Education and Public Health & Primary Health come under the Jurisdiction of the Municipal Corporation and Secondary Education and rest come under the Centre/State.

National Capital Territory (NCT) Delhi Act 1991 and MCD Delhi Act 1957 under section (42 & 43) defines obligatory and discretionary functions of Corporation. (Please refer Annexure 1)

Ahead is a list mentioning which services are provided by different agencies:-

Departments/Services and their respective providers:

SERVICE	AUTHORITY		
	STATE (NCT of Delhi)	MCD (Municipal Corporations of Delhi)	CENTRE
DTC (Delhi Transport Corporation)	√		
Agriculture, Animal Husbandry and Fisheries	√		
Pollution	√		
Water supply	√		
Sewage	√		
Industry	√		
Electricity	√		
Ration Shops	√		
Forestry	√		
Footpaths	√	√	√
Garden	√	√	√



SERVICE	AUTHORITY		
	STATE (NCT of Delhi)	MCD (Municipal Corporations of Delhi)	CENTRE
Storm Water Drainage	√	√	√
Education	√	√	√
Slum Rehabilitation Authority (SRA) Related	√	√	√
Disaster Management	√	√	√
Hospitals/Dispensaries [Health Care]	√	√	√
Drainage		√	
License		√	
Nuisance due to stray dogs, monkeys, etc.		√	
Pest control		√	
Mosquito nuisance & Fogging		√	
Solid Waste Management		√	
Naming/Renaming of Roads/Chowks/ Monuments/ Buildings/ Stations		√	
Slaughter House related		√	
Town Planning		√	
Environment Management Services		√	
Shop and Establishment		√	
Public Health		√	
Policing			√



IV. Sources of Data

The sources of information for this study have been collected by filing RTIs (Right to Information) to the relevant departments and through Citizen Survey:

1. Civic Complaints data:

- a. **MCD:** The data was collected by filing RTIs to all 12 zones of the Municipal Corporation of Delhi. We have taken two years of data from Municipal Corporation of Delhi (January 2014 to December 2015) for complaints and deliberations. The reply to our RTIs to the 12 zones was given in the form of a photocopy of the complaint register. Two years data help us understand the trends that are prevalent regarding the registration of civic complaints.
- b. **State:** Delhi Jal Board data is collected from August 2014 to December 2015. The data we received from the Delhi Jal Board Online Complaint System was in the form of a print out of the summary data. One and a half year's Delhi Jal board Complaints data help us to understand the trends in the complaints of citizens and compare it with the issues raised by our elected representatives.

2. Deliberations:

- a. **Councillors:** The data on deliberations i.e. attendance, numbers of issues raised and the categories of issues raised pertain only to the WARD COMMITTEE. Rest of the forums such as General Body Meetings, Standing Committee, Education Committee, and records of other such committees are not taken into account for this study. This data is collected from January 2014 to December 2015.
- b. **MLAs:** The data on deliberation i.e. attendance, number of issues raised and categories of issues raised of MLAs is collected from Vidhan Bhawan of the meetings from **24-02-2015 to 22-12-2015**

3. Population:

The population data has been taken from the Primary Census Abstract Data available on the Census India website (www.censusindia.gov.in). The data obtained was in electronic format.

4. Citizen Survey:

Praja Foundation had commissioned the **household survey** to Hansa Research. In order to meet the desired objectives of the study, we represented the city by covering a sample from each of its 272 wards. The total study sample was 29,950 according to survey conducted by Hansa Research. This survey was conducted to analyse perception of citizens about corruption, quality of life and services they receive. Citizen survey was conducted from April 2016 to June 2016. (Refer Annexure 2 for methodology and socio economic classification)



V. List of Elected Representatives

- a. **MLAs:** Delhi has 70 MLAs, however, only 56 have been counted here as 7 are ministers, 1 is a leader for opposition, 1 is a speaker, 1 is a deputy speaker, 1 is a Chief Whip, 1 is a former speaker, 1 is a former deputy speaker, and 1 is a Delhi Cantonment Board MLA. Data received through RTI from Delhi Cantonment Board is only for deliberation

Zone	Constituency	Total MLAs	Reported MLAs
Narela	Narela, Mundka	2	2
Civil Line	Burari, Timarpur, Adarsh Nagar, Badli, Tri nagar, Wazirpur, Model town, ChandaniChowk	8	7
City	Matai Mahal	1	0
Rohini	Rithala, Bawana (SC), Kirari, Sultan PurMajra (SC), NangloiJat, MangolPuri (SC), Rohini, Shalimar Bagh, &Shakurbasti	9	5
SadarPaharganj	Sadar Bazar, Ballimaran, & Karol Bagh	3	2
Karol Bagh	Patel Nagar (SC), Moti Nagar, Rajinder Nagar	3	3
West	Madipur, Rajouri Garden, Hari Nagar, Tilak Nagar, Janakpuri, Vikaspuri, Uttam Nagar	7	6
South	Malviya Nagar, R K Puram, Mehrauli, Chhatarpur, Deoli (SC), Ambedkar Nagar, Greater Kailash.	7	7
Center	Jangpuri, Kasturba Nagar, SangamVihar, Kalkaji, Tuglakabad, Badarpur, Okhla	7	7
Najafgarh	Dwarka, Matiala, Najafgarh, Bijwasan, Palam	5	5
Shaharda North	Seemapuri, Rohtas Nagar, Seelampur, Ghonda, Babarpur, Gokalpur, Mustafabad, Karawal Nagar	8	6
Shaharda South	Trilokpuri, Kondli, Patparganj, Laxmi Nagar, Vishwas Nagar, Krishna Nagar, Gandhi Nagar, Shahdara	8	6



- b. **Councillors:** Delhi has 272 councillors of which 259 have been considered for the study as 13 positions were vacant for the time period for which the data has been collected.

Corporation	Zone	Total	Reported
NDMC	City	7	6
	Civil Line	30	29
	Karol Bagh	15	15
	Narela	10	10
	Rohini	34	32
	SadarPaharganj	8	8
SDMC	South	26	23
	West	28	26
	Central	30	29
	Nafarganj	20	19
EDMC	Shahadra North	33	33
	Shahadra South	31	29

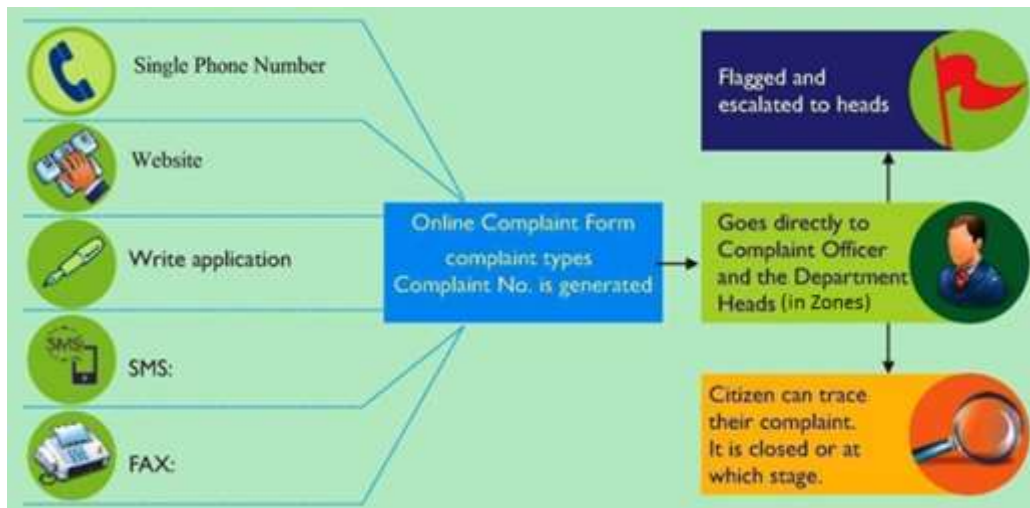


VI. Complaint Redressal Mechanism

As Delhi has multiple agencies providing various services, it is difficult for citizens to know which service is provided by which agency. Also there are certain services like road where overlap of services takes place. In such cases it is extremely difficult for citizens to understand which agency to approach for which service. Hence, Delhi should have only one gateway for citizens to request or complaint related to any civic service.

a. Why is a Grievance or Complaint Redressal System necessary?

Grievance or Complaint Redressal Mechanism is a feature, which has to be provided by all forms of government or administration to ensure accountability. The state acts as the largest agency or service provider to its citizens through bureaucratic institutions or agencies; hence, the need for such redressal mechanisms is all the more important to guarantee efficiency. Corrective measures should be taken while redressing the grievances and actions initiated to remove inefficiencies in the delivery of the services and/or against officials for their dereliction of duty. This will strengthen governance at the cutting edge level.



b. MCD's Grievance Redressal Mechanism:

In order to lodge a complaint one can:

- Walk in to the MCD office to lodge the complaint
- Write a letter
- Phone the MCD office (To zones and Central Control Room)
- File an online complaint

The complaints have to go to the concerned officer and corrective measures are expected to be initiated. However, the data that we have collected was not properly synchronised in any database and there seems to be no tracking mechanism to see if the complaint has been resolved, or whether any action has been initiated.



C. Grievance Redressal Mechanism of Delhi Jal Board:

- For registering a grievance related to wrong reading, billing, and arrears, The Customer Care Center number 1916 (Toll Free) used to be in service for 24X7. It requires the KNO (Connection no.) & Mobile no. while registering a complaint. Consumer can also register grievance directly through Revenue Management System portal on www.djb.gov.in.
- A grievance may be lodged with Zonal Revenue Officer (ZRO) concerned. In case it is not resolved within 10 days it may be taken up to the concerned Deputy (Dy.) Director/ Joint (Jt.) Director.
- If a consumer is not satisfied he may contact the DJB Headquarters by referring earlier communications.



Part A - Overall complaints & issues raised

Section – 1: City Summary

Table 1: Overall satisfaction survey on Civic services (in percentage)

Issues	Overall %
Traffic Jams & congestion of roads	61
Availability of public transport facilities like Auto rickshaw, Taxis, Buses & Local trains in your area	74
Power Supply	79
Pollution problems in your area	61
Adequacy of public transport facility	70
Availability of public Gardens / open playgrounds	58
Hospitals and other medical facilities in your area	69
Appropriate schools and colleges for availing education facilities	72
Condition of roads in your area	65
Water Supply	71
Water logging during rainy season	61
Cleanliness & Sanitation facilities like garbage disposal etc.	62
Availability of Footpaths and pedestrian walking areas	61

Inference:

Maximum no. of people are satisfied with power supply which is 79% but have issues with the availability of public gardens/ open playgrounds where satisfaction is only 58%.



Table 2: Civic Issue wise complaints and deliberations by councillors in ward committees and MLAs

Issue ¹	No. of Complaints		No. of issues raised		
			MLA (2015)	Councillors	
	2014	2015		2014	2015
Pollution	86	142	24	3	2
Sewerage	53	64481	19	44	51
Water Supply	233	150885	33	64	82
Buildings					
- <i>Unauthorised Construction/Development</i>	39923	42204	11	198	323
- <i>Dilapidated Condition of Building</i>	259	612	1	7	5
- <i>Building related</i>	734	417	32	334	223
Fire in house/building	1184	1092	0	1	1
Footpaths	25	23	6	13	17
Garden					
- <i>Tree cutting/Trimming</i>	1326	1944	1	56	27
- <i>Collecting Trimmed/Cut Trees</i>	1111	1130	0	2	0
- <i>Maintenance of Garden</i>	182	690	3	299	234
- <i>Garden related</i>	1561	317	8	637	393
Roads					
- <i>Potholes/Trenches related</i>	695	993	2	35	84
- <i>Relaying and repairs of roads / New road</i>	704	823	30	98	75
- <i>Road Related</i>	1314	2108	0	764	675
Storm Water Drainage	1728	2145	5	222	210
Drainage					
- <i>Drainage chokes, blockages & Cleaning and overflowing manholes</i>	6024	19327	5	72	69
- <i>Repairs and reconstruction of drain line Related</i>	1754	1095	2	79	156
License					
- <i>Unauthorized Hawkers Related</i>	3535	4089	12	382	473
- <i>Hawking /Shop license Related</i>	409	913	14	444	442
Nuisance due to stray dogs, monkeys etc.	18629	21376	4	183	188
Municipal Corporation Delhi					
- <i>Maintenance of Municipal Property</i>	173	301	29	736	924
- <i>Human Resources Related</i>	95	221	19	449	706
Pest Control					
- <i>Mosquito Nuisance & Fogging</i>	3427	10102	0	76	158

¹Complaints for Delhi Jal Board have been taken from August 2014 to December 2015 Delhi Jal Board complaints (Sewerage, Water Supply and Drainage) have been considered under 2015 column as the data provided was a total complaint registered from August 2014 to December 2015. Henceforth, in this paper the above said complaints will be under 2015 column.



<i>-Pest Control Related</i>	25	17	0	5	28
Solid Waste Management (SWM)					
<i>-Garbage not collected</i>	1483	1830	0	62	63
<i>-Collection point not attended properly</i>	3084	5643	0	70	16
<i>-Removal of dead animals</i>	9449	11865	0	4	1
<i>-Removal of Debris</i>	1584	1537	0	70	41
<i>-Solid Waste Management Related</i>	5600	3209	0	1159	842
Toilet	494	487	3	243	178
Others Civic Issue Related	3296	2770	57	2152	1508

Inference:

- Complaints for Drainage chokes, blockages & Cleaning and overflowing manholes has increased from 6024 to 19327 from 2014 to 2015 whereas questions asked by MLAs is just 5 and councillors is 69 in 2015
- Complaints for Nuisance due to stray dogs, monkeys etc. has increased from 18629 to 21376 from 2014 to 2015 whereas questions asked by MLAs is just 5 and councillors is 188 in 2015
- Complaints Mosquito Nuisance & Fogging has increased from 3427 to 10102 from 2014 to 2015 whereas questions asked by MLAs is just 0 and councillors is 158 in 2015



Table 3: 'Gender Wise' satisfaction survey on Civic services (in percentage)

Issues	Male	Female
Traffic Jams & congestion of roads	60	62
Availability of public transport facilities like Auto rickshaw, Taxis, Buses & Local trains in your area	74	74
Power Supply	80	78
Pollution problems in your area	61	61
Adequacy of public transport facility	70	71
Availability of public Gardens / open playgrounds	58	59
Hospitals and other medical facilities in your area	68	71
Appropriate schools and colleges for availing education facilities	72	73
Condition of roads in your area	65	65
Water Supply	71	71
Water logging during rainy season	60	62
Cleanliness & Sanitation facilities like garbage disposal etc.	62	62
Availability of Footpaths and pedestrian walking areas	59	62

Inference:

74% male and female population are satisfied with the availability of public transport while only 60% males and 62% females are satisfied with traffic conditions.

**Table 4: Age wise satisfaction survey on Civic services (in percentage):**

Issues	18 - 25 years	26 - 40 years	40+ years
Traffic Jams & congestion of roads	62	60	60
Availability of public transport facilities like Auto rickshaw, Taxis, Buses & Local trains in your area	76	73	73
Power Supply	78	80	80
Pollution problems in your area	59	60	63
Adequacy of public transport facility	71	71	70
Availability of public Gardens / open playgrounds	59	59	58
Hospitals and other medical facilities in your area	72	69	67
Appropriate schools and colleges for availing education facilities	74	73	70
Condition of roads in your area	65	65	66
Water Supply	71	72	71
Water logging during rainy season	60	62	61
Cleanliness & Sanitation facilities like garbage disposal etc.	62	62	62
Availability of Footpaths and pedestrian walking areas	61	61	59

Delhi is satisfied with power supply with 80% satisfaction in the age group of 26 to 40 & above; but dissatisfaction arises with availability of footpath with only 61% population within the age group of 40 satisfied with the same.

Table 5: 'SEC Wise' satisfaction survey on Civic services (in percentage):

Issues	SEC A	SEC B	SEC C	SEC D	SEC E
Traffic Jams & congestion of roads	61	63	62	61	55
Availability of public transport facilities like Auto rickshaw, Taxis, Buses & Local trains in your area	73	74	75	74	73
Power Supply	79	79	78	81	79
Pollution problems in your area	59	63	62	62	57
Adequacy of public transport facility	69	71	71	71	68
Availability of public Gardens / open playgrounds	60	61	59	59	53
Hospitals and other medical facilities in your area	69	70	70	71	67
Appropriate schools and colleges for availing education facilities	71	73	72	74	71
Condition of roads in your area	65	67	67	66	62
Water Supply	71	71	71	72	70
Water logging during rainy season	60	63	62	62	58
Cleanliness & Sanitation facilities like garbage disposal etc.	61	63	63	63	60
Availability of Footpaths and pedestrian walking areas	58	61	63	62	59

SEC E is most dissatisfied with Traffic jam and congestion of roads with 55% satisfaction which is less compared to SEC A and B. SEC E shows lesser satisfaction on availability of footpaths and pedestrian walking area which is only 59%.



Table 6: Zone wise satisfaction survey on Civic services (in percentage)

Zone	Paharganj	City	Civil Line	Central	South	Karol Bagh	Shahadra South	Rohini	Najafgarh	West	Narela	Shahadra North
Traffic Jams & congestion of roads	74	71	73	69	72	67	64	58	54	50	58	42
Availability of public transport facilities like Auto rickshaw, Taxis, Buses & Local trains in your area	74	78	77	78	80	73	75	74	69	68	68	71
Power Supply	81	80	84	79	77	80	80	82	79	73	78	76
Pollution problems in your area	79	74	69	69	68	66	62	59	56	50	54	50
Adequacy of public transport facility	78	76	74	76	72	70	66	70	74	65	66	65
Availability of public Gardens / open playgrounds	71	72	67	71	77	68	63	56	44	49	41	43
Hospitals and other medical facilities in your area	81	81	77	75	76	78	73	69	62	61	56	59
Appropriate schools and colleges for availing education facilities	79	80	78	76	76	77	76	71	65	65	64	67
Condition of roads in your area	74	83	72	73	80	68	66	66	56	57	57	52
Water Supply	78	79	78	77	73	73	73	67	69	67	58	67
Water logging during rainy season	73	75	71	72	67	66	63	58	53	52	50	51
Cleanliness & Sanitation facilities like garbage disposal etc.	77	73	69	70	69	70	62	58	54	53	54	54

Inference:

Maximum no. of people from most zones are satisfied with power supply while displeased with the availability of public gardens/ open playgrounds. 84% people are satisfied with the Power Supply in Civil Line Zone while people in West zone (63%) are the least satisfied with Power supply. Maximum people 80% from South Zone are satisfied with the availability of public transport facilities while only 68% people from Narela and West zone are satisfied with the same.



Section – 2: Deliberations by MLAs & Councillors

Table 7: Zone wise Attendance of MLA & Councillors

Corporation	Zone	No. of MLA	No. of Councillors	MLA Attendance in (%)	Councillor Attendance in(%)	
				Session in 2015	2014	2015
EDMC	Shahdara North	6	33	94	61	56
	Shahdara South	6	29	93	53	53
NDMC	City		6	NA	62	66
	Narela	2	10	87	42	50
	Karol Bagh	3	15	99	60	68
	Rohini	5	32	87	61	68
	Paharganj	2	8	100	75	66
	Civil Lines	7	29	91	60	61
SDMC	Central	7	29	93	68	71
	West	6	26	92	53	57
	South	7	23	92	63	62
	Najafgarh	5	19	91	58	54
	Total	56	259	92	60	60

Inference:

- Attendance of councillors from Paharganj in NDMC Corporation has decreased from 75% in 2014 to 66% in 2015 while from Narela which is under same corporation; attendance of councillors has increased from 42% to 50%.
- The average attendance of councillors from EDMC, NDMC and SDMC in 2015 is only 61% which is on a per cent rise from previous year i.e. 2014.
- The average attendance of MLAs is 92% for sessions in 2015



Table 8: Zone wise Civic issues raised by MLAs& Councillors

Corporation	Zone	No. of MLA	No. of Councillors	No. of Issues Raised by MLA	No. of Issues Raised by Councillor	
				Sessions in 2015	2014	2015
EDMC	Shahdara North	6	33	71	982	1014
	Shahdara South	6	29	58	621	1030
NDMC	City		6	0	575	402
	Narela	2	10	1	208	302
	Karol Bagh	3	15	13	1128	855
	Rohini	5	32	13	1002	690
	Paharganj	2	8	13	1157	613
	Civil Lines	7	29	42	1083	938
SDMC	Central	7	29	18	468	652
	West	6	26	19	1142	990
	South	7	23	23	240	206
	Najafgarh	5	19	49	486	503
Total		56	259	320	9092	8195

Inference:

Total number of issues raised by 56 MLAs in all the sessions of 2015 in Legislative assembly is 320, whereas in all the three MCDs total number of issues raised by councillors in ward committee meetings in 2015 is 8195, this has decreased from 9092 in 2014



Table 9: Number of issues raised by Councillors from January 2014 to December 2015

Category	No. of Members in 2014	No. of Members in 2015
Zero Issues Raised	28	26
1 to 5 Issues Raised	24	22
6 to 20 Issues Raised	69	65
21 to 50 Issues Raised	86	90
51 to 100 Issues Raised	43	48
101 and Above Issues Raised	15	8
Vacant Seat	7	13
Total Members	272	272

Inference:

In 2014, 28 councillors have not asked even a single question in committee while this decreased to 26 councillors in 2015.

15 councillors have asked more than hundred questions in 2014 while only 8 councillors have reached this category in 2015.

Table 10: Party-wise number of issues raised by Councillors during January'14 to December 2015

Category	Year	BJP	BSP	CONG	IND	INLD	JDU	NCP	RLD	SP	Vacant Seat	Total Members
Zero Issues Raised	2014	16	2	5	2	2	1	0	0	0		28
	2015	15	1	4	3	2	0	0	1	0		26
1 to 5 Issues Raised	2014	14	1	5	2	0	0	1	1	0		24
	2015	14	0	7	0	0	1	0	0	0		22
6 to 20 Issues Raised	2014	30	3	24	6	0	0	4	1	1		69
	2015	31	4	17	6	0	0	5	1	1		65
21 to 50 Issues Raised	2014	43	6	25	9	0	0	1	1	1		86
	2015	45	7	28	8	0	0	1	1	0		90
51 to 100 Issues Raised	2014	25	2	14	2	0	0	0	0	0		43
	2015	26	1	17	2	0	0	0	1	1		48
101 and Above Issues Raised	2014	10	0	3	0	0	0	0	2	0		15
	2015	5	0	3	0	0	0	0	0	0		8
Total Members	2014	138	14	76	21	2	1	6	5	2	7	272
	2015	136	13	76	19	2	1	6	4	2	13	272



Table 11: Number of civic issues raised by MLAs

Category	Sessions in 2015
Zero Issues Raised	9
1 to 5 Issues Raised	25
6 to 20 Issues Raised	20
21 to 50 Issues Raised	2
Total Members	56

Inference:

9 out of 56 MLAs have not asked even a single question in all the sessions of 2015 Delhi Assembly while only 2 MLAs have asked 21 - 50 questions

Table 12: Party-wise number of issues raised by MLAs

Category	Sessions in 2015	
	AAP	BJP
Zero Issues Raised	9	0
1 to 5 Issues Raised	25	0
6 to 20 Issues Raised	20	0
21 to 50 Issues Raised	0	2
Total Members	54	2

Inference:

9 out of 54 MLAs from AAP while 0 out of 2 BJP MLAs have not asked even a single question in all the sessions of 2015 Delhi Assembly while 2 MLAs from BJP and 0 from AAP have asked more than 21 questions



Part B – Zone Complaints and Issues Raised

Table 13 : Complaints & Issues raised in Shahdara North

Issue	No. of Complaints		No. of issues raised		
			MLA	Councillors	
	2014	2015		2014	2015
Pollution	4	32	5	1	0
Sewerage	3	6129	2	4	8
Water Supply	26	14306	7	3	8
Buildings					
-Unauthorised Construction/Development	2485	2272	2	22	44
-Dilapidated Condition of Building	26	72		0	0
-Building related	76	42	7	45	35
Fire in house/building	99	88	0	0	0
Footpaths	0	1	0	1	4
Garden					
-Tree cutting/Trimming	48	61	0	5	2
-Collecting Trimmed/Cut Trees	65	58	0	0	0
-Maintenance of Garden	3	28	1	51	5
-Garden related	113	23	2	82	23
Roads					
-Potholes/Trenches related	47	50	0	7	17
-Relaying and repairs of roads / New road	65	88	8	1	5
-Road Related	136	216	0	85	78
Storm Water Drainage	34	60	1	26	19
Drainage					
-Drainage chokes, blockages & Cleaning and overflowing manholes	545	1748	1	17	18
-Repairs and reconstruction of drain line Related	260	117	0	15	29
License					
-Unauthorized Hawkers Related	229	338	1	11	73
-Hawking /Shop license Related	33	46	1	113	48
Nuisance due to stray dogs, monkeys etc.	1620	1807	1	15	15
Municipal Corporation Delhi					
-Maintenance of Municipal Property	13	33	7	37	184
-Human Resources Related	8	12	8	39	147
Pest Control					
-Mosquito Nuisance & Fogging	278	946	0	5	12
-Pest Control Related	1	0	0	0	6



Solid Waste Management (SWM)					
-Garbage not collected	91	167	0	4	0
-Collection point not attended properly	336	798	0	0	1
-Removal of dead animals	604	720	0	0	0
-Removal of Debris	78	73	0	2	1
-Solid Waste Management Related	626	407	0	124	78
Toilet	20	24	2	9	7
Others Civic Issue Related	210	231	15	258	147

- Complaints on mosquito nuisance & fogging has increased 3.4 times from 278 in 2014 to 946 in 2015. Not a single MLA has raised issue on mosquito nuisance & fogging while Dengue and Chikungunya are on rise in Delhi.
- Storm Water Drainage complained have doubled in last two years from 2014 to 2015; only one issue being raised by MLA on Storm Water Drainage.



Table 14: Complaints & Issues raised in Shahdara South

Issue	No. of Complaints		No. of issues raised		
			Councillors		
	2014	2015	MLA	2014	2015
Pollution	20	15	7	0	2
Sewerage	4	6097	2	1	1
Water Supply	9	8510	6	4	1
Buildings					
-Unauthorised Construction/Development	2082	1980	2	17	40
-Dilapidated Condition of Building	26	81	0	0	1
-Building related	62	53	6	12	45
Fire in house/building	95	125	0	0	0
Footpaths	3	0	2	3	2
Garden					
-Tree cutting/Trimming	104	138	0	4	0
-Collecting Trimmed/Cut Trees	29	79	0	0	0
-Maintenance of Garden	3	93	1	21	53
-Garden related	184	20	1	96	57
Roads					
-Potholes/Trenches related	57	43	0	2	3
-Relaying and repairs of roads / New road	41	66	3	4	5
-Road Related	162	209	0	37	64
Storm Water Drainage	51	49	2	46	47
Drainage					
-Drainage chokes, blockages & Cleaning and overflowing manholes	488	1559	1	6	17
-Repairs and reconstruction of drain line Related	137	39	0	8	25
License					
-Unauthorized Hawkers Related	291	381	2	3	39
-Hawking /Shop license Related	21	73	2	28	32
Nuisance due to stray dogs, monkeys etc.	2077	2239	0	17	22
Municipal Corporation Delhi					
-Maintenance of Municipal Property	16	61	8	36	181
-Human Resources Related	6	39	3	40	115
Pest Control					
-Mosquito Nuisance & Fogging	256	877	0	7	19
-Pest Control Related	3	1	0	2	3
Solid Waste Management (SWM)					
-Garbage not collected	42	96	0	4	12
-Collection point not attended properly	106	537	0	0	2



<i>-Removal of dead animals</i>	512	643	0	0	1
<i>-Removal of Debris</i>	115	93	0	0	2
<i>-Solid Waste Management Related</i>	485	102	0	87	99
Toilet	36	34	0	6	17
Others Civic Issue Related	468	313	10	130	123
TOTAL	7869	24645	58	621	1030

- Complaints for Drainage chokes, blockages & Cleaning and overflowing manholes has increased from 488 to 1559 from 2014 to 2015 whereas questions asked by MLAs is just 1 and councillors is 17 in 2015
- Complaints for Nuisance due to stray dogs, monkeys etc. has increased from 2077 to 2239 from 2014 to 2015 whereas questions asked by MLAs is just 0 and councillors is 22 in 2015
- Complaints Mosquito Nuisance & Fogging has increased from 256 to 877 from 2014 to 2015 whereas questions asked by MLAs is just 0 and councillors is 19 in 2015



Table 15: Complaints & Issues raised in City Zone

Issue	No. of Complaints		No. of issues raised		
			MLA	Councillors	
	2014	2015		2014	2015
Pollution	2	1	0	0	0
Sewerage	0	2356	0	6	1
Water Supply	9	2844	0	2	2
Buildings					
-Unauthorized Construction/Development	2202	4987	0	35	27
-Dilapidated Condition of Building	4	14	0	0	0
-Building related	7	4	0	34	15
Fire in house/building	47	20	0	0	0
Footpaths	1	2	0	1	0
Garden					
-Tree cutting/Trimming	16	17	0	0	1
-Collecting Trimmed/Cut Trees	59	15	0	1	0
-Maintenance of Garden	0	2	0	15	5
-Garden related	16	0	0	13	2
Roads					
-Potholes/Trenches related	48	62	0	3	3
-Relaying and repairs of roads / New road	15	26	0	14	4
-Road Related	72	62	0	51	55
Storm Water Drainage	16	56	0	3	3
Drainage					
-Drainage chokes, blockages & Cleaning and overflowing manholes	86	439	0	2	3
-Repairs and reconstruction of drain line Related	6	9	0	2	2
License					
-Unauthorized Hawkers Related	92	99	0	0	41
-Hawking /Shop license Related	13	28	0	59	23
Nuisance due to stray dogs, monkeys etc.	326	307	0	23	9
Municipal Corporation Delhi					
-Maintenance of Municipal Property	3	9	0	59	41
-Human Resources Related	2	1	0	62	66
Pest Control					
-Mosquito Nuisance & Fogging	75	213	0	11	11
-Pest Control Related	0	1	0	3	1
Solid Waste Management (SWM)					
-Garbage not collected	21	1	0	0	3
-Collection point not attended properly	85	186	0	0	0
-Removal of dead animals	56	66	0	0	0



<i>-Removal of Debris</i>	45	55	0	3	0
<i>-Solid Waste Management Related</i>	92	50	0	38	27
Toilet	59	45	0	25	5
Others Civic Issue Related	55	61	0	110	52

- Complaints for Drainage chokes, blockages & Cleaning and overflowing manholes has increased from 86 to 439 from 2014 to 2015 whereas questions asked by MLAs is just 0 and councillors is 3 in 2015
- Complaints for Nuisance due to stray dogs, monkeys etc. has seen a slight decrease from 326 to 307 from 2014 to 2015 whereas questions asked by MLAs is just 0 and councillors is 9 in 2015
- Complaints Mosquito Nuisance & Fogging has increased from 75 to 213 from 2014 to 2015 whereas questions asked by MLAs is just 0 and councillors is 11 in 2015



Table 16: Complaints & Issues raised in Narela Zone

Issue	No. of Complaints		No. of issues raised		
			MLA	Councillors	
	2014	2015		2014	2015
Pollution	8	10	0	0	0
Sewerage	24	295	0	0	5
Water Supply	15	3155	0	2	3
Buildings					
-Unauthorized Construction/Development	766	829	0	1	7
-Dilapidated Condition of Building	11	26	0	0	1
-Building related	39	16	0	13	5
Fire in house/building	103	94	0	1	0
Footpaths	1	0	0	0	0
Garden					
-Tree cutting/Trimming	36	91	0	1	1
-Collecting Trimmed/Cut Trees	19	18	0	0	
-Maintenance of Garden	9	11	0	8	5
-Garden related	57	7	0	6	7
Roads					
-Potholes/Trenches related	46	61	0	0	3
-Relaying and repairs of roads / New road	24	66	1	7	1
-Road Related	49	57	0	13	22
Storm Water Drainage	55	47	0	8	14
Drainage					
-Drainage chokes, blockages & Cleaning and overflowing manholes	755	1297	0	0	1
-Repairs and reconstruction of drain line Related	191	109	0	0	2
License					
-Unauthorized Hawkers Related	91	136	0	0	1
-Hawking /Shop license Related	15	26	0	5	13
Nuisance due to stray dogs, monkeys etc.	942	1070	0	4	2
Municipal Corporation Delhi					
-Maintenance of Municipal Property	13	30	0	23	41
-Human Resources Related	15	10	0	13	23
Pest Control					
-Mosquito Nuisance & Fogging	153	911	0	0	14
-Pest Control Related	1	0	0	0	0
Solid Waste Management (SWM)					
-Garbage not collected	108	330	0	1	0
-Collection point not attended properly	173	150	0	0	3
-Removal of dead animals	941	1188	0	0	0



<i>-Removal of Debris</i>	<i>55</i>	<i>53</i>	<i>0</i>	<i>0</i>	<i>0</i>
<i>-Solid Waste Management Related</i>	<i>191</i>	<i>118</i>	<i>0</i>	<i>31</i>	<i>36</i>
Toilet	26	40	0	7	8
Others Civic Issue Related	152	203	0	64	84

- Complaints for Drainage chokes, blockages & Cleaning and overflowing manholes has increased from 755 to 1297 from 2014 to 2015 whereas questions asked by MLAs is just 0 and councillors is 1 in 2015
- Complaints for Nuisance due to stray dogs, monkeys etc. has seen a increase from 942 to 1070 from 2014 to 2015 whereas questions asked by MLAs is just 0 and councillors is 2 in 2015
- Complaints Mosquito Nuisance & Fogging has increased from 153 to 911 from 2014 to 2015 whereas questions asked by MLAs is just 0 and councillors is 14 in 2015



Table 17: Complaints & Issues raised in Karol Bagh

Issue	No. of Complaints		No. of issues raised		
			MLA	Councillors	
	2014	2015		2014	2015
Pollution	3	5	0	0	0
Sewerage	1	4088	0	9	7
Water Supply	12	7897	4	19	11
Buildings					
-Unauthorized Construction/Development	7091	5798	0	20	21
-Dilapidated Condition of Building	49	44	0	0	0
-Building related	33	31	0	37	17
Fire in house/building	116	86	0	0	0
Footpaths	3	5	0	0	0
Garden					
-Tree cutting/Trimming	101	139	0	9	2
-Collecting Trimmed/Cut Trees	150	119	0	0	0
-Maintenance of Garden	12	34	1	42	21
-Garden related	44	10	2	135	66
Roads					
-Potholes/Trenches related	54	75	0	8	15
-Relaying and repairs of roads / New road	61	85	1	5	16
-Road Related	128	151	0	103	48
Storm Water Drainage	248	362	0	15	4
Drainage					
-Drainage chokes, blockages & Cleaning and overflowing manholes	122	907	0	17	2
-Repairs and reconstruction of drain line Related	32	36	0	18	17
License					
-Unauthorized Hawkers Related	203	263	2	1	68
-Hawking /Shop license Related	24	83	0	86	72
Nuisance due to stray dogs, monkeys etc.	1516	1655	1	6	13
Municipal Corporation Delhi					
-Maintenance of Municipal Property	12	14	0	178	38
-Human Resources Related	2	1	0	27	46
Pest Control					
-Mosquito Nuisance & Fogging	144	523	0	6	16
-Pest Control Related	2		0	0	0
Solid Waste Management (SWM)			0		
-Garbage not collected	19	38	0	2	9
-Collection point not attended properly	190	257	0	0	1
-Removal of dead animals	375	322	0	2	0



<i>-Removal of Debris</i>	<i>166</i>	<i>152</i>	<i>0</i>	<i>26</i>	<i>20</i>
<i>-Solid Waste Management Related</i>	<i>137</i>	<i>51</i>	<i>0</i>	<i>91</i>	<i>97</i>
Toilet	38	32	0	27	17
Others Civic Issue Related	67	97	2	239	211

- Complaints for Drainage chokes, blockages & Cleaning and overflowing manholes has increased from 122 to 907 from 2014 to 2015 whereas questions asked by MLAs is just 0 and councillors is 2 in 2015
- Complaints for Nuisance due to stray dogs, monkeys etc. has seen a increase from 1516 to 1655 from 2014 to 2015 whereas questions asked by MLAs is just 1 and councillors is 13 in 2015
- Complaints Mosquito Nuisance & Fogging has increased from 144 to 523 from 2014 to 2015 whereas questions asked by MLAs is just 0 and councillors is 16 in 2015



Table 18: Complaints & Issues raised in Rohini Zone

Issue	No. of Complaints		No. of issues raised		
			MLA	Councillors	
	2014	2015		2014	2015
Pollution	7	17	0	1	0
Sewerage	6	4216	1	1	1
Water Supply	25	13697	1	3	5
Buildings					
-Unauthorized Construction/Development	2294	3163	2	27	31
-Dilapidated Condition of Building	14	71	1	0	3
-Building related	122	49	0	42	20
Fire in house/building	153	154	0	0	0
Footpaths	2	1	0	1	5
Garden					
-Tree cutting/Trimming	271	399	0	3	3
-Collecting Trimmed/Cut Trees	32	112	0	0	0
-Maintenance of Garden	8	211	0	33	43
-Garden related	444	44	0	58	30
Roads					
-Potholes/Trenches related	81	99	0	1	8
-Relaying and repairs of roads / New road	90	85	3	7	3
-Road Related	95	250	0	49	37
Storm Water Drainage	143	135	0	35	7
Drainage					
-Drainage chokes, blockages & Cleaning and overflowing manholes	716	2091	0	3	5
-Repairs and reconstruction of drain line Related	313	101	0	5	18
License					
-Unauthorized Hawkers Related	718	769	1	4	67
-Hawking /Shop license Related	60	159	0	88	27
Nuisance due to stray dogs, monkeys etc.	3273	3911	0	24	32
Municipal Corporation Delhi					
-Maintenance of Municipal Property	11	27	0	118	62
-Human Resources Related	2	41	3	114	58
Pest Control					
-Mosquito Nuisance & Fogging	509	1773	0	6	16
-Pest Control Related	2	7	0	0	6
Solid Waste Management (SWM)					
-Garbage not collected	57	127	0	20	11
-Collection point not attended properly	162	771	0	2	0
-Removal of dead animals	1826	2631	0	1	0



<i>-Removal of Debris</i>	212	212	0	7	3
<i>-Solid Waste Management Related</i>	750	345	0	135	50
Toilet	35	57	0	29	6
Others Civic Issue Related	670	283	1	185	133

- Complaints for Drainage chokes, blockages & Cleaning and overflowing manholes has increased from 716 to 2091 from 2014 to 2015 whereas questions asked by MLAs is just 0 and councillors is 5 in 2015
- Complaints for Nuisance due to stray dogs, monkeys etc. has seen a increase from 3273 to 3911 from 2014 to 2015 whereas questions asked by MLAs is just 0 and councillors is 32 in 2015
- Complaints Mosquito Nuisance & Fogging has increased from 509 to 1773 from 2014 to 2015 whereas questions asked by MLAs is just 0 and councillors is 16 in 2015



Table 19: Complaints & Issues raised in SadarPaharganj

Issue	No. of Complaints		No. of issues raised		
			MLA	Councillors	
	2014	2015		2014	2015
Pollution	9	6	0	0	0
Sewerage	1	6589	3	10	15
Water Supply	12	3112	2	6	8
Buildings					
-Unauthorized Construction/Development	2980	2723	0	27	44
-Dilapidated Condition of Building	32	96	0	7	0
-Building related	64	31	1	97	14
Fire in house/building	50	30	0	0	0
Footpaths	1	1	1	7	2
Garden					
-Tree cutting/Trimming	51	60	0	16	11
-Collecting Trimmed/Cut Trees	36	29	0	1	
-Maintenance of Garden	6	3	0	18	2
-Garden related	33	10	0	46	21
Roads					
-Potholes/Trenches related	50	96	0	2	11
-Relaying and repairs of roads / New road	38	43	1	30	11
-Road Related	39	68	0	151	88
Storm Water Drainage	45	54	0	6	1
Drainage					
-Drainage chokes, blockages & Cleaning and overflowing manholes	122	870	0	2	0
-Repairs and reconstruction of drain line Related	44	41	0	6	4
License					
-Unauthorized Hawkers Related	136	206	0	7	34
-Hawking /Shop license Related	14	23	0	114	44
Nuisance due to stray dogs, monkeys etc.	858	767	0	31	14
Municipal Corporation Delhi					
-Maintenance of Municipal Property	35	42	1	86	38
-Human Resources Related	17	35	0	57	14
Pest Control					
-Mosquito Nuisance & Fogging	120	386	0	4	11
-Pest Control Related	0	3	0	0	2
Solid Waste Management (SWM)					
-Garbage not collected	20	97	0	6	0
-Collection point not attended properly	115	166	0	0	0
-Removal of dead animals	79	138	0	0	0



<i>-Removal of Debris</i>	106	118	0	17	6
<i>-Solid Waste Management Related</i>	93	86		56	35
Toilet	66	72	1	51	35
Others Civic Issue Related	138	158	3	296	148

- Complaints for Drainage chokes, blockages & Cleaning and overflowing manholes has increased from 122 to 870 from 2014 to 2015 whereas questions asked by MLAs is just 0 and councillors is 0 in 2015
- Complaints for Nuisance due to stray dogs, monkeys etc. has seen a decrease from 858 to 767 from 2014 to 2015 whereas questions asked by MLAs is just 0 and councillors is 14 in 2015
- Complaints Mosquito Nuisance & Fogging has increased from 120 to 386 from 2014 to 2015 whereas questions asked by MLAs is just 0 and councillors is 11 in 2015



Table 20: Complaints & Issues raised in Civil Line

Issue	No. of Complaints		No. of issues raised		
			MLA	Councillors	
	2014	2015		2014	2015
Pollution	8	19	5	0	0
Sewerage	1	6787	4	1	4
Water Supply	41	16488	1	6	8
Buildings					
-Unauthorized Construction/Development	5751	5092	1	24	20
-Dilapidated Condition of Building	28	42	0	0	0
-Building related	123	67	7	17	14
Fire in house/building	166	171	0	0	0
Footpaths	4	2	1	0	3
Garden					
-Tree cutting/Trimming	133	196	0	4	3
-Collecting Trimmed/Cut Trees	314	145	0	0	0
-Maintenance of Garden	4	102	0	38	8
-Garden related	222	23	1	33	76
Roads					
-Potholes/Trenches related	79	168	0	4	9
-Relaying and repairs of roads / New road	152	85	3	13	10
-Road Related	246	283	0	66	96
Storm Water Drainage	257	369	0	12	32
Drainage					
-Drainage chokes, blockages & Cleaning and overflowing manholes	673	1833	2	5	3
-Repairs and reconstruction of drain line Related	220	109	0	4	4
License					
-Unauthorized Hawkers Related	480	434	3	0	48
-Hawking /Shop license Related	58	97	3	135	77
Nuisance due to stray dogs, monkeys etc.	3210	3184	0	46	35
Municipal Corporation Delhi					
-Maintenance of Municipal Property	4	22	2	105	90
-Human Resources Related	5	5	0	47	44
Pest Control					
-Mosquito Nuisance & Fogging	670	1317	0	12	28
-Pest Control Related	1	3	0	0	0
Solid Waste Management (SWM)					
-Garbage not collected	148	137	0	3	3
-Collection point not attended properly	110	453	0	2	0
-Removal of dead animals	1207	1362	0	1	0



<i>-Removal of Debris</i>	<i>212</i>	<i>150</i>	<i>0</i>	<i>13</i>	<i>1</i>
<i>-Solid Waste Management Related</i>	<i>804</i>	<i>291</i>	<i>0</i>	<i>233</i>	<i>101</i>
Toilet	67	53	0	17	8
Others Civic Issue Related	370	571	9	242	213

- Complaints for Drainage chokes, blockages & Cleaning and overflowing manholes has increased from 673 to 1833 from 2014 to 2015 whereas questions asked by MLAs is just 2 and councillors is 3 in 2015
- Complaints for Nuisance due to stray dogs, monkeys etc. has seen a decrease from 3210 to 3184 from 2014 to 2015 whereas questions asked by MLAs is just 0 and councillors is 35 in 2015
- Complaints Mosquito Nuisance & Fogging has increased from 670 to 1317 from 2014 to 2015 whereas questions asked by MLAs is just 0 and councillors is 28 in 2015



Table 21: Complaints & Issues raised in Central Zone

Issue	No. of Complaints		No. of issues raised		
			MLA	Councillors	
	2014	2015		2014	2015
Pollution	10	10	0	0	0
Sewerage	4	7803	3	4	3
Water Supply	47	12859	1	4	18
Buildings					
-Unauthorized Construction/Development	4266	9384	0	15	23
-Dilapidated Condition of Building	18	44	0	0	0
-Building related	114	49	0	23	9
Fire in house/building	174	121	0	0	1
Footpaths	6	7	0	0	0
Garden					
-Tree cutting/Trimming	214	315	0	2	1
-Collecting Trimmed/Cut Trees	129	250	0	0	
-Maintenance of Garden	27	54	0	11	19
-Garden related	229	95	2	19	28
Roads					
-Potholes/Trenches related	77	129	0	2	6
-Relaying and repairs of roads / New road	79	72	1	4	4
-Road Related	110	145	0	87	60
Storm Water Drainage	447	495	2	5	32
Drainage					
-Drainage chokes, blockages & Cleaning and overflowing manholes	450	1689	0	5	1
-Repairs and reconstruction of drain line Related	109	181	0	2	8
License					
-Unauthorized Hawkers Related	500	523	0	0	34
-Hawking /Shop license Related	67	113	4	28	31
Nuisance due to stray dogs, monkeys etc.	2151	2214	0	4	6
Municipal Corporation Delhi					
-Maintenance of Municipal Property	20	27	1	9	32
-Human Resources Related	18	20	1	40	49
Pest Control					
-Mosquito Nuisance & Fogging	449	638	0	2	6
-Pest Control Related	5	0	0	0	0
Solid Waste Management (SWM)					
-Garbage not collected	53	86	0	4	6
-Collection point not attended properly	553	456	0	0	0
-Removal of dead animals	884	910	0	0	0



<i>-Removal of Debris</i>	213	236	0	2	0
<i>-Solid Waste Management Related</i>	433	646	0	63	96
Toilet	84	78	0	27	34
Others Civic Issue Related	555	277	3	106	145

- Complaints for Drainage chokes, blockages & Cleaning and overflowing manholes has increased from 450 to 1689 from 2014 to 2015 whereas questions asked by MLAs is just 0 and councillors is 1 in 2015
- Complaints for Nuisance due to stray dogs, monkeys etc. has seen a increase from 2151 to 2214 from 2014 to 2015 whereas questions asked by MLAs is just 0 and councillors is 6 in 2015
- Complaints Mosquito Nuisance & Fogging has increased from 449 to 638 from 2014 to 2015 whereas questions asked by MLAs is just 0 and councillors is 6 in 2015



Table 22: Complaints & Issues raised in West Zone

Issue	No. of Complaints		No. of issues raised		
			MLA	Councillors	
	2014	2015		2014	2015
Pollution	8	14	2	1	0
Sewerage	6	10208	1	3	1
Water Supply	23	22203	0	11	7
Buildings					
-Unauthorized Construction/Development	1983	2099	2	37	29
-Dilapidated Condition of Building	33	58	0	0	0
-Building related	59	27	2	30	34
Fire in house/building	120	100	0	0	0
Footpaths	2	1	0	0	0
Garden					
-Tree cutting/Trimming	116	164	0	10	3
-Collecting Trimmed/Cut Trees	195	96	0	0	
-Maintenance of Garden	92	105	0	44	60
-Garden related	135	50	0	130	63
Roads					
-Potholes/Trenches related	88	107	0	4	4
-Relaying and repairs of roads / New road	65	77	1	6	9
-Road Related	161	288	0	60	67
Storm Water Drainage	150	201	0	43	30
Drainage					
-Drainage chokes, blockages & Cleaning and overflowing manholes	966	2669	1	3	5
-Repairs and reconstruction of drain line Related	207	111	0	7	24
License					
-Unauthorized Hawkers Related	514	430	1	0	46
-Hawking /Shop license Related	56	111	1	114	53
Nuisance due to stray dogs, monkeys etc.	646	1349	0	11	31
Municipal Corporation Delhi					
-Maintenance of Municipal Property	32	24	2	82	143
-Human Resources Related	11	53	2	125	58
Pest Control					
-Mosquito Nuisance & Fogging	297	891	0	19	15
-Pest Control Related	4	0	0	0	4
Solid Waste Management (SWM)					
-Garbage not collected	103	198	0	7	12
-Collection point not attended properly	849	1132	0	0	1
-Removal of dead animals	1407	1702	0	0	0



<i>-Removal of Debris</i>	<i>189</i>	<i>188</i>	<i>0</i>	<i>1</i>	<i>5</i>
<i>-Solid Waste Management Related</i>	<i>727</i>	<i>562</i>	<i>0</i>	<i>198</i>	<i>119</i>
Toilet	27	27	0	29	29
Others Civic Issue Related	260	281	4	167	138

- Complaints for Drainage chokes, blockages & Cleaning and overflowing manholes has increased from 966 to 2669 from 2014 to 2015 whereas questions asked by MLAs is just 1 and councillors is 5 in 2015
- Complaints for Nuisance due to stray dogs, monkeys etc. has seen a increase from 646 to 1349 from 2014 to 2015 whereas questions asked by MLAs is just 0 and councillors is 31 in 2015
- Complaints Mosquito Nuisance & Fogging has increased from 297 to 891 from 2014 to 2015 whereas questions asked by MLAs is just 0 and councillors is 15 in 2015



Table 23: Complaints & Issue raised in South Zone

Issue	No. of Complaints		No. of issues raised		
			MLA	Councillors	
	2014	2015		2014	2015
Pollution	5	8	0	0	0
Sewerage	2	7000	2	2	1
Water Supply	10	23941	2	1	6
Buildings					
-Unauthorized Construction/Development	2456	2746	0	7	11
-Dilapidated Condition of Building	14	20	0	0	0
-Building related	22	30	1	6	1
Fire in house/building	61	44	0	0	0
Footpaths	2		1	0	0
Garden					
-Tree cutting/Trimming	216	238	1	1	0
-Collecting Trimmed/Cut Trees	43	149	0	0	0
-Maintenance of Garden	17	37	0	15	8
-Garden related	64	23	0	17	14
Roads					
-Potholes/Trenches related	47	64	1	2	1
-Relaying and repairs of roads / New road	44	61	6	1	0
-Road Related	73	112	0	30	29
Storm Water Drainage	198	135	0	2	1
Drainage					
-Drainage chokes, blockages & Cleaning and overflowing manholes	379	1245	0	7	0
-Repairs and reconstruction of drain line Related	87	70	0	5	8
License					
-Unauthorized Hawkers Related	154	243	1	2	12
-Hawking /Shop license Related	45	81	0	9	11
Nuisance due to stray dogs, monkeys etc.	1256	1848	2	1	2
Municipal Corporation Delhi					
-Maintenance of Municipal Property	13	6	2	4	14
-Human Resources Related	9	3	0	38	25
Pest Control					
-Mosquito Nuisance & Fogging	210	714	0	0	4
-Pest Control Related		2	0	0	0
Solid Waste Management (SWM)					
-Garbage not collected	22	28	0	11	0
-Collection point not attended properly	359	420	0	0	0



<i>-Removal of dead animals</i>	878	957	0	0	0
<i>-Removal of Debris</i>	139	129	0	0	3
<i>-Solid Waste Management Related</i>	988	383	0	41	30
Toilet	23	12	0	6	6
Others Civic Issue Related	134	112	4	32	19

- Complaints for Drainage chokes, blockages & Cleaning and overflowing manholes has increased from 379 to 1245 from 2014 to 2015 whereas questions asked by MLAs is just 0 and councillors is 0 in 2015
- Complaints for Nuisance due to stray dogs, monkeys etc. has seen a increase from 1256 to 1848 from 2014 to 2015 whereas questions asked by MLAs is just 2 and councillors is 2 in 2015
- Complaints Mosquito Nuisance & Fogging has increased from 210 to 714 from 2014 to 2015 whereas questions asked by MLAs is just 0 and councillors is 4 in 2015



Table 24: Complaints & Issues raised in Najafgarh

Issue	No. of Complaints		No. of issues raised		
			MLA	Councillors	
	2014	2015		2014	2015
Pollution	2	5	5	0	0
Sewerage	1	2315	1	5	4
Water Supply	4	14706	9	3	5
Buildings					
-Unauthorized Construction/Development	5567	1131	2	11	26
-Dilapidated Condition of Building	4	44	0	0	0
-Building related	13	18	8	12	14
Fire in house/building	0	59	0	0	0
Footpaths	0	3	1	0	1
Garden					
-Tree cutting/Trimming	20	126	0	0	0
-Collecting Trimmed/Cut Trees	40	60	0	0	0
-Maintenance of Garden	1	10	0	1	5
-Garden related	20	12	0	5	6
Roads					
-Potholes/Trenches related	21	39	1	0	4
-Relaying and repairs of roads / New road	30	69	2	6	7
-Road Related	43	113	0	33	31
Storm Water Drainage	84	182	0	21	20
Drainage					
-Drainage chokes, blockages & Cleaning and overflowing manholes	722	1745	0	6	14
-Repairs and reconstruction of drain line Related	148	172	2	5	15
License					
-Unauthorized Hawkers Related	127	267	1	0	10
-Hawking /Shop license Related	3	73	3	28	11
Nuisance due to stray dogs, monkeys etc.	754	1025	0	1	7
Municipal Corporation Delhi					
-Maintenance of Municipal Property	1	6	6	54	60
-Human Resources Related	0	1	2	80	61
Pest Control					
-Mosquito Nuisance & Fogging	266	913	0	4	6
-Pest Control Related	6	0	0	0	6
Solid Waste Management (SWM)					
-Garbage not collected	799	525	0	0	7
-Collection point not attended properly	46	317	0	0	8



<i>-Removal of dead animals</i>	<i>680</i>	<i>1226</i>		<i>0</i>	<i>0</i>
<i>-Removal of Debris</i>	<i>54</i>	<i>78</i>		<i>0</i>	<i>0</i>
<i>-Solid Waste Management Related</i>	<i>274</i>	<i>168</i>		<i>128</i>	<i>74</i>
Toilet	13	13		8	6
Others Civic Issue Related	217	183	6	75	95

- Complaints for Drainage chokes, blockages & Cleaning and overflowing manholes has increased from 722 to 1745 from 2014 to 2015 whereas questions asked by MLAs is just 0 and councillors is 14 in 2015
- Complaints for Nuisance due to stray dogs, monkeys etc. has seen a increase from 754 to 1025 from 2014 to 2015 whereas questions asked by MLAs is just 0 and councillors is 7 in 2015
- Complaints Mosquito Nuisance & Fogging has increased from 266 to 913 from 2014 to 2015 whereas questions asked by MLAs is just 0 and councillors is 6 in 2015



Part C – What needs to be done?

A. For a Robust Complaint Management System:

- It should not be the onus of the citizen to find out who provides specific services. The agencies should ensure that citizens are given all the pertinent information.
- In a robust system, all the agencies responsible can be contacted and it should be possible for the grievance redressal to be tracked.
- In order to accomplish this, there will have to be cooperation between the Central, State and MCD agencies, which is what is desirable.
- However, at an individual corporation level, a centralised system could be created for providing citizens with a centralised grievance redressal mechanism, through which the complaints can be directed by the MCD to the concerned authorities either under the MCD or to agencies belonging to the Central or State Governments. For complaints directed to their own agencies, the MCDs can provide a way to track all the grievances to see whether the complaints are closed or corrective action needs to be taken.

B. By Elected Representatives (ER) (Councillors and MLAs):

- ERs need to attend meetings regularly and actively participate in the deliberations.
- They must raise relevant issues in their respective forums by studying the civic complaints registered by the citizens and using the data effectively.
- ERs need to be assertive and ensure that the complaints are tracked and proactive steps are taken for redressal.

C. By Media, Civil Society Organisations (CSO) and Citizens:

- Citizens should be active in registering complaints and also register their grievances when redressal is not effective and demand for an effective system.
- CSOs, Media and the Citizens must interact with the authorities and regularly try to raise issues that can be addressed in various government forums.
- They should proactively engage the ERs throughout their tenure, and not just during the elections.
- They should attend meetings called by administration and ERs regularly to understand how the process of governance functions and play an active role in ensuring that their grievances are being addressed.



Annexure 1- Functioning of the Ward Committees

The 74th Amendment Act, of the Constitution of India provides for setting up of ward committees to ensure citizen participation in decision making and to bring governance and citizens together. It is considered to be an important step towards achieving citizens' participation in the governance at the grassroots level. As per the Act, The Ward Committees are expected to address local problems by participating in planning, financial and administrative functions, having a direct bearing on their respective Wards. The 74th Amendment Act not only empowers states to set up ward committees, but also to decide on the powers, functions and finances to be delegated to them. This in turn provides the States a freedom to draft their own legislation and rules and so the functioning of the Ward Committee's varies across states and cities.

'Ward Committees' are therefore undoubtedly one of the most crucial mechanisms available to Municipal Councillors for conducting deliberations for delivering effective governance. Issues of prime significance to citizen's daily lives related to civic amenities such as road, parks, solid waste management, 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 as mentioned above.

The Municipal Corporation of Delhi is one of the largest municipal corporations in the world and came into existence on 7th April, 1958, under The Delhi Municipal Corporation Act, 1957. The Amendment of 1993 in the Act brought about fundamental changes in composition, functions, governance and administration of the Corporation. The number of Wards (Municipal Councillor Constituencies) in the Corporation was increased from 134 to 272 in 2006-2007, and the Corporation was trifurcated into the North (NDMC), South (SDMC) and East Delhi Municipal Corporation (EDMC) by a notification issued in the end of 2011, with separate functioning of the three Corporations starting from the first half of 2012. However, the MCDs are not the only bodies providing Civic Services in the NCT (National Capital Territory) of Delhi. E.g water supply, though an essential civic service mentioned in the 74th Amendment, is provided by the Delhi Jal Board which is under the Delhi State Government and not by the MCDs. Also apart from Central and State agencies, the other two local bodies are the New Delhi Municipal Council and the Delhi Cantonment Board provide civic services in areas under their respective jurisdictions.

Presently, the three different corporations consist of 104, 104 and 64 electoral municipal constituencies, respectively. The Corporation also includes, in its composition, some Nominated Members, some members from the Legislative Assembly of Delhi, certain MPs, and has certain seats reserved for the Scheduled Castes and Women. Further, the 272 constituencies are aggregated in 12 Administrative Zones for which there are 12 ward committees.

List of Zones under each Corporation:

NDMC:

1) City Zone; 2) Civil Lines; 3) Karol Bagh; 4) Narela; 5) Rohini; 6) SadarPaharganj

SDMC:

1) Central Zone; 2) Najafgarh; 3) South Zone; 4) West Zone

EDMC:

1) Shahdara North; 2) Shahdara South



Section 50-52 of the Delhi Municipal Corporation Act, 1957 States,

- There is one Ward Committee in each of the 12 zones of the three Municipal Corporations of Delhi.
- The Wards Committee consists of:
 - a) All the Councillors elected from the wards comprised in that Zone.
 - b) The persons, if any, nominated by the Administrator [that is, the Lt. Governor of Delhi] under Section 3 (3) (b) (i), only if her/his name is registered as an elector within the territorial limits of the Zone concerned.

The Ward Committees have annual elections for the following:

- **CHAIRMAN** [who can give resignation to the Mayor]
- **DEPUTY CHAIRMAN** [who can give resignation to the chairperson]

The 15th Schedule of the DMC (Delhi Municipal Corporation) Act, mentions the powers and functions of the Wards Committees which are as under:

- 1) Sanction estimates and plans for municipal works to be carried out with the Zone costing up to rupees one crore, other than works taken up and executed for Delhi as a whole or those covering more than one Zone, provided that specific provisions exist therefore in the budget sanctioned by a Corporation.
 - 2) Call for any report, return, plan, estimate, statement account or statistics from the Commissioner, connected with matter pertaining to the municipal administration in that zone.
 - 3) Scrutinise monthly statements of receipts and disbursements and of the progress reports in the collection of revenue in the Zone.
 - 4) Consider and make recommendations on the proposals regarding estimates of revenue and expenditure pertaining to the Zone under different heads of account of the budget before being forwarded to the Commissioner.
 - 5) Report on advice upon any matter which a Corporation may refer to it under the Act.
 - 6) Deal with such other matters as may be delegated by a Corporation to the Wards Committee.
 - 7) In general, exercise all such municipal powers and functions of a Corporation as are to be performed exclusively in the Zone concerned other than those relating to Delhi as a whole or involving two or more Zone.
- Besides Section 52 (3) of the DMC ACT says- ' If any question arises as to whether any matter falls within the purview of a Wards Committee or a Corporation, it shall be referred to that Government and the decision of that Government will be final.'

Obligatory functions of the Corporations: [This is taken from annexure No.4, Page 129 of the Delhi Municipal Corporation Act, 1957]

Subject to the provisions of this Act and any other law for the time being in force, it shall be incumbent on the Corporation to make adequate provision by any means or measures which it may lawfully use or take, for each of the following matters, namely:—

- (a) The construction, maintenance and cleansing of drains and drainage works and of public latrines, urinals and similar conveniences;
- (c) The scavenging, removal and disposal of filth, rubbish and other obnoxious or polluted matters;
- (e) The reclamation of unhealthy localities, the removal of noxious vegetation and generally the abatement of all nuisances;



- (f) The regulation of places for the disposal of the dead and the provision and maintenance of places for the said purpose;
- (g) The registration of births and deaths;
- (h) Public vaccination and inoculation;
- (i) Measures for preventing and checking the spread of dangerous diseases;
- (j) The establishment and maintenance of dispensaries and maternity and child welfare centres and the carrying out of other measures necessary for public medical relief;
- (jj) The maintenance including the expansion and upgradation of facilities of the hospitals existing on the date of the commencement of the Delhi Municipal Corporation (Amendment) Act, 1993;
- (k) The construction and maintenance of municipal markets and slaughter houses and the regulation of all markets and slaughter houses;
- (l) The regulation and abatement of offensive or dangerous trade or practices;
- (m) The securing or removal of dangerous buildings and places;
- (n) The construction, maintenance, alteration and improvements of public streets, bridges, culverts, causeways and the like;
- (o) The lighting, watering and cleansing of public streets and other public places;
- (p) The removal of obstructions and projections in or upon streets, bridges and other public places;
- (q) The naming and numbering of streets and premises;
- (r) The establishment, maintenance of, and aid to, schools for primary education subject to such grants as may be determined by the Central Government from time to time;
- (s) The maintenance of municipal offices;
- (t) The laying out or the maintenance of public parks, gardens or recreation grounds;
- (v) The maintenance of monuments and memorials vested in any local authority in Delhi immediately before the commencement of this Act or which may be vested in the Corporation after such commencement;
- (w) The maintenance and development of the value of all properties vested in or entrusted to the management of the Corporation;
- (x) The preparation of plans for economic development and social justice; and
- (y) The fulfilment of any other obligation imposed by or under this Act or any other law for the time being in force.

Discretionary functions of the Corporation:

Subject to any general or special order of the Government, from time to time, the Corporation may provide either wholly or in part for all or any of the following matters, namely:—

- (a) The furtherance of education including cultural and physical education, by measures other than the establishment and maintenance of, and aid to, schools for primary education;
- (b) The establishment and maintenance of, and aid to, libraries, museums, art galleries, botanical or zoological collections;
- (c) The establishment and maintenance of, and aid to, stadia, gymnasia, akharas and places for sports and games;
- (d) The planting and care of trees on roadsides and elsewhere;
- (e) The surveys of buildings and lands;
- (f) The registration of marriages;
- (g) The taking of a census of population;



- (h) The civic reception to persons of distinction;
- (i) The providing of music or other entertainments in public places or places of public resort and the establishment of theatres and cinemas;
- (j) The organisation and management of fairs and exhibitions;
- (k) The acquisition of movable or immovable property for any of the purposes before mentioned, including payment of the cost of investigations, surveys or examinations in relation thereto for the construction or adaptation of buildings necessary for such purposes;
- (l) The construction and maintenance of—
 - (i) rest-houses,
 - (ii) poor-houses,
 - (iii) Infirmaries,
 - (iv) Children's homes,
 - (v) Houses for the deaf and dumb and for disabled and handicapped children,
 - (vi) Shelters for destitute and disabled persons,
 - (vii) Asylums for persons of unsound mind;
- (m) The construction and maintenance of cattle pounds;
- (n) The building or purchase and maintenance of dwelling houses for municipal officers and other municipal employees;
- (o) Any measures for the welfare of the municipal officers and other municipal employees or any class of them including the sanctioning of loans to such officers and employees or any class of them for construction of houses and purchase of vehicles;
- (p) The organisation or management of chemical or bacteriological laboratories for the examination or analysis of water, food and drugs for the detection of diseases or research connected with the public health or medical relief;
- (q) The provision for relief to destitute and disabled persons;
- (r) The establishment and maintenance of veterinary hospitals;
- (s) The organisation, construction, maintenance and management of swimming pools public wash houses, bathing places and other institutions designed for the improvement of public health;
- (t) The organisation and management of farms and dairies within or without Delhi for the supply, distribution and processing of milk products for the benefit of the residents of Delhi;
- (u) The organisation and management of cottage industries, handicraft centres, and sales emporia;
- (v) The construction and maintenance of warehouses and god owns;
- (w) The construction and maintenance of garages, sheds and stands for vehicles and cattle biers;
- (x) The provision for unfiltered water supply;
- (y) The improvement of Delhi in accordance with improvement schemes approved by the Corporation;
- (z) The provision of housing accommodation for the inhabitants of any area or for any class of inhabitants; and
- (za) Any measure not hereinbefore specifically mentioned, likely to promote public safety, health, convenience or general welfare.



Annexure 2 - Survey methodology and Socio Economic Classification

Survey Methodology

Praja Foundation had commissioned the household survey to Hansa Research and the survey methodology followed is as below:

- In order to meet the desired objectives of the study, we represented the city by covering a sample from each of its 272 wards. Target Group for the study was :
 - ✓ Both Males & Females
 - ✓ 18 years and above
 - ✓ Belonging to that particular ward.
- Sample quotas were set for representing gender and age groups on the basis of their split available through Indian Readership Study (Large scale baseline study conducted nationally by Media Research Users Council (MRUC)).
- The required information was collected through face to face interviews with the help of structured questionnaire.
- In order to meet the respondent within a ward, following sampling process was followed:
 - ✓ 5 prominent areas in the ward were identified as the starting point
 - ✓ In each starting point about 20 individuals were selected randomly and the questionnaire was administered with them.
- Once the survey was completed, sample composition of age & gender was corrected to match the population profile using the baseline data from IRS. This helped us to make the survey findings more representatives in nature and ensured complete coverage.
- **The total study sample was 29,950 according to survey conducted by Hansa Research.**



Socio Economic Classification note

SEC is used to measure the affluence level of the sample, and to differentiate people on this basis and study their behaviour / attitude on other variables.

While income (either monthly household or personal income) appears to be an obvious choice for such a purpose, it comes with some limitations:

- Respondents are not always comfortable revealing sensitive information such as income.
- The response to the income question can be either over-claimed (when posturing for an interview) or under-claimed (to avoid attention). Since there is no way to know which of these it is and the extent of over-claim or under-claim, income has a poor ability to discriminate people within a sample.
- Moreover, affluence may well be a function of the attitude a person has towards consumption rather than his (or his household's) absolute income level.

Attitude to consumption is empirically proven to be well defined by the education level of the Chief Wage Earner (CWE*) of the household as well as his occupation. The more educated the CWE, the higher is the likely affluence level of the household. Similarly, depending on the occupation that the CWE is engaged in, the affluence level of the household is likely to differ – so a skilled worker will be lower down on the affluence hierarchy as compared to a CWE who is businessman.

Socio Economic Classification or SEC is thus a way of classifying households into groups' basis the education and occupation of the CWE. The classification runs from A1 on the uppermost end thru E2 at the lower most end of the affluence hierarchy. The SEC grid used for classification in market research studies is given below:

EDUCATION		OCCUPATION						
		Illiterate	literate but no formal schooling / School up to 4 th	School 5 th – 9 th	SSC/ HSC	Some College but not Grad	Grad/ Post-Grad Gen.	Grad/ Post-Grad Prof.
Unskilled Workers		E2	E2	E1	D	D	D	D
Skilled Workers		E2	E1	D	C	C	B2	B2
Petty Traders		E2	D	D	C	C	B2	B2
Shop Owners		D	D	C	B2	B1	A2	A2
Businessmen/ Industrialists with no. of employees	None	D	C	B2	B1	A2	A2	A1
	1 – 9	C	B2	B2	B1	A2	A1	A1
	10 +	B1	B1	A2	A2	A1	A1	A1
Self employed Professional		D	D	D	B2	B1	A2	A1
Clerical / Salesman		D	D	D	C	B2	B1	B1
Supervisory level		D	D	C	C	B2	B1	A2
Officers/ Executives Junior		C	C	C	B2	B1	A2	A2
Officers/Executives Middle/ Senior		B1	B1	B1	B1	A2	A1	A1

*CWE is defined as the person who takes the main responsibility of the household expenses



Annexure 3 – List of Councillors and MLAs

List of Councillors

Zone	Councillor Name	Const. No.	Party	Zone	Councillor Name	Const. No.	Party
Shahdara North	GurmeetKaur	209	CONG	Civil Line Zone	Ram KishanBansiwal	5	BJP
Shahdara North	Ram Narayan Dubey	240	BJP	Civil Line Zone	GulabsinghRathore	6	BJP
Shahdara North	Swati Gupta	241	BJP	Civil Line Zone	AmanTyagi	7	CONG
Shahdara North	Sunil Kumar Jha	242	BJP	Civil Line Zone	Raj Pal Rana	8	BJP
Shahdara North	Rinku	243	CONG	Civil Line Zone	Guddi Devi Jatav	9	CONG
Shahdara North	KamleshGarg	244	BJP	Civil Line Zone	SunitaChaudhary	10	CONG
Shahdara North	Anil Gautam	245	CONG	Civil Line Zone	RajniAbbi	11	BJP
Shahdara North	Sanjay Surjan	246	BJP	Civil Line Zone	ReemaKaur	12	BJP
Shahdara North	Sushma Sharma	247	BJP	Civil Line Zone	Mukesh Kumar Goel	13	CONG
Shahdara North	Harsh Deep Malhotra	248	BJP	Civil Line Zone	NeelamBuddhiraja	14	BJP
Shahdara North	Asma Begum	249	IND	Civil Line Zone	ParmeshChauhan	15	BJP
Shahdara North	Shakila Begum	250	BSP	Civil Line Zone	Parma BhaiSolanki	16	CONG
Shahdara North	Satya Sharma	251	BJP	Civil Line Zone	MamtaRathore	17	BJP
Shahdara North	Sanjay Jain	252	BJP	Civil Line Zone	Angoori Devi	18	BJP
Shahdara North	Rekha Rani	253	CONG	Civil Line Zone	Ajeet Singh Yadav	19	CONG
Shahdara North	Mehak Singh	254	BJP	Civil Line Zone	SatyaWatiChauhan	20	BSP
Shahdara North	Raj Kumari	255	CONG	Civil Line Zone	Suresh Kumar	61	BJP
Shahdara North	AshaTayal	256	BJP	Civil Line Zone	Gita Yadav	62	CONG
Shahdara North	Savita Sharma	257	CONG	Civil Line Zone	Tilak Ram Gupta	63	BJP
Shahdara North	Chanda Sharma	258	BJP	Civil Line Zone	KishanLal	64	BJP
Shahdara North	Zakir Khan	259	CONG	Civil Line Zone	Sonia	65	CONG
Shahdara North	RekhaVashistha	260	SP	Civil Line Zone	MeeraAggarwal	66	BJP
Shahdara North	Sanjay Kaushik	261	BJP	Civil Line Zone	VACANT	67	
Shahdara North	ChoudharyBalraj	262	BSP	Civil Line Zone	Poonam Sharma	68	BJP
Shahdara North	Deepti Joshi	263	BJP	Civil Line Zone	ArvindGarg	69	BJP
Shahdara North	Manoj Kumar Tyagi	264	BJP	Civil Line Zone	Renu Gupta	70	BJP
Shahdara North	Meenakshi	265	BJP	Civil Line Zone	Madhav Prasad	71	BJP
Shahdara North	UshadevraniShastri	266	BJP	Civil Line Zone	Surender Gupta	72	BJP
Shahdara North	TajMohmmad	267	CONG	Civil Line Zone	Harsh Sharma	77	CONG
Shahdara North	Parveen	268	CONG	Civil Line Zone	NainaPremwani	78	CONG
Shahdara North	Aas Mohammad	269	CONG	Central zone	Simmi Jain	153	BJP
Shahdara North	Anita Sharma	270	BJP	Central zone	FarhadSuri	154	CONG
Shahdara North	Dharmendra Singh	271	IND	Central zone	KavitaMalhotra	155	CONG
Shahdara North	Annapurna Mishra	272	BJP	Central zone	Darshna	156	CONG
Shahdara South	AnjanaParcha	210	CONG	Central zone	Ravi Kalsi	157	CONG
Shahdara South	Kamal	211	IND	Central zone	KusumLata	158	IND



Zone	Councillor Name	Const. No.	Party	Zone	Councillor Name	Const. No.	Party
Shahdara South	Nikki Singh	212	BJP	Central zone	AbhishekDutt	159	CONG
Shahdara South	Raj Kumar Dhillo	213	BJP	Central zone	Savita Gupta	160	BJP
Shahdara South	VACANT	214		Central zone	Babli	185	CONG
Shahdara South	PriyankaGautam	215	BSP	Central zone	Kali Charan Sharma	186	BJP
Shahdara South	Rajiv Kumar	216	CONG	Central zone	KalpanaJha	187	IND
Shahdara South	SaralaChaudhary	217	BJP	Central zone	Neeraj Gupta	188	BJP
Shahdara South	Sudeshana	218	BJP	Central zone	VirenderKasana	190	CONG
Shahdara South	Devender Kumar	219	BJP	Central zone	Kishan Chand Taneja	192	BJP
Shahdara South	SandhyaVerma	220	BJP	Central zone	Indu	193	CONG
Shahdara South	B.B. Tyagi	221	BJP	Central zone	Urmila	194	BJP
Shahdara South	Asha Singh	222	BJP	Central zone	ChanderPrakash	195	JDU
Shahdara South	SushilUpadyay	223	BJP	Central zone	NarinderKaur Captain	196	CONG
Shahdara South	Lata Gupta	224	BJP	Central zone	Chote Ram	197	BJP
Shahdara South	Mahindra Ahuja	225	BJP	Central zone	Rekha	198	BJP
Shahdara South	Ratan Singh	226	CONG	Central zone	VACANT	199	
Shahdara South	Geeta Sharma	227	CONG	Central zone	JivanLal	200	NCP
Shahdara South	Gurcharan Singh	228	CONG	Central zone	Shikha Shah	201	NCP
Shahdara South	Kalpna Devi Jain	229	BJP	Central zone	Dharamvir Singh Awana	202	NCP
Shahdara South	BansiLal	230	IND	Central zone	Phool Kali	203	NCP
Shahdara South	IshratJahan	231	CONG	Central zone	TimshiKasana	204	NCP
Shahdara South	Jai Gopal	232	BJP	Central zone	Shoaeb Danish	205	CONG
Shahdara South	Tulsi	233	CONG	Central zone	Ishrat Begum	206	SP
Shahdara South	Anjana Sharma	234	CONG	Central zone	Bir Singh	207	BSP
Shahdara South	JitenderChoudhary	235	BJP	Central zone	Neetu	208	CONG
Shahdara South	VaryamKaur	236	CONG	West Zone	SumanTyagi	101	BJP
Shahdara South	Balbir Singh	237	BJP	West Zone	Pradeep Sharma	102	CONG
Shahdara South	VACANT	238		West Zone	SatwinderKaurSirsa	103	BJP
Shahdara South	Preeti	239	IND	West Zone	Parwati	104	BSP
City Zone	KhurramIqbal	79	RLD	West Zone	ShubhashArya	105	BJP
City Zone	Surekha	80	BJP	West Zone	SunitaSubhashYadav	106	CONG
City Zone	Ramesh Dutta	81	CONG	West Zone	A MeghrajChandela A	107	CONG
City Zone	Rakesh Kumar	82	RLD	West Zone	A.MeenakshiChandela A	108	CONG
City Zone	SeemaTaihra	83	CONG	West Zone	Shyam Sharma	109	BJP
City Zone	Allaymohd.Iqbal	84	RLD	West Zone	RadhikaSetia	110	BJP
City Zone	VACANT	86		West Zone	Raj Kumari	111	CONG
Narela Zone	Kesh Rani Neel Daman Khatri	1	BJP	West Zone	ManjuSetia	112	CONG
Narela Zone	Mohan Prasad Bhardwaj	2	BJP	West Zone	YashpalArya	113	BJP



Zone	Councillor Name	Const. No.	Party	Zone	Councillor Name	Const. No.	Party
Narela Zone	Aruna Devi	3	CONG	West Zone	RituVohra	114	BJP
Narela Zone	ReetaChauhan	4	BSP	West Zone	Dimple Chadha	115	BJP
Narela Zone	Jag Roshni	27	BJP	West Zone	Amrita Dhawan	116	CONG
Narela Zone	Devender Kumar	28	CONG	West Zone	AshishSood	117	BJP
Narela Zone	ManishaJasbirKarala	29	CONG	West Zone	RajniMamtani	118	BJP
Narela Zone	Azad Singh	30	BJP	West Zone	Anil Sabarwal	119	BJP
Narela Zone	BhoomiRachhoya	31	CONG	West Zone	Vimla Devi	120	CONG
Narela Zone	ReetaShaukeen	32	IND	West Zone	Pankaj Kumar Singh	121	BJP
Karol Bagh Zone	Prerna Singh	74	CONG	West Zone	ShashiPrabha	122	BJP
Karol Bagh Zone	Ravinder Gupta	91	BJP	West Zone	KaramVirShekhar	123	BJP
Karol Bagh Zone	YogenderChandolia	92	BJP	West Zone	VACANT	124	
Karol Bagh Zone	ShyamBala	93	BJP	West Zone	Anju Gupta	125	CONG
Karol Bagh Zone	Bhim Singh Sharma	94	BJP	West Zone	VACANT	126	
Karol Bagh Zone	PoornimaVidyarthi	95	BJP	West Zone	Shivali Sharma	127	BJP
Karol Bagh Zone	Archana Gupta	96	BJP	West Zone	DeshrajRaghav	128	IND
Karol Bagh Zone	Raj Kumar Lamba	97	BJP	South Zone	SatishUpadhyay	161	BJP
Karol Bagh Zone	Usha Mehta	98	BJP	South Zone	NutanKochar	162	CONG
Karol Bagh Zone	Bharat BhushanMadan	99	BJP	South Zone	Shailender Singh	163	BJP
Karol Bagh Zone	SurenderKaur	100	BJP	South Zone	AnkitaSaini	164	BJP
Karol Bagh Zone	Rajesh Bhatia	149	BJP	South Zone	RadheyShyam Sharma	165	BJP
Karol Bagh Zone	PremLata	150	CONG	South Zone	VACANT	166	
Karol Bagh Zone	Suraj Kumar	151	BJP	South Zone	Dharmvir Singh	167	CONG
Karol Bagh Zone	ParmodTanwar	152	BJP	South Zone	VACANT	168	
Rohini Zone	ParveshWahi	21	BJP	South Zone	Anita	169	CONG
Rohini Zone	Shashi	22	CONG	South Zone	Pushpa Singh	170	NCP
Rohini Zone	Anil Sharma	23	BJP	South Zone	Om Wati	171	CONG
Rohini Zone	Pushpa	24	IND	South Zone	KusumKhatri	172	BJP
Rohini Zone	DevenderSolanki	25	BJP	South Zone	Ram Pal	173	BJP
Rohini Zone	ShardhaNandSangwan	26	CONG	South Zone	Anita Tyagi	174	RLD
Rohini Zone	Ram DayalMahto	33	BJP	South Zone	Gyasi	175	BJP
Rohini Zone	Nirmla Devi	34	BJP	South Zone	VACANT	176	
Rohini Zone	Satya Pal Singh	35	BSP	South Zone	SaritaChoudhary	177	BJP
Rohini Zone	Pushp Raj	36	BSP	South Zone	Satish Gupta	178	CONG
Rohini Zone	SushilaKumari	37	BJP	South Zone	SaritaNarain	179	IND
Rohini Zone	Manju Devi	38	BJP	South Zone	AnjuSehwag	180	CONG
Rohini Zone	PrabhuDayal	39	BJP	South Zone	SatenderPrakash	181	BJP
Rohini Zone	Manisha Gupta	40	BSP	South Zone	Khushi Ram Chunar	182	BJP



Zone	Councillor Name	Const. No.	Party	Zone	Councillor Name	Const. No.	Party
Rohini Zone	Surender Mohan Pandey	41	BJP	South Zone	SaritaNandKishor	183	BSP
Rohini Zone	Prithvi Singh Rathore	42	CONG	South Zone	M. Nagarajan	184	BJP
Rohini Zone	Renu	43	BJP	South Zone	Sunita	189	BJP
Rohini Zone	VACANT	44		South Zone	Meenu	191	BJP
Rohini Zone	Sanjana Singh	45	BJP	Najagfgrah Zone	TilotamaChaudhary	129	CONG
Rohini Zone	SeemaJatav	46	CONG	Najagfgrah Zone	Maya Devi	130	CONG
Rohini Zone	Ashok Kr. Shokeen	47	CONG	Najagfgrah Zone	Parveen Rajput	131	IND
Rohini Zone	Poonam	48	BSP	Najagfgrah Zone	Usha Gupta	132	IND
Rohini Zone	Vijay PrakashPandey	49	BJP	Najagfgrah Zone	Pradeep Kumar	133	IND
Rohini Zone	ShobhaVijender	50	BJP	Najagfgrah Zone	Satendra Singh Rana	134	IND
Rohini Zone	Tara Chand Bansal	51	BJP	Najagfgrah Zone	ShashiTomar	135	BJP
Rohini Zone	NeelamGoyal	52	BJP	Najagfgrah Zone	VACANT	136	
Rohini Zone	Chandi Ram Chawla	53	BJP	Najagfgrah Zone	Indu	137	IND
Rohini Zone	Rekha Gupta	54	BJP	Najagfgrah Zone	Kirshan	138	INLD
Rohini Zone	VACANT	55		Najagfgrah Zone	Neelam	139	INLD
Rohini Zone	MamtaNagpal	56	BJP	Najagfgrah Zone	Raj Kumari	140	BJP
Rohini Zone	SanjeevNayyar	57	BJP	Najagfgrah Zone	Praveen Rana	141	CONG
Rohini Zone	RenuKamboj	58	BJP	Najagfgrah Zone	PoonamBhardwaj	142	IND
Rohini Zone	Dev Raj Arora	59	CONG	Najagfgrah Zone	Jai Prakash	143	BJP
Rohini Zone	JyotiAggarwal	60	CONG	Najagfgrah Zone	Krishan Kumar Sehwat	144	IND
Pahadganj Zone	NeelamDhiman	73	BJP	Najagfgrah Zone	SeemaPandit	145	IND
Pahadganj Zone	Satbir Sharma	75	CONG	Najagfgrah Zone	KuldeepSolanki	146	BJP
Pahadganj Zone	Pinki Jain	76	BJP	Najagfgrah Zone	SudeshWati	147	BSP
Pahadganj Zone	SiamaRiaz	85	CONG	Najagfgrah Zone	Pawan Singh Rathi	148	BJP
Pahadganj Zone	LataSodhi	87	BJP				
Pahadganj Zone	HoorBano Ismail	88	BJP				
Pahadganj Zone	VirenderBabbar	89	BJP				
Pahadganj Zone	Madhukhurana	90	CONG				



List of MLAs

Const. Name	Name of the MLA	Const. No.	Party	Const. Name	Name of the MLA	Const. No.	Party
Narela	Sharad Kumar	1	AAP	Palam	Bhavna Gaur	37	AAP
Burari	Sanjeev Jha	2	AAP	Rajinder Nagar	Vijender Garg Vijay	39	AAP
Timarpur	Pankaj Kant Singhal	3	AAP	Jangpura	Praveen Kumar	41	AAP
Adarsh Nagar	Pawan Kumar Sharma	4	AAP	Kasturba Nagar	Madan Lal	42	AAP
Badli	Ajesh Yadav	5	AAP	Malviya Nagar	Somnath Bharti	43	AAP
Rithala	Mohinder Goyal	6	AAP	R K Puram	Parmila Tokas	44	AAP
Bawana (SC)	Ved Parkash	7	AAP	Mehrauli	Naresh Yadav	45	AAP
Mundka	Sukhvir Singh	8	AAP	Chhatarpur	Kartar Singh Tanwar	46	AAP
Kirari	Rituraj Govind	9	AAP	Deoli (SC)	Prakash	47	AAP
Nangloi Jat	Raghuvinder Shokeen	11	AAP	Ambedkar Nagar	Ajay Dutt	48	AAP
Mangol Puri (SC)	Rakhi Birla	12	AAP	Sangam Vihar	Dinesh Mohaniya	49	AAP
Wazirpur	Rajesh Gupta	17	AAP	Greater Kailash	Saurabh Bharadwaj	50	AAP
Model Town	Akhilesh Pati Tripathi	18	AAP	Kalkaji	Avtar Singh	51	AAP
Sadar Bazar	Som Dutt	19	AAP	Tuglakabad	Sahi Ram	52	AAP
Chandi Chowk	Alka Lamba	20	AAP	Badarpur	Narayan Dutt Sharma	53	AAP
Karol Bagh	Vishesh Ravi	23	AAP	Okhla	Amanatullah Khan	54	AAP
Patel Nagar (SC)	Hazari Lal Chauhan	24	AAP	Trilokpuri	Raju Dhingan	55	AAP
Moti Nagar	Shiv Charan Goel	25	AAP	Kondli	Manoj Kumar	56	AAP
Madipur	Girish Soni	26	AAP	Laxmi Nagar	Nitin Tyagi	58	AAP
Rajouri Garden	Jarnail Singh	27	AAP	Vishwas Nagar	Om Prakash Sharma	59	BJP
Tilak Nagar	Jarnail Singh	29	AAP	Krishna Nagar	S. K. Bagga	60	AAP
Janakpuri	Rajesh Rishi	30	AAP	Gandhi Nagar	Anil Kumar Bajpai	61	AAP
Vikaspuri	Mahinder Yadav	31	AAP	Seema puri	Rajendra Pal Gautam	63	AAP
Uttam Nagar	Naresh Balyan	32	AAP	Rohtas Nagar	Sarita Singh	64	AAP
Dwarka	Adarsh Shastri	33	AAP	Seelampur	Mohd. Ishraque	65	AAP
Matiala	Gulab Singh	34	AAP	Ghonda	Shri Dutt Sharma	66	AAP
Najafgarh	Kailash Gahlot	35	AAP	Gokalpur	Fateh Singh	68	AAP
Bijwasan	Devinder Kumar Sehrawat	36	AAP	Mustafabad	Jagdish Pradhan	69	BJP