

WHITE PAPER



**Report on Civic Issues Registered by Citizens
And
Deliberations by Municipal Councillors in Delhi (MCD) and the
MLAs in the State Assembly sessions
(January 2014 to December 2016)**

May 2017

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I. Foreword

The dust has now settled on the elections to the Municipal Corporations of Delhi, with the Bharatiya Janata Party (BJP) emerging as the clear winner. The BJP has been given a mandate to deliver good governance, which it must not squander. The outsized importance of Delhi in public consciousness means that the civic administration's achievements will be the subject of nationwide adulation, and its failings too will be the subject of nationwide censure.

The first challenge for the newly-elected councillors of Delhi is to negotiate the complex web of interconnected authorities and understand its domain of responsibility. As it stands today, Delhi suffers greatly due to overlapping centres of powers, leaving it orphaned. This is particularly so because there are different political parties in power in the state government, central government and Municipal Corporations. For the sake of the ordinary citizen, the different levels of government need to sort out their differences and find a common ground.

Elected representatives need to deliberate on a host of issues deeply concerning people's lives. So it goes without saying that they need to go the extra mile to be responsive to public concerns. But this has not always been the case. Let us take the example of pollution. When a blanket of thick smog engulfed Delhi in the first week of November 2016, the capital city could well have been mistaken for a giant gas chamber. Emergency measures followed soon after the unprecedented pollution set in, but such urgency on the part of elected representatives had been sorely missing in the preceding period. On one hand, citizens' complaints on pollution increased from 86 in 2014 to 142 in 2015 and 216 in 2016. On the other hand, for the same three years, the number of issues raised by councillors in ward committees remained constant—at three issues raised.

Issues raised by councillors must also be seen in the context of the promises made by political parties in their manifestos for the recently-concluded elections. It would be reasonable to expect that in the years leading up to the election, political parties would have paid attention to the points they mentioned in their manifestos. But they have not always done so. For instance, an analysis of issues raised in all the meetings in the Corporations during April 2015 to March 2016 the BJP has raised only one issue on environment/pollution, although the topic was mentioned in its manifesto. This is particularly worrisome as Delhi has been grappling with record-breaking air pollution in the recent past. On the other hand, the Congress raised only 157 issues on taxes, significantly lesser than the BJP's 474.

It is a similar story as far as water management is concerned. Although the Aam Aadmi Party (AAP) had made water supply a major point for its campaign before the Delhi State Government elections, complaints on this issue increased from 1,50,885 in 2015 to 2,27,444 in 2016, a whopping increase of 51%. In the same period, the number of issues raised by AAP's MLAs were only 23 and 30 respectively.

Even more disturbingly, six MLAs have not raised even a single civic issue in either 2015 or 2016 in Assembly sessions. If MLAs are not seen to be performing their most basic function—to deliberate on people's problems—then it is definitely a matter of concern.

Such statistics only serve to underscore the lack of sincerity of political parties as far as their manifestos are concerned. While political parties promise the moon to voters during the electoral whirlwind, they often fall short when it comes to fulfilling it. Their intent remains issue able in such cases, as they have not bothered to raise those issues in the preceding periods. It is an issues worth asking as to why the councillors would raise these issues after being elected. Civil society should hence closely monitor these 'promises' and hold the parties accountable to them. From this year onwards, Praja will annually present a report in its civic paper comparing 'promises' with 'delivery' of the political parties on the civic issues of Delhi.

The ultimate objective of this entire exercise must be to make governance more responsive. As a new set of councillors takes over the reins of Delhi's Municipal Corporations, one hopes that they will script a new chapter in the story of Delhi's civic administration.

NITAI MEHTA

Founder Trustee, Praja Foundation

II. Acknowledgment

Praja has obtained the data used in compiling this report card through Right to Information Act, 2005. Hence it is very important to acknowledge the RTI Act and everyone involved, especially from the officials who have provided us this information diligently.

We are also most grateful to – our Elected Representatives, the Civil Society Organisations (CSOs) and journalists who utilise and publicise our data and, by doing so, ensure that awareness regarding various issues we discuss is distributed to a wide ranging population. We would also like to extend our gratitude to all government officials for their cooperation and support.

This White Paper has been made possible by the support provided to us by our supporters and we would like to take this opportunity to express our sincere gratitude to them. First and foremost, we would like to thank the Initiatives of Change (IC) Centre for Governance, a prominent organisation working on improving governance structures and United Residents Joint Action (URJA), a well-known organisation which addresses the gap in last mile governance by connecting citizens and RWA. Our work in Delhi has been conducted in partnership with them and we have been able to conduct data driven research on vital issues affecting the governance of Delhi on aspects such as performance of Elected Representatives (ER), Health, Education, Crime and policing and Civic issues.

Praja Foundation appreciates the support given by our supporters and donors, namely European Union Fund, Friedrich Naumann Foundation, Ford Foundation, Dasra, Narotam Sekhsaria Foundation and Madhu Mehta Foundation and numerous other individual supporters. Their support has made it possible for us to conduct our study & publish this white paper.

We would also like to thank our group of Advisors & Trustees and lastly but not the least, we would like to acknowledge the contributions of all members of Praja’s team, who worked to make this white paper a reality.



Friedrich Naumann
STIFTUNG **FÜR DIE FREIHEIT**

Ford Foundation



Narotam Sekhsaria Foundation

**Madhu Mehta
Foundation**

III. Source 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 data from Municipal Corporation of Delhi (January 2014 to December 2016) 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. This data helps us understand the trends that are prevalent regarding the registration of civic complaints.
- b. **State:** From August 2014 to December 2016, complaint data is collected from Delhi Jal Board. The data from January 2014 to July 2014 was taken from complaints registered with MCD because complaints for Delhi Jal Board was not available for this time frame. The data we received from the Delhi Jal Board Online Complaint System was in the form of a print out of the summary data. 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 for the period January 2014 to December 2016. 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.
- 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 15-11-2016.
- c. **Issues raise by Councillor for Manifesto Analysis**

Committees	Total Issues Raised in FY 2015-16
All Committee (Including All Ward Committees, GBM, Appointments Promotions, Disciplinary & Allied Matters, Assurance , Education , Environment Management Services , Garden , High Powered Property Taxes , Hindi, Law & General Purposes, Medical Relief & Public Health, Municipal Accounts, Rural Area, Sports Promotions & Allied Matters, Standing, Code of conduct for Councillors, Works Committee)	18227

Councillors from AAP have been recently elected in May, 2016 election. Comparison between the issues raised by them and what promises they did in their 2017 manifesto has been done here. As they have been elected recently, we have only considered the issues raised in Ward Committee from May to December 2016. For the analysis of their issues raised to compared to manifesto promises.

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. **Air Quality Index(AQI):** The AQI data has been downloaded from below mentioned link. <http://164.100.160.234:9000/> for the time period of January 2015 to December 2016

IV. Analysis of Political Party Manifestos

When political parties make certain promises in election manifestos, it is expected that they would have put some thought into those issues in the years leading up to the election. If parties made an effort to raise these points in the period before the elections, then it indicates a sincerity towards the causes they espouse. It also indicates a coherent thinking process of the parties.

The most objective way of analysing this is by comparing the promises in the manifestos with the issues raised by the Councillors in the Corporation and its various committees. For this, we collated all the promises made by major political parties in their manifestos and divided them into several broad categories. Not all parties have necessarily raised issues related to all of these categories. Within these categories, we have compared specific points mentioned by the parties in their manifestos with issues raised by them in the preceding years. Thus, we have restricted our analysis to these sub-issues rather than focusing on broader issues.

In our analysis, we have given the benefit of doubt to political parties while comparing points mentioned in the manifestos with issues raised earlier. For example, if constructing toilets at auto and taxi stands was listed as a point in the manifesto, issues raised on sanitation were taken as being related to this issue. This is because although constructing toilets at auto and taxi stands is a specific issue; it is linked to the broader topic of sanitation.

Table 1: Bharatiya Janta Party (BJP) Manifesto

Bharatiya Janata Party (BJP)	
Manifesto Point	Issues Raised in all Committee (2015-16)
1. Animal welfare/Stray animals	
a. Monkeys will be moved from residential colonies and taken to protected forests b. Measures will be taken to reduce the population of stray dogs and strays roaming on the streets will be sent to animal homes	211
2. Budget	
a. Directly transferring funds to Delhi Municipal Corporations. If Delhi government does not transfer funds, central government will transfer the funds and the amount will be deducted from the state government's budget	301
3. Buildings & Housing	
a. On plots less than 105 square metres, maps will not need to be passed. For plots less than 500 metres, there will be no compulsion to pass maps b. Solar energy plants will be installed and buildings will be encouraged to use solar energy c. Delhi government will be pressurised to legalize unauthorised colonies d. Dairy colonies will be developed for easy availability of milk and milk products for citizens e. Rainwater harvesting will be implemented	445
4. Environment/pollution	
a. Special trees will be planted to reduce air pollution	1
5. Garden/open spaces	
a. World-class gardens will be created and will be equipped with spaces for children to play	663
6. Licensing and Hawking	
a. Single window system for all licences with minimum documents b. Small industries to be exempted from factory licences c. Hawkers will be registered under the scheme of 'Security of hawkers rules, 2014 so that they can get loans easily without mortgage d. All services will be provided online	975
7. Municipal School Education	
a. Smart classrooms will be made in Municipal schools and provision for world-class education will be made. Study of English and computers will be made compulsory b. 'Adoption scheme' will be started through partnership of private schools and Municipal schools c. Health insurance scheme for Municipal students	744

8. Public Health	
<ul style="list-style-type: none"> a. Virtual consultancy facility will be made available to PHCs; this will be linked to large hospitals b. 100% vaccination will be carried out for diseases such as tetanus, whooping cough, diphtheria, etc. c. Citizens will be given a permanent health card, hospitals will provide childbirth services, nutritious food, services for women and children d. AYUSH method of treatment will be brought into the mainstream e. In other departments such as health, education, etc., workers who are hired on temporary basis will give permanent positions f. Free health insurance will be given to Municipal employees and health schemes for them will be made cashless 	645
9. Resident Welfare Associations & Citizen Participation	
<ul style="list-style-type: none"> a. Compulsory meeting of Councillors and administration with RWAs every month 	7
10. Roads & Transport	
<ul style="list-style-type: none"> a. Cement concrete roads will be built to replace tar ones to ensure better maintenance b. Underground channels will be created so that roads do not have to be dug up repeatedly for providing services 	667
11. Sanitation	
<ul style="list-style-type: none"> a. World-class toilets will be built in all markets and the whole of Delhi. These toilets will have water, electricity and personnel b. Toilets at auto and taxi stands 	171
12. Sewerage/Drainage	
<ul style="list-style-type: none"> a. Drainage system of the entire city will be renovated for reducing waterlogging 	235
13. Slum Development	
<ul style="list-style-type: none"> a. JJ colonies, slums and katras will be provided with all services which are available in authorised colonies 	5
14. Solid Waste Management (SWM)	
<ul style="list-style-type: none"> a. Dhalao-free Delhi-Garbage will be collected at every house and Fixed Compactor Station will be installed for addressing garbage problems b. Debris from landfill sites will be used for highway construction c. Delhi will be made debris-free by establishing C and D waste plant d. 'Waste to energy' plant will be established for reducing the burden on landfill sites e. Modern equipment's to be used for maintaining cleanliness f. Night cleaning will be carried out in market places g. Restroom for sanitation/SWM workers will be set up in every ward-initially in 10 wards h. Sanitation workers who are hired on temporary basis will give permanent positions 	1159
15. Taxes	
<ul style="list-style-type: none"> a. No new taxes will be levied, but all services will be provided to households b. Unique property identification card for house tax payers for making information available online 	474

16. Traffic & Parking	
a. Proper parking services and measures to ease traffic in residential areas	275
17. Women, children, youth & Welfare of youth / Senior citizens	
<p>a. Under the 'Start-Up India' scheme, businesses started by women will be encouraged</p> <p>b. Special facilities for community centres without increasing their fees</p> <p>c. Social security card for unorganised workers such as rickshaw drivers, hawkers, domestic works, etc.</p>	385
<p>d. More ghats for Chhath will be set up, developed and maintained</p> <p>e. Weekly markets will be given services and special schemes for consumers and vendors</p> <p>f. Pension of senior citizens, widows and persons with disabilities will be increased from time to time</p> <p>g. Pollution-free cremation grounds will be developed. This has been started in SDMC Prayer hall, parking, drinking water, toilets and other services will be provided</p> <p>h. Under the 'Deendayal Antoday Yojana,' thali will be made available in Rs. 10</p>	

Table 2: Indian National Congress (INC) Manifesto

Indian National Congress (INC)	
Manifesto Point	Issues Raised in all Committee (2015-16)
1. Animal welfare/Stray animals	
a. 100% sterilisation and anti-rabies vaccination of street dogs b. Animal ambulances c. Creating special task force to tackle monkey menace	114
2. Buildings & Housing	
a. Approval to layout plan of unauthorised colonies to be given b. Sanitation workers to be appointed in unauthorised colonies c. Residents of colonies established under proposal of first five-year plan on MCD land for weaker sections will be given ownership rights. d. Redrafting and notifying fresh bye-laws e. Kiosks for single window clearance for construction of residential units to be opened in local areas f. Special focus to simplify construction in unauthorised colonies, villages and extended village abadi areas g. Special focus on rainwater harvesting	300
3. Fire department	
a. Fire Hydrants Outlets to be installed at important junctions inside villages	2
4. Garden/open spaces	
a. Maintenance of MCD parks involving RWAs, creation of designated areas as playground for children b. Water ATMs in parks in collaboration with RWAs and using CSR c. Creating new green spaces and maintaining old ones	339
5. Licensing and Hawking	
a. In consultation with RWAs, Market Association, Traffic Police etc. will issue licenses to the Vendors b. Special vending zones for hawkers c. Registration of domestic workers to be made compulsory	421
6. Municipal School Education	
a. An 'Empowered Group for Quality Education' to monitor Schools b. NGOs will be invited to impart primary education for children c. Delhi City Leadership Academy -DCLA will be setup using the unutilized land banks of the MCD for training of existing and new teachers/principals d. Pre-school classes will be provided to children before they join Class I e. Bridge courses for out-of-school kids will be provided f. We will make learning inclusive for differently-abled kids g. Institutional support will be provided to ensure seamless transfer from MCD run school to Delhi Government schools	352

<ul style="list-style-type: none"> h. Parental Support: Special workshops for parents i. Around 6,500 teacher vacancies will be filled to ensure compliance with the RTE PTR mandate j. A review in consultation with the SCERT will be undertaken to overhaul in-service training for MCD teachers k. Teacher Support Centres l. Timely disbursement of Salaries m. A committee of education experts will be constituted to review recruitment rules n. Adequate desks and chairs will be purchased for every child to ensure no student has to sit on the floor o. Separate toilets for girls and boys will be built in all schools p. Pucca buildings for all schools will be ensured q. Purified drinking water will be made available in all schools r. Regular audit of all vendors providing mid-day meals s. strengthen the School Management Committee (SMC) t. All schools will have dedicated PE teachers u. linkages with various sports coaches and academies to conduct sports camps v. Extending free health insurance under group insurance schemes to the eight lac plus students studying in MCD schools 	
7.Public Health	
<ul style="list-style-type: none"> a. Augmentation and Upgradation of Primary Health Clinics (PHCs) b. Constitution of Special Task Force for Prevention and Control of Mosquito-Borne Diseases such as Dengue and Chikungunya c. Ensure testing and treatment of vector-borne diseases at all PHCs. d. Affordable Medicines Through Fair Price Pharmacies e. Setting up PHCs in all Metro stations f. Clinics on wheels g. Special camps for Yoga, alternative medicine and naturopathy will be held regularly in MCD parks h. Digital platform will be created for integration of the entire public healthcare delivery infrastructure i. Setting up of Health Watch Groups j. Health insurance for unorganised workers k. Accident insurance for labourers l. Registration of construction labourers m. Auto and taxi drivers to be brought under accidental insurance 	323
8.Resident Welfare Associations & Citizen Participation	
<ul style="list-style-type: none"> a. The MCD Right of Citizen to time bound delivery of services Charter b. Bringing back bhagidari model of governance to empower citizens c. Dedicated task force for co-ordinating with multiple agencies d. Collaboration with RWAs for parking solutions in residential colonies 	1

9. Roads & Transport	
<ul style="list-style-type: none"> a. Paver blocks to be used in internal lanes b. Underground wiring of power cables on MCD roads and in villages c. 100% switch from asphalt roads to concrete roads d. Raised crossings, speed breakers, rumble strips in all colony roads with ROW less than 24 metres e. CCTV cameras to be installed in colony streets, parks and other areas under MCD f. All MCD streets and parks to be illuminated with LED lights 	374
10. Sanitation	
<ul style="list-style-type: none"> a. Sanitation services to all Delhi residents irrespective of jurisdiction b. Public toilets to be built every one km on a pay and use basis with NGOs like Sulabh c. Existing community toilets to be revamped and new toilet complexes will be built in slums in MCD land 	82
11. Sewerage/Drainage	
<ul style="list-style-type: none"> a. 100% desilting of drains on MCD roads to be completed by 1 June every year b. In association with NIUA, preparing a plan for layout of modern drainage system across all MCD areas c. 100% coverage of all drains to widen internal roads of villages 	141
12. Slum Development	
<ul style="list-style-type: none"> a. Schools, hospitals, dispensaries to be set up in unauthorised colonies 	2
13. Solid Waste Management (SWM)	
<ul style="list-style-type: none"> a. All sanitary landfills to be closed in 2 years b. Garbage segregation at source c. Establishing local compost plant, decentralisation of garbage management and recycling d. Special attention to areas with less infrastructure e. Provision of 'clean Delhi, green Delhi' bags f. Rebate and FAR incentives for commercial establishments for effective SWM g. Salary of sanitation workers to be given priority h. All arrears of sanitation workers to be cleared within six months i. Proper equipment to be given to sanitation workers j. One hour break to be given to female sanitation workers to enable them to pick/drop children to/from school k. Sanitation workers on contract to be made permanent in 2 years 	630
14. Taxes	
<ul style="list-style-type: none"> a. Exempting self-occupied residential properties from the ambit of house tax b. No property tax on rented residential property owned by senior citizens of more than 65 years of age c. No conversion charge will be charged after 10 years d. Revenue from unutilized land bank e. Rs. 1600 Cr annually from Toll Tax f. undertake a professional approach to generate revenue through Advertisement g. Issuance of Municipal Bonds 	157

15. Traffic & Parking	
<ul style="list-style-type: none"> a. Will set up a committee of experts and urban planners within a month of assuming office for optimising space for parking and adopting best global practices b. Existing underground/multilevel parking will be refurbished and promoted c. New multi-storeyed parking will be built in MCD lands d. Streamlining parking fees, removal of middlemen e. Make policy guidelines on illegal parking; Penalise/removal of old, unused cars occupying parking space f. Commercial establishments, malls, hospitals, etc. will be given FAR incentives g. Regularising and formalising parking in and around local shopping complexes i. Introduction of congestion fee for parking in crowded areas. j. Reclaiming open spaces in urban villages to develop public utility services, multi-level parking, etc. k. Controlling Parking Mafia 	145
16. Women, children, youth & Welfare of youth / Senior citizens	
<ul style="list-style-type: none"> a. Setting up of special Day Care Centres for the elderly b. Day and night crèches will be setup c. Sanitary napkin vending machines in public toilets d. Building new working women's hostel on vacant land banks. Special focus on gender budgeting e. Unemployment allowance f. Complaint mechanism to be formed to prevent workplace harassment for domestic workers g. Nakas to be made for construction labourers h. Assistance to be provided for up to three months of employment i. Auto-rickshaws and taxi drivers to be brought under Samaj Kalyan Yojana j. Separate fund to be created for Chhath pooja k. New night shelters and improvement of management of old ones through utility management department (UMD) l. Utilities maintenance department will be created and developed. The department will be responsible for multi-level parking areas, toilets, night shelters, barat ghars/community halls 	234

Table 3: Aam Aadmi Party (AAP) Manifesto

Aam Aadmi Party (AAP)	
Manifesto Point	Issues Raised in Ward Committee (May 2016 - Dec 2016)¹
1. Animal welfare/Stray animals	
a. Nuisance caused by stray dogs and monkeys to be controlled through implementation of existing laws	4
2. Buildings & Housing	
a. In residential plots less than 500 sq. m., maps will not need to be cleared from Municipal Corporations b. System to be created for easily clearing small alterations to houses c. Easing process of clearing small changes from map through composition scheme d. Regularisation of unauthorised colonies, providing them with basic services e. Process of mutation to made easy f. Mutation fees to be abolished g. Abolishing convergence fees h. Halving electricity bills and free 20,000 litres water for people living on rent	6
3. Corruption	
a. World-class systems and accounting measures to be put in place to eradicate corruption in Municipal Corporations	0
4. Garden/open spaces	
a. RWAs and groups of responsible citizens to be given the responsibility of maintenance and beautification of gardens. They will also be provided with appropriate funds for this purpose	8
5. Licensing and Hawking	
a. All certificates and licences to be made available online. Information to be provided through phone call and SMSs b. For small industries, removal of mandatory requirement of factory licence in industrial area c. Constitution of town vending committees d. Weekly markets to be set up near residential areas	7
6. Municipal School Education	
a. Making MCD schools centres of excellence, setting up modern nursery classes in every school b. Integrated system for students from nursery to 12th standard c. New teachers to be appointed in large numbers d. School management committees to be set up in every school e. Reading room facilities for children f. All children to be enrolled in schools within 2 years	17

¹ Councillors from AAP have been recently elected in May, 2016 by election. For an indicative analysis of issues that they have raised in the proceeding period and their caparison with the party manifesto for 2017 election. We have considered only the issues raised in Ward Committee from May to December 2016.

7. Pest Control	
a. Regular fogging to be done-every year from May to November b. Special teams to be formed to check the status of fogging	4
8. Public Health	
a. Delhi to be made free from dengue and chikungunya in three years b. Municipal hospitals and dispensaries to be made world-class c. Free medicines and lab tests to be made available d. Health insurance policy for all sanitation workers and their families	4
9. Resident Welfare Associations (RWA) & Citizen Participation	
a. Development work to be carried out only after consultation with RWAs and local people	0
10. Roads & Transport	
a. Charging points to be set up for e-rickshaws in public places b. New stands to be set up for auto-rickshaw drivers. Public facilities also will be provided at these stands	30
11. Sanitation	
a. Public toilets to be built	3
12. Sewerage/Drainage	
a. Complete cleaning of drains	5
13. Solid Waste Management (SWM)	
a. Delhi's garbage to be cleaned in one year b. Landfills to be ended by 2019 c. System for regular salary for sanitation workers d. New sanitation workers to be appointed e. Cashless card for sanitation workers for medical and health costs f. Safety equipment for sanitation workers g. Provision of rest room for sanitation workers	36
14. Taxes	
a. House tax to be waived for all houses in Delhi	5
15. Traffic & Parking	
a. Underground and multi-level parking to be constructed in market areas b. Strict action to be taken against illegal parking mafia c. 50% of Municipal Corporation office area to be made available for parking of auto-rickshaws	6
16. Women, children, youth & Welfare of youth / Senior citizens	
a. Pension for senior citizens, widows and persons with disabilities to be increased to Rs. 2,500 b. Senior citizen centres and entertainments centres to be set up; old ones to be revamped. c. To implement the Delhi government's policy for divyaang (persons with disabilities.) d. Special policies for girl children of sanitation workers	18

V. Deliberations by MLAs & Councillors

Table 4: Zone wise Attendance of MLA & Councillors

Corporation	Zone	No. of MLA ²	No. of Councillors	MLA Attendance in (%) ³		Councillor Attendance In ward committee (%)		
				Session in 2015	Session in 2016	2014	2015	2016
EDMC	Shahdara North	6	33	94%	98%	61%	56%	62%
	Shahdara South	6	31	93%	99%	53%	53%	56%
NDMC	City	1	7	- ⁴	93%	62%	66%	77%
	Rural Narela	2	10	87%	97%	42%	50%	49%
	Karol Bagh	3	15	99%	93%	60%	68%	62%
	Rohini	8	34	87%	88%	61%	68%	61%
	Sadar Paharganj	2	8	100%	100%	75%	66%	70%
	Civil Lines	8	30	91%	87%	60%	61%	57%
SDMC	Central	7	30	93%	90%	68%	71%	66%
	West	7	28	92%	84%	53%	57%	55%
	South	7	26	92%	87%	63%	62%	62%
	Najafgarh	5	20	91%	56%	58%	54%	55%
	Total	62⁵	272	93%	88%	60%	61%	61%

Inference:

- MLAs and Councillors from Sadar Paharganj Zone of NDMC have the highest average percentage of attendance for the period under consideration. The two MLAs from Sadar Paharganj have 100% attendance in all 2015 and 2016 sessions while Councillors have an average attendance of 70% for 2014, 2015 and 2016 for the ward committees
- The average attendance of Councillors of all the three Corporations in 2016 is only 61% while MLAs have performed better with an average 88% attendance for sessions in 2016
- Though the average attendance for MLAs is more than that of the Councillors but the average attendance has come down from 93 to 88 from 2015 to 2016 for the MLAs.

² Delhi has 70 MLAs, however, only 62 have been counted here as 6 are Ministers, 1 is a Speaker, and 1 is a Delhi Cantonment Board MLA. Refer annexure 4 for further details.

³ Attendance of Mr. Vijender Kumar and Mr. Jagdeep Singh has not been taken into consideration because their attendance has not been maintained.

⁴ The MLA of City Zone was also a minister in 2015 because of which his attendance has not been considered.

⁵ Attendance of Bandana Kumari were taken from June 2016 to November 2016, for Rakhi Birla they were taken from January 2016 to June 2016, for Om Prakash Sharma were taken till 31st March and for Sandeep Kumar issues raised were taken from September 2016 to November 2016. In the given data attendance for MLA of Delhi Cantonment Board was not taken.

Table 5 : Zone wise Civic issues raised by MLAs & Councillors

Corporation	Zone	No. of MLA	No. of Councillors	No. of Issues Raised by MLA ⁶		No. of Issues Raised by Councillor in ward committee		
				Sessions in 2015	Sessions in 2016	2014	2015	2016
EDMC	Shahdara North	6	33	71	68	982	1,014	717
	Shahdara South	6	31	58	34	621	1,030	165
NDMC	City	1	7	7	0	575	402	663
	Rural Narela	2	10	1	7	208	302	261
	Karol Bagh	3	15	13	10	1,128	855	811
	Rohini	8	34	13	57	1,002	690	1,027
	Sadar Paharganj	2	8	13	9	1,157	613	1,127
	Civil Lines	8	30	42	62	1,083	938	1,259
SDMC	Central	7	30	18	21	468	652	984
	West	7	28	19	34	1,142	990	986
	South	7	26	23	51	240	206	285
	Najafgarh	5	20	49	21	486	503	385
Total Civic Issues Raised⁸		62⁹	272	320	374	9,092	8,195	8,670
Total Issues Raised by MLAs¹⁰				951	784			

Inference:

- Highest number of issues i.e., 3,280 were raised by Councillors of Civil Line Zone, NDMC in all the three years (2014, 2015 and 2016)
- Highest number of issues were raised by MLAs of Shahdara North Zone, EDMC in both the years i.e., 71 in 2015 and 68 in 2016
- The number of issues raised by Councillors of Shahdara South Zone, EDMC has decreased by 84% from 2015 to 2016.

⁶ Issues raised by Bandana Kumari were taken from June 2016 to November 2016, for Rakhi Birla they were taken from January 2016 to June 2016, for Om Prakash Sharma were taken till 31st March and for Sandeep Kumar issues raised were taken from September 2016 to November 2016. In the given data of issues raised by MLAs, Delhi Cantonment Board issues were not taken.

⁷ The MLA of City Zone was also a Minister in 2015 because of which his issues raised has not been considered.

⁸ For MLA issues, consider only civic issues which includes Pollution, Sewerage, Water Supply, Buildings, Footpaths, Garden, Roads, Strom Water Drainage, Drainage, Disaster Management, Toilet, License, Nuisance due to stray dogs, monkeys etc., Estate, MCD Human Resources Related, Pest Control, Solid Waste Management (SWM).

⁹ Delhi has 70 MLAs, however, only 62 have been counted here as 6 are Ministers, 1 is a Speaker, and 1 is a Delhi Cantonment Board MLA. Refer annexure 4 for further details.

¹⁰ Total issues raised by MLAs: includes all the issues raised by MLAs in Budget & Monsoon session.

Table 6 : Number of issues raised by Councillors from January 2014 to December 2016

Category	No. of Members in 2014	No. of Members in 2015	No. of Members in 2016
Zero Issues Raised	28	26	32
1 to 5 Issues Raised	24	22	25
6 to 20 Issues Raised	69	65	77
21 to 50 Issues Raised	86	90	74
51 to 100 Issues Raised	43	48	56
101 and Above Issues Raised	15	8	8
Vacant Seat	7	13	0
Total Members	272	272	272

Table 7 : List of Councillors who raised up to five issues in each year from January 2014 to December 2016 in the Ward Committees¹¹

Corporation	Zone	Councillor Name	Constituency No.	2014	2015	2016
NDMC	Rural Narela	Reeta Chauhan	4	0	0	0
	Rural Narela	Manisha Jasbir Karala	29	0	0	4
	Rural Narela	Reeta Shaukeen	32	2	0	2
	Rohini	Rekha Gupta	54	0	0	0
SDMC	West	Dimple Chadha	115	0	0	0
	West	Ashish Sood	117	5	3	4
	Najafgarh	Parveen Rajput	131	0	0	1
	South	Satish Upadhyay	161	0	0	0
	South	Nutan Kochar	162	2	1	0
	South	Sunita	189	0	3	0
	Central	Chander Prakash	195	0	5	0
	Central	Neetu	208	0	0	0
EDMC	Shahdara South	Kamal	211	0	0	0
	Shahdara South	Devender Kumar	219	0	0	2
	Shahdara South	B.B. Tyagi	221	0	0	1
	Shahdara North	Sanjay Surjan	246	0	0	0
	Shahdara North	Sanjay Jain	252	1	1	0
	Shahdara North	Mehak Singh	254	0	1	0
	Shahdara North	Annapurna Mishra	272	2	2	0

Among the above mentioned Councillors, seven Councillors have not raised even a single issue from 2014 to 2016. Out of these Councillors, Chander Prakash who has raised only five issues & Neetu who has not raised a single issue during the last three years (2014 to 2016) have been re-elected.

¹¹ For councillors issues consider only civic issues which includes Pollution, Sewerage, Water Supply, Buildings, Footpaths, Garden, Roads, Storm Water Drainage, Drainage, Disaster Management, Toilet, License, Nuisance due to stray dogs, monkeys etc., Estate, MCD Human Resources Related, Pest Control, Solid Waste Management (SWM).

Table 8 : Number of civic issues raised by MLAs Year 2015 & 2016

Category	Sessions in 2015	Sessions in 2016
Zero Issues Raised	9	10 ¹²
1 to 5 Issues Raised	25	28
6 to 20 Issues Raised	20	20
21 to 50 Issues Raised	2	3
Total Members	56¹³	61¹⁴

Table 9 : List of MLAs who raised zero Civic Issues¹⁵ in each year (2015 & 2016) in the Assembly Sessions

Corporation	Zone	Name of the MLA	Constituency Name
NDMC	Rohini	Raghuvinder Shokeen	Nangloi Jat
	City	Asim Ahmed Khan	Matia Mahal
SDMC	West	Mahinder Yadav	Vikaspuri
	Central	Dinesh Mohaniya	Sangam Vihar
	Central	Sahi Ram	Tuglakabad Nct
EDMC	Shahdara North	Mohd. Ishraque	Sheelampur

¹² 'Zero issues raised' consider those MLAs who have hold active post in all the sessions in 2016 but even then they have not raised a single issue.

¹³ & ¹⁴ Delhi has 70 MLAs, however, only 62 have been counted here as 6 are Ministers, 1 is a Speaker, and 1 is a Delhi Cantonment Board MLA. Refer annexure 4 for further details.

¹⁵ For MLA issues consider only civic issues which includes Pollution, Sewerage, Water Supply, Buildings, Footpaths, Garden, Roads, Strom Water Drainage, Drainage, Disaster Management, Toilet, License, Nuisance due to stray dogs, monkeys etc., Estate, MCD Human Resources Related, Pest Control, Solid Waste Management (SWM).

VI. Air Quality Index

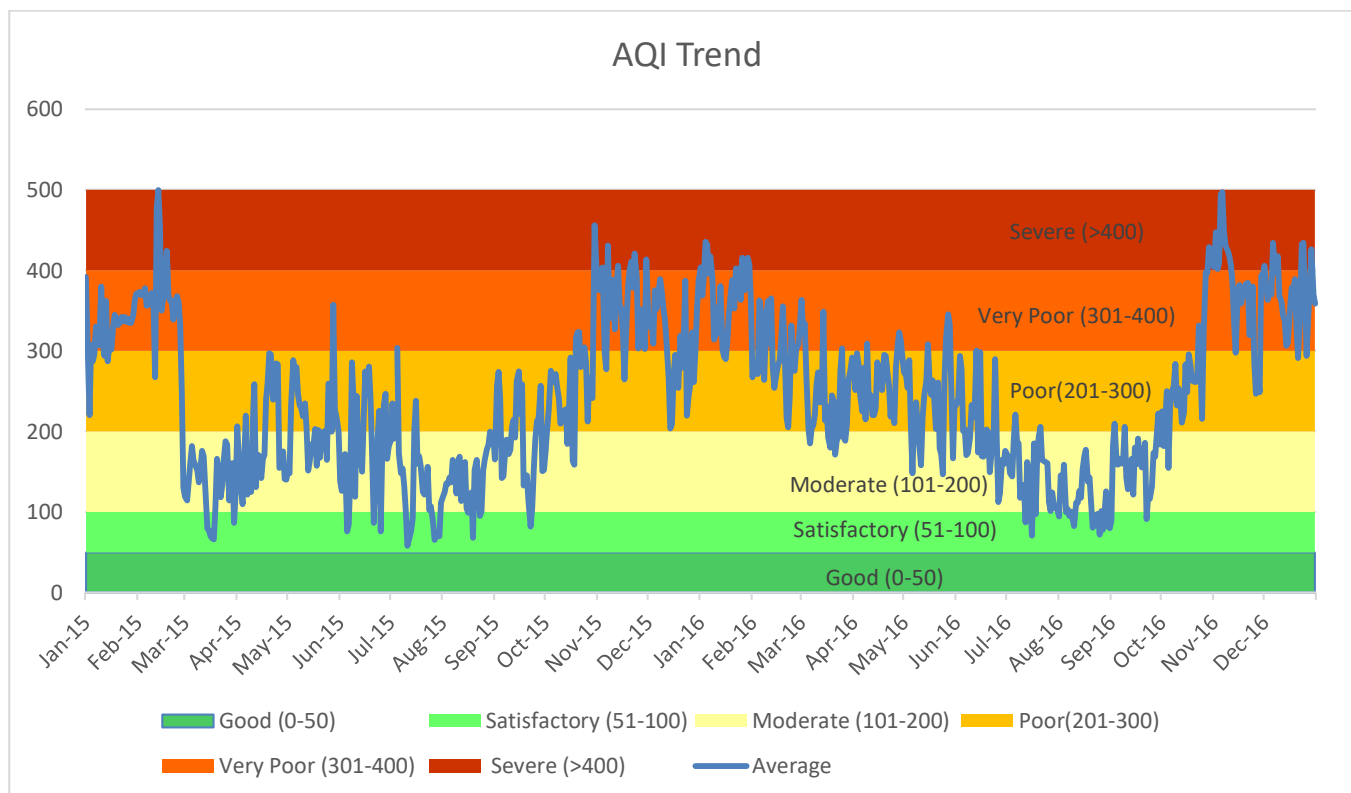


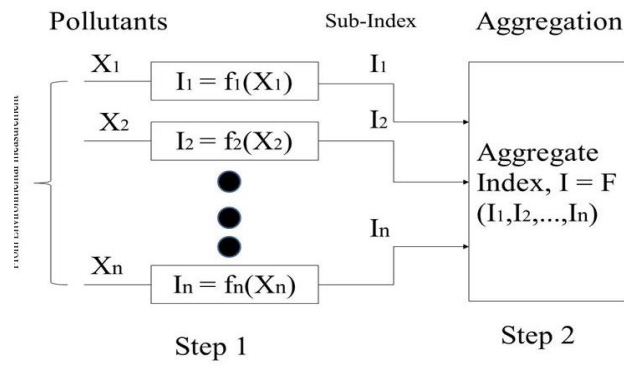
Table 10 : Average AQI from January 2015 to December 2016

2015	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	320	361	133	184	213	178	131	142	190	249	360	309
2016	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	371	301	237	264	238	203	144	112	160	276	377	367

- The average AQI for the two years starting from January 2015 to December 2016 has fluctuated between Very Poor, Poor and Moderate categories of pollution
- Highest Average AQI value, 361 was recorded in February, 2015 while lowest value, 131 was in July, 2015 whereas in 2016, highest average AQI value, 377 was recorded in November and lowest value, 112 was recorded in August
- From January 2015 to December 2016, never did the AQI come in the 'Good category' (0-50 AQI), while according to graph, there have been few sharp AQI drops in March, April, June, July, August and September of 2015 and July, August, September of 2016 where it did manage to touch the 'Satisfactory Category' (51-100 AQI).

AQI Definition:

Simply put, An AQI is defined as an overall scheme that transforms weighted values of individual air pollution related parameters (SO₂, CO, visibility, etc.) into a single number or set of numbers. The result is a set of rules (i.e. set of equations) that translate parameter values into a simple form by means of numerical manipulation:



Note: This image has been taken from the 'National Air Quality Index' Report released by the Central Pollution Control Board (2014)

VII. Overall Civic complaints filed in MCD, DJB & issues raised by Councillors (Jan'14 – Dec'16) in Ward committee & MLA (2015 & 2016) in Assembly

Table 11 : Status of zone wise Civic complaints

Zones	Total Civic Complaints			% Increase from 2015 to 2016
	2014 ¹⁶	2015	2016	
Shahdara North	8,182	30,993	42,187	36%
Shahdara South	7,991	24,645	35,966	46%
City	3,530	12,038	9,528	-21%
Rural Narela	5,084	10,454	16,343	56%
Karol Bagh	11,155	23,360	29,672	27%
Rohini	13,103	36,008	48,908	36%
Sadar Paharganj	5,410	16,159	16,951	5%
Civil Lines	15,768	40,060	54,768	37%
Central	12,495	39,926	46,089	15%
West	9,531	45,526	61,939	36%
South	7,970	40,861	52,153	28%
Najafgarh	9,960	25,604	36,990	44%
Total	1,10,179	3,45,634¹⁷	4,51,494	31%

Inference:

- Total civic complaints have increased by 56% in Rural Narela Zone from 2015 to 2016
- Overall there has been a total 31% increase in the total registered civic complaints of all Zones from 2015 to 2016.

¹⁶ Complaints for Delhi Jal Board was not available from January 2014 to July 2014 thus the same has not been included in the above mentioned table. Complaints mentioned under column 2014 was taken through complaints registered under MCD. Total complaints of Delhi Jal Board (Sewerage, Water Supply, Road and Drainage) from August 2014 to December 2015 have been considered under 2015 column.

¹⁷ In the total number of complaints, the complaints registered with EE projects in different wards, and at the headquarters of Delhi Jal Board (DJB), have not been included. This is because the data provided by DJB did not have the ward numbers to which the complaints belong

Table 12: Civic Issue wise complaints and deliberations by Councillors in ward committees and MLAs in Assembly

Issue	No. of Complaints			2015 2016 ↑ ¹⁸	No. of issues raised				
	2014 ¹⁹	2015	2016		MLA		Councillors		
					2015	2016	2014	2015	2016
Pollution	86	142	216	52%	24	8	3	3	3
Sewerage	53	64,481	88,225	37%	20	14	39	44	55
Water Supply	233	1,50,885	2,27,444	51%	31	38	64	83	83
Buildings									
<i>Unauthorised Construction/Development</i>	39,923	42,204	40,187	-5%	11	13	244	325	290
<i>Dilapidated Condition of Building</i>	259	612	500	-18%	1	1	7	5	2
<i>Building related</i>	734	417	563	35%	42	28	366	253	321
Fire in house/building	1,184	1,092	1,032	-5%	0	0	1	1	0
Footpaths	25	23	27	17%	6	3	13	17	23
Garden									
<i>Tree cutting/Trimming</i>	1,326	1,944	1,685	-13%	1	0	54	27	28
<i>Collecting Trimmed/Cut Trees</i>	1,111	1,130	1,413	25%	0	0	2	0	1
<i>Maintenance of Garden</i>	182	690	803	16%	3	0	294	233	179
<i>Garden related</i>	1,561	317	154	-51%	8	12	641	392	420
Roads									
<i>Potholes/Trenches related</i>	695	993	821	-17%	2	3	35	84	141
<i>Relaying and repairs of roads / New road</i>	704	1,809	2,595	43%	15	31	111	81	82
<i>Road Related</i>	1,314	1,122	978	-13%	36	52	719	664	805
Storm Water Drainage	1,728	2,145	2,248	5%	5	4	204	166	108
Drainage									
<i>Drainage chokes, blockages & Cleaning and overflowing manholes</i>	6,024	19,327	19,152	-1%	4	2	80	70	39
<i>Repairs and reconstruction of drain line Related</i>	1,754	1,095	713	-35%	6	7	84	186	167
License									
<i>Unauthorised Hawkers Related</i>	3,535	4,089	3,359	-18%	9	6	383	474	412
<i>Hawking /Shop license Related</i>	409	913	1,064	17%	17	16	466	442	454
Nuisance due to stray dogs, monkeys etc.	18,629	21,376	19,890	-7%	4	1	183	188	269

¹⁸ This shows the percentage difference in total registered civic complaints between 2015 and 2016.

¹⁹ Complaints for Delhi Jal Board was not available from January 2014 to July 2014 thus the same has not been included in the above mentioned table. Complaints mentioned under column 2014 was taken through complaints registered under MCD. Total complaints of Delhi Jal Board (Sewerage, Water Supply, Road and Drainage) from August 2014 to December 2015 have been considered under 2015 column.

Municipal Corporation Delhi									
<i>Maintenance of Municipal Property</i>	173	301	268	-11%	29	43	788	947	890
<i>Human Resources Related</i>	95	221	282	28%	19	40	615	706	698
Pest Control									
<i>Mosquito Nuisance & Fogging</i>	3,427	10,102	11,099	10%	0	1	83	153	159
<i>Pest Control Related</i>	25	17	19	12%	0	1	15	12	33
Solid Waste Management (SWM)									
<i>Garbage not collected</i>	1,483	1,830	1,068	-42%	0	1	61	63	79
<i>Collection point not attended properly</i>	3,084	5,643	7,033	25%	0	1	70	75	80
<i>Removal of dead animals</i>	9,449	11,865	12,025	1%	0	0	4	1	0
<i>Removal of Debris</i>	1,584	1,537	1,545	1%	0	1	72	41	46
<i>Solid Waste Management Related</i>	5,600	3,209	2,886	-10%	10	10	1,162	786	1,053
Toilet	494	487	333	-32%	3	6	243	179	223
Others Civic Issue Related	3,296	2,770	1,867	-33%	14	31	1,986	1,494	1,527
Total	1,10,179	3,54,788	4,51,494	27%	320	374	9,092	8,195	8,670

Inference:

- Registration of complaints related to 'Sewerage' and 'Water Supply' has increased drastically by 37% and 51% respectively from 2015 to 2016. While the issues raised by MLAs and Councillors have remained abysmally low
- Issues raised by Councillors on Issues related to 'Mosquito Nuisance & Fogging' has increased by 4% from 2015 to 2016 while MLAs have raised just 1 issue in 2016 and none in 2015 despite an increase of 10% in the number of complaints registered by citizens from 2015 to 2016
- While the number of complaints registered by citizens on issues related to 'Removal of dead animals' witnessed a hike of 27% from 2014 to 2016, only five issues were raised by Councillors from 2014 to 2016. MLAs on the other hand had raised no issue at all.

Table 13 : Complaints & Issues raised in Shahdara North Zone

Issue	No. of Complaints			No. of issues raised				
				MLA		Councillors		
	2014 ²⁰	2015	2016	2015	2016	2014	2015	2016
Pollution	4	32	25	5	2	1	0	1
Sewerage	3	6,129	9,656	2	7	4	7	2
Water Supply	26	14,306	20,611	7	4	3	8	6
Buildings								
<i>Unauthorised Construction/Development</i>	2,485	2,272	3,757	2	1	22	44	7
<i>Dilapidated Condition of Building</i>	26	72	51	0	0	0	0	0
<i>Building related</i>	76	42	33	10	7	45	35	18
Fire in house/building	99	88	97	0	0	0	0	0
Footpaths	0	1	1	0	0	1	4	2
Garden								
<i>Tree cutting/Trimming</i>	48	61	61	0	0	5	2	1
<i>Collecting Trimmed/Cut Trees</i>	65	58	84	0	0	0	0	0
<i>Maintenance of Garden</i>	3	28	31	1	0	50	5	22
<i>Garden related</i>	113	23	8	2	4	83	23	23
Roads								
<i>Potholes/Trenches related</i>	47	50	53	0	0	7	17	7
<i>Relaying and repairs of roads / New road</i>	65	178	235	6	5	12	6	3
<i>Road Related</i>	136	126	125	10	9	74	77	77
Storm Water Drainage	34	60	50	1	1	26	19	31
Drainage								
<i>Drainage chokes, blockages & Cleaning and overflowing manholes</i>	545	1,748	1,828	1	1	17	14	2
<i>Repairs and reconstruction of drain line Related</i>	260	117	66	0	1	15	32	8
License								
<i>Unauthorised Hawkers Related</i>	229	338	341	1	0	63	73	26
<i>Hawking /Shop license Related</i>	33	46	51	1	3	61	48	88
Nuisance due to stray dogs, monkeys etc.	1,620	1,807	1,607	1	0	15	15	11
Municipal Corporation Delhi								
<i>Maintenance of Municipal Property</i>	13	33	27	7	7	37	193	103
<i>Human Resources Related</i>	8	12	15	8	11	34	147	57
Pest Control								

²⁰ Complaints for Delhi Jal Board was not available from January 2014 to July 2014 thus the same has not been included in the above mentioned table. Complaints mentioned under column 2014 was taken through complaints registered under MCD. Total complaints of Delhi Jal Board (Sewerage, Water Supply, Road and Drainage) from August 2014 to December 2015 have been considered under 2015 column.

<i>Mosquito Nuisance & Fogging</i>	278	946	940	0	0	5	13	15
<i>Pest Control Related</i>	1	0	1	0	0	1	2	31
Solid Waste Management (SWM)								
<i>Garbage not collected</i>	91	167	98	0	0	4	0	12
<i>Collection point not attended properly</i>	336	798	984	0	0	0	2	5
<i>Removal of dead animals</i>	604	720	804	0	0	0	0	0
<i>Removal of Debris</i>	78	73	70	0	0	2	1	2
<i>Solid Waste Management Related</i>	626	407	257	2	1	124	77	70
Toilet	20	24	12	2	1	9	7	6
Others Civic Issue Related	210	231	208	2	3	262	143	81
Total	8,182	30,993	42,187	71	68	982	1,014	717

Inference:

- The top three registered complaints from 2014 to 2016 were on issues related to 'Water supply', 'Sewerage' and 'Unauthorised Construction/Development'
- In Shahdara North Zone, the highest number of complaints are on 'Water supply' with a total of 34,943 complaints over a period of last three years while the Councillors have raised just 17 issues in three years (2014, 2015 and 2016) and MLAs have raised 11 issues in two years on this issue (2015 and 2016)
- However, the total number of complaints in last three years for 'Sewerage' related issues were 15,788 but only 13 issues were raised by Councillors (2014, 2015 and 2016) and nine issues were raised by MLAs on it (2015 and 2016).

Table 14: Complaints & Issues raised in Shahdara South Zone

Issue	No. of Complaints			No. of issues raised				
				MLA		Councillors		
	2014 ²¹	2015	2016	2015	2016	2014	2015	2016
Pollution	20	15	28	7	3	0	2	0
Sewerage	4	6,097	11,183	2	0	1	1	0
Water Supply	9	8,510	14,568	6	2	4	1	4
Buildings								
<i>Unauthorised Construction/Development</i>	2,082	1,980	1,429	2	0	17	42	6
<i>Dilapidated Condition of Building</i>	26	81	74	0	0	0	1	0
<i>Building related</i>	62	53	61	6	4	12	49	2
Fire in house/building	95	125	129	0	0	0	0	0
Footpaths	3	0	0	2	0	3	2	0
Garden								
<i>Tree cutting/Trimming</i>	104	138	123	0	0	4	0	0
<i>Collecting Trimmed/Cut Trees</i>	29	79	138	0	0	0	0	0
<i>Maintenance of Garden</i>	3	93	42	1	0	21	52	7
<i>Garden related</i>	184	20	19	1	0	96	58	2
Roads								
<i>Potholes/Trenches related</i>	57	43	69	0	0	2	3	5
<i>Relaying and repairs of roads / New road</i>	41	131	266	1	1	4	9	0
<i>Road Related</i>	162	144	113	7	2	37	60	5
Storm Water Drainage	51	49	157	2	0	28	6	7
Drainage								
<i>Drainage chokes, blockages & Cleaning and overflowing manholes</i>	488	1,559	1,757	1	0	16	27	4
<i>Repairs and reconstruction of drain line Related</i>	137	39	64	0	0	10	50	7
License								
<i>Unauthorised Hawkers Related</i>	291	381	263	2	0	19	40	6
<i>Hawking /Shop license Related</i>	21	73	69	2	2	13	32	19
Nuisance due to stray dogs, monkeys etc.	2,077	2,239	2,139	0	1	17	22	7
Municipal Corporation Delhi								
<i>Maintenance of Municipal Property</i>	16	61	50	8	3	36	182	13
<i>Human Resources Related</i>	6	39	16	3	6	35	115	12
Pest Control								

²¹ Complaints for Delhi Jal Board was not available from January 2014 to July 2014 thus the same has not been included in the above mentioned table. Complaints mentioned under column 2014 was taken through complaints registered under MCD. Total complaints of Delhi Jal Board (Sewerage, Water Supply, Road and Drainage) from August 2014 to December 2015 have been considered under 2015 column.

<i>Mosquito Nuisance & Fogging</i>	256	877	1,095	0	0	8	17	0
<i>Pest Control Related</i>	3	1	3	0	1	4	5	0
Solid Waste Management (SWM)								
<i>Garbage not collected</i>	42	96	87	0	0	4	12	6
<i>Collection point not attended properly</i>	106	537	637	0	0	0	5	2
<i>Removal of dead animals</i>	512	643	682	0	0	0	1	0
<i>Removal of Debris</i>	115	93	90	0	0	0	2	1
<i>Solid Waste Management Related</i>	485	102	251	4	5	90	96	12
Toilet	36	34	21	0	1	6	17	4
Others Civic Issue Related	468	313	343	1	3	134	121	34
Total	7,991	24,645	35,966	58	34	621	1,030	165

Inference:

- The top three registered complaints from 2014 to 2016 were on issues related to 'Water supply', 'Sewerage' and 'Nuisance due to stray dogs, monkeys etc.'
- In Shahdara South Zone, the highest number of complaints are on 'Water supply' with a total of 23,087 complaints over a period of last three years while the Councillors have raised nine issues in three years (2014, 2015 and 2016) and MLAs have raised eight issues in two years (2015 and 2016)
- However, the total number of complaints in last three years for 'Sewerage' related complaints were 17,284 but only two issues were raised by Councillors (2014, 2015 and 2016) and two by MLAs on it (2015 and 2016).

Table 15: Complaints & Issues raised in City Zone

Issue	No. of Complaints			No. of issues raised				
				MLA		Councillors		
	2014 ²²	2015	2016	2015	2016	2014	2015	2016
Pollution	2	1	2	0	0	0	0	0
Sewerage	0	2,356	3,260	0	0	6	0	5
Water Supply	9	2,844	1,709	0	0	2	2	5
Buildings								
<i>Unauthorised Construction/Development</i>	2,202	4,987	2,582	0	0	35	27	43
<i>Dilapidated Condition of Building</i>	4	14	10	0	0	0	0	0
<i>Building related</i>	7	4	20	0	0	34	16	30
Fire in house/building	47	20	25	0	0	0	0	0
Footpaths	1	2	4	0	0	1	0	4
Garden								
<i>Tree cutting/Trimming</i>	16	17	9	0	0	0	1	0
<i>Collecting Trimmed/Cut Trees</i>	59	15	25	0	0	1	0	1
<i>Maintenance of Garden</i>	0	2	2	0	0	15	5	6
<i>Garden related</i>	16	0	1	0	0	13	2	9
Roads								
<i>Potholes/Trenches related</i>	48	62	76	0	0	3	3	16
<i>Relaying and repairs of roads / New road</i>	15	48	92	0	0	14	4	6
<i>Road Related</i>	72	40	29	0	0	51	55	56
Storm Water Drainage	16	56	67	0	0	3	4	3
Drainage								
<i>Drainage chokes, blockages & Cleaning and overflowing manholes</i>	86	439	450	0	0	2	1	0
<i>Repairs and reconstruction of drain line Related</i>	6	9	14	0	0	2	4	3
License								
<i>Unauthorised Hawkers Related</i>	92	99	69	0	0	22	41	30
<i>Hawking /Shop license Related</i>	13	28	20	0	0	38	23	29
Nuisance due to stray dogs, monkeys etc.	326	307	272	0	0	23	9	10
Municipal Corporation Delhi								
<i>Maintenance of Municipal Property</i>	3	9	18	0	0	59	41	84
<i>Human Resources Related</i>	2	1	1	0	0	56	66	103

²² Complaints for Delhi Jal Board was not available from January 2014 to July 2014 thus the same has not been included in the above mentioned table. Complaints mentioned under column 2014 was taken through complaints registered under MCD. Total complaints of Delhi Jal Board (Sewerage, Water Supply, Road and Drainage) from August 2014 to December 2015 have been considered under 2015 column.

Pest Control								
<i>Mosquito Nuisance & Fogging</i>	75	213	238	0	0	13	10	13
<i>Pest Control Related</i>	0	1	1	0	0	5	1	0
Solid Waste Management (SWM)								
<i>Garbage not collected</i>	21	1	4	0	0	0	3	2
<i>Collection point not attended properly</i>	85	186	170	0	0	1	1	5
<i>Removal of dead animals</i>	56	66	84	0	0	0	0	0
<i>Removal of Debris</i>	45	55	53	0	0	3	0	6
<i>Solid Waste Management Related</i>	92	50	103	0	0	37	26	41
Toilet	59	45	42	0	0	25	5	37
Others Civic Issue Related	55	61	76	0	0	111	52	116
Total	3,530	12,038	9,528	0	0	575	402	663

Inference:

- 5,409 complaints have been registered under Delhi Jal Board in 2016 which is 1.7% of the total complaints registered under Delhi Jal Board but not a single issue has been raised by the MLA even though it is the purview of State
- The top three registered complaints from 2014 to 2016 were on issues related to 'Unauthorised Construction/Development', 'Sewerage' and 'Water supply'
- In City Zone, the highest number of complaints are on 'Unauthorised Construction/ Development' with a total of 9,771 complaints over a period of last three years while the Councillors have raised 105 issues in three years (2014, 2015 and 2016) and MLAs have not raised a single issue in two years (2015 and 2016)
- However, the total number of complaints in last three years for 'Sewerage' related issues were 5,616 but Councillors have raised just 11 issues (2014, 2015 and 2016) on this and MLAs raised none (2015 and 2016).

Table 16: Complaints & Issues raised in Rural Narela Zone

Issue	No. of Complaints			No. of issues raised				
				MLA		Councillors		
	2014 ²³	2015	2016	2015	2016	2014	2015	2016
Pollution	8	10	16	0	0	0	1	1
Sewerage	24	295	369	0	0	0	3	3
Water Supply	15	3,155	9,436	0	0	2	3	1
Buildings								
<i>Unauthorised Construction/Development</i>	766	829	782	0	0	1	7	3
<i>Dilapidated Condition of Building</i>	11	26	24	0	0	0	1	1
<i>Building related</i>	39	16	13	0	3	13	9	6
Fire in house/building	103	94	118	0	0	1	0	0
Footpaths	1	0	0	0	0	0	0	0
Garden								
<i>Tree cutting/Trimming</i>	36	91	71	0	0	1	1	1
<i>Collecting Trimmed/Cut Trees</i>	19	18	14	0	0	0	0	0
<i>Maintenance of Garden</i>	9	11	18	0	0	8	5	2
<i>Garden related</i>	57	7	3	0	0	6	5	13
Roads								
<i>Potholes/Trenches related</i>	46	61	63	0	0	0	3	11
<i>Relaying and repairs of roads / New road</i>	24	96	90	1	0	6	2	3
<i>Road Related</i>	49	27	25	0	0	13	21	8
Storm Water Drainage	55	47	27	0	0	8	10	3
Drainage								
<i>Drainage chokes, blockages & Cleaning and overflowing manholes</i>	755	1,297	1,542	0	0	0	1	4
<i>Repairs and reconstruction of drain line Related</i>	191	109	94	0	1	0	3	14
License								
<i>Unauthorised Hawkers Related</i>	91	136	88	0	0	0	1	3
<i>Hawking /Shop license Related</i>	15	26	53	0	1	5	13	0
Nuisance due to stray dogs, monkeys etc.	942	1,070	904	0	0	4	2	0
Municipal Corporation Delhi								
<i>Maintenance of Municipal Property</i>	13	30	13	0	2	23	41	26
<i>Human Resources Related</i>	15	10	60	0	0	9	23	28
Pest Control								

²³ Complaints for Delhi Jal Board was not available from January 2014 to July 2014 thus the same has not been included in the above mentioned table. Complaints mentioned under column 2014 was taken through complaints registered under MCD. Total complaints of Delhi Jal Board (Sewerage, Water Supply, Road and Drainage) from August 2014 to December 2015 have been considered under 2015 column.

<i>Mosquito Nuisance & Fogging</i>	153	911	654	0	0	0	8	7
<i>Pest Control Related</i>	1	0	0	0	0	0	0	2
Solid Waste Management (SWM)								
<i>Garbage not collected</i>	108	330	130	0	0	1	0	0
<i>Collection point not attended properly</i>	173	150	245	0	0	0	4	1
<i>Removal of dead animals</i>	941	1,188	1,082	0	0	0	0	0
<i>Removal of Debris</i>	55	53	57	0	0	0	0	0
<i>Solid Waste Management Related</i>	191	118	211	0	0	31	37	37
Toilet	26	40	6	0	0	7	8	7
Others Civic Issue Related	152	203	135	0	0	69	90	76
Total	5,084	10,454	16,343	1	7	208	302	261

Inference:

- The top three registered complaints from 2014 to 2016 were on issues related to 'Water supply', 'Drainage chokes, blockages & Cleaning and overflowing manholes' and 'Removal of dead animals'
- In Rural Narela Zone, the highest number of complaints are on 'Water supply' with a total of 12,606 complaints over a period of last three years while the Councillors raised only six issues in three years (2014, 2015 and 2016) and MLAs have not raised any issue in two years (2015 and 2016)
- However, the total number of complaints in last three years for 'Drainage chokes, blockages & Cleaning and overflowing manholes' were 3,594 but only five issues were raised by Councillors (2014, 2015 and 2016) and not a single issue was raised by MLAs on it (2015 and 2016).

Table 17: Complaints & Issues raised in Karol Bagh Zone

Issue	No. of Complaints			No. of issues raised				
				MLA		Councillors		
	2014 ²⁴	2015	2016	2015	2016	2014	2015	2016
Pollution	3	5	14	0	0	0	0	0
Sewerage	1	4,088	6,069	1	0	8	7	2
Water Supply	12	7,897	10,540	4	0	19	11	10
Buildings								
<i>Unauthorised Construction/Development</i>	7,091	5,798	7,782	0	0	20	21	24
<i>Dilapidated Condition of Building</i>	49	44	43	0	0	0	0	0
<i>Building related</i>	33	31	41	0	1	37	28	14
Fire in house/building	116	86	79	0	0	0	0	0
Footpaths	3	5	8	0	0	0	0	2
Garden								
<i>Tree cutting/Trimming</i>	101	139	120	0	0	8	2	3
<i>Collecting Trimmed/Cut Trees</i>	150	119	99	0	0	0	0	0
<i>Maintenance of Garden</i>	12	34	51	1	0	42	21	8
<i>Garden related</i>	44	10	4	2	1	134	66	73
Roads								
<i>Potholes/Trenches related</i>	54	75	49	0	1	8	15	22
<i>Relaying and repairs of roads / New road</i>	61	158	233	0	1	7	16	11
<i>Road Related</i>	128	78	42	1	3	89	46	70
Storm Water Drainage	248	362	382	0	1	15	4	3
Drainage								
<i>Drainage chokes, blockages & Cleaning and overflowing manholes</i>	122	907	1,073	0	0	15	1	3
<i>Repairs and reconstruction of drain line Related</i>	32	36	15	0	0	20	18	23
License								
<i>Unauthorised Hawkers Related</i>	203	263	200	2	1	48	68	53
<i>Hawking /Shop license Related</i>	24	83	77	0	0	39	72	42
Nuisance due to stray dogs, monkeys etc.	1,516	1,655	1,266	1	0	6	13	18
Municipal Corporation Delhi								
<i>Maintenance of Municipal Property</i>	12	14	17	0	0	178	46	97
<i>Human Resources Related</i>	2	1	16	0	1	23	46	67
Pest Control								

²⁴ Complaints for Delhi Jal Board was not available from January 2014 to July 2014 thus the same has not been included in the above mentioned table. Complaints mentioned under column 2014 was taken through complaints registered under MCD. Total complaints of Delhi Jal Board (Sewerage, Water Supply, Road and Drainage) from August 2014 to December 2015 have been considered under 2015 column.

<i>Mosquito Nuisance & Fogging</i>	144	523	559	0	0	8	11	6
<i>Pest Control Related</i>	2	0	3	0	0	0	0	0
Solid Waste Management (SWM)								
<i>Garbage not collected</i>	19	38	14	0	0	2	9	1
<i>Collection point not attended properly</i>	190	257	237	0	0	9	7	8
<i>Removal of dead animals</i>	375	322	334	0	0	2	0	0
<i>Removal of Debris</i>	166	152	125	0	0	27	20	12
<i>Solid Waste Management Related</i>	137	51	97	0	0	82	91	101
Toilet	38	32	26	0	0	27	17	12
Others Civic Issue Related	67	97	57	1	0	255	199	126
Total	11,155	23,360	29,672	13	10	1,128	855	811

Inference:

- The top three registered complaints from 2014 to 2016 were on issues related to 'Unauthorised Construction/Development', 'Water supply' and 'Sewerage'
- In Karol Bagh Zone, the highest number of complaints are on 'Unauthorised Construction/ Development' with a total of 20,671 complaints over a period of last three years while the Councillors raised 65 issues in three years (2014, 2015 and 2016) and MLAs have not raised a single issue in two years on this (2015 and 2016)
- However, the total number of complaints in last three years for 'Water supply' related issues were 18,449 but Councillors have raised just 40 issues (2014, 2015 and 2016) on this and MLAs raised only four (2015 and 2016).

Table 18: Complaints & Issues raised in Rohini Zone

Issue	No. of Complaints			No. of issues raised				
				MLA		Councillors		
	2014 ²⁵	2015	2016	2015	2016	2014	2015	2016
Pollution	7	17	34	0	1	1	0	1
Sewerage	6	4,216	5,516	1	2	1	1	4
Water Supply	25	13,697	26,052	1	6	3	5	1
Buildings								
<i>Unauthorised Construction/Development</i>	2,294	3,163	3,165	2	2	27	31	28
<i>Dilapidated Condition of Building</i>	14	71	59	1	1	0	3	0
<i>Building related</i>	122	49	95	0	4	42	21	21
Fire in house/building	153	154	122	0	0	0	0	0
Footpaths	2	1	1	0	0	1	5	4
Garden								
<i>Tree cutting/Trimming</i>	271	399	349	0	0	3	3	6
<i>Collecting Trimmed/Cut Trees</i>	32	112	168	0	0	0	0	0
<i>Maintenance of Garden</i>	8	211	246	0	0	32	43	23
<i>Garden related</i>	444	44	19	0	1	59	30	71
Roads								
<i>Potholes/Trenches related</i>	81	99	72	0	0	1	8	6
<i>Relaying and repairs of roads / New road</i>	90	220	319	0	4	8	3	15
<i>Road Related</i>	95	115	85	3	4	48	37	51
Storm Water Drainage	143	135	130	0	2	35	7	6
Drainage								
<i>Drainage chokes, blockages & Cleaning and overflowing manholes</i>	716	2,091	2,255	0	0	3	5	9
<i>Repairs and reconstruction of drain line Related</i>	313	101	108	0	2	5	18	32
License								
<i>Unauthorised Hawkers Related</i>	718	769	593	0	1	47	67	69
<i>Hawking /Shop license Related</i>	60	159	149	1	1	45	27	28
Nuisance due to stray dogs, monkeys etc.	3,273	3,911	3,312	0	0	24	32	43
Municipal Corporation Delhi								
<i>Maintenance of Municipal Property</i>	11	27	13	0	8	118	62	106
<i>Human Resources Related</i>	2	41	64	3	9	98	58	117
Pest Control								

²⁵ Complaints for Delhi Jal Board was not available from January 2014 to July 2014 thus the same has not been included in the above mentioned table. Complaints mentioned under column 2014 was taken through complaints registered under MCD. Total complaints of Delhi Jal Board (Sewerage, Water Supply, Road and Drainage) from August 2014 to December 2015 have been considered under 2015 column.

<i>Mosquito Nuisance & Fogging</i>	509	1,773	1,770	0	0	5	20	25
<i>Pest Control Related</i>	2	7	1	0	0	1	1	0
Solid Waste Management (SWM)								
<i>Garbage not collected</i>	57	127	79	0	0	20	11	8
<i>Collection point not attended properly</i>	162	771	759	0	0	15	8	21
<i>Removal of dead animals</i>	1,826	2,631	2,585	0	0	1	0	0
<i>Removal of Debris</i>	212	212	190	0	0	7	3	2
<i>Solid Waste Management Related</i>	750	345	410	0	2	122	42	135
Toilet	35	57	36	0	1	29	6	28
Others Civic Issue Related	670	283	152	1	6	201	133	167
Total	13,103	36,008	48,908	13	57	1,002	690	1,027

Inference:

- The top three registered complaints from 2014 to 2016 were on issues related to 'Water supply', 'Nuisance due to stray dogs, monkeys etc.' and 'Sewerage'
- In Rohini Zone, the highest number of complaints are on 'Water supply' with a total of 39,774 complaints over a period of last three years while the Councillors have raised nine issues in three years (2014, 2015 and 2016) and MLAs raised seven issues in two years (2015 and 2016)
- However, the total number of complaints in last three years for 'Nuisance due to stray dogs, monkeys etc.' related issues were 10,496 but Councillors have raised 99 issues (2014, 2015 and 2016) on this and not a single issue was raised by MLAs on it (2015 and 2016).

Table 19: Complaints & Issues raised in Sadar Paharganj Zone

Issue	No. of Complaints			No. of issues raised				
				MLA		Councillors		
	2014 ²⁶	2015	2016	2015	2016	2014	2015	2016
Pollution	9	6	10	0	0	0	0	0
Sewerage	1	6,589	8,030	0	0	8	13	23
Water Supply	12	3,112	4,085	2	2	6	9	9
Buildings								
<i>Unauthorised Construction/Development</i>	2,980	2,723	1,062	0	0	27	44	81
<i>Dilapidated Condition of Building</i>	32	96	89	0	0	7	0	0
<i>Building related</i>	64	31	48	2	0	97	15	67
Fire in house/building	50	30	39	0	0	0	0	0
Footpaths	1	1	7	1	0	7	2	10
Garden								
<i>Tree cutting/Trimming</i>	51	60	49	0	0	16	11	12
<i>Collecting Trimmed/Cut Trees</i>	36	29	35	0	0	1	0	0
<i>Maintenance of Garden</i>	6	3	12	0	0	17	2	1
<i>Garden related</i>	33	10	0	0	0	47	21	28
Roads								
<i>Potholes/Trenches related</i>	50	96	57	0	0	2	11	34
<i>Relaying and repairs of roads / New road</i>	38	86	166	1	0	30	11	19
<i>Road Related</i>	39	25	47	1	4	135	88	121
Storm Water Drainage	45	54	76	0	0	6	1	2
Drainage								
<i>Drainage chokes, blockages & Cleaning and overflowing manholes</i>	122	870	812	0	0	2	0	1
<i>Repairs and reconstruction of drain line Related</i>	44	41	30	3	0	7	4	2
License								
<i>Unauthorised Hawkers Related</i>	136	206	145	0	0	57	34	58
<i>Hawking /Shop license Related</i>	14	23	74	0	0	75	44	90
Nuisance due to stray dogs, monkeys etc.	858	767	732	0	0	31	14	61
Municipal Corporation Delhi								
<i>Maintenance of Municipal Property</i>	35	42	46	1	1	84	38	110
<i>Human Resources Related</i>	17	35	25	0	2	53	14	57
Pest Control								

²⁶ Complaints for Delhi Jal Board was not available from January 2014 to July 2014 thus the same has not been included in the above mentioned table. Complaints mentioned under column 2014 was taken through complaints registered under MCD. Total complaints of Delhi Jal Board (Sewerage, Water Supply, Road and Drainage) from August 2014 to December 2015 have been considered under 2015 column.

<i>Mosquito Nuisance & Fogging</i>	120	386	427	0	0	9	9	11
<i>Pest Control Related</i>	0	3	1	0	0	0	2	0
Solid Waste Management (SWM)								
<i>Garbage not collected</i>	20	97	17	0	0	6	0	8
<i>Collection point not attended properly</i>	115	166	280	0	0	2	0	3
<i>Removal of dead animals</i>	79	138	147	0	0	0	0	0
<i>Removal of Debris</i>	106	118	116	0	0	17	6	10
<i>Solid Waste Management Related</i>	93	86	105	1	0	53	36	97
Toilet	66	72	47	1	0	52	36	50
Others Civic Issue Related	138	158	135	0	0	303	148	162
Total	5,410	16,159	16,951	13	9	1,157	613	1,127

Inference:

- The top three registered complaints from 2014 to 2016 were on issues related to ‘Sewerage’, ‘Water supply’ and ‘Unauthorised Construction/ Development’
- In Sadar Paharganj Zone, the highest number of complaints are on ‘Sewerage’ with a total of 14,620 complaints over a period of last three years while the Councillors have raised 44 issues in three years (2014, 2015 and 2016) and MLAs have not raised single issue in two years (2015 and 2016)
- However, the total number of Complaints in last three years for ‘Water supply’ related issues were 7,209 but Councillors have raised 24 issues (2014, 2015 and 2016) on this and only four issues were raised by MLAs on it (2015 and 2016).

Table 20: Complaints & Issues raised in Civil Line Zone

Issue	No. of Complaints			No. of issues raised				
				MLA		Councillors		
	2014 ²⁷	2015	2016	2015	2016	2014	2015	2016
Pollution	8	19	27	5	0	0	0	0
Sewerage	1	6,787	8,913	4	1	1	4	2
Water Supply	41	16,488	25,198	1	7	6	8	0
Buildings								
<i>Unauthorised Construction/Development</i>	5,751	5,092	9,048	1	5	24	20	38
<i>Dilapidated Condition of Building</i>	28	42	55	0	0	0	0	0
<i>Building related</i>	123	67	76	10	2	17	14	100
Fire in house/building	166	171	182	0	0	0	0	0
Footpaths	4	2	0	1	1	0	3	0
Garden								
<i>Tree cutting/Trimming</i>	133	196	194	0	0	4	3	0
<i>Collecting Trimmed/Cut Trees</i>	314	145	247	0	0	0	0	0
<i>Maintenance of Garden</i>	4	102	123	0	0	38	8	55
<i>Garden related</i>	222	23	18	1	3	33	76	41
Roads								
<i>Potholes/Trenches related</i>	79	168	91	0	1	4	9	16
<i>Relaying and repairs of roads / New road</i>	152	210	262	2	5	13	10	8
<i>Road Related</i>	246	158	170	2	11	61	96	103
Storm Water Drainage	257	369	470	0	0	12	32	16
Drainage								
<i>Drainage chokes, blockages & Cleaning and overflowing manholes</i>	673	1,833	1,798	1	0	5	2	4
<i>Repairs and reconstruction of drain line Related</i>	220	109	67	1	0	4	5	27
License								
<i>Unauthorised Hawkers Related</i>	480	434	415	1	3	40	48	40
<i>Hawking /Shop license Related</i>	58	97	165	5	5	95	77	77
Nuisance due to stray dogs, monkeys etc.	3,210	3,184	2,805	0	0	46	35	64
Municipal Corporation Delhi								
<i>Maintenance of Municipal Property</i>	4	22	16	2	9	105	90	125
<i>Human Resources Related</i>	5	5	32	0	3	41	44	68
Pest Control								

²⁷ Complaints for Delhi Jal Board was not available from January 2014 to July 2014 thus the same has not been included in the above mentioned table. Complaints mentioned under column 2014 was taken through complaints registered under MCD. Total complaints of Delhi Jal Board (Sewerage, Water Supply, Road and Drainage) from August 2014 to December 2015 have been considered under 2015 column.

<i>Mosquito Nuisance & Fogging</i>	670	1,317	1,607	0	1	12	26	22
<i>Pest Control Related</i>	1	3	1	0	0	0	0	0
Solid Waste Management (SWM)								
<i>Garbage not collected</i>	148	137	146	0	0	3	3	14
<i>Collection point not attended properly</i>	110	453	526	0	0	29	6	8
<i>Removal of dead animals</i>	1,207	1,362	1,398	0	0	1	0	0
<i>Removal of Debris</i>	212	150	175	0	1	13	1	1
<i>Solid Waste Management Related</i>	804	291	270	1	0	206	95	174
Toilet	67	53	36	0	0	17	8	7
Others Civic Issue Related	370	571	237	4	4	253	215	249
Total	15,768	40,060	54,768	42	62	1,083	938	1,259

Inference:

- The top three registered complaints from 2014 to 2016 were on issues related to 'Water supply', 'Unauthorised Construction/Development' and 'Sewerage'
- In Civil Line Zone, the highest number of complaints are on 'Water supply' with a total of 41,727 complaints over a period of last three years while the Councillors have raised 14 issues in three years (2014, 2015 and 2016) and MLAs raised only eight issues in two years (2015 and 2016)
- However, the total number of complaints in last three years for 'Unauthorised Construction/Development' related issues were 19,891 but Councillors have raised 82 issues (2014, 2015 and 2016) on this and only six issues were raised by MLAs on it (2015 and 2016).

Table 21: Complaints & Issues raised in Central Zone

Issue	No. of Complaints			No. of issues raised				
				MLA		Councillors		
	2014 ²⁸	2015	2016	2015	2016	2014	2015	2016
Pollution	10	10	14	0	0	0	0	0
Sewerage	4	7,803	8,960	3	1	2	3	7
Water Supply	47	12,859	22,207	1	3	4	18	33
Buildings								
<i>Unauthorised Construction/Development</i>	4,266	9,384	5,241	0	0	15	23	30
<i>Dilapidated Condition of Building</i>	18	44	37	0	0	0	0	0
<i>Building related</i>	114	49	88	0	2	22	9	12
Fire in house/building	174	121	68	0	0	0	1	0
Footpaths	6	7	2	0	0	0	0	1
Garden								
<i>Tree cutting/Trimming</i>	214	315	224	0	0	2	1	1
<i>Collecting Trimmed/Cut Trees</i>	129	250	292	0	0	0	0	0
<i>Maintenance of Garden</i>	27	54	87	0	0	11	19	9
<i>Garden related</i>	229	95	26	2	2	19	28	35
Roads								
<i>Potholes/Trenches related</i>	77	129	123	0	0	2	6	14
<i>Relaying and repairs of roads / New road</i>	79	131	284	1	6	4	4	7
<i>Road Related</i>	110	86	87	2	2	87	56	129
Storm Water Drainage	447	495	368	2	0	5	32	9
Drainage								
<i>Drainage chokes, blockages & Cleaning and overflowing manholes</i>	450	1,689	1,959	0	0	5	1	7
<i>Repairs and reconstruction of drain line Related</i>	109	181	57	0	1	3	8	24
License								
<i>Unauthorised Hawkers Related</i>	500	523	448	0		11	34	53
<i>Hawking /Shop license Related</i>	67	113	138	4	0	17	31	34
Nuisance due to stray dogs, monkeys etc.	2,151	2,214	1,761	0	0	4	6	30
Municipal Corporation Delhi								
<i>Maintenance of Municipal Property</i>	20	27	23	1	0	9	32	61
<i>Human Resources Related</i>	18	20	29	1	1	37	49	80
Pest Control								

²⁸ Complaints for Delhi Jal Board was not available from January 2014 to July 2014 thus the same has not been included in the above mentioned table. Complaints mentioned under column 2014 was taken through complaints registered under MCD. Total complaints of Delhi Jal Board (Sewerage, Water Supply, Road and Drainage) from August 2014 to December 2015 have been considered under 2015 column.

<i>Mosquito Nuisance & Fogging</i>	449	638	677	0	0	2	6	20
<i>Pest Control Related</i>	5	0	4	0	0	0	0	0
Solid Waste Management (SWM)								
<i>Garbage not collected</i>	53	86	46	0	0	4	6	16
<i>Collection point not attended properly</i>	553	456	1,001	0	1	2	14	17
<i>Removal of dead animals</i>	884	910	1,013	0	0	0	0	0
<i>Removal of Debris</i>	213	236	229	0	0	2	0	7
<i>Solid Waste Management Related</i>	433	646	292	0	0	61	82	163
Toilet	84	78	50	0	1	28	34	49
Others Civic Issue Related	555	277	254	1	1	110	149	136
Total	12,495	39,926	46,089	18	21	468	652	984

Inference:

- The top three registered complaints from 2014 to 2016 were on issues related to 'Water supply', 'Unauthorised Construction/Development' and 'Sewerage'
- In Central Zone, the highest number of complaints are on 'Water supply' with a total of 35,113 complaints over a period of last three years while the Councillors have raised 55 issues in three years (2014, 2015 and 2016) and MLAs raised only four issues in two years (2015 and 2016)
- However, the total number of complaints in last three years for 'Unauthorised Construction/Development' related issues were 18,891 but Councillors have raised 68 issues (2014, 2015 and 2016) on this and not a single issue was raised by MLAs on it (2015 and 2016).

Table 22: Complaints & Issues raised in West Zone

Issue	No. of Complaints			No. of issues raised				
				MLA		Councillors		
	2014 ²⁹	2015	2016	2015	2016	2014	2015	2016
Pollution	8	14	24	2	0	1	0	0
Sewerage	6	10,208	12,352	2	0	3	1	3
Water Supply	23	22,203	36,290	0	2	11	7	12
Buildings								
<i>Unauthorised Construction/Development</i>	1,983	2,099	2,123	2	3	37	29	17
<i>Dilapidated Condition of Building</i>	33	58	23	0	0	0	0	1
<i>Building related</i>	59	27	29	3	2	29	38	35
Fire in house/building	120	100	112	0	0	0	0	0
Footpaths	2	1	3	0	1	0	0	0
Garden								
<i>Tree cutting/Trimming</i>	116	164	157	0	0	10	3	4
<i>Collecting Trimmed/Cut Trees</i>	195	96	78	0	0	0	0	0
<i>Maintenance of Garden</i>	92	105	113	0	0	44	60	41
<i>Garden related</i>	135	50	22	0	1	130	63	97
Roads								
<i>Potholes/Trenches related</i>	88	107	63	0	0	4	4	6
<i>Relaying and repairs of roads / New road</i>	65	278	350	0	1	6	9	9
<i>Road Related</i>	161	87	177	1	7	60	67	114
Storm Water Drainage	150	201	146	0	0	43	30	19
Drainage								
<i>Drainage chokes, blockages & Cleaning and overflowing manholes</i>	966	2,669	2,536	1	0	3	4	1
<i>Repairs and reconstruction of drain line Related</i>	207	111	65	0	1	6	25	15
License								
<i>Unauthorised Hawkers Related</i>	514	430	378	1	1	58	46	52
<i>Hawking /Shop license Related</i>	56	111	94	1	2	57	53	29
Nuisance due to stray dogs, monkeys etc.	646	1,349	2,351	0	0	11	31	23
Municipal Corporation Delhi								
<i>Maintenance of Municipal Property</i>	32	24	18	2	5	81	144	106
<i>Human Resources Related</i>	11	53	4	2	3	114	58	42
Pest Control								

²⁹ Complaints for Delhi Jal Board was not available from January 2014 to July 2014 thus the same has not been included in the above mentioned table. Complaints mentioned under column 2014 was taken through complaints registered under MCD. Total complaints of Delhi Jal Board (Sewerage, Water Supply, Road and Drainage) from August 2014 to December 2015 have been considered under 2015 column.

<i>Mosquito Nuisance & Fogging</i>	297	891	907	0	0	18	17	19
<i>Pest Control Related</i>	4	0	0	0	0	3	1	0
Solid Waste Management (SWM)								
<i>Garbage not collected</i>	103	198	134	0	1	6	12	8
<i>Collection point not attended properly</i>	849	1,132	1,038	0	0	7	12	7
<i>Removal of dead animals</i>	1,407	1,702	1,723	0	0	0	0	0
<i>Removal of Debris</i>	189	188	198	0	0	1	5	4
<i>Solid Waste Management Related</i>	727	562	323	1	0	192	108	113
Toilet	27	27	19	0	0	29	29	13
Others Civic Issue Related	260	281	89	1	4	178	134	196
Total	9,531	45,526	61,939	19	34	1,142	990	986

Inference:

- The top three registered complaints from 2014 to 2016 were on issues related to 'Water supply', 'Sewerage', and 'Unauthorised Construction/Development'
- In West Zone, the highest number of complaints are on 'Water supply' with a total of 58,516 complaints over a period of last three years while the Councillors have raised 30 issues in three years (2014, 2015 and 2016) and MLAs raised two issues in two years (2015 and 2016)
- However, the total number of complaints in last three years for 'Sewerage' related issues were 22,566 but Councillors have raised seven issues (2014, 2015 and 2016) on this and only two issues were raised by MLAs on it (2015 and 2016).

Table 23: Complaints & Issue raised in South Zone

Issue	No. of Complaints			No. of issues raised				
				MLA		Councillors		
	2014 ³⁰	2015	2016	2015	2016	2014	2015	2016
Pollution	5	8	10	0	2	0	0	0
Sewerage	2	7,000	10,576	3	3	1	1	0
Water Supply	10	23,941	31,615	1	10	1	6	1
Buildings								
<i>Unauthorised Construction/Development</i>	2,456	2,746	2,202	0	1	8	11	2
<i>Dilapidated Condition of Building</i>	14	20	9	0	0	0	0	0
<i>Building related</i>	22	30	33	2	0	6	1	3
Fire in house/building	61	44	12	0	0	0	0	0
Footpaths	2	0	1	1	1	0	0	0
Garden								
<i>Tree cutting/Trimming</i>	216	238	215	1	0	1	0	0
<i>Collecting Trimmed/Cut Trees</i>	43	149	145	0	0	0	0	0
<i>Maintenance of Garden</i>	17	37	54	0	0	15	8	2
<i>Garden related</i>	64	23	27	0	0	16	14	13
Roads								
<i>Potholes/Trenches related</i>	47	64	51	1	1	2	1	1
<i>Relaying and repairs of roads / New road</i>	44	124	176	1	8	1	0	0
<i>Road Related</i>	73	49	48	8	6	31	29	27
Storm Water Drainage	198	135	120	0	0	2	1	3
Drainage								
<i>Drainage chokes, blockages & Cleaning and overflowing manholes</i>	379	1,245	1,464	0	1	7	0	0
<i>Repairs and reconstruction of drain line Related</i>	87	70	68	0	1	5	8	5
License								
<i>Unauthorised Hawkers Related</i>	154	243	245	1	0	10	12	9
<i>Hawking /Shop license Related</i>	45	81	88	0	2	1	11	5
Nuisance due to stray dogs, monkeys etc.	1,256	1,848	1,737	2	0	1	2	0
Municipal Corporation Delhi								
<i>Maintenance of Municipal Property</i>	13	6	20	2	5	4	14	25
<i>Human Resources Related</i>	9	3	7	0	2	37	25	49

³⁰ Complaints for Delhi Jal Board was not available from January 2014 to July 2014 thus the same has not been included in the above mentioned table. Complaints mentioned under column 2014 was taken through complaints registered under MCD. Total complaints of Delhi Jal Board (Sewerage, Water Supply, Road and Drainage) from August 2014 to December 2015 have been considered under 2015 column.

Pest Control								
<i>Mosquito Nuisance & Fogging</i>	210	714	1,092	0	0	0	4	0
<i>Pest Control Related</i>	0	2	1	0	0	0	0	0
Solid Waste Management (SWM)								
<i>Garbage not collected</i>	22	28	48	0	0	11	0	1
<i>Collection point not attended properly</i>	359	420	530	0	0	2	4	0
<i>Removal of dead animals</i>	878	957	984	0	0	0	0	0
<i>Removal of Debris</i>	139	129	133	0	0	0	3	0
<i>Solid Waste Management Related</i>	988	383	335	0	2	39	26	40
Toilet	23	12	24	0	1	6	6	1
Others Civic Issue Related	134	112	83	0	5	33	19	98
Total	7,970	40,861	52,153	23	51	240	206	285

Inference:

- The top three registered complaints from 2014 to 2016 were on issues related to 'Water supply', 'Sewerage', and 'Unauthorised Construction/Development'
- In South Zone, the highest number of complaints are on 'Water supply' with a total of 55,566 complaints over a period of last three years while the Councillors have raised only eight issues in three years (2014, 2015 and 2016) and MLAs raised 11 issues in two years (2015 and 2016)
- However, the total number of complaints in last three years for 'Sewerage' related issues were 17,578 but Councillors have raised only two issues (2014, 2015 and 2016) on this and six issues were raised by MLAs on it (2015 and 2016).

Table 24: Complaints & Issues raised in Najafgarh Zone

Issue	No. of Complaints			No. of issues raised				
				MLA		Councillors		
	2014 ³¹	2015	2016	2015	2016	2014	2015	2016
Pollution	2	5	12	5	0	0	0	0
Sewerage	1	2,315	3,341	2	0	4	3	4
Water Supply	4	14,706	25,133	8	2	3	5	1
Buildings								
<i>Unauthorised Construction/Development</i>	5,567	1,131	1,014	2	1	11	26	11
<i>Dilapidated Condition of Building</i>	4	44	26	0	0	0	0	0
<i>Building related</i>	13	18	26	9	3	12	18	13
Fire in house/building	0	59	49	0	0	0	0	0
Footpaths	0	3	0	1	0	0	1	0
Garden								
<i>Tree cutting/Trimming</i>	20	126	113	0	0	0	0	0
<i>Collecting Trimmed/Cut Trees</i>	40	60	88	0	0	0	0	0
<i>Maintenance of Garden</i>	1	10	24	0	0	1	5	3
<i>Garden related</i>	20	12	7	0	0	5	6	15
Roads								
<i>Potholes/Trenches related</i>	21	39	54	1	0	0	4	3
<i>Relaying and repairs of roads / New road</i>	30	149	122	2	0	6	7	1
<i>Road Related</i>	43	33	30	1	4	33	32	44
Storm Water Drainage	84	182	255	0	0	21	20	6
Drainage								
<i>Drainage chokes, blockages & Cleaning and overflowing manholes</i>	722	1,745	1,678	0	0	5	14	4
<i>Repairs and reconstruction of drain line Related</i>	148	172	65	2	0	7	11	7
License								
<i>Unauthorised Hawkers Related</i>	127	267	174	1	0	8	10	13
<i>Hawking /Shop license Related</i>	3	73	86	3	0	20	11	13
Nuisance due to stray dogs, monkeys etc.	754	1,025	1,004	0	0	1	7	2
Municipal Corporation Delhi								
<i>Maintenance of Municipal Property</i>	1	6	7	6	3	54	64	34
<i>Human Resources Related</i>	0	1	13	2	2	78	61	18

³¹ Complaints for Delhi Jal Board was not available from January 2014 to July 2014 thus the same has not been included in the above mentioned table. Complaints mentioned under column 2014 was taken through complaints registered under MCD. Total complaints of Delhi Jal Board (Sewerage, Water Supply, Road and Drainage) from August 2014 to December 2015 have been considered under 2015 column.

Pest Control								
<i>Mosquito Nuisance & Fogging</i>	266	913	1,133	0	0	3	12	21
<i>Pest Control Related</i>	6	0	3	0	0	1	0	0
Solid Waste Management (SWM)								
<i>Garbage not collected</i>	799	525	265	0	0	0	7	3
<i>Collection point not attended properly</i>	46	317	626	0	0	3	12	3
<i>Removal of dead animals</i>	680	1,226	1,189	0	0	0	0	0
<i>Removal of Debris</i>	54	78	109	0	0	0	0	1
<i>Solid Waste Management Related</i>	274	168	232	1	0	125	70	70
Toilet	13	13	14	0	1	8	6	9
Others Civic Issue Related	217	183	98	3	5	77	91	86
Total	9,960	25,604	36,990	49	21	486	503	385

Inference:

- The top three registered complaints from 2014 to 2016 were on issues related to ‘Water supply’, ‘Unauthorised Construction/Development’ and ‘Sewerage’
- In Najafgarh Zone, the highest number of complaints are on ‘Water supply’ with a total of 39,843 complaints over a period of last three years while the Councillors have raised only nine issues in three years (2014, 2015 and 2016) and MLAs raised 10 issues in two years (2015 and 2016)
- However, the total number of complaints in last three years for ‘Unauthorised Construction/Development’ related issues were 7,712 but Councillors have raised 48 issues (2014, 2015 and 2016) on this and only three issues were raised by MLAs on it (2015 and 2016).

VIII. 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
- Complaints Redressal Mechanism should be: Respond in time-bound manner, User friendly and Promoted amongst citizens
- 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.
- Complaint audit through a survey to find out whether complainants are satisfied with the resolution provided by the concerned authority.

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
- Councillors should actively participate in the ward committee meetings to get effective redressal to civic issues in real time and strengthen the decentralization principle for bringing efficacy in the service delivery of the Corporation
- ERs need to be assertive and ensure that the complaints are tracked and proactive steps are taken for redressal
- ERs should make electoral promises in a responsible manner and must be able to show the extent to which they have deliberated on these issues in their tenure.

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 : 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, are 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	√	√	√

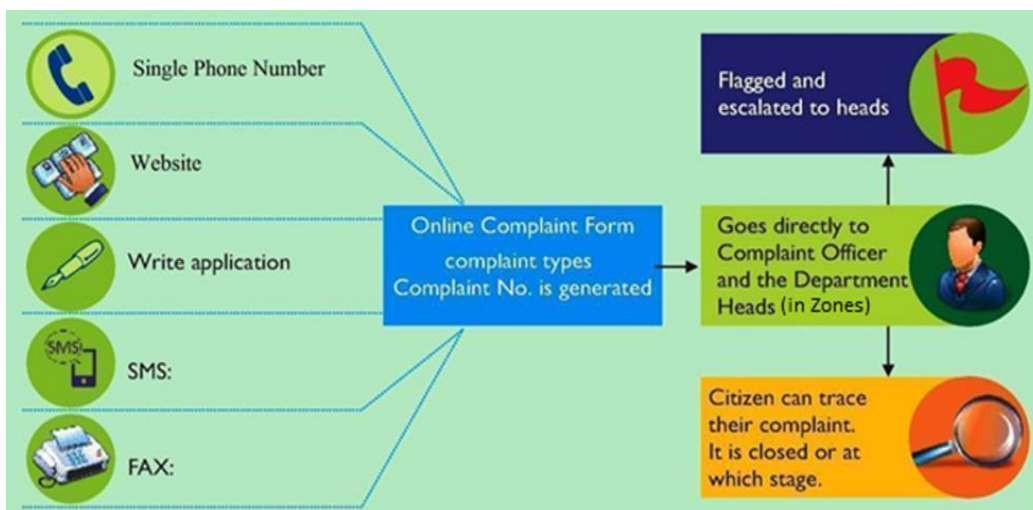
SERVICE	AUTHORITY		
	STATE (NCT of Delhi)	MCD (Municipal Corporations of Delhi)	CENTRE
Storm Water Drainage	√	√	√
Education	√	√	√
Slum Rehabilitation Authority (SRA) Related	√	√	√
Disaster Management	√	√	√
Hospitals/Dispensaries [Health Care]	√	√	√
Drainage		√	
License		√	
Nuisance due to stray dogs, 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			√

Annexure 2: Complaint Redressal Mechanism in the Three Municipal Corporation of Delhi (MCD)

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.

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.



a. 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)

Zone	Phone Number
Civil Lines	011-23942700/ 25448062
Sadar Paharganj	011-23512700
Karol Bagh	011-25812700/ 25754339/ 41
Rohini	011-27042700/011-27051132/33
Rural Narela	011-27783261/ 01127783783/85
City	011-23261527/28
Central	011-29812228
West	011-25191014/16/011-25422700
Najafgarh	011-28013283
Shahdara North	011-22822700/011-22821484
Shahdara South	011-22303700/ 011-22300171/ 75

- **File an online complaint on the MCD website, CPGRAMS, Listening post of LG:**
 - E Mail: some complaints are directly sent to the commissioners through email: commissioner@mcd.org.in
 - CPGRAMS portal: <http://pgportal.gov.in/GrievanceNew.aspx>
 - LG portal: <http://listeningpostdelhilg.in/AuPages/login.aspx>
 - PGMS: <http://pgms.delhi.gov.in/Entrygrv.aspx>
 - PGCGNCTD portal: <http://delhi.gov.in/wps/wcm/connect/pgc1/public+grievances+commission/home>
- **Online applications like Swachch Delhi Abhiyan, Third Eye (upcoming app).**

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.

b. Grievance Redressal Mechanism of Delhi Jal Board:

- For registering a grievance related to wrong reading, billing, and arrears, The Customer Care Centre 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 concerned Zonal Revenue Officer (ZRO). 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.

Annexure 3 : 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) Rural Narela; 5) Rohini; 6) Sadar Paharganj

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 issue 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) Infirmarys,
 - (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 4 : List of Elected Representatives

- a. **MLAs:** Delhi has 70 MLAs, however, only 62 have been counted here as 6 are Ministers, 1 is a Speaker, and 1 is a Delhi Cantonment Board MLA.

Zone	Constituency	Total MLAs	Reported MLAs	
			2015	2016
Rural Narela	Narela, Mundka	2	2	2
Civil Line	Burari, Timarpur, Adarsh Nagar, Badli, Tri nagar, Wazirpur, Model town, Chandani Chowk	8	7	8
City	Matai Mahal	1	0	1
Rohini	Rithala, Bawana (SC), Kirari, Sultan PurMajra (SC), NangloiJat, MangolPuri (SC), Rohini, Shalimar Bagh, & Shakurbasti	9	5	8
Sadar Paharganj	Sadar Bazar, Ballimaran, & Karol Bagh	3	2	2
Karol Bagh	Patel Nagar (SC), Moti Nagar, Rajinder Nagar	3	3	3
West	Madipur, Rajouri Garden, Hari Nagar, Tilak Nagar, Janakpuri, Vikaspuri, Uttam Nagar	7	6	7
South	Malviya Nagar, R K Puram, Mehrauli, Chhatarpur, Deoli (SC), Ambedkar Nagar, Greater Kailash	7	7	7
Central	Jangpura, Kasturba Nagar, SangamVihar, Kalkaji, Tuglakabad, Badarpur, Okhla	7	7	7
Najafgarh	Dwarka, Matiala, Najafgarh, Bijwasan, Palam	5	5	5
Shaharda North	Seemapuri, Rohtas Nagar, Seelampur, Ghonda, Babarpur, Gokalpur, Mustafabad, Karawal Nagar	8	6	6
Shaharda South	Trilokpuri, Kondli, Patparganj, Laxmi Nagar, Vishwas Nagar, Krishna Nagar, Gandhi Nagar, Shahdara	8	6	6

List of MLAs

Zone	Const. No.	Const. Name	Name of the MLA	Zone	Const. No.	Const. Name	Name of the MLA
Central	41	Jangpura	Praveen Kumar	Rohini	10	SultanPur Majra	Sandeep Kumar
Central	42	Kasturba Nagar	Madan Lal	Rohini	13	Rohini	Vijender Kumar (Gupta)
Central	49	Sangam Vihar	Dinesh Mohaniya	Rohini	14	Shalimar Bagh	Bandana Kumari
Central	51	Kalkaji	Avtar Singh	Sadar Paharganj	19	Sadar Bazar	Som Dutt
Central	52	Tuglakabad Nct	Sahi Ram	Sadar Paharganj	23	Karol Bagh	Vishesh Ravi
Central	53	Badapur	Narayan Dutt Sharma	Shah. North	63	Seema puri	Rajendra Pal Gautam
Central	54	Okhla	Amanatullah Khan	Shah. North	64	Rohtas Nagar	Sarita Singh
City	21	Matia Mahal	Asim Ahmed Khan	Shah. North	65	Sheelampur	Mohd. Ishraque
Civil Line	2	Burari	Sanjeev Jha	Shah. North	66	Ghonda	Shri Dutt Sharma
Civil Line	3	Timarpur	Pankaj Kant Singhal (Puskar)	Shah. North	68	Gokalpur	Fateh Singh
Civil Line	4	Adarsh Nagar	Pawan Kumar Sharma	Shah. North	69	Mustafabad	Jagdish Pradhan
Civil Line	5	Badli	Ajesh Yadav	Shah. South	55	Trilokpuri	Raju (Dhigan)
Civil Line	16	Tri nagar	Jitender Singh Tomar	Shah. South	56	Kondli	Manoj Kumar
Civil Line	17	Wazirpur	Rajesh Gupta	Shah. South	58	Laxmi Nagar	Nitin Tyagi
Civil Line	18	Model Town	Akhilesh Pati Tripathi	Shah. South	60	Krishna Nagar	S. K. Bagga
Civil Line	20	Chandi Chowk	Alka Lamba	Shah. South	61	Gandhi Nagar	Anil Kumar Bajpai
Karol Bagh	24	Patel Nagar	Hazari Lal Chauhan	Shah. South	59	Vishwas Nagar	Om Prakash Sharma
Karol Bagh	25	Moti Nagar	Shiv Charan Goel	South	43	Malviya Nagar	Somnath Bharti
Karol Bagh	39	RAJINDER NAGAR	Vijender Garg Vijay	South	44	R K Puram	Parmila Tokas
Najafgarh	33	Dwarka	Adarsh Shastri	South	45	Mehrauli	Naresh Yadav
Najafgarh	34	Matiala	Gulaab Singh	South	46	Chhatarpur	Kartar Singh Tanwar
Najafgarh	35	Najafgarh	Kailash Gahlot	South	47	Deoli (SC)	Prakash
Najafgarh	36	Bijwasan	Devinder Sehrawat	South	48	Ambedkar Nagar	Ajay Dutt
Najafgarh	37	Palam	Bhavana Gaur	South	50	Greater Kailash	Saurabh Bharadwaj
Rural Narela	1	Rural Narela	Sharad Kumar	West	26	Madipur	Girish Soni
Rural Narela	8	Mundka	Sukhvir Singh	West	27	Rajouri Garden	Jarnail Singh_27
Rohini	6	Rithala	Mohinder Goyal	West	28	Tilak Nagar	Jarnail Singh_28
Rohini	7	Bawana (SC)	Ved Parkash	West	30	Janakpuri	Rajesh Rishi
Rohini	9	Kirari	Rituraj Govind	West	31	Vikaspuri	Mahinder Yadav
Rohini	11	Nangloi Jat	Raghuvinder Shokeen	West	32	Uttam Nagar	Naresh Balyan
Rohini	12	Mangol Puri	Rakhi Birla	West	28	Hari Nagar	Jagdeep Singh

b. Councillors:

Corporation	Zone	No. of Councillors	Reported Councillors 2014	Reported Councillors 2015	Reported Councillors 2016
EDMC	Shahadra North	33	33	33	33
	Shahadra South	31	29	29	31
NDMC	City	7	7	6	7
	Rural Narela	10	10	10	10
	Karol Bagh	15	15	15	15
	Rohini	34	33	32	34
	Sadar Paharganj	8	8	8	8
	Civil Lines	30	29	29	30
SDMC	Central	30	30	29	30
	West	28	27	26	28
	South	26	25	23	26
	Najafgarh	20	19	19	20
		272	265	259	272