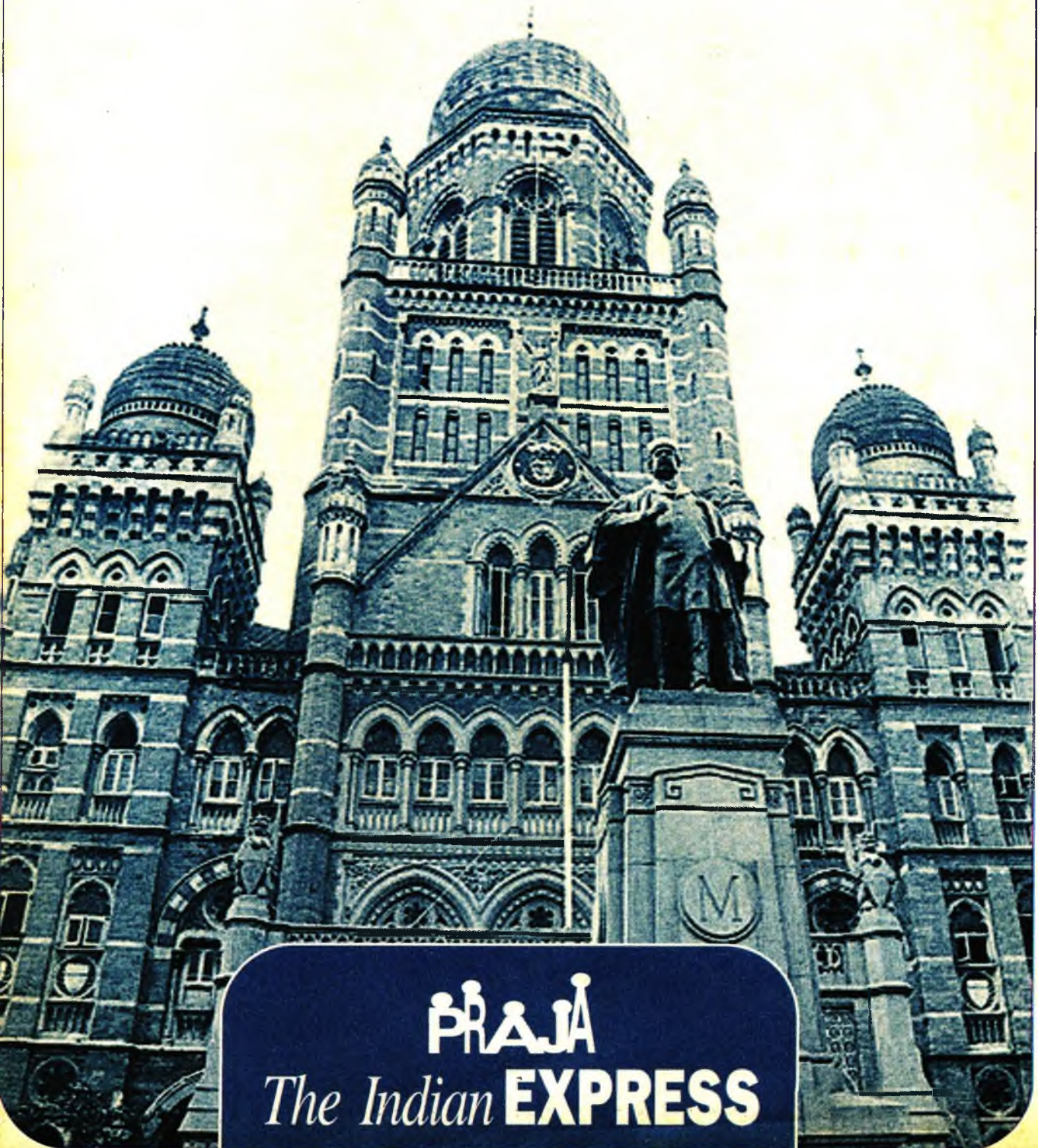


JUNE '99

MUNICIPAL CORPORATION OF GREATER MUMBAI'S  
**CITIZENS' CHARTER**

— brought to you by —



## Introduction

Dear Citizen,

We take great pleasure in placing before you The Citizens' Charter. This Charter is a combined effort of the Municipal Corporation of Greater Mumbai (M.C.G.M.) and PRAJA, a non-profit and non-partisan N.G.O.

For the first time in India, there is a partnership between the Government and citizens, and as always, the M.C.G.M. has taken the lead.

The purpose of the Citizens' Charter is:

1. To provide the citizens of Mumbai important information about the various departments and public utility services of the M.C.G.M. in a user-friendly manner.
2. To give the citizens of Mumbai a system of how, where and with whom to lodge a complaint about the services provided by the M.C.G.M.

PRAJA plans to have monthly meetings with the top officials of the M.C.G.M. to get the chronic problems solved, and to take up macro issues that affect the city at large.

A better Mumbai is not the sole responsibility of the M.C.G.M. or the government, it is ours as well. The M.C.G.M. has taken this first step to which the citizens must respond by shouldering their responsibility equally.

This Charter is our first; we plan to come out with more Charters on other public services. We request you to send us your suggestions and comments.

Sincerely,



Nitai Mehta



**The PRAJA team:** Nitai Mehta, Ashok Jogani, Sumangali Gada, Ajay Hattangdi, Sunil Alva, Ashish Wanjara, Smita Kothuri, Gavin De sa, Anuj Bhagwati, Samantha Saldanha, Apurv Muthalia

**Visit us at:** [www.praja.org](http://www.praja.org)

# INDEX

**Introduction**

**Foreword**

**pg**

**The Solid Waste Management Department**

**5**

**The Waterworks Department**

**6**

**The Storm Water Drains' Department**

**7**

**Road Maintenance**

**8**

**The Public Health Department**

**8 - 11**

**BEST / The Traffic Department**

**12 - 15**

**The Licence Department**

**16**

**The Environmental Department**

**16**

**The Education Department**

**17**

**The Sewerage Operations Department**

**18**

**Complaint Procedure**

**19 - 21**

**Appendix**

**22 - 31**

**What you can do...**

**32**



MAYOR OF MUMBAI

**Hareshwar Patil,**

Corporation Hall, Mahapalika Marg,

Mumbai - 400 001

Phone: 2620470/ 2621020

M.S/43/M

Date : 19th May 1999

Dear Citizens,

As the Mayor of Mumbai, it gives me great pleasure to write this Foreword for **The Citizens' Charter** which is a collaborative effort of the Municipal Corporation of Greater Mumbai and 'PRAJA'.

The Municipal Corporation of Greater Mumbai has taken the first step in offering the citizens a wealth of information that would help them interact more effectively with the Municipal Corporations. We now invite the citizens to use this information to ensure better a standard of services.

Mumbai is an important city not only as the capital of Maharashtra, but as the commercial capital of India. Therefore, we are very interested in maintaining a high standard of public services.

We look forward to greater participation of the citizens and we, on our part, will extend all the assistance required to ensure the efficiency of the public services.

  
**Hareshwar Patil**  
**Mayor**

Res: Mayor's Bungalow , Swatantrya Veer Savarkar Marg, Dadar, Mumbai - 400 028  
Phone : 444 9299 / 445 1020

**Work is worship**

## Foreword

The Municipal Corporation of Greater Mumbai is happy to publish "The Citizens' Charter". The Citizens' Charter is a commitment of the Indian government to raise the standard of public services. The Citizens' Charter also endeavours to give more power to the citizens.

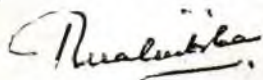
Mumbai has always taken the lead on several fronts in India, and once again, we are proud to take the lead in being the first government agency to work on the Citizens' Charter in collaboration with a Non Governmental Organisation - PRAJA. We realised that the Citizens' Charter would lose a lot of its credibility unless it has the citizens' participation.

The Citizens' Charter is based on the following principles:

- 1. Standards:** The citizens are aware of the quality of services that can be expected of the MCGM and then take prescribed action if the services do not conform to these standards.
- 2. Accountability:** Through the Citizens' Charter a clear line of responsibility for the various services established.
- 3. Transparency:** Information that is relevant to the people's needs is offered so as to enhance their participation in civic life.
- 4. Feedback:** The MCGM looks forward to the citizens using this document as we will then get an accurate response as to how effectively the public services met their needs.

We, at Municipal Corporation of Greater Mumbai, will make all efforts to improve the quality of the existing services and become more responsive to the changing needs of our citizens.

We hope that citizens, on their part, will co-operate and use the Citizens' Charter to participate more actively in civic life and not only keep in mind their rights, but responsibilities as well.



**Mr. K. Nalinakshan**  
**Municipal Commissioner**  
**Municipal Corporation Greater Mumbai.**



# TATA COUNCIL FOR COMMUNITY INITIATIVES

**Bombay House  
Mumbai**

## FOREWORD

Efficient city administration is a function of several inter-linked factors, one of the most important being the quality of intelligent citizenship. A good local self-government cannot function with just a highly motivated bureaucracy and elected representatives alone. The other side of the coin is the concern, awareness and interest manifested by the city's inhabitants. An enlightened and well informed citizen body can pressurise the local government body into action and compel it to respond to the needs of the people.

Democracy is the only form of government that allows citizens full and free expression. It bestows a power which is really quite impotent unless it is used. Of course the exercise of this power needs enlightened citizens who are driven by a sense of social responsibility.

Lethargy and indifference are the food on which misgovernment and corruption thrive. The essence of an efficient civic administration is, therefore, an enlightened, active community.

The 73rd Amendment, has facilitated the creation of decentralised structures within the government. Under this decentralised system, all important functions of the major departments of the Corporation are located in the 23 wards that the city is divided into. This idea of local self-government will be meaningless if the citizens do not play a meaningful role in it. The basis of legitimacy of local self-government is a tripartite harmonising of effective administration, charismatic leadership and public participation and support.

The Citizen's Charter prepared by PRAJA a voluntary organisation, is the starting point for the necessary people's participation as it provides the essential information which aims to educate the citizen about their rights as well as their duties.

The Charter will thus go a long way in enabling individuals and groups to interact with the local self-government personnel. This is a major step in building not just citizen awareness but a strong and viable democracy through participative city management.

A handwritten signature in dark ink, appearing to read "B.G. Deshmukh".

**B.G. Deshmukh  
Chairman**

**TATA Council for  
Community Initiatives**

Date: 25th May 1999

# The Solid Waste Management Department (Garbage)

## THE BUCK STOPS HERE..

The Solid Waste Management Department is headed by the Chief Engineer. The Deputy Engineers of the City, Western suburbs and the

Eastern suburbs and the Head Supervisors of the various zones report to the Chief Engineer. The Asst. Head Supervisor is responsible for this department at each ward.



about the above services, please refer to the Complaint Redress Procedure

## THE FUNCTIONS...

- Sweeping of public roads
- Maintenance of public toilets
- Collection and transportation of garbage
- Disposal of solid waste and animal carcasses
- Sanitary measures to keep the city clean

If you have a complaint

**Some acts that cause a public nuisance and are liable to be fined on complaint...**

- Depositing garbage on any public property, drainage channel or canals
- Permitting offensive liquid to flow onto a public street or open space

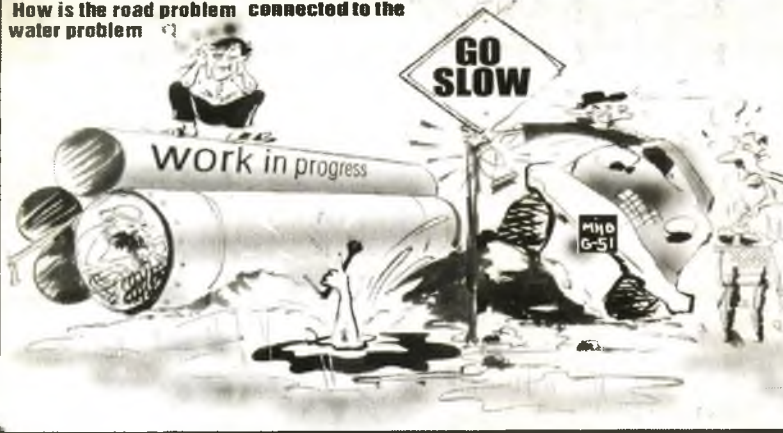
- Unhygienic storage of harmful material
- Dumping debris on roads and into drains in public dustbins

## HOW SOON WILL THE WARD OFFICE RESPOND TO MY COMPLAINT?

Garbage not lifted from authorised collection spot .....	24 hours after complaint
Collection points not attended properly .....	24 hours after complaint
Garbage lorry not covered .....	24 hours after complaint
Sweeping of roads .....	24 hours after complaint
Removal of dead animals .....	24 hours after complaint
No attendance at the public toilets .....	48 hours after complaint
Providing / replacing garbage bins .....	upto 8 days

**Though it is not the responsibility of this department to clean the house gullies, it does undertake this service. It is therefore the responsibility of the residents to ensure that garbage is not dumped in these gullies.**

How is the road problem connected to the water problem?



### HOW SOON SHOULD THE WARD OFFICE RESPOND TO MY COMPLAINT?

Leaks in waterline .....	upto 2 - 7 days (Maybe delayed due to digging permission)
Burst waterlines .....	24 hours after the complaint
Contaminated water supply .....	24 hours after the complaint
Shortage of water supply .....	48 hours after the complaint
Test results of defective meters .....	upto 7 days

### HOW DO I APPLY FOR A PERMANENT WATER CONNECTION?

STEP	PROCEDURE	PERSON / PLACE	TIME
1.	Application form	Ward Office	10:30a.m. - 3 p.m.
2.	Acknowledgement of submitted application form	Ward Office	10:30a.m. - 3 p.m.
3.	Intimation of deficiency in application form		Within 7 days
4.	Inspection of site. Sanction by competent authority		30 days later
5.	Issue of permission. Clearance certificate by other Depts		4 days after work is completed by applicant
6.	Certification of work. Intimation to pay fee and deposits. Issue of road permission for digging the road	Asst. Engineer, Maintenance	Within 4 days

# The Waterworks' Department

## THE BUCK STOPS HERE...

The Waterworks' Department is headed by the Hydraulics' Engineers who are responsible for the particular zones falling in the City area, Western suburbs or Eastern suburbs. The Executive Engineer is responsible for each zone.

## FUNCTIONS...

- Provision of potable drinking water
- Operation and maintenance of water works' installations
- Conveyance and distribution of water for private and public users
- Revenue collection

*If you have a complaint about the above services, please refer to Complaint Redress Procedure*

**Some acts that cause a public nuisance and are liable to be fined on complaint...**

- Misuse of fire hydrants
- Unauthorised tapping of water connections
- Unauthorised use of water, i.e. change of user
- Unauthorised installation of loft tank
- Use of booster pump
- Unclean overhead tanks in private premises

**Contaminated water?...  
burst pipeline?... faulty  
watermeter?  
NOW IS YOUR CHANCE  
TO ACT**

## OTHER SERVICES OFFERED BY THE WATERWORKS' DEPARTMENT?

Tanker water for marriages and other such functions	Dy. Hydraulic Engineer, MCGM Headquarters, Mahanagarpalika Marg, Opp CST station, Mumbai	11 a.m. - 5 p.m. Permission within 48 hours
Water connections for major religious discourses	Dy. Hydraulic Engineer, MCGM headquarters, Mahanagarpalika Marg, Opp CST station, Mumbai	11 a.m. - 5 p.m. Permission within 7 days

**Water is a scarce  
resource .. don't  
throw it down the  
drain**



## The Storm Water Drains' Department (Gutters/ Nullahs)

### THE BUCK STOPS HERE...

The Storm Water Drains' Department is headed by the Chief Engineer. The Deputy Engineers of the various zones report to the Chief Engineer.

### FUNCTIONS...

- Maintain storm water drains
- Construction of new drains that collect and transports the rainwater to the sea.

*If you have a complaint about the above services, please refer to Complaint Redress Procedure*

During the monsoon months, Area Chowkies function 24 hours a day, in different parts of the city. You may register your complaints there as well. For details of where you can find these, contact your Ward Office.

# The Roads' Department

## THE BUCK STOPS HERE...

The Roads Department is headed by the Chief Engineer.

### FUNCTIONS...

- Construction and maintenance of roads
- Repairs to potholes and bad patches during the monsoon
- Resurfacing the roads
- Beautification of arterial roads through private sponsorship
- Widening and improvement of existing roads
- Granting permission for construction of private roads
- Repairs and maintenance of footpaths
- Removal of rank vegetation from roads

*If you have a complaint about the above services, please refer to Complaint Redress Procedure*

### SOME ACTS THAT CAUSE A PUBLIC NUISANCE AND ARE LIABLE TO BE FINED ON COMPLAINT...

- Obstructing the safe passage of the public

### Do you need to...

- Set up mandaps and lights on roads during festivals?
- Scaffolding or enclosures on pavements or roads?
- undertake minor digging?

**..apply to the ward officer of your respective ward at least one month in advance.**



# Public Health Department

## THE BUCK STOPS HERE...

The Public Health Department is headed by the Executive Health Officer. The Additional Executive Health Officer and Deputy Health Officers report to the Executive Health Officer. The Medical Officer of Health (M.O.H.) manages the Department at each ward.

### SERVICES

- Registration of births and deaths
- Regulation of places for the disposal of the dead
- Family welfare services
- Control of communicable diseases
- Immunisation
- International Health Certificates
- Food Sanitation and the prevention of food adulteration
- Control of Trades likely to pose a health hazard
- Insect and pest control
- Impounding stray cattle
- Immunisation and Licensing of dogs
- Registration of private nursing homes
- Medical Relief through Hospitals
- Ambulance and Hearse Services



Somebody get these animals off the road

## TREATMENT OF CONTAGIOUS DISEASES...

DISEASE	HOSPITAL
Infectious diseases, Plague, Cholera, Jaundice, etc.	Kasturba Hospital, Sane Guruji Marg, Mumbai
Sexually Transmitted Diseases, AIDS	254, Jehangir Boman Behram Road, Nagpada. Municipal Eye hospital Bldg. M.S. Ali Road. Kamathipura
Leprosy	Acwarth Leprosy Hospital, Wadala. Peripheral Clinics at KEM, LTMG, Sion and Nair Hospital
Tuberculosis	MSTGB Hospital, Sewree

### REGISTRATION OF BIRTHS AND DEATHS

■ All births, still-births and deaths have to be registered within 21 days of their occurrence with the medical officer at the respective Ward Office (The ward office could be that one in which the birth / death has occurred, or the place of residence of the deceased in the case of death or the residence of the parents, in case of birth).

■ The name of a new-born can be entered free of charge within 12 months from the date of registration of the birth of the child. To obtain the certificate, Rs. 2/- has to be paid for the first copy and Re. 1/- for the additional copies. A computerised copy will cost Rs. 10/-. The certificates should be ready in 3\* days

■ Erroneous entries will be corrected on production of declaration made by two credible persons, along with the submission of two supporting documents (passports, school leaving certificates, etc.)

\*Those birth/ death certificates that require research into old records will not be issued within 3 days  
For those births/ deaths that have been registered in the ward, other than the ward in which the birth/death took place or where the parents/deceased resided, the birth/ death certificate will not be issued within 3 days

### INSECTICIDE BRANCH

Pest control facilities (including the control of termites) are available to private premises on the payment of a fee. The pest control facilities are:

Mosquito control, Housefly control, Rodent control and Decockroaching.

### FOOD SANITATION AND PREVENTION OF ADULTERATION

■ Any complaints regarding establishments that manu-

facture, store and sell food may be registered with the Medical Officers of Health located at the respective wards.

■ Complaints about unwholesome food (i.e. stale/ exposed food) kept for sale by shopkeepers and hawkers, particularly those located near markets and schools will be received by the Encroachment Dept. of the respective Wards.

### IMPOUNDING STRAY CATTLE

■ Complaints regarding stray cattle may be registered with the Complaints' Officer or Medical Officer of Health at your Ward.

### HEARSE SERVICES

♣ Cooper Hospital, Juhu  
♣ Rajawadi Hospital, Ghatkopar  
♣ Bhagwati Hospital (Services available around the clock)  
♣ K.B. Bhabha Hospital, Bandra  
♣ MAA Hospitals, Chembur  
These services are available from 6 a.m. - 2 p.m. and 2 p.m.  
10 p.m. for the removal of dead bodies within the city limits at the rate of Rs. 12/- for the first hour and Rs. 6/- for every subsequent half hour or fraction thereof.

### AMBULANCE SERVICES

The Fire Brigade Ambulance may be called in case of a road accident for which the service is free.  
If the service is used (within city limits) for Maternity and non- infectious cases, a fee is charged.  
Fire Brigade Headquarters, Byculla Tel: 307 6111

**DOG LICENSING ESTABLISHMENTS**

All pet dogs have also to be issued a licence by this Establishment. The address and telephone numbers of Dog Licensing establishments and its units are:

ZONE	ADDRESS	PERSON	TELEPHONE
City	Dog Licensing Est. Dr. E. Moses Rd., Mahalaxmi	Dog Controller / Sr. Sanitary Inspector (City Unit Office)	3085118
Western Suburbs H & K Wards	Dog Licensing Est. Behind Gurunanak Disp. Station Rd. Bandra (W)	Sr. Sanitary Inspector	642 2672
Western Subs P & R Wards	Dog Licensing Est. Ramchandra Lane Extn. Kachpada, Malad (W)	Sr. Sanitary Inspector	882 0296
Eastern Suburbs	Dog Licensing Est. N Ward Office Bldg. Jawahar Rd., Ghatkopar	Sr. Sanitary Inspector	511 5130
<b>The Dog Controller, City Unit receives complaints regarding stray dogs.</b>			

HOSPITAL	TIME
Municipal Maternity Home, Mahim	9 a.m. - 5 p.m.
K.B. Bhabha Hospital, Bandra (W)	Round the clock
Dr. R.N. Cooper General Hospital, Juhu	Round the clock
Municipal General Hospital, Santa Cruz (E)	Round the clock
Malad Maternity Home	9 a.m. - 5 p.m.
M.W. Desai General Hospital, Malad (E)	8 a.m. - 4 p.m.
Centenary Hospital, Kandivali (W)	Round the clock
Shri Harilal Bhagwati Municipal General Hospital, Borivili	Round the clock
Municipal Maternity Home, Bhandup	8 a.m. - 4 p.m.
K.B.Bhabha Hospital, Kurla	Round the clock
Centenary Hospital, Gowandi	9 a.m. - 5 p.m.
Diwaliben Mohanlal Mehta (MAA) Hospital, Chembur	Round the clock
Deonar Maternity Home	8:30a.m.- 5:30p.m.
Municipal General Hospital, Rajawadi, Ghatkopar	Round the clock
Sant Muktabhai Municipal General Hospital, Ghatkopar	Round the clock
Tagore Nagar Maternity Home, Vikhroli, (E)	10 a.m. - 6 p.m.
M.T.Agarwal Municipal General Hospital, Mulund (W)	Round the clock

Dean , KEM Hospital, Seth G.S. Medical College, Parel	413 6051
Dean, BYL Nair Hospital & TNM Medical College, Mumbai Central (E)	308 1490 / 99 308 5379
Dean, Lokmanya Hospital & LTM Medical College, Sion	407 6381 / 89 407 4539
Medical Superintendent, Kasturba Hospital for Infectious Diseases	308 3901 - 4
Sane Guruji Marg	3092458
Medical Superintendent, Seth VC Gandhi & Seth MA Vora Hospital	511 5066 / 70
Rajawadi, Ghatkopar (E)	5137372
Chief Medical Officer, Sant Muktabai Hospital, Barve Nagar, Ghatkopar (W)	512 6088 515 3771
Medical Superintendent, KB Bhabha Hospital, Kurla (W)	514 0241 / 42 512 4515
Chief Medical Officer, Diwaliben Mohanlal Mehta (MAA) Hospital	522 0333 / 34
Sarvodaya Estate, Postal Colony Rd.,Chembur	522 7095
Chief Medical Officer, Municipal Centenary General Hospital, Gowandi	556 4069 - 71
Chief Medical Officer, Manasdevi T. Agarwal Hospital	5640767
Dr. Rajendra Prasad Road, Mulund (W)	565 5728 / 29 / 30
Chief Medical Officer, Swatantra Veer Vinayak Damodar Savarkar Hospital	568 6225
Mahatma Phule Rd., Mulund	
Medical Superintendent, Harilal Bhagwati Hospital,	8932461 /63
Tulsibaug, SVP Rd., Borivali (W)	893 3740
Chief Medical Officer, MW Desai Hospital Haji Bapu Rd., Malad (E)	8401215 840 0007
Chief Medical Officer, S.K.Patil Hospital, Malad (E)	889 4381 889 9447
Chief Medical Officer, Municipal Centenary General Hospital, Kandivali (W)	805 0882 805 1509
Chief Medical Officer, Dr. R.N.Cooper Hospital	620 7254/ 56
Juhu - Vile Parle	620 7258, 620 5897
Medical Superintendent, V.P.Desai Hospital, Santa Cruz (E)	6182081/ 6183018
	6151506
Chief Medical Superintendent, K.B.Bhabha Hospital, Bandra (W)	640 6787
Chief Medical Officer, Seth A.J.B. Ear, Nose & Throat Hospital	2042526 / 2043322/
Maharishi Dadichi Marg, Fort	2848186
Chief Medical Officer, Municipal Eye Hospital, Trimbak	308 3632
Pashuram Street, Opp. Durga Devi Udyan	308 8609
Dean, Nair Hospital & Dental College, Bombay Central	308 2714 / 17 308 3884
Medical Superintendent, Group of T.B. Hospitals, Sewree	4146993 - 97 412 7015
Medical Superintendent, Acwarth Municipal Leprosy Hospital, Wadala	415 0355 414 7256
Special Officer, Family Welfare & Mother-Child Health	413 4560
Acwarth Municipal Leprosy Hospital, Wadala	418 0521

# Brihanmumbai Electric Supply & Transport Undertaking

## ELECTRICITY SUPPLY

upto Mahim / Sion in the North.

### THE BUCK STOPS HERE...

The General Manager undertakes the management of the BEST. The Deputy General Manager, Electric Supply reports to the General Manager as to the functioning of this department.

### FUNCTIONS...

- New connections which also include augmentation of existing installations
- Billing
- Complaint Redress & restoration of electric supply in cases of interruption

BEST Undertaking supplies electricity to only those areas of the city falling within Colaba in the South

## ELECTRICITY CONNECTIONS

### Tatkal Scheme

- Electricity connections are given to consumers on the same day as the application is made.
- The scheme is only applicable for Low Voltage (L.V.) Consumers
- The maximum limit for the sanction of such a connection is 25 Kilowatt(KW)
- In overloaded areas the limit is 5 kW. In slum areas the limit is 2 kW
- This connection is given subject to certain standard conditions, submission of Test Reports and the payment of a Connection Fee / Security Deposit.

### To get an electricity connection, follow these steps...

STEP	PROCEDURE	ADDRESS / TIME
1	Prescribed application form	BEST Wards: South Zone- Electric House, Colaba North Zone- Transport Eng. Bldg. Tilak Marg, Dadar
2	Submit application form and required documents	Ward Officer, North/ South Zone
3	Acknowledgement of the receipt of the application	Same day
4	Scrutiny of application form and information . about deficiencies	Same day
5	Test Report of the licensed electrical contractor	
6	Issue of NOC if sub-station is not required and estimate for providing service cable and meter board and its sanction.	30 days
7	Deposits: Rs. 50/- per kW for *R, S, H and SN tariff Rs. 150/- per kW for all other tariffs	
8	Providing service cables in the premises of the consumer	30 days after deposit Except in the monsoon
9	Connection Fee: Rs. 150 per kW for residential purposes Rs. 300 per kW for other purposes	

\*R - Private residential premises S - Medical educational and residential premises SN - Premises used by non-profitable charitable trusts, religious institutions, residential premises let out for commercial activity  
H - Charitable, medical, religious institution not exempted from the levy of tax under the BMC act



### When you require a temporary connection...

- Fill in the prescribed form for temporary electric connections and pay a registration fee of Rs. 4/-
- If the connection is for religious and charitable purposes, the deposit is Rs. 25 per day per kW and Rs. 100/- per day per kW for others.

### Billing

- The meter is read and bills are issued monthly for the HV and LV consumers and bi-monthly basis for commercial and residential consumers.
- Bills should be paid within 15 days of the issue of the bills at any of the 48 bill collection centres or 22 banks authorised for their connection
- If the bill is paid after the due date, a Delay Payment Charge of 0.5% per week or part thereof is levied.

### To register your complaint...

PERSON	COMPLAINT	TIME
Superintendent Consumers' Department North / South Zone	Excessive billing, wrong billing Under billing <i>Written complaint with a copy of the bill</i>	7 days
	*Testing of defective meters Fee: Rs. 6/- single phase meter Rs. 20/- three phase meter	Results 7 days Meter replaced 15 days
Supervisor Wards	Discrepancies in rate Discrepancies in consumption Delayed delivery or receipt of bills Refund of security deposit Cases relating to vacating flats	

If the complaint is not redressed to the consumers' satisfaction, the Superintendent, Consumer Department of the respective wards may be approached.

### Break down in the supply...

#### SOUTH ZONE

PROBLEM	AREA	CENTRE
Individual Problems	Girgaum, Kalbadevi, Bhendi Bazaar	Pathakwadi Fuse Centre - 208 4242
	Peddar Road, Grant Road, J.J. Hospital, Malabar Hill, Walkeshwar	Khetwadi Fuse Centre 385 4242
	Backbay, Nariman Point, Hutatma Chowk, Fort	Colaba Fuse Centre 218 4242
Entire/ Part of building	Entire South Zone	Fault Control Centre, Pathakwadi 206 6611
Entire Block / Whole Area	Entire South Zone	System Control Centre, Pathakwadi 208 5888

## NORTH ZONE

PROBLEM	AREA	CENTRE
Individual Problems	Bombay Central, Byculla, Parel, Lower Parel, Reay Road, Sewree, Wadala, Antop Hill, Matunga (E), Sion  Sitladevi Temple, Dharavi, S.V.S. Marg, Matunga (W)  Prabhadevi, Tardeo, N.M.Joshi Marg	Dadar Fuse Ctr 412 4242  Mahim Fuse Ctr 444 4242 Worli Fuse Ctr 495 4242
Entire / Part of Building	Entire North Zone	Fault Control Ctr, Dadar 414 6611
Entire Block / Whole Area	Entire North Zone	System Control Centre, Dadar 414 5888

\*Assesment of billing due to defective meter will be made after watching the consumption of a replaced meter for a period of 6 months. The quantity of units so finalised will be intimated to the consumer within 30 days. Credit or debit will be reflected in the next bill.

## BEST - TRAFFIC DEPARTMENT

### THE BUCK STOPS HERE...

The General Manager undertakes the management of the BEST. The Deputy General Manager, Traffic Operations reports to the General Manager.

### CONCESSIONS TO PASSENGERS

#### Students

If you are a student you are entitled to a concession upto Class 12. Do the following:

- ☆ An application form may be bought for Rs. 2/- from any bus depot.
- ☆ Pay a registration fee of Rs. 5/-
- ☆ Submit the application form after endorsing by the School / Junior college
- ☆ 15 days after submission of application, Identity card will be issued

### VISUALLY IMPAIRED

The visually impaired are charged a flat rate of Re. 1/- irrespective of the distance travelled on the display of an identity card. The identity card is issued by: National Association for the Blind, 11 Khan Gaffar Khan Marg, Worli Seaface Mumbai - 400 0025

### PHYSICALLY DISABLED

Those suffering a 60% physical disability are charged a child fare

while they are journeying to medical institutions or to attend a rehabilitation course:

- ★ An application form maybe purchased at any bus depot for Rs. 2/-
- ★ Submit application form duly endorsed by medical institution specified in the application form
- ★ Identity Card is issued immediately

### SENIOR CITIZENS

Senior Citizens, i.e., above 60 years of age are allowed to board

For lost property

CHARGES	FEE
Registration fee	Rs. 5/-
Storage Charges (leviable from the fourth working day from the date of the receipt of the article)	
Articles costing upto Rs. 100/- or cash amounting to Rs. 100/-	Rs. 2/- per day maximum Rs. 5/-
Articles costing or cash between Rs. 101 - 500/-	10% of cost / cash maximum Rs. 50/-
Articles costing or cash between Rs. 501 - 2000/-	10% of cost / cash maximum Rs. 150/-
Articles costing / cash amounting to over Rs. 5000/-	10% of cost / cash Maximum Rs. 250/-
Articles like pagers and mobile phones	10% of cost maximum Rs. 100

buses from the front exit on the display of an identity card.

☆ Prescribed application form is available for Re. 1/- at any bus depot

☆ Submit application form and pay a registration fee of Rs. 10/-

☆ Identity card issued immediately

### LOST PROPERTY

Articles left in B.E.S.T. buses may be recovered from the Lost Property Section. The items are returned to the person on verification. Call 412 8596

### RESERVATION OF BUSES

To reserve a B.E.S.T. buses for private use a written application may be made 72 hours in advance to the

following address: The Assistant Traffic Superintendent (General), B.E.S.T. Undertaking, Reservation Section, 3rd floor, Traffic Administration Bldg., Wadala Depot, Mumbai - 400 031. Call: 412 8266 / 414 6531

### ACCIDENT & CLAIMS CASES

Please address a letter to: The Accident & Claims Superintendent, 2nd Floor Mahim Bus Station Bldg, Mahim, Mumbai. Call: 445 1366

### TO REGISTER YOUR COMPLAINT...

Complaint boxes are available at all Bus depots and Termini. Suggestion boxes are provided at all the depots. Written complaints should be addressed to: The

General Manager / The Deputy General Manager / Traffic Operations / Public Relations Officer, B.E.S.T. Undertaking, B.E.S.T. Bhavan, B.E.S.T. Marg, Colaba, Mumbai - 400 001

**TRAFFIC CONTROL ROOMS FUNCTION FOR 24 HOURS. FOR ALL ENQUIRIES CALL 414 3611 / 418 4489 / 413 7397**

**Remember** - ☆ If you have been caught without a ticket you will be fined Rs. 10/- in addition to the cost of the ticket fare. ☆ If you have travelled beyond the distance paid for, your will be fined Rs. 10/- in addition to the ticket fare of the extra distance.



# The Traffic Department

## THE BUCK STOPS HERE...

The Traffic Department is headed by the Chief Engineer, Cement Concrete Roads and Traffic. The Deputy Chief Engineer, Traffic is responsible for the daily functioning of the Traffic Department.

### FUNCTIONS...

- Reinstatement of trenches
- Provision of traffic control measures like speed-breakers, zebra crossing, etc.
- Provision of street lights and parking facilities
- Co-ordination of digging activity
- Towing away of vehicles abandoned on the road.

**If you have a complaint about the above services, please refer to the Complaint Redress Procedure**

**Any complaints regarding streetlights that are not functioning or that have been left on during the day should be made at :**

**BEST (If you are living in the city area) at # 285 6262**

**BSES (If you live in the suburbs) at # 610 0505 Please specify the number of the street light**

# The Licence Department



## THE BUCK STOPS HERE...

The Superintendent is responsible for the functioning of the Licence Department. The Assistant Superintendent and the Deputy Superintendent assist the Superintendent. The Senior Inspector, Licence and the Senior Inspector, Encroachments, are responsible for the services of this department at each ward.

## FUNCTIONS...

- Checking unauthorised construction of stalls on roads, footpaths and drains
- Granting licences to hawkers
- Controlling trades and the storage of hazardous articles
- Permitting the display of advertisements
- Checking unauthorised hawkers, shops and trades
- Checking the storage of inflammable or hazardous chemicals

If you have a complaint about the above services, please refer to the Complaint Redress Procedure.

# THE ENVIRONMENTAL SANITATION & PROJECTS DEPARTMENT

## THE BUCK STOPS HERE...

The ESP Department is headed by the Dy. Municipal Commissioner, the City Engineer and the City Engineer, ESP dept.

## FUNCTIONS...

- Checking air pollution
- Water pollution control measures
- Enforcement of control measures on polluting agencies
- Measurement of emission from all polluting sources
- Noise

If you have a complaint about the above services, please refer to the Complaint Redress Procedure.



# The Education Department

## THE BUCK STOPS HERE...

The Education Department is headed by the Education Officer who is assisted by the Dy. Education Officers.

## FUNCTIONS...

- Free education to all studying upto class VII in Municipal schools.
- Education in the language of the children with 8 different languages offered as the medium of instruction in municipal schools.
- Special education to differently-abled children.
- All-round development of the students through extra-curricular activities.

## ADMISSIONS...

- ♦ Admissions begin after the results are declared between April and July. The admission notice is issued on the notice board of the respective schools.
- ♦ Application forms are available at the respective Municipal Schools. ♦ The completed application form has to be submitted along with the birth certificate. If the child has attended another school prior to seeking admission, the School Leaving Certificate has to be attached. ♦ The applications are accepted by the Head Master of the school.
- ♦ The admission shall be granted on the same day as the application is made. There are Helping Centres set up to assist those seeking admission in Government- aided schools. These centres operate between the 15th June to the end of June of every year.

## SOCIAL WELFARE FOR STUDENTS

The Community Development Officer is responsible for the social welfare of the students of the Municipal Schools the various services are:

1. Dropout children are encouraged to return to school through with parents.
2. Balwadis (nursery schools) that are run by NGOs in slum communities are given assistance by way of space.
3. Donations are collected and distributed to those schools and students with special needs

4. Free textbooks are given to the students from the class I to VII

5. Free mid-day snacks are served to the students of classes I-IV

6. Non Formal Education Classes are conducted for the children between the ages of 9 - 14 years.

## SCHOLARSHIPS

Government Merit School Scholarship Examinations are held for the students of the Middle School and High School. Those successful students, who feature on the merit list of these examinations, are granted scholarships.

## OTHER SERVICES

■ **Medical Check-ups:** Students get a health check-up once every two years. A Health card is maintained for every student. Based on these health examinations, children are either treated or more serious illnesses are referred to the Municipal hospitals. **Person In-charge:** Medical Officer, Schools

■ **Physical Education:** This is part of the school curriculum. Sports' competitions are organised to discover new talent. **Person In-charge:** Senior Supervisor, Physical Education

■ **Music & Art Academy:** The Music Academy organises Teacher Training Programmes in music, dance & drama. **Person In-charge:** Vice-Principal, Music

The Art Academy organises Art Competitions for Children and Study Camps for Scholarship Examinations for the students of Municipal Schools. **Person In-charge:** Vice-Principal, Art

## To Register your complaint...

A Deputy Education Officer who serves as a Public Grievance Officer holds meetings every 3rd Saturday of the month from 11:00 a.m. onwards at:  
Education Office  
Hindu Colony  
Dadar (E)

Parents are invited to discuss their grievances and seek redress for any complaints.

# The Sewerage Operations Department

## THE BUCK STOPS HERE...

The Sewerage Operations Department is headed by the Chief Engineer. The Deputy Engineers are responsible for the services in the various zones.

## THE FUNCTIONS...

- Maintain sewerage infrastructure
- Construction of new drains
- Connect private premises to the municipal drains
- Attending to drainage problems
- De-water and de-sludge septic tanks periodically

*If you have a complaint about the above services, please refer to Complaint Redress Procedure*

**Some acts that cause a public nuisance and are liable to be fined on complaint...**

- Projections encroachments, obstruction or damage to a drain
- Passing liquid into a drain not designed to carry that liquid.



**Manholes overflowing?.... burst sewerage pipes?.... foul odour?....  
NOW IS YOUR CHANCE TO ACT**

## HOW SOON WILL THE WARD OFFICE RESPOND TO YOUR COMPLAINT?

Drainage chokes and blockages .....	24 hours after complaint
Overflowing drains or manholes .....	24 hours after complaint
Odour .....	24 hours after complaint
Missing / damaged manhole covers .....	24 hours after complaint
Raising of manhole (except in monsoon) .....	upto 7 days
Cleaning of septic tank .....	upto 7 days
Repairs to pipe sewers and main sewers .....	upto 7 days

# COMPLAINT PROCEDURE

## STEP 1

As a first step, please follow the procedure explained in the following tables. Please follow the specified hierarchy.

## STEP 2

If your complaint has not been redressed after following the complaint redress procedure, please fill out an application as per the format prescribed here.

Send this to: **PRAJA Foundation. P.O.Box: 16079, Colaba Post Office, Mumbai 400 005.**

## STEP 3

PRAJA along with a few prominent citizens proposes to meet with top Municipal Officials. At these meetings PRAJA will discuss major issues that affect the city.

Please use the following while referring your complaints to PRAJA.....

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Ward at which complaint was made: \_\_\_\_\_

Department at which complaint was registered: \_\_\_\_\_

Complaint was made:

☐ In writing    ☐ Personally    ☐ Telephone    ☐ By fax

First complaint number: \_\_\_\_\_

Nature of complaint: \_\_\_\_\_

### Follow up of complaint:

Step	Name and designation of person who took complaint	Date of complaint
1		
2		
3		

If you need to complain about the municipal services begin at Step 1. If you find your complaint has not been redressed go on to the following steps.

At each subsequent step remember to:

Quote the complaint number of your first complaint

Mention the name and designation of the person who last registered your complaint

Register all complaints between 8:00 a.m. - 11:00 a.m. and 2:30 p.m.-4:30p.m. Monday to Friday and on Saturdays between 8:00 a.m.-10:30 a.m.

DEPARTMENT	Step 1		Step 2		Step 3	
	Register complaint		Failure to redress complaints		Failure to redress complaint	
	*Person	Level	Person	Level	Person	Level
Solid Waste Management	Complaints' Officer / #Asst Head Supervisor	Ward	Ward Officer	Ward	Deputy Municipal Commissioner	Zone
Water Works	Complaints' Officer / Asst. Eng. Waterworks	Ward	Ward Officer	Ward	Deputy Municipal Commissioner	Zone
Sewerage / Storm Water Drains / Roads / Traffic	Complaints' Officer / Asst. Eng., Maintenance	Ward	Ward Officer	Ward	Deputy Municipal Commissioner	Zone
Licence	Complaints' Officer / Sr. Inspector, Licence Sr. Inspector, Encroachment	Ward	Ward Officer	Ward	Deputy Municipal Commissioner	Zone

\*For these contact numbers please refer to Appendix

#Complaints regarding roads that are not swept maybe made at the area chowki for immediate redress where a complaint book is available. Call your ward office to find their location

**If your complaint cannot be redressed at the Ward Level...**

**Remember:**

- **Quote the complaint number of your first complaint**
- **Mention the name of the person who you first spoke to**

DEPARTMENT	Register complaint				Failure to redress complaints	
	Person	City	Eastern	Western	Person	Phone
Solid Waste Management	Dy. Head Supervisor Dy. Chief Engineer	2618802-5 4935687/89	5116773 5121051	6124666 6123621	Chief Engineer	2612228
Waterworks	Executive - South Engineer - North  Dy. Hydraulics' Engineer	3081471 4114293  2620025 ext.2005	5115103/4 5645291	6422311 8821588	Hydraulics Engineer	2620251
Sewerage	Dy. Chief Engineer	3004721	5241313	6318681	Chief Engineer	3061279
Storm Water Drains	Dy. Chief Engineer	4222621	5106238	6353594	Chief Engineer	3061735
Roads	Dy. Chief Engineer	4374351	5106230	6289334	Chief Engineer	2620998
Traffic	Dy. Chief Engineer	4947638 Ext.216	4947638 Ext. 216	4947638 Ext. 216	Chief Engineer	2621922
Public Health Department	Dy. Exec Health Officer Director (Hospitals)	4135587 6406787	5115130 6406787	6236186 6406787	Exec. Health Officer	2620558
Licence	Asst. Superintendent	2621538	2621538	2621538	Superintendent	2617653
Education	Dy. Education Officer	4142344	4122344	4122344	Education Officer	4143867
BEST: Traffic Operations	Dy. General Manager	2841017	2841017	2841017	General Manager	2873961
Electric Supply	Dy. General Manager	2831950	2831950	2831950	General Manager	2873961

# APPENDIX

## ADDRESSES AND PHONE NUMBERS OF WARD OFFICES

Ward	Address	Telephone No.
A	134, Bhagatsingh Road, Near Reserve Bank Mumbai-400 001	2660883 /266 1353 / 2660339
B	121, Ramachandra Bhatt Marg , Opp J.J Hospital, Mumbai-400 009	3780133 /3746790 / 3736622
C	76, Shrikant Palekar Marg, Off Chandanwadi Mumbai-400 002	2055450 /2014022 /4
D	Jobanputra Compound, Near Shastri Hall, Nana Chowk, Mumbai – 400 007	3865201 , 3879949 / 56 3861426 / 28
E	Sankli Street, Next to Byculla Fire Station, Mumbai – 400 008	308 3695. 308 1471 / 79
F / North	Plot No. 96, Bhau Daji Road, Matunga, Mumbai- 400 019	4024353 / 57, 4014275
F/ South	Parel Naka, Doctor Ambedkar Road, Parel, Mumbai – 400 012	411 2868, 4134560 / 65
G / South	Dhan Mill Naka, N.M.Joshi Marg, Mumbai – 400 013	422 3741, 430 5031, 430 9890 / 91
G/ North	Harischandra Yelve Road, Off Woollen Mill Lane, Dadar, Mumbai – 400 028	430 0513, 4307276 / 79
H/	Plot No. 137, T.P.S.V. Prabhat Colony, Santa Cruz (E), Mumbai- 400 055	612 5849, 618 2217 / 18 618 3077
H/ West	St. Martin's Road, Behind Bandra Police Station, Bandra, Mumbai- 400 050	642 2225, 6422311/ 14
K/ East	Below Gopalkrishna Gokhale Bridge, Swami Nityanand Road, Andheri (E), Mumbai – 400 059	8367102 /4 / 5, 8210986
K/ West	Paliram Road, Opp. Andheri Railway Station, Andheri (W), Mumbai – 400 058	623 2969, 623 6186, 623 9165
L	Municipal Market Bldg. S.G.Barve Road, Kurla (W), Mumbai – 400 070	514 3057, 511 5103 / 9
M / East	2nd Floor, 1st Road, Behind Natraj Cinema, Chembur, Mumbai – 400 071	528 0542, 528 3900, 528 1977
M/ West	2nd Floor, 1st Road, Behind Natraj Cinema, Chembur, Mumbai – 400 071	528 5669, 528 3900, 528 1977
N	Municipal Office Bldg. (Annexe), 1st fir Jawahar Road, Ghatkopar (E), Mumbai – 400 077	512 7092, 513 3631, 5115130
P/ South	Municipal School Bldg., Mitha Nagar, Goregaon (W), Mumbai –400 062	872 4252, 872 2244, 872 2808/ 805 9409

Ward	Address	Telephone No.
P /	Liberty Garden, Mamlatdar Wadi,	882 4913, 882 4269,
North	Malad (W), Mumbai – 400 064	882 4625
R /	Municipal Office Bldg., Mahatma Gandhi	861 5916/ 861 5917/
South	Cross Road No. 2, Kandivili,	861 5918
	Mumbai – 400 067	
R /	Municipal Market Bldg., Near Borivali	801 2396, 801 0341 / 45
North	Railway Station, Near S.V.Road,	
	Borivali, Mumbai- 400 092	
S	Maharishi Vitthal Ramji Shinde Marg,	591 3199, 564 1220 / 24
	Off L.B.S. Marg, Bhandup (W),	
	Mumbai – 400 078	
T	Municipal Office Bldg., Lala Devi Dayal	561 7410, 564 5289 ,
	Road, Mulund (W), Mumbai – 400 080	564 5296

### DEPUTY MUNICIPAL COMMISSIONERS

Wards	Zone	Telephone Nos.
A, B, C, D, E	I	308 1471 / 307 1815
F/S, F/N G/S, G/N	II	413 4560, 415 0400
H/E, H/W, K/E, K/W	III	623 6186 / 628 1658
P/S, P/N, R/S, R/N	IV	861 1508
L, M/E, M/W	V	528 3900 / 528 5429
N, S, T	VI	511 5130 / 516 1265

**APPENDIX**  
**BOUNDARIES OF MUNICIPAL WARDS**

WARD	EAST	WEST	NORTH	SOUTH
A	Dock Area, Ballard Estate, Shahid Bhagatsing Rd., P.D'Mello Rd.	Marine Drive	Anandilal Podar Rd., Lokmanya Tilak Rd., 'F' Rd.	Colaba (Military area)
B	P.D'Mello Rd.	Abdul Rehman Street, Ebrahim Rahimtulla Rd.	Ramchandra Bhat Rd., Jinabhai Mulji Rathod Rd	Lokmanya Tilak Rd.,
C	Ebrahim Rahimtulla Rd., Abdul Rehman Street	Shoreline between Anandilal Podar Rd., Babasaheb Jayakar Rd.	Maulana Shaukatali Rd., Trimbak Parshuram Street, Ardeshir Dady Street, Vithalbhai Patel Rd., & Babasaheb Jayakar Rd.	Lokmanya Tilak Rd., Vasudeo Balvant Phadke Chowk, & Anandilal Podar Rd. & F-Rd. Marine Drive
D	V.P. Rd., , Ardeshir Dadi Street, Trimbak Pashuram St., Shukhlaji St.	Netaji Subhash Rd. upto Govt. Printing Press, D.N. Purandare Rd., Band Stand, Walkeshwar Rd., Bhagwandas, B., Indrajit Rd., Bhulabhai Desai Rd. to Haji Ali	Boman Behram Rd., Arthur Road, Tardeo Rd., Keshavrao Khadye Rd.	B.Jayakar Rd., Bhuleshwar naka, Maharishi Karve Rd. up to the Seaface.
E	Seaface, Reay Rd.,	Sane Guruji Rd., Western Railway, Jehangir Boman Behram Rd., Shukhlaji Street	Dattaram Lad Rd.,	Ramchandra Bhat Rd. Wadi Bunder, Maulana Shaukatali Rd.
F/ South	Sewree seaface, Central Railway,	Central Railway	Mumbai Marathi Granth Sangrhalaya Rd. & Road No. 26	Dattaram Lad Rd. and Kalachowky
F/North	Thane Creek,	Central Railway	N.S.Mankikar Causeway	Mumbai Marathi Granth Sangrhalaya Rd. & Road No. 26, Scheme 57 and thereafter straight up to the Creek
G/South	Central Railway	Seaface	Swatantryaveer Savarkar Rd., Kashinath Dhuru Rd. to Kaksahab Gadgil Rd.	Keshavrao Khade Rd., SaneGuruji Rd., to Western Railway
G/ North	Central Rly. along Senapati Bapat Rd.	Seaface	Mahim Creek	Kakasaheb Gadgil Rd.
H/East	Mithi River, C.S.T.Rd., Santacruz (E)	Western Rly. Lines	Milan Subway, Vile Parle (E)	Mahim Causeway, Dharavi Link Rd.

WARD	EAST	WEST	NORTH	SOUTH
H/West	Bandra – Khar – Santacruz Rly lines	Seaface	B.E.S.T. Depot, S.V. Rd., south of the nalla passing through L.I.C. Quarters	Mahim Causeway
K/East	Mithi River & Airport	Western Railway	Bandrekarwadi, Ram Nagar, Pratap Nagar, Jogeshwari (E),	Milan subway – Vile Parle (E)
K/West	Western Railway	Seaface	Oshiwara bridge	Milan subway, old Aerodrome
L	Tansa pipeline toward Chembur, Vikhroli & Ghatkopar hills	Mithi River	Powai	Sion Creek
M/East	Thane Creek	R.C. Rd., Nirankari Math, connecting with RCF Township & CG Rd., to Panjrapole junction along Waman Tukaram Patil Rd., & Central Rly., upto Subash nagar nulla along the Creek to the Eastern Express Highway	Thane Creek	Seaface
M/West	H.C. Rd., Nirankari Math, connecting with RCF Township & CG Rd., along Waman Tukaram Patil Rd., & Central Rly., upto Subash nagar nulla along the Creek to the Eastern Express Highway	Tansa Pipeline	Nallah between Chembur & Somaiya College, Ghatkopar pumping station	Seaface
N Ward	Thane Creek	Netaji Palkar Rd along Ghatkopar & Vikhroli Hills, upto Varsha Nagar Off Parksite colony	End of Varshanagar along the Western Boundary of Godrej Co., 17th Rd., along Bahadur Shastri Rd. meeting Vikroli Station., along Phirojsha Godrej Rd upto the nalla & Thane creek, south to Kannamwar Ngr	Netaji Palkar Rd. Khalai Village, Nathani Steelyard, South of Chittaranjan Nagar, Hindu Cemetery upto the nalla near Ghatkopar Pumping Station.
P/North	Eastern Boundary of village Kurar	Seaface beyond Manori & Madh	Garaswadi- Valna village, Marve Rd., C.O.D. East of Railway line	Boundary of Goregaon - Mulund link Rd., Govind Nagar Rd., further extended toward Chinchavali Bunder Rd.

WARD	EAST	WEST	NORTH	SOUTH
P/South	Eastern boundary of Aarey Village	Malad Creek	N.L. Rd., upto Chincholi Level Crossing	Oshiwara bridge, Bandrekar wadi
R/North	Sanjay Gandhi Park	Gorai – Culvem – Manori Rd., Gorai & Culvem villages	Dahisar Octroi yard Check naka	90 D.P. Rd., north – east of the Creek, beyond the highway on the east.
R/South	Hanuman nagar, Damupada	Charkop village	Ban Dongiri, Military Depot, Khajurai Lake, Lala Lajpatrai Rd., Ganeshnagar	Mahavir nagar, Poisar river upto Western railway Rd., F.C.I Kothare Rd. & Samata nagar
S	Eastern Express Highway, Kannamwar nagar	Along the boundaries of L & K wards	Mulund - Goregaon upto old Tansa pipeline and further along the catchment area of Vihar lake	North nallah of Kannamwar nagar, Vikhroli Railway Crossline Road up to L.B.S. Rd., upto Gordon Compound.
T	Thane Creek	Vihar Lake	Boundary of Greater Mumbai	Goregaon – Mulund Link Rd.

## GLOSSARY

### Zone:

The city has been divided into 6 Zones with a Deputy Municipal Commissioner responsible for the functioning of the wards that fall under each zone.

### Ward:

There are 23 wards within the city. To facilitate administrative decentralisation, each ward has its own ward office with the Ward Officer who is responsible for the municipal services to the geographical area falling within its' purview. Each ward also has various departments that perform municipal services, each department within the ward has their respective Heads of Departments that are responsible for these services.

### Constituency:

For the purpose of elections, these wards are further divided into elective constituencies.

# APPENDIX

## Contact Numbers of the Municipal Corporators 1997 to 2002

Const	Ward	Name	Residence	Office
1	A	Puran M. Doshi	2854052	2831780
2	A	Suresh Narvekar	2629576	
3	A	Annie Shekhar	2026545	
4	A	Vijaya Dhulla	2621266	2695684
5	B	Balwantrao Pawar	5683551	3747320
6	B	Yusuf Abrahani	375 4366	3770042
7	B	Waqarunnisa Ansari	620 2963	
8	C	Jivraj Shah	2057476	
9	C	Nilima Kashelkar	2095152	
10	C	Yaqoob Memon	371 0328	3724739
11	C	Mohammed Mansuri	346 4773	
12	D	Jaya Goythale	3859066	3859064
13	D	Arvind Nerkar	3891977	
14	D	Shantaram Dhanawade	3686062	3676144
15	D	Subhash Mayekar	4923695	
16	D	Kisan Jadhav	3675089	
17	D	Bhavana Koli	4945722	
18	D	Shantaram Brid	3095750	
19	D	Anant Palkar	3857051	
20	D	Noshir Mehta	3093330	
21	E	Kiran Surve	305 2039	3086758
22	E	Nasir J. Shaikh	2045720 / 2836365	
23	E	Yashwant K. Jadhav	3750543	5641878
24	E	Ulka Patkar	3776663	
25	E	Ram S. Sawant	3712044	
26	E	Shakir M.S. Ansari	3054258	
27	E	Surekha K. Raut	3094378	
28	E	Dipali D. Chavan	8635692	
29	E	Neeta A. Naik	3073022	
30	F/S	Sudha S. Meher	4126211	
31	F/S	Parag V. Chavan	4163458	
32	F/S	Vishnu J. Kanavaje	4135829	4162374
33	F/S	Sumitra V. Wable	4135333	
34	F/S	Ramvachan S. Murai	4132092	
35	F/S	Abdul S. M. Shaikh	4180505	
36	F/S	Shraddha S. Jadhav	4129477	4150351
37	F/S	Digamber D. Kanderkar	8054767	
38	F/S	Suyogi M. Naik	4151262	
39	F/N	Babubhai Chedda	4145277	
40	F/N	Hemant U. Doke	4140979	
41	F/N	Rajul R. Chedda	4141023	
42	F/N	Lalita A. Navale	4126647	
43	F/N	Trushna C. Vishwasrao	4140047	
44	F/N	Niyaz A.A.L Vanu	4120304	
45	F/N	Ravi Raja	4090796	
47	F/N	Rekha U. Doshi	4091343	4026811

Const	Ward	Name	Residence	Office
48	F/N	Karuna Mhatre	4078827	
49	G/S	Jagannath Kulkarni	4925938	
50	G/S	Mahadeo Deole	4930188	
51	G/S	Jayshree Bhaskar	3001180	
52	G/S	Kedari Redekar	3054899	
53	G/S	Vijay B. Kudtarkar	4924261	
54	G/S	Vasant V. Suryavanshi	4303020	
55	G/S	Ashish R. Chemburkar	4920299	
56	G/S	Nandkumar T. Satam	4933234	2621283
57	G/S	Manishankar N. Kawathe	4220926	4225624
58	G/S	Vishakha S. Raut	4220347	
59	G/N	Sadanand S. Sarvankar	4361126	
61	G/N	Ganesh A. Mahale	4227258	4229823
62	G/N	Indumati B. Mangaonkar	4451448	
63	G/N	Ajit G. Pandit	4225867	
67	G/N	Hanumannta S. Nandepalli	4030694	
68	G/N	Kunal N. Mane	4078903	
69	G/N	Deepak N. Kale	5241246	4074459
70	G/N	Datu T. Katke	5127127	4071146
71	G/N	Milind D. Vaidya	4463936	
72	H/W	Priya V. Padwal	6430888	4927077
73	H/W	Ziyauddin A. Siddiqui	6514555	
74	H/W	Bharati R. Aglave	6486522	
75	H/W	Kamini K. Bhatija	6495478 / 6048475	
76	H/W	Ramesh B. Mahadik	6486079 / 6041173	
77	H/W	Kranti A. Sathe	6498011	2660303
78	H/W	Ashok V. Patil	6172816	6132345
79	H/E	Virendra G. Zagde	6400940	
80	H/E	Prakash V. Sawant	6435397	6513659
81	H/E	Radhesham N. Chavan	6424928	
82	H/E	Helen A. Bharde	6438776	
83	H/E	Suryakant G. Chavan	6456867	
84	H/E	Sanjay G. Potnis	6108160 / 6141433	
85	H/E	George Abraham	6182157	
86	H/E	Vijay R. Gurav	6160536	
87	H/E	Sadanand G. Parab	6174375	
88	H/E	Khan M.A. Bastiwalla	6148704	6512392
89	K/E	Pranali P. Vedak	6117719	
90	K/E	Parag M. Alavani	6100171	
91	K/E	Suryakant Bait	6182355	
92	K/E	Suhas Tawde	8205428	
94	K/E	M.J.Hegde	8320763	265 2228
95	K/E	Manjusha Patil	8327200	8228424
96	K/E	Shashikant Patkar	8301121	8220974
97	K/E	Ramesh Latke	8367948	8211471
98	K/E	Shwetali Patil	8212255	8379700
99	K/E	Ravindra Waikar	8377785	6452608
100	K/E	Pravin Shinde	8386261	
101	K/E	Anant Bhosle	8384051	

Const	Ward	Name	Residence	Office
102	K/E	Vijaya Kadam	8300677	
103	K/E	Rajesh Sharma	8320677	8201643
104	K/W	Madhura Chari	6176410	
105	K/W	Arun Deo	6287741	
106	K/W	Ashok B.Jadhav	6711057	6711937
107	K/W	Salim Beg	6284703	6289940
108	K/W	Ashok R. Jadhav	6700608	6243675
109	K/W	Vanita Marucha	6264783	
110	K/W	Anita Bagwe	6242159	
111	K/W	Aditi Kerkar	6251348	
112	K/W	Ismail Makwana	6287274	
113	K/W	Pandurang Amre	6282781	
114	K/W	Nilima Rajopadhye	6286012	
115	K/W	Abdul Patel	6289109	6704821
116	K/W	Rajul Patel	6705868	
117	P/S	Dilip Shinde	8739494	
118	P/S	Ramchandran Pillai	8727251	8724585
119	P/S	Ram Mhatre	8738501	
120	P/S	Dilip Patel	8738274 / 8761122	
121	P/S	Sunil Prabhu	8864320	8730262
122	P/S	Tarashankar Choube	8403624	
123	P/S	Sudha Tembwalkar	8771545	
124	P/S	Vidya Thakur	8736925	8722038
125	P/N	Sadhana Mane	8411146	8402376
126	P/N	Ahmed Saudagar	8402786	8409492
127	P/N	Juli Patel	8410150	
128	P/N	Chandrakant Wadkar	8402626	
129	P/N	Priyavanda Kadam	8406253	
130	P/N	Daksha Patel	8411655 / 8491532	
131	P/N	Ramnarayan Barot	8400997	8408154
132	P/N	Anagha Mhatre	8896504	
133	P/N	Ashok Patel	8891406	
134	P/N	Salama Alamelkar	8818844	
135	P/N	Austin Gracias	8896562	
136	P/N	Anthony Britto	8821534	
137	P/N	Parul Mehta	8829924	
138	R/S	Pravinbhai Rami	8072626	
139	R/S	Kamleshkumar Yadav	8634354	
140	R/S	Avinash Pednekar	8696308 / 8681818	
141	R/S	Shailaja Girkar	8610844	
142	R/S	Shridhar Shelar	8871372	
143	R/S	Shivasahay Singh	8615782	
144	R/S	Bharati Pandagale	8870327	
145	R/S	Rameshsingh Thakur	8870319	8870627
146	R/N	Gajanan Thakare	8932270	
147	R/N	Shirish Chogale	8866731	
148	R/N	Balkrishna Rane	8013936	
149	R/N	Gopal Shetty	8089567	8085110
150	R/N	Shilpa Mithbaokar	8017176	

Const	Ward	Name	Residence	Office
151	R/N	Vijay Daruwale	8051879	
152	R/N	Vinod Ghedia	8052519	2661705
153	R/N	Vidhyarthi Singh	8058608	
154	R/N	Sanjeev Bavadekar	8943044	
155	R/N	Ashok Nar	8932294	
156	R/N	Hansaben Desai	8059340	8618065
157	R/N	Manik Koli	8940433	
158	R/N	Kamalkar Patil	8954310	8903705
159	R/N	Harehwar Patil	8937858	
160	L	Surekha Patil	5293095	
161	L	Mahadeo Pawar	5220617 / 5287096	
162	L	Abdul H.Khan	6153222	5105366
163	L	Rajendra Lad	5244917	5244916
164	L	Sunita Mule	5234587	
165	L	Sunil Ganacharya	6104960	5147571
166	L	Abdul L.Khan	5110515	
167	L	Dilip Lande	8510214	
168	L	Ehsanullah Khan	5107366	5107357
169	L	Kamlakar Jamsandekar	5109495	5114531
170	L	Somnath Sangle	8594203	
171	L	Lalita Annamalai	8510776	
172	L	Dr. Anuradha Samant	5784492	
173	M/W	Rajendra Mahulkar	5566661	
174	M/W	Sharad Kamble	5586404	
175	M/W	Raju Gangurde	5293636	
176	M/W	Ravindra Pawar	5582048	
177	M/W	Ramchandra Kadam	5226240	
178	M/W	Sangita Handore	5288290 / 5281040	
179	M/W	Jyoti Shisode	5576001	
180	M/W	Tukaram Kate	5579644	
181	M/E	Vitthal Kharatmol	5512098	5511919
182	M/E	Phillip Easo	5566491	
183	M/E	Sakharam Gawali	5570663	5571368
184	M/E	Sunita Raut	5565980	
185	M/E	Noor Shaik	5578458	
186	M/E	Vitthal Lokare	5583998	
187	M/E	Jubeda Khan	5569985	
188	M/E	Shakila Ansari	5579346 / 5566839	
189	M/E	Shakuntala Jadhav	5585757	
190	M/E	Noorjahan Inamdar	5554618	
191	N	Namdeo Ubale	5281693	
192	N	Mrudula Shah	5128961	
193	N	Shrinivas Rao	5110104	5157189
194	N	Archana Waghmare	5168408	
195	N	Shubhangi Shirke	5125433	
196	N	Pravin Chheda	5117889	
197	N	Mukund Thorat	5149258	
198	N	Bharati Jadhav	5113108	5147374
199	N	Suresh Golatkar	5105017	

Const	Ward	Name	Residence	Office
200	N	Sailesh Talekar	5173419	
201	N	Rambhau Kale	5161852	
202	N	Aruna Patil	5173564	
203	S	Chandan Sharma	5787284	
204	S	Kamlakar Patil	5611812 / 5611746	
205	S	Surekha Godambe	5775486	
206	S	Dattaram Dalvi	5787070	
207	S	Suchita Chindarkar	5771547	
208	S	Suvarna Karanje	5775061	5792068
209	S	Suhasini Parab	5673917	5792068
210	S	Manorama Patil	5681741	
211	S	Sulabha Yadav	5642076	
212	S	Tarasingh Sardar	4072914	
213	S	Suchita Shinde	5684543	5676688
214	S	Suresh Koparkar	5646735	5602918
215	T	Ramcharitra Singh	5613558	P.O. Box: 17805
216	T	Pashuram Mirekar	5655187	
217	T	Pratap Thakkar	5610202	
218	T	Prabhakar Shinde	567 3177	5645385
219	T	Vatsala Vaity	5671203	
220	T	Waliben Makwana	5687332	
221	T	Balakrishna Tiwari	5679415	

## A C K N O W L E D G E M E N T S

Mr. B.G.Deshmukh, TCCI  
 Mr. Jamsheed Kanga,  
 Tata Housing  
 Mr. Ratnakar Gaikwad,  
 MCGM  
 Mr. C.R. Vevaina, Tata Power  
 Mr. Titu Ahluwalia,  
 ORG-MARG  
 Mr. Prem Mehta, LINTAS  
 Mr. D.M.Sukthankar  
 Mr. R.K.Laxman  
 Dr. Sheilu Sreenivasan,  
 DIGNITY Foundation  
 Dr. Rainer Adam, FNSt  
 Mr. Hubertus von Welck, FNSt.

Mr. Subodh Kumar, FNSt.  
 Mr. Anant Nadkarni, TCCI  
 Mr. M. Lele, Tata Press  
 Dr. Geeta Shah, TISS  
 Dr. Ujjwal Siriah, Taj  
 Ms. Kalyani Barve,  
 Root Cause  
 Ms. Gulan Kriplani, LINTAS  
 Mr. Harsh Sabale  
 Ms. Geeta Das, ORG-MARG  
 Mr. Gerson da Cunha  
 Mr. Roger Pereira, BMRP  
 Mr. Allwyn Fernandes, BMRP  
 Dr. David Pinto  
 Mr. M.R.Shah, MCGM

Mr. Deshpande, MCGM  
 Mr. Digvijay Srivastav, Madhu  
 Mehta Foundation,  
 Mr. Sameer Karve, Loksatta

The Madhu Mehta  
 Foundation  
 Tata Council for  
 Community  
 Initiatives  
 Friedrich Naumann  
 Stiftung  
 Bombay First  
 The Indian Express Group

## What you can do...

We at PRAJA are committed to creating an accountable and efficient society through people's participation.

If you share our mission statement we invite you to work with us to achieve this end and be a part of the PRAJA Movement.

The PRAJA Movement is nothing but an army of citizens who are interested in seeing that the public services are delivered with efficiency in their locality.

To join the PRAJA movement we request you to fill out your details below. We will get back to you.

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
\_\_\_\_\_

OFF. TEL.: \_\_\_\_\_

RES. Tel. \_\_\_\_\_

E-mail: \_\_\_\_\_

OCCUPATION: \_\_\_\_\_

☐ Employed- Full-time:

☐ Employed- Part-time:

☐ Self-Employed:

☐ Student:

☐ Other:

Please specify your profession \_\_\_\_\_

If you are retired we would like  
to know your professional background:  
\_\_\_\_\_

If your organisation is interested in  
networking with PRAJA, kindly use  
the format below:

Name of the organisation:  
\_\_\_\_\_

Person to contact:  
\_\_\_\_\_

OFF. TEL.: \_\_\_\_\_  
\_\_\_\_\_

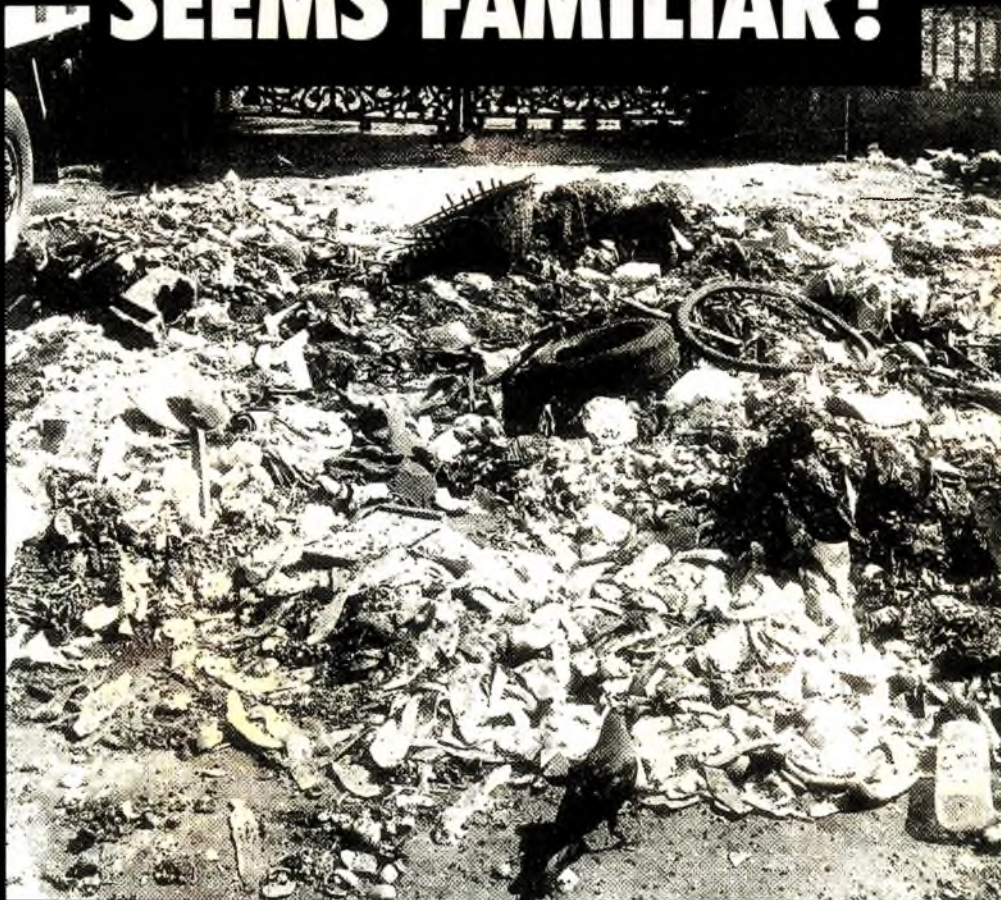
Email: \_\_\_\_\_  
\_\_\_\_\_

Nature of work:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

We look forward to working with  
you for a better India!

Please mail this information to: PRAJA, PO Box 16079, Colaba  
Post Office, Wodehouse Road, Mumbai- 400 005  
E-mail: praja\_foundation@hotmail.com

# SEEMS FAMILIAR?



## GOOD. THIS AD IS JUST FOR YOU.

Garbage, water shortage, traffic congestion, pollution, thefts, encroachment... If you identify with any of these problems then this ad is for you. ActionLine, a weekly feature in Express Newslines - the city supplement of **The Indian Express** - tries to solve the problems in your area by bringing them to the notice of the concerned authorities. All you have to do is write to us, regarding the problem in your area.

ActionLine also includes contact nos. of government officials, elected representatives and of critical services in your area. The feature also has a column where you can get your consumer-related queries answered.

If you feel it's time you did something about the unpleasant surroundings around you, make sure you read Action Line on Mondays - only in Express Newslines. Don't let this ad go waste, please.



*The Indian* **EXPRESS**

**ActionLine**  
every Monday  
**EXPRESSNewslines**