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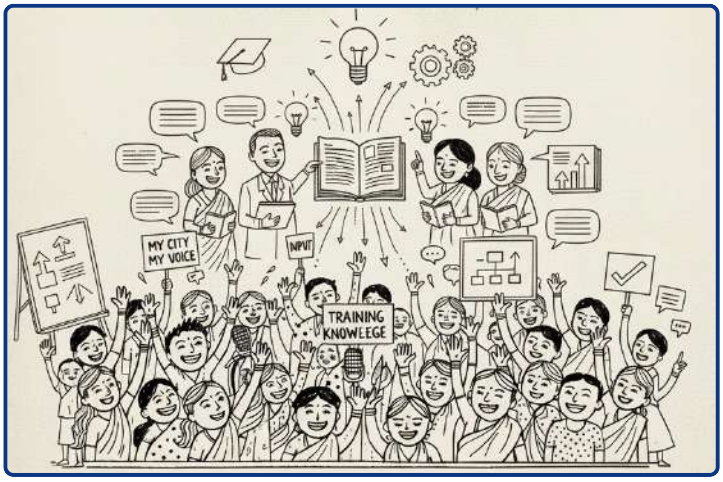
Citizens' Manifesto for Maharashtra's Municipal Elections 2025

IMPROVED SERVICE DELIVERY



INCREASED MUNICIPAL CAPACITY AND TRAINING

OPEN AND FREE ACCESS TO DATA

HIGHER CITIZEN PARTICIPATION

December 2025

Citizens' Manifesto for Maharashtra's Municipal Elections 2025

A Roadmap for Transparent, Accountable, Data-Driven and People-Centric Urban Governance:

Maharashtra stands at a defining moment. We are in the midst of one of the largest urban transitions in India's history. By 2035, nearly half of India's population will live in cities. Yet for the past three years, Maharashtra's Municipal Corporations including Mumbai have functioned without elected representatives, weakening accountability at the level where it matters most.

Local government is the closest tier of democracy to citizens. It determines water supply, sanitation, waste collection, drainage, neighbourhood mobility, public health facilities, local planning and neighbourhood resilience. The absence of elected representatives has meant that decisions on transport, redevelopment, land use and infrastructure have been taken for the people, not with the people.

We present this 'Citizen Manifesto' to all 'Political Parties' and 'Candidates': a practical, measurable roadmap to rebuild trust, strengthen governance and ensure that the next five years are transparent, equitable and democratic.

1. WHAT THE MUNICIPAL GOVERNMENT CAN DO - WITHIN ITS CURRENT POWERS:

Despite limited constitutional devolution, Municipal Corporations in Maharashtra already possess significant authority that directly affects resident's everyday life. These must be exercised fully and responsibly.

Municipal Governments can:

A. Provide, Manage and Improve Core Urban Services:

- Water distribution
- Sewerage and drainage systems
- Solid waste management
- Public toilets and sanitation
- Ward-level roads and footpaths
- Street lighting, local markets, parking regulation

B. Strengthen Public Health Infrastructure:

- Municipal hospitals, dispensaries and health posts (Primary Health care)
- Disease surveillance
- Public health campaigns

C. Improve Municipal Education:

- Municipal schools: quality of education
- Digital learning and teacher training

D. Protect and Enhance the Urban Environment:

- Parks, Gardens, Playgrounds.
- Air/Noise/Water pollution mitigation.
- Biodiversity Conservation.
- Protection of Green Spaces.
- Real-time dashboards on air and water quality.
- Targeted action plans for pollution hotspots.
- Preparation of Disaster Management Plan/other relevant mitigation plans.

E. Undertake Local Urban Planning:

- Ward/Neighbourhood level improvements.
- Local Area Plans.
- Building permissions (Under State Norms)

F. Enable Citizen Participation & Accountability:

- Ward Committees / Area Sabhas.
- Centralised Grievance Redressal Systems.
- Public consultations: Online & Offline.
- Transparent tenders and contracts.
- When executed well, these powers alone can transform how citizens experience their city.

G. Mandatory disclosure of Service Level Benchmark:

- Mandatory disclosure of Service Level Benchmark (SLB).
- Regular revision of Citizen Charter with updated SLBs and achievement of SLB.

H. Quarterly Ward Report:

- Reports on Infrastructure and civic amenities, health care services, administration and finance and different environmental reports like Air Quality Index at ward level on regular basis.

2. ENSURE BASIC STANDARDS OF SERVICE DELIVERY

Efficient service delivery is the cornerstone of Good Governance and directly influences citizen trust and satisfaction. Municipal governments must establish clear, measurable standards like Service Level Benchmarks e.g., 'Urban and Regional Development Plans Formulation and Implementation' (URDPFI) for all public services and ensure strict adherence through monitoring and accountability systems.

Priority service commitments for the next 5 years:

A. Water & Sanitation

- Continuous, equitable water distribution.
- Clean, functional, gender-balanced toilets.
- Universal access to toilets in slums and informal settlements.

B. Solid Waste Management:

- Daily segregated waste collection in every ward.
- Decentralised waste processing units.
- Transparent monitoring of contractors and routes.

C. Roads, Footpaths & Drainage:

- Pothole-free roads with transparent quality standards.
- Walkable, obstruction-free footpaths for pedestrians.
- Monsoon preparedness plans published before the rains with vulnerability mapping.

These are not amenities; they are basic rights. Ward-level performance standards, aligned with the Sustainable Development Goals (SDGs) and National Urban Indicators, should be publicly monitored and audited regularly.

3. BUILD CAPACITY OF MUNICIPAL ADMINISTRATION & ELECTED REPRESENTATIVES:

Key commitments:

- Fill critical vacancies across state, for e.g., Brihanmumbai Municipal Corporation has 31% of medical and 42% of paramedical posts vacant.
- Hire experienced professionals as lateral entrants specialising in planning, climate, finance, and data analytics
- Review and right-size cadre strength to eliminate redundancies, optimise staffing to improve efficiency and accountability.
- Appoint key roles such as Chief Data Officers and Chartered Accountants etc.
- Introduce performance-linked promotion/incentives for the officials and staff of Corporation.

Strong systems require strong people.

4. OPEN DATA PORTAL FOR TRANSPARENCY:

Transparency builds trust. Political parties must commit to Open Data Portal with real-time ward-level information on:

- Projects, tenders, budgets and expenditures.
- Water supply, waste collection, road works.
- Health facility performance indicators and other critical services data.
- An AI-powered chatbot and Interactive dashboards for data visualisation.
- Reports on Environment Status Reports, Air Quality Index reports, Annual Administrative reports and other real-time datasets.

Data must become a shared public asset.

5. DIGITAL E-GOVERNANCE FOR CITIZEN FEEDBACK, NEEDS & WANTS:

A unified digital platform must allow citizens to:

- Access 'open data' at the ward level at the beginning of the year to enable citizen engagement.
- Submit their "**Needs and Wants".**
- Enable feedback submission on public services.
- Track which requests are actually included in budgets and planning documents.
- This closes the loop between citizen voice and government action.

6. THE DIGITAL FIRST WARD COMMITTEES / AREA SABHAS.

- Ward committees must be transformed into a digital-platform that:
- Livestreams all meetings for public access with published agendas and minutes.
- Allow residents to submit inputs and request digitally.
- Proactively publishes ward-level project data for transparency.
- Provides real-time dashboards to monitor works progress.
- Enables digital feedback on completed projects.
- This makes participation inclusive and universal rather than selective.

Conclusion:

Cities are the engines of India's future and therefore it is vital for building just, sustainable, and prosperous Urban Centers in our era. By adopting a citizen-centric, transparent, and data-driven approach to governance, Municipal Corporation can ensure that service delivery meets the highest standards of efficiency, inclusivity, and accountability. Through innovation, capacity building, and active citizen participation, Indian cities can emerge as beacons of resilience and economic opportunity for all. In essence, aligning service standards, open data, participatory platforms, and institutional capacity creates a coherent roadmap for municipal governments to convert citizens' everyday expectations into guaranteed rights and measurable outcomes.

Acknowledgement:

Praja would like to take this opportunity to specifically extend our gratitude to all our Elected Representative, Government officials, the Civil Society Organisations (CSOs) and the journalists for their continuous cooperation and support.

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Citizens' Manifesto for Maharashtra's Municipal Election 2025

CANDIDATE PLEDGE

As a candidate committed to transparent, accountable, and citizen-centric governance, I, hereby pledge to uphold the following commitments if elected.

1. **Improved Service Delivery:** I will work to introduce Service Level Benchmark (SLB) for services provided by the Municipal Corporation for efficient and responsive civic services.

2. **Open and Free Access to Data:** I will work to establish real-time Open Data Portal for budgets, projects, and other services at ward level to empower the citizen with information.

3. **Ward Reports:** I will ensure to publish ward-wise quarterly work performance report.

4. **Higher Citizen Participation:** I will work to create forums through digital platform for ongoing citizen involvement in decision-making, participatory budget, their needs and want and complaints.

By adopting these commitments, I pledge to foster a participatory, transparent, and responsive local government that empower citizens and improve public services.

Details:

Name:

Political Party:

Signature:

Date:

Citizens' Manifesto for Maharashtra's Municipal Election 2025

POLITICAL PARTY PLEDGE

As a Political party, we are committed to transparent, accountable, and citizen-centric governance, we hereby pledge to uphold the following commitments.

1. **Improved Service Delivery:** Introduce time-bound targets and AI-driven tools for efficient, responsive civic services.

2. **Increased Municipal Capacity and Training:** Enhance financial autonomy and skills of Municipal officials (appointed and elected).

3. **Open and Free Access to Data:** Establish real-time open data portals for budgets, projects, and services to empower citizens with information.

4. **Ward Reports:** We will ensure to publish ward-wise quarterly work performance reports.

5. **Higher Citizen Participation:** Create forums through digital platform for ongoing citizen involvement in decision-making, participatory budget, their needs and want and complaints.

By making these commitments, we pledge to foster a participatory, transparent, and responsive local government that empower citizens and improve public services.

Details:

Name:

Political Party:

Signature:

Date:

Target to set for 2025-30

CITIZENS' MANIFESTO FOR MAHARASHTRA'S MUNICIPAL ELECTIONS 2025

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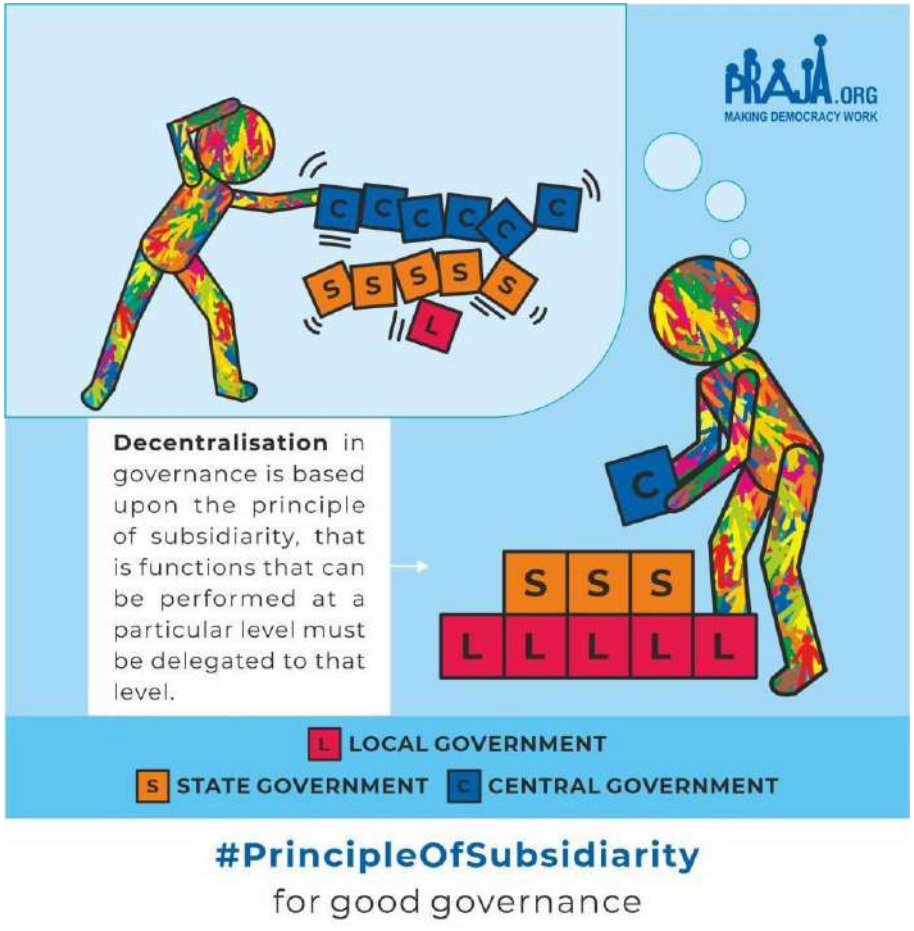
1. Solution to Urban Crisis: Empowerment of Cities



There is a need to empower local governments, which are best placed to understand and resolve the urban issues.

In order to empower City Governments, we need to introspect on following guiding topics:

1) Urban Governance Reforms
   a. Empowered City Elected Representatives and Legislative Structure
   b. Citizens Engagement
   c. Service delivery
   d. Municipal Finance
2) Climate change
3) Mumbai related services

2)Urban Governance Reforms

2.1. Empowered City Elected Representatives

Urban Governance Index 2024

Goals
Mayor Term

Issues

The **office of the Mayor is not co- terminus with the City Government**, which affects the long-term vision, planning and urban development (particularly if the mayoral tenure is less than 5 years) ***Currently the term of Mayor is for two and half years.***

Targets

Article 243 U of the Constitution (Seventy-fourth Amendment) Act, 1992 **mandates the duration of the City Government to be five years** from the date of appointment for its first meeting. Mayor's co-terminus tenure with the term of the City Government allows for **synchronised planning, execution and decision making** for the office of the Mayor. This allows for experience gathering, execution of projects envisioned and ultimately fulfilment of citizens' mandate.

Goals
Mayor Cabinet

Issues

Lack of coordination and decision making authority over the committees chairpersons, which affects the overall development of the city. ***Currently Mayor does not serve as the chairperson of the apex committee.***

Targets

The cabinet system is practiced by the Union and State government headed by the Prime Minister and Chief Minister respectively. Similar system should be constituted in the City Governments, which functions as an apex committee holding strong decision making powers. This committee should be chaired by the Mayor and various Standing/Subject committee chairpersons should be the members of the apex body.

Goals

Corporation Procedure Rules

Issues

Lack of Corporation Procedure Rules (CPR) for functioning of the City Government. Out of the 29 Municipal Corporation in Maharashtra, only 10 have a CPR/ Procedure for Conduct of Business Rules, which is approved by state government.

Corporation Procedure rules should be stringent and robust.

Targets

The City Government Council should function with prescribed set of rules similar to that of the functioning of the State Legislative Assemblies and the Parliament. The council should also have independent authority to frame bye-laws, draft city level policies and action plans, which are vital for effectively resolving pressing issues.

Goals

Councillor Training and Capacity Building

Issues

The lack of training provisions for newly elected councillors results in delays and limits their capacity to contribute effectively to the functioning of the City Government .

Currently there is no provision for the Councillors training.

Targets

Making provisions for regular and structured capacity building of councillor in the State Municipal Acts will enable them to better fulfil their Constitutional responsibilities. This will also lead councillors to make the best use of various schemes which are available for development and best practices in the functions that come under their responsibility.

Goals

Councillor Empowerment

Issues

The lack of allowances, office space and support staff required to empower councilors

Targets

- Adequate allowances: Ensure sufficient funding for councillor activities and expenses.
- Dedicated office space: Provide suitable workspaces for councillors to meet constituents in their office and in the Municipal office for conduct of business.
- Sufficient support staff: Allocate appropriate personnel to assist councillors with administrative tasks and research.

Goals

Empowered Municipal Secretary office to support Councillors

Issues

Lack of awareness about the Municipal business and procedures in councillors

Targets

The empowerment of the Municipal Secretary office in Maharashtra can significantly enhance the effectiveness of councillors, leading to improved governance and better services for local communities.

Goals

Timely and Regular Municipal Elections

Issues

Due to the irregular or delayed elections of Municipality, the very intent of 74th Constitutional Amendment Act is forfeited. This will lead to no accountability towards citizens and lack of elected representation of citizens in the City Governments.

29 Municipal Corporation in the Maharashtra are functioning without an elected wing. Regular election must be held in Future as per act.

Targets

One of important aspects behind enacting the Constitution (Seventy-fourth Amendment) Act, 1992 was the 'irregular Municipal elections' across the country. As per clause (3) of the Article 243U of the Act, 'the election to constitute a Municipality shall be completed before the expiry of its duration of 5 years unless dissolved'. Keeping this constitutional mandate as a base, conducting elections before the term of the corporation ends is essential to maintain a continuous functioning City Government councils at all times.

2.2. Service Delivery

a. Devolution of Functions

Goals

Single Planning Authority and Devolution of 18 Functions

Issues

Involvement of multiple agencies and non-devolution of 18 functions as stated in the 74th Constitutional Amendment Act (CAA) leads to **lack of coordination between multiple agencies, affecting project execution and service delivery**. This also leads to lack of accountability mechanisms towards citizens.

Only Brihanmumbai Municipal Corporation (BMC) performs 11 out of 18 functions)

Targets

- The functions listed in Article 243W of the 74th CAA are of high importance and **should be decentralised** and necessary provisions needs to be made in the State Municipal Acts.
- Similarly, any parastatal body or an Special Purpose Vehicle (SPVs) such as the Smart city, which operates within the jurisdiction of the City Government and delivers services, needs to function under the **control of City Government** for better coordination and execution.
- Moreover, **City Government shall be made the single planning authority** for the city's development.

Urban Governance Index 2024

b. Empowered City Administration

Goals

Municipal Cadre and Recruitment Sanctioning

Issues

Lack of expertise and dearth of capacity among the officials to handle tasks and deliver with efficiency, impacts the overall execution of projects and also affect the efficiency in service delivery.

Currently no city administration in Maharashtra holds sanctioning authority for recruitment.

Targets

For envisioning concepts such as sustainable cities and implementing city services with updated technology and to increase efficiency, specialised and skilled officials/employees are of utmost importance. Hence, it is suggested that a dedicated system of recruiting Municipal cadre officials be adopted.

City Governments require adequate number of functionaries with the required capacity to perform the functions and deliver the services effectively. With respect to this, the authority to sanction should be under the purview of the city administration to recruit.

Goals

Municipal Official Training

Issues

Lack of training and technological advancements among the officials affects the project implementation and service delivery.

Targets

City Government requires skilled officials who have the necessary and regular training and capacity support to function efficiently. This needs to be done through training institutions and by assigning budget provisions and planning.

2.3. Citizens Engagement

a. Citizen Participation Forum

Goals

Citizen Participation Forum

Issues

- There is a lack of a formal platform where citizens can share their **needs and wants** with regard to civic services.
- A feedback mechanism for citizens is also missing. Without a feedback and suggestion mechanism, complainants cannot express their satisfaction as well as put forth their suggestions for improvement.
- Lack of accountability.

Targets

- A **platform that allows citizens to express their needs and wants.** The platform can be regularly monitored by all stakeholders to ensure citizen centric approach when planning for service delivery and infrastructure provisions in cities. Adding this aspect will bring the citizen journey to completion.
- **Feedback and suggestion mechanism** allows complainants to express satisfaction or discontent.

b. Open Data Portal

Goals

Accessible Open Data Portal

Issues

- Lack of open and user-friendly dashboard
- No tracking mechanism

Targets

Need for an online user-friendly data portal with updated information on

- **Budgetary allocation and processes;**
- **Sanctioning of projects** and projects that are ongoing and executed;
- **Information on elected representatives** and the functioning of council and committees.
- **Citizen consultative meetings** through regular update of minutes of meetings.

Goals

Transactions

Issues

Multiple touchpoints to make payments for various civic services in the city.

Targets

Steps to include any **end-to-end transactions** with respect to service delivery including online taxes, licences, applications and other services – both monetary and otherwise.

Goals

Active Grievance Redressal Mechanism

Issues

- Complaints registered on complaint number, Municipal Corporation website and mobile application are stored in the system. But, complaints registered through other modes do not get registered in the centralised system.
- Lack of outcome indicator (e.g. need for a brief elaboration on what action was taken in the Action Taken Report.
- As mentioned in Citizens' Charter, civic complaints should be resolve in stipulated time.

Targets

- **Need for better 'Complaints Redressal System' with real time 'Action Taken Reports'** will ensure timely solutions to all complaints. This dashboard will contain all information related to citizens complaints registered for better accountability.
- **Councillor constituency number needs to be updated in the complaints record** to ensure greater accountability in addressing complaints.
- **A new Citizen Charter should be created** with information on updated departments and services. This will enhance accountability and achieve service level benchmarks.
- **Standard Operating Procedures (SOP) must be created for effective tracking, monitoring** and timely resolving citizen's issues in Municipal Corporation.

c. Citizen participation in Climate Change

Goals	Issues	Targets
Citizen Engagement in Climate Change	There is limited participation of citizens towards climate change policies and initiatives.	To ensure citizen participation in climate change initiatives, City Government should include: youth, citizen groups such as Resident Welfare Associations, Senior Citizen Groups, etc. to spread awareness and take initiatives as per the 'Climate Action Plan' of the city.

d. Youth in Governance

Goals	Issues	Targets
Youth Engagement in Urban Governance	Minimal opportunities in local governance for the youth.	Provision for an internship/ fellowship initiative designed to involve young citizen with City Governments, fostering their engagement on urban issues, offering them an opportunity to enhance their understanding of urban governance, its procedures and skill-building opportunities.

2.4 Municipal Finance

Fiscal Empowerment of City Government s Report 2024

a. National Municipal Accounting Manual

Goals

Uniform Accounting Standards

Issues

There is absence of financial data in a uniform format. Not all cities across India follow the National Municipal Accounting Manual (NMAM) guidelines.

Targets

There needs to be a provision in the State Municipal Acts to implement an uniform accounting standard across India for City Governments. The City Governments should follow the recommendations of NMAM and move towards standardised budget accounting to promote transparency and accountability in the accounting procedures.

b. Municipal Finance Dashboard

Goals

Availability of Financial Data Sets at State & National Level

Issues

There is lack of real time and open financial information of Municipalities.

Targets

A provision in the State Municipal Acts to create a 'Municipal Dashboard' which will include the budget, audit and financial information on various Municipal services, infrastructure projects, and administrative functions. This will establish a comprehensive, user-friendly online platform that consolidates financial data and information across Municipalities in India.

c. Devolution of Financial Powers

Goals

Devolution of Financial Power

Issues

- Less scope for City Governments to be financially self-sufficient, as they will always remain dependant on the State Govt. for revising existing tax rates or introducing new tax to enhance their revenue generation capacity.
- City Governments will not be able to execute projects or deliver services efficiently because of poor revenue generation. This will ultimately affect the quality of life of citizens in the city.
- Lead to no scope for self-governance without real financial empowerment.

Targets

- The **City Government should hold independent authority to introduce new taxes/charges as per State Municipal Act.**
- The City Government should hold independent authority to revise the tax rates/charges.
- The State Municipal Act should have provisions for the City Government budget to **include budget allocated by parastatal agencies in the city.**

Goals

Systemic Fiscal Transfers

Issues

- No transparency about SFC's recommendations to improve local Govt. financial status.
- Leads to removal of scope for any scrutiny by public and necessary accountability being maintained.
- Scope for arbitrary fund allocation.

6th State Finance Commission report and Action taken reports are not published on official website of Maharashtra Govt.

Targets

- The State Finance Commission (SFC) **should have latest report published on official website**.
- The **Action Taken Report of latest SFC should be published** on the official website by State Government.
- The **City Government should receive a direct percentage share of GST** (Through mechanisms such as escrow accounts etc.).

Goals

Financial Accountability

Issues

- No transparency on the public money being utilised for Municipal projects and services.
- Citizens will not be able to track whether their issues have been prioritised and the status of financial management performance of the City Government .
- Higher dependence of City Government on the state government for revenues.

Targets

- The State Municipal Act should make it **mandatory to publish the budget and accounts in the City Government's website.**
- The State Municipal Act **should have provisions for conducting external audit.**

3. Climate Change

Goals

Urban Greening Initiatives

Issues

Maharashtra's 'Urban Greening initiatives' faces challenges like limited space, poor maintenance, environmental degradation, and inadequate policy enforcement, hindering efforts to expand and maintain green spaces effectively.

Targets

Increasing urban tree cover and green spaces helps combat the urban heat island effect, where cities become significantly warmer than their surroundings due to human activities. Planting trees, creating parks, and integrating green roofs and walls in buildings can improve air quality, reduce temperatures, and enhance the quality of life for residents, all while contributing to climate resilience.

Goals

Disaster Resilience Planning

Issues

Maharashtra faces high disaster risk due to its geographical location and climate. Key issues in disaster resilience planning include inadequate infrastructure, lack of awareness, and limited coordination among agencies

Targets

As climate-related risks like floods and heatwaves increase, cities need comprehensive disaster preparedness and resilience plans. This includes flood defense systems, early warning mechanisms, heat action plans, and climate-resilient infrastructure that can withstand extreme weather events. These strategies will help cities minimize damage and protect vulnerable populations.

Goals

Sustainable Urban Transport

Issues

Maharashtra promotes sustainable urban transport through investments in public transport, non-motorized options, electric vehicles, and integrated urban planning to address congestion.

Targets

Encouraging the use of electric vehicles (EVs) reduces air pollution and reliance on fossil fuels. Improving public transport infrastructure, such as buses and metro systems, will reduce traffic congestion and lower emissions. Building cycling lanes and pedestrian-friendly pathways fosters eco-friendly and healthier modes of transportation, reducing a city's overall carbon footprint.

Urban forestry, protection of the environment and promotion of ecological aspects.

Goals

To Maintain Accurate Environment Reports

Issues

- The 74th amendment of the constitution of India in 1992 **defines the role and duties of Municipalities and Municipal corporations. The scope includes environment protection, promotion of ecology and urban forestry**.
- Maharashtra state government issued an ordinance to amend "The Mumbai Municipal Act 1888", making **"Environment Protection, Promotion of Ecology and Urban Forestry" as an obligatory duty vide section 61 (ab) in the year 1994.**

4. Municipal Services

a. Urban and town planning

Goals

Inclusive Development Plan

Targets

- **The SDG** (Sustainable Development Goals) **11: Sustainable cities and communities** targets to ensure **access for all to adequate, safe and affordable housing and basic services** and upgrade slums by 2030.
- To map out various infrastructure and service requirements in the city, **a local area development (LAD) plan should be formulated for targeted planning outcomes.**
- The SDG 11: Sustainable cities and communities targets to provide **universal access to safe, inclusive and accessible, green and public spaces,** in particular for women and children, older persons and persons with disabilities.

b. Economic and Urban poverty alleviation

Goals

Improve Livelihood

Targets

- The SDG 1: No poverty targets **to end poverty in all forms by 2030.**
- The SDG 8: Decent work and economic growth targets to **protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment by 2030.**

c. Mobility

Goals

Smart Public Transport

Targets

- **The SDG 11: Sustainable cities and communities** target to provide access to **safe, affordable, accessible and sustainable transport systems for all**, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons.
- **Decade of Action for Road Safety 2021-2030 promotes walking, cycling and using public transport** as inherently healthy and environmentally sound modes of transport.

d. Roads and Bridges

Goals

Pothole Free

Issues

- From **2021** to **2024**, a total of **38,985** road related complaints were registered, of which **31**% were for bad patches and/or potholes on the roads.

(THE STATUS OF CIVIC ISSUES IN MUMBAI)

Goals

Replace Old Bridges

Issues

Many bridges, skywalks in the city are old and in need of repairs also accessible to differently able.

Targets

- Decade of Action for Road Safety **2021-2030**, with the ambitious target of **preventing at least 50% of road traffic deaths and injuries** by **2030**.
- The Global Plan emphasis the importance of a holistic approach to road safety, and calling on continued improvements in the design of roads and vehicles; enhancement of laws and law enforcement; and provision of timely, life-saving emergency care for the injured.

e. Water Supply

Goals

Implement BIS Norms

Issues

The average water supplied in **Mumbai** is calculated at **45 lpcd** for slum areas and **135 lpcd** for residential buildings, however not all households receive this amount, as **44%** of **14,522** water related complaints were of shortage of water in 2024.

(THE STATUS OF CIVIC ISSUES IN MUMBAI)

Targets

BIS standard of 135 lpcd must be supplied to both slum and non-slum area. Every connection with at least 6-hour water supply in all areas.

Goals

Equity In Water Supply

Issues

- **BMC** report 'Towards Equitable and 24x7 Water Supply for Greater Mumbai' mentions non-slums in Mumbai receive **135 lpcd** while slum areas receive only **45 lpcd**. (RTI)
- **4%** non metered connections (includes residential, commercial and industrial)in Mumbai as on March **2025**.

(THE STATUS OF CIVIC ISSUES IN MUMBAI)

Targets

BMC's water metering policy of 2019 highlights the **goal of 100% metering** in consonance with Atal Mission for Rejuvenation and Urban Transformation (AMRUT) launched in 2015 that sets universal metering as one of its goals.

Goals Increase Water Timings

Issues

In **2024**, out of the **287** zones, **205** zones (**71**%) receive only upto **4** hours of water supply.

(THE STATUS OF CIVIC ISSUES IN MUMBAI)

Targets

Implementation of BMC's 24/7 water supply project. There should be metered connection in all the households.

Goals Improve Water Quality

Issues

In **2024**, **14**% of **14,552** water complaints in **2024** were related to contamination.

(THE STATUS OF CIVIC ISSUES IN MUMBAI)

Targets

The SDG 6: Clean water and sanitation targets to achieve **universal and equitable access to safe and affordable drinking water** for all by 2030.

Goals Sustainable Water Supply Methods

Issues

As of October 2020, there were a total of 3,209 Rain Water Harvesting (RWH) units in Mumbai city, based on information acquired through an RTI.

Targets

BMC's Rainwater Harvesting Policy aims to make RWH mandatory to new properties coming for development from 1st Oct. 2002 having plot area 1000 sq.mt and more. From 8.05.2019 as per DP 2034, the condition is binding to all developments having a plot area 500 Sq. Mts. & more**.**

f. Sewerage

Goals

100% Treatment of All Sewerage Generated

Reuse of Water

Issues

Major sea outlets and beaches in Mumbai are polluted* from untreated sewerage and/or surface pollution including solid waste. The average maximum **BOD recorded in all the major beach outlets was 16mg/lt. in 2023.**

Issues

Similarly, **the maximum BOD of Mithi river was 210mg/lt.** showing that it is highly polluted from untreated sewerage and waste disposal.

Targets

- Biochemical Oxygen Demand (BOD): The higher the organic matter (sewage and pollutants) in the water, the more is the BOD; the more the BOD, the lesser is the available oxygen for aquatic life. **CPCB norms for BOD from STP outlet are 20mg/lt. MPCB** (Maharashtra Pollution Control Board) **has adopted a stricter norm of 10mg/lt. The CPCB** (Central Pollution Control Board) **norm followed for BOD of waterbodies is 3mg/lt.**
- Faecal Coliform (FC): Faecal Coliform is bacteria found in the faeces of warm-blooded animals and humans, commonly found in human excreta and a major cause of water-borne diseases. **The CPCB's prescribed limit for faecal coliform in all waterbodies is 2500MPN25/100ml and for drinking water, detectable faecal coliform has to be nil.**
- The SDG 6: Clean, safe and sanitation targets to **improve water quality by reducing pollution, eliminating dumping and minimising release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally by 2030.**
- **100% of Sewerage generated will be treated and tertiary treatment** will be done in all the STPs to reduce marine pollution and prevent water and vector borne diseases.

* https://cpcb.nic.in/nwmp-data/

g. Sanitation

Goals

More Public & Community Toilets All Genders

Issues

Only **1** in **4** public toilet seats were for women in **2024**.
(THE STATUS OF CIVIC ISSUES IN MUMBAI)

Issues

Based on the census slum population figures, there is currently **1** community toilet seat per 86 males and 81 females in 2023.

(THE STATUS OF CIVIC ISSUES IN MUMBAI)

Goals

Better Toilet Infrastructure

Issues

Out of total Community Toilet Blocks in Mumbai **69%** lack water connection and **60%** lack electricity connection.

(THE STATUS OF CIVIC ISSUES IN MUMBAI)

Targets

The SBM (Swachh Bharat Mission) **guidelines state:**

- 1 public toilet seat for 100-400 males and 100-200 females
- 1 community toilet seat for 35 males and 25 females respectively.
- **Ensure that these facilities have adequate provision for separate toilets and bathing facilities for men, women and facilities for** the disabled (e.g. ramp provision, braille signage, etc.).
- **100% of all public and community toilets should have an electricity, water and sewerage connection.**

h. Public Health

Goals

Health Vision for 2030

Eradication programme for communicable diseases

Includes: Tuberculosis, Malaria, Dengue

Issues

- In **2022, 63**% of the total TB deaths have occurred in the productive population of the age group **20-59** years. 214 **TB cases**/1 lakh population in **2023.**
- **13,355** Malaria cases and **16,769** Dengue cases were registered in **2023***.
- The month-wise trend analysis of both diseases showed malaria and dengue cases increase from June till October.

*From October 2022 BMC initiated the Hindu Hruday Samrat Balasaheb Thackeray (HBT) Clinics Schemes, therefore HBT data was considered.

Targets

- Sincere efforts be carried in order to achieve Goal 3 of UN's Sustainable Development Goals **that emphasises to end epidemic of aids, tuberculosis, malaria and neglected tropical diseases, combat hepatitis, water borne disease and other communicable diseases.**
- 0 TB cases/1 lakh population by 2030 under SDG.

Goals

Adequate Primary Health Infrastructure and Human Resources

Issues

- There is a total of **31%** vacant post are in medical staff (directly treating patients) and a **42%** vacant post are in para-medical staff as on December **2023**.
- In **Mumbai** there are only **13** government health personnel/ **10,000** populations as on December 2023.
- Out of the **191 public dispensaries**, only **3%** (6 dispensaries) are accessible for **8 hours**, while 95% (181 dispensaries) are open for only for **7 hours**, while **194** Hindu Hruday Samrat Balasaheb Thackeray (HBT) clinics are open for **7 hours** and **13** HBT Clinics are open for **14 hours.**

Targets

- National Building Code (NBC) and Urban Design Plan Formulation and Implementation (UDPFI) by the Ministry of Housing and Urban Affairs recommends **there should be 1 dispensary for every 15,000 population.**

Goals

Health Programme on Lifestyle Disease

Issues

- Diabetes deaths has increased by **485**% and Hypertension deaths has decreased by **4%** from **2014** to **2022**.
- Other **NCDs** such as neoplasms (**10,354** deaths in **2022**) and respiratory diseases (**6,978** deaths in **2022**) also account for major causes of NCD related deaths. However, they are not covered under the **NCD** programme in **BMC**.
- Similarly, while hypertension is covered under the **NCD** programme, it accounts for only **4,847** of the total **29,252** deaths due to heart and circulatory system-related diseases in **2022.**

(Report on The State of Health in Mumbai)

Targets

- We should achieve **the SDG targets to reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being**
- Schemes related to NCDs such as **The National Programme for Prevention and Control of Cancer, Diabetes, Cardiovascular Diseases and Strokes should be implemented in Mumbai.**

Goals

Safeguard Mother and Child Health Programme

Issues

- For full immunisation, at least **3** OPV and **2** IPV doses are required. Average number of children with OPV and IPV dosage decreased from **1,69,465** in **2019-20** to **1,58,870** in **2020-21**.
- The number of Pregnant Women (PW) who registered for ante-natal care decreased by **20**% from **2018-19** to **2020-21**.
- Sustainable Development Goal's (SDG) National MMR target for **2030** is **70**. MMR was **68** in **2023**.

Targets

The SDG targets

- By 2030, reduce the **global maternal mortality ratio to less than 70 per 100,000 live births**
- By 2030, **end preventable deaths of new-borns and children under 5 years of age, with all countries aiming to reduce neonatal mortality to at least as low as 12 per 1,000 live births and under-5 mortality to at least as low as 25 per 1,000 live births**
- By 2030, **ensure universal access to sexual and reproductive health-care services, including for family planning, information and education, and the integration of reproductive health into national strategies and programmes.**

Goals

Nutritional Programme For Anaemic Citizens

Issues

- The proportion of positive cases to the total cases of individuals tested positive for severe anaemia. remains almost constant.
- Data showed a decrease of **7%** from **2019-20** to **2020-21** in the number of pregnant women. provided free medicines and diagnostics under the scheme.
- **5,354** pregnant women reported severely anaemic as of 2020-21(less than 11g/dl).

Targets

- Micro-nutrients in the diet need to be focussed upon such as iron rich food for tackling anaemia which needs to be incorporated as components in the overall food security policies and mid-day meal schemes.
- Reduce percentage of pregnant women **aged 15 to 49 years who are anemic (11g/dl) to 23.57% by 2030 under SDG 2030.**

Goals

Open Portal for Health MIS

Issues

- Total deaths registered in Mumbai has increased by **6%** from **89,037** in **2017** to **94,553** in **2022**.
- As Cause of Death data has been unavailable since **January 2017** on BMC website.

Targets

- Data on all the diseases and cases prevalent in the city should be maintained and analysed on a real-time basis. This will enable better methods to track the occurrence of diseases and ensure corrective measures are implemented to tackle them.
- In the 74th CAA**, one of the 18 functions includes recording vital statistics including registration of births and deaths.**
- **The registrar (in BMC, it is MOH) is responsible of the registration of births and deaths data and should maintain the data with them.**

i. Solid Waste Management

Goals

Dustbin Free Community - Door-to-door Collection

Issues

BMC claims **100**% door-to-door collection of waste as on **2023-24**. However, there were 10,205 complaints registered in 2024 for 'garbage not being lifted' from roads/various locations. (BMC Environment Status Report 2023-24)

Targets

SBM guidelines state **100% segregation of all types of waste (**wet and dry waste, e-waste, bio-waste, etc.) at source and a well-equipped collection and transportation of waste collection system.

Goals

Zero Waste Model – Can Lead To Reduce Use Of Landfill

Issues

Mumbai as of **2023-24** recovered only **35**% of its waste and is constant from the last four years with no improvement.

Targets

The SBM guidelines state **that 80% of Municipal waste should be recovered.**

Goals

Use Of Landfill

Issues

Approximately 500 MTD to **700** MTD of waste was dumped in Deonar in **2023-24,** which has been functional way beyond the prescribed active landfill lifespan of 10 to 25 years.*

Targets

- SBM guidelines state **100% scientific disposal of Municipal solid waste.**
- **All waste must be segregated and recovered at ward level** to ensure waste sent to landfills is reduced and eventually eradicated.

Goals

Timely Addressal of Citizens' Complaints

Issues

The **BMC** citizen charter prescribes **1** day to solve issues of Garbage not lifted from road/ authorized collection point, it took **11** days on an average to solve complaints of 'garbage lifting', **17** days for 'collection point not attended' and **20** days for 'garbage vehicle not arrived'.

Targets

The SBM guidelines state **80% Efficiency in redressal of customer complaints.**

* http://cpheeo.gov.in/upload/uploadfiles/files/chap17(1).pdf

j. Promotion of Education

Goals

To better Learning Outcomes

Issues

- Retention rates of **BMC** students only 40% of the BMC students enrolled in BMC 1st std. in 2012-13 continued their education up to 10th std. in 2021-22.
- All BMC schools are renamed as Mumbai Public School.

Targets

The SDG 4: Quality Education targets to ensure that **all girls and boys complete free, equitable and quality primary and secondary education leading to relevant and effective learning outcomes by 2030.**

Goals

Better Quality of Education

Issues

87% respondents wanted to shift to Private Schools. Of the respondents who were not satisfied with BMC Sschools, the major reasons were quality of Teaching/Education and condition and management of School Infrastructure.

Goals

Teacher Student Ratio Must Be Adequate

Issues

BMC Marathi medium schools account for the highest number of schools with more number of teachers, although the number of students in Hindi, Urdu and English medium is higher than Marathi schools.

Targets

The SDG 4: By 2030, substantially increase **the supply of qualified teachers, including through international cooperation for teacher training in developing countries, especially least developed countries and small island developing States**.

Goals

Accountability through School Management Committees (SMC)

Issues

- In **74%** of schools in **2018-19,** councillors did not attend even one SMC meeting.
- SMC should monitor the working of the school, prepare and recommend school development plan, monitor the utilisation of the grants received from the appropriate Government or local authority or any other source, and perform other such functions as may be prescribed.

Targets

The SMC is supposed to **meet at least once a month and councillors are the members of the SMC as elected representatives of the local authority.**

Goals

Better Accountability In the Education System In Mumbai

Issues

Education data is not available on BMC portal, available data is for the year 2018.

Targets

National Education Policy 2020 promotes the **utilization of data and AI-based software that could be developed and used by students to help track their growth through their school years based on learning data and interactive questionnaires for parents, students, and teachers, in order to provide students with valuable information on their strengths**, areas of interest, and needed areas of focus, and to thereby help them make optimal career choices.

Goals

Good Food And Nutrition For Children

Issues

- Data on the causes of death shows an increase in protein-energy malnutrition in children (0 to 19 years) by 125% from 8 deaths in 2014 to 18 deaths in 2022.

Goals

School Health Scheme Must Be Better Implemented

Issues

- **84,247** school children were screened under the School Health Scheme in **2021-22** and it found that these children suffered from a total of **90,143** total health defects. (Report on The State of Health in Mumbai)
- On an average, **51%** of students have been examined from 2014-15 to 2021-22.
- The change in the methodology of calculation of underweight explains the fall in underweight from 2016-17 to 2017-18. From 2016-17 to 2017-18, the number of **underweight students** fell by **84%** from **73,112 to 11,720.**

Targets

- **Existing programs in the city should be analysed to understand the implementation status** and make targeted interventions.
- **100% coverage of health checks for students under School Health Scheme.**

k. Providing clean air within cities, addressing major sources of pollution, ensuring efficiency in AQI monitoring stations

Goals

To Curb Air Pollution Levels

Issues

- Mumbai saw improved air quality in 2024, with 97 “Good” and 108 “Satisfactory” days.
- In 2024, 17% AQI data missing across 29 stations.
- Air Pollution complaints saw an increase of 203% from 2020 to 2024, with a significant rise in complaints from 151 in 2020 to 457 in 2024 .
- The Average Air Quality Index has decreased by 10% from 2020 to 2024.
- The total complaints related to ‘Pollution’ are increased by 100% from 2020 to 2024.

Targets

Implement comprehensive strategies to address deteriorating air quality. Analyse grievances on air pollution complaints to identify and address major sources of pollution. Ensure efficiency in AQI monitoring stations to identify the local causes of air pollution and provide timely solutions.

THE STATUS OF CIVIC ISSUES IN MUMBAI

I. Housing

Goals

Affordable Housing in Mumbai

Targets

- Government-led relocation of slum dwellers into available unsold units to lower slum population density.
- Relocation of labor-intensive businesses to reduce slum density.
- New adequate housing on government owned land through community land reserves.
- New adequate housing in peripheral areas around the city starting with improved connectivity through a strengthened public transport network.

Thank You

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