

# WHITE PAPER

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**Civic White Paper**

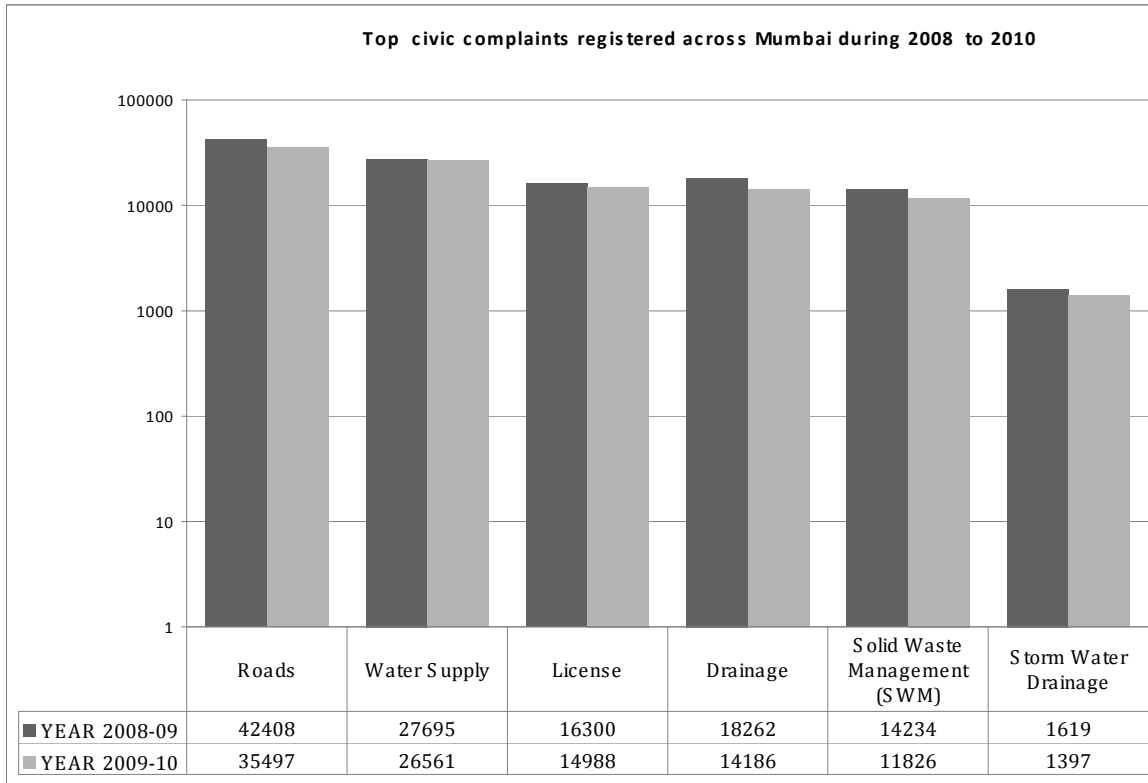
**September 2010**

Narotam Sekhsaria Foundation

Friedrich Naumann  
STIFTUNG

**FÜR DIE FREIHEIT**

## TOP CIVIC COMPLAINTS REGISTERED DURING YEAR APRIL 2008 TO MARCH 2010

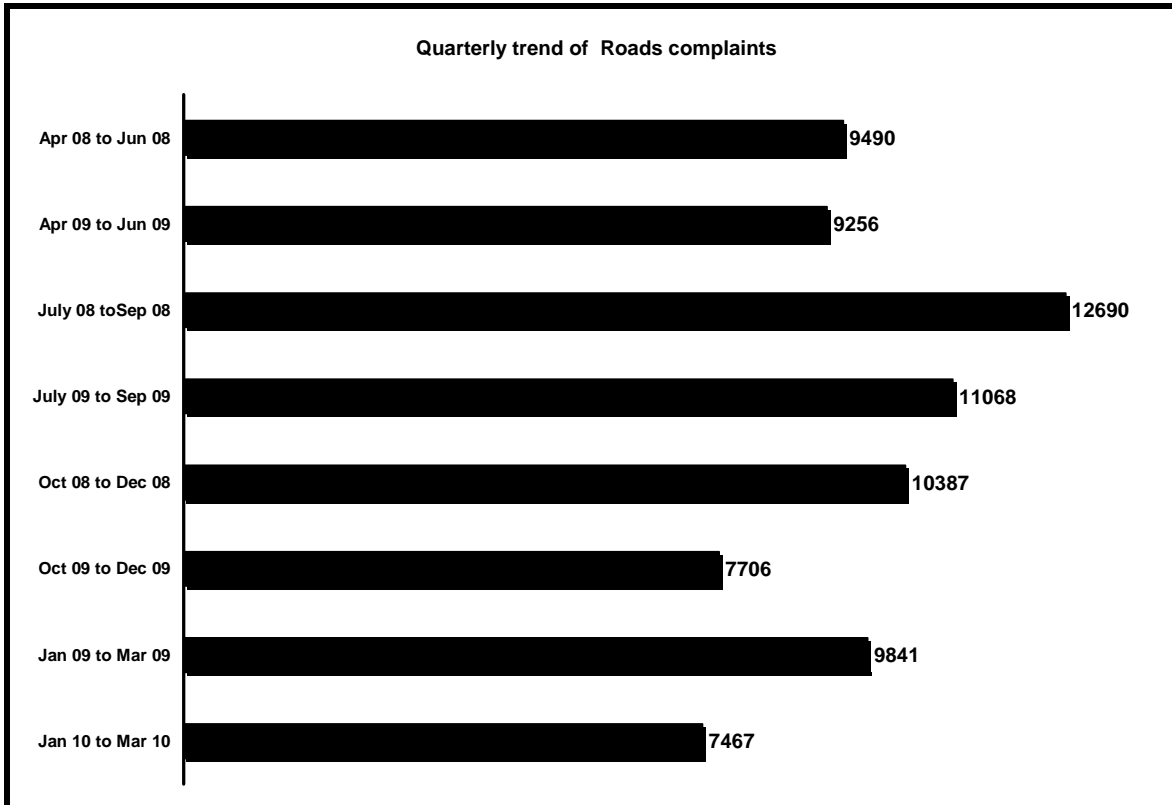


### **Inference:**

The above data represents the top ten Civic complaints registered across all the 24 wards of Mumbai during April 2008 to March 2010. It compares number of complaints registered for civic issues between year 2008-2009 and 2009 -2010.

The above graph shows that in both the years i.e. April 2008 to March 2009 (42,408 complaints) and April 2009 to March 2010 (35,497 complaints) the highest number of complaints were recorded for roads. There are other complaints which come under top ten civic issues related to Water supply, licenses, Drainage, Solid Waste Management, Strom Water Drainage and complaints related.

**QUARTERLY TRENDS OF ROAD DEPARTMENT COMPLAINTS DURING YEAR APRIL  
2008 TO MARCH 2010**

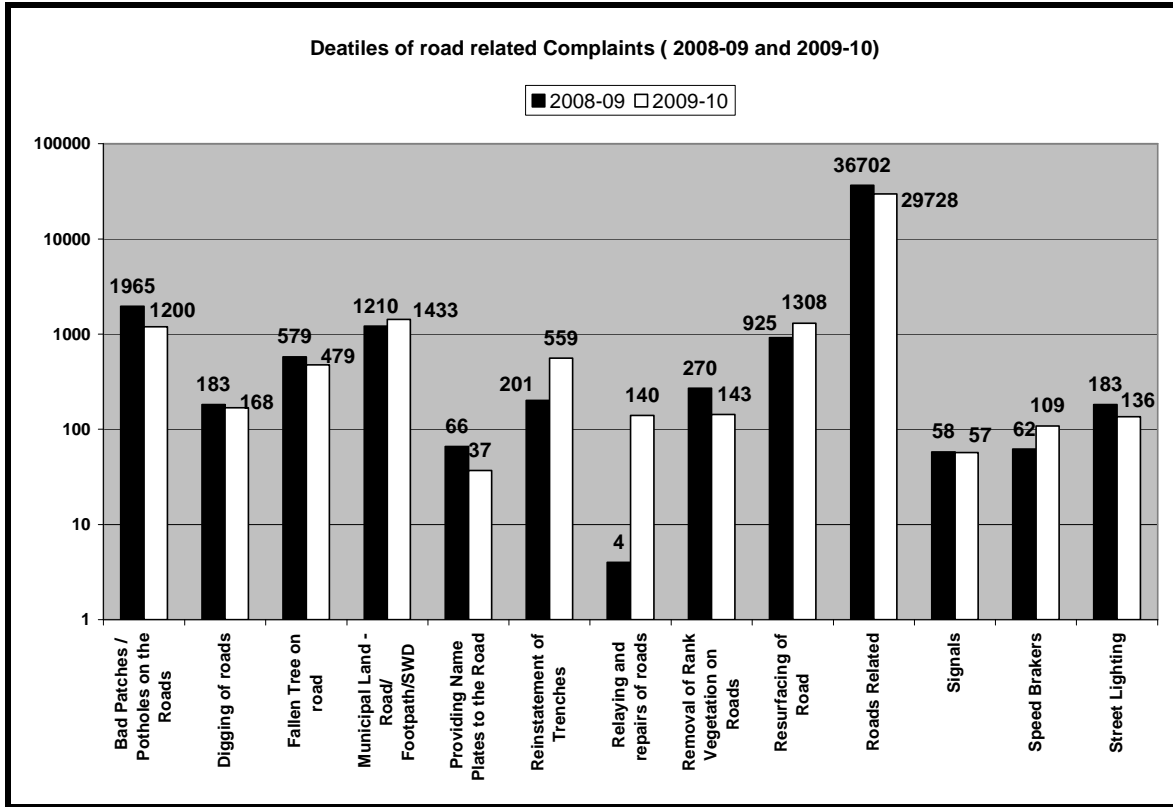


**Inference:**

The above data presents the quarterly trend of road complaints across all 24 wards of Mumbai during April 2008 to March 2010. This quarterly data provides comparison and chronicles trends in road complaints from April 2008 to March 2010.

The above graph shows the highest number of complaints (12,690) was filed from July 2008 to September 2008 and the second highest in following year from July 2009 to September 2009 (11,068). The lowest number of complaints was registered from January 2010 to March 2010 (7,467).

**COMPARISON BETWEEN: DETAILS OF ROAD DEPARTMENT COMPLAINTS BETWEEN  
YEAR APRIL 2008 TO MARCH 2009 AND APRIL 2009 TO MARCH 2010**

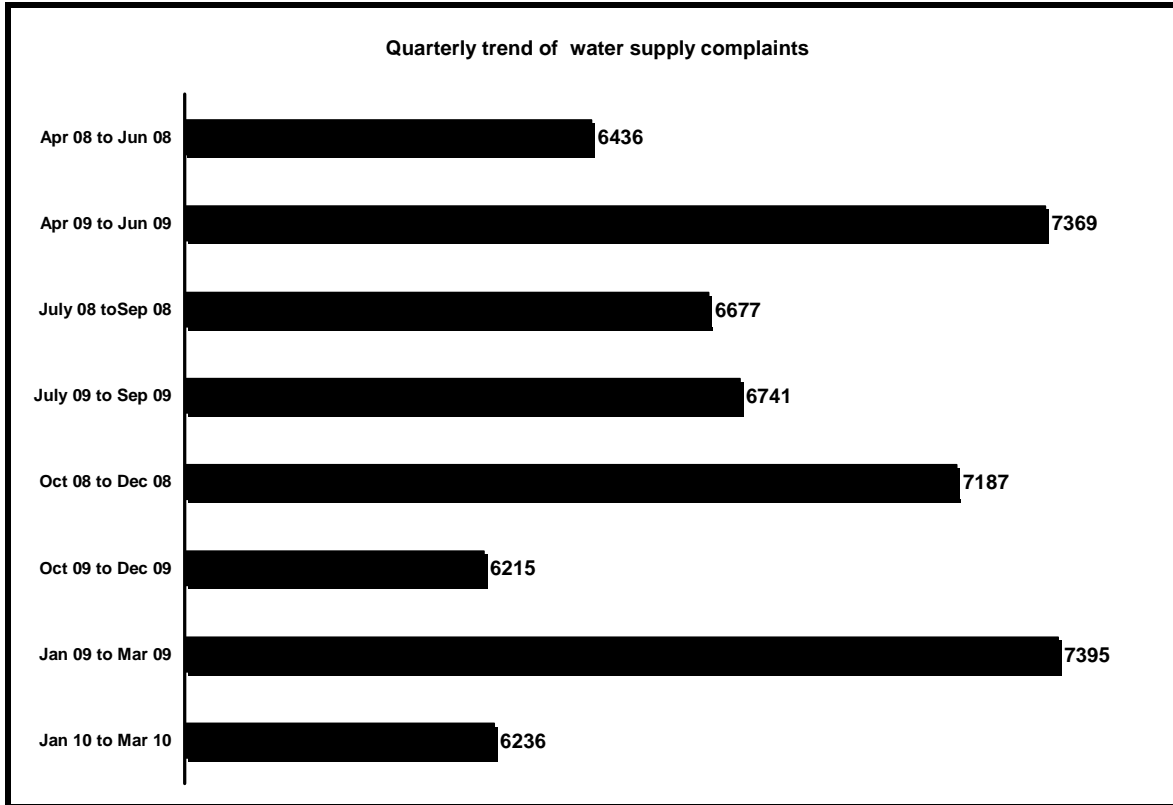


**Inference:**

The above graphs present the yearly data on details of road related complaints for 2008-2009 and 2009-2010.

The data shows that for both the 2008-2009 and the 2009-2010 periods the highest numbers of registered complaints were categorized merely as “roads related.” For 2008-2009 the second highest number of complaints filed addressed bad patches/potholes on the road. For 2009/2010 the number of complaints filed with the second highest frequency addressed Municipal land-road/footpaths/SWD. In 2008/2009 the type of complaints least frequently filed were those dealing with the relaying and repairing of roads. In 2009/2010 complaints requesting name plates for roads were those least frequently filed.

## QUARTERLY TRENDS OF WATER SUPPLY DEPARTMENT COMPLAINTS DURING YEAR APRIL 2008 TO MARCH 2010

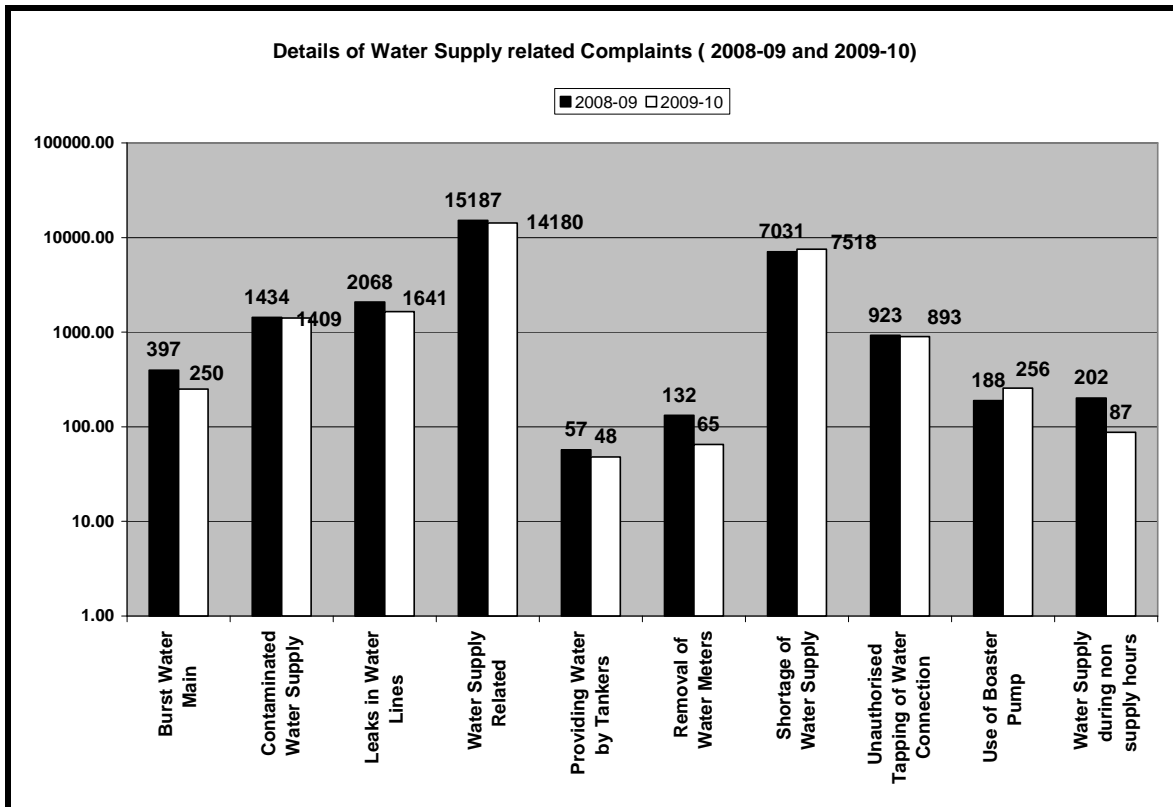


### Inference:

The above data presents the quarterly trend of water supply complaints across all 24 wards of Mumbai during April 2008 to March 2010. This quarterly data provides comparison and chronicles trends in water supply complaints from April 2008 to March 2010.

The above graph shows the highest number of complaints (7,395) was filed from January 2009 to March 2009 and the second highest number of complaints (7,369) was registered between April 2009 and June 2009. The lowest number of complaints was registered from October 2009 to December 2009 (6,215).

**COMPARISON BETWEEN: DETAILS OF WATER SUPPLY DEPARTMENT COMPLAINTS  
BETWEEN YEAR APRIL 2008 TO MARCH 2009 AND APRIL 2009 TO MARCH 2010**

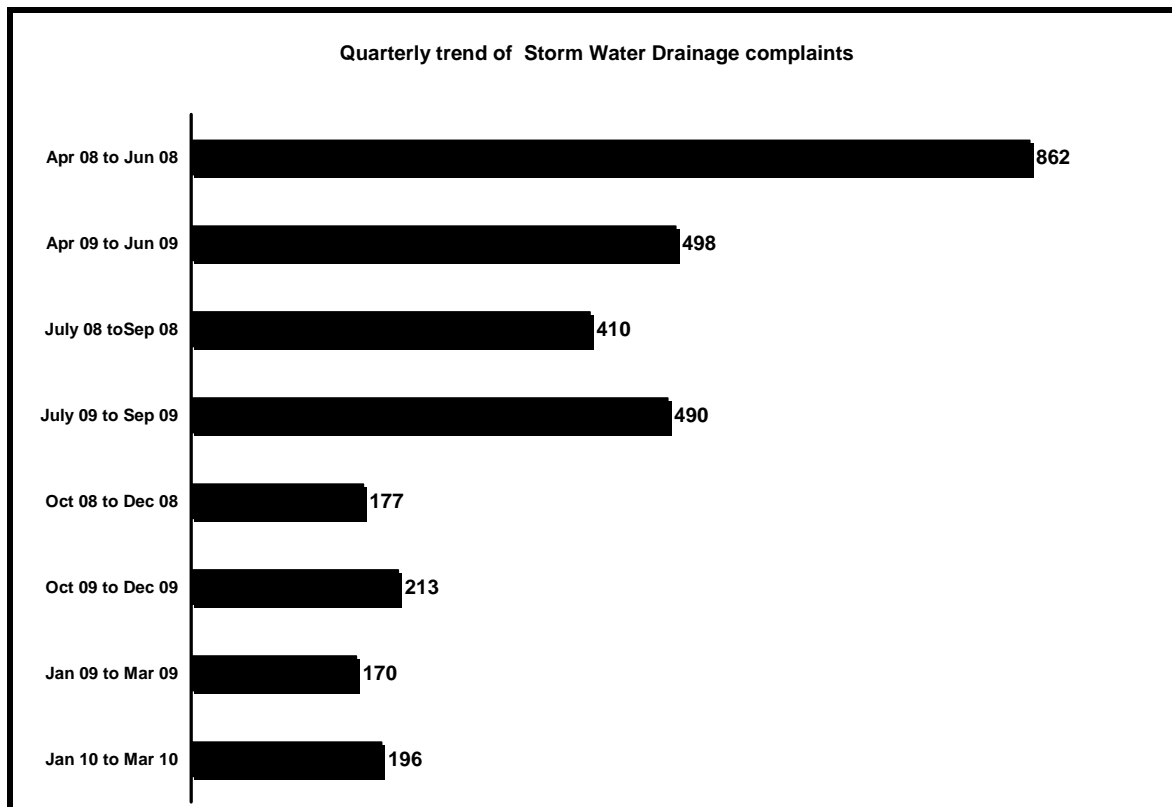


**Inference:**

The above graphs present the yearly data on details of water supply related complaints for 2008/2009 and 2009/2010.

The data shows that for both the 2008-2009 and the 2009-2010 periods the highest number of registered complaints was categorized merely as “water supply related.” For 2008-2009 the second highest number of complaints filed addressed shortages of water. For 2009-2010 the number of complaints filed with the second highest frequency also addressed shortages of water. In 2008-2009 the type of complaints least frequently filed were those dealing with providing/fixing water tanks and same for the year in 2009-2010.

## QUARTERLY TRENDS OF STORM WATER DRAINAGE DEPARTMENT COMPLAINTS DURING YEAR APRIL 2008 TO MARCH 2010

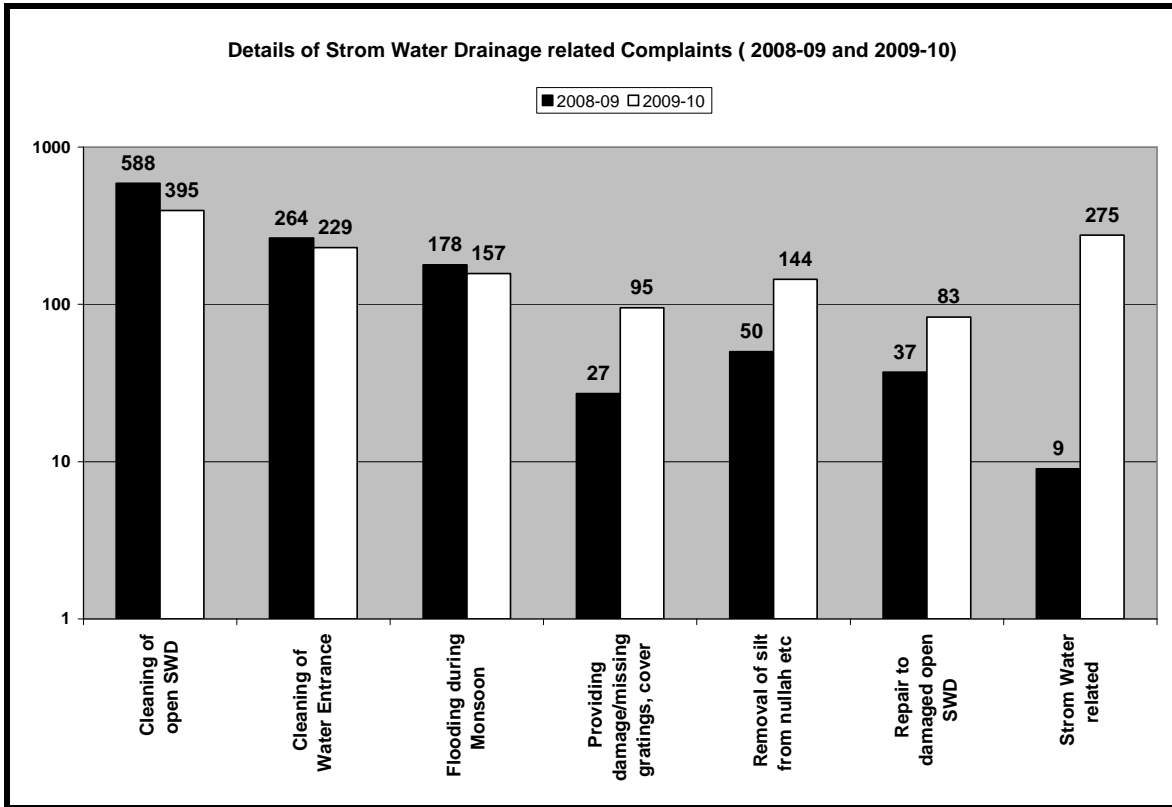


### Inference:

The above data presents the quarterly trend of storm water drainage complaints across all 24 wards of Mumbai during April 2008 to March 2010. This quarterly data provides comparison and chronicles trends in water supply complaints from April 2008 to March 2010.

The above graph shows the highest number of complaints (862) was filed from April 2008 to June 2008 and the second highest number of complaints (498) was registered between April 2009 and June 2009. The lowest number of complaints was registered from January 2009 to March 2009 (170).

**COMPARISON BETWEEN: DETAILS OF STORM WATER DRAINAGE DEPARTMENT COMPLAINTS BETWEEN YEAR APRIL 2008 TO MARCH 2009 AND APRIL 2009 TO MARCH 2010**



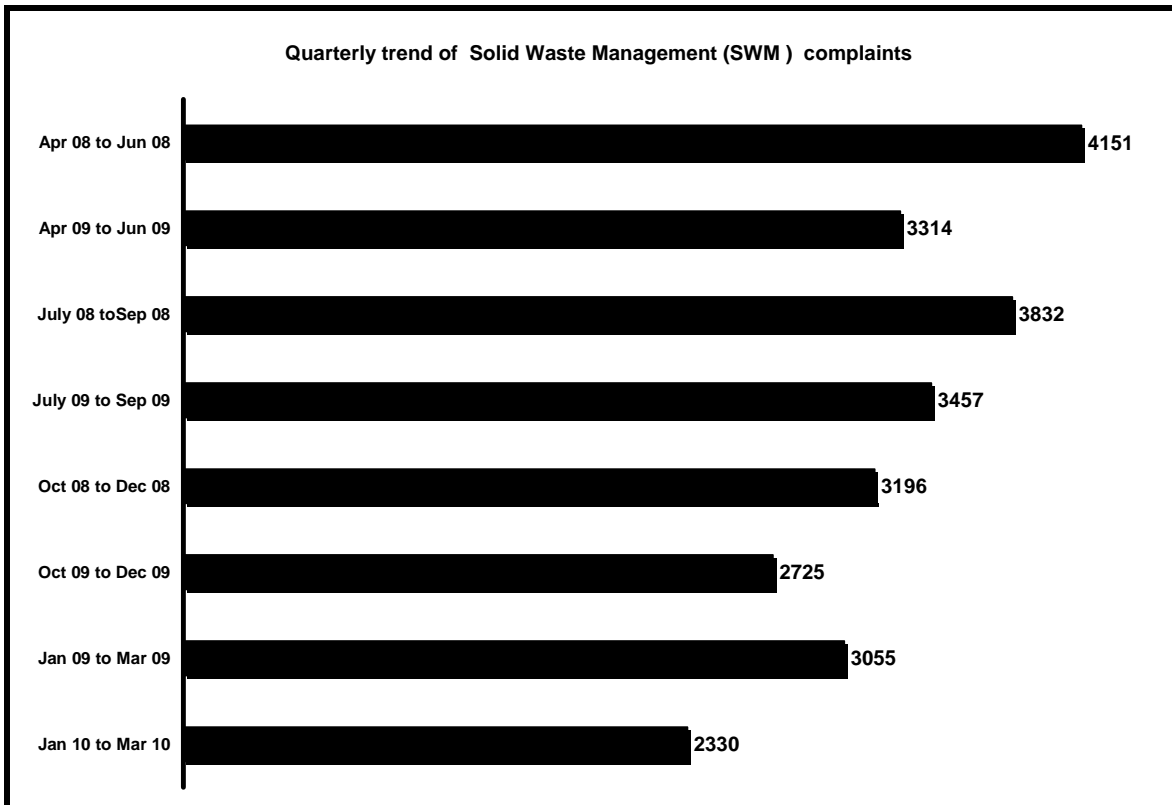
**Inference:**

The above graphs present the yearly data on complaints related to storm water drainage for 2008/2009 and 2009/2010.

The data shows that for both the 2008-2009 and 2009-2010 the highest number of registered complaints addressed the cleaning of open SWD. Additionally, for both 2008-2009 the second highest numbers of complaints were categorized merely as cleaning of water entrance, and 2009-2010 the second highest complaints registered is for storm water related. In 2008-2009 the type of complaints least frequently filed were those SWD related. In 2009/2010 complaints regarding the repair damage open SWD were least frequently filed.



## QUARTERLY TRENDS OF SOLID WASTE MANAGEMENT DEPARTMENT COMPLAINTS DURING YEAR APRIL 2008 TO MARCH 2010

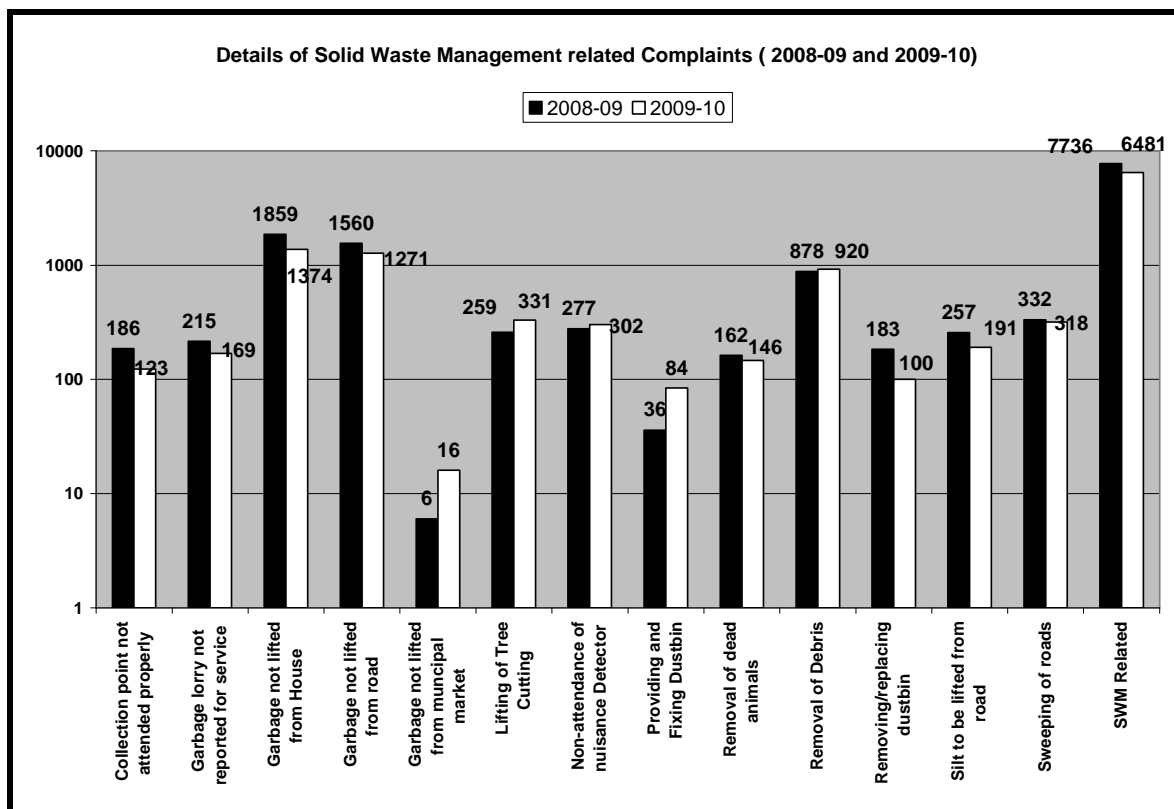


### Inference:

The above data presents quarter wise distribution of register civic complaints for Solid Waste Management (SWM). Comparison is between quarters of two year data on complaints registered related to SWM from April 2008 to March 2010.

The above graph shows highest numbers of 4151 complaints for SWM were registered in April 2008 to June 2008 and the next year in April 2009 to June 2009 complaints registered complaints were 3341. Similarly in July 2008 to September 2008 has second highest 3832 registered and the next year complaints registered were 3457 in July 2009 to September 2009.

**COMPARISON BETWEEN: DETAILS OF SOLID WASTE MANAGEMENT DEPARTMENT COMPLAINTS BETWEEN YEAR APRIL 2008 TO MARCH 2009 AND APRIL 2009 TO MARCH 2010**

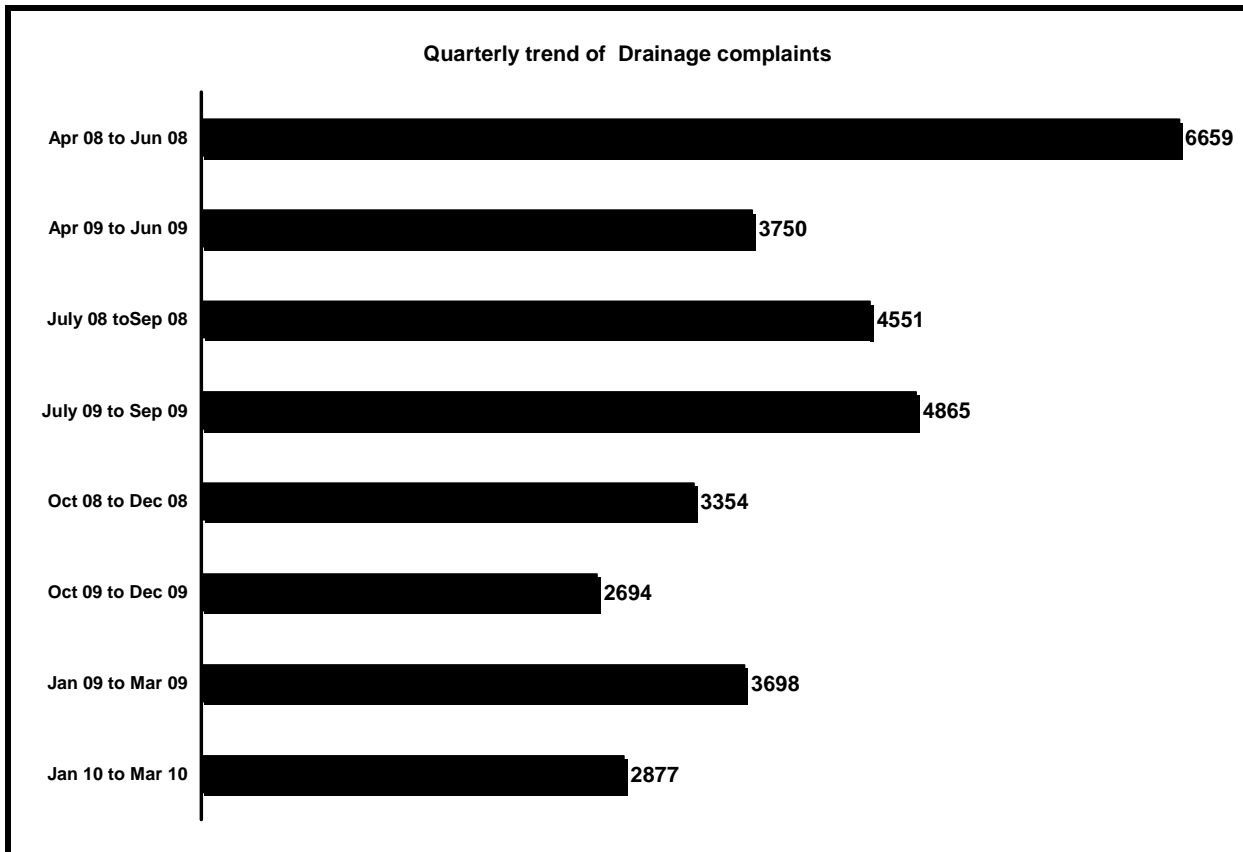


**Inference:**

The above data represents the details of Solid Waste Management (SWM) related complaints registered in top civic complaints across all the 24 wards of Mumbai during April 2008 to March 2009 and April 2009 to March 2010.

The above graphs shows that SWM related have highest 14217 number of registered complaints combining both the years. Garbage not lifted from house or gullies have second highest 3233 registered complaints and lowest complaints were 22 for garbage not lifted from municipal market combining both years.

**QUARTERLY TRENDS OF SEWERAGE (Drainage) DEPARTMENT COMPLAINTS  
DURING YEAR APRIL 2008 TO MARCH 2010**

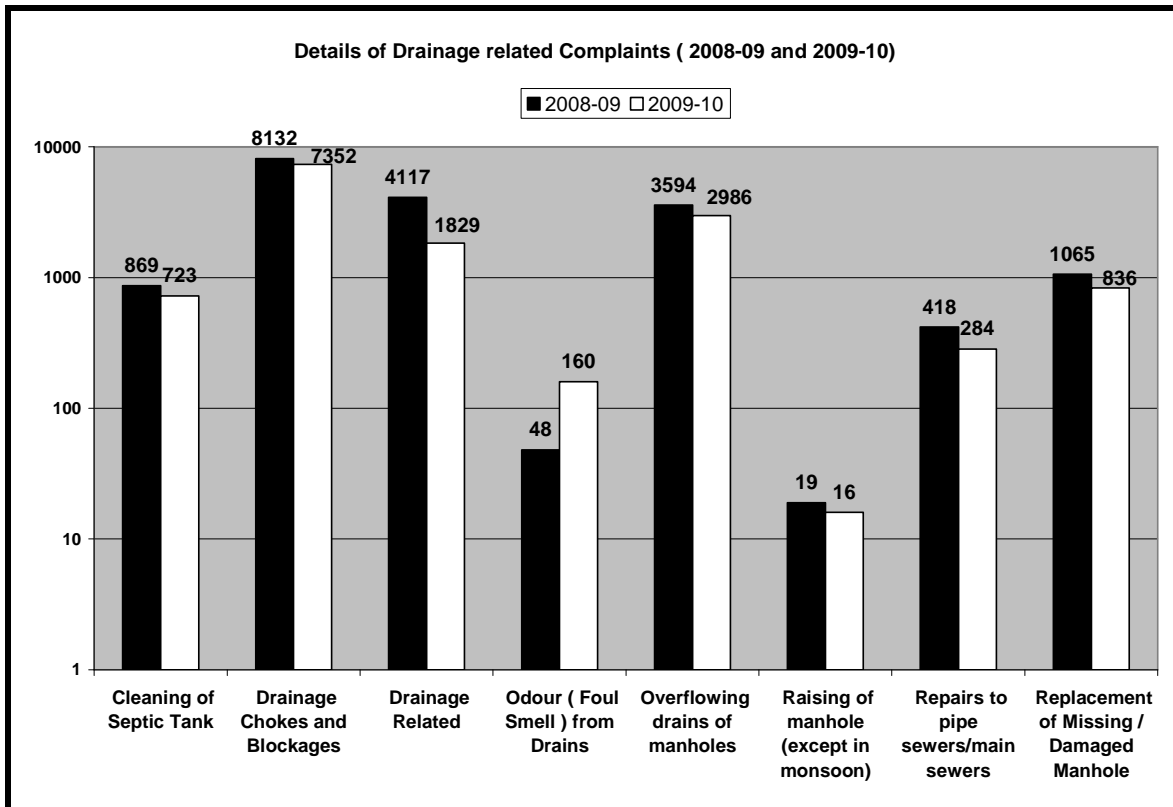


**Inference:**

The above data presents quarter wise distribution of register civic complaints for Drainage. Comparison is between quarters of two year data on complaints registered related to Drainage from April 2008 to March 2010.

The above graph shows highest numbers of 6659 complaints for drainage were registered in April 2008 to June 2008 and the next year in April 2009 to June 2009 complaints registered complaints were 3750. Similarly in July 2009 to September 2009 has second highest 4865 registered and the previous year complaints registered were 4551 in July 2008 to September 2008.

**COMPARISON BETWEEN: DETAILS OF SEWERAGE (Drainage) DEPARTMENT COMPLAINTS BETWEEN YEAR APRIL 2008 TO MARCH 2009 AND APRIL 2009 TO MARCH 2010**

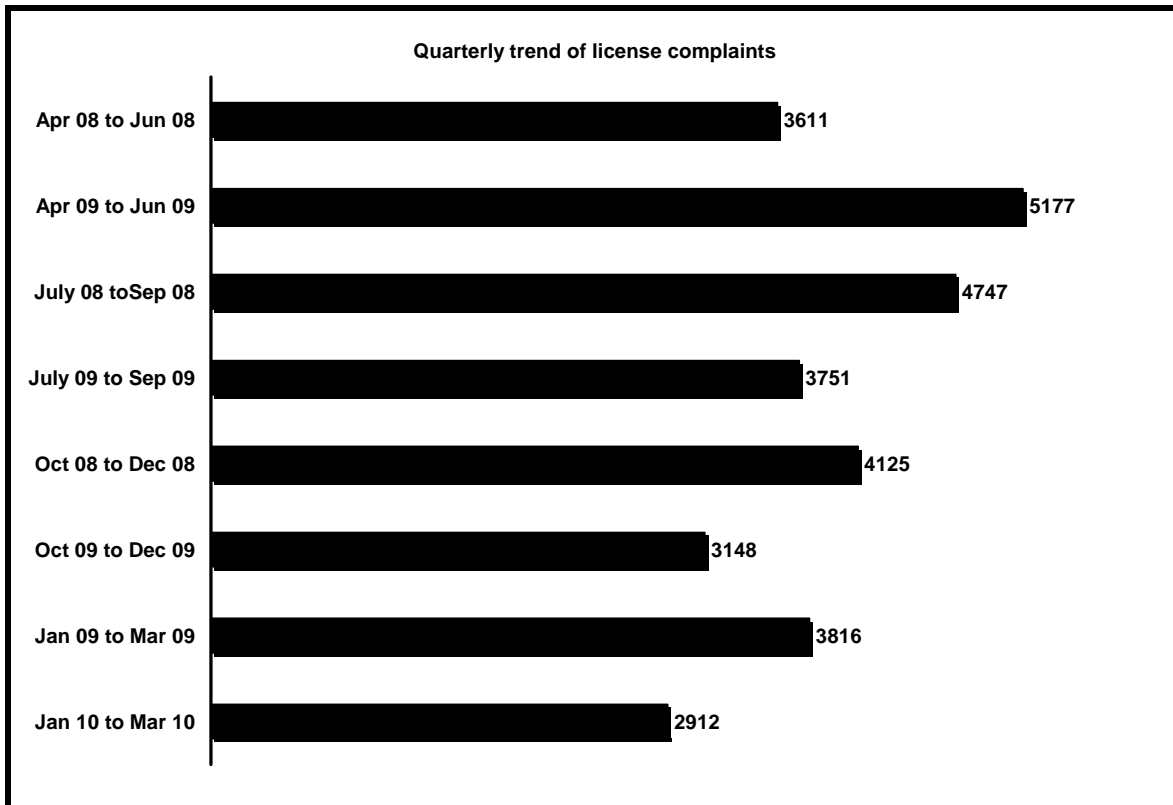


**Inference:**

The above data represents the details of drainage related complaints registered in top civic complaints across all the 24 wards of Mumbai during April 2008 to March 2009 and April 2009 to March 2010.

The above graphs shows that Drainage chocks and blockages have highest 15484 number of registered complaints combining both the years. Drainage related has second highest 4117 registered complaints and lowest complaints were 19 for rising in manholes (except in monsoon) for year April 2008 to March 2009. For year April 2009 to March 2010 second highest registered complaints were 2986 for overflowing drains of manholes and lowest complaints were 16 for rising in manholes (except in monsoon).

**QUARTERLY TRENDS OF LICENSE DEPARTMENT COMPLAINTS DURING YEAR  
APRIL 2008 TO MARCH 2010**

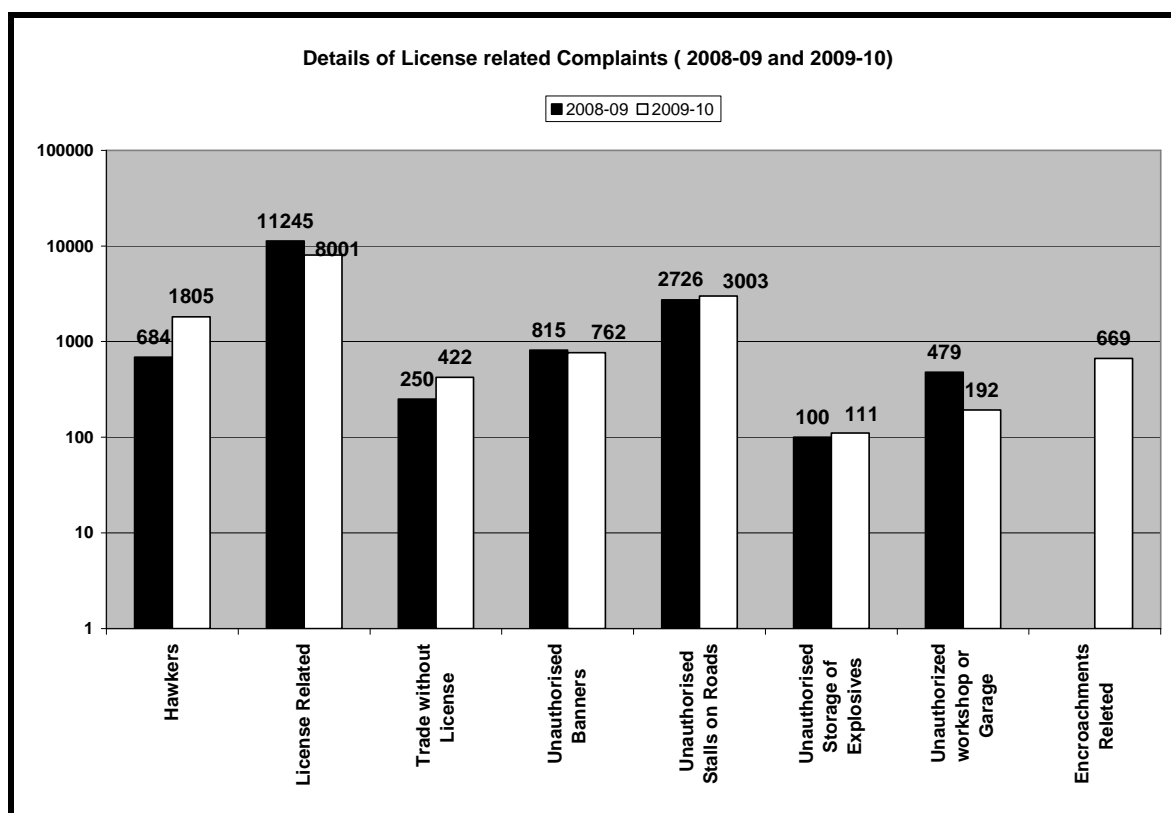


**Inference:**

The above data presents quarter wise distribution of register civic complaints for License. Comparison is between quarters of two year data on complaints registered for License from April 2008 to March 2010.

The above graph shows highest numbers of 9197 complaints for License were registered in July 2008 to September 2008 and the next year in July 2009 to September 2009 complaints registered complaints were 3751. Similarly in October 2008 to December 2008 has second highest 8209 registered and the next year complaints registered were 3148 in October 2009 to December 2009.

**COMPARISON BETWEEN: DETAILS OF LICENSE DEPARTMENT COMPLAINTS  
BETWEEN YEAR APRIL 2008 TO MARCH 2009 AND APRIL 2009 TO MARCH 2010**



**Inference:**

The above data represents the details of License related complaints registered in top civic complaints across all the 24 wards of Mumbai during April 2008 to March 2009 and April 2009 to March 2010.

The above graphs shows that License related have highest 11245 number of registered complaints for the year April 2008 to March 2009 and 8001 registered complaints in year April 2009 to March 2010. Unauthorized Stalls on roads and footpath has second highest 2726 registered complaints and lowest complaints were 100 (\*) for unauthorized storage of explosives in year April 2008 to March 2009. For year April 2009 to March 2010 second highest numbers of complaints were 3003 for unauthorized stalls roads, footpaths etc. and lowest registered complaints were 111 for unauthorized storage of explosives.

(\* - There was no separate category for Encroachment related complaints during year April 2008 to March 2009)