



# Report on Status of Civic Issues in Mumbai

April 2022



- ✓ With an aim to bring citizens' closer to governance, Praja supported the Brihanmumbai Municipal Corporation (BMC) to start an Online Complaints Management System (OCMS) in 2003.
- ✓ *It was later integrated into the Centralised Complaints Management System (CCRS) by BMC in 2007.*
- ✓ Over the years, new technologies were integrated such as ***Voice of citizens, 24x7 My BMC app, My Pothole Fixit, BMC WhatsApp Chatbot***, etc from time to time
- ✓ Many features were enhanced such as ***Action Taken Report (ATR)*** and the ***Escalation Matrix***

## ❑ An Increase in the Complaints Registered in CCRS

*Hypothesis 1: BMC's services have gotten worse over the years* → *Complaints have been increasing*

*Hypothesis 2: CCRS has improved in efficiency* → *Citizens can register their complaints easily*

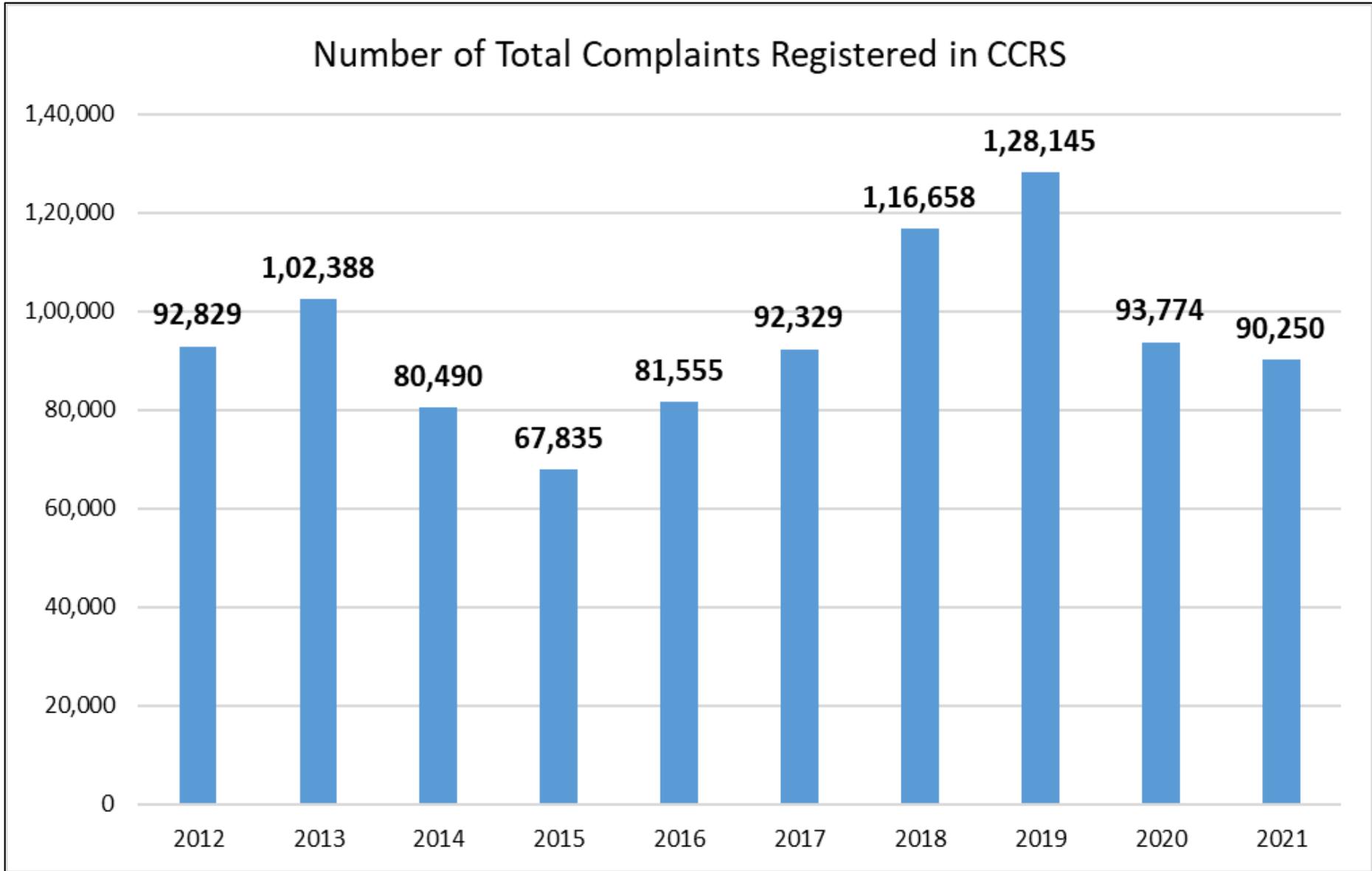
## ❑ A Decrease in the Complaints Registered in CCRS

*Hypothesis 1: BMC services have improved* → *Complaints are decreasing*

*Hypothesis 2: Efficiency of CCRS has declined* → *Citizens cannot register their complaints*

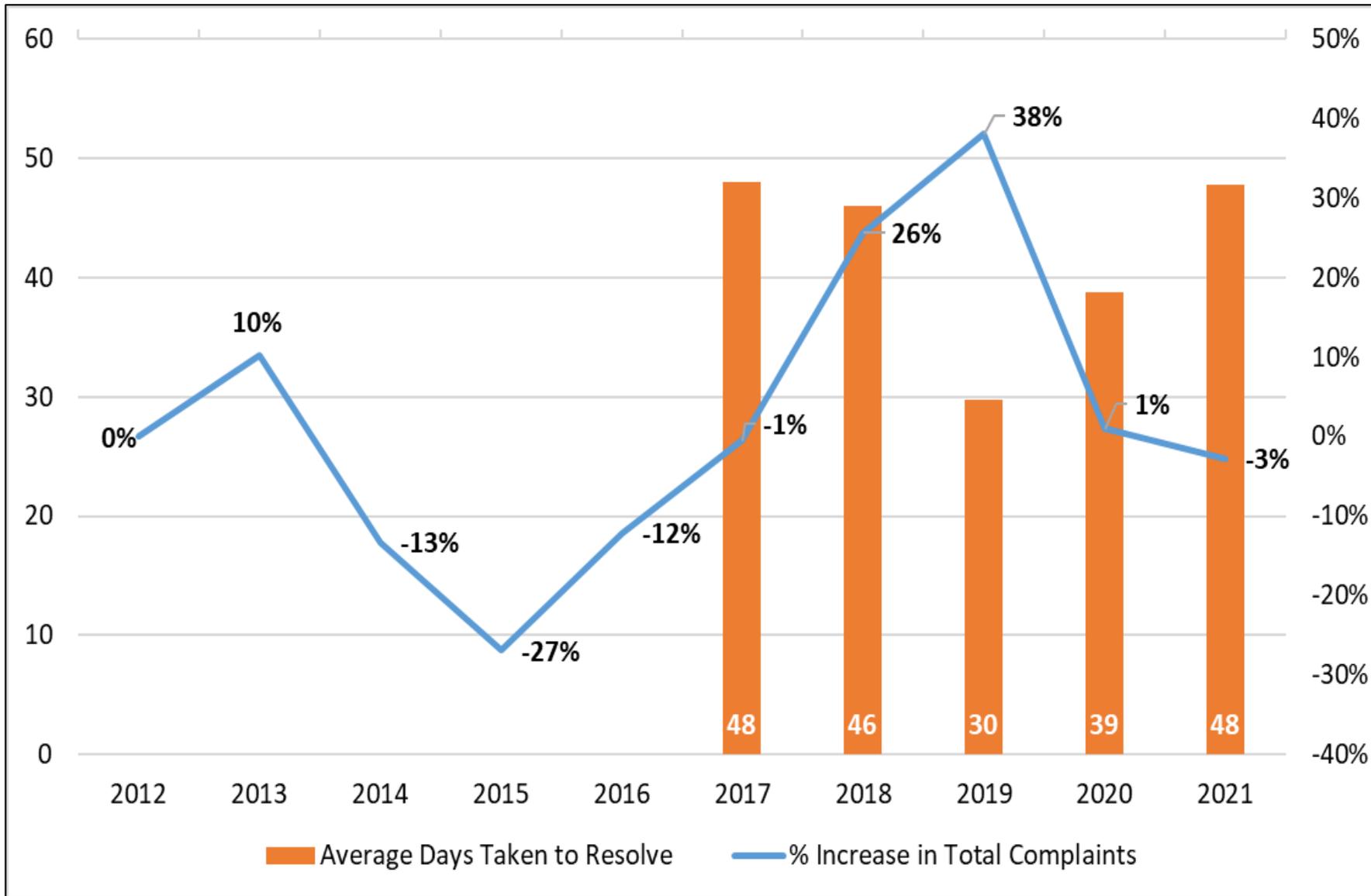
*Hypothesis 3: People have lost faith in BMC* → *Citizens do not wish to register a complaint*

# Total Complaints Have Remained Almost Same, With a Decrease of 3% from 92,829 in 2012 to 90,250 in 2021



- Total complaints had decreased from 102,388 in 2013 to 67,835 in 2015 and then increased to 128,145 in 2019, which could be related to the listed hypotheses.
- To further understand this volatility, ***year 2012 has been taken as a baseline to study the trend of these complaints.***

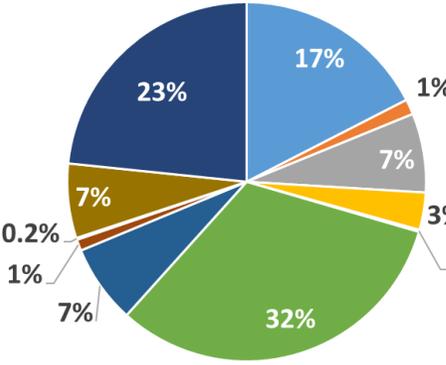
# In 2021, Time Taken to Resolve A Citizen Complaints was 48 Days, Which Was the Same Back in 2017



- The baseline trend of complaints shows an increase from 2012 to 2019.
- During COVID19, the total complaints decreased by -3% (baseline 2012) from 2019 to 2021.
- However the time taken to resolve a complaint had increased from 30 days in 2019 to 48 days in 2021.

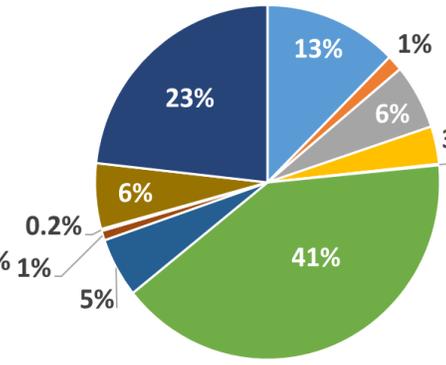
# Proportion Of The Major Types of Complaints Registered in CCRS From 2012 to 2021 (1/2)

2012



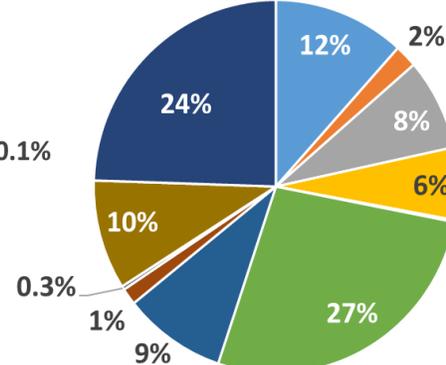
Total Complaints: 92,829

2013



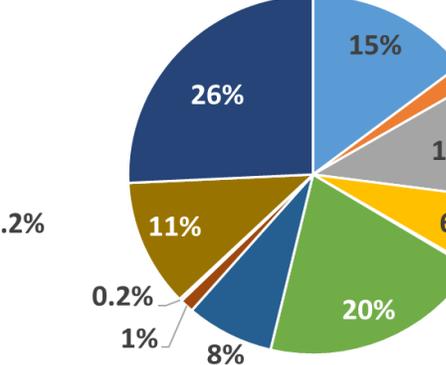
Total Complaints: 1,02,388

2014



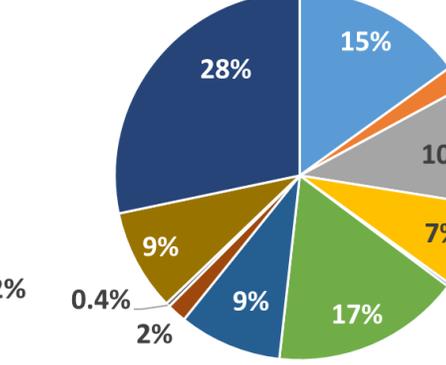
Total Complaints: 80,490

2015



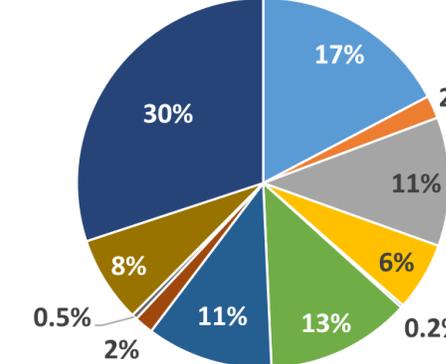
Total Complaints: 67,835

2016



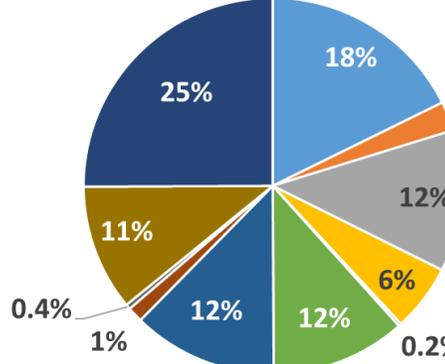
Total Complaints: 81,555

2017



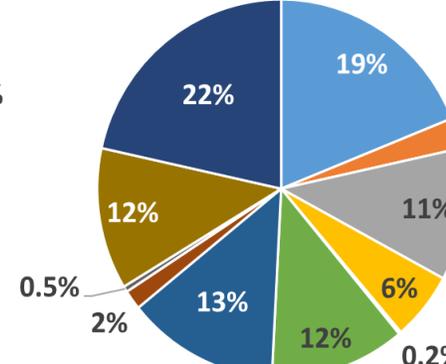
Total Complaints: 92,329

2018



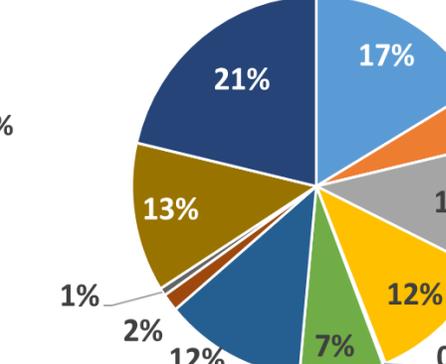
Total Complaints: 1,16,658

2019



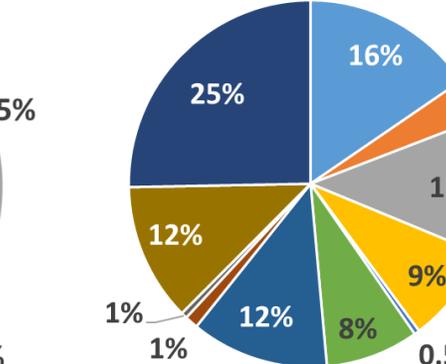
Total Complaints: 1,28,145

2020



Total Complaints: 93,774

2021



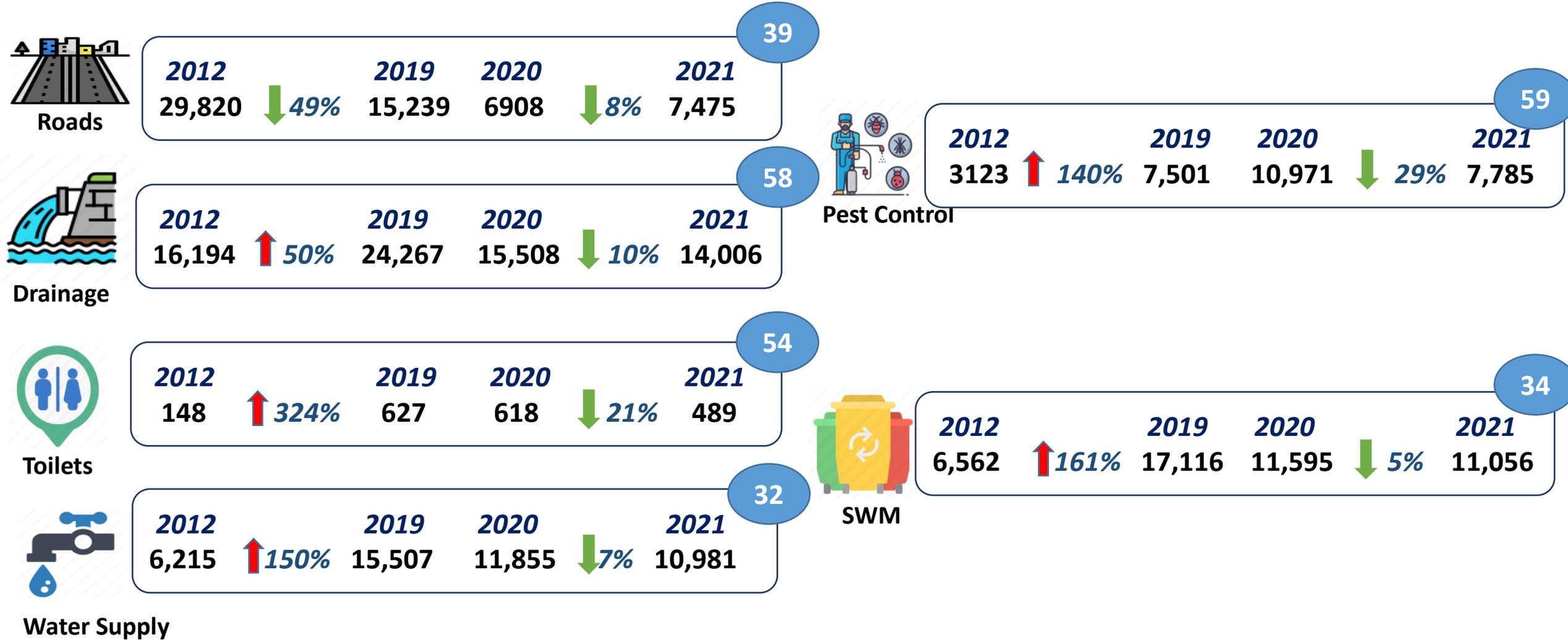
Total Complaints: 90,250

- Drainage
- Garden
- License
- Pest control
- Pollution
- Roads
- Solid Waste Management (SWM)
- Storm Water Drainage
- Toilet
- Water Supply
- Other

Others: Buildings, Colony Officer, Estate, Shop & Est. MOH, MCGM Related, School, Misc.

# Proportion Of The Major Types of Complaints Registered in CCRS From 2012 to 2021 (2/2)

➤ Changes in complaints registered for some major civic issues from 2012 to 2021



Average time taken to resolve one complaint from 2017 to 2021

# A, B, C, D, HW, KW and L Wards Have Recorded The Highest Number Per Capita Civic Complaints\* In The Past 10 Years

- The ward wise analysis of total complaints is with respect to the number of councillors in a ward, as this represents the proportion of the ward's population.
- From 2012 to 2021, **A ward registered one of the highest per capita complaints (6,070), however, the per capita wards committee deliberation was lowest (24).**

Wards	Avg. No. of Councillor**	Total Complaints	Per Capita Complaints*	Avg. no. of Days Taken	Total Deliberation in Wards Committees	Per Capita Deliberation*
A	4	21,244	6,070	49	84	24
B	3	25,745	10,298	42	92	37
C	4	26,797	7,656	37	142	41
D	7	41,886	6,444	32	253	39
E	8	33,889	4,519	19	189	25
F/N	10	32,639	3,264	19	323	32
F/S	7	20,464	2,923	30	211	30
G/N	11	46,986	4,271	60	273	25
G/S	8	25,562	3,195	35	758	95
H/E	11	30,759	2,929	27	435	41
H/W	6	35,995	5,999	27	298	50
K/E	15	66,660	4,474	36	524	35
K/W	13	73,562	5,659	42	719	55
L	16	74,078	4,779	68	685	44
M/E	14	40,839	2,917	54	450	32
M/W	8	33,683	4,491	40	384	51
N	12	45,777	3,981	29	414	36
P/N	17	58,805	3,459	58	734	43
P/S	9	37,219	4,379	45	253	30
R/C	10	44,819	4,482	51	518	52
R/N	8	20,707	2,761	47	361	48
R/S	12	45,521	3,762	41	686	57
S	14	39,837	2,951	56	363	27
T	6	21,683	3,614	52	186	31
<b>Total</b>	<b>227</b>	<b>9,45,156</b>	<b>4,164</b>	<b>41</b>	<b>9,335</b>	<b>34</b>

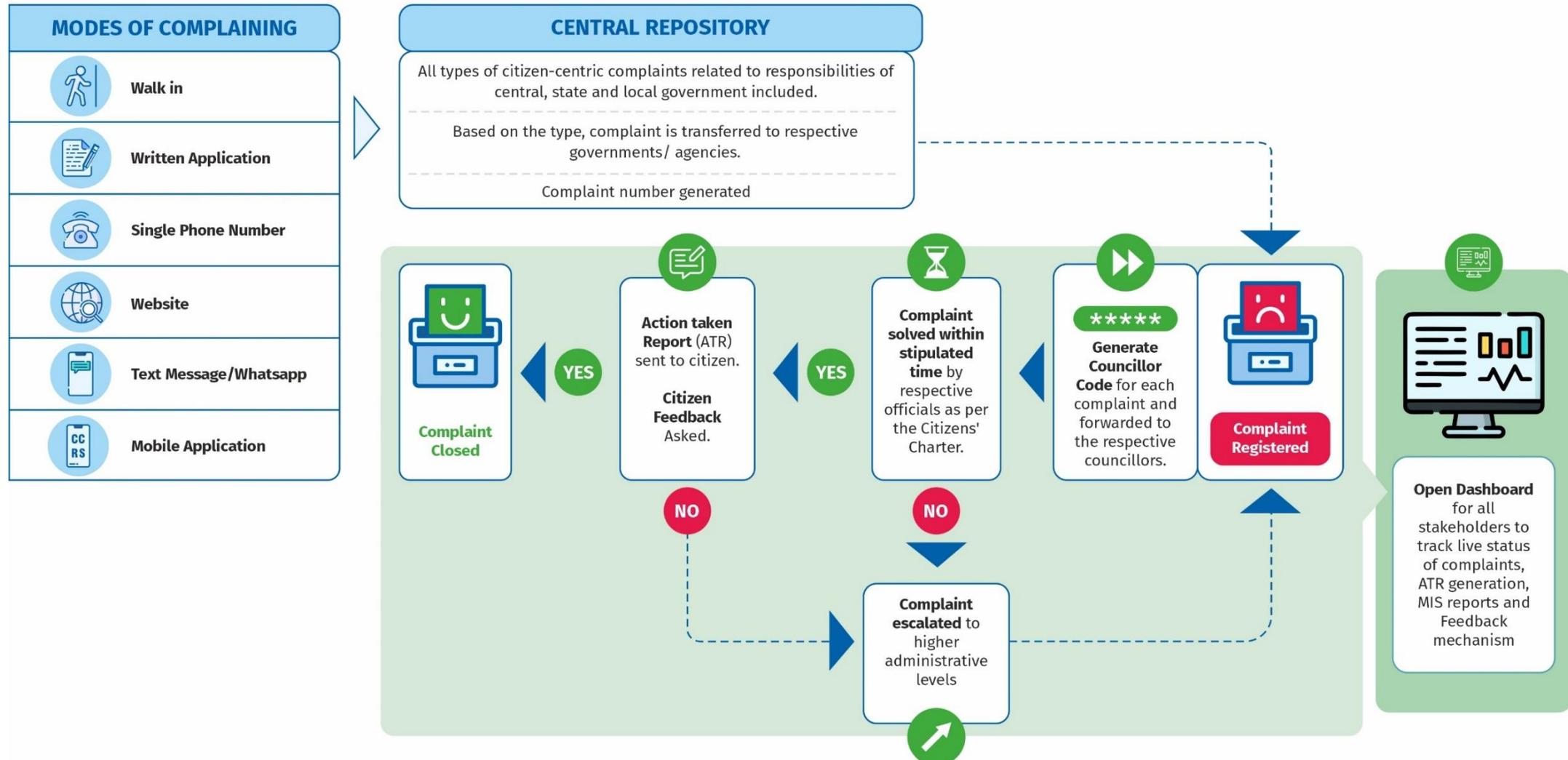
\* Councillor Constituency Per Capita  
 \*\* Average No. of Councillors From 2012 to 2021

# In The Last 10 Years, B, D, C, HW, ME and N Wards Had The Highest Per Capita\* Sub Issue Wise Complaints Registered in CCRS

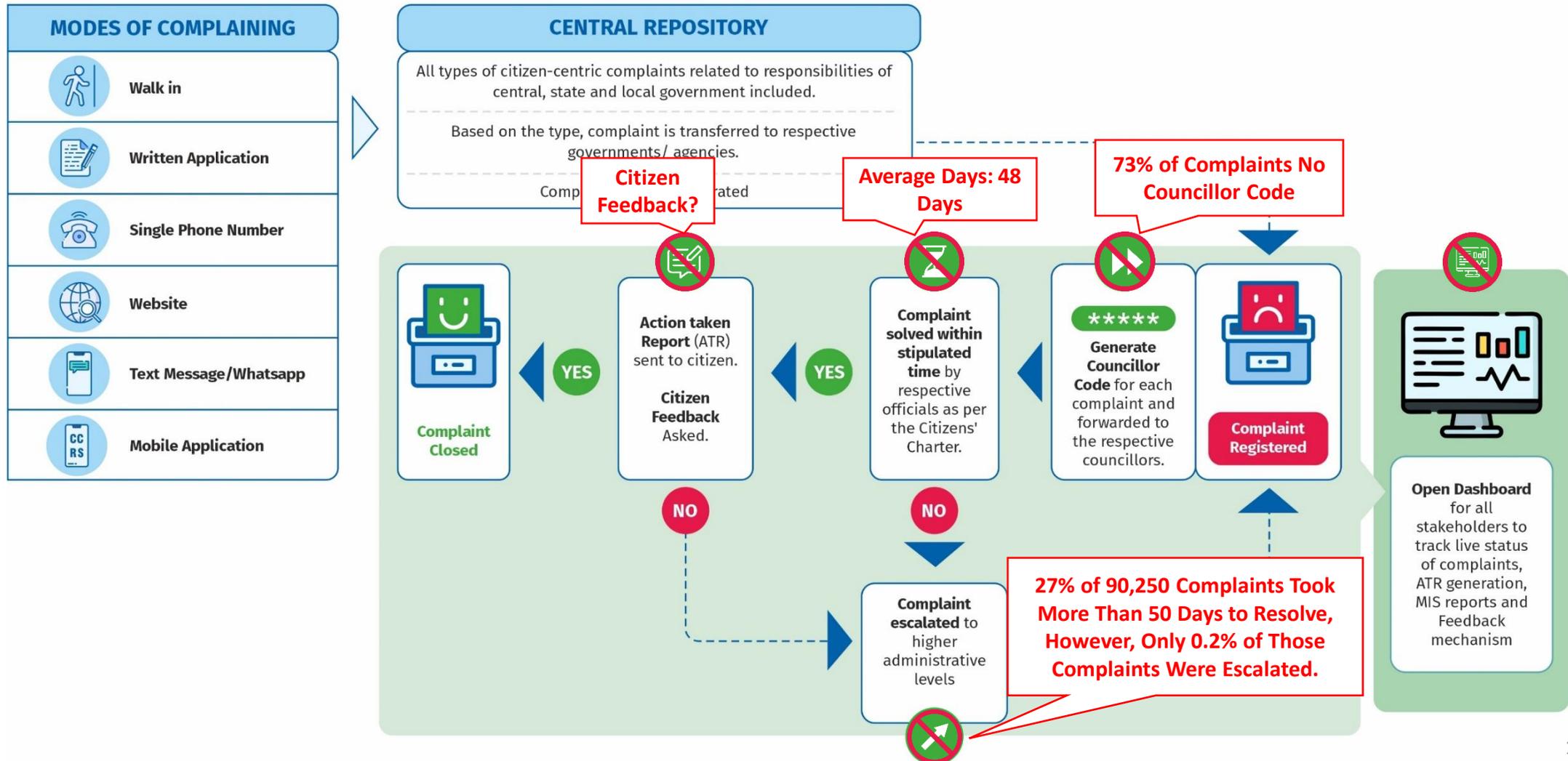
Main Issue	Sub issue	1 <sup>st</sup> Highest Ward	2 <sup>nd</sup> Highest Ward	3 <sup>rd</sup> Highest Ward
Drainage	<i>Drainage Chokes and Blockages</i>	B (2,184)	H/W (5,077)	K/W (10,554)
	<i>Overflowing drains of manholes</i>	B (1,513)	D (3,515)	C (1,406)
	<i>Replacement of Missing/ Damaged Manhole</i>	B (280)	H/W (617)	K/W (1,264)
Road	<i>Bad Patches/ Potholes on the Roads</i>	B (3,069)	A (3,846)	D (5,671)
	<i>Municipal Land - Road/ Footpath/SWD</i>	B (950)	A (861)	C (838)
	<i>Resurfacing of Road</i>	D (964)	B (334)	A (389)
Solid Waste Management	<i>Garbage not lifted from House/ Gully/road/ authorised collection point/ municipal market</i>	C (2,675)	B (1,172)	D (2,509)
	<i>Removal of Debris</i>	C (554)	D (950)	B (309)
	<i>Lifting of Tree Cutting</i>	H/W (828)	D (525)	R/C (800)
Water Supply	<i>Shortage of water supply</i>	M/E (5,167)	C (981)	B (539)
	<i>Leaks in Water Lines</i>	N (2,471)	M/W (1,495)	K/E (2,778)
	<i>Contaminated Water Supply</i>	C (785)	B (446)	E (768)

- From 2012 to 2021, B ward registered highest per capita councillor constituency complaints on blocked and overflowing drains and for potholes.
- For the same period, C ward registered highest per capita councillor constituency complaints on SWM related complaints and contaminated water.
- ME ward registered highest shortage of water complaints from 2012 to 2021.

## Centralised Complaint Registration System



## Centralised Complaint Registration System





## Performance Of Councillors In Wards Committees

Year	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
<b>Attendance</b>	82%	79%	71%	73%	72%	82%	79%	73%	76%	75%
<b>Questions Raised in Wards Committees</b>	679	989	972	1,098	1,152	856	1,046	952	512	1,126

# In the Last 10 Years, From 2012 to 2021, On an Average, 1 Councillor of Major Political Parties Asked Only 41 Questions in Wards Committees

## ➤ Issue Wise Questions Raised in Wards Committee Meetings from 2012 to 2021

Political Party Name	Avg. no. of Councillor*	Total Questions	% Out of Total Questions asked	Average Questions Per Councillor
Bharatiya Janata Party	57	2,325	25%	41
Independent	8	302	3%	38
Indian National Congress	41	1,874	20%	46
Maharashtra Navnirman Sena	15	561	6%	37
Nationalist Congress Party	11	434	5%	39
Samajwadi Party	7	319	3%	46
Shiv Sena	84	3,507	37%	42
Other Party	4	60	1%	15
<b>Total</b>	<b>227</b>	<b>9,382</b>	<b>100%</b>	<b>41</b>

\* Average No. of Councillors of Each Party From 2012 to 2021

# 1 out of 6 Questions Asked in Wards Committees by Councillors Were on Naming and Renaming of Roads and Chowks from 2012 to 2021

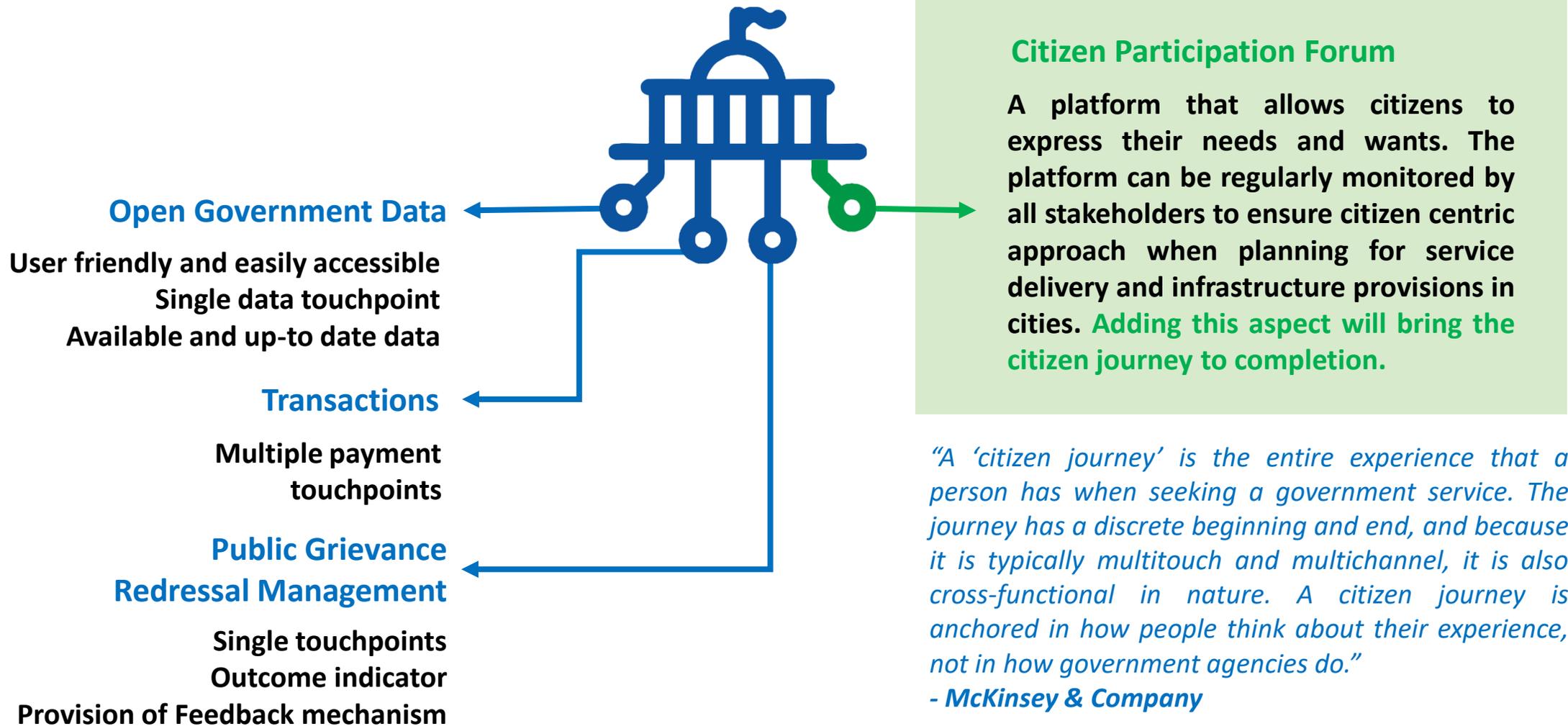
- On an average, from 2012 to 2021 one BJP councillor raised only 1 question on drainage issues, while 8 questions were raised for naming and renaming roads and chowks.
- One Shiv Sena councillor raised on an average only 3 questions on water supply and 3 questions on SWM issues from 2012 to 2021.
- One NCP councillor raised most questions (10) on average on naming and renaming of roads and chowks.

Political Party Name	Avg. no. of Councillor*	Total Questions per councillor**	Issue wise questions asked per councillor				
			Water Supply	SWM	Drainage	Road	Naming & Renaming of Road & Chowk
Bharatiya Janata Party	57	41	2	4	1	8	8
Independent	8	38	4	4	1	6	5
Indian National Congress	41	46	3	4	2	7	8
Maharashtra Navnirman Sena	15	37	1	3	1	7	4
Nationalist Congress Party	11	39	2	3	1	7	10
Samajwadi Party	7	46	3	5	2	10	3
Shiv Sena	84	42	3	3	2	7	6
Other Party	4	15	1	1	1	2	4
<b>Total</b>	<b>227</b>	<b>41</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>7</b>	<b>7</b>

\* Average No. of Councillors of Each Party From 2012 to 2021

\*\* Total questions raised in Wards Committee Meetings

## IDEAL CITIZEN JOURNEY





- ❑ To ensure transparency and accountability, citizens' complaints data needs to be accessible to all stakeholders in an **Open Government Data Portal** so citizens can not only track their complaints but can also view other issues and affected areas.
- ❑ **Improvement in CCRS** with timely redressal of complaints according to the citizens' charter and ATR generated should provide details on the action taken to resolve citizen complaints.
- ❑ **Citizens' Feedback and Suggestion Mechanism** should be introduced for complainants to express their satisfaction and enable more accountability within the system. The city government should then utilise the feedbacks to improvise on the services delivered in the city.
- ❑ To be able to improve service delivery through citizens feedbacks, BMC should be **Democratically Empowered according to the 74<sup>th</sup> Constitutional Amendment Act.**