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Report on

THE STATUS OF CIVIC ISSUES IN MUMBAI

with a focus on

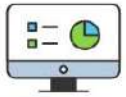
Water | Sewerage | Solid Waste Management | Toilets | Air Quality

May 2025

Image Courtesy: SSRC, EcoWatch, HT

Status of Mumbai Climate Action Plan

Mumbai Climate Action Plan : 1/2

Time Frame	Urban Flooding & Water Resources	Key Insights	Status
2022-2030	 Nature- based STP at sewer outfalls (treat 25% sewage)	Versova, Ghatkopar, Bhandup STPs failed BOD norms in 2024; no nature-based treatment evident	✗
2022-2030	 Restore riparian zones.	Mithi River remains heavily polluted with high BOD and Faecal Coliform levels	✗
	Air Quality	**Key Insights**	**Status**
2022-2030	 Online grievance redressal portal for air complaints.	Air complaints via CCRS increased 203% (2020–2024)	✓
2022 & Annually	 Strengthen AQ data monitoring, inter-dept coordination.	In 2024, 17% AQI data missing across 29 stations	✗
2022 & Annually	 Identify ward-level air pollution sources.	Highest complaints in H/W, M/W, P/S, R/C, and S wards	✗
2022 - 2027	 Increase AQI stations with real-time tech (CAAQMS).	AQI stations rose from 9 (2019) to 29 (2024); high pollution in BKC, Deonar, Navy Nagar, Worli, Malad	✓
Time Frame	**Urban Greening & Biodiversity**	**Key Insights**	**Status**
By 2030 (review 2024)	 Increase green cover to 30-40%.	Gardens ↑ by 26%, plantations ↑ by 220% (2017–24)	✓
2024	 Update tree census to include carbon sequestration, biodiversity.	Tree count unchanged since 2017–18	✗

Data Source : RTI (Right to Information Act) , ESR (Mumbai Environmental Status Report) and CPCB website (Central Pollution Control Board)

Mumbai Climate Action Plan : 2/2

Time Frame	Sustainable Water Management	Status / Key Insights	Status
2023	 Designate ward-level waste units for coordination.	No ward-level updates: last ALM data (BMC) from 2015; SMPA data removed post-2019; BWG data missing in ESR 2022–24.	✗
2030 / 2032	 Discourage landfills, set up new processing units	Only 46 dry waste centers established; no data on other processing units	✗
2023	 Levy for non-segregation of waste	Bye-laws need revision as per SWM Rules 2016 for enforcement	✗
2024	 Develop waste data dashboard	No such open data dashboard available on BMC website	✗
2024	 Promote decentralised wet waste mgmt. (citizens, mandis, hotels, parks)	Only 36% BWG societies manage wet waste; only one bio-methanation plant (D ward, 2MT)	✓
2024	 Strengthen C&D waste rule enforecement through bye-laws	Bye-laws not updated; 63% of Deonar's waste (13.43L MT in 2024) is C&D	✗
2023 Impl. (2025)	 Divert waste from Deonar, remediate site post scoping study.	An average of 7 lakh MT of waste has been transported to the Deonar dumping ground each year from 2020 to 2024	✗

Data Source : RTI (Right to Information Act)

Status of Mumbai's Water Supply Management

Mumbai Faces 15% Water Shortfall in 2024

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URDPFI Guidelines of MoHUA* : Norms of Water Required

135 lpcd

97% Household drinking water was sourced from tap water

*Urban And Regional Development Plans Formulation and Implementation (URDPFI) Guidelines, Ministry of Housing and Urban Affairs

	Non-Slum	Slum
		
Distributed	135 lpcd	45 lpcd
Metered Charges	₹25.76 per month	₹7.13 per month
Total Cost Per Person	₹25.76 per month	₹757.13 per month

Slum households have to depend on water tankers and other sources for the additional 90 lpcd costing ₹750 per month.

Water Timings

24 X 7 Supply
Project Launched in 2014

→

5.37 Hours (2024)
Average Timing of Water Supply

lpcd- litres per person (capita) per day

Source: RTI (Right to Information Act) & ESR (Mumbai Environmental Status Report)

2024: 6 out of 8 STPs do not meet the CPCB norms

Sewerage Treatment Plant's Wastewater Quality

Criteria		Outlet (mg/lt.)
		Year 2024
BOD (Prescribed limit is 20mg/lt. by CPCB and 10 mg/lt. by MPCB)	Colaba	5.00
	Worli	-
	Bandra	-
	Versova	58.09
	Bhandup	20.70
	Ghatkopar	24.45
	Malad	99.36
	Charkop	5.40
TSS (Prescribed limit is 50mg/lt. by CPCB and 20mg/lt. by MPCB)	Colaba	7.50
	Worli	-
	Bandra	-
	Versova	72.91
	Bhandup	25.10
	Ghatkopar	21.55
	Malad	124.64
	Charkop	9.60

Source: RTI (Right to Information Act)

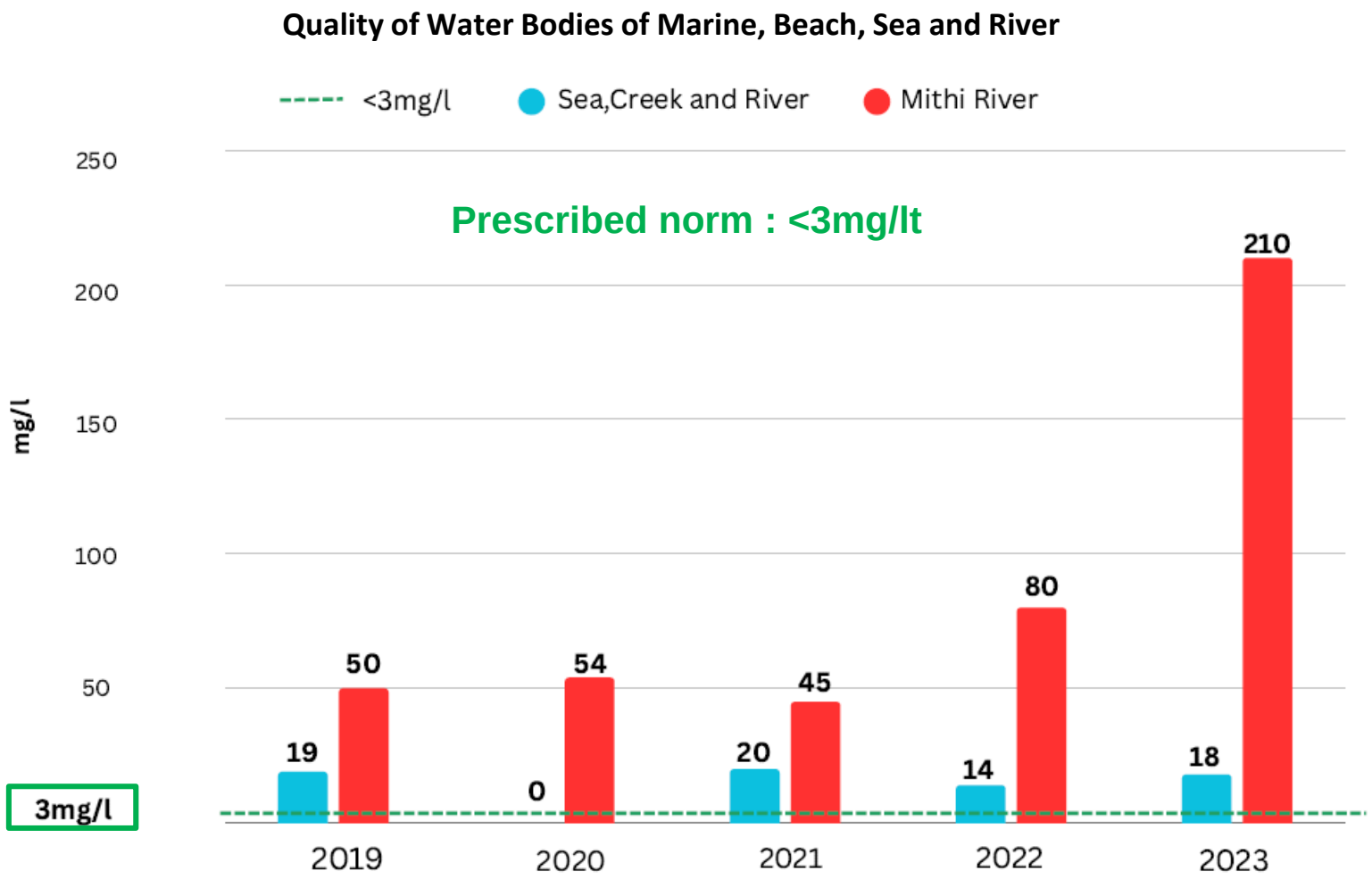
In 2022, Mumbai generated approximately **1,956 MLD** of sewerage, of which only **1,474 MLD** was treated. The data for total sewerage generated for 2024 was not provided in the RTI response.

Partially treated sewerage flows from STPs of **Worli and Bandra.**

Colour	BOD limit	TSS limit	Remark
	20mg/lt.	50mg/lt.	CPCB criteria met
	10 mg/lt.	20mg/lt.	MPCB criteria met
			< than CPCB & MPCB criteria

MLD : Million Liters per Day

Pollution Levels of Water Resources of Mumbai (as of 2023)



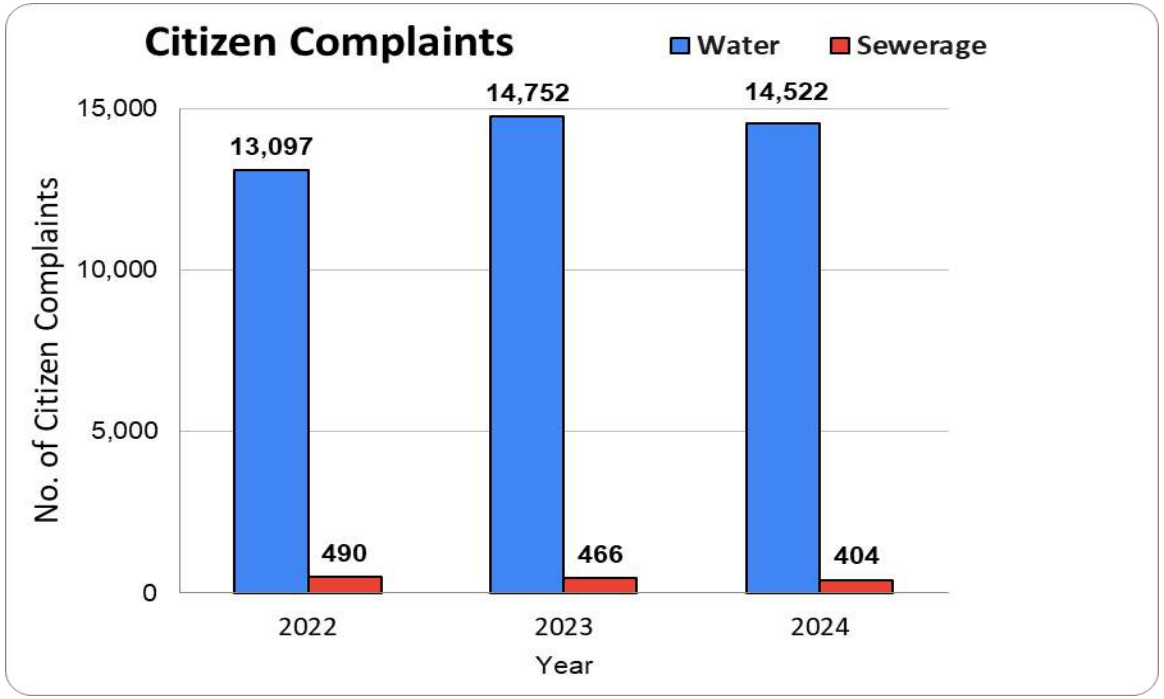
Note: Data not available for River, Sea and Creek water for 2020 in CPCB report

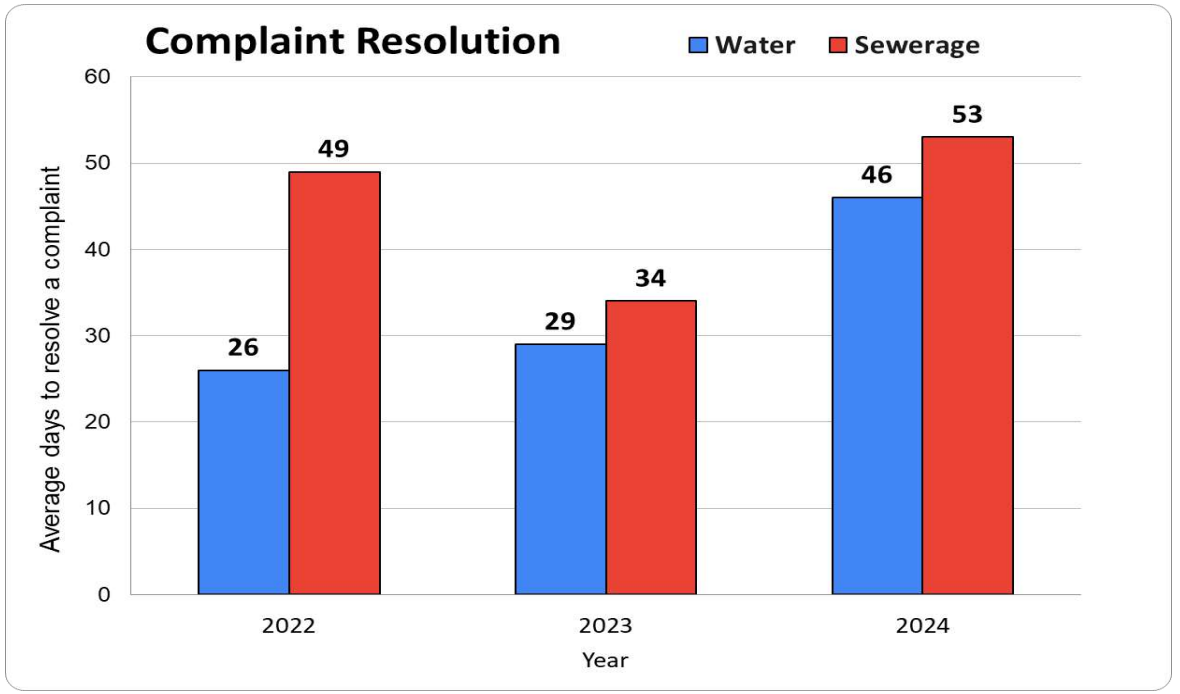
Levels of Biological Oxygen Demand (BOD) in **Mumbai's river, sea and creek water** are **maximum six times higher** than prescribed norms by CPCB.

Source: Central Pollution Control Board (***CPCB) Report***

For more details on Biological Oxygen Demand (BOD) and Fecal Coli Form refer: page no.20 & 21 of white paper.

Complaint Management and Departmental Performance Analysis





Water & Sewerage Budget utilisation (Figure In Rupees Crore)

CapEx Budget	2021-22	2022-23	2023-24
Revised Estimate	2,014	4,147	5,058
Actuals	1,836	2,287	3,511
Percentage Utilised	**87%**	**80%** ↓	**76%** ↓

Water & Sewerage Human Resources (HR) Vacancy

Year	HR Vacancy		
	Sanction	Vacant	Vacancy %
2022	23,449	10,154	43%
2023	20,053	8,772	44% ↑
2024	19,822	9,186	**46%** ↑

Source: RTI (Right to Information Act)

Status of Mumbai's Solid Waste Management

Trends in Waste Generation

Waste Generation data as per ESR

Year	2019-20	2020-21	2021-22	2022-23	2023-24
Waste Generated(MTD)	6,650	5,500	6,300	6,300	6,300
% change year on year	-11%	-17%	15%	0%	0%
Domestic Waste Composition					
Food Waste (Biodegradable - Wet)	72.60%	72.60%	72.60%	72.60%	72.60%
Wood, Cloth (Biodegradable - Dry)	3.51%	3.51%	3.51%	3.51%	3.51%
Sand, Stone and Fine Earth	17.37%	17.37%	17.37%	17.37%	17.37%
Plastic	3.24%	3.24%	3.24%	3.24%	3.24%
Paper and other Recyclable Metals	3.28%	3.28%	3.28%	3.28%	3.28%

Source: Environment Status Report (ESR)

Waste Generation data as per RTI

Year	2022	2023	2024
Waste Generated (MTD)	6,385	6,597	6,656
% change year on year	-	3%	1%

Source: RTI

- BMC's Environment Status Report (ESR) shows the generation of waste in Mumbai has been **constant** from **2021-22 to 2023-24** while RTI shows more accurate and recent tracking.

Source: RTI (Right to Information Act) & Mumbai Environmental Status Report (ESR) Report

In 2024, 3 wards reported highest per capita waste generation per day

➢ **Top three wards with highest per capita waste collected per day in 2024**

Ward	Population 2024*	% Slum Population 2011	Total Weight (MTD)	Per Capita waste collected (in Kg)
C	1,74,419	0%	111	0.64
A	1,94,210	34%	114	0.59
H/W	3,22,869	39%	188	0.58

* Projected Population 2024 taken from Environment Status report 2023-24

➢ **Top three wards with lowest per capita waste collected per day in 2024**

Ward	Population 2024*	% Slum Population 2011	Total Weight (MTD)	Per Capita waste collected (in Kg)
R/S	7,25,585	58%	160	0.22
R/N	4,52,808	51%	110	0.24
D	3,64,106	10%	97	0.27

- The SWM Rules 2016 states the need to **minimise the overall generation of waste, maximum reuse of waste and practice waste processing at source** to reduce waste sent to landfills.

MTD: Metric Tonnes per Day
Per capita waste per day: Total MTD waste collected/population

Source: RTI (Right to Information Act)

BMC can save approx ₹1,485 crores annually with decentralised SWM process

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Transportation cost from 24 wards to dumping grounds/landfills

Avg. Km travelled in one ward to collect and transport waste to landfill	20 km
Cost to transport One Metric Tonne per Km	Rs. 8
Total waste collected per day (in MTD)	6,300 MTD*
Approximate cost of transport of waste sent to landfills	
Total waste collected per day (in MTD)	6,300 MTD
Total Km travelled per day to collect waste from 24 wards to landfill (20 Km x 24 wards)	480
Total cost to collect and transport One MTD waste from 24 wards to landfill (1 MTD x 480 Km x ₹8)	₹3,840
Total cost to collect and transport 6,300 MTD waste from 24 wards to landfill (6,300 MTD x 480 Km x ₹8)	₹2,41,92,000
Approx. cost of transport to landfill in a year (x365 days)	₹883 Crores per year

Cost for Operations and Maintenance

- Approximate cost for operations and maintenance (O&M) to dispose waste at Kanjurmarg Landfill

Approximate cost of O&M at Kanjurmarg Landfill	
Cost for O&M of One MTD at Kanjurmarg landfill	₹3,000
Amount of waste received at Kanjurmarg landfill per day	5,500 MTD*
Total amount of waste received in a year (x365)	20,07,500 MT
Total Kanjurmarg landfill O&M cost	₹602 crores per year

Decentralised waste management was a success in BMC's Councillor Ward No. 203 in the F/S Ward. Currently it is non functional

Disclaimer: This numbers are indicative and does not represent any actual figures.

Acknowledgment : Mumbai Vikas Samiti

BMC far from achieving its target

Representational Image from Canva

Total Legacy Waste
(closed on December 2018*)
70,00,000 MT

Average Waste Disposed
(Till December 2024)

43,39,951 MT (only 62%)

Remaining Waste
for bio-mining at Mulund
dumping ground:

26,60,049 MT (38%)

Time taken to dispose of waste:
47 months

An average quantity of **92,339 MT** disposed of per month.

Target date for completion
bio-mining: June 2025

(6 months from Jan 2025)

DID YOU KNOW?

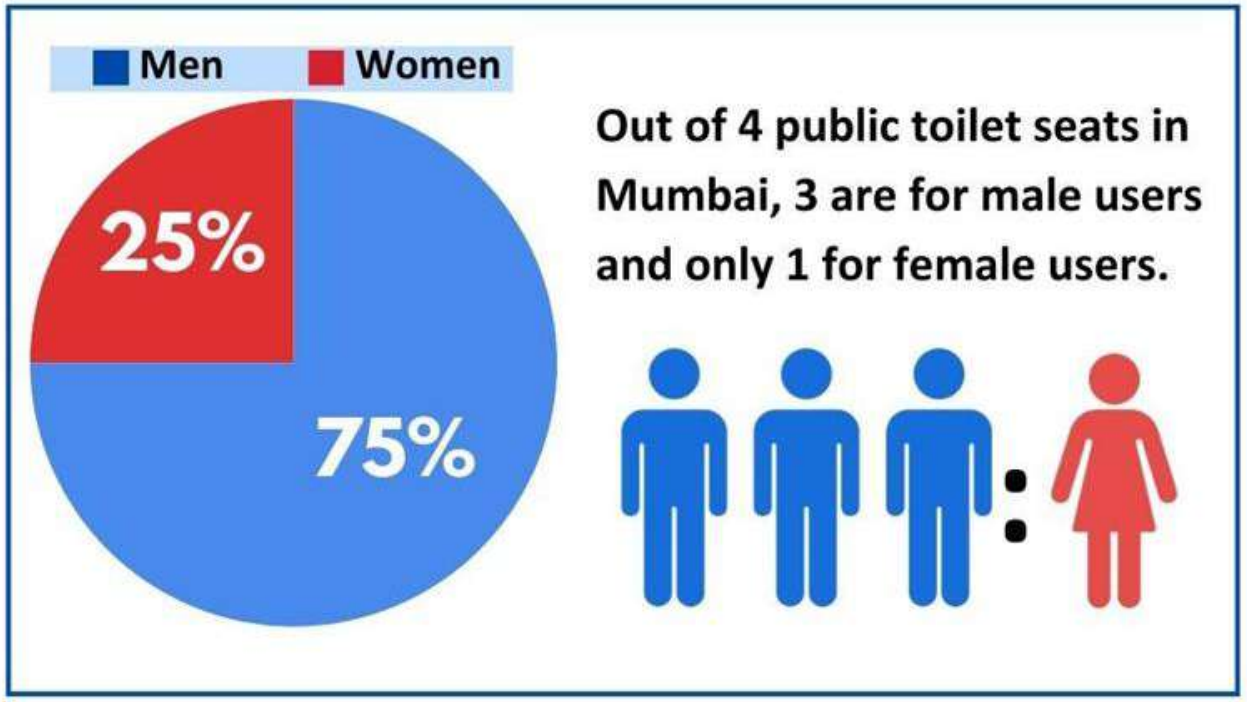
To achieve the target date to clear the Mulund Dumping Ground, BMC must either speed up biomining by **4 times** or it will take **29 more** months at the current speed.

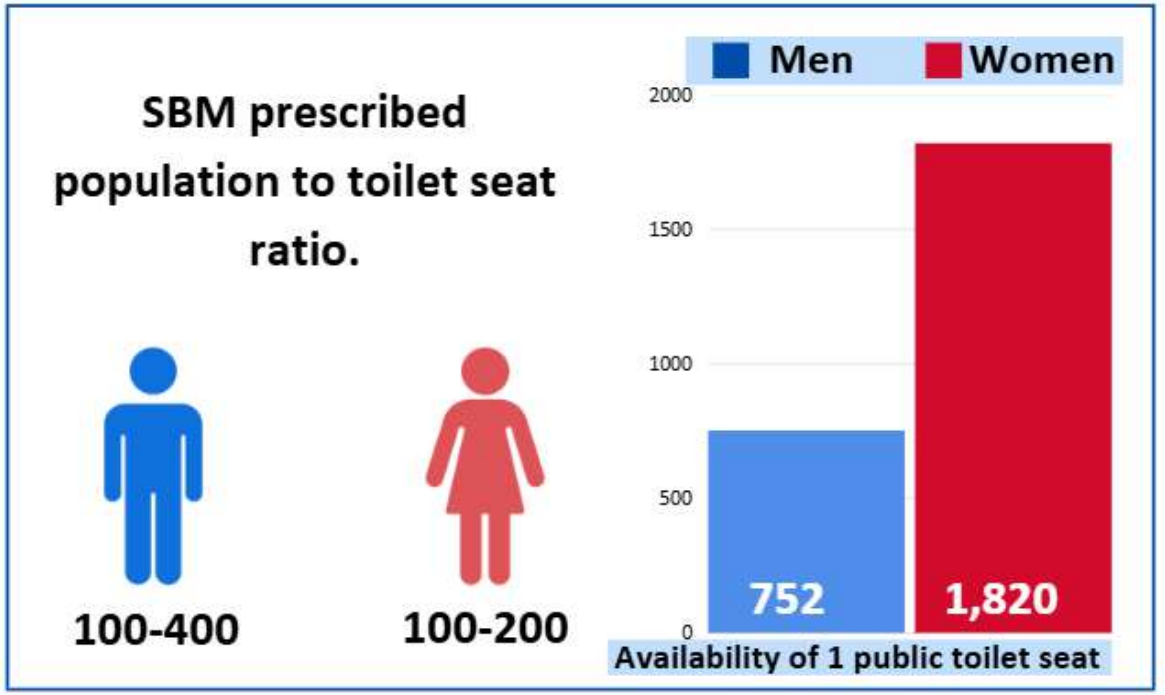
Source: RTI (Right to Information Act)

(*) Note: As per Environment Status Report 2021-22

Status of Mumbai's Public Toilet and Community Toilet Facilities

One in Four Public toilet seat for Women in Mumbai as of 2024





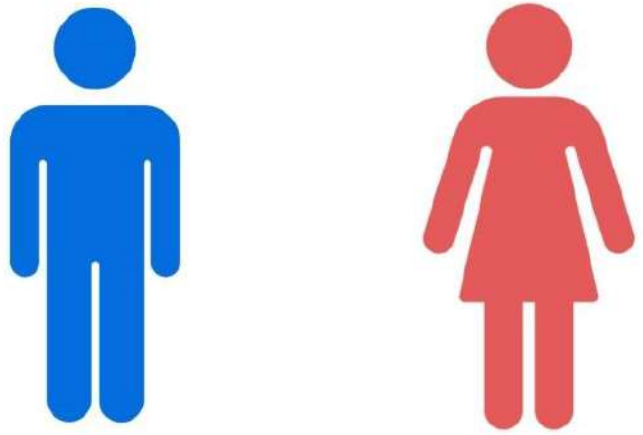
Wards attracting higher floating population; A ward and **B Ward** have a **4:1 ratio** of toilet seat allocation amongst male users and female users.

Source: RTI (Right to Information Act)

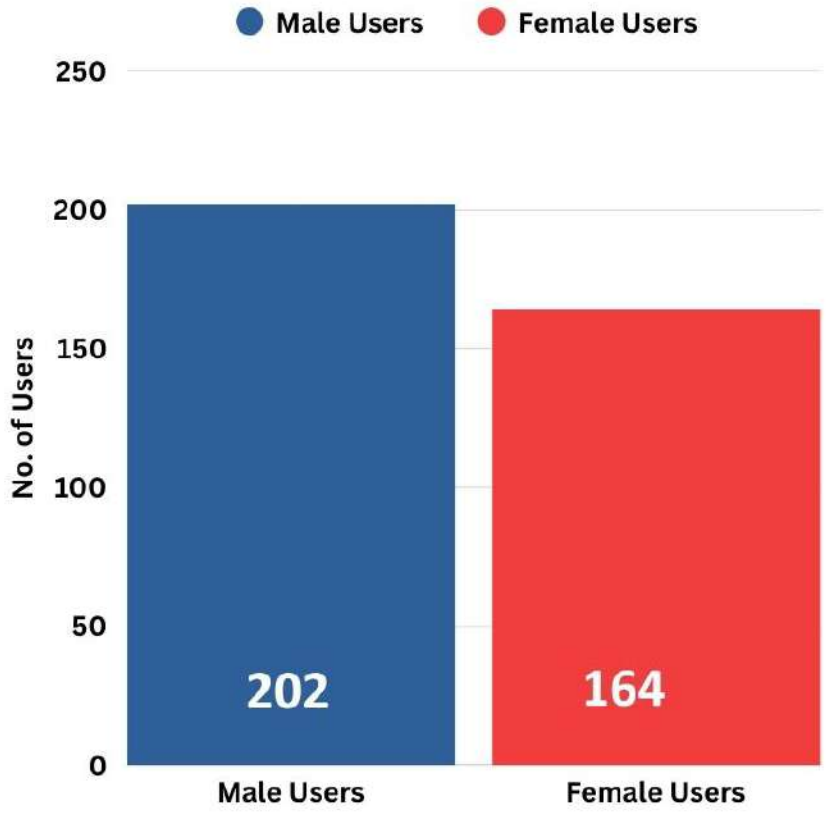
Out of 6,800 city toilets, 2,973 are functional; 3,827 lack electricity and water*

Population: Functional Community Toilet (2023)

SBM Norm for 1 Community Toilet



35 Male 25 Female

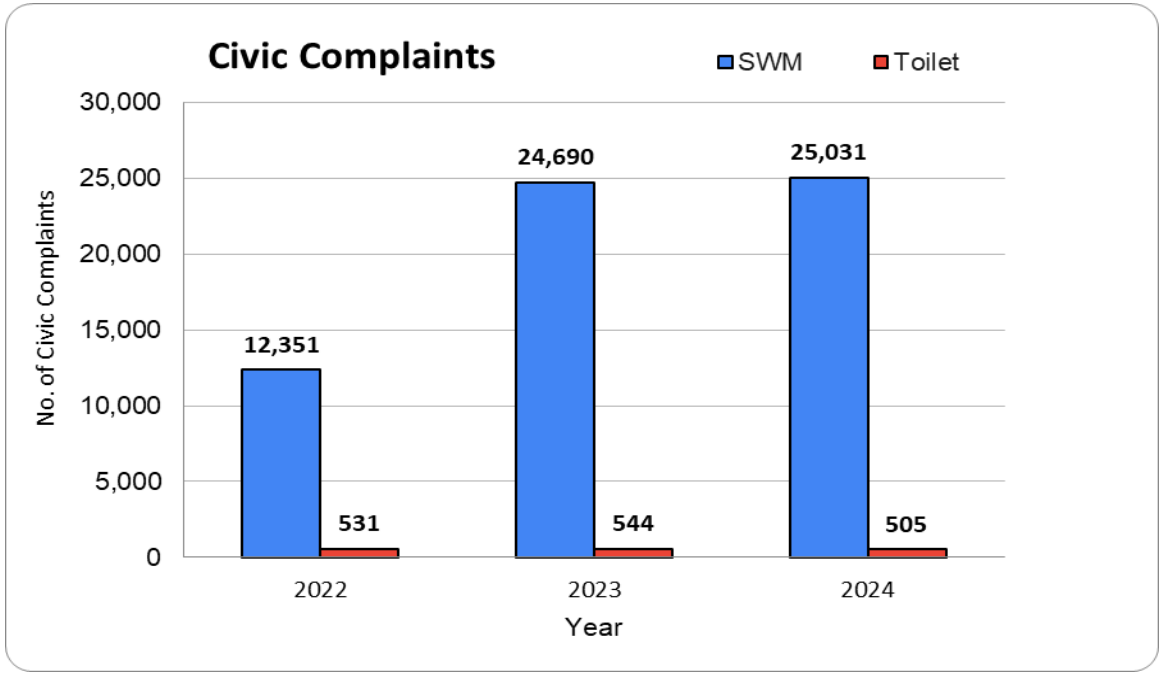


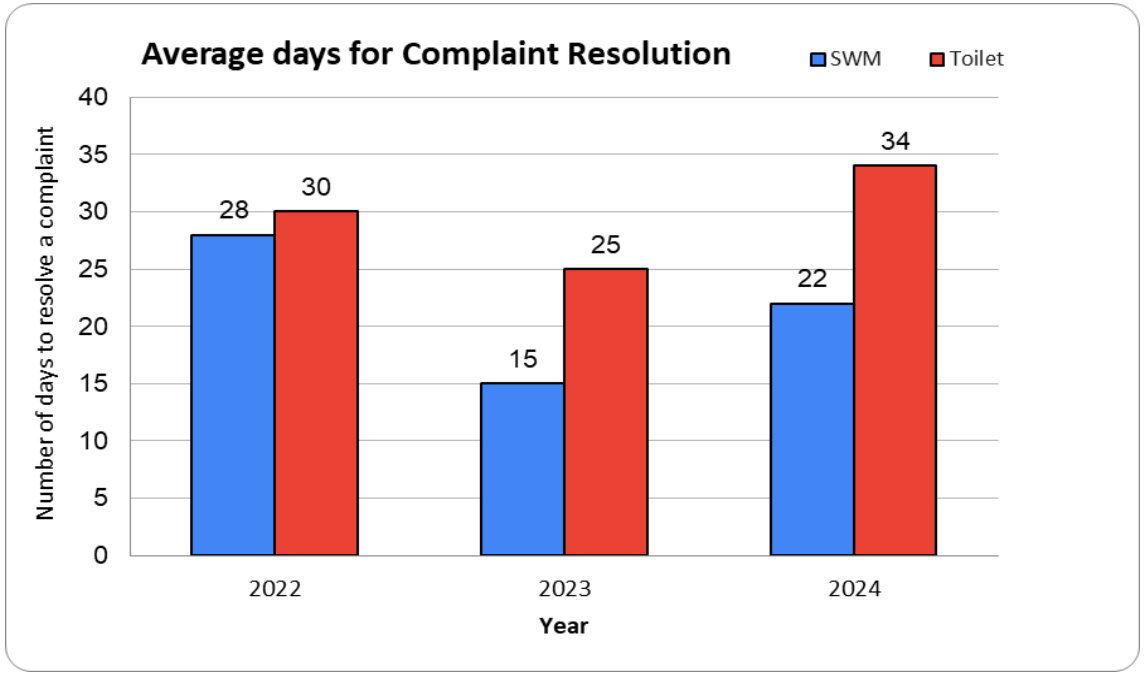
This ratio is much higher than figures prescribed as per Swachh Bharat Mission - Urban Guidelines.

Source: RTI (Right to Information Act)
** The community toilet data is for the year 2023*

Functional Toilet : That have all the amenities (i.e. Water, Electricity, Sewer connection)

Civic Complaint Management and Departmental Performance Analysis





SWM & Toilet Budget Utilisation (Figure In Rupees Crore)

CapEx Budget	2021-22	2022-23	2023-24
Revised Estimate	851	971	1,000
Actuals	643	551	875
Percentage Utilised	76%	57% ↓	88% ↑

SWM & Toilet Human Resources (HR) Vacancy

Year	HR Vacancy		
	Sanction	Vacant	Vacancy %
2022	35,023	4,748	14%
2023	35,026	4,920	14%
2024	35,472	5,989	17% ↑

Source: RTI (Right to Information Act)

Recommendations

Water & Sewerage: ***100% metering*** is needed for equitable water supply. Social audits of water supply distribution, cost and quality should be done. Sewerage generated needs to be treated effectively.

SWM & Sanitation: To improve SWM and sanitation, BMC should adopt decentralised methods like 100% door-to-door waste collection, source segregation, and composting to eliminate dumping grounds. It must also increase women's toilet seats, especially in high-footfall wards, and upgrade community toilets with water, electricity, and awareness programs like SMPA.

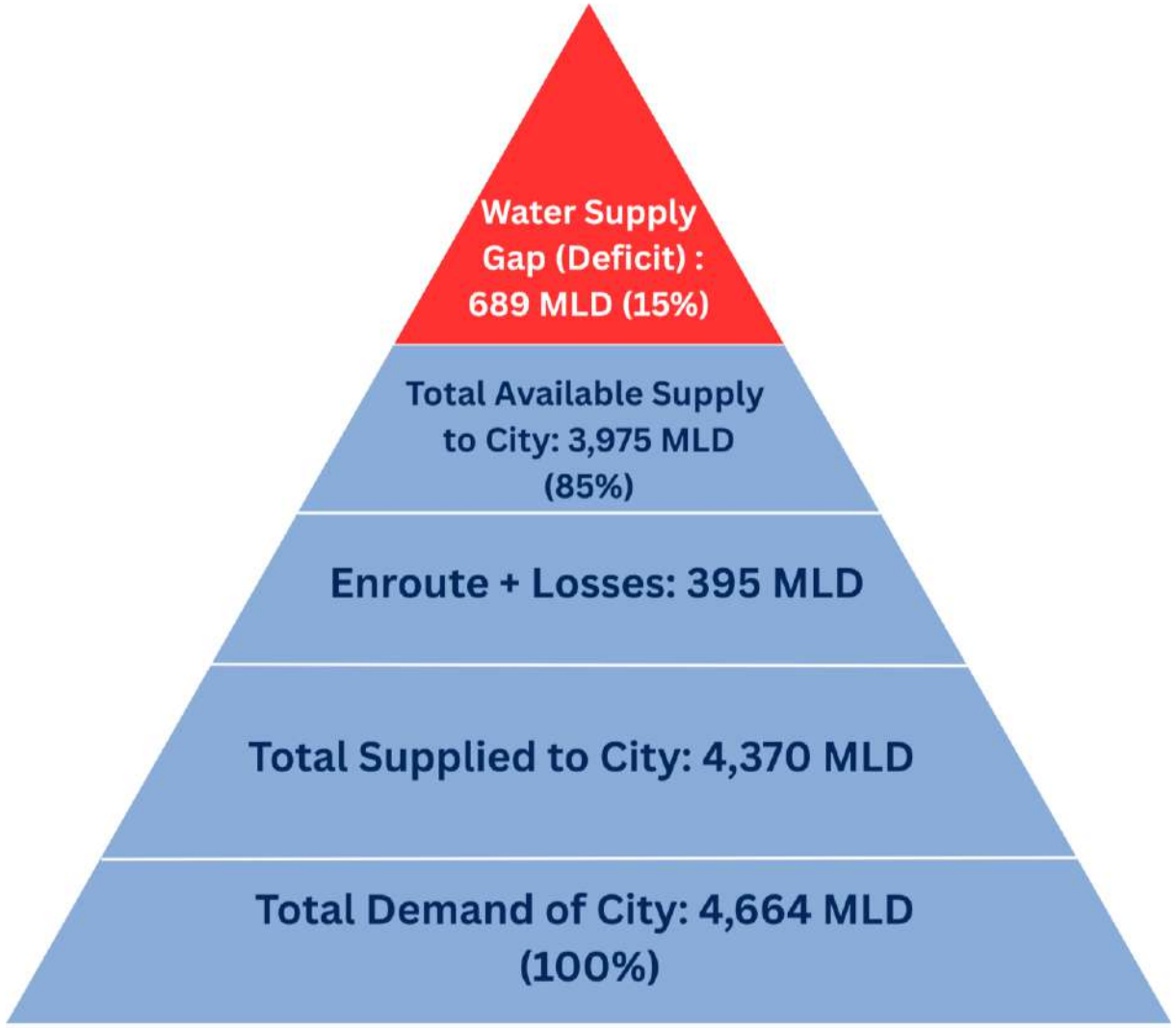
Combat Air Pollution: Implement comprehensive strategies to address deteriorating air quality. Analyse grievances on air pollution complaints to identify and address major sources of pollution. Ensure efficiency in AQI monitoring stations to identify the local causes of air pollution and provide timely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

Strengthen Public Grievance Redressal Management Complaints System: To strengthen service delivery, BMC must improve CCRS by ensuring timely complaint redressal with clear ATRs, introduce a citizen feedback system for greater accountability, and be democratically empowered as per the 74th Constitutional Amendment

Annexures

Mumbai Faces 15% Water Shortfall

Water Sources, Demand, and Supply Deficit in Mumbai



*The Numerical values are in MLD (Million Litres per Day).

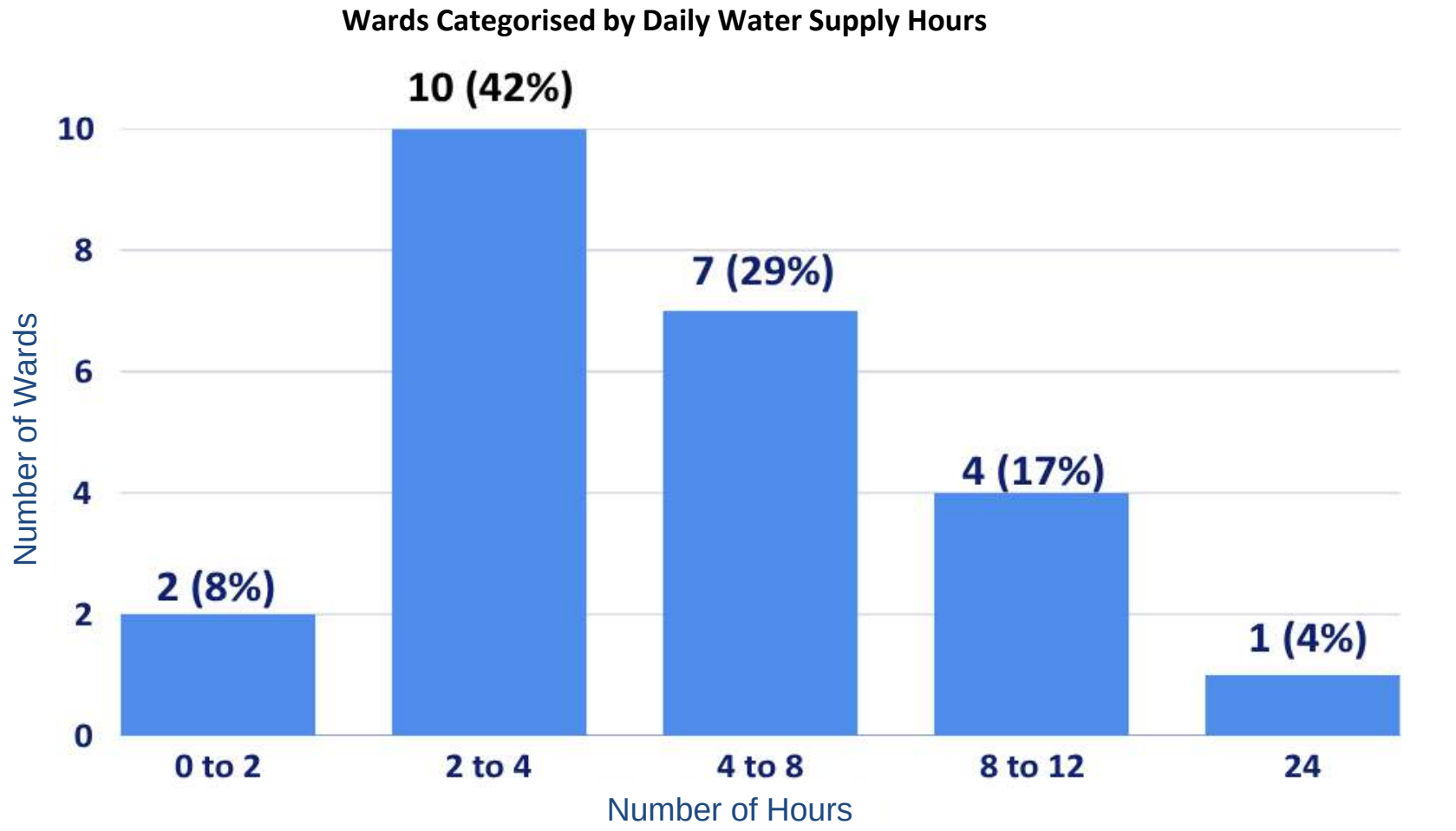
Source: RTI (Right to Information Act) & ESR Report

Total water supply to the city is **3,975 MLD**, while the total demand is **4,664 MLD**, resulting in a water supply gap of **689 MLD**.

Annexure- Water Sources & Supply

Source	Yield in MLD	Ownership	Treatment Plant
Tulsi	14	BMC	Tulsi
Vihar	100	BMC	Vihar
Tansa	448	BMC	Bhandup Complex
Modak Sagar (Lower Vaitarna)	1,769	BMC	Bhandup Complex
Upper Vaitarna, Middle Vaitarna		Government of Maharashtra / BMC	Bhandup Complex
Bhatsa	2,039	Government of Maharashtra	Bhandup Complex and Panjarapur
Subtotal (A)	**4,370**	-	
Enroute + Losses (B)	-395		
Total Supply to City (A-B=C)	**3,975**		
Total Demand of City (D)	4,664		
Water Supply Gap (Deficit) (D-C)	689		
Water Gap (%)	**15%**		

2024: Only 1 ward gets 24x7 water; average supply is just 5.37 hours/day



WARDS:	B & C	A, D, F/N, H/E, H/W, K/W, P/N, P/S, R/C & R/N	E, F/S, G/N, G/S, K/E, R/S & M/E	L, M/W, N & S	T

- In 2024, Island City and Western Suburbs gets up to 4 hours, while Eastern Suburbs up to 11 hours of daily water supply.
- Out of the 287 zones, 205 zones (71%) receive only upto 4 hours of water supply.

Source: RTI (Right to Information Act)

Affordability of Water Supply (Residential)

Type of Connection	Non-Slum	Slum		
		Slum (Metered Tap Only)	Slum (Tanker)	Slum (Total 135 LPCD)
URDPFI Norms	135 lpcd	135 lpcd		
BMC Water Supply	135 lpcd	45 lpcd		
Deficit	0	90 lpcd	Deficit 90 lt Supply by Tanker	
Total Water Supply	135 lpcd	45 lpcd	90 (via Tanker)	135 (45 tap + 90 tanker)
Cost criteria by BMC	₹ 6.36/1000lt	₹ 5.28/1000lt	₹ 270/1000lt	-
Average expense per day based on per day norm (135lpcd)	₹ 0.86	₹ 0.24	₹ 24.30	-
Monthly Cost (₹)	₹ 25.76	₹ 7.13	₹ 729.00	₹ 736.13
Remarks	Full need met by tap; low cost	Only partial need met	High cost for additional water from tanker	Overall high burden due to costly tanker reliance

Annexure- Metered & Unmetered Connections

Ward	Total Metered Connections				Non Metered Connections				% of Non-Metered
	CM*	DM*	IND*	Total	CM*	DM*	IND*	Total	
A	3,131	2,260	119	5,510	282	45	12	339	6%
B	1,516	351	25	1,892	150	1	0	151	7%
C	2,569	489	82	3,140	178	6	9	193	6%
D	3,371	5,125	204	8,700	620	32	21	673	7%
E	2,522	2,410	682	5,614	504	11	6	521	8%
F/N	2,103	15,741	42	17,886	400	13	1	414	2%
F/S	1,656	3,505	234	5,395	332	7	10	349	6%
G/N	2,920	9,762	190	12,872	481	31	1	513	4%
G/S	1,674	3,954	337	5,965	419	35	34	488	8%
H/E	1,910	39,924	81	41,915	632	26	0	658	2%
H/W	3,257	18,124	17	21,398	1,489	283	0	1,772	8%
K/E	3,916	35,242	818	39,976	2,028	198	1	2,227	5%
K/W	4,544	28,476	245	33,265	1,671	153	0	1,824	5%
L	2,805	35,424	596	38,825	710	34	6	750	2%
M/E	1,176	48,217	155	49,548	131	10	0	141	0%
M/W	2,009	23,754	95	25,858	745	1,558	1	2,304	8%
N	2,423	20,098	191	22,712	587	1,077	1	1,665	7%
P/N	3,467	49,719	271	53,457	990	90	3	1,083	2%
P/S	2,379	16,507	831	19,717	1,128	62	9	1,199	6%
R/C	3,475	16,639	37	20,151	1,469	111	1	1,581	7%
R/N	2,089	15,412	125	17,626	660	99	2	761	4%
R/S	2,680	27,463	460	30,603	732	89	1	822	3%
S	1808	31162	360	33,330	951	71	5	1,027	3%
T	2547	11087	134	13,768	725	156	0	881	6%
Grand Total	**61,947**	**4,60,845**	**6,331**	**5,29,123**	**18,014**	**4,198**	**124**	**22,336**	**4%**

Water Metered and Unmetered Connections in MCGM as on March 2025

*CM- Commercial, DM- Domestic, IND- Industrial

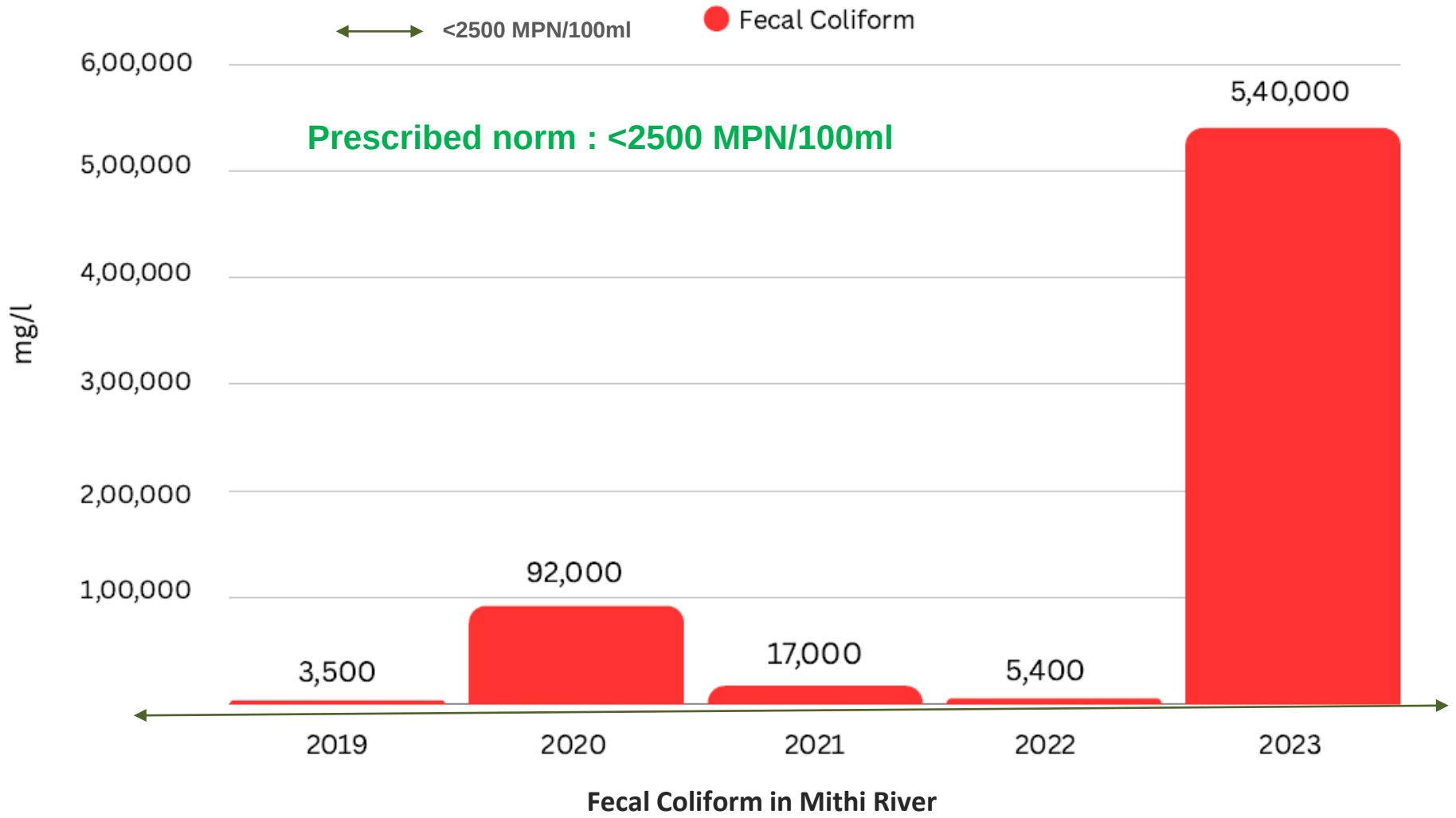
Annexure- Ward Wise Drinking Water Quality Testing Results

Ward	% of unfit samples				
	2020	2021	2022	2023	2024
A	0.84%	0.23%	0.84%	2.60%	1.40%
B	1.49%	1.50%	5.97%	1.59%	2.90%
C	0.18%	0.17%	0.46%	0.30%	0.00%
D	1.57%	0.62%	1.18%	0.71%	0.35%
E	0.93%	0.19%	1.16%	0.54%	0.09%
F/N	2.20%	0.07%	0.48%	0.09%	0.14%
F/S	1.89%	1.92%	0.16%	0.41%	0.09%
G/N	4.02%	0.91%	0.30%	1.33%	0.23%
G/S	0.84%	0.22%	1.50%	0.28%	0.49%
H/E	0.00%	0.00%	0.94%	2.24%	1.62%
H/W	1.55%	0.21%	0.30%	0.00%	0.56%
K/E	0.82%	0.00%	0.20%	0.10%	0.22%
K/W	0.50%	0.15%	0.15%	0.34%	0.17%
L	1.06%	0.48%	1.04%	0.61%	0.00%
M/E	2.15%	0.00%	0.69%	0.31%	0.46%
M/W	1.68%	0.50%	0.51%	0.71%	0.00%
N	1.22%	0.00%	0.78%	0.27%	0.00%
P/N	0.40%	0.06%	0.17%	0.09%	0.00%
P/S	2.39%	0.09%	0.36%	0.30%	0.05%
R/C	1.42%	0.82%	1.98%	0.36%	0.61%
R/N	0.68%	0.00%	0.31%	0.16%	0.00%
R/S	0.50%	0.26%	0.57%	0.31%	0.16%
S	0.94%	0.14%	0.07%	0.14%	0.08%
T	2.32%	0.11%	0.10%	1.08%	0.81%
Other (S.R)	0.36%	0.07%	0.31%	0.30%	0.13%
Total	**1.02%**	**0.29%**	**0.67%**	**0.54%**	**0.33%**

* *BIS declares drinking water unfit if it is bacteriologically contaminated or if chemical contaminants exceed the maximum permissible limits set in its quality standards.*

Mithi continues to be polluted (as of 2023)

Levels of Fecal Coliform in **Mumbai's Mithi River** are much higher than prescribed norms by CPCB.



Fecal Coliform in Mithi River

Source: Central Pollution Control Board (***CPCB) Report***

For more details on Biological Oxygen Demand (BOD) and Fecal Coli Form refer: page no.20 & 21 of white paper.

Annexure- Water Supply Complaints (5 Years)

Complaints Type	2020			2024			Complaints Registered from 2020 to 2024 (%)
	No. of Complaint	Complaint Closed %	Avg. Days	No. of Complaint	Complaint Closed %	Avg. Days	
Use of Booster Pump	119	99%	26	231	92%	39	94%
Shortage of water supply	3,914	96%	30	6,436	89%	46	64%
Contaminated Water Supply	1,369	91%	28	2,083	89%	47	52%
Providing water by tankers	35	97%	23	50	84%	37	43%
Water supply during non-supply hours	50	92%	23	65	92%	36	30%
Removal of water meters	81	93%	27	99	83%	46	22%
Unauthorised tapping of water connections	859	98%	24	992	90%	42	15%
Other Water Related Complaints	5428	96%	164	4566	88%	306	-58%
Grand Total	**11,855**	**96%**	**29**	**14,522**	**89%**	**46**	**22%**

Avg. Days: Average days to closed complaint

Annexure- Ward wise Garbage Lifted from January 2024 to December 2024

Region	Ward	Population 2024	% Slum Population 2011	Avg. Total Weight (MT)	Average (Per Day MT)	Per Capita Waste Generated (in Kg)	Proportion of wards to total waste
Island City	A	1,94,210	34%	41,658	114	0.59	2%
	B	1,33,616	11%	26,840	73	0.55	1%
	C	1,74,419	0%	40,730	111	0.64	2%
	D	3,64,106	10%	35,475	97	0.27	1%
	E	4,12,833	20%	46,149	126	0.31	2%
	F/N	5,55,328	58%	58,747	160	0.29	2%
	F/S	3,78,913	26%	38,420	105	0.28	2%
	G/N	6,28,812	32%	79,328	217	0.34	3%
	G/S	3,96,524	21%	40,385	110	0.28	2%
Western Suburbs	H/E	5,84,934	42%	61,776	169	0.29	3%
	H/W	3,22,869	39%	68,717	188	0.58	3%
	K/E	8,64,834	49%	1,14,550	313	0.36	5%
	K/W	7,85,899	15%	1,12,711	308	0.39	5%
	P/N	9,88,154	54%	1,13,651	310	0.31	5%
	P/S	4,86,544	57%	70,367	192	0.39	3%
	R/C	5,90,102	19%	61,521	168	0.28	3%
	R/N	4,52,808	51%	40,461	110	0.24	2%
	R/S	7,25,585	58%	58,670	160	0.22	2%
Eastern Suburbs	L	9,47,067	54%	1,30,625	357	0.38	5%
	M/E	8,47,865	30%	1,42,411	389	0.46	6%
	M/W	4,32,365	53%	82,838	226	0.52	3%
	N	6,53,810	62%	69,830	191	0.29	3%
	S	7,80,751	72%	98,144	268	0.34	4%
	T	3,58,434	33%	59,094	161	0.45	2%
	Other			7,44,321	2,033		
	Total	**1,30,60,782**	**42%**	**24,37,420**	**6,656**	**0.51**	**100%**

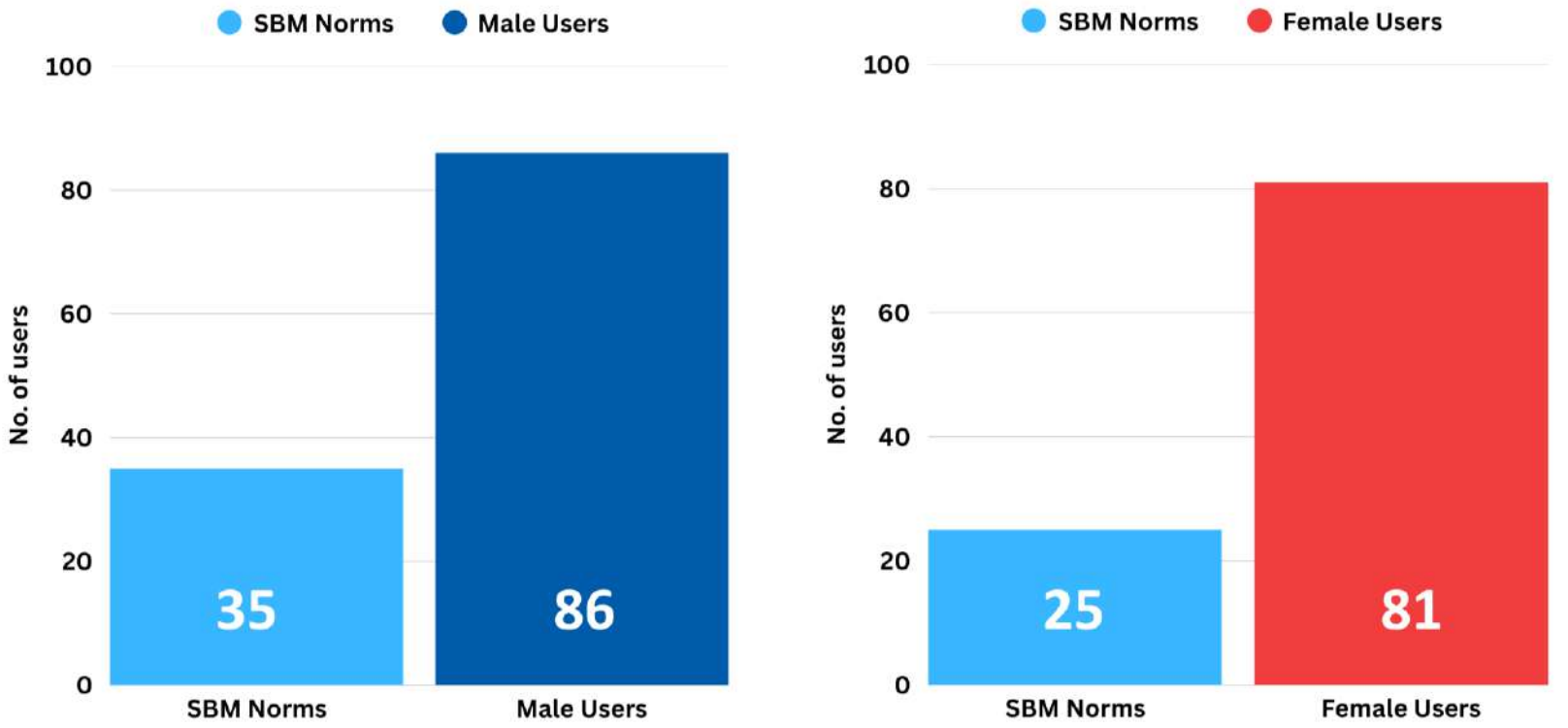
MT - Metric tonnes; Population 2024 taken from Environment Status report 2023-24

Annexure- SWM Complaints (5 Years)

Complaints Type	2020				2024				Complaints Registered from 2020 to 2024 (%)
	Complaints	Closed	Closed %	Avg Days*	Complaints	Closed	Closed %	Avg Days*	
Collection point not attended properly	684	634	93%	45	576	549	95%	17	-16%
Garbage lorry not reported for service/ Lorry not covered	326	291	89%	57	693	618	89%	20	113%
Garbage not lifted from House/ Gully	1,928	1,723	89%	40	2,000	1,874	94%	19	4%
Garbage not lifted from municipal market	39	33	85%	38	39	36	92%	22	0%
Garbage not lifted from road/ authorised collection point	1,976	1,761	89%	44	10,205	9,864	97%	11	416%
Lifting of Tree Cutting	1,590	1,513	95%	25	1,329	1,304	98%	17	-16%
Non-attendance of nuisance Detector	1,168	1,067	91%	52	1,203	1,113	93%	18	3%
Providing/ removing/ replacing dustbins	440	396	90%	43	641	610	95%	17	46%
Removal of dead animals	1,164	1,034	89%	54	661	638	97%	13	-43%
Removal of Debris	1,393	1,251	90%	44	4,560	4,427	97%	8	227%
Silt to be lifted from road	320	289	90%	47	942	742	79%	17	194%
Sweeping of roads	564	497	88%	48	1,841	1,765	96%	12	226%
Grand Total	**11,592**	**10,489**	**90%**	**43**	**24,690**	**23,540**	**95%**	**13**	**113%**

Only One community toilet seat is available for every 443 users in two wards*

Population: Community Toilet (2023)



Availability of 1 community toilet seat

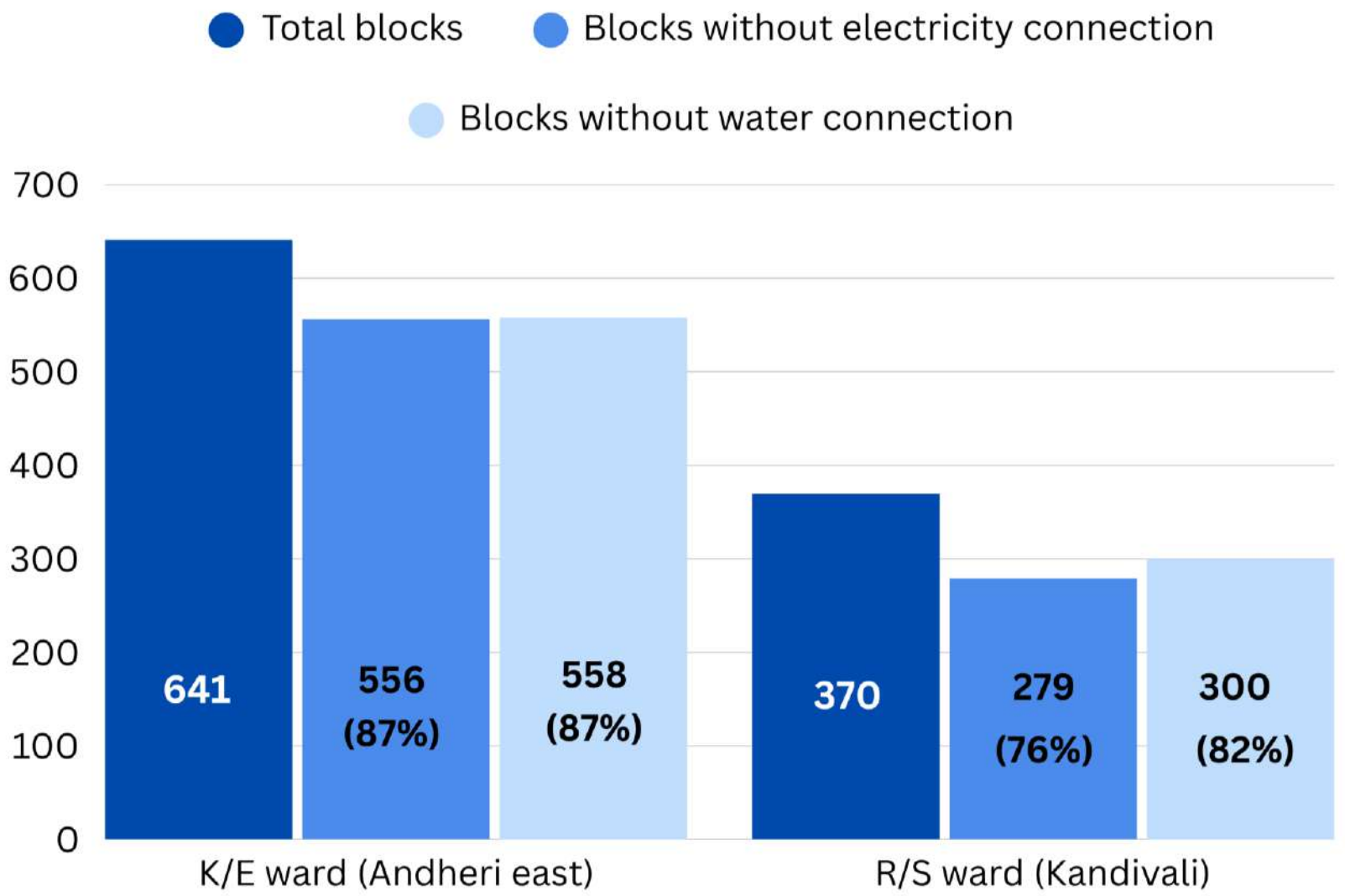
This ratio is much higher than figures prescribed as per Swachh Bharat Mission - Urban Guidelines.

**** The community toilet data is for the year 2023***

Source: RTI (Right to Information Act

Note: Data on ward wise slum population is not available.

Among all community toilet blocks, 69% lack water supply and 60% do not have electricity*



**** The community toilet data is for the year 2023***

Source: RTI (Right to Information Act

For more details on the data received regarding ward-wise facilities, refer to Table No. 33 on Page No. 49 of the white paper

Over the Past Decade from 2015 to 2024, total number of complaints increased by 70%

Citizen complaints registered in CCRS

Complaints	2015	2024	% Changes from 2015 to 2024
Buildings	14,999	14,451	-4%
Colony Officer	881	823	-7%
Drainage	9,904	15,701	59%
Estate	112	949	747%
Garden	1,307	3,293	152%
License	7,145	12,275	72%
MCGM Related	451	765	70%
Medical Officer Health (MOH)	549	1,752	219%
Nuisance due to vagrants/ stray Dogs,Monkey	-	3,233	-
Pest control	4,364	8,721	100%
Pollution	135	586	334%
Roads	13,539	9,800	-28%
School	56	73	30%
Shop and Establishment	401	612	53%
Solid Waste Management (SWM)	5,213	25,031	380%
Storm Water Drainage	830	2,304	178%
Toilet	159	505	218%
Water Supply	7,728	14,522	88%
Grand Total	**67,773**	**1,15,396**	**70%**

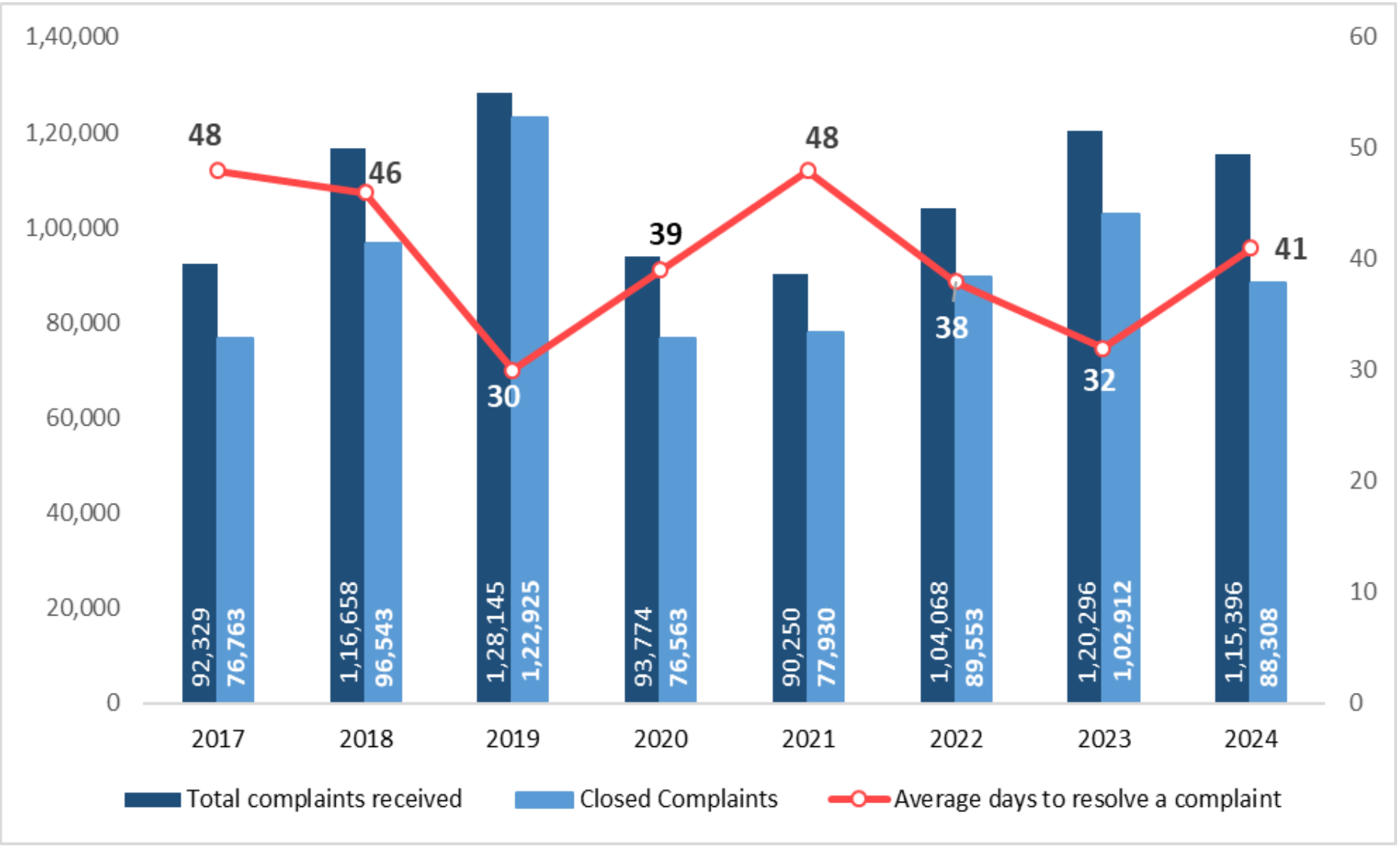
Source: RTI (Right to Information Act

Complaints related to "Pollution" **multiplied by 334%** from 2015 to 2024

Complaints on Solid Waste Management increased by **380%** and Toilet increased by **218%** from 2015 to 2024

From 2017 and 2024, citizen complaints increased by 25%

CCRS complaints Registered, Closed and average days taken for resolve



As per the norms of BMC Citizen Charter of Mumbai, a civic complaint should be closed within an **average of 6 days**.

Source: RTI (Right to Information Act)

City (BMC) Level Policy for Water

Water for All Policy

Provisions	Current status
• Older buildings to pay fair water rates • Increase supply (e.g., desalination) • Standing Committee to set user-based charges • Set charges for user categories	• Island city unmetered; charged via property tax • Deficit of 689 MLD (2023–24); no desalination implemented • Rules under 2015 Water Charges, updated in 2022 • User-type-based rates (slum, non-slum, tanker, industrial)

BMC's Water Charges Rules and Regulations $

Provisions	Current status
• Include Water Tax & Water Benefit Tax • Mandatory water metering • Volumetric billing where meters exist	• Island city still charged via property tax (MCGM Act, Sec 141) • 4% connections unmetered (22,336 connections); island exempt until redevelopment • Metered = per litre | Unmetered = lump sum

BMC Draft Water Metering Policy

Provisions	Current status
• Meter all municipal properties within 1 year • Mandatory Rainwater Harvesting (RWH) for large plots • Promote conservation practices	• Full citywide metering yet to be achieved • RWH rules: >1000 sq.m (2002), >500 sq.m (2019) • 3,209 RWH units by Oct 2020 • RWH infrastructure mandated, but usage unclear • Aligned with Jal Shakti Mission

State Level Policy for Water

State Level — Maharashtra State Water Policy 2019

Provisions	Current Status
Promotion of conservation & RWH	RWH mandatory (1000 sq.m from 2002; 500 sq.m from 2019) 3,209 RWH units by Oct 2020
Domestic Water Priority	Slum: 45 lpcd vs. Non-slum: 135 lpcd High tanker dependence and cost in slums
Universal Access	High reliance on shared standposts and tankers (₹270/1000L)

The Water (Prevention and Control of Pollution) Act, 1974

Provisions	Current status
• Prevent/control pollution, maintain water quality • Central/State Water Labs	• Unfit water samples declined: 1.02% → 0.33% (2020–2024) • Contamination complaints rose 52% (2020–2024) • Linked to waterborne diseases

Jal Shakti Abhiyan

Provisions	Current status
• Promote RWH in buildings/open spaces	• - RWH mandatory for plots >500 sq.mt (2019) - 3,209 units by Oct 2020

National Level Policy for Water

National Level

National Water Policy 2012

Provisions

- Ensure equitable access to water.
- Emphasise sustainable development, conservation, and efficient use.
- Advocate for equity and social justice in water use and allocation.
- Good governance through informed decision-making, participation, accountability

Current status

- Slums: 45 lpcd vs. Non-slums: 135 lpcd
- Supply timing avg: 5.37 hrs/day (2024);
- 71% zones =≤4 hrs
- Conveyance losses: 9.04% (395 MLD) in 2023–24
- Slum residents pay more due to tanker reliance
- Equity in access and affordability remains a challenge
- Water quality tests follow BIS norms
- CCRS complaint data available
- Complaint resolution time increased (2020–2024)

National Water Mission

Provisions

- Public water database
- Framework for 20% efficiency improvement
- Integrated resource management

Current status

- BMC shares detailed supply, loss, quality, complaints data via RTI and portal
- 96% metered connections
- Differential pricing used
- Sourced from 7 reservoirs
- 3,200+ RWH units since 2019
- Distribution inequity and shortages remain

Water Cess Act (1977)

Provisions

- Cess rates based on category/purpose
- Metering provisions

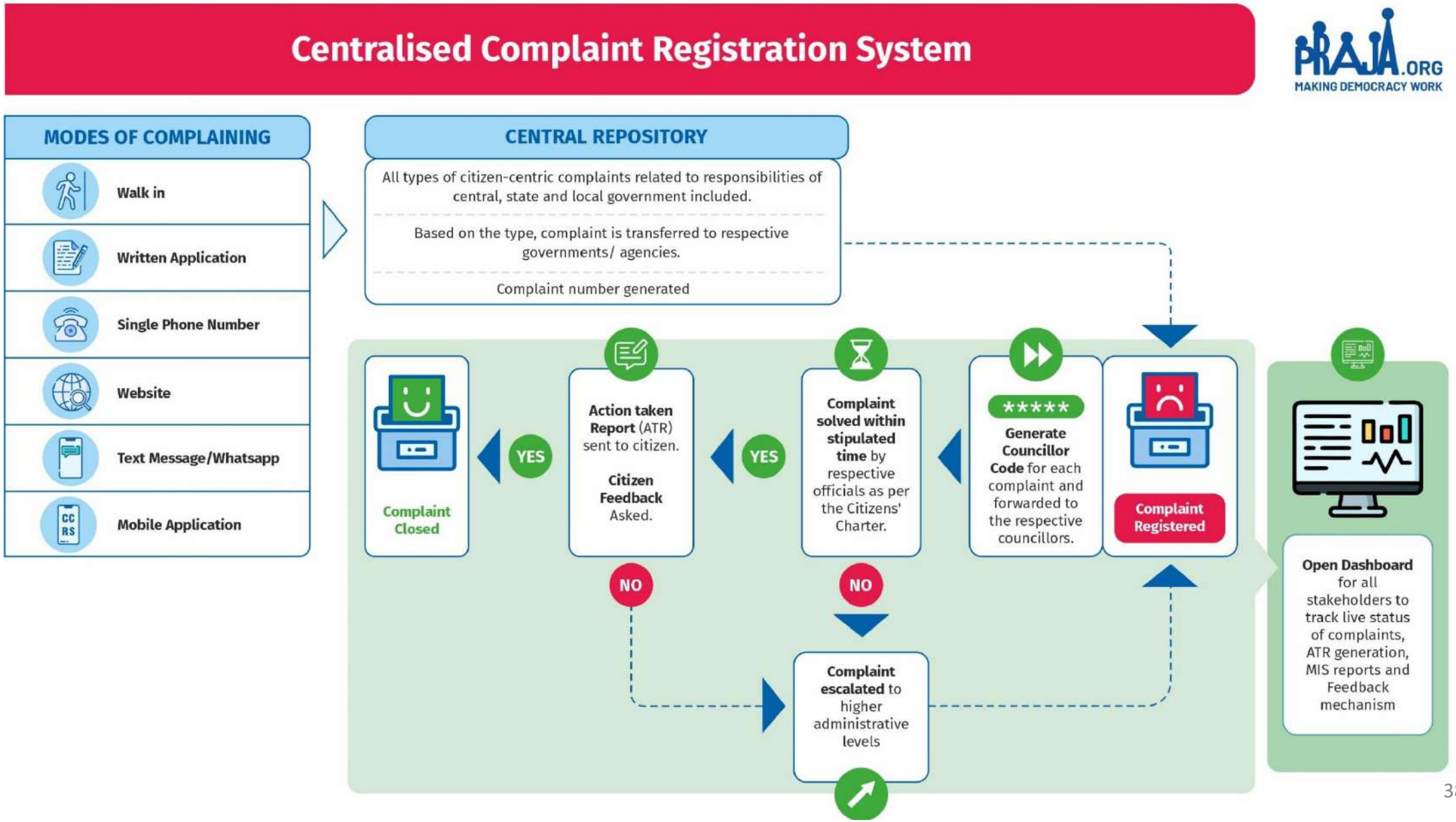
Current status

- Water rates vary by use (slum, non-slum, commercial, tanker)
- 96% connections metered (as of March 2025)

BMC Human Resources data as of 2024

Department	Sanctioned	Available	Vacant	Vacant (%)
Accounts Department	1,808	1,396	412	23%
Assessor and Collector Department	2,239	1,085	1,154	52%
Bai Yamunabai Nair Hospital and Topiwala National Medical College	4,032	2,141	1,891	47%
Bridges Department	168	111	57	34%
Building Maintenance Department	267	172	95	36%
Central Procurement Department	130	78	52	40%
City Engineer's Department	4,261	2,053	2,208	52%
Civic Training Institute and Research Centre	72	47	25	35%
Coastal Road Project	30	18	12	40%
Deonar Abattoir	599	256	343	57%
Development Planning Department	499	313	186	37%
Disaster Management Department	111	62	49	44%
Dr. R.N. Kapoor Medical College and H.B. Thackeray Medical College	450	249	201	45%
Education Department	21,948	9,094	12,854	59%
Enquiry Department	121	91	30	25%
Estate Department	1,521	1,177	344	23%
Garden Department	1,625	669	956	59%
Information Technology Department	60	32	28	47%
KEM Hospital and Seth G.S. Medical College	5,644	3,128	2,516	45%
L. T. General Hospital and Medical college	4,514	2,594	1,920	43%
Labour Department	218	34	184	84%
Legal Department	355	262	93	26%
License Department	971	732	239	25%

Department	Sanctioned	Available	Vacant	Vacant (%)
Markets Department	1,110	525	585	53%
Mechanical & Electrical Department	964	420	544	56%
Mumbai Fire Brigade	3,024	2,060	964	32%
Mumbai Sewerage Disposal Project	87	54	33	38%
Municipal Auditor's Department	985	324	661	67%
Municipal Commissioner office	1,071	603	468	44%
Municipal Printing Press	463	170	293	63%
Municipal Secretary Department	455	250	205	45%
Nair Hospital Dental College	313	183	130	42%
Planning Department	71	27	44	62%
Public Health Department	12,147	6,940	5,207	43%
Public Relations Department	52	39	13	25%
Removal of Encroachments	91	62	29	32%
Roads & Traffic Department	6,349	2,926	3,423	54%
Security Department	4,257	1,954	2,303	54%
Sewage Operation Department	7,682	3,682	4,000	52%
Sewerage Project Department	449	151	298	66%
Shops & Establishment Department	233	133	100	43%
Solid Waste Management Deparment	35,472	29,483	5,989	17%
Storm Water Drains Department	3,378	1,459	1,919	57%
Suburban Hospitals	9,154	4,803	4,351	48%
Water Operation Department	10,582	6,211	4,371	41%
Water Supply and Sewerage Department	472	330	142	30%
Water Supply project Department	550	208	342	62%
Zoo	201	73	128	64%
Total	**1,51,255**	**88,864**	**62,391**	**41%**


Centralised Complaint Registration System
PRAJA.ORG
MAKING DEMOCRACY WORK
MODES OF COMPLAINING
Walk in
Written Application
Single Phone Number
Website
Text Message/Whatsapp
Mobile Application
CC RS
CENTRAL REPOSITORY
All types of citizen-centric complaints related to responsibilities of central, state and local government included.
Based on the type, complaint is transferred to respective governments/ agencies.
Complaint number generated
Complaint Registered
*****
Generate Councillor Code for each complaint and forwarded to the respective councillors.
Complaint solved within stipulated time by respective officials as per the Citizens' Charter.
YES
NO
Action taken Report (ATR) sent to citizen.
Citizen Feedback Asked.
YES
NO
Complaint Closed
Complaint escalated to higher administrative levels
Open Dashboard for all stakeholders to track live status of complaints, ATR generation, MIS reports and Feedback mechanism

Thank You

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