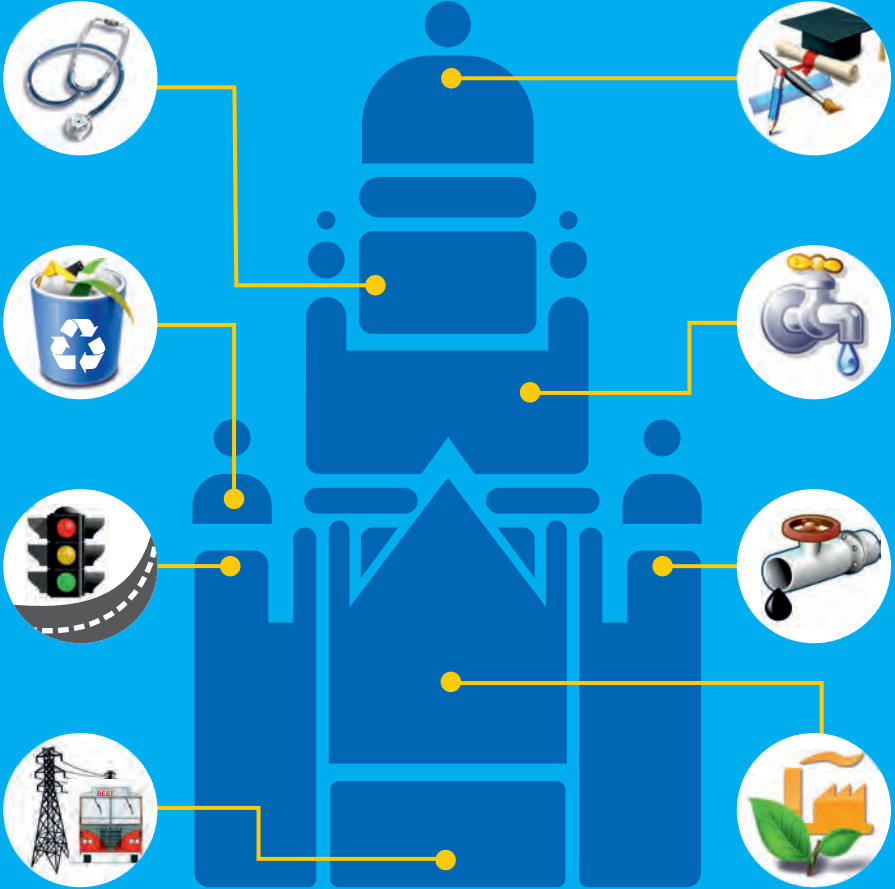


# Mumbai Municipal Councillors Handbook 2013

Vol. 3





**LET'S DO SOMETHING**

Founded in 1998, the Praja Foundation is a non-partisan voluntary organization which empowers the citizen to participate in governance by providing knowledge and enlisting people's participation. Praja aims to provide ways in which the citizen can get politically active and involved beyond the ballot box, thus promoting transparency and accountability.

Concerned about the lack of awareness and apathy of the local government among citizens, and hence the disinterest in its functioning, Praja seeks change. Praja strives to create awareness about the elected representatives and their constituencies. It aims to encourage the citizen to raise his/her voice and influence the policy and working of the elected representative. This will eventually lead to efforts being directed by the elected representatives towards the specified causes of public interest.

The Praja Foundation also strives to revive the waning spirit of Mumbai City, and increase the interaction between the citizens and the government. To facilitate this, Praja has created [www.praja.org](http://www.praja.org), a website where the citizen can not only discuss the issues that their constituencies face, but can also get in touch with their elected representatives directly. The website has been equipped with information such as: the issues faced by the ward, the elected representatives, the responses received and a discussion board, thus allowing an informed interaction between the citizens of the area.

Praja's goals are: empowering the citizens, elected representatives & government with facts and creating instruments of change to improve the quality of life of the citizens of India. Praja is committed to creating a transparent, accountable and efficient society through people's participation.

## Biggy note

We, the Praja team, are overwhelmed by the feedbacks that we have been receiving from councillors and party heads across party lines for the first two volumes of the Municipal Councillor Handbook. In particular, our first-time councillors have expressed to us for a ready reckoner for them to help understand the functioning of various departments. In our interactions even with citizens individually and collectively with the civil society, a similar need is expressed. Hence, in this volume we have attempted to provide a concise note on various departments of the corporation and their functions.

To compile this volume we have sourced material from Praja's Citizen Handbook (2005), MCGM (Municipal Corporation of Greater Mumbai) Yearbook (2012) and MCGM website. The material in the handbook was compiled with the guidance of Dr. Thanekar (former Executive Health Officer, MCGM) for the public health department and Mumbai Vikas Samiti (MKS) – in particular by Mr. Patankar (former Chief Engineer, and Convenor MKS).

We welcome you (our municipal councillors) to refer to this book whenever required and also share this with our fellow citizens in general and with your associates in particular along with the earlier two volumes of the Municipal Councillor Handbooks. The soft versions of all the handbooks are available on our website on the link: <http://www.praja.org/resources.php>. Also kindly do feel free to contact the Praja team for more related information (phone: 6525 2729; email: [info@praja.org](mailto:info@praja.org)).

### Supported by

Friedrich Naumann  
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**Translation:** Vidya Kulkarni

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## Political Decentralisation – Grassroots Democracy

By political decentralisation, Mahatma Gandhiji meant: "Prevention of massive concentrations of political power in the hands of too few; rather, to distribute it in the hands of many. The Gandhian political order takes the form of a direct, participatory democracy, operating in a tier structure from the base village level tier upward through the district and state levels to the national level."

This thought of Gandhiji's Gram Swaraj or the doctrine of "Power to the people", was embedded in Article 40 of our Constitution. It was made more explicit and effective by enacting the 73rd and 74th Amendments to the Constitution. In the case of Urban Local Bodies (ULBs) in particular, Article 243-W read with the 12th Schedule of the Constitution underscores the powers, authorities and responsibilities of ULBs vis-a-vis the citizens.

Grassroots democracy is all about citizens (individually and collectively), their elected representatives, the institutional mechanism of governance and the bureaucracy working together in a decentralised, accountable, participative and transparent manner.

- Citizens and elected representatives maintain a continuous dialogue to decide what needs to be done.
- Citizens, elected representatives and the bureaucracy arrive at a consensus, resulting in decisions to be implemented.
- Citizens and elected representatives participate along with bureaucracy in bringing the decisions to life and share the responsibilities for the outcomes.

On behalf of the Praja Team, all those involved in contributing to the three volumes of the Municipal Councillor Handbooks and myself, I call upon you to assimilate the above ideals and facilitate a collaborative process of civic governance in the city to strengthen grassroots democracy.

**D M Sukhtankar**

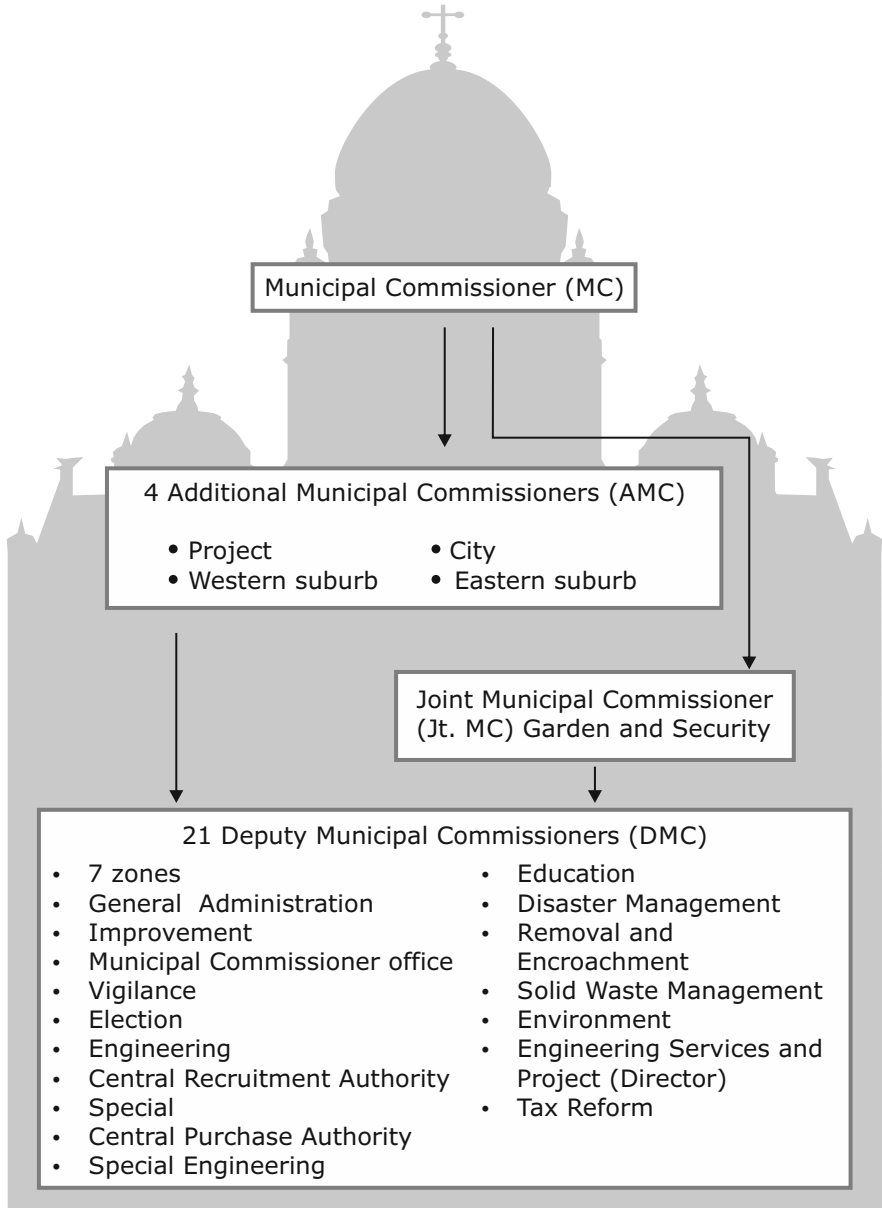
Former Municipal Commissioner, Mumbai and former  
Chief Secretary, Government of Maharashtra



*"I will give you a talisman. Whenever you are in doubt, or when the self becomes too much with you, apply the following test. Recall the face of the poorest and the weakest man [woman] whom you may have seen, and ask yourself, if the step you contemplate is going to be of any use to him [her]. Will he [she] gain anything by it? Will it restore him [her] to a control over his [her] own life and destiny? In other words, will it lead to swaraj [freedom] for the hungry and spiritually starving millions? Then you will find your doubts and yourself melt away."*

**-Mahatma Gandhi**

# I. Organogram of the BMC



## II. The Education Department



Under the MC and AMC (in-charge of Education Department) the department is headed by the Deputy Municipal Commissioner (DMC) Education, who also act as a link between the Education Officer (EO) and the Chairperson of the Education Committee. The EO is responsible for the supervision of the system, plans and programmes, and controls the entire administration with the assistance of academic officers and the administrative staff.

### Functions...

- Free education to all studying upto class VII<sup>1</sup> in Municipal schools.
- Education in the language of the children with 8 different languages (namely; Marathi, English, Hindi, Urdu, Gujrati, Tamil, Kanada & Telugu) offered as the medium of instruction in municipal schools.
- Special education to differently-abled children.
- All-round development of the students through extra-curricular activities.

This responsibility of providing primary education is being carried out by the corporation since 1907. In addition to the Primary Education to fulfill the need of poor children, the Corporation also runs municipal secondary schools, D.Ed. (Diploma in Education) colleges and schools for the mentally challenged children from the year 1965 and from the year 2007-08, Mumbai Public Schools have been started by the corporation (to provide English education right from kindergarten onwards) and from the year 2009-10 it has also started Jr. Colleges.

**1:** As per Section 61 of Mumbai Municipal Corporation Act, providing free primary education is an obligatory duty i.e. upto 4th Standard. It is however important to note that the corporation does do more than that and provides education upto 7th Standard in a large number of schools and also upto 10th and 12th Standard in some cases.

Department, Contact detail, Fund Code and Functionary Code on page no. 49

## School Premises:

Statement showing the position of the schools is given below:

Sr. No.	Premises	No. of Premises
1	Municipal owned building	438
2	Rent free Buildings	14
3	Rented Buildings	252
	Total	704

The work of Education Department is decentralised from 1st August 2006 into 7 zones. They are headed by Dy. Education Officers. In addition to this, the vacant class rooms are given to the NGOs on rental basis as also the privately owned building premises which are not required by the department for school purpose.

Deputy Education Officer Zones	Address	Ward	Contact Number
Zone 1	Mr. Prakash Charhate, 1st floor, Sadhvi Savitribai Phule Municipal School, Meherpada, Near 'S' Bridge, Byculla (W), Mumbai-400008.	A,B,C, D & E	23097951
Zone 2	Mr. Chandrakesh Singh, 1st floor, Jagannath Bhatankar School, Opp shirodkar Mandai, Parel (E), Mumbai -400012.	F/S, F/N, G/S & G/N	24716137
Zone 3	Mrs. Shailaja Patakr, 2 nd floor, Nityanand nagar Muniopial school, Opp Garware Company, Andheri (E)- Mumbai- 400069	H/E, H/W & K/E	26831080/ 89

<b>Deputy Education Officer Zones</b>	<b>Address</b>	<b>Ward</b>	<b>Contact Number</b>
Zone 4	Mrs. Shailaja Patkar, 2 nd floor, Nityanand nagar Muncipal school, Opp Garware Company, Andheri (E)- Mumbai- 400069	K/W, P/S & P/N	28710305
Zone 5	Mrs. Asmita Chopadekar, IB Patel Municipal School, Nr Nalanda shopping Centre, Goregaon (W), Mumbai- 400104.	L,M/E & M/W	25288379
Zone 6	Mr. Govind Kulkarni, 2nd Floor, Kanji Devji Municipal School, Opp Jain Mandir, Ghatkopar (E), Mumbai-400077.	N,S & T	25011635
Zone 7	Mrs. Sanjeevani Deshpande, '1st floor, Bajaj Municipal school, Nr Kandiwali Station, Kandiwali (W), Mumabi-400067.	R/S, R/C & R/N	28652367
Central	Mr. Mirza Baig, Education Officer 1st Floor, Hindu Colony, Lakhamsi Nappu Road, Mumbai	Education Head Office (Central)	24142342/ 44
Central Purchasing Department	Mrs. Shambhavi Jogi Education Office 1st Floor, Hindu Colony, Lakhamsi Nappu Road	Related to purchasing	24142342/ 44

## **Municipal School Buildings Repairs**



It may be stated that for the purpose of repairs of school buildings, their maintenance and for the purpose of increasing the quality of education, as per the orders given by Hon. High Court, "Dhanuka Committee was formed. As per the recommendations of this committee, MMC has repaired 128 school buildings.

There are total 452 municipal school building at present out of which 103 building do not require repairs and up-gradation. Besides, 4 building will get reconstructed under 'Redevelopment Scheme'. Shortly Out of remaining 345 building, Repair of 83 building have been completed and work of 186 building (including new construction of 1 building) are in progress. All remaining 77 school building are proposed to be taken up for repairs in 2012-13 and a provision for Rs. 300 crore is made in the Budget Estimates for the year 2012-13.

## **Schools for Mentally Challenged Children**

In addition the Education Department also runs 9 schools and 9 part schools in order to impart special education to Differently-abled/ Mentally Challenged (M.C.) children in order to impart special education to them. At present there are 894 students taking such education.

## **Private Primary School**

Education Department of the MCGM also controls the private primary schools by way of giving recognition and registration. It also looks into the administration and the effective functioning of these schools. As per the decentralisation of work of education department, the aided and unaided schools are working under respective zonal Dy. E.Os.

## **Physical Education**

In M.M.C. education department a special section is created for physical education. This section conducted following competitions are in school buildings in year 2011-12.

1) **Wrestling:** competition is conducted in 8 groups from 17 physical section. The final competition is held at level of A.O. (School) in 8 groups of 25, 30, 33, 37,42, 48, 55 and 60 kg.



2) **Mass Drills Competition:** Mass Drills are organised by the Physical Education Teachers at school building complex level.

3) **Annual Sports:** various competitions are organised at ward level. Each and every student from schools of Mumbai Municipal Corporation participat in it.

4) **Group Game Competition:** due to decentralisation, the competitions are held at beat level.

5) **Road Safety Patrol Unit (RSP):** 170 schools of different medium are running 170 units of Road safety and patrol unit and approximately 8,500 students are working there. For the better result 4 students from each unit are trained as 'Sanghnayak'. In this two residential training are arranged for students, teachers and non-residential teachers.

6) **Audio-Visual Section:** During July 2011 to March 2012 various educational film shows are arranged by this section working under SSPI Education Department. Moreover for various programmes, meetings, sports competitions, a sound system and slide show are arranged by this department.

7) **Sports for Mentally Challenged Children:** Students from mentally challenged schools run by MMC are given opportunity to participate in sports at ward level.

8) **Scout and Guide Department:** Being an International Movement aiming at character development and discipline, Scout Guide movement is run in all the municipal schools stretching from "A" ward to "T" ward in the North and South district of Mumbai. In MMC secondary schools there are 43 Scout troops having 1033 students and 38 guide troops having 964 students.



## Music and Art Academy



To improve the hidden qualities in students, music and art academy conducts various competitions such as – Chorus – vocal, drama competition, dance competition,

government grade exam of drawing. There are 107 music teachers, 134 drawing teachers and 299 work experience teacher.

## Work Experience

As per every year's planning competitions like Rakhi, greeting cards are organised for the Mumbai Municipal Corporation students.

## School Enrichment Programme (SEP)

The Memorandum of Understanding is passed between Mumbai Municipal Corporation and United Nations Children's Emergency Fund (UNICEF) for financial assistance for improving quality of education in Mumbai Municipal Corporation schools. This project is called School Enrichment Programme. It includes following activities :

- To evaluate basic learning competency of Mumbai Municipal Corporation school students.
- To bring in practice pedagogy based on standard action based teaching. And to impart training to the teachers regarding pedagogy by giving scope for their creativity and teaching techniques.



- To give planned training to the teachers to expand their teaching capacity.
- To train the Headmasters with regards to leadership style for the schools.

**1) Virtual Classroom:** In order to improve the results of Mumbai Municipal Corporation schools students, different new techniques are used. From this point view the concept of virtual classroom is brought by MMRDA and virtual group studio. This was started in 24 M.M.C. secondary schools as the first step in order to give expert teacher's guidance to std. 10th students.

**2) Library Section:** For the facility of Library/Reading room to citizen of Brihan Mumbai; there are 44 public libraries running under supervision of Education department of MCGM, since 1965 out of these 44 libraries, 29 libraries/Reading room are given to "Mumbai Marathi Granth Sangrahalaya" to run the same for benefit of Mumbai citizens. The remaining 6 libraries are working under MCGM at Paydhonie, Nagpada, Bandra, Vileparle, Prabhadevi & Mulund.

**3) Vidnyan Kutuhal Bhavan:** This project run by MCGM Education Department is a part of developing activities. In the individual Project of education department and MCGM, Vidnyan Kutuhal Bhavan deals with working models of Science, Astronomy, Geography and Health. In the academic year 2011-12 approximately 7374 (std. 5th to 7th) students and 466 teachers visited this place and acquired knowledge of science subject.

## Teachers Training Programme



Service Training programme are arranged for Inspectors (Schools), Head teachers, Dy. Head Teachers, teachers and special teachers to develop the professional quality and to introduce them with current trends and new technology in the Educational field to uplift the educational quality. The training are hold on subjects

like Our inspired school, School enrichment programme Continuous Comprehensive Evaluation, Jeevan Vidya Philosophy, Leadership style for headmaster etc. This trainings are conducted under the head of *Sarva Shiksha Abhiyan (SSA)*.

## **D.Ed. Colleges**

M.C.G.M. runs 3 junior colleges of education, one in Hindi and two in Urdu medium.

- 1) R.C. Mahim Munl. Urdu Teaching Training College (Aided),
- 2) Imamwada Munl. Urdu Teaching Training College (Aided),
- 3) Munl. Hindi Teaching Training college, Grant Road (Unaided).

Jr. College (Science Faculty) from the year 2009-10 M.M.C. has also started 3 Jr. Colleges as under:-

1. Bhavanishankar B.M.C. Science Jr. College, Dadar (W).
2. Ratnabai B.M.C. Science Jr. College, Mulund (W).
3. Dixit Road B.M.C. Science Jr. College, Vileparle (E).

132 students have prepared for std. 12th exam in year 2010-2011.

## **Medical Officer School (MOS)**

The MOS section conducts free regular medical check-ups of students of the corporation schools and when required refer them to the corporation hospitals for free medical assistance including hospitalisation.

## **Free Distribution of Educational Material**

To improve the quality of education a decision was taken to distribute free educational materials to the municipal school children. Under this project, 27<sup>2</sup> items which are useful for the students were distributed.

## **School Mid-day Meals Programme**

For the students of Std. 1st to 5th of municipal schools, central government have sponsored the programme named 'Mid-day Meal Scheme' for school. Similarly for the students of std. 6th to 8th a programme named 'National School Mid-day Scheme' is started for Mumbai City and Suburbs.

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*2: The 27 items distributed are: Uniforms, Shoes and Socks, Oil Pestle Colour, Poster Colour (15 ml), Poster Colour (30 ml), Geometry Compass Box, Scale Foot, Plastic Painting Tray, Pencils 2 B Drawing, Pencils 4 B Drawing, Brush Fine Hair No.4, Brush Fine Hair No.6, Brush Fine Hair No.8, Brush Fine Hair No.10, Note Books 100 pages, Note Books 200 pages, Note Books 4 Lines, Easy Note Books 2 Lines, Easy Note Books 1 Lines, Drawing Books, Science Journal 48 pages, Science Journal 96 pages, Long Note Book 196 pages, Graph Book 32 pages, Graph Book 64 pages, Raincoat, Umbrella*

1) '**Mid-day Meal scheme**' programme is run for the students of std. 1st to Vth in which cooked meal containing 100 grams of rice with other nutritious supplement is given, so that the mid-day meal contains 450 calories and 12 to 14 grams of proteins. This programme sponsored by central and state government.



2) '**National school mid-day meal scheme**' programme is run for the students of Std. 6th to 8th in which cooked food measuring 150 grams of rice and other nutritious supplements should be given so that the meal contain 700 calories and 20 grams protein. For the purpose of maintaining good health, at present students of Std. 1st to Std. 10th are provided with flavoured milk.

### **Public Partnership Cell (P.P.Cell)**

According to 74th Indian Constitution amendment, society has to play an important role in the field of education. Support extended by NGO's corporate, to cater with the increasing needs of schools are welcome. Due to public partnership cell it is possible to provide quality education through innovative new technical methods. With the changing time, revolution is taking place in the field of Education and is speeding up. For e.g. projects like Mind Genius, Abacus smart kit, etc are run on experimental basis and efforts are made to improve the standard of municipal schools. Many NGO's, corporates are providing various school support programmers such as providing furniture, upgrading and renovation of science lab, computer lab, etc., providing extra teachers as per requirement of the schools, school decoration, minor repairing, etc. Public partnership cell is playing an important role for public participation in education department of MCGM.



## House Keeping

In the school buildings owned by MMC, there is large quantity of costly and useful material such as furniture, dead stock, educational material, computers, electrical equipment's, etc. since 1st February 2008, all the school buildings are provided with sweepers, security guards, plumbers-en-electricians on contract basis through private contractors for the purpose of fulltime security and safety of these materials owned by MMC for effective working.

### **Public Private Partnership Policy**

#### **SECTION 1.**

#### **OBJECTIVE OR PURPOSE OF THE PARTNERSHIPS PROGRAM:**

The overall objective of partnerships is to provide high quality education to children from the most economically under-privileged communities, through support from NGOs/Sansthas, foundations and private agencies (commonly referred to as "private agency or partner") with expertise in education. This is consistent with the overall objective and principles of the Right to Education Act (RTE) and with the mandate of MCGM.

The World Bank and DFID have studied many practices for improvements in public school systems around the world, particularly through effective partnerships. The design principles of the Partnerships Programme take into account such inputs as well as inputs from other experts.

#### **SECTION 2.**

#### **TYPES OF PARTNERSHIPS:**

MCGM can enter into four types of partnerships. Most partnerships are expected to be long term in nature (i.e. under the categories i, ii and iii below). One-time school support (category iv below) will be used only for specific requirements.

- i. Full school Management with private partner teachers (FSMPT), where a private partner can manage an existing or new MCGM school and provide free and high quality education to children in the neighbourhood, with its own teachers and principal. The staff should be fully employed by the partner and will not be treated as municipal employees.

- ii. Full school support (FSS), allowing a private partner to “facilitate” an existing MCGM school, along with MCGM’s own teachers (and HM/DHM), by providing teaching-learning materials and methodologies, teacher training/ coaching support, headmaster training/ coaching support, and managerial and other inputs, for the purpose of improving quality of education.
- iii. Specific services partnerships (SSP), for getting specific services/inputs relevant for improving the quality of both curricular and co-curricular education in MCGM schools. This may include, but not be limited to, the following:
  - a. Student competency assessment – covered under SEP<sup>3</sup>
  - b. Teacher training – covered under SEP
  - c. Principal training – covered under SEP
  - d. Remedial education – to be covered under SEP
  - e. Training in English speaking – to be partly covered under SEP
  - f. Early childhood education
  - g. Providing teachers
  - h. Providing supplemental teachers
  - i. Providing pre-school support
  - j. Vocational programmes
  - k. Special needs education
  - l. MIS – to be covered under SEP
  - m. Community engagement – to be partly covered under SEP
  - n. Running of computer classes
  - o. Running of language labs
  - p. Facilities management including maintaining the school playground
  - q. Any other services relevant from time to time, for quality improvement.

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### **3: MCGM’s School Excellence Programme**

For Specific Service Partnerships, MCGM will mainly use the School Excellence Programme (SEP) as a vehicle to determine its needs for specific service partnerships, from time to time, and invite and select partner organizations accordingly. As mentioned in the list above, some of the services (e.g. student assessment, teacher training, principal training) are already covered under SEP, and some of the services (e.g. remedial education) are likely to be covered under SEP in the near future. For such services, MCGM will use the established

SEP process for inviting and selecting partner organizations.

For other services not covered under SEP (e.g. providing teachers, providing supplemental teachers), MCGM will evaluate specific proposals through the same Selection Committee as defined in Section 3, point 3c.

In addition, voluntary activities by private partners along the above lines, which are already taking place in many schools, may be allowed to continue, at the discretion of MCGM.

- iv. School input, where a private agency may offer input to the school through a one-time donation of materials or services; e.g. computers, furniture, books, teaching aids, uniforms, one-time capacity building workshop for teachers, one-time training for students.



### III. Public Health Department



The Public Health Department is headed by the Executive Health Officer (EHO). The Joint Executive Health Officer (Jt. EHO) and Deputy Executive Health Officers (DEHO) report to the Executive Health Officer. The Medical Officer of Health (M.O.H.) manages the Department at each ward. The public health department focuses on the preventive aspects of the health services, where the emphasis is on control measures of important diseases such as malaria, tuberculosis, leprosy, sexually transmitted diseases (STD's), HIV/AIDS, etc and important programmes viz. Polio eradication, Immunization against vaccine preventable diseases, family welfare and Maternal & Child health, school health for the children of municipal schools and disposal of bio medical waste.

The functions of public health department are:

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

For the efficient discharge of these functions, Greater Mumbai has been divided into 24 wards, which have been grouped into 7 zones, with 1 Zonal Dy. Exe. Health Officer and Assistant Health Officers, having proper hierarchy.

*Department, Contact detail, Fund Code and Functionary Code on page no. 49*



Health Department Zones:

Health Officer Zones	Zone Head	Ward	Contact Number
Zone 1	Dr. Santosh Revenker DEHO	A,B,C, D, E Wards, Census ( City), Medical Health School (MOS) & STD.	24134560
Zone 2	Dr. Mini Khetarpal DEHO	F/S, F/N, G/S & G/N & TB Control	23726247/ 26145811
Zone 3	Dr. Shridhar Kubal Jt. EHO	H/E, H/W, K/E ward, TB Control, Census & National Reproductive and Child health program.(RCH)	24134560
Zone 4	Dr. Mangala Gomare DEHO	K/W, P/S,P/N ward, Epidemics, Municipal Analyst, Mobile Health Centre, De-addiction Centre	23054831/ 24947589
Zone 5	Dr Daksha Shah DEHO	L,M/E,M/W ward, Management Information System (MIS), Non Communicable Diseases & Census (East Suburban)	23054831/ 26280327
Zone 6	Dr. Shantaram Naik DEHO	N,S,T Ward, Birth and death registration, SAP Bureau Office (East Suburb), Marriage registration, Dog control & Cemetery	24134560/ 25903641
Zone 7	Dr. Padmaja Keskar DEHO	R/S, R/C, R/N ward, Family welfare, Mother and child welfare & Census (West suburb)	24134560/ 28971107
Information, Education & Communication Training	Dr. Sanjivani Palkar	Information, Education & Communication Training	24133442

## Snapshot of MCGM's Health Departments / Cells

Sr. No.	Departments / Cells	Nos	Roles / Services	Personals	
1	Epidemiology cell	1	To monitor and control outbreak and prevention of communicable diseases like dengue, leptospirosis, malaria, gastro, etc. in Mumbai	Assistant Health Officer (AHO)	
2	MIS cell	1	Collecting, monitoring and analysing vital statistical data	Assistant Health Officer (AHO)	
3	TB cell	<b>Nos</b> 27- TB Units, 114 Microscopy Centers, 595 DOTS Centers	To achieve all the objectives of RNTCP	District TB Officer(DTO) Medical Officer(MO)Senior Treatment Supervisor(STS) Laboratory Supervisors / Technicians Health Visitors	
4	Malaria	1	To conduct house surveys and collect blood smears of suspected patients.	Assistant Health Officer (AHO) Assistant Unit Officers (AUO) Surv. Investigator Surv. Inspectors Lab. Technician	

	<b>Timings</b>	<b>Reporting</b>	<b>Observation/Suggestions</b>
	10 AM to 6 PM	Deputy Executive Health Officer (DEHO)	
	10 AM to 5 PM	Deputy Executive Health Officer (DEHO)	
	10 AM to 5 PM	Deputy Executive Health Officer (DEHO)	
	10 AM to 5 PM	Deputy Executive Health Officer (DEHO)	

## Snapshot of MCGM's Health Departments / Cells

Sr. No.	Departments / Cells	Nos	Roles / Services	Personals	
5	Insecticide	1	Malaria Vector Control,Dengue/D HF Vector control,Mosquito Nuisance Control (Filaria Vector),Fly Control,Rodent and Flea control,Cockroach Control	Insecticide Officer (IO)Dy. IOAIO Pest control Officer (PCO)Junior Overseer(JO) Fogging Sub-Inspector (FSI) Disinfestation Sub-Inspector (DSI)	
6	Expanded Programme of Immunization (EPI)	42 Units	Providing routine Immunization, out break response immunization and active case search	Assistant Health Officer (AHO), Sr. Medical Officer (Sr. MO)Officer on Special Duty(OSD) (EPI), Assistant Medical Officer (AMO) CCT, Refrigerator Operator, Refrigerator Helper	
7	Information Education Communication (IEC)	24 Units	To implement various programme of Public Health Department by creating awareness through information communication and education.	Assistant Health Officer (1), Extension Educator (1), Photographer (1), Artist (2), Projectionist(4), Labours (8), Community Development Officers	

	<b>Timings</b>	<b>Reporting</b>	<b>Observation/Suggestions</b>
	10 AM to 5 PM	Deputy Executive Health Officer (DEHO)	
	10 AM to 5 PM	Deputy Executive Health Officer (DEHO) Assistant Health Officer (AHO)	
	10 AM to 5 PM	Executive Health Officer(EHO) D EHO (Cells) AHO (IEC)	

## Snapshot of MCGM's Health Departments / Cells

Sr. No.	Departments / Cells	Nos	Roles /Services	Personals
8	School Health	37 Inspection Units	Promotion of positive health, prevention of diseases, early diagnosis, treatment and follow-up, providing conducive environment	Assistant Health Officer (S) Medical Officer, Health Visitor, School Clinic Organizers, Asst. School Clinic Organizers, CCT, Peon
9	Water Quality Monitoring Municipal Analyst	1	To collect and analyze food and water samples	Municipal analyst, Assistant Analyst, Assistant chemist, Assistant Bacteriologist, Lab Assistant, Lab Attendant
10	Primary Health Center /Post (PHC)	183	To run the health programs, Immunisation programs,	Full Time Medical Officer (FTMO) Public Health Nurse (PHN) MP's – Three pairs of Multipurpose workers 1 Aaya Bai

	<b>Timings</b>	<b>Reporting</b>	<b>Observation/Suggestions</b>
	10 AM to 5 PM	Deputy Executive Health Officer (DEHO)	
	10 AM to 5 PM	Deputy Executive Health Officer (DEHO)	
	9.00 AM to 4.00 PM	Medical Officer of Health (MOH)	<p><b>Observation:</b></p> <ul style="list-style-type: none"> <li>• Sufficient stock of vaccines</li> <li>• Whether the survey is conducted on regular basis.</li> </ul> <p><b>Suggestions:</b></p> <ol style="list-style-type: none"> <li>1) Stand alone: space crunch ex. Pratiksha nagar. 750-800 sq.ft. is ideal area.</li> <li>2) Part of dispensary : Sufficient space</li> <li>3) Maternity homes : Sufficient space</li> </ol> <p>Job environment should be conducive.</p>

## Snapshot of MCGM's Health Departments / Cells

Sr. No.	Departments / Cells	Nos	Roles / Services	Personals
11	Dispensaries	160	To provide curative services	1 Doctor 1 Medical Officer (MO) 1 Pharmacist 1 Dresser 1 - 4th grade 1 Laborer Upgrade dispensary About staff + 1 lab tech servant
12	Maternity homes	26	To improve maternal and child health and reduce maternal and infant mortality rate	1 Doctor 1 Sister in Charge 1 Nurse 1 Part time Pharmacist 1 - 4th grade worker
13	Special Hospitals(ENT, Acworth, Eye, TB, Kasturba)	5	To Provide curative services for various faculties (Medicine/ Surgery/ Gynecology/ Orthopedic, etc) and to provide best and almost free health care to economically weak section of society	Chief Medical Officer (CMO) Assistant Medical Officer (AMO), Residencial Anesthetist, Medical Record Technician, Surgeon, Rediologist, Audiologist, Nurses, Supdt of Pharmacy, X-Ray Technician, Lab Technician, Medical Record officer, Havildar, ECG Attendent, Theatre Supdt.



	Timings	Reporting	Observation/Suggestions
	9:30 AM to 3:30 PM	Medical Officer of Health (MOH)	<p><b>Observation:</b></p> <ul style="list-style-type: none"> <li>No supervision at grass route level</li> <li>This is ear and eye of health system.</li> <li>The survey Should be for family planning</li> <li>Disease Surveillance: fever cases indicates overall health scenario in an area. AMO should take note of this.</li> </ul> <ul style="list-style-type: none"> <li>National Health Programs which includes schemes for control of disease like leprosy, TB.</li> <li>A monthly report of epidemiology with graphical presentation should be with Health officer. DHO should also get the copy of the report.</li> </ul> <p><b>Suggestions:</b> 750-800 sq.ft. is ideal area. There are always vacancies. Suggestion is that timings should be convenient from common citizen's point. There are staff issues like traveling, timings but since health is emergency service, corporator can change the timing by passing simple resolution in the GBM. 8 to 11.30 am and 5 to 8.30 are ideal timings.</p>
	24 Hours (MOIC) Doctor 8AM - 4PM (Under)	Deputy Executive Health Officer (DEHO)	<p><b>Observation:</b></p> <p>There are vacancies due to reservation.</p>
	8 AM to 4 PM Night Shedule / Shift	Sr. Medical Superintendent (Specialised Hospital)	<p><b>Observation:</b> Obligatory duty of the corporation was to provide primary and secondary health care but now focus has been shifted to Specialty and super specialty health services. PPP model should be adopted for Super specialty services.</p> <p><b>Suggestions:</b> This is an urgent need for Super Specialty Hospitals in Western and Easter Suburbs.</p>

## Snapshot of MCGM's Health Departments / Cells

Sr. No.	Departments / Cells	Nos	Roles / Services	Personals
14	Super Specialty Hospitals(L.T. Hospital, K.E.M, Nair)	3	To Provide curative services for various faculties (Medicine/ Surgery/ Gynecology/ Orthopedic, etc) and to provide best and almost free health care to economically weak section of society	DY.Dean, Asst. Dean, HOD, Residential Medical Officer (RMO), Asst. Medical Officer, Metron, Sisters, Nurses, Supdt of Pharmacy, X-Ray Technician, Lab Technician, Medical Record officer, Havildar, Technician (M & E), Head MSW, ECG Attendent, Theatre Supdt.
15	Peripheral hospitals	16	To Provide curative services for various faculties (Medicine/ Surgery/ Gynecology/ Orthopedic, etc) and to provide best and almost free health care to economically weak section of society	Medical Supdt. (MS), Chief Medical Officer(CMO), Medical Officer(MO), Para Medical Officer, Residential Medical Officer (RMO), Asst. Medical Officer, Metron, Medical Record officer, Sisters, Nurses, Supdt of Pharmacy, X-Ray Technician, Lab Technician, , Havildar, Health Visitor Medical Social WorkerLab. Technician Nurseetc.

	<b>Timings</b>	<b>Reporting</b>	<b>Observation/Suggestions</b>
	8 AM to 4 PM Night Schedule / Shift	Dean	<b>Suggestions:</b> This is an urgent need for Super Specialty Hospitals in Western and Easter Suburbs.
	Casualty24 x 365 Sr MO  8 AM to 4PM CMO/MS  9 AM to 4PM MO Random Duty	Deputy Executive Health Officer (DEHO) /Chief Medical Superintendent (administrative Control)	<b>Observation:</b> Since medical colleges and attached hospitals were located in city, the expanding suburban's lead to establishment of Peripheral hospitals. <b>Suggestions:</b> 1) Institution head should be – PG 2) Problems of honorees 3) Strengthening all facilities/expertise 4) Labs, trauma center (Especially in hospitals near Highways) 5) Adequate staff and continues medical education(CME) should be given.

## IV. The Solid Waste Management Department (Garbage)



Solid Waste Management (SWM) is a critical issue in Mumbai. The problem is more pervasive than the ill-maintained bins and piling waste. Garbage generated in the city is dumped into the landfills, away from public eye. The accumulated garbage causes a series of problems including dirt, disease, stench, air pollution, while sites of garbage on roadsides become breeding grounds for mosquitoes, rats, cockroaches, street dogs, etc.

The overall functions of the Department can be summarised as follows:

- Sweeping streets at least once a day;
- Collecting, Storing and Transporting waste on a regular basis;
- Ensuring that garbage, silt, debris, tree cuttings and dead bodies of animals are removed and disposed off at least once a day;
- Managing debris appropriately;
- Introducing and encouraging garbage reduction, management and recycling schemes;
- Ensuring the cleanliness of public toilets;
- Protecting the environment and maintaining hygiene in the city;
- Handling court issues;
- Responding promptly to complaints;
- Maintaining the welfare of the labourers by undertaking activities like annual health check-ups;
- Processing and managing solid waste in all areas of the city using appropriate technology (landfills, composting, etc.).

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Most of these functions are carried out at the ward level, while others are either contracted out or are directly managed by the central agency. The conservancy wing is responsible for providing adequate number of collection points in the form of community bins and for planning its periodic transportation without allowing any backlog. The conservancy department is also responsible for sweeping the streets of the city to maintain overall cleanliness and hygiene.

All these operations carried out by deputing about 35000 employees. Total solid waste generated is about 8500 metric ton per day, out of which 5500 is bio-degradable, 500silt, 2500 construction debris, 25 metric ton bio-medical. About 600 to 700 gram solid waste is generated by each person per day in Mumbai. Advance Locality Management groups of people volunteer there services to monitor supervisors work and carryout small decentralize plants for SWM treatment. The Municipal Solid Waste 2000 (MSW 2000) rules prescribes to segregate Solid waste at generating point (houses), house to house collection of segregated Solid waste 100%, nullifying the bins and creating intermittent collection centers. This segregated waste at collection centre is suppose to get dispose for recycling and remaining to be transported to treatment plants. The treatment at Deonar, Mulund, Kanjurmarg sites should ultimately either produce compost or electricity energy.



## V. The Waterworks' Department



The Water Works Department (Hydraulic Engineer) is responsible to distribute water by giving water connections. The Waterworks' Department is headed by the Hydraulics' Engineers. The staff is responsible for the particular zone in the island City area, Western suburbs or Eastern suburbs. There is an Executive Engineer responsible for each zone.

The overall functions of the Department can be summarised as follows:

- Provision of potable drinking water
- Operation and maintenance of water works' installations
- Conveyance and distribution of water for private and public users
- Revenue collection
- Planning, designing and tendering of the different works such as pipelines, service reservoirs.
- For local augmentation and distribution of water supply scheme.

As the population grows it becomes necessary to develop new water resources by constructing dams , and reservoirs. These are done by water supply project department headed by Ch.Eng. Water Supply Project (WSP). The recently constructed dam by WSP department is middle Vaitarana. It will be possible to bring about 50 MLD of additional water to Mumbai after completing the work of pipelines etc. from this project. The future projects allotted for additional supply of water to Mumbai are Gargai and Pinjal by constructing necessary dams. The WSP department has to create additional water and bring it upto water treatment plant. This enables hydraulic engineer to distribute water further to city.

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Another important aspect of getting additional water by the citizens of Mumbai is executing works of Rain Water Harvesting and suitably treating the waste water for reuse. This will minimize the load of bringing water at far distances like 100 to 120 KM from Mumbai city. This aspect should be seriously thought over by all concern.

The government of India has prescribed Service Level Benchmarks (SLB) for all Urban Local Bodies in India. As per this any urban local body should provide pipe water supply to 100% citizens, should provide at least 135 liters of water at the tap per person per day, should provide 24 hours water in a week and should restrict leakages and theft to 20% of water generated. In addition to this it is necessary to meet expenditure on water supply by getting atleast same amount of revenue from the citizens. In Mumbai the water is supplied to slums and residential premises at lower rate but the deficit in revenue from these two categories to get subsidise by charging more rate to trade, commercial and industrial premises. This cross-subsidisation is quiet successful in Mumbai.



**Mario Miranda** has captured the situation so well. Even when there is a soaking rain in Mumbai, there is a water shortage.

## VI. Sewerage Project Department and Mumbai Sewerage Disposal Project



This two departments are responsible for providing and constructing new sewer lines, and replacement of old non function sewer lines. Any sewage either domestic or industrial should be treated as per the standard prescribed by Maharashtra pollution control department. This is done by constructing treatment plants and marine outfalls. In Mumbai treatments plants had been constructed at Ghatkoper, Bhandup and Varsova. The treatment plant at Malad is not yet completed. In Mumbai Marin outfalls have been constructed and commission at Colaba lovegrowe and Bandra.

The waste water generated at house level i.e. from toilet, kitchen, bathroom etc. is collected in the house drainage of the building. Normally 80% of the water used gets converted into waste water. The house drainage is ultimately connected to manhole of the sewer line and the entire flow from all the houses leads to treatment plants mentioned above. The sewer line due to gravity flow becomes deep as much as 30 to 35 feet. In that case the sewage is pumped by constructing intermittent pumping stations. There are about 53 such sewage pumping stations in Mumbai.



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## VII. The Sewerage Operations Department



The Sewerage Operations' (SO) department is responsible for the day-to-day operation and maintenance of the sewerage system in the city. The department is primarily responsible for collection, conveyance and disposal of domestic, commercial and industrial effluents generated within the municipal corporation limits. Sometimes, small remedial measures like increase in sewer size, increase in manhole height, replacement of faulty portions of the sewer line, etc. is also undertaken by the department.

The department is divided into three sections namely city, eastern suburbs and western suburbs. Each of these sections is further subdivided into two sections, Main Sewer Section and Pumping Section, each headed by an Executive Engineer. The two Executive Engineers work under the Divisional Deputy Chief Engineers. The working of these two sections is independent as far as staff engaged, available funds and nature of work is concerned.

The SO department is also engaged in implementing Revenue and Capital works from internal financial resources in order to maintain the existing system and to update the plant and machinery / equipment. The Sewerage Operations' Department is responsible for the systematic cleaning of sewers.

Their main functions are:

1. De-silting pipelines on a regular and planned basis.
2. Minor repairs of pipelines
3. Replacement of missing/damaged manholes.
4. Cleaning of septic tanks.
5. Redressal of ward-level complaints.

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## VIII. The Storm Water Drainage Department



The area of Mumbai City and Suburbs is 437.71 sq. kms. The city receives seasonal rainfall for four months from June to September with 70% of the total rainfall of about 2000 mm falling during the months of July-August. The present SWD system is 70 years old and is about 480 km long. This network consists of underground drains and laterals built on the basis of population estimates and weather conditions. It is capable of handling rain intensity of 25mm per hour at low tide.

A group of ward level Assistant Engineers aids the Executive Engineers of each wing in the execution of their work. An Administrative Officer heads the administrative staff at all levels of the department. The ward level workforce is headed by the Junior Engineer (SWD) and is responsible for the maintenance and repairs of minor nallas. The SWD department consists of a total of 184 Engineers and supervisors, 54 administrative supports and 271 labourers.

Their main functions are:

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

On a daily basis, a chart of work is created for the workers for cleaning the drains. Workers are required to clean at least five storm water drains in one shift. The cleaning is done both manually as well as mechanically (through suction pumps). In crowded areas, the cleaning is done manually.

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Individual wards are responsible for cleaning smaller storm water drains.

The central agency undertakes cleaning of bigger storm water drains. For drains beyond 8 feet and 10 feet in height, the central agency contracts the cleaning to contractors who clean the drains mechanically.

The central agency is also responsible for cleaning of major nallas. Cleaning of nallas is awarded to contractors who must remove the silt. This cleaning starts prior to monsoon. When the central agency delays in awarding contracts, the work starts late and is hampered by the monsoons.



## IX. The Roads' Department



The Roads, Traffic & Bridges department was established in the year 1998 under the M.C.G.M. Earlier the Roads & S.W.D. Departments were headed by one Chief Engineer. Considering the increasing responsibility of maintaining roads in Mumbai, a separate Chief Engineer was appointed to head this Department. The bridge department was merged in Ch.Eng. (Roads, Traffic & Bridges) Department w.e.f. 18.11.2006. The Roads Department is headed by the Chief Engineer. There are 4 Deputy Chief Engineer (Roads) under the Chief Engineer.

The main functions of the department are:

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

The main Objective/Purpose of the Roads department is the Construction & maintenance of public roads & Bridges within Municipal limit excluding highways & freeways; flyovers of M.S.R.D.C., Roads in jurisdiction of M.M.R.D.A., M.H.A.D.A., P.W.D., Mb.P.T. M.C.G.M. is maintaining roads approx. about 1941. 42 Km in length. The length of Asphalt Roads is 1569.75 km. and the length of Cement Concrete Roads is 371.67 km. for the year 2006-07. Ch.Eng. (Roads, Traffic & Bridges) department mission is to construct, improve the roads & Bridges in a phased manner as per the available budgetary provision.

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The deteriorated stretches of road are taken up for improvement in consultation with Ward Offices, Municipal Councillors & public representatives, subject to the available budgetary provision by inviting public bids from Registered contractors in appropriate class & category in M.C.G.M., State Govt., Public Undertakings, etc

The problem of asphalt roads in Mumbai is closely related to heavy monsoon for four months. This is because the binding property of asphalt gets affected due to stagnation of water. This results in creation of potholes thereby total disruption of the traffic for atleast 6 months in year due affected riding quality. Many consultants have suggested remedy for asphalt roads however due to negligence and non awareness desirable improvement in asphalt roads has not yet realised. Obvious remedy for Mumbai roads appears to be providing maximum length of concrete roads. Recently, it is learnt that, consultants have suggested design for asphalt roads. However, it is necessary to maximise cement concrete roads.

The frequent opening of the roads to provide utilities by different departments is also a cause for deterioration of roads. It is necessary to plan design and construct effectively conduits different utilities to avoid frequent opening of roads. These steps, if properly taken can improve conditions of roads in Mumbai to achieve the world class standards.



## X. The Traffic Department



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

The main Functions of the department are:

- Reinstatement of trenches
- Provision of traffic control measures like speed-breakers, zebra crossing, etc.
- Provision of street lights and parking facilities
- Co-ordination of digging activity
- Towing away of vehicles abandoned on the road.
- Formulating & implementing pay & park schemes in consultation with Traffic Police & Ward Offices.

The traffic department Controls and streamlines the traffic by facilitating road dividers and direction/signage boards. Control and streamlining of traffic will be facilitated by using modern traffic Signal systems like Variable Messaging System (V.M.S.), Area Traffic Control (A.T.C.) etc.

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## XI. The License Department



The License Department provides licenses for trade and storage of goods, for advertising, projections, and also deals with the case of hawkers. Each establishment needs three licenses—one for the activity, one for projection, and one for hoarding or advertising—which must be applied for separately. This cumbersome and long process has been expedited due to the One Window System. Most of the department's work is at the ward level; the central department is referred to only in case of discrepancies.

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

Functions of the department are:

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

Licenses going through the One Window System require the approval of the Assistant Commissioner of the Ward. The fees charged depend on the nature of the trade and the area occupied. Licenses must be renewed annually, within one month of their expiry date. The grant of the license is to be followed up by a quarterly inspection. The inspector is responsible for checking that the guidelines set for each trade are followed.

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## XII. The Environment and Pollution Control Department



The Environment Department of the BMC was set up in July 1976 to look into the various aspects of environment in the city. The department is responsible for the enforcement of measures for pollution prevention and control, monitoring of ambient air quality and emission at source, to keep liaison with the Mumbai Metropolitan Regional Development Authority (MMRDA), MPCB, Government of Maharashtra (GoM) and Government of India (GoI). The department has three subsections. They are: Enforcement Section, Air Quality Monitoring and Research Laboratory (AQMRL), Emission Inventory Group (EIG), Garden, Zoo and Tree Authority and The Deonar Abattoir.

The environment Department is headed by the Dy. Municipal Commissioner, the director, engineering services and project (ESP) and controlled under the City Engineer.

The following are the functions of environment department:

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

The environment department has set up air quality monitoring stations at Worli, Khar, Andheri, Bhandup, Maravli. The quality of air at different hours is majored for surfer die oxide, nitrogen die oxide, ammonia, suspended particulate matter; led etc. is found out and measured. Mobile laboratory is also operated for on sight checking of the pollutants in different parts of Mumbai. The measurement of suspended particular matter (SPM) in different parts of Mumbai is an important parameter from point of view of building and other construction activities in Mumbai. Hence, the environment

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department has also circulated guidelines for taking care of air and noise pollution due construction activity. About 70% of air pollution occurs due to vehicles like two/three wheelers, cars, buses, trucks and other vehicles etc. the main cause is due to emission of carbon dioxide other hydro carbons etc. the surrounding water bodies of Mumbai like Thane, Malad and Varsova creek and Arabian sea get polluted due to untreated sewage mainly from slum areas. The noise pollution is mainly due to road traffic air craft, railways. The noise pollution is measured in decibels. The noise pollution is maximum at arterial roads areas near airport etc. The pollution control board has prescribed allowable maximum decibels in residential, commercial, industrial and hospitals and such other areas.

The Environment department issues various Permits in consultation with and advice from other technical advisory departments like Fire Brigade, Maintenance, and Engineering Department etc. In view of this, it is necessary to obtain required Permit from Garden & Trees department before starting any activities such as Permissions including Tree cutting/trimming, beautification of garden Saaf Aangan Scheme, Religious Permissions, Social Permissions, Political Permissions, Election Permissions, Shooting Permissions & Sports in playground that fall under this category.

The *Brihan Mumbai Mahanagarpalika* should take campaign for eco-housing and green buildings in each ward. to take care of pollution as well as proper utilisation of natural resources.



## XIII. Brihanmumbai Electric Supply & Transport Undertaking (BEST)



### ELECTRICITY SUPPLY

In Mumbai electricity is supplied by 4 agencies. The agencies and their area of supply are as follows.

Agency	Area
BEST Undertaking	Colaba to Mahim / Sion
M/S. Reliance	Bandra to Dahisar and Kurla to Vikhroli.
MSEDCL	Kanjur Marg and Mulund
TATA	In various part of the cities

As far as BEST Undertaking is concerned, besides supplying electricity it also caters to local transport to the entire Brihan Mumbai region. There are 4 important services offered, these are:-

- Giving new connections which also include augmentation in an existing installation.
- Billing and corresponding complaints redressal.
- Service for restoration of electric supply in case of interruption.
- Installation of street light in megacity area.

For administrative convenience, the area of operation is in two zones which are demarcated by a line between Haji Ali, Mumbai Central and Mazgaon. However, the Customer Care Departments are divided ward-wise and Operation & Maintenance are divided into five zones and Erection Department divided into three zones.

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The General Manager undertakes the management of the BEST. The Deputy General Manager, Electric Supply reports to the General Manager as to the functioning of this department. Assistant General Manager (Electric Supply), AGM (ES) is the overall in-charge of the Electric Supply Branch.

BEST Undertaking supplies electricity to only those areas of the city falling within Colaba in the South upto Mahim / Sion in the North.

### Electricity Connections

#### Tatkal Scheme

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

## **TRANSPORT DEPARTMENT**

The Transport Division is headed by Asst General Manager (Transport), and he is assisted by Chief Manager (Traffic). The entire operation is divided into 25 depots, and all these depots are placed in zones. The Dy. Chief Managers (Traffic) are zonal in-charge, who assists the Chief Manager (Traffic). The Depot Managers are heading each Depot. Traffic Superintendents/ Asst Traffic Superintendents, Senior. Traffic Officers, Traffic Officers, Assistant Traffic Officers and Sr. Asst./Office Asst. assist the Depot Managers. This team of officers directly control the operational and administrative activities of the respective Depot. Apart from this team, the supervisory category viz. Bus Inspectors, for plugging the leakage in revenue, Starters for controlling the bus operation etc., are appointed at depots. Each depot is provided with a wireless vehicle, which is used to monitor the operation of buses in the jurisdiction of the depot. The General Manager undertakes the management of the BEST. The Deputy General Manager, Traffic Operations reports to the General Manager.

The routes operated by the BEST can be broadly classified in the following categories.

- 1) Feeder Routes: These routes which feed the railway stations either from the residential complexes or Business Districts.
- 2) East-West Connectors: These are the routes, which run East/West, where railways have no role to play and connect the Western Suburb with the Eastern suburb.
- 3) Trunk Routes: These routes run South-North through the city and are almost parallel to the railways.

**Functions:**

1. It provides transport services to the residents of Mumbai.
2. Free transport facility to certain section of the population like freedom fighters, police personnel, etc.
3. Concessional fare and reservation of seats to the needy people.
4. Disaster management: In the event of disruption of rail services the BEST operates additional buses in the area of disruption.



## XIV. Central Complaint Registration System: MCGM



- Logical corollary of the Citizens' Charter
- Helpline-1916 with multiple hunting lines
- Amalgamation of multiple, service specific complaint centers into a single control room
- Software application to register complaints
- Complaint registration for monitoring
- Complaints sorted at control room
- Information transfer to wards on e-mail
- Redressal report furnished by ward to Central Complaint Registration System (CCRS)
- Municipal Commissioner monitors
- Performance

### Multi-modal complaint service through:

- 24 hours call attendance with 10 phone lines on **1916**
- E-mail complaints to **[ccrsdmp@gmail.com](mailto:ccrsdmp@gmail.com)**
- Hyperlink from MCGM website at **[www.mcgm.gov.in](http://www.mcgm.gov.in)**
- Fax complaints to 2269 4719
- Paper/Letter based complaints to CCRS (Centralised Complaint Registration System), Municipal Head Office
- Verbal complaints registered at CCRS counter
- Complaints also received at Ward Office by Complaint Officer

### How To Lodge Civic Complaints:

Citizens can lodge complaints related to solid waste management, drainage, storm water drain, roads & traffic, factories, license issues, water supply, pest control, buildings, encroachment, etc. by methods enlisted below,

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1. By Going to MCGM Official Site : <http://www.mcgm.gov.in>
2. By filling in online complaint registration form from any of the computer connected to Internet, either from home/office or cyber cafe by visiting our Citizen Portal.
3. By visiting the nearest Citizen Facilitation Center (CFC) established by the Municipal Corporation belonging to any of the 24 wards of MCGM.
4. By calling the telephone number 1916. (108 is a toll free number to lodge water complaint and any disaster or emergency complaint.)

### **Modus Operandi**

- Complaint received at ward office or at CCRS gets entered into software application
- Application provides Complaint Tracking Number for reference of office and complainant
- Complaint gets dispatched to relevant redressing authority via email
- System provides for redressing authority to enter redressal details into the application
- Non redressal of complaint within timeframe results in automatic escalation of complaint to next higher authority –upto Municipal Commissioner
- Citizen can be provided complaint status at any time
- System generates rich MIS (Management Information System) for monitoring efficiency
- MIS routinely checked by Municipal Commissioner and open to general public as well

### **Key Benefits**

- Citizens do not have to possess knowledge of where and when to complain for which particular service
- One single number, active round the clock, for complaints regarding any Municipal service
- Citizens have wider choice of mode of complaint
- Uneducated people find it difficult to use complaint forms and procedures
- Citizens can track the status of their complaint with the allotted Complaint Tracking Number
- Complaints are automatically escalated in case not solved within timeframe

- Superior transparency and active monitoring by Municipal Commissioner and general public ensures quality of service
- Computerization has taken away the mundane part of the job and enhanced efficiency

## **Frequently Asked Questions (FAQs) regarding lodging a complaint**

### **1. How to lodge a complaint on the Portal?**

Fill in online complaint registration form from any of the computer connected to Internet, either from home/office or cyber café by visiting our Citizen Portal.

### **2. How to lodge complaint at CFC?**

Applicant needs to submit the duly filled in complaint registration form at the CFC. The CFC agent fills in the complaint in the computer system and provides a unique complaint number to the complainant.

### **3. How the submitted complaint is further processed?**

As a further process the complaint is assigned to and processed by concerned officials of Municipal Corporation. The concerned officer resolves the complaint and sets the appropriate status of the complaint on the portal.

### **4. How to track application processing/ How to check status?**

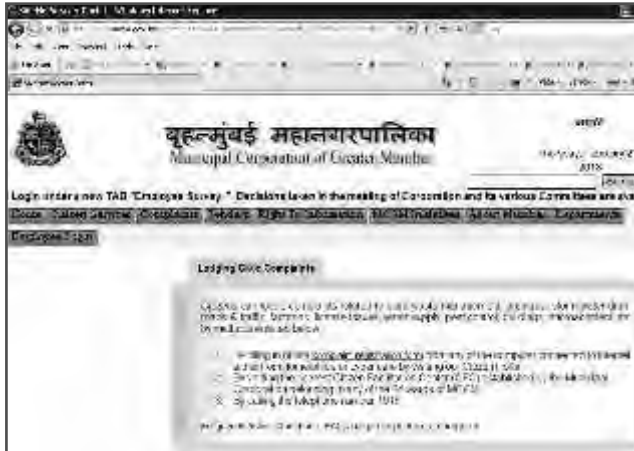
Use the online facility "Check Complaint Status" provided on our Citizen Portal in order to keep track of processing of your complaint. Unique Complaint Number (also called as Transaction ID) is essential in order to use this facility.

## Pothole Complaint System:

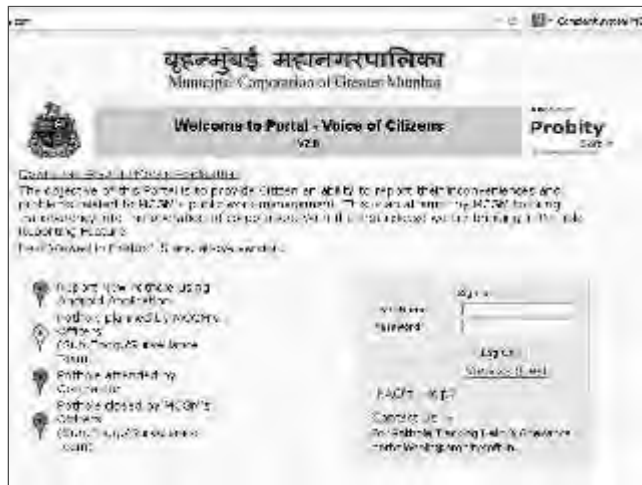
This is a new portal which MCGM has launched for better Roads in the city. To help MCGM solve the complaint on time we need to file complaint here.

To Lodge Potholes complaint log on to MCGM official site and to Pothole tracking software .

**Screen I:** after clicking Pothole Tracking software, we come to this screen.



**Screen II :** this will come after clicking the Guest view. One can put the complaint with photo in this window. Even reports can be generated from this window.





## **XV. Annexure**

### **Department, Contact detail, Fund Code and Functionary Code**

#### **I. Education Department**

Department head	Education Officer
Contact details	24142342 /44
Fund code	11 & 30
Functionary code	30

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#### **II. Public Health Department**

Department head	Executive Health Officer
Contact details	24134560
Fund code	12
Functionary code	47

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#### **III. Solid Waste Management Department**

Department head	Chief Engineer
Contact details	22618801
Fund code	11
Functionary code	31

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#### **IV. Waterworks Department**

Department Head	Hydraulics Engineer
Contact details	24941204
Fund code	40
Functionary code	49

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#### **V. Sewerage Project Department**

Department head	Chief Engineer
Contact details	24914064
Fund code	40
Functionary code	52

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#### **VI. Sewerage Operation Department**

Department head	Chief Engineer
Contact details	24911204
Fund code	40
Functionary code	51

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## **VII. Strom Water Drainage Department**

Department head Chief Engineer  
Contact details 23062051  
Fund code 11  
Functionary code 33

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## **VIII. Roads Department**

Department head Chief Engineer  
Contact details 24914064-72  
Fund code 11  
Functionary code 44

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## **IX. Traffic Department**

Department head Chief Engineer  
Contact details 24914064-72  
Fund code 11  
Functionary code 44

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## **X. License Department**

Department head Chief Inspector  
Contact details 23616961  
Fund code 11  
Functionary code 39

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## **XI. Environment and Pollution Control Department**

Department head Deputy Municipal Commissioner  
Contact details 22620251  
Deputy Chief Engineer  
Contact details 24935688 / 93  
Fund code 12  
Functionary code 32

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## **XII. BEST**

Department head General Manager  
Contact details 22856262

**Fund Code:** Funds described as services / specific activities for which separate books of accounts are required to maintained by MCGM.

**Functionaries Code:** Functionaries represents departments which carries out the various functions / activities of the MCGM.