

# WHITE PAPER

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## **Report on Working of Ward Committees in the City of Mumbai and Civic Problems Registered by Citizens**

**(Years 2008 to 2010)**

**April 2011**

**Supported by:**

Narotam Sekhsaria Foundation

Friedrich Naumann  
STIFTUNG **FÜR DIE FREIHEIT**

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## I. Foreword

*What happens when elected representatives fail to take up citizens' issues at the right forums provided through the nation's constitution?*

Then over time, an issue may turn into crises and occurrences of repeated crises then starts to gradually spiral into corrupting systems of governance and the society. Scams, degrading public infrastructure, continuous fall in quality of life become norms. The citizen then starts to look out for alternatives for addressing their issues. Around here an Anna Hazare type movement or even a Tahir Square event can become an alternative for achieving efficient governance.

*This is a reality which today Indian Democracy is facing!*

In a **representative democracy** like ours, citizens elect their representatives and send them to various assemblies – parliament, state legislatures and local self government institutions. It is expected that those chosen to represent the masses by the masses will **conduct deliberations** on issues/problems faced by those they represent and find solutions for them; monitor the administration and take necessary steps to provide effective governance; create laws/rules for protecting rights of the citizens; and create an environment for any individual citizen to live a dignified life. But, today important legislations are passing without any effective deliberations in the assemblies, elected representatives are not attending the sessions or asking questions or raising citizen related development issues.

*How does this affect a common citizen and his day to day problems/issues?*

When it comes to common citizens, the institution in Mumbai which affects the citizens' life most is the Municipal Corporation of Greater Mumbai (MCGM). Under the 74<sup>th</sup> Amendment of the Indian Constitution, many powers and duties towards citizens were decentralised to the urban local self government bodies. And, one of the most crucial mechanisms that were formed for conducting deliberations for delivering effective governance is 'Ward Committees'. Issues of prime significance to citizens' daily life related to civic amenities such as road, water supply, drainage, etc. can be taken up and redressed effectively in this forum.

How is this important forum utilised by our Elected Representatives – *An average Councillor is absent for one out of every four ward committee meetings, asks one question every 4th meeting and one out of every 5th question asked is on Naming of Roads or Chowks.*

If such a forum created especially to address citizen's civic issues is poorly utilised, then how are the civic issues of citizens to be resolved, how shall we get effective governance?

**NITAI MEHTA**

**Founder Trustee, Praja Foundation**

## II. Working of Ward Committees<sup>1</sup>

The Constitution of India had been amended with a view to make the administration of Local Self-Governments more public oriented and to decentralize the powers, consequent upon which new Section 50 TT has been incorporated in the Mumbai Municipal Corporation Act, 1888, by seeking amendment to it, accordingly 16 Ward Committees have been formed within the jurisdiction of Mumbai Municipal Corporation. Each Ward Committee consists of - the councillors representing the electoral ward within the territorial area of the Ward Committee. The Ward Officer is the in-charge of the territorial area of the Ward Committee. Such number of other members, not exceeding three, nominated by the councillors referred to in clause (a), from amongst the members of recognized non-government organisations and community based organizations engaged in social welfare activities within the area of the Ward Committee [Sub-Section (2) (c)]. The duration of the Ward Committee is co-terminus with the duration of the Corporation.

### CONDUCT OF BUSINESS

That in exercise of the powers vested in them by Sub-Section 8 of Section 50 TT of the Mumbai Municipal Corporation Act, 1888, as amended up to-date, the Corporation have, hereby, delegated the following sphere of business to the Ward Committees, in addition to the functions as already defined under Clauses (a), (b) and (c) of Sub-Section 7 of the Section 50 TT of the said Act, as follows:

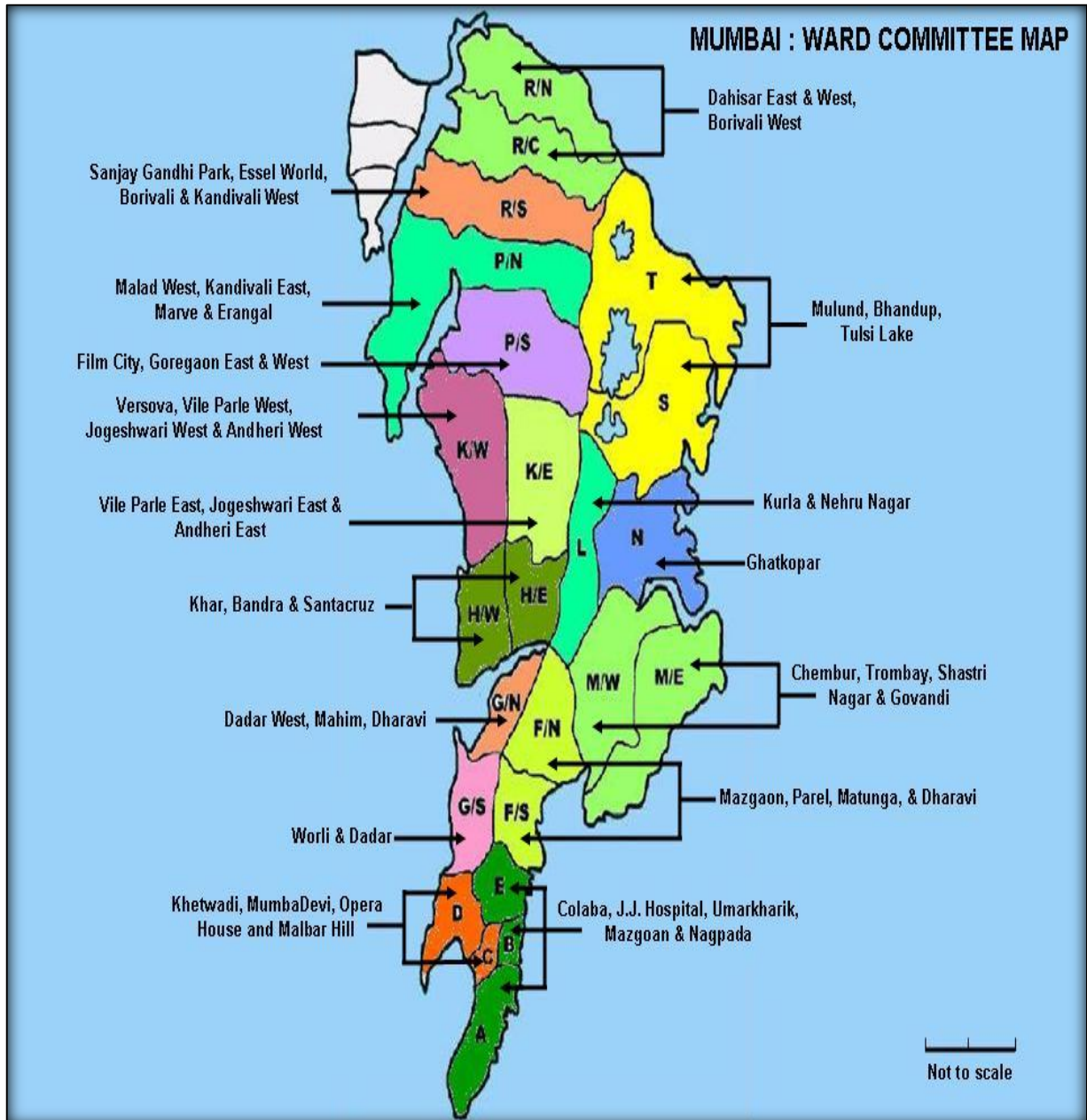
1. Suggestions relating to naming and renaming of roads and chowks.
2. Works to be executed by meeting the cost thereof from the lump sum provision for unforeseen works in each Councillor's Constituency (Councillor's fund) and works to be executed under Budgetary Provisions.
3. Suggestions / Proposals related to maintenance of cleanliness.
4. Suggestions / Proposals related to repair of markets.
5. Suggestions / Proposals related to repair of roads.
6. Suggestions / Proposals related to repair of school buildings and other municipal buildings.
7. Suggestions / Proposals related to development and maintenance of gardens.
8. Suggestions / Proposals related to Vermiculture Schemes.
9. Suggestions/ Proposals related to maintenance of Municipal Dispensaries and Hospitals.
10. Suggestions / Proposals related to beautification of roads.
11. Suggestions / Proposals related to footpaths.

*Ward Committees were formed in the Mumbai Corporation in the year 2000 and as of now there are 16 Ward Committees formed for the City's 24 Administrative Wards.*

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<sup>1</sup> Mumbai Municipal Corporation Act, 1880 as amended. Web link: <http://mcgm.gov.in/irj/portal/anonymous/qlwardcom>.

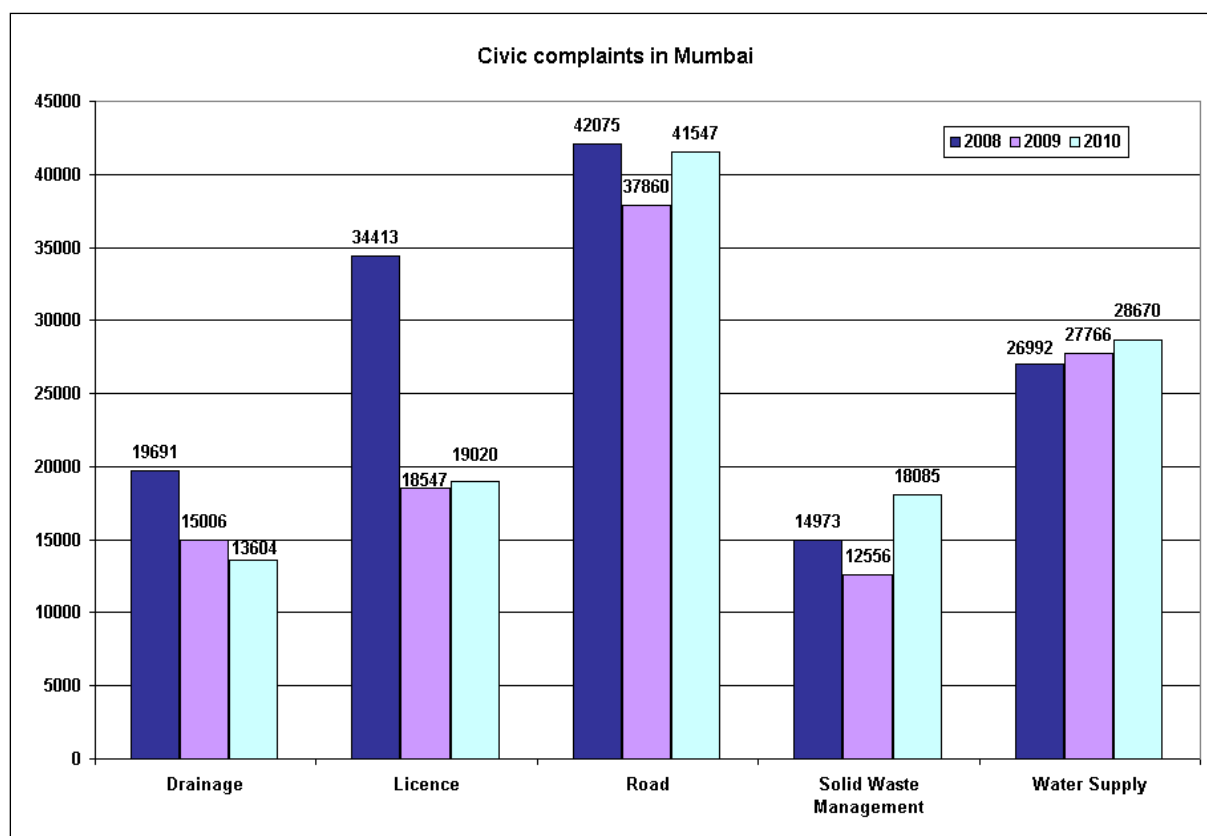
**Map 1: Ward Committee Map**





### III. City of Mumbai

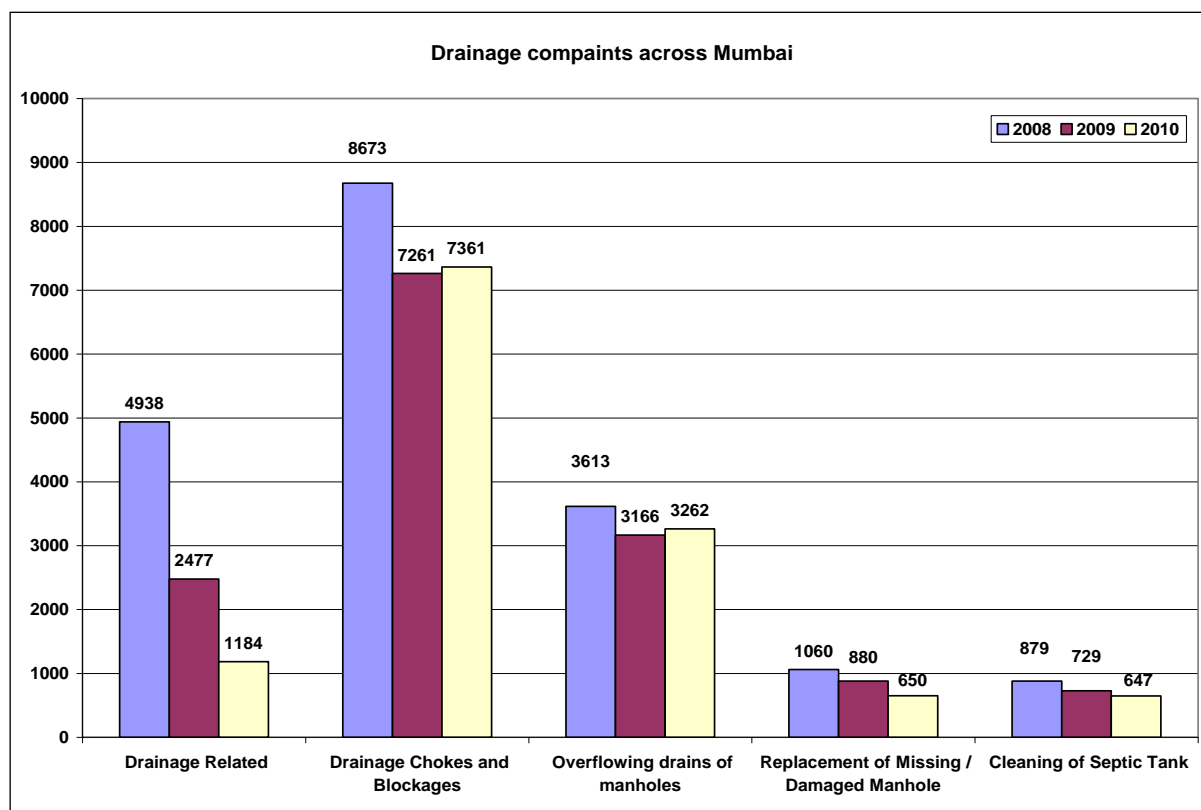
**Graph 1: Top Five Civic Complaints in Mumbai**



#### **Inference:**

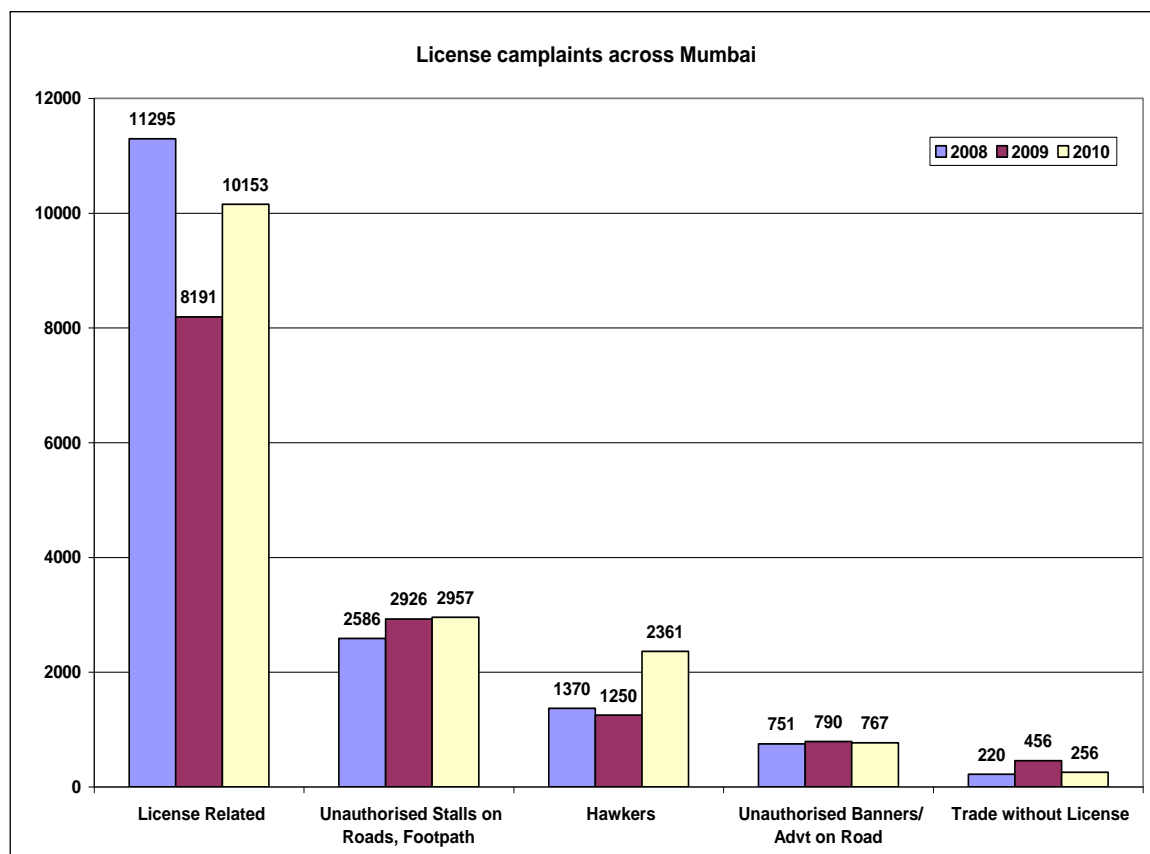
The above data presents the number of complaints registered (*on the issues of Drainage, License, Road, Solid Waste Management and Water Supply*) with MCGM across the wards for the years 2008, 2009 and 2010.

The chart gives that maximum complaints have been received throughout the three years for Roads (121,482).

**Graph 2: Top Five Drainage related Complaints Across Mumbai****Inference:**

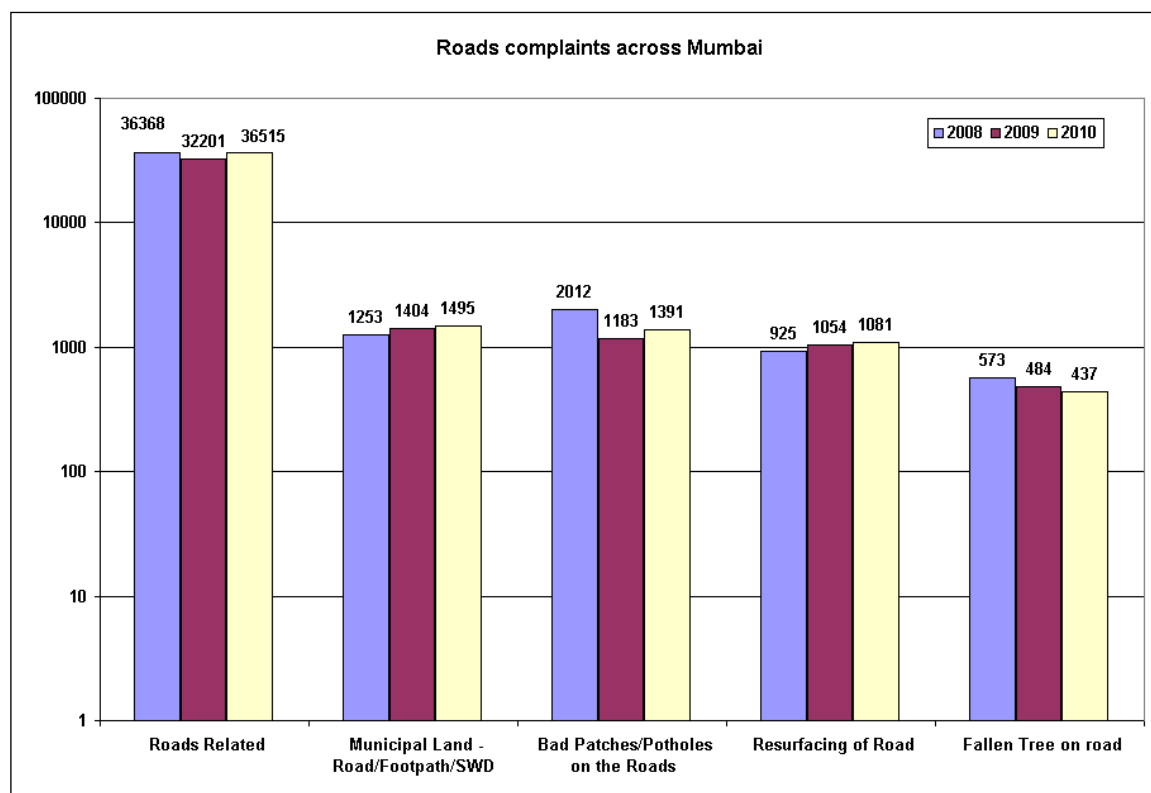
The above data presents top five complaints related to Drainage with MCGM across the wards for the years 2008, 2009 and 2010.

During all the last three years, the maximum number of complaint is related to drainage chokes and blockages (23,295).

**Graph 3: Top Five License related Complaints Across Mumbai****Inference:**

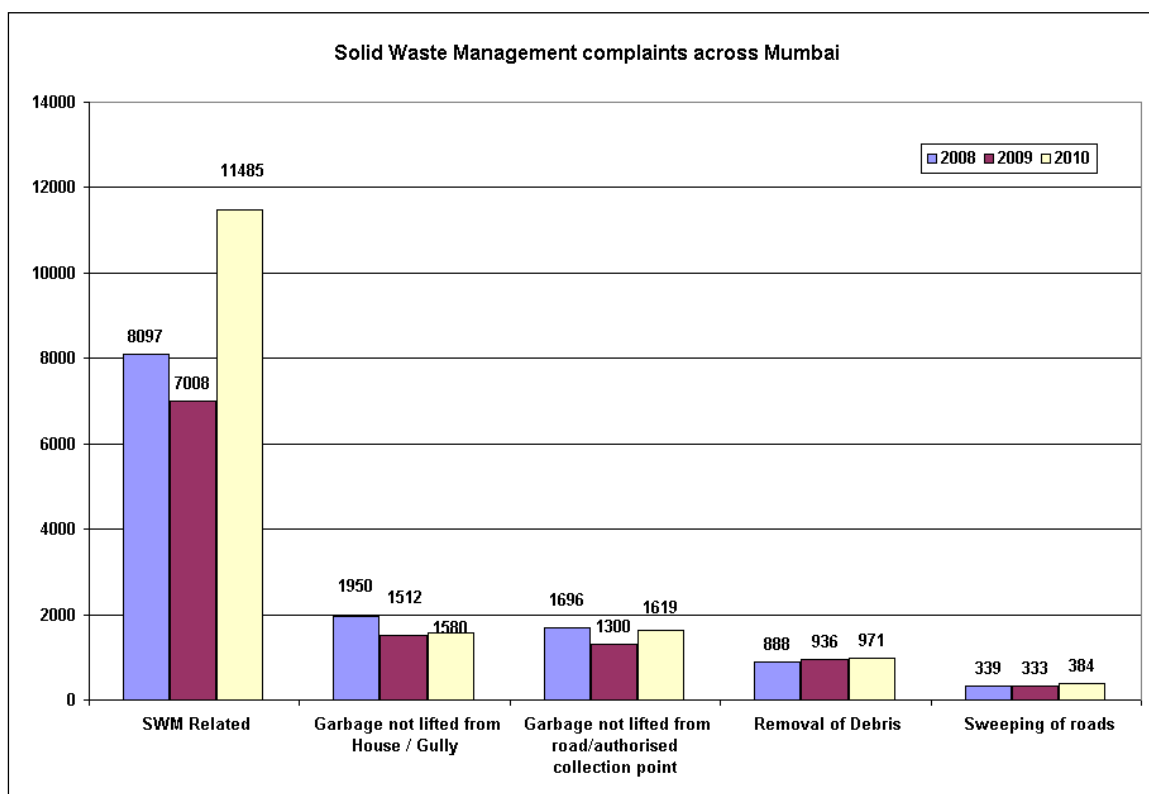
The above data presents top five complaints related to License with MCGM across the wards for the years 2008, 2009 and 2010.

During all the last three years, 'license related' complaints category has the maximum number of complaints. Further analysis has revealed that this category contains mostly dispatches which are wrongly registered as complaints by the related departments. And hence for all the last three years, actually, the maximum complaints are related to 'unauthorised stalls on roads, footpaths' (8469).

**Graph 4: Top Five Road related Complaints Across Mumbai****Inference:**

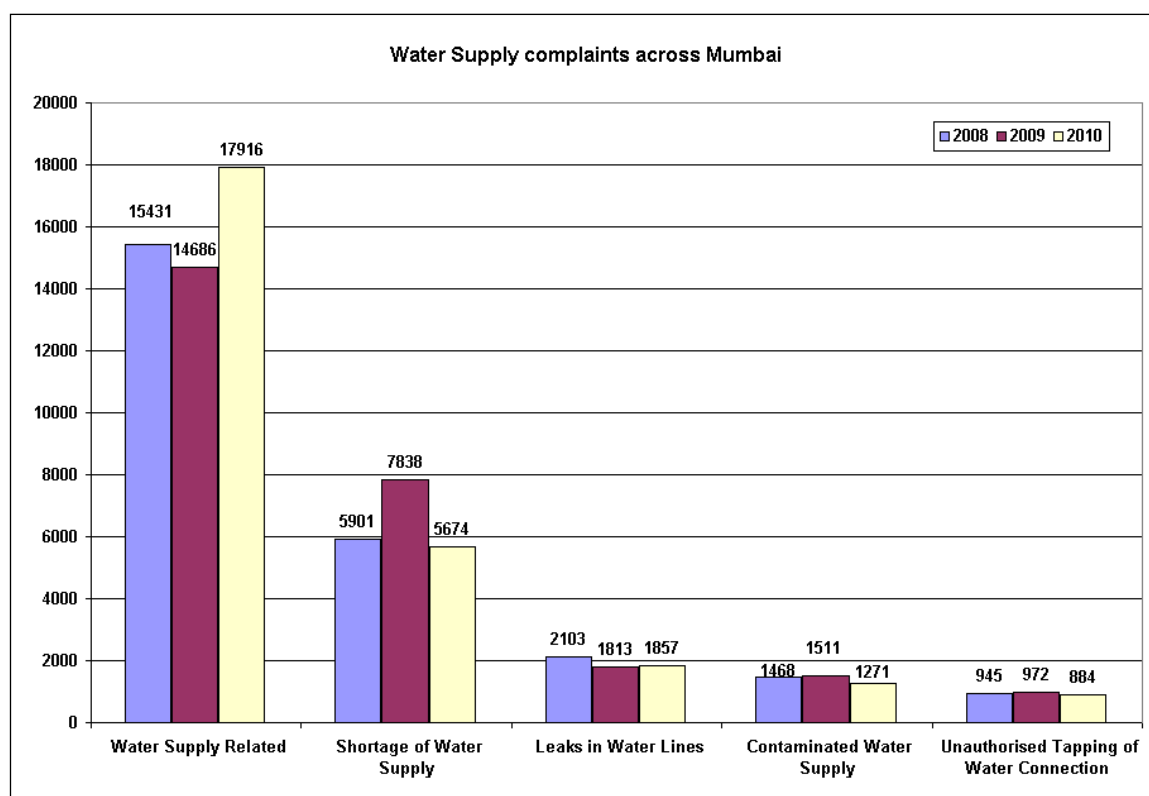
The above data presents top five complaints related to Roads with MCGM across the wards for the years 2008, 2009 and 2010.

During all the last three years, 'road related' complaints category has the maximum number of complaints. Further analysis has revealed that this category contains mostly dispatches which are wrongly registered as complaints by the related departments. And hence for all the last three years, actually, the maximum complaints are related to 'bad patches/potholes on the roads' (4586).

**Graph 5: Top Five Solid Waste Management related Complaints Across Mumbai****Inference:**

The above data presents top five complaints related to Solid Waste Management (SWM) with MCGM across the wards for the years 2008, 2009 and 2010.

During all the last three years, 'SWM related' complaints category has the maximum number of complaints. Further analysis has revealed that this category contains mostly dispatches which are wrongly registered as complaints by the related departments. And hence for all the last three years, actually, the maximum complaints are related to 'garbage not lifted from house/gully' (5042).

**Graph 6: Top Five Water Supply related Complaints Across Mumbai****Inference:**

The above data presents top five complaints related to Water Supply with MCGM across the wards for the years 2008, 2009 and 2010.

During all the last three years, 'water supply related' complaints category has the maximum number of complaints. Further analysis has revealed that this category contains mostly dispatches which are wrongly registered as complaints by the related departments. And hence for all the last three years, actually, the maximum complaints are related to 'shortage of water supply' (19,413).

Table 1: Overview of all 16 Ward Committees

Ward committee name	Total Members	Total meeting			Total question asked			No. of councillors with one or zero question		
		2008	2009	2010	2008	2009	2010	2008	2009	2010
A, B and E	15	13	17	14	26	23	36	9	10	10
C and D	11	15	19	19	49	55	66	3	5	5
F/N and F/S	17	15	17	16	57	54	33	6	8	8
G/N	11	13	15	13	40	59	79	4	6	5
G/S	9	13	16	18	68	40	54	1	2	1
H/E and H/W	17	14	15	14	20	35	28	11	9	11
K/E	15	14	16	15	26	31	65	9	8	5
K/W	13	13	19	17	72	59	77	3	2	2
L	15	18	15	15	69	85	80	4	3	3
M/E and M/W	21	13	9	14	58	45	102	8	4	4
N	12	13	15	18	42	51	77	2	2	1
P/N	16	15	16	14	42	42	43	5	9	6
P/S	8	13	15	15	25	39	24	2	1	0
R/C and R/N	17	19	21	16	60	37	51	7	9	5
R/S	11	14	16	15	24	26	30	6	6	3
S and T	19	14	20	18	53	38	61	8	9	5

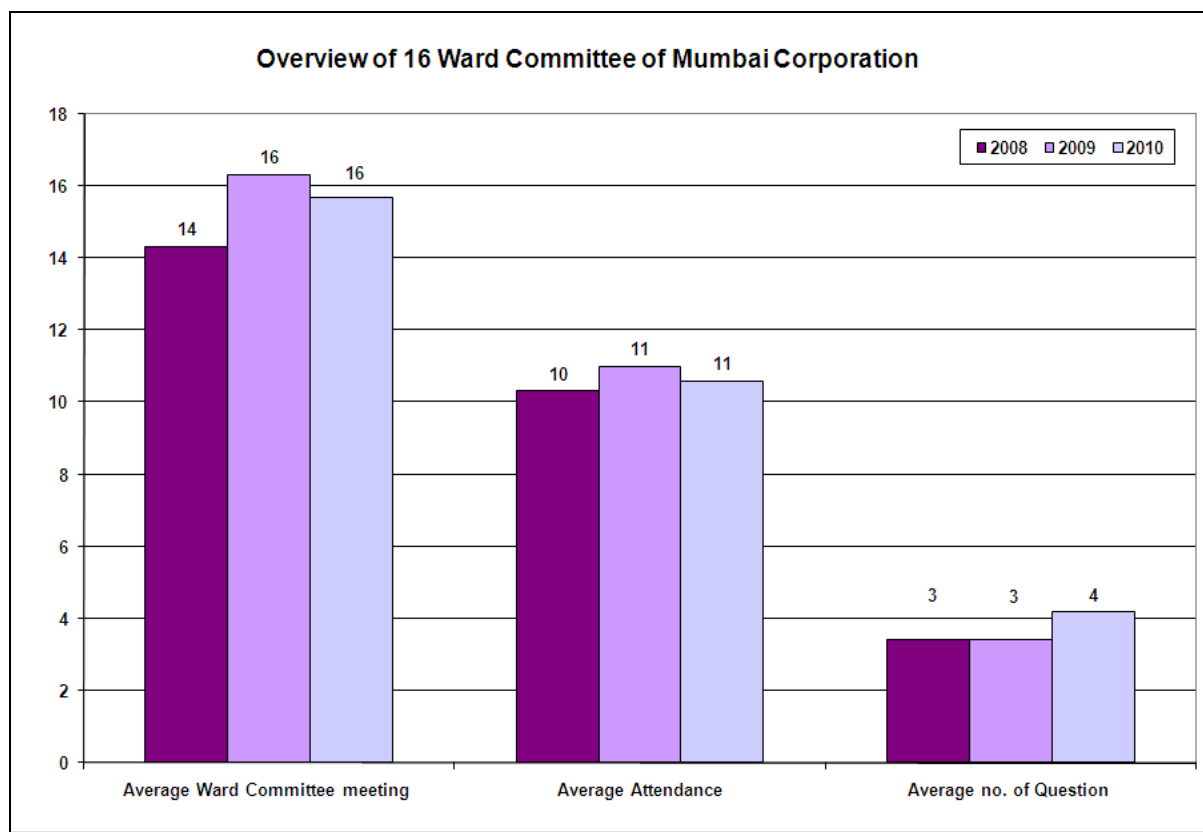
**Inference:**

The above data presents overview of ward committee workings for the years 2008, 2009 and 2010. Ward committee-wise data is provided for total meetings, total questions asked and on councillors with only one or zero questions asked.

Overall R/C and R/N Ward Committee has led maximum number of meetings across the three years.

While L, K/W, M/E and M/W Ward Committee Ward Committee councillors are asking more questions in a year.

Councillors from A, B and E Ward Committee, and H/E and H/W Ward Committee have an overall poor record with maximum councillors who are asking zero or only one question in the entire year.

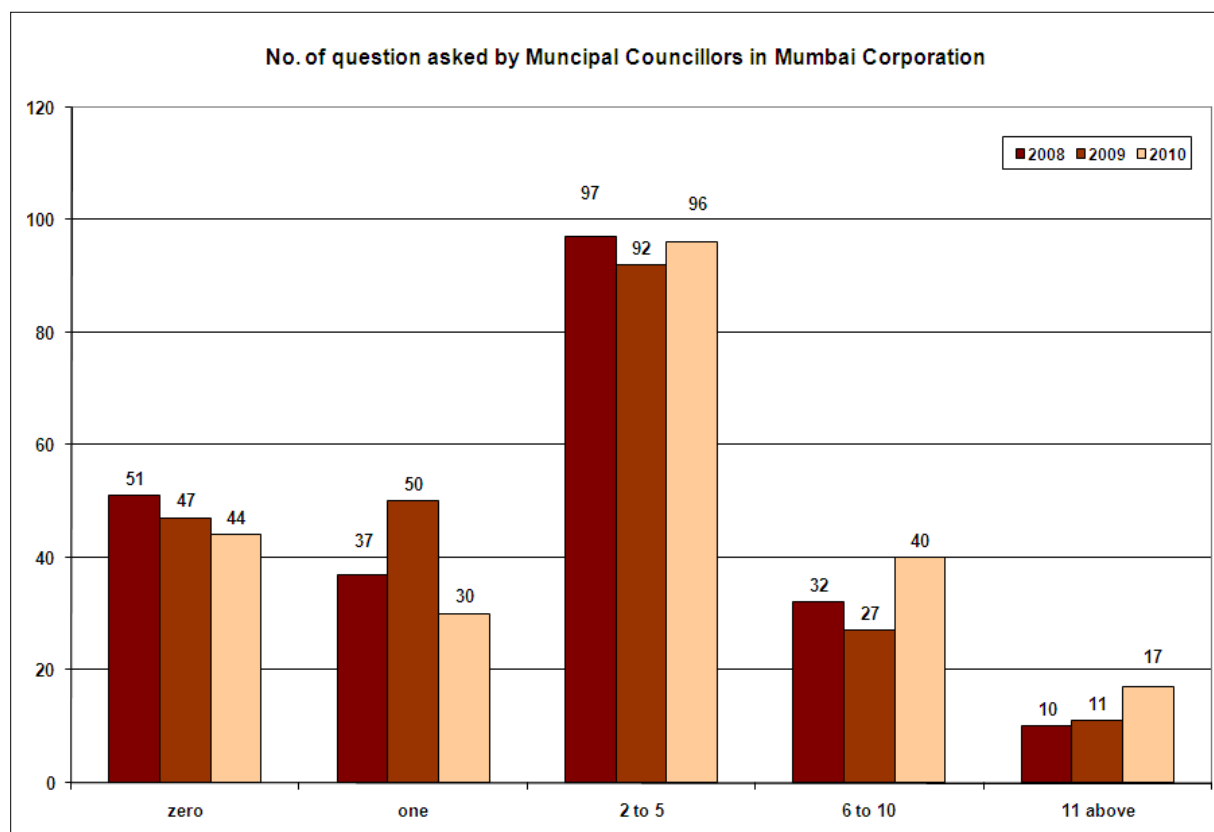
**Graph 7: Overview of Workings 16 Ward Committees of Mumbai Corporation****Inference:**

The above data presents overview of ward committee workings for the years 2008, 2009 and 2010. Data is provided for average meetings, average attendance and average number of questions.

During the last three years, the average for ward committee meetings is 15, while the average attendance is 11 and the average number of questions is four.

**During the last three years an average councillor has asked one question in every 4<sup>th</sup> meeting.**



**Graph 8: Spread of Number of questions asked by Municipal Councillors in Mumbai Corporation****Inference:**

The above data presents spread of number of questions asked by councillors for the years 2008, 2009 and 2010.

During the last three years on an average 47 Councillors have asked zero questions every year, 39 Councillors have asked one questions every year, 94 Councillors have asked two to five questions every year, 33 Councillors have asked six to ten questions every year, and 12 Councillors have asked 11 or more than 11 questions every year.

**21% councillors have not asked a single question for the last three years**

**Table 2: No. of Questions asked Issue-wise**

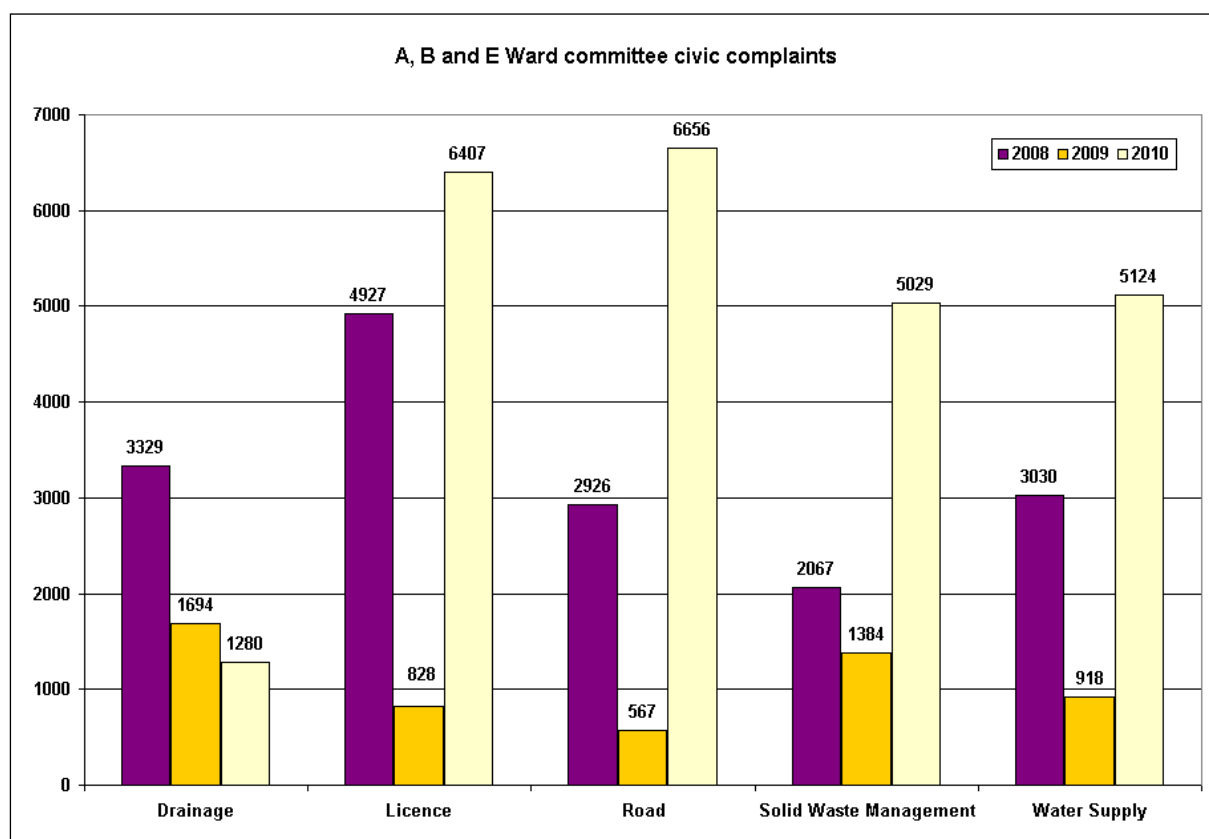
<b>Issue</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>Total</b>
Naming of Roads/Chowks	159	117	180	456
Roads (repairs, etc)	106	138	111	355
Water Supply	63	82	88	233
MCGM related	65	58	97	220
Buildings	87	52	69	208
Drainage	37	46	60	143
Solid Waste Management	46	42	40	128
License	43	22	39	104
Community Development	33	25	34	92
Storm Water Drainage	10	39	37	86
Toilet	16	22	30	68
Education Related	17	14	23	54
Garden	6	19	26	51
Health Related	9	9	14	32
Foot paths	16	6	8	30
Estate	0	4	15	19
Industries	2	6	8	16
Pest control	7	2	5	14
Revenue Related	2	2	5	9
Disaster management	2	1	2	5
Electricity	0	2	2	4
FIR ( Cognizable)	0	2	2	4
Miscellaneous	0	1	3	4
Fire brigade Related	3	0	0	3
Pollution	1	2	0	3
Schemes / Policies Related	1	1	1	3
Shop and Establishment	0	2	1	3
Energy	0	0	2	2
Milk/Dairy related	0	0	2	2
Colony Officer	0	0	1	1
Accident	0	1	0	1
Police deployment	0	1	0	1
Social Cultural concerns related	0	1	1	2
<b>Total</b>	<b>731</b>	<b>719</b>	<b>906</b>	<b>2356</b>

<b>19% questions asked by councillors in the last three years were for Naming of Roads or Chowks</b>
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#### IV. Ward Committee-wise

##### 1. A, B and E Ward Committee

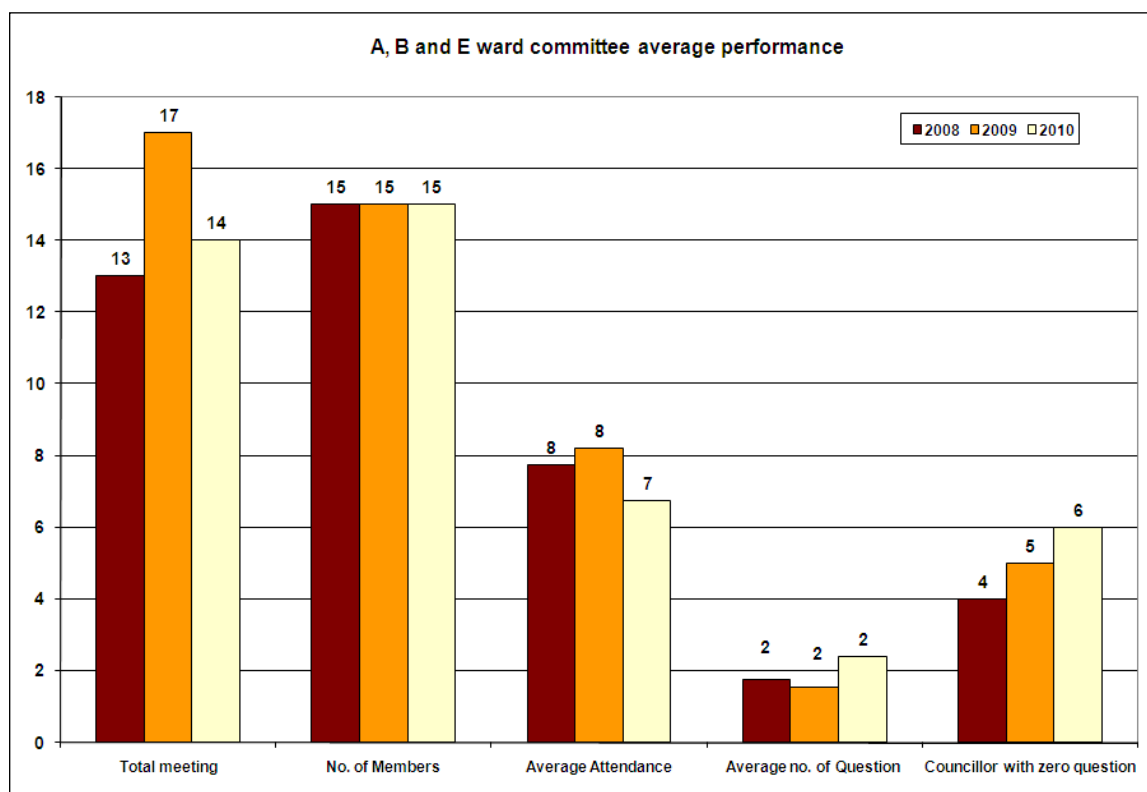
**Graph 9: A, B and E Ward Committee Civic Complaints**



#### **Inference:**

The above graph gives the total civic complaints registered in A, B and E Wards during the years 2008, 2009 and 2010.

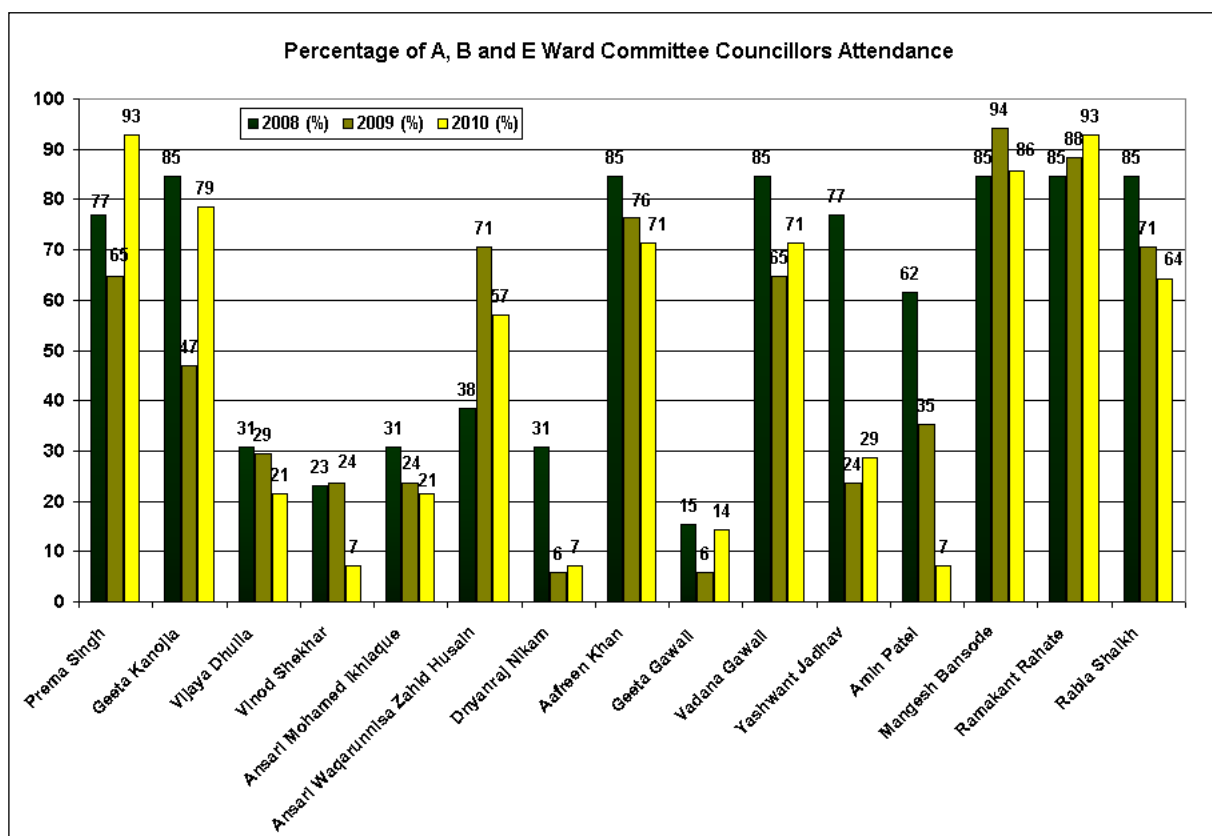
During the three years maximum complaints were received for Licences (12162).

**Graph 10: A, B and E Ward Committee Average Performance****Inference:**

The above graph gives the overview of A, B and E Ward Committee's performance during the years 2008, 2009 and 2010.

The average number of questions asked during a year by a councillor of the ward has never been more than three.

During the year 2010, there were as many as six councillors who had not asked a single question out of the total of 15 councillors in the ward committee.

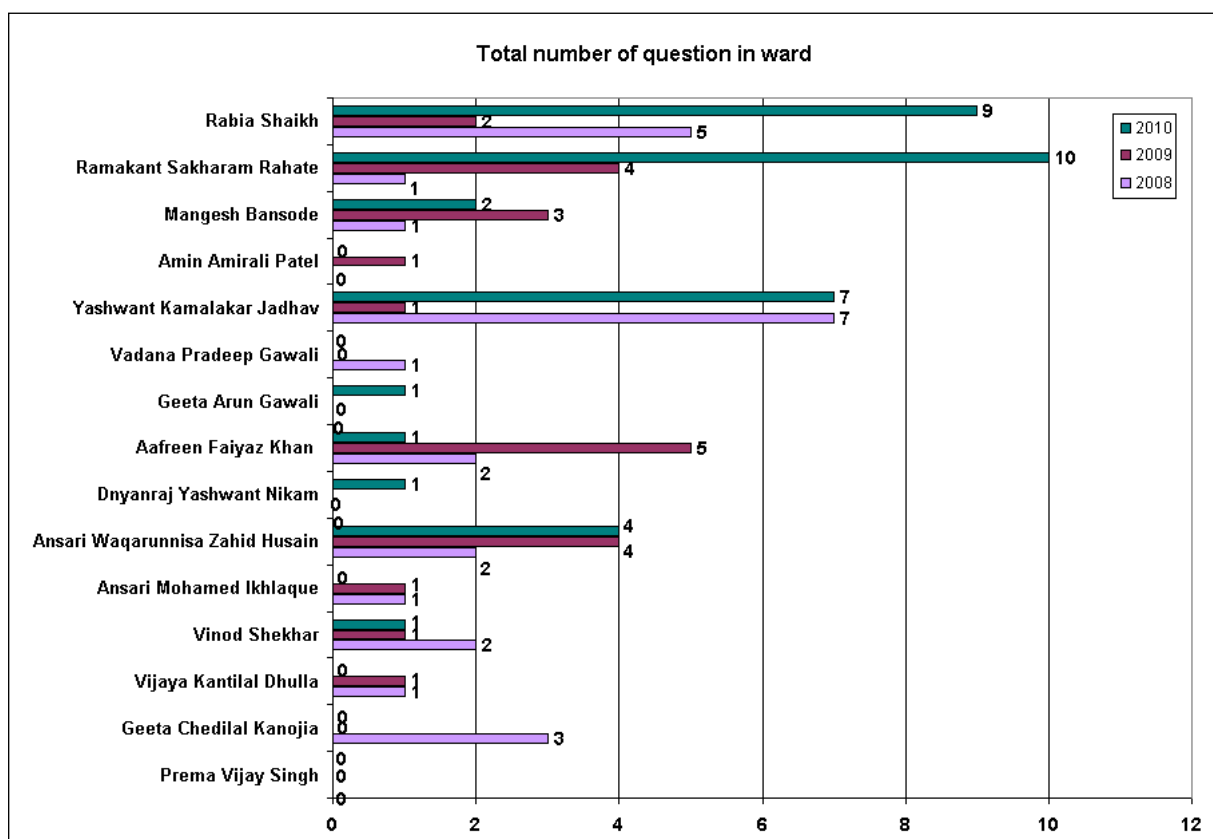
**Graph 11: Percentage of A, B and E Ward Committee Councillors Attendance****Inference:**

The above graph gives the percentage of attendance of councillors in A, B and E Ward Committee during the years 2008, 2009 and 2010.

During the three year, out of 15 councillors not a single had 100% attendance.

During the 2008, six councillors attended less than 50% of the meetings; while in 2009, eight councillors attended less than 50% meetings; and in 2010, seven councillors attended less than 50% meetings.

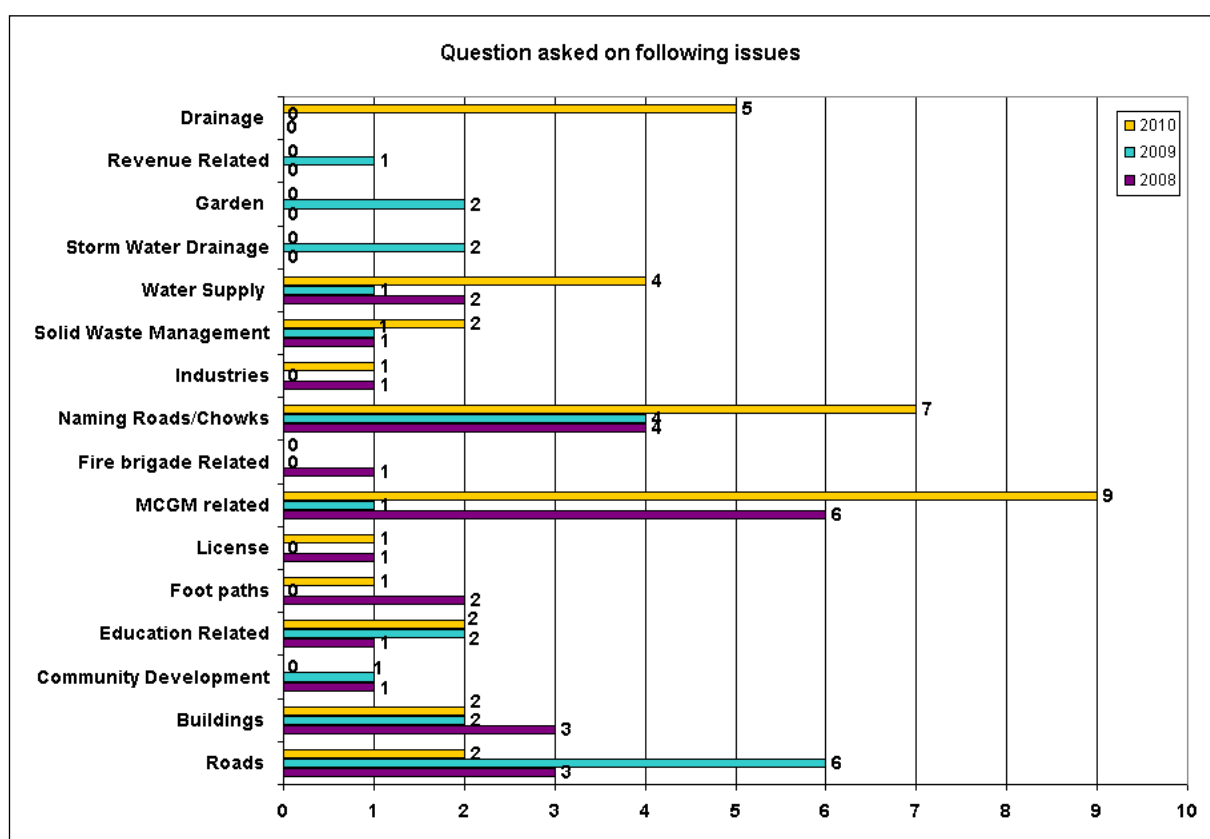
Graph 12: Number of Questions Asked Councillor-wise

**Inference:**

The above graph gives the Number of Questions asked by the councillors in A B And E Ward Committee during the years 2008, 2009 and 2010.

During the year 2008, four out of 15 councillors have not even asked a single question; while in 2009, there are five such councillors; and in 2010, also there are six such councillors; whereas Ms. Prema Vijay Singh has not asked a single question in the three years.

Graph 13: Number of Questions Asked Issue-wise

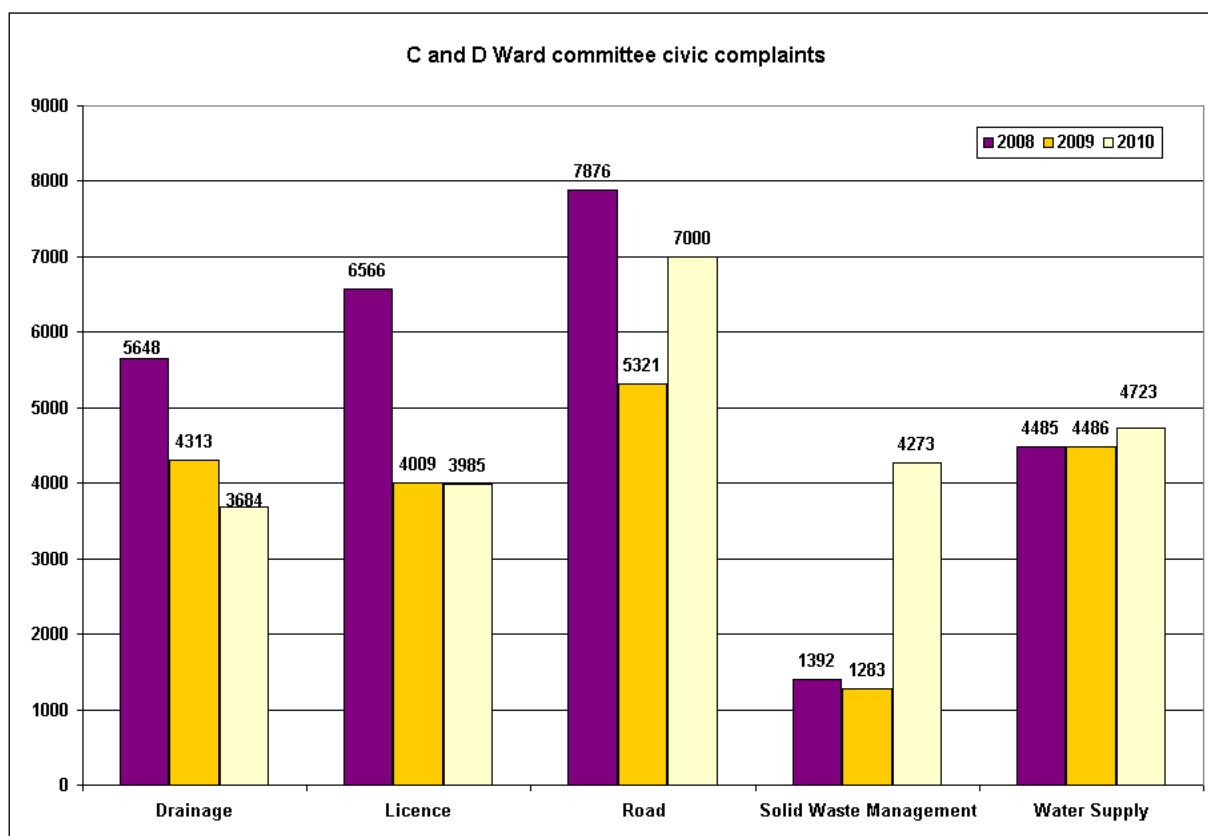
**Inference:**

The above graph gives the issue-wise number of questions in A, B and E Ward Committee during the years 2008, 2009 and 2010.

During the year 2008, top two issues for which complaints were received are MCGM related (6) and Naming of Roads/Chowks (4); while for the year 2009, Roads (6) and Naming of Roads/Chowks (4) are the top two issues; and for 2010, MCGM related (9) and Naming of Roads/Chowks (7) are the top two issues.

## 2. C and D Ward Committee

Graph 14: C and D Ward Committee Civic Complaints



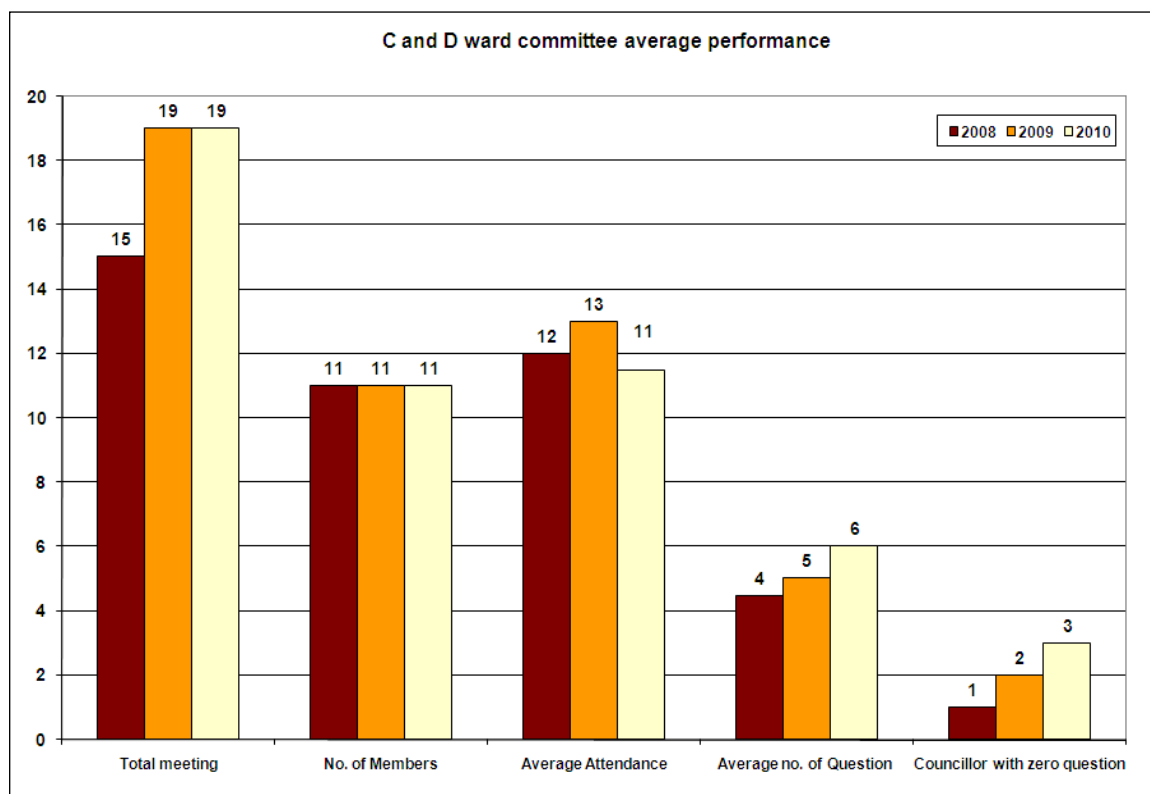
### Inference:

The above graph gives the total civic complaints registered in C and D Wards during the years 2008, 2009 and 2010.

During the three years maximum complaints were received for Road (20197).



**Graph 15: C and D Ward Committee Average Performance**

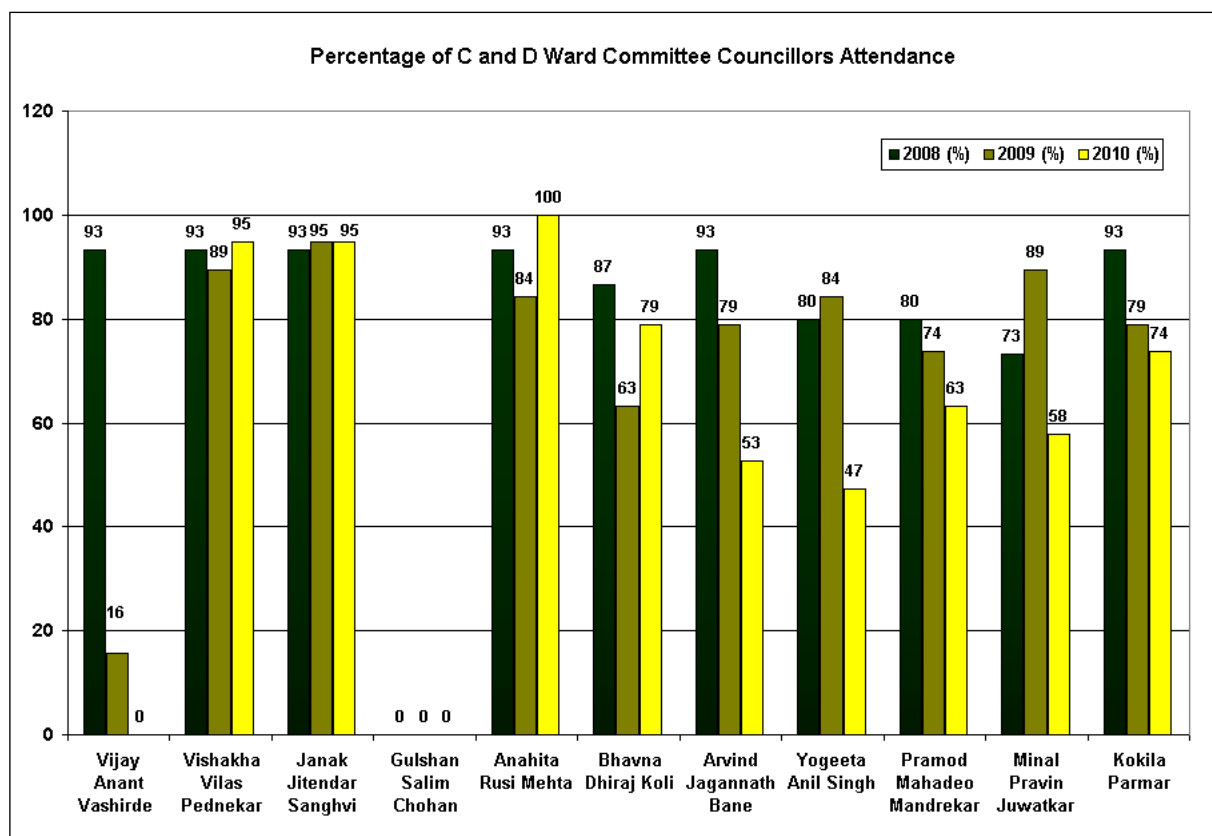


**Inference:**

The above graph gives the overview of C and D Ward Committee's performance during the years 2008, 2009 and 2010.

The average number of questions asked during a year by a councillor of the ward has never been more than six.

During the year 2010, there were as many as three councillors who had not asked a single question out of the total of 11 councillors in the ward committee.

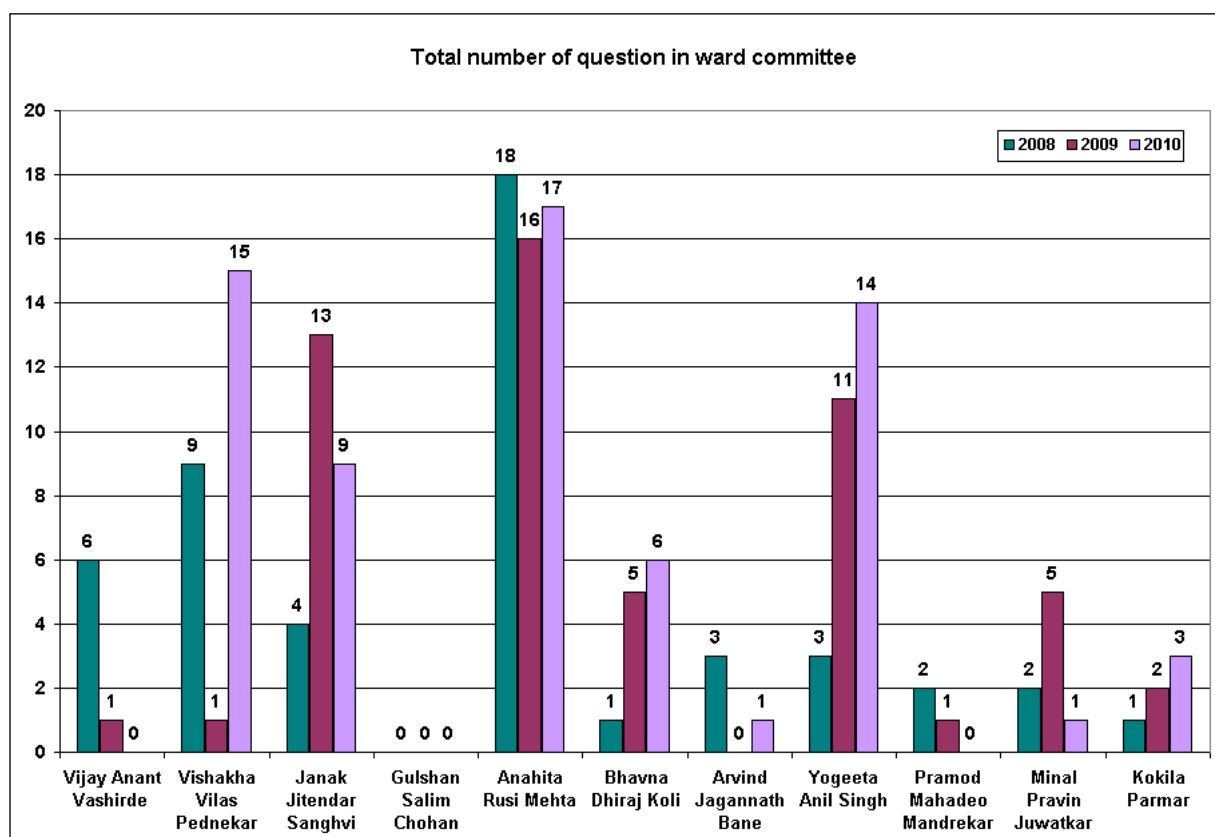
**Graph 16: Percentage of C and D Ward Committee Councillors Attendance****Inference:**

The above graph gives the percentage of attendance of councillors in C and D Ward Committee during the years 2008, 2009 and 2010.

During the year 2010, there is only one councillor out of 11 with 100% attendance.

During the 2008, not any councillors attended less than 50% of the meetings; while in 2009, one councillors attended less than 50% meetings; and in 2010, one councillor attended less than 50% meetings.

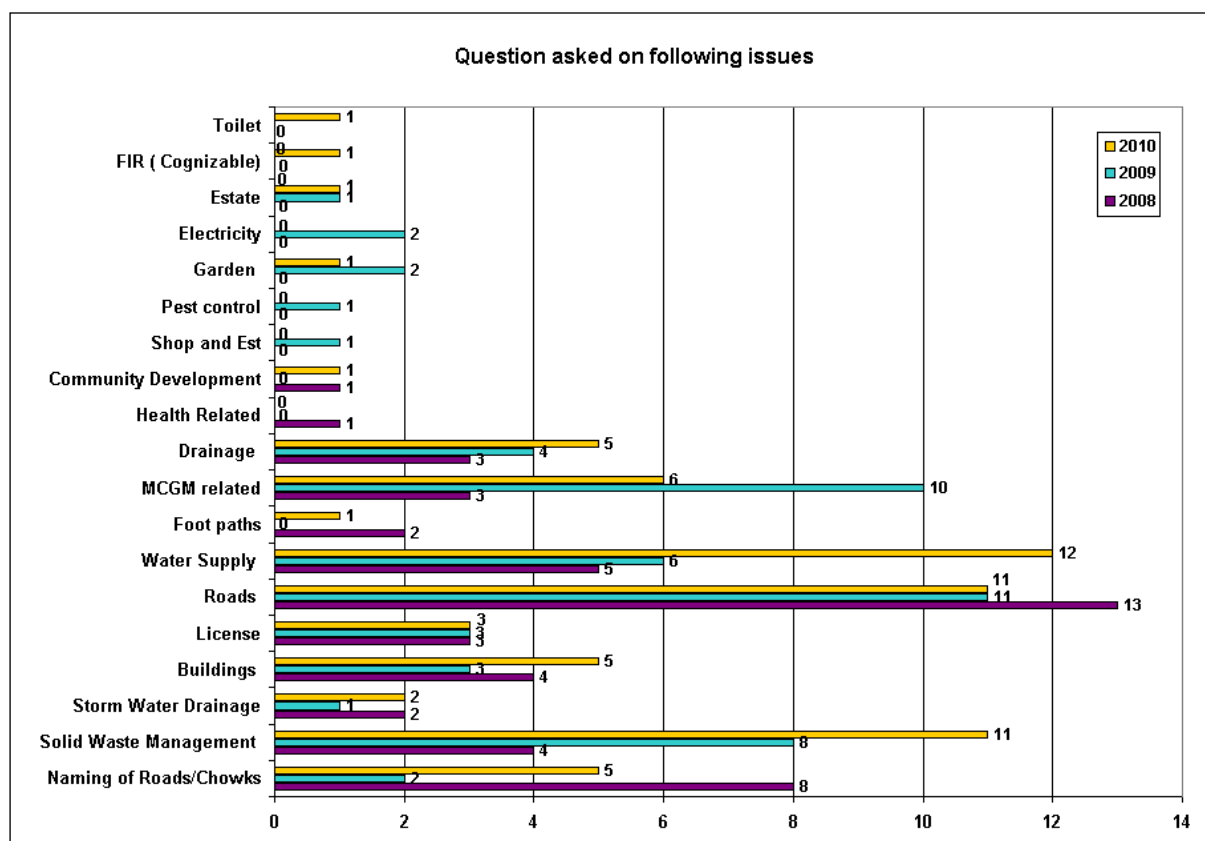
During the three year, one of the councillors has not single attended meetings.

**Graph 17: Number of Questions Asked Councillor-wise****Inference:**

The above graph gives the Number of Questions asked by the councillors in C and D Ward Committee during the years 2008, 2009 and 2010.

During the year 2008, one out of 11 councillors have not even asked a single question; while in 2009, there are two such councillors; and in 2010, also there are three such councillors; whereas Mr. Gulshan Salim Chohan has not asked a single question in the last three years.

Graph 18: Number of Questions Asked Issue-wise



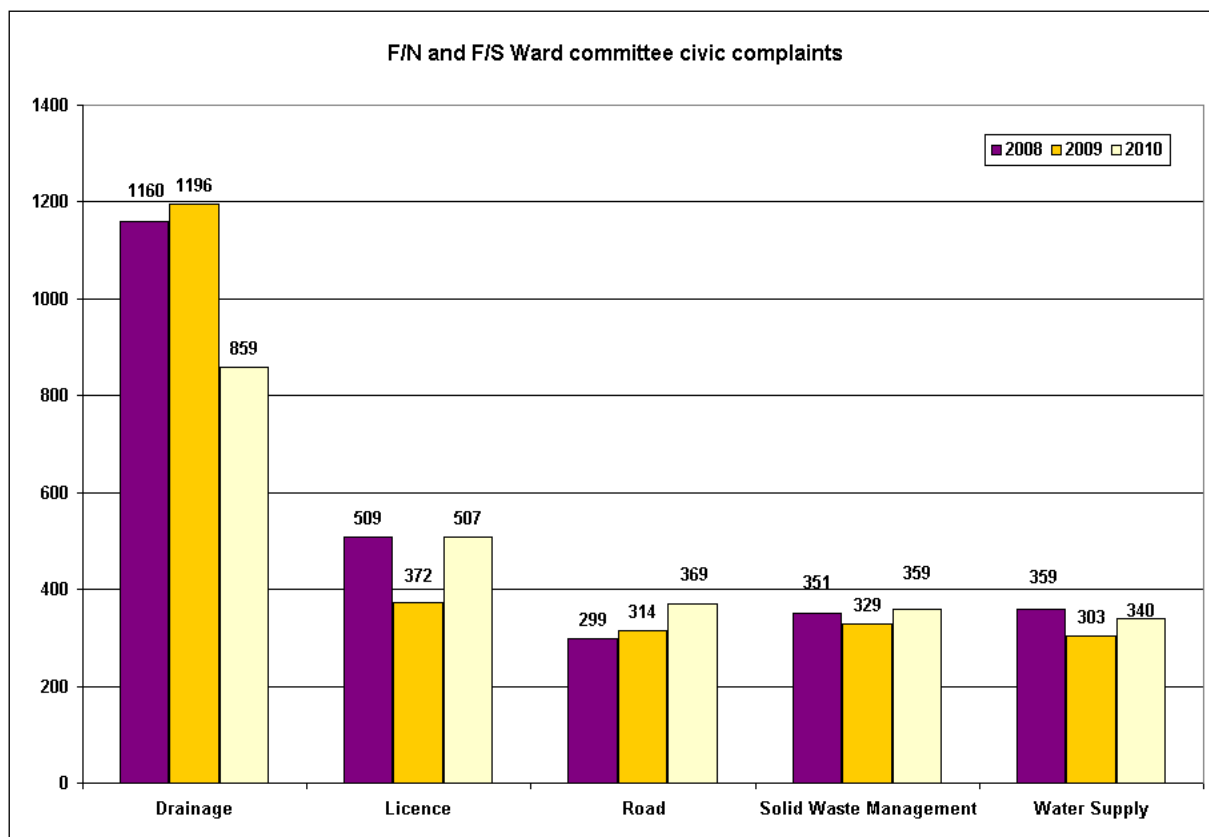
### Inference:

The above graph gives the issue-wise number of questions in C and D Ward Committee during the years 2008, 2009 and 2010.

During the year 2008, top two issues for which complaints were received are Roads (13) and Naming of Roads/Chowks (8); while for the year 2009, roads (11) and MCGM related (10) are the top two issues; and for 2010, Water Supply (12) and Solid Waste Management and Roads (11) are the top two issues.

### 3. F/N and F/S Ward Committee

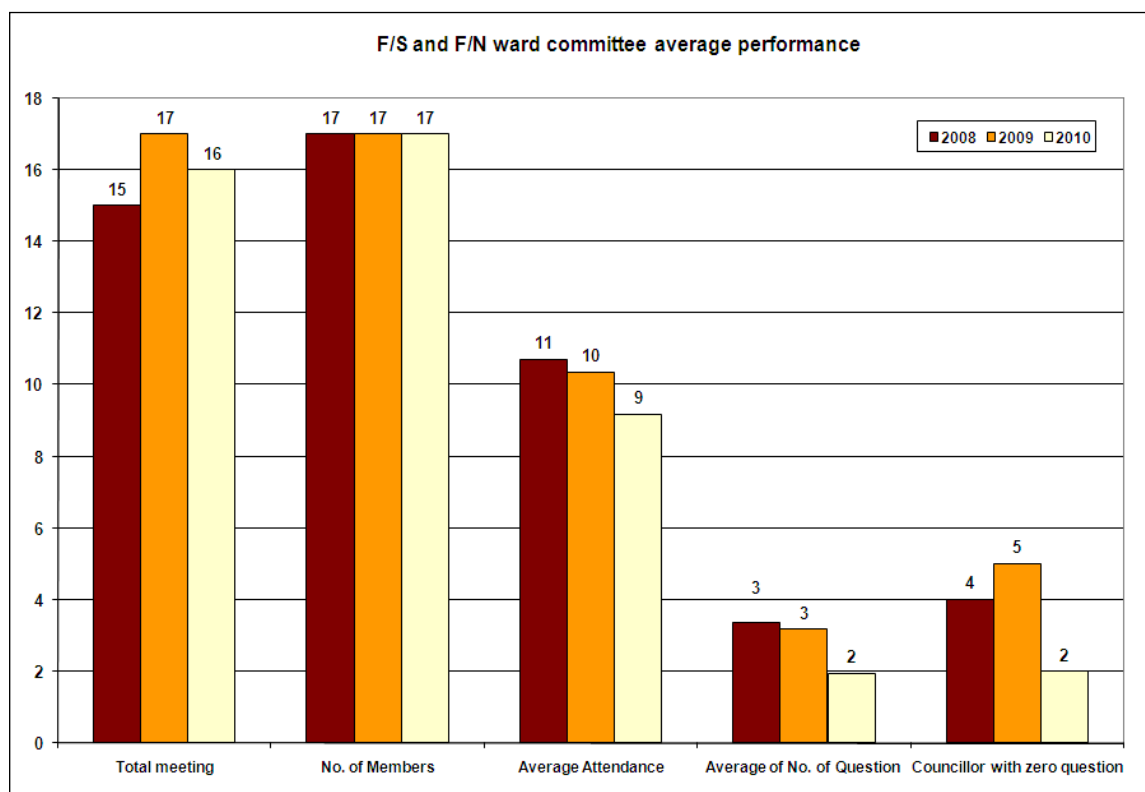
**Graph 19: F/N and F/S Ward Committee Civic Complaints**



#### **Inference:**

The above graph gives the total civic complaints registered in F/N and F/S Wards during the years 2008, 2009 and 2010.

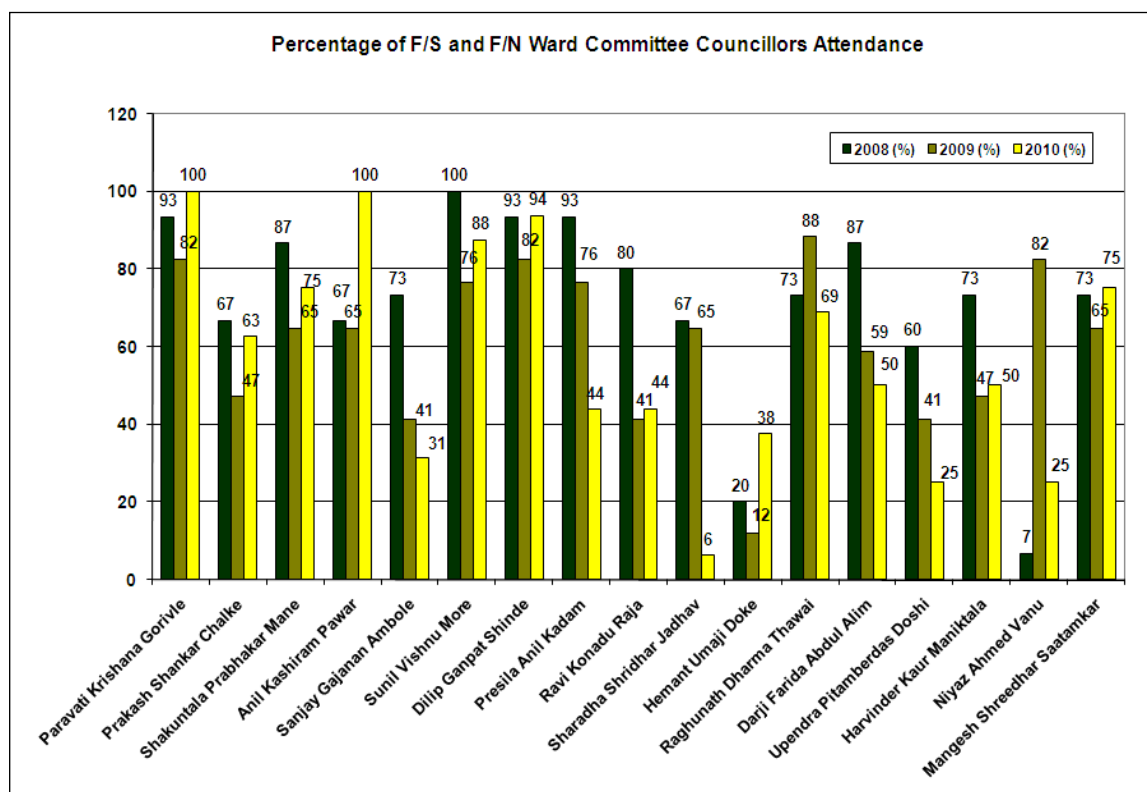
During the three years maximum complaints were received for Drainage (3215).

**Graph 20: F/S and F/N Ward Average Performance****Inference:**

The above graph gives the overview of F south and F north Ward Committee's performance during the years 2008, 2009 and 2010.

The average number of questions asked during a year by a councillor of the ward has never been more than three.

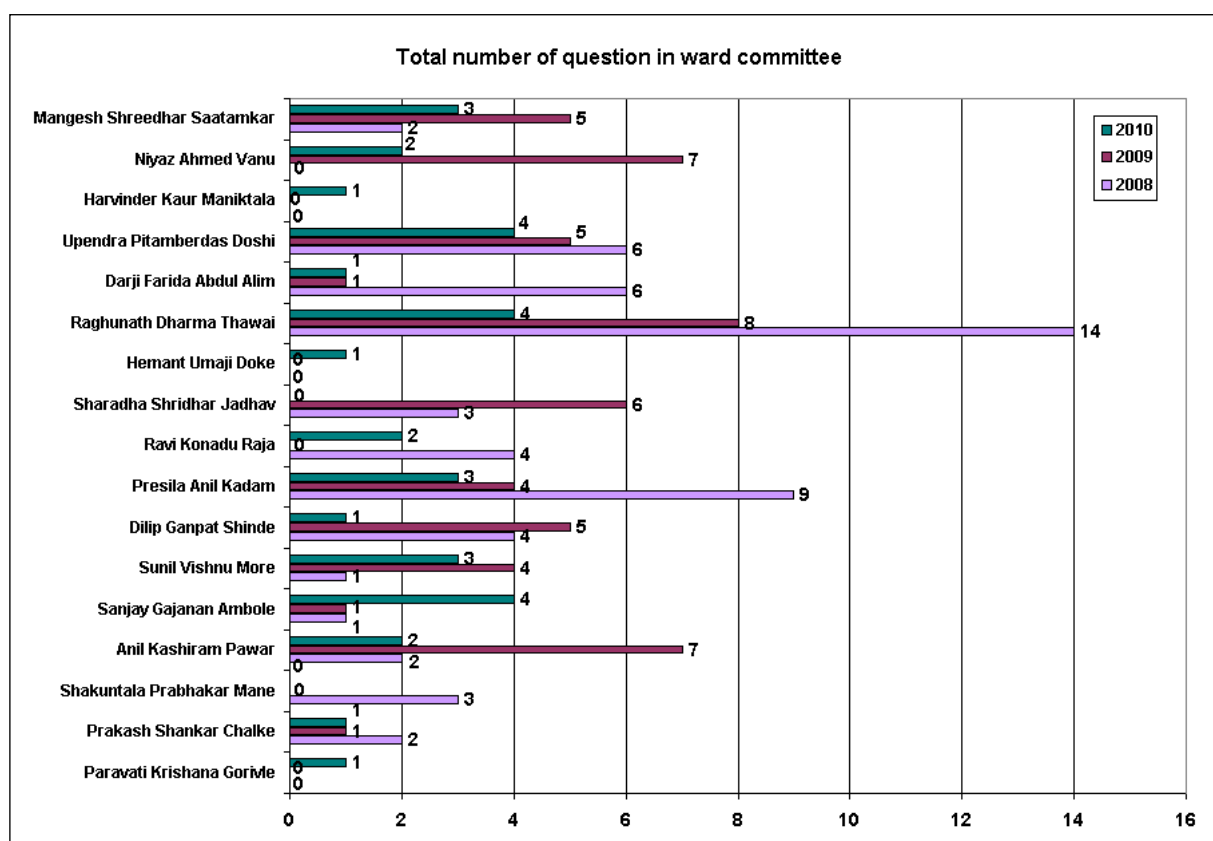
During the year 2009, there were as many as five councillors who had not asked a single question out of the total of 17 councillors in the ward committee.

**Graph 21: Percentage of F/S and F/N Ward Committee Councillors Attendance****Inference:**

The above graph gives the percentage of attendance of councillors in F/N and F/S Ward Committee during the years 2008, 2009 and 2010.

During the year 2008, there are two councillors out of 17 with 100% attendance; while in 2010, there is one councillor with 100% attendance.

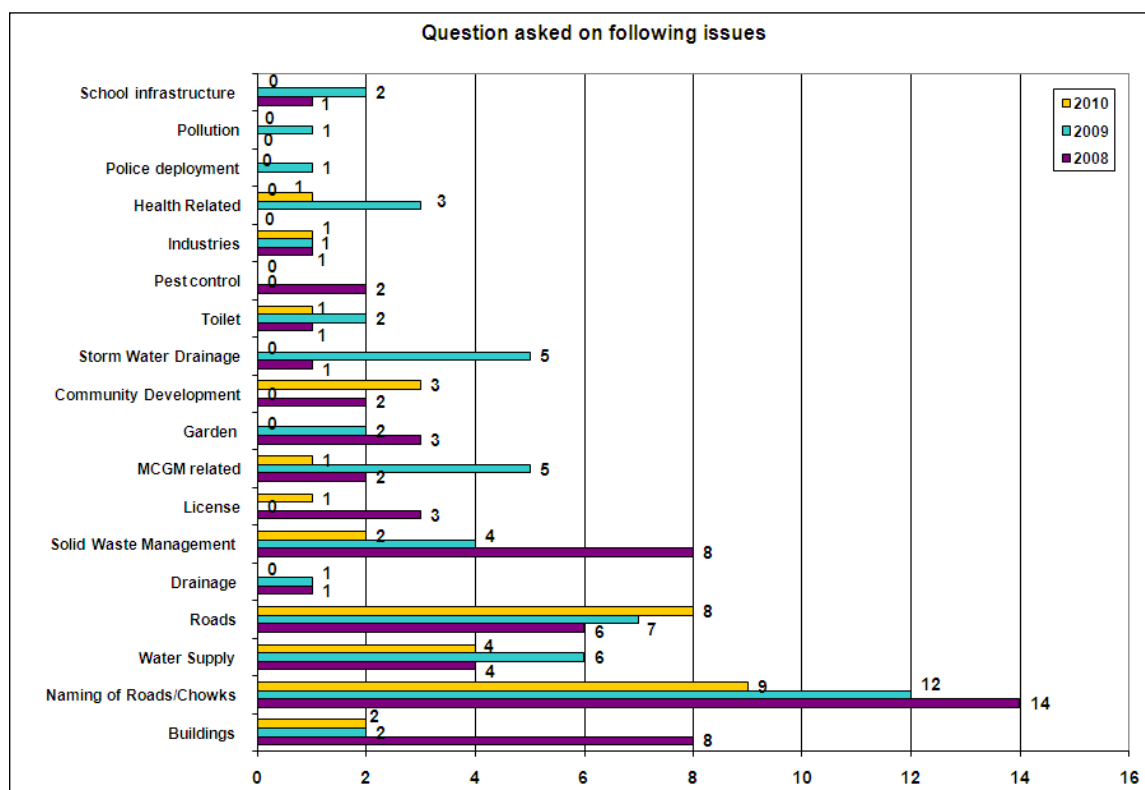
During the 2008, two councillors attended less than 50% of the meetings; while in 2009, six councillors attended less than 50% meetings; and in 2010, seven councillors attended less than 50% meetings.

**Graph 22: Number of Questions Councillor-wise****Inference:**

The above graph gives the Number of Questions asked by the councillors in F North and F South Ward Committee during the years 2008, 2009 and 2010.

During the year 2008, four out of 17 councillors have not even asked a single question; while in 2009, there are five such councillors; and in 2010, also there are two such councillors.



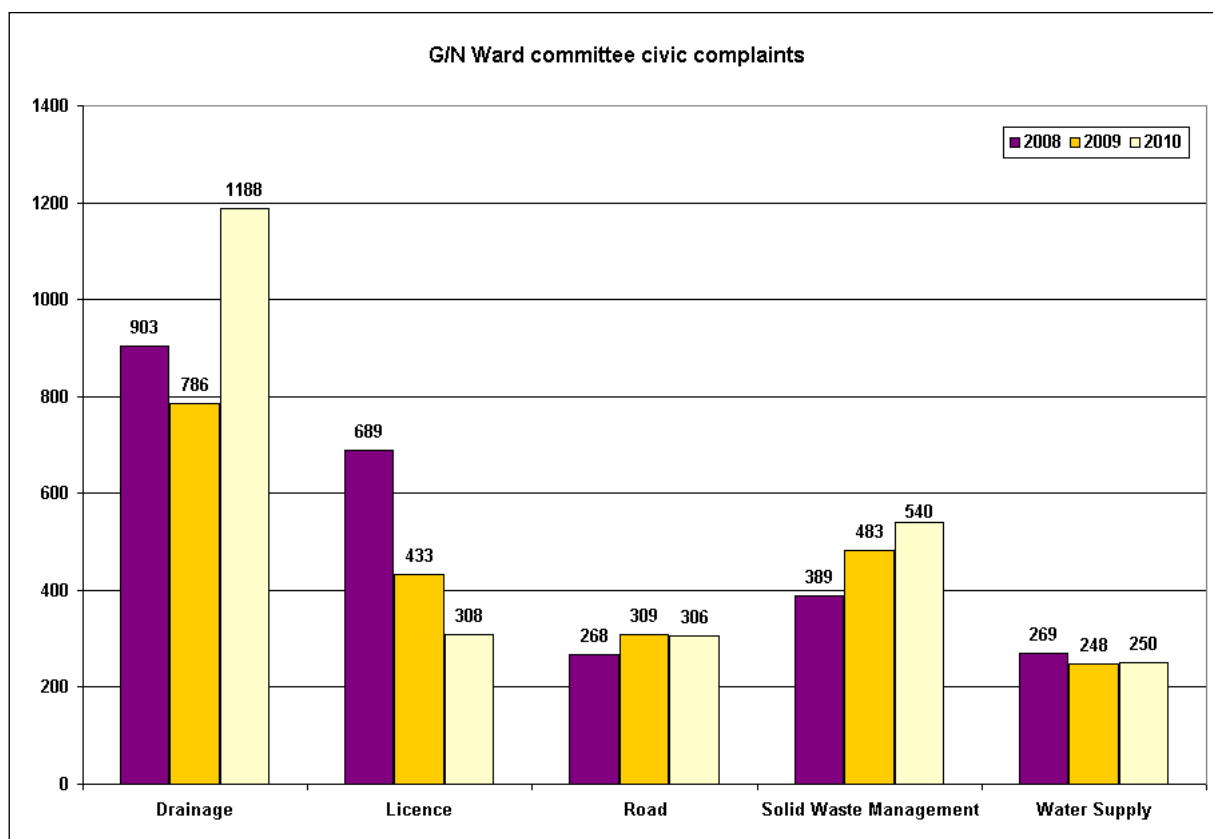
**Graph 23: Number of Questions Asked Issue-wise****Inference:**

The above graph gives the issue-wise number of questions in F/North and F/South ward Committee during the years 2008, 2009 and 2010.

During the year 2008, top two issues for which complaints were received are Naming of Roads/Chowks (14) and Buildings and Solid Waste Management (8); while for the year 2009, Naming of Roads/Chowks (12) and Roads (7) are the top two issues; and for 2010, Naming of Roads/Chowks (9) and Roads (8) are the top two issues.

#### 4. G/N Ward Committee

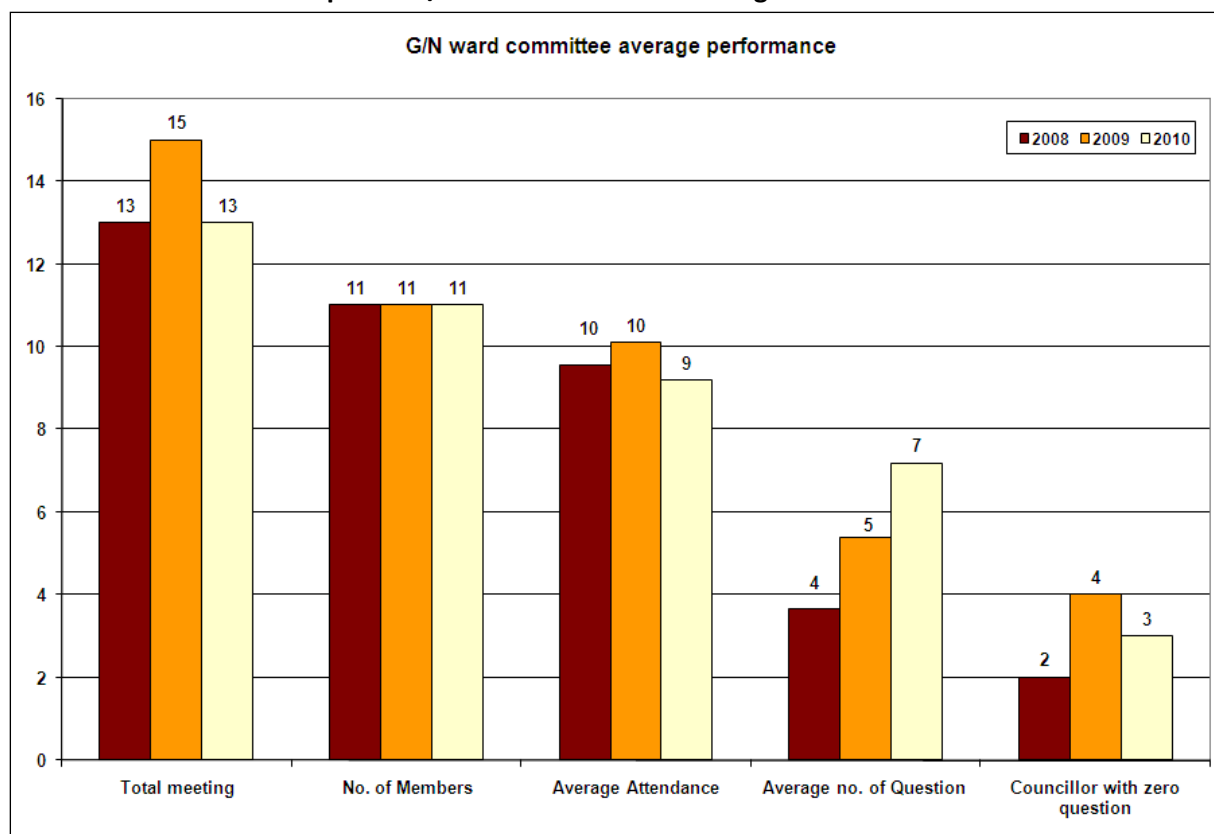
**Graph 24: G/N Ward Committee Civic Complaints**



#### **Inference:**

The above graph gives the total civic complaints registered in G/N Wards during the years 2008, 2009 and 2010.

During the three years maximum complaints were received for Drainage (2877).

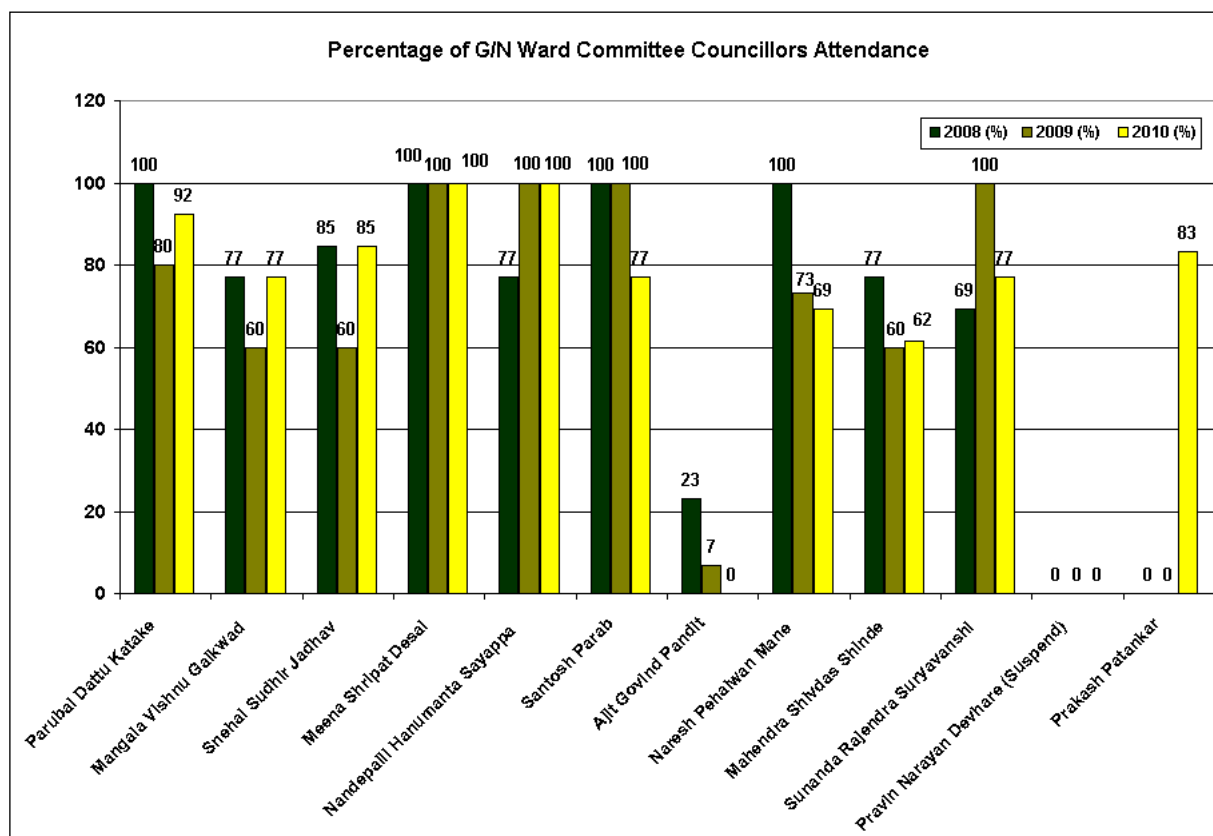
**Graph 25: G/N Ward Committee Average Performance****Inference:**

The above graph gives the overview of G north Ward Committee's performance during the years 2008, 2009 and 2010.

The average number of questions asked during a year by a councillor of the ward has never been more than seven.

During the year 2008, there were as many as two councillors who had not asked a single question out of the total of 11 councillors in the ward committee; while in 2009, there were four; and in 2010, there were three.

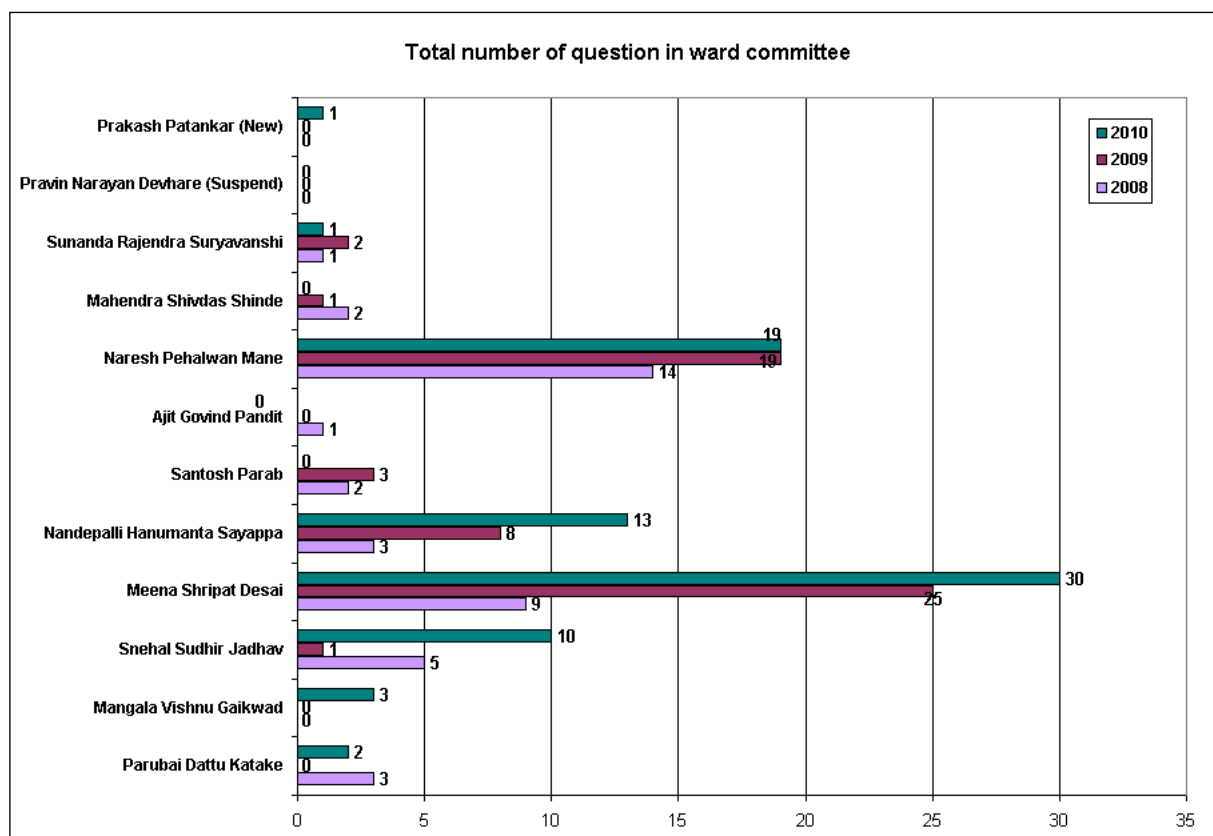
Graph 26: Percentage of G/N Ward Committee Councillors Attendance

**Inference:**

The above graph gives the percentage of attendance of councillors in G/N Ward Committee during the years 2008, 2009 and 2010.

During the year 2008, there are four councillors out of 11 with 100% attendance; while in 2009, there are four councillors with 100% attendance and in 2010, two councillors attended 100% meetings.

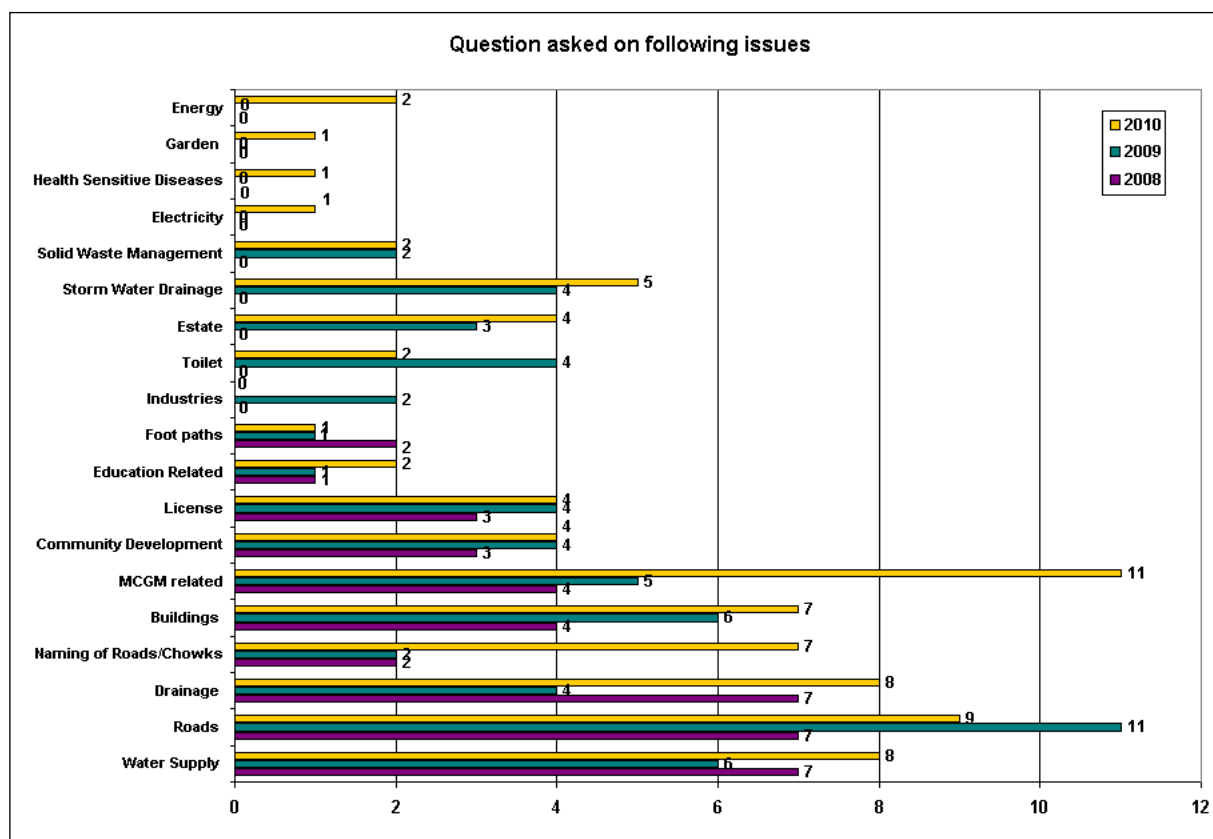
During the 2008 and 2009, atleast one councillor attended less than 50% of the meetings; and in 2010, one of the councillors has not single attended meetings.

**Graph 27: Number of Questions Asked Councillor-wise****Inference:**

The above graph gives the Number of Questions asked by the councillors in G North Ward Committee during the years 2008, 2009 and 2010.

During the year 2008, two out of 11 councillors have not even asked a single question; while in 2009, there are three such councillors; and in 2010<sup>2</sup>, also there are three such councillors.

<sup>2</sup> One of the member was disqualified in 2010 and a new member got elected in that members place.

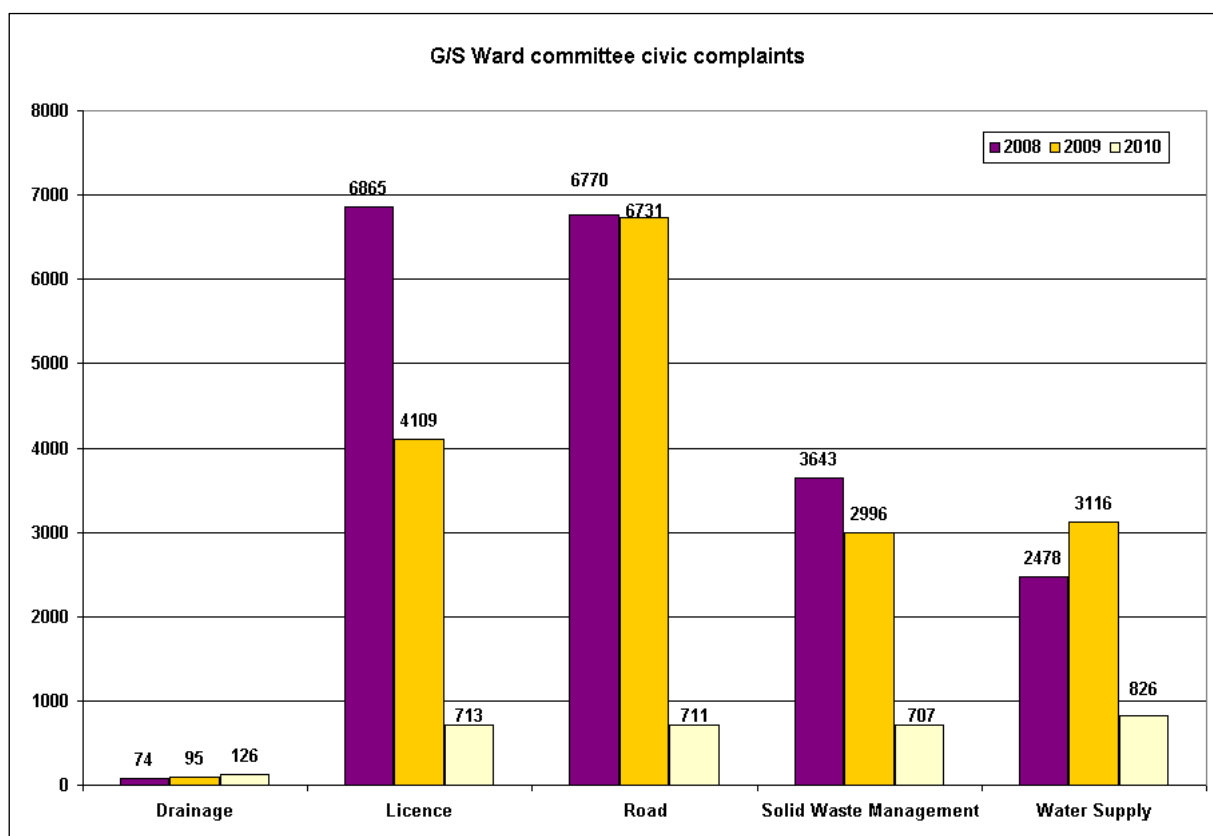
**Graph 28: Number of Questions Asked Issue-wise****Inference:**

The above graph gives the issue-wise number of questions in G/North ward Committee during the years 2008, 2009 and 2010.

During the year 2008, top two issues for which complaints were received are Roads, Water Supply and Drainage (7); while for the year 2009, Roads (11) and Waters Supply and Buildings (6) are the top two issues; and for 2010, MCGM related (11) and Roads (9) are the top two issues.

## 5. G/S Ward Committee

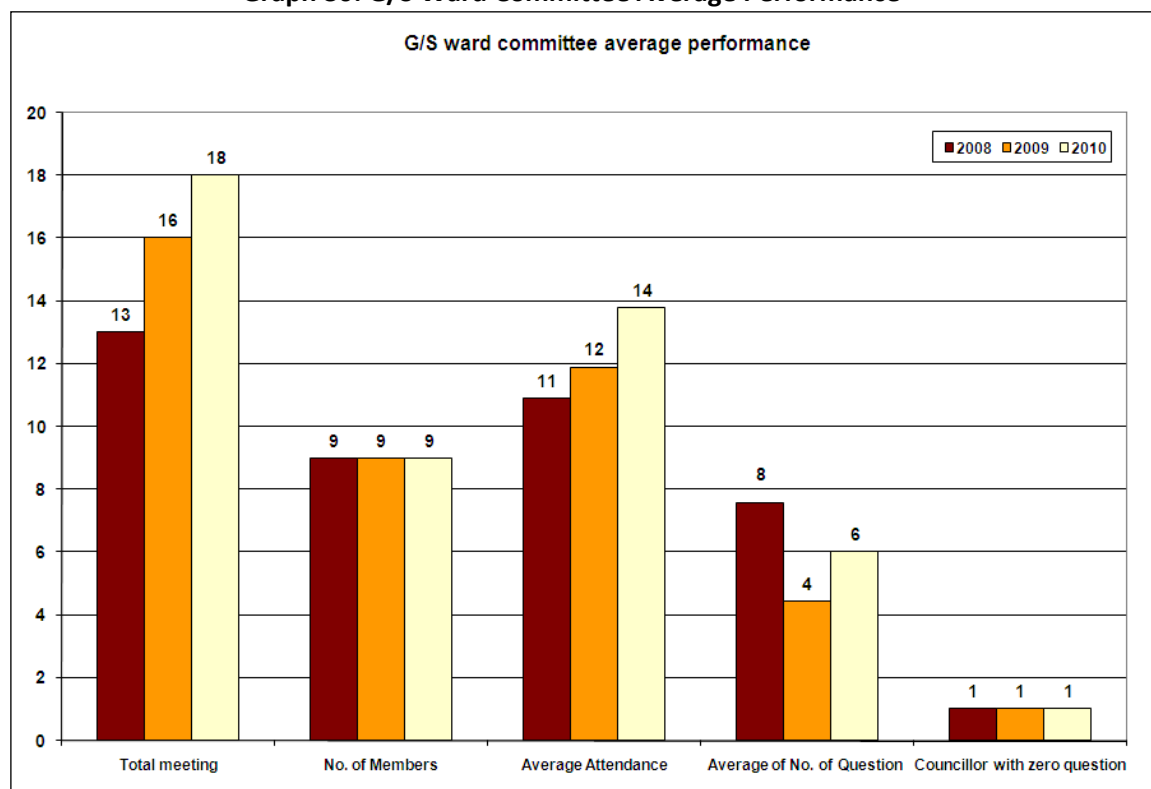
**Graph 29: G/S Ward Committee Civic Complaints**



### Inference:

The above graph gives the total civic complaints registered in G/S Wards during the years 2008, 2009 and 2010.

During the three years maximum complaints were received for Road (14212).

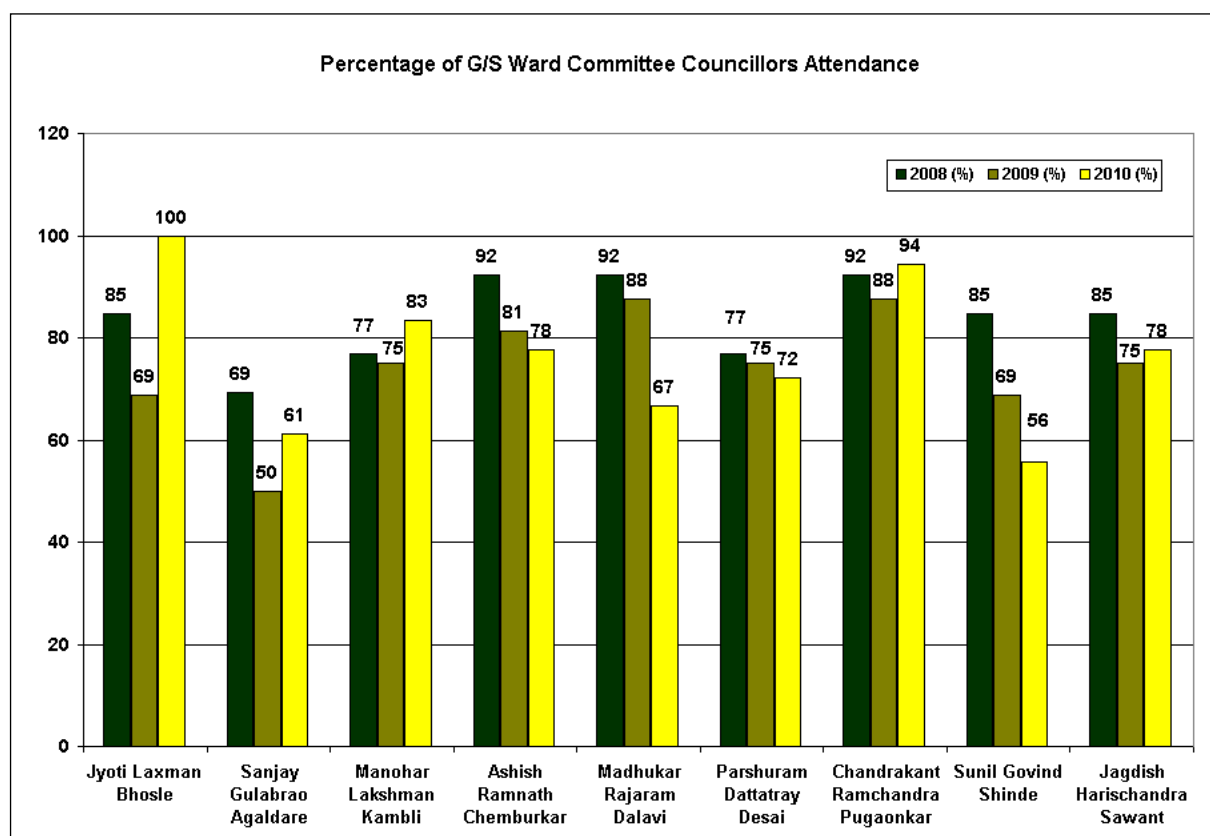
**Graph 30: G/S Ward Committee Average Performance****Inference:**

The above graph gives the overview of G south Ward Committee's performance during the years 2008, 2009 and 2010.

The average number of questions asked during a year by a councillor of the ward has never been more than eight.

During three years, one councillor in each year who had not asked a single question out of the total of nine councillors in the ward committee.

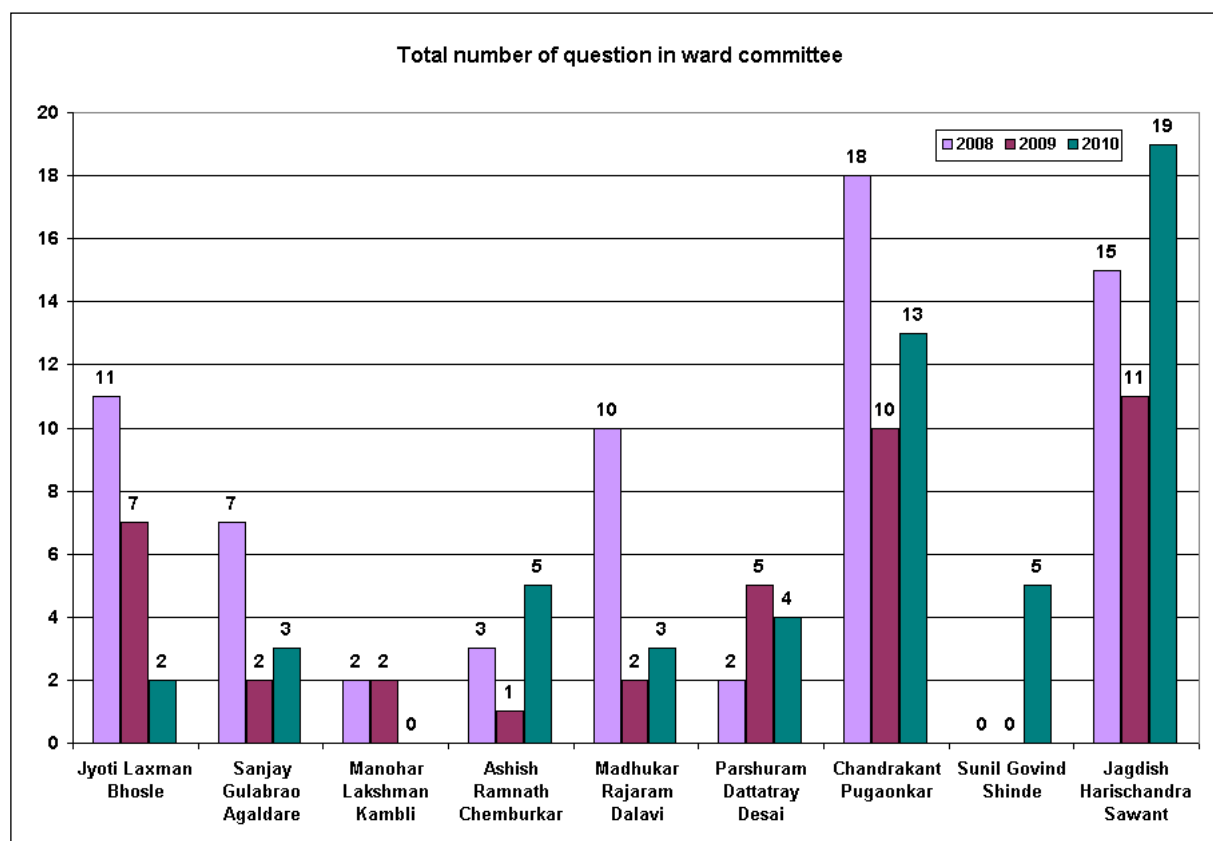


**Graph 31: Percentage of G/S Ward Committee Councillors Attendance****Inference:**

The above graph gives the percentage of attendance of councillors in G/S Ward Committee during the years 2008, 2009 and 2010.

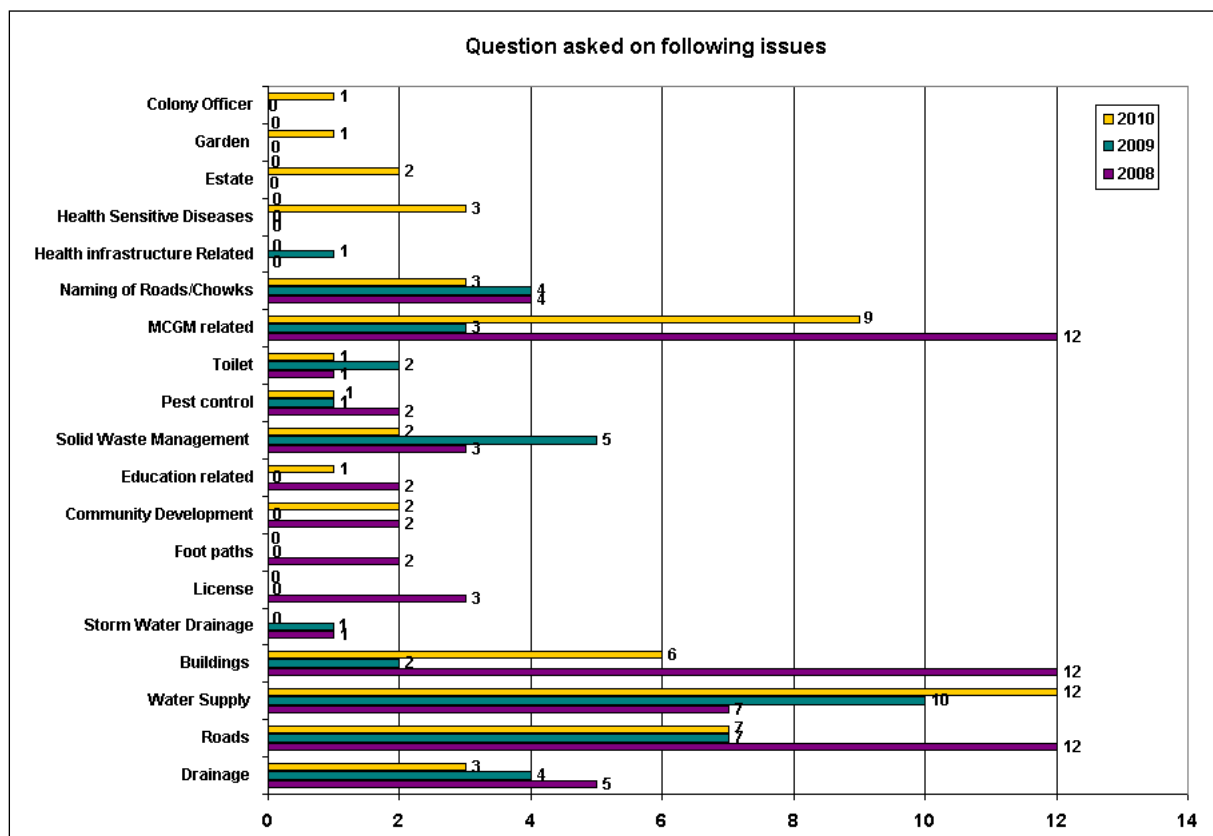
During the year 2010, there are one councillors out of 9 with 100% attendance.

During the three years, known of the councillors attended less than 50% of the meetings.

**Graph 32: Number of Questions Asked Councillor-wise****Inference:**

The above graph gives the Number of Questions asked by the councillors in G South Ward Committee during the years 2008, 2009 and 2010.

During the year 2008, One out of 9 councillors have not even asked a single question; while in 2009, there is one such councillor; and in 2010, also there is one such councillor.

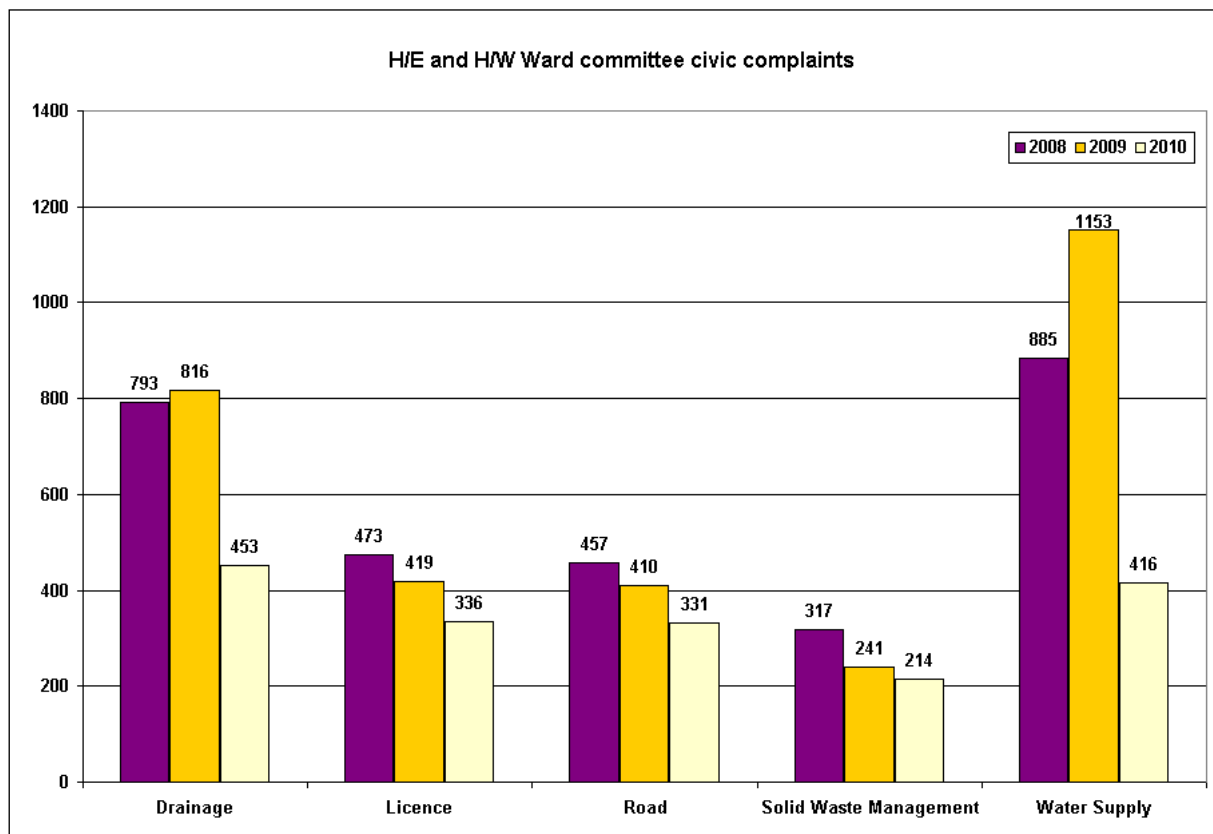
**Graph 33: Number of Questions Asked Issue-wise****Inference:**

The above graph gives the issue-wise number of questions in G/South ward Committee during the years 2008, 2009 and 2010.

During the year 2008, top two issues for which complaints were received are Roads, Building and MCGM related (12); while for the year 2009, Water Supply (10) and Roads (7) are the top two issues; and for 2010, Water Supply (12) and Roads (7) are the top two issues.

## 6. H/E and H/W Ward Committee

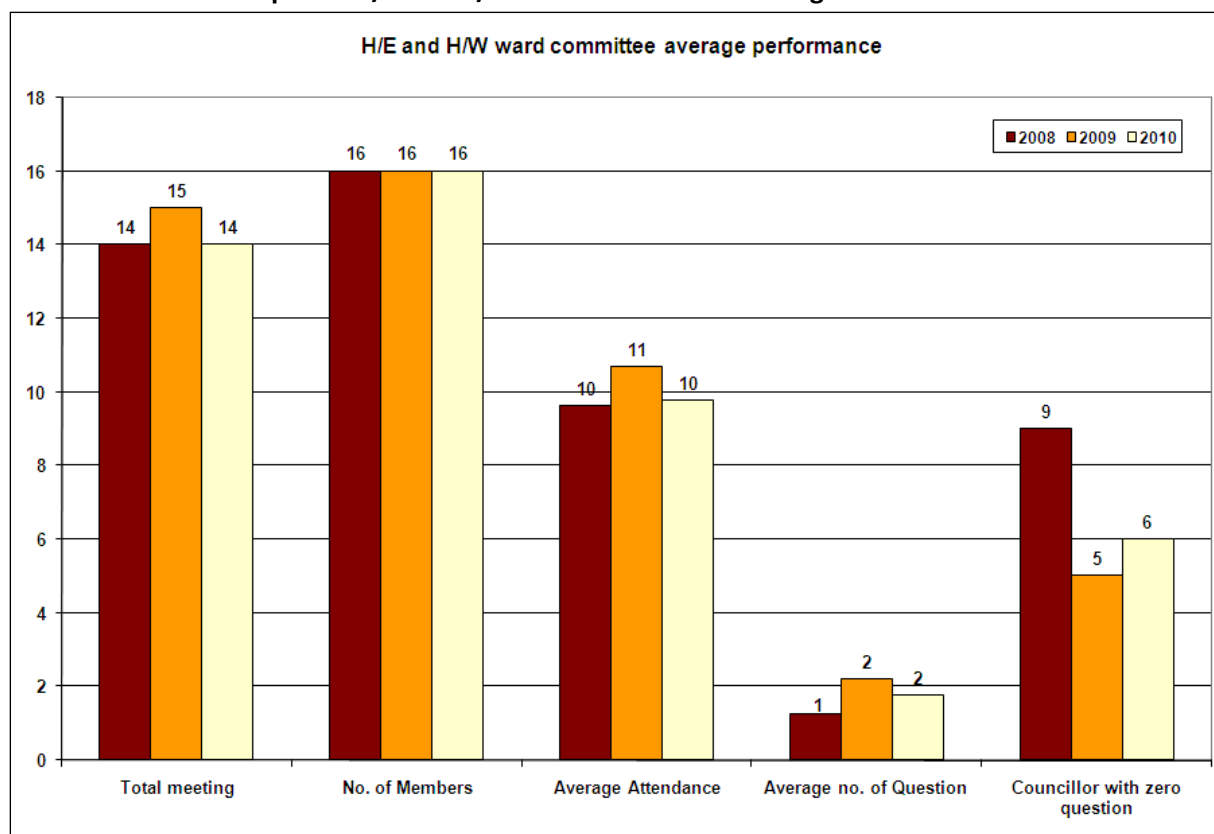
**Graph 34: H/E and H/W Ward Committee Civic Complaints**



### Inference:

The above graph gives the total civic complaints registered in H/E and H/W Wards during the years 2008, 2009 and 2010.

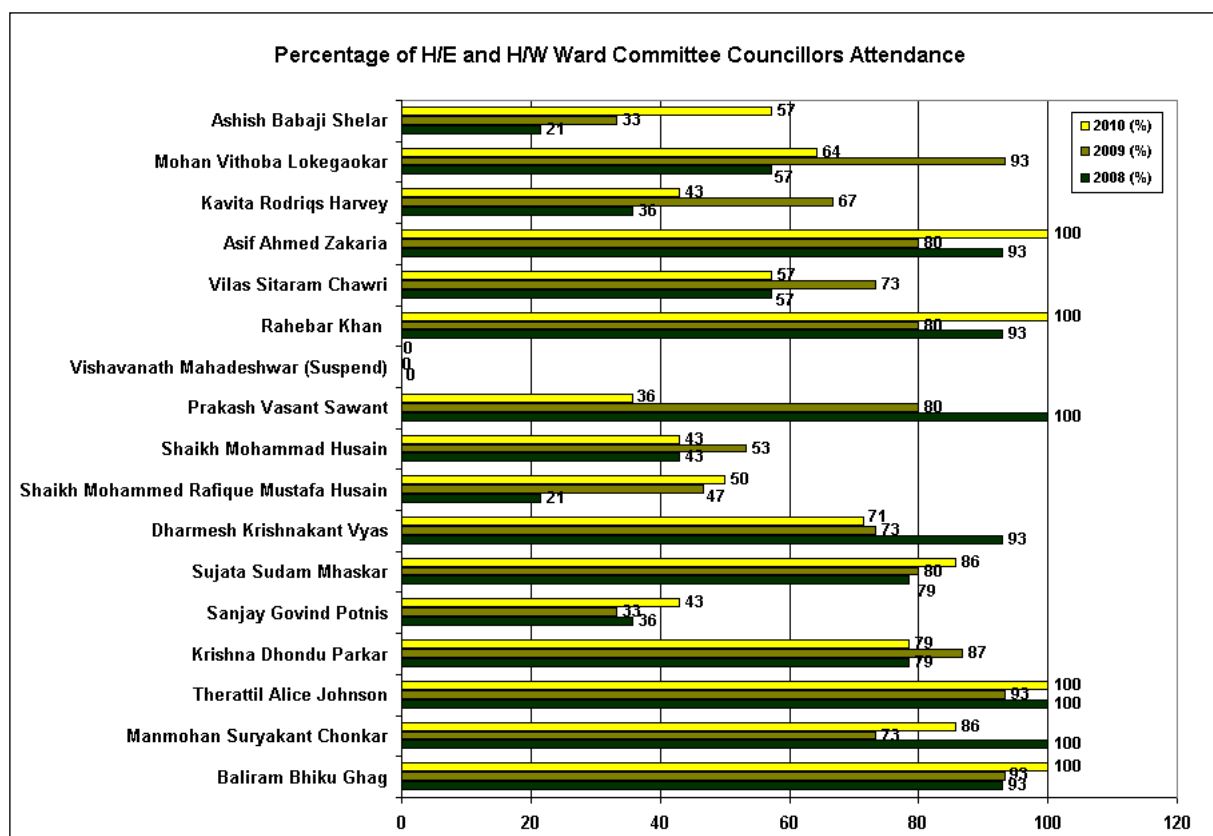
During the three years maximum complaints were received for Water Supply (2454).

**Graph 35: H/E and H/W Ward Committee Average Performance****Inference:**

The above graph gives the overview of H east and H west Ward Committee's performance during the years 2008, 2009 and 2010.

The average number of questions asked during a year by a councillor of the ward has never been more than two.

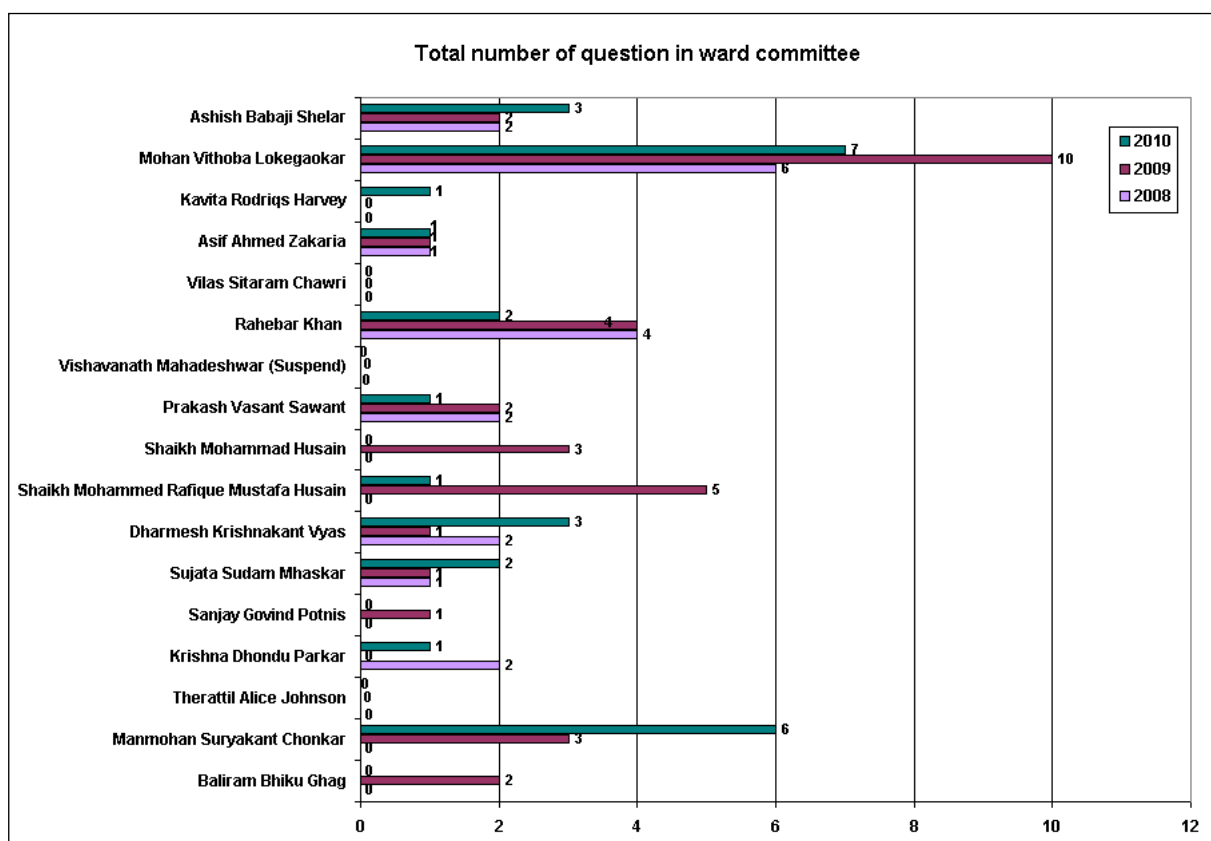
During the year 2008, there were as many as nine councillors who had not asked a single question out of the total of 17 councillors in the ward committee.

**Graph 36: Percentage of H/E and H/W Ward Committee Councillors Attendance****Inference:**

The above graph gives the percentage of attendance of councillors in H/E and H/W Ward Committee during the years 2008, 2009 and 2010.

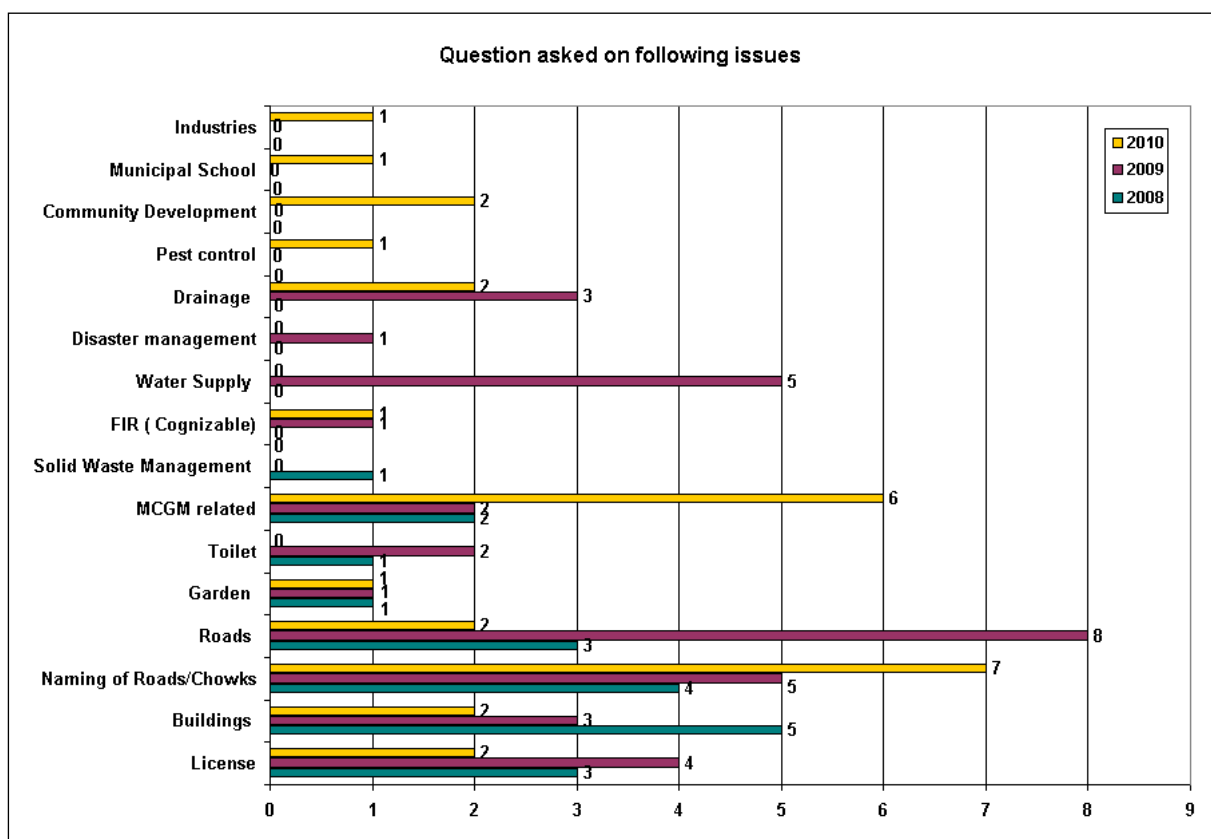
During the year 2008, there are three councillors out of 17 with 100% attendance; and in 2010, four councillors attended 100% meetings.

During the 2008, five councillors attended less than 50% of the meetings; while in 2009, three councillors attended less than 50% meetings; and in 2010, four of the councillors attended less than 50% meetings.

**Graph 37: Number of Questions Asked Councillor-wise****Inference:**

The above graph gives the Number of Questions asked by the councillors in H East and H West Ward Committee during the years 2008, 2009 and 2010.

During the year 2008, nine out of 16 councillors have not even asked a single question; while in 2009, there are five such councillors; and in 2010, also there are six such councillors; whereas Mr. Vilas Sitaram Chavri and Ms. Therattil Alice Johnson have not asked a single question in the last three years.

**Graph 38: Number of Questions Asked Issue-wise****Inference:**

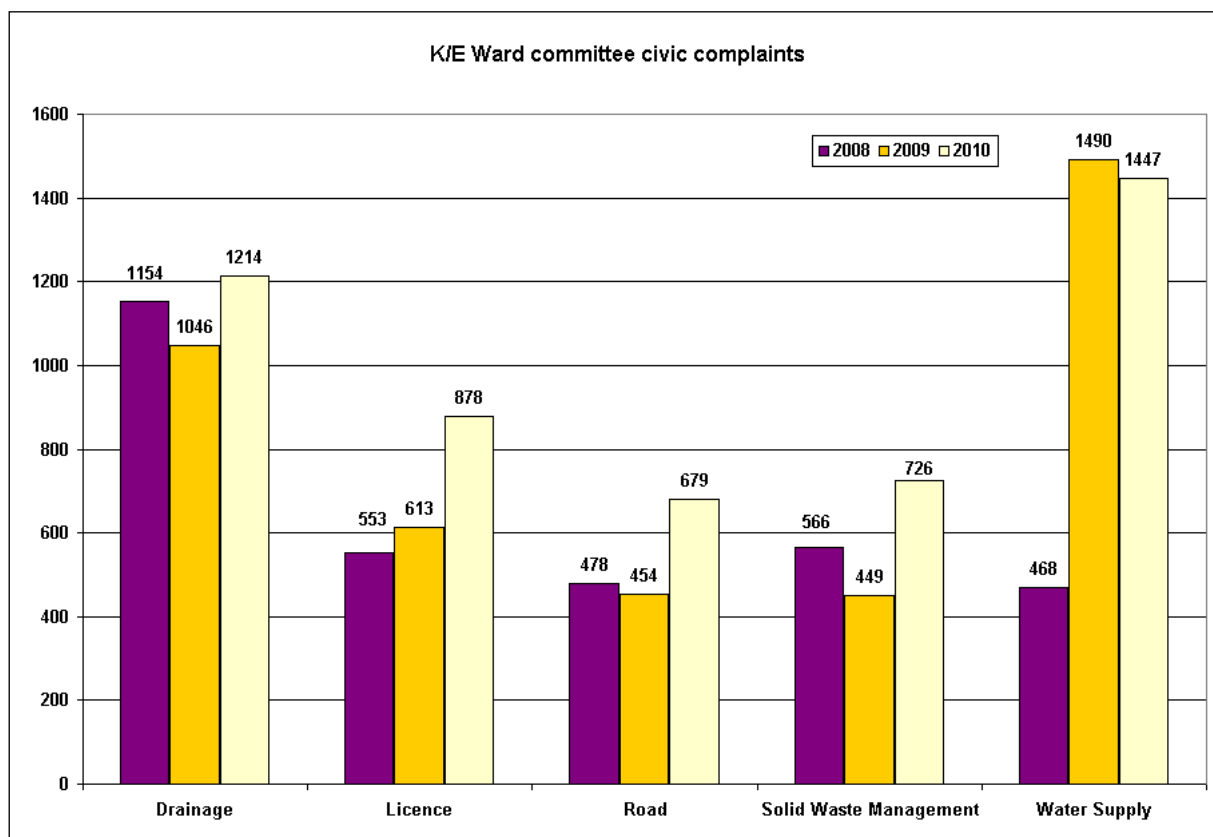
The above graph gives the issue-wise number of questions in H/East and H/West ward Committee during the years 2008, 2009 and 2010.

During the year 2008, top two issues for which complaints were received are Buildings (5) and Naming of Roads/Chowks (4); while for the year 2009, Roads (8) and Naming of Roads/Chowks and Water Supply (5) are the top two issues; and for 2010, Naming of Roads/Chowks (7) and MCGM related (6) are the top two issues.



## 7. K/E Ward Committee

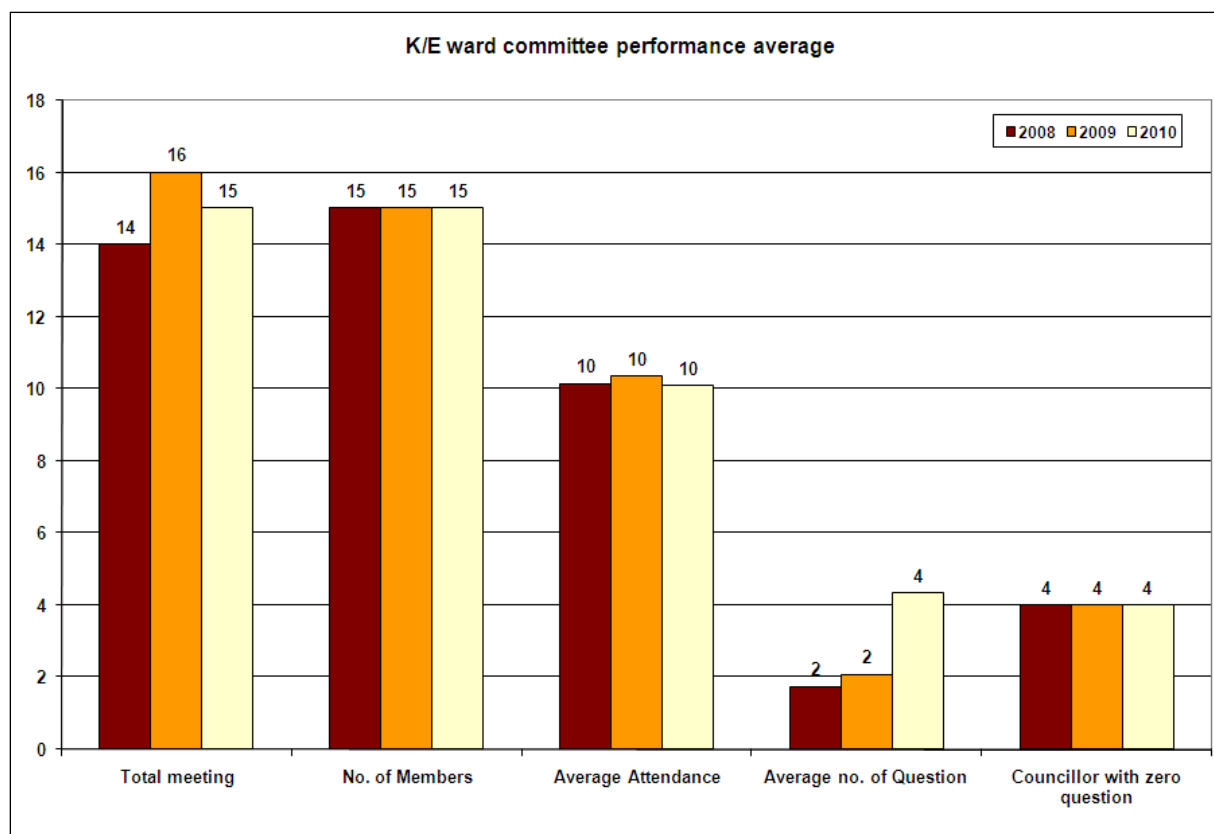
**Graph 39: K/E Ward Committee Civic Complaints**



### Inference:

The above graph gives the total civic complaints registered in K/E Wards during the years 2008, 2009 and 2010.

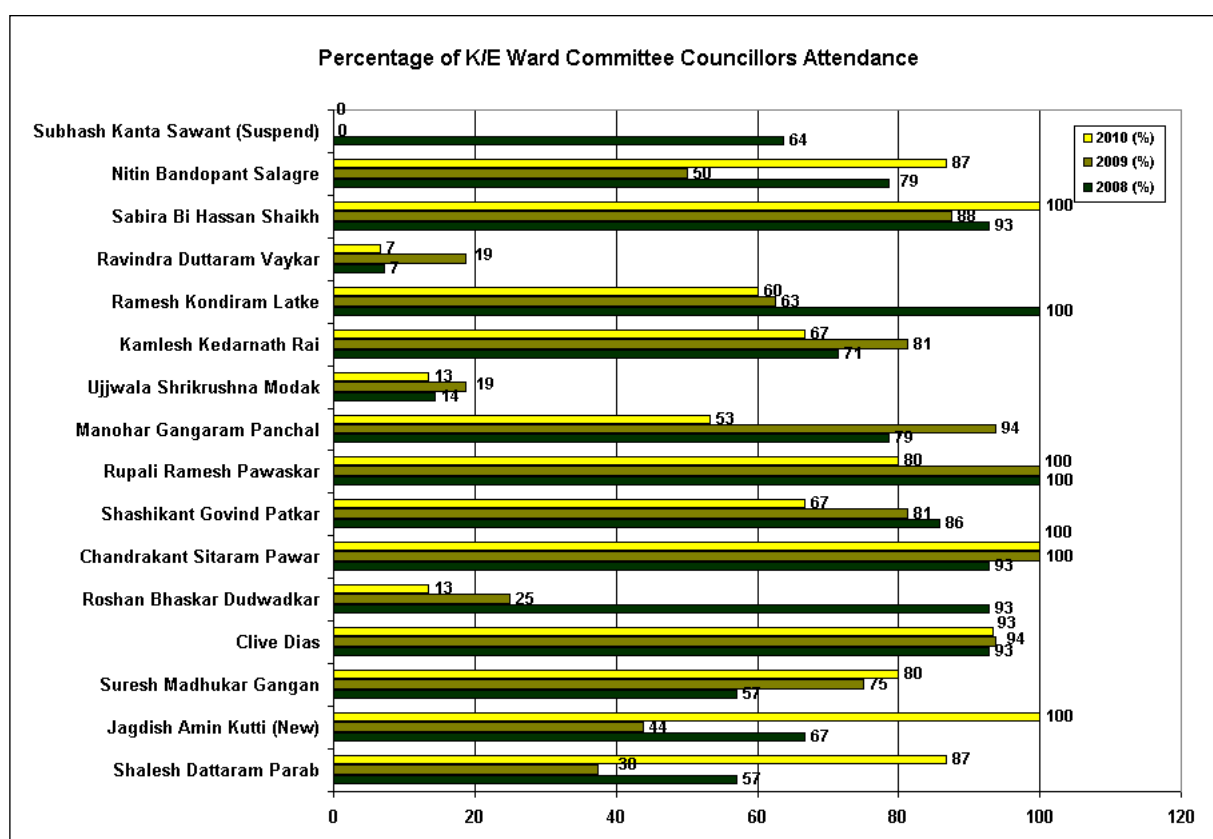
During the three years maximum complaints were received for Drainage (3414).

**Graph 40: K/E Ward Committee Average Performance****Inference:**

The above graph gives the overview of K east Ward Committee's performance during the years 2008, 2009 and 2010.

The average number of questions asked during a year by a councillor of the ward has never been more than four.

During the last three years, there were as many as four councillors in every year who had not asked a single question out of the total of 15 councillors in the ward committee.

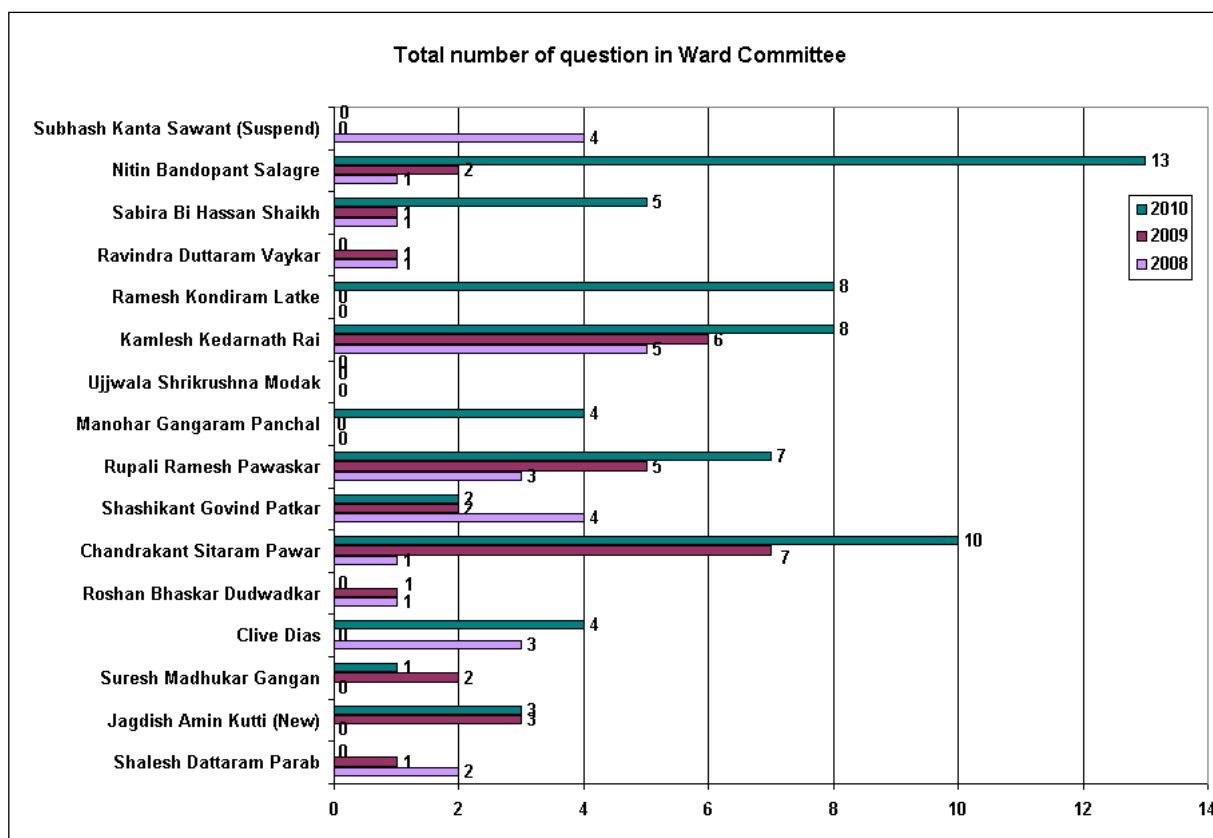
**Graph 41: Percentage of K/E Ward Committee Councillors Attendance****Inference:**

The above graph gives the percentage of attendance of councillors in K/E Ward Committee during the years 2008, 2009 and 2010.

During the year 2008<sup>3</sup>, there are two councillors out of 15 with 100% attendance; while in 2009, there are two councillors with 100% attendance and in 2010, three councillors attended 100% meetings.

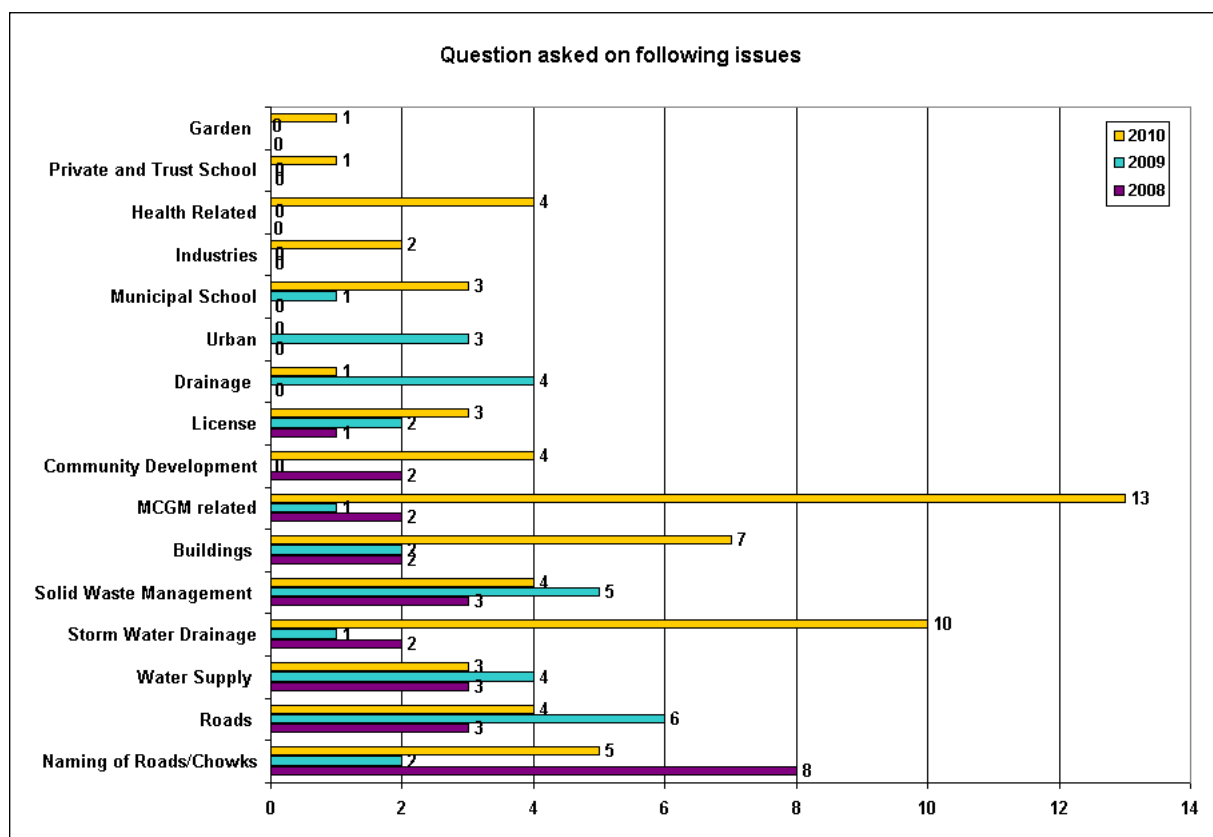
During the 2008, two councillors attended less than 50% of the meetings; while in 2009, five councillors attended less than 50% meetings; and in 2010, three of the councillors attended less than 50% meetings.

<sup>3</sup>In 2008, one of the member was disqualified and a new member was elected in that place.

**Graph 42: Number of Questions Asked Councillor-wise****Inference:**

The above graph gives the Number of Question asked by the councillors in K East Ward Committee during the years 2008, 2009 and 2010.

During the year 2008, five out of 15 councillors have not even asked a single question; while in 2009, there are four such councillors; and in 2010, also there are four such councillors; whereas Ms. Ujjwala Shrikrushna Modak has not asked a single question in the last three years.

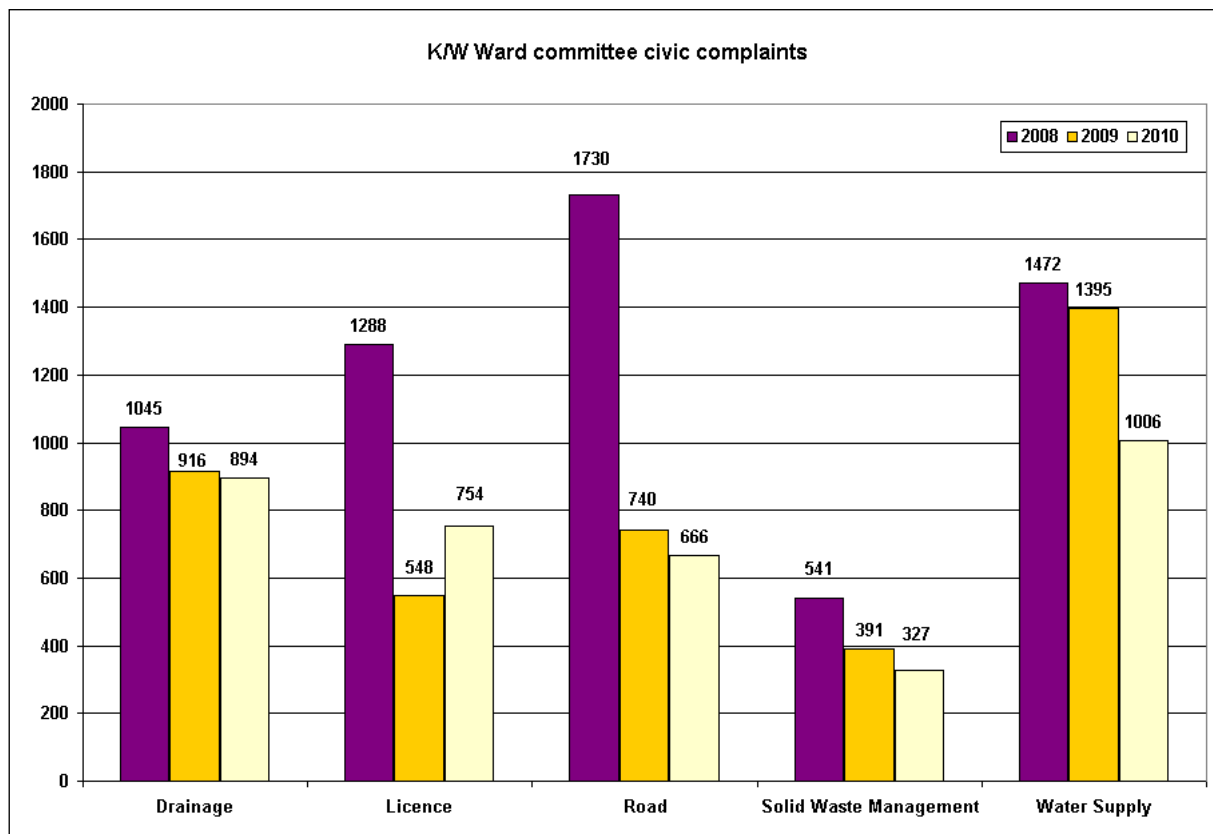
**Graph 43: Number of Questions Asked Issue-wise****Inference:**

The above graph gives the issue-wise number of questions in K/East ward Committee during the years 2008, 2009 and 2010.

During the year 2008, top two issues for which complaints were received are Naming of Roads/Chowks (8) and Roads, Water Supply and Solid Waste management (3); while for the year 2009, Roads (6) and Solid Waste Management (5) are the top two issues; and for 2010, MCGM related (13) and Storm Water Drainage (10) are the top two issues.

## 8. K/W Ward Committee

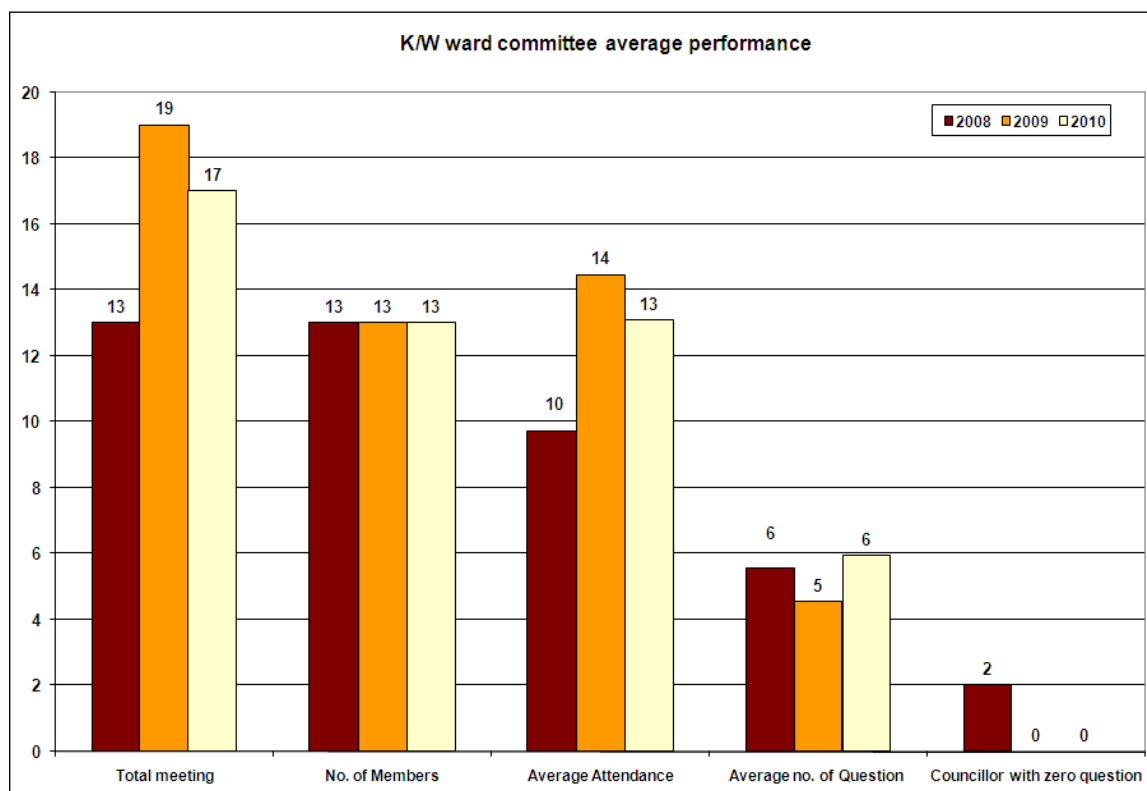
**Graph 44: K/W Ward Committee Civic Complaints**



### Inference:

The above graph gives the total civic complaints registered in K/W Wards during the years 2008, 2009 and 2010.

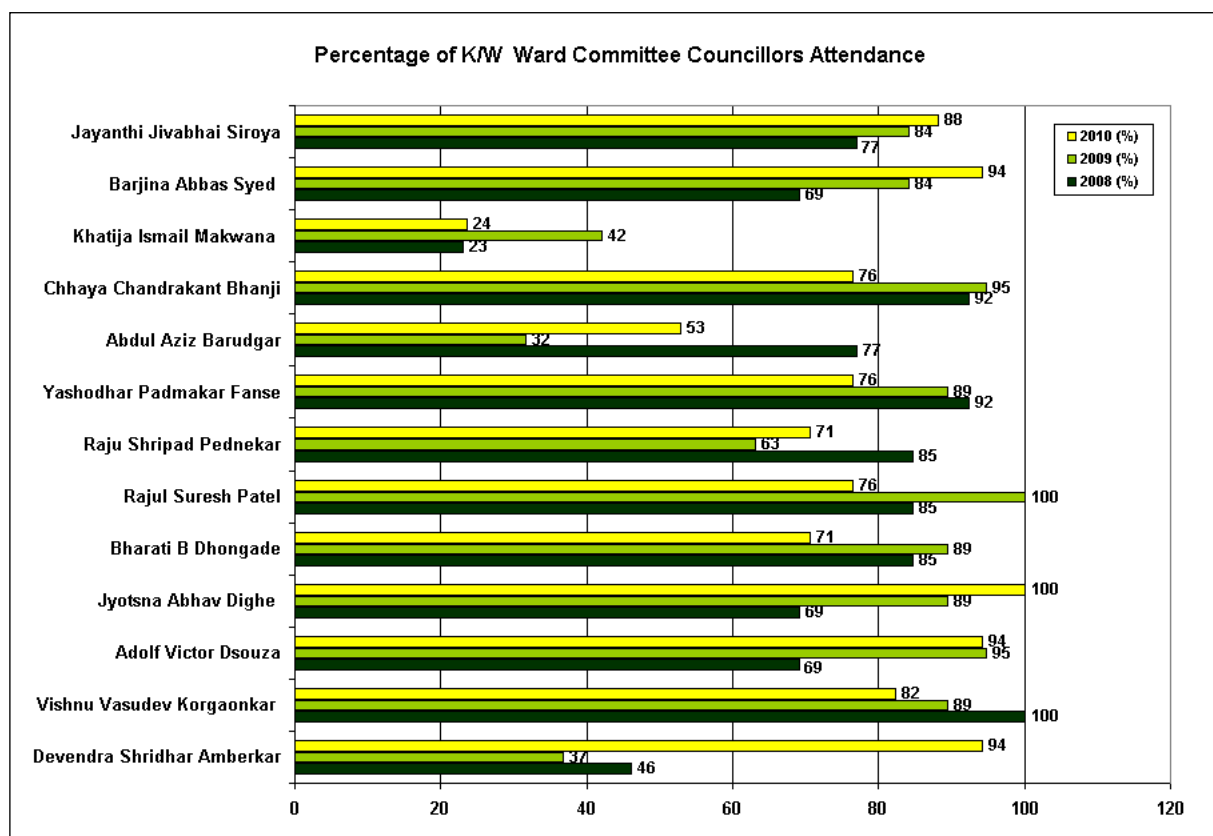
During the three years maximum complaints were received for Water Supply (3873).

**Graph 45: K/W Ward Committee Average Performance****Inference:**

The above graph gives the overview of K west Ward Committee's performance during the years 2008, 2009 and 2010.

The average number of questions asked during a year by a councillor of the ward has never been more than six.

During the year 2008, there were as many as two councillors who had not asked a single question out of the total of 13 councillors in the ward committee.

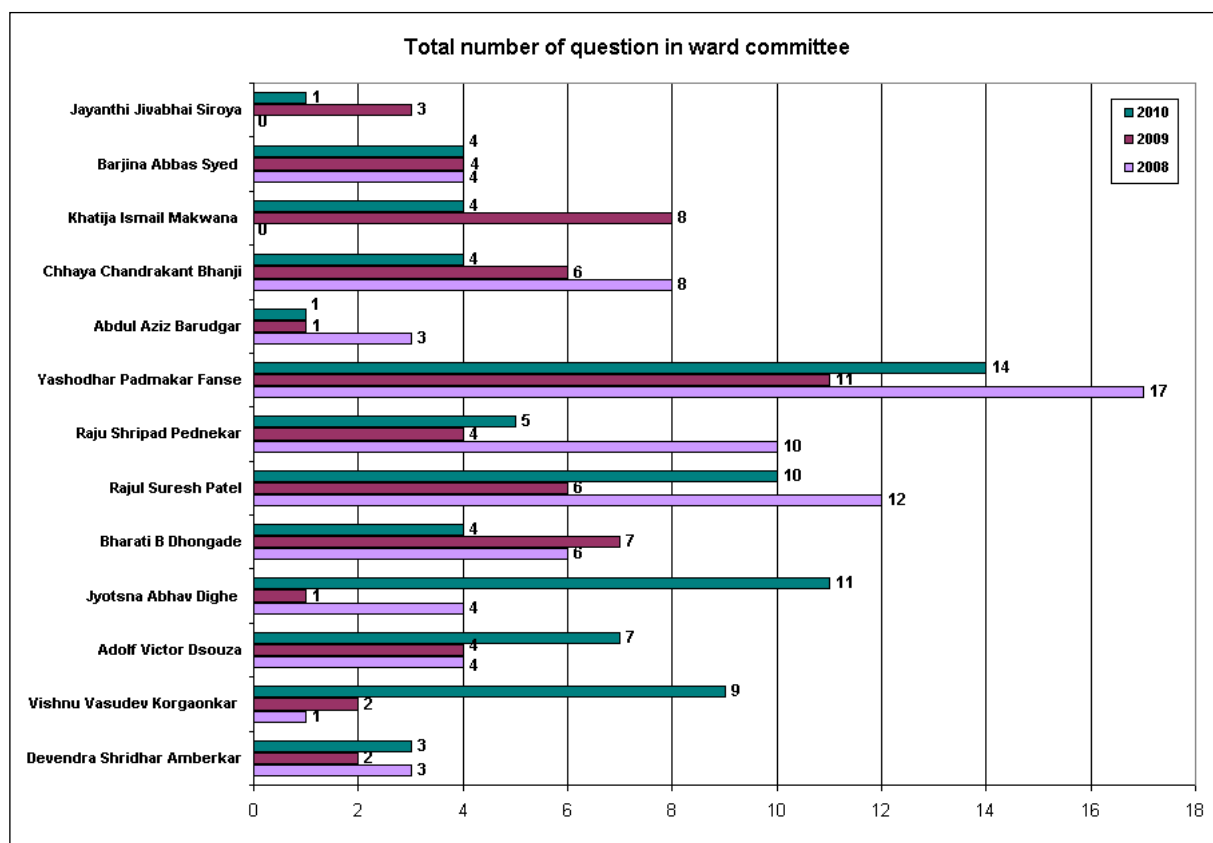
**Graph 46: Percentage of K/W ward Committee Councillors Attendance****Inference:**

The above graph gives the percentage of attendance of councillors in K/W Ward Committee during the years 2008, 2009 and 2010.

During the year 2008, there is one councillor out of 13 with 100% attendance; while in 2009, there is one councillor with 100% attendance and in 2010, one councillors attended 100% meetings.

During the 2008, two councillors attended less than 50% of the meetings; while in 2009, three councillors attended less than 50% meetings; and in 2010, one of the councillors attended less than 50% meetings.

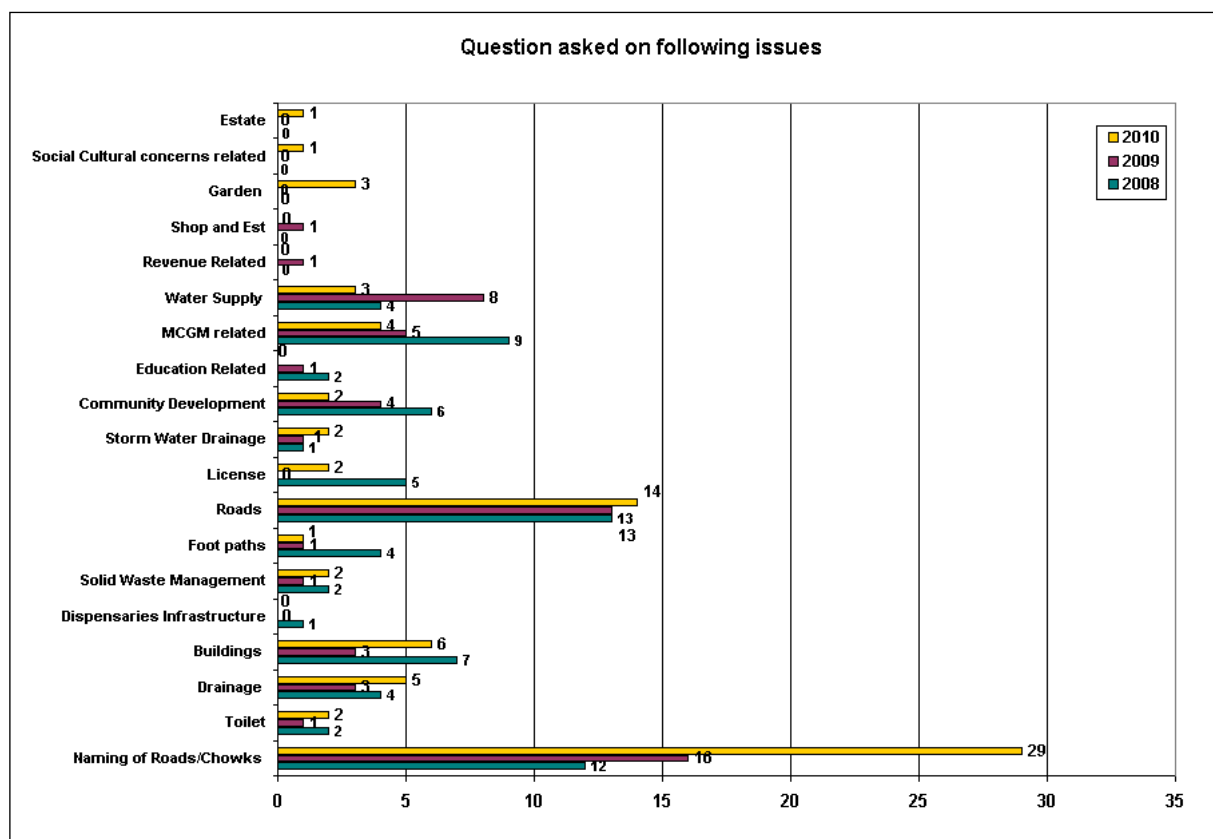


**Graph 47: Number of Questions Asked Councillor-wise****Inference:**

The above graph gives the Number of Questions asked by the councillors in K West Ward Committee during the years 2008, 2009 and 2010.

During the year 2008, two out of 13 councillors have not even asked a single question. That is in 2009 and 2010 all the councillors had asked questions.

Graph 48: Number of Questions Asked Issue-wise

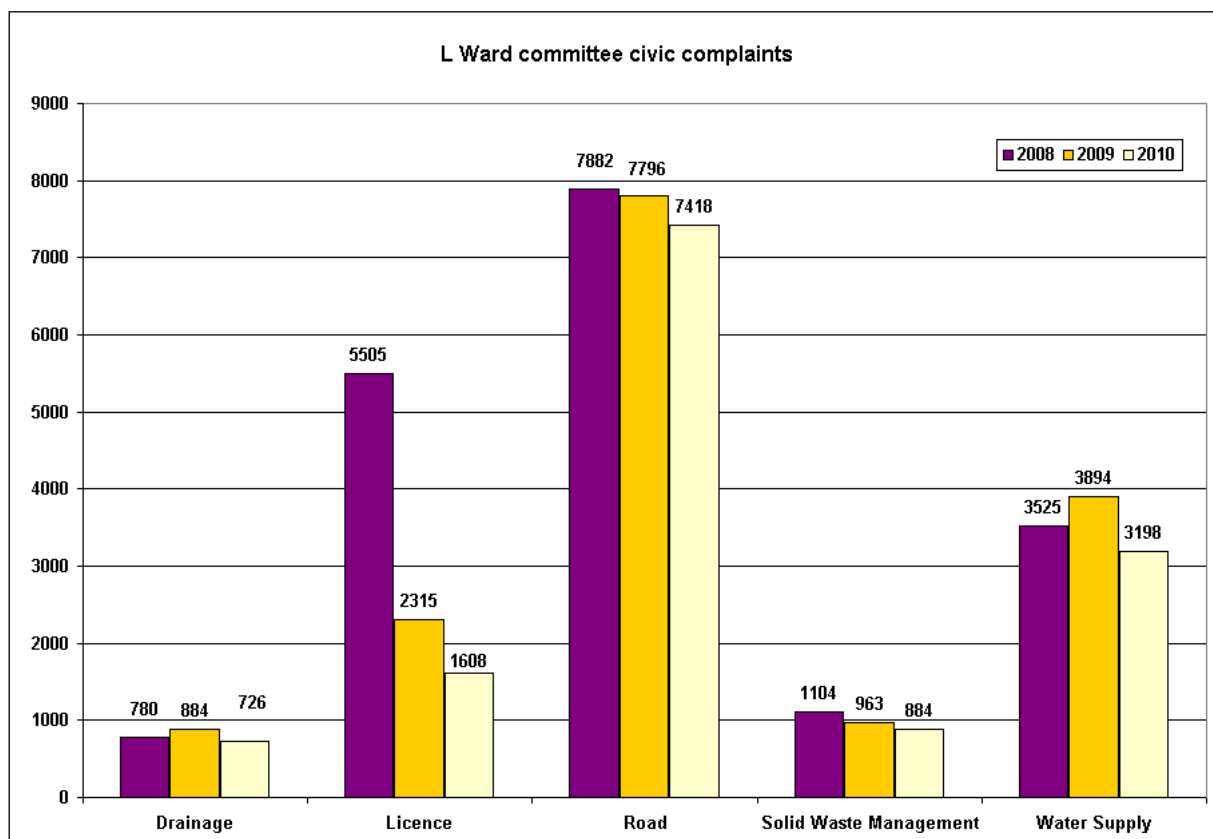
**Inference:**

The above graph gives the issue-wise number of questions in K/West ward Committee during the years 2008, 2009 and 2010.

During the year 2008, top two issues for which complaints were received are Roads (13) and Naming of Roads/Chowks (12); while for the year 2009, Naming of Roads/Chowks (16) and Roads (13) are the top two issues; and for 2010, Naming of Roads/Chowks (29) and Roads (14) are the top two issues.

## 9. L Ward Committee

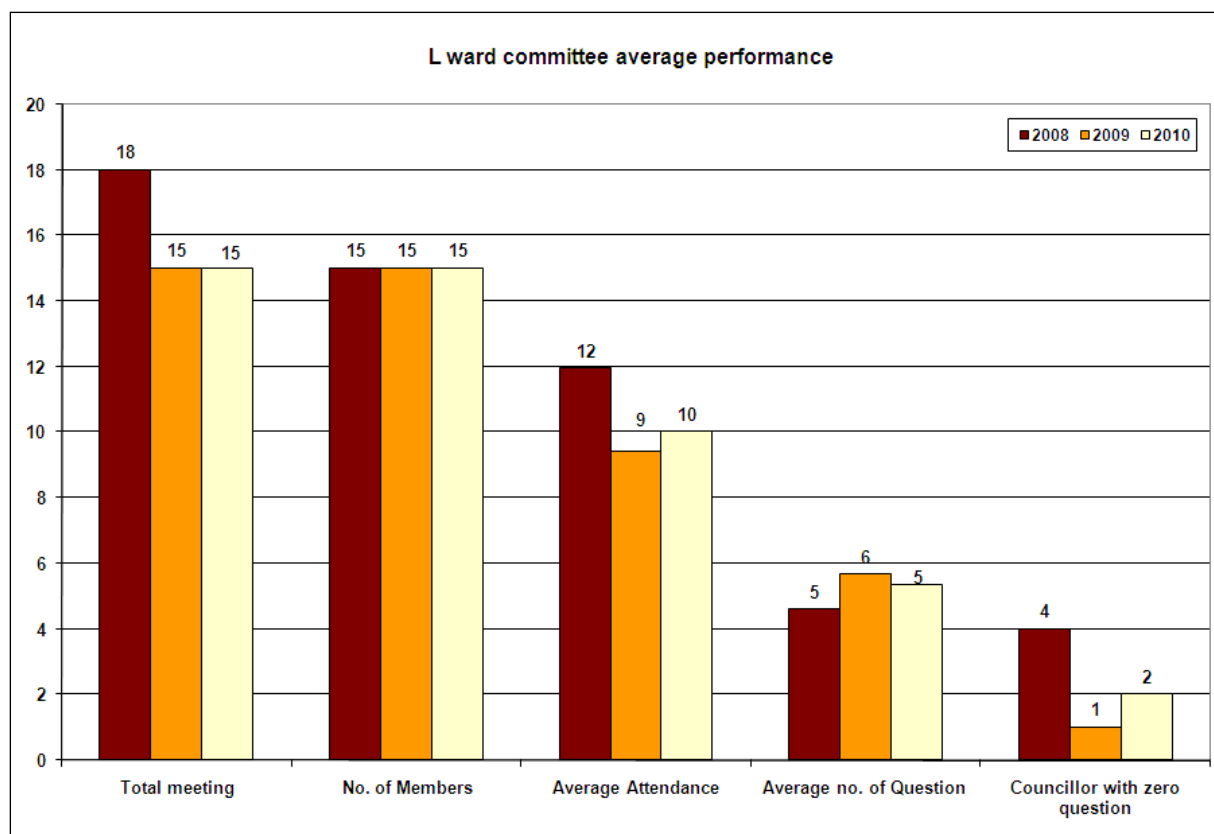
Graph 49: L Ward Committee Civic Complaints



### Inference:

The above graph gives the total civic complaints registered in L Wards during the years 2008, 2009 and 2010.

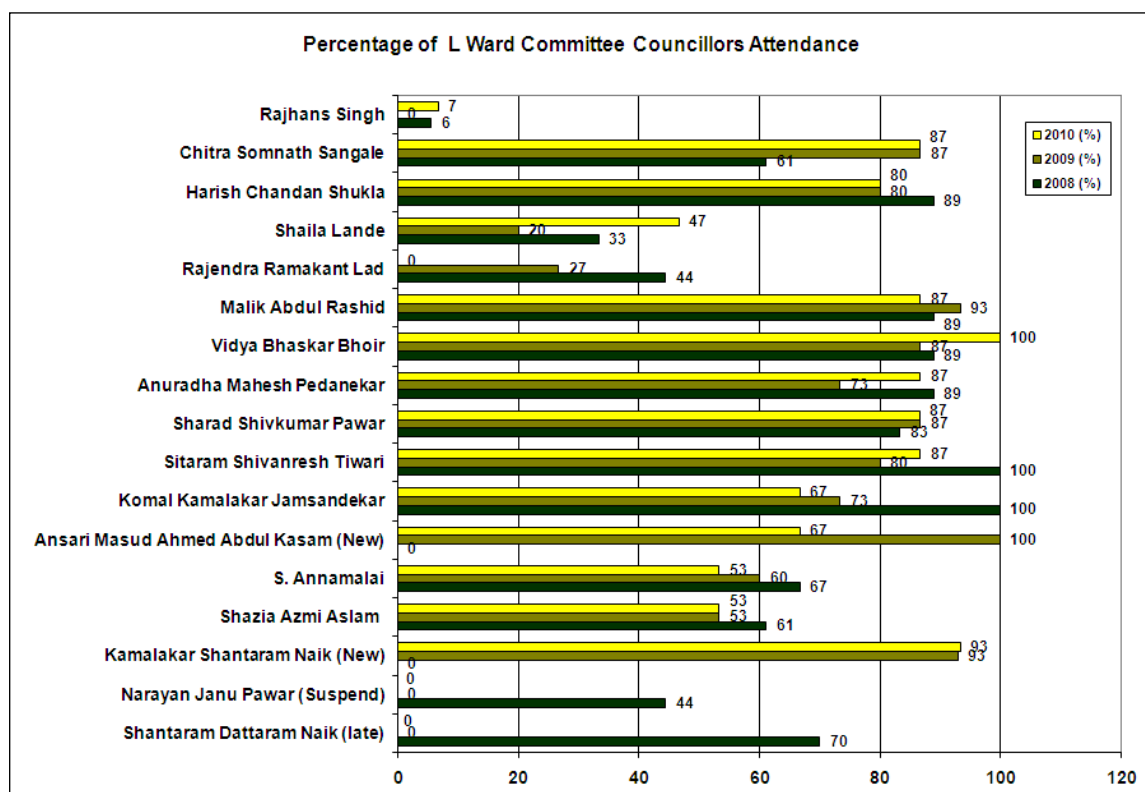
During the three years maximum complaints were received for Road (23096).

**Graph 50: L Ward Committee Average Performance****Inference:**

The above graph gives the overview of L Ward Committee's performance during the years 2008, 2009 and 2010.

The average number of questions asked during a year by a councillor of the ward has never been more than six.

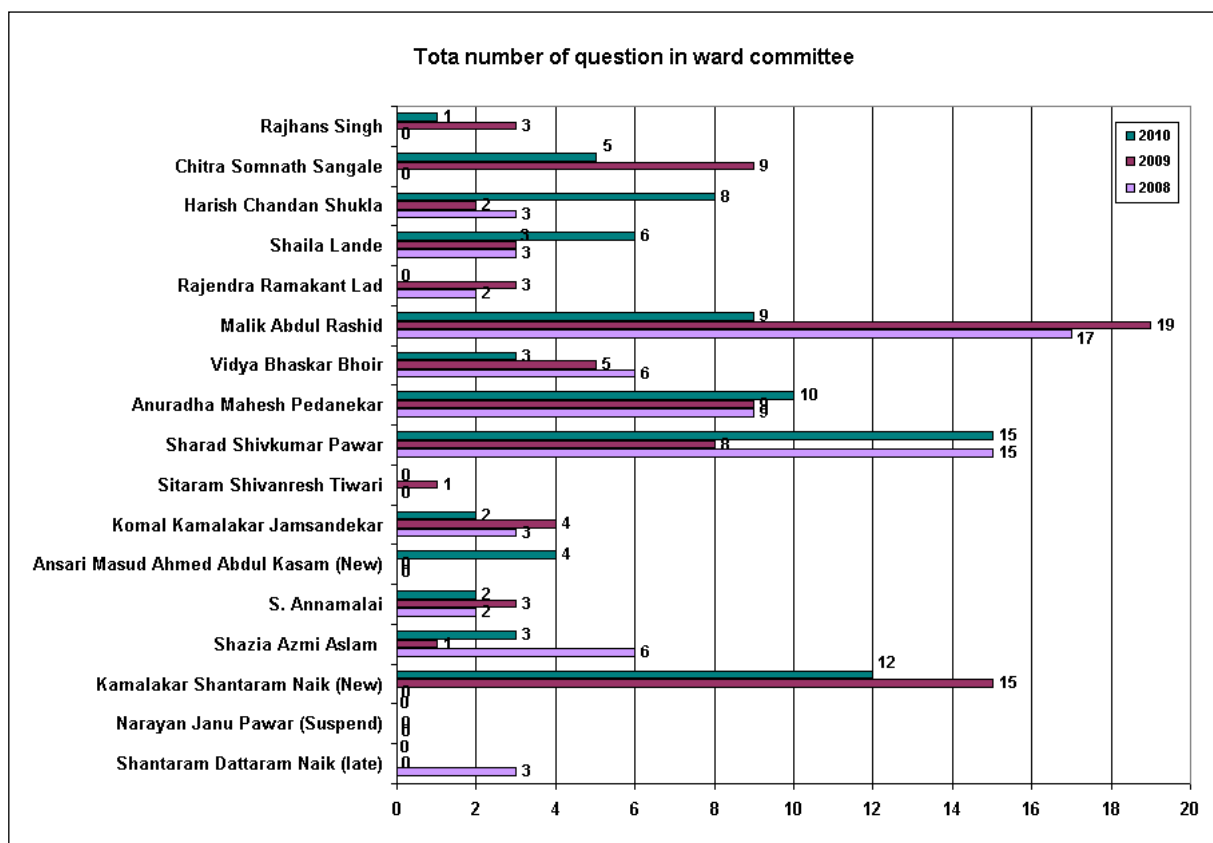
During the year 2008, there were as many as four councillors who had not asked a single question out of the total of 15 councillors in the ward committee.

**Graph 51: Percentage of L Ward Committee Councillors Attendance****Inference:**

The above graph gives the percentage of attendance of councillors in L Ward Committee during the years 2008, 2009 and 2010.

During the year 2008, there are two councillors out of 15 with 100% attendance; while in 2009 and 2010, there is one councillor with 100% attendance in each of the year.

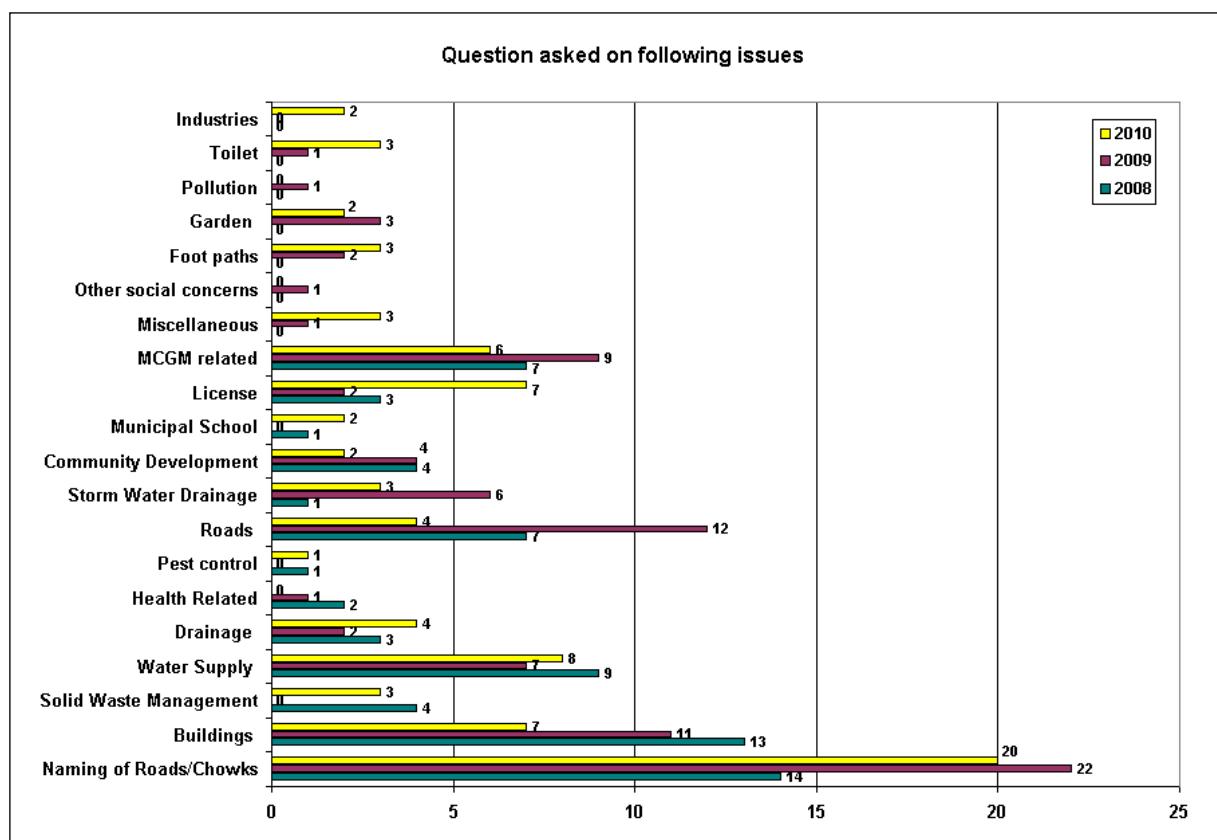
During the year 2008, four councillors attended less than 50% of the meetings; while in 2009, two councillors attended less than 50% meetings and one councillor has not attended a single meeting; and in 2010, two of the councillors attended less than 50% meetings and one councillor has not attended a single meeting.

**Graph 52: Number of Questions Councillor-wise****Inference:**

The above graph gives the Number of Questions asked by the councillors in L Ward Committee during the years 2008, 2009 and 2010.<sup>4</sup>

During the year 2008, three out of 15 councillors have not even asked a single question; while in 2009, there are one such councillor; and in 2010, also there are two such councillors.

<sup>4</sup> In the year 2009, two councillors were replaced by two new councillors, as, one of the councillor passed away and the other got disqualified.

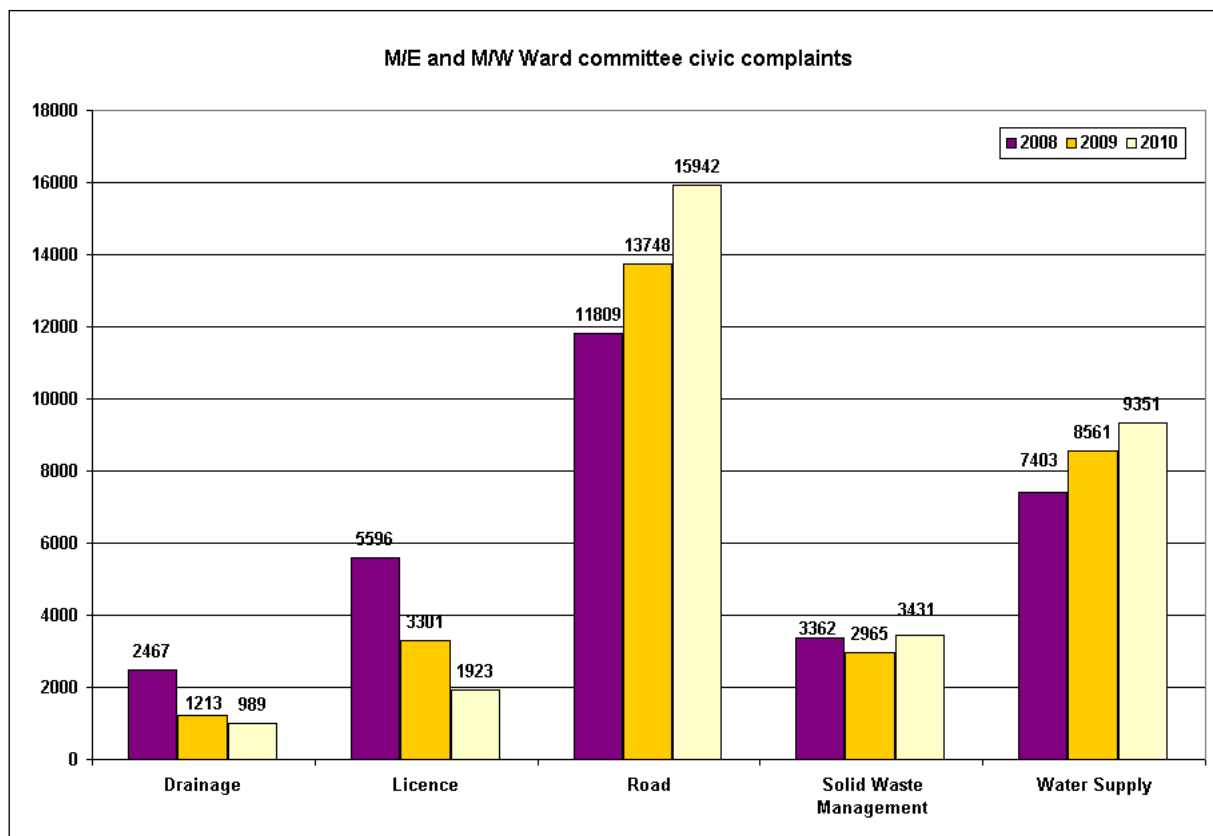
**Graph 53: Number of Questions Asked Issue-wise****Inference:**

The above graph gives the issue-wise number of questions in L ward Committee during the years 2008, 2009 and 2010.

During the year 2008, top two issues for which complaints were received are Naming of Roads/Chowks (14) and Buildings (13); while for the year 2009, Naming of Roads/Chowks (22) and Roads (12) are the top two issues; and for 2010, Naming of Roads/Chowks (20) and Water Supply (8) are the top two issues.

## 10. M/E and M/W Committee

**Graph 54: M/E and M/W Ward Committee Civic Complaints**

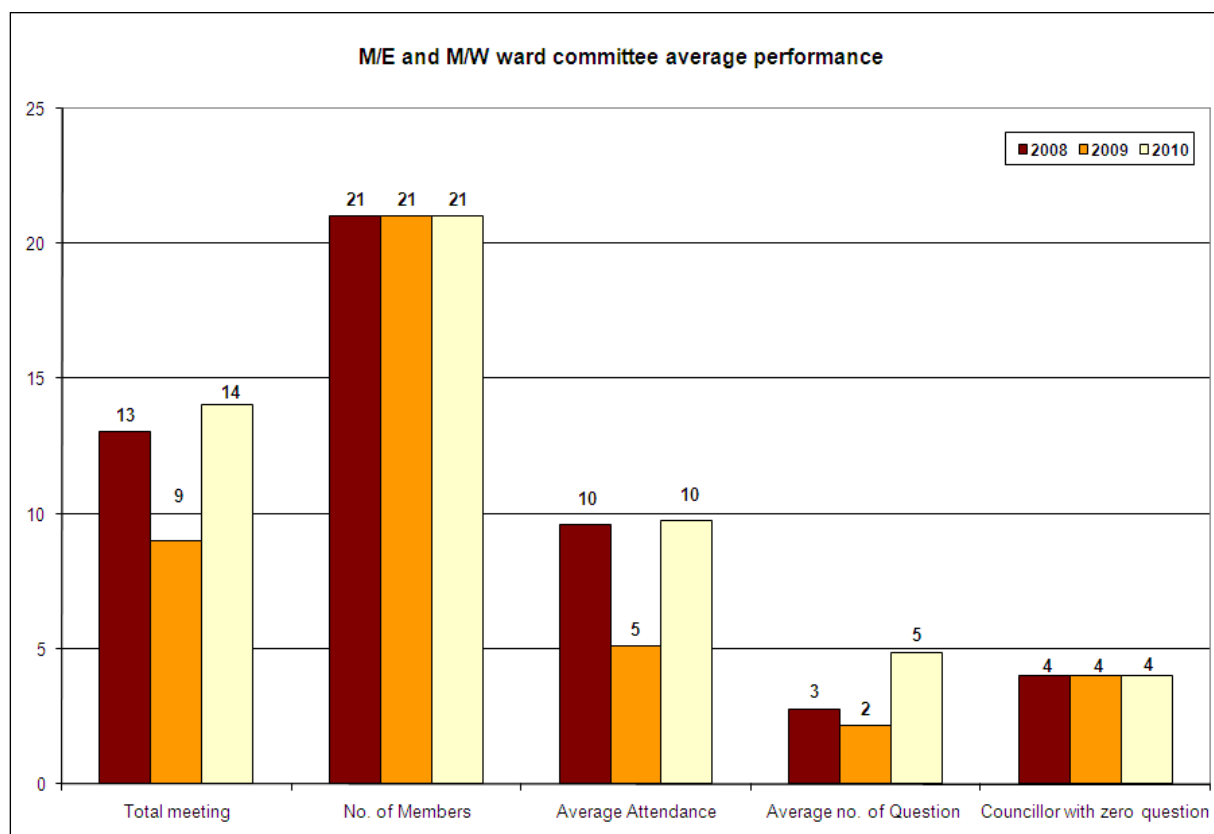


### Inference:

The above graph gives the total civic complaints registered in M/E and M/W Wards during the years 2008, 2009 and 2010.

During the three years maximum complaints were received for Road (41499).

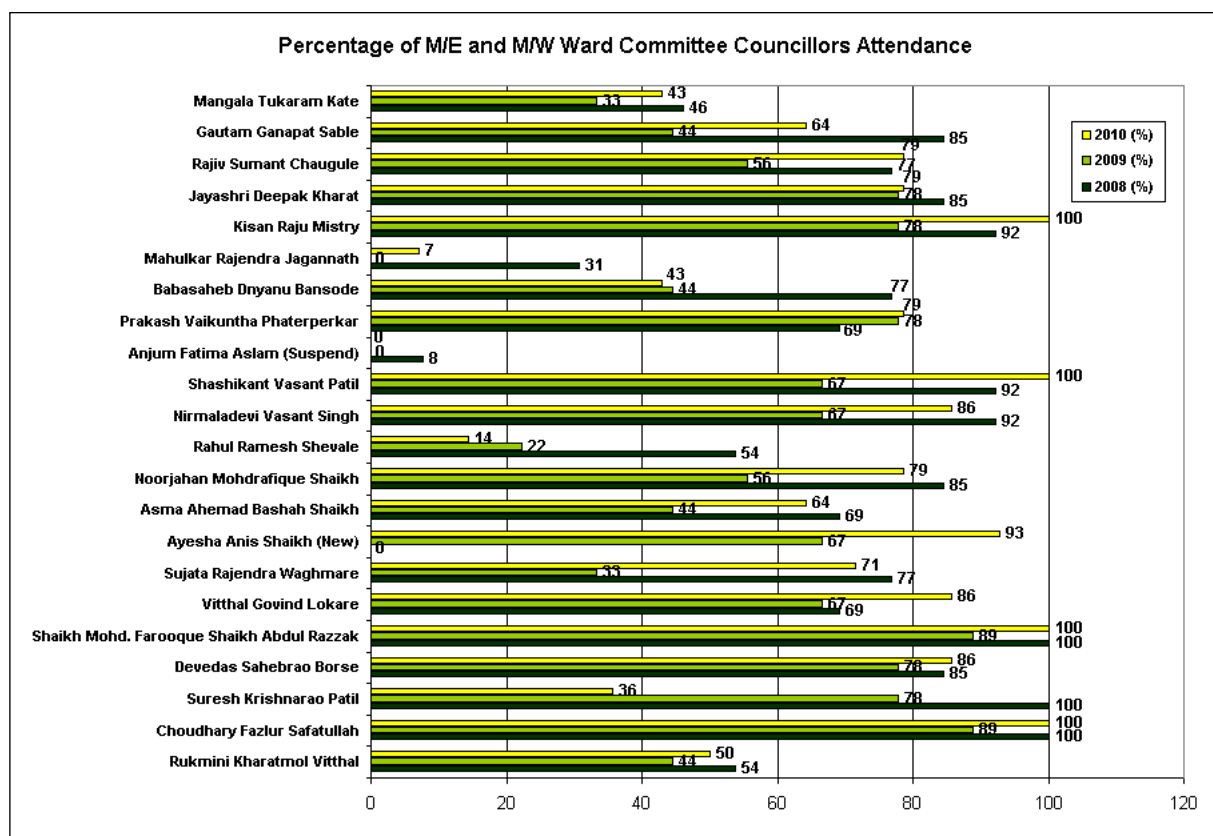


**Graph 55: M/E and M/W Ward Committee Average Performance****Inference:**

The above graph gives the overview of M east and M west Ward Committee's performance during the years 2008, 2009 and 2010.

The average number of questions asked during a year by a councillor of the ward has never been more than five.

During the last three years, there were as many as four councillors in every year who had not asked a single question out of the total of 21 councillors in the ward committee.

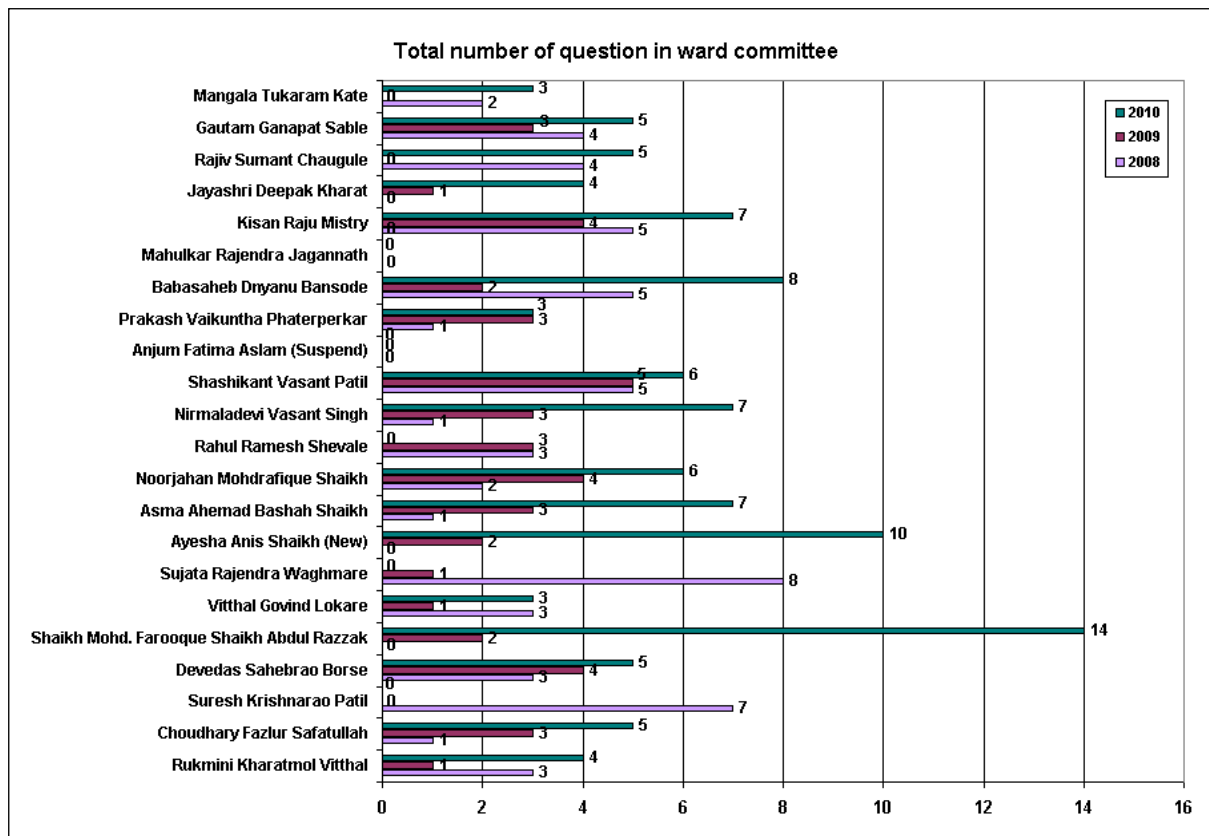
**Graph 56: Percentage of M/E and M/W Ward Committee Councillors Attendance****Inference:**

The above graph gives the percentage of attendance of councillors in M/E and M/W Ward Committee during the years 2008, 2009 and 2010.

During the year 2008, there are three councillors out of 21 with 100% attendance and in 2010, four councillors attended 100% meetings.

During the 2008, three councillors attended less than 50% of the meetings; while in 2009, seven councillors attended less than 50% meetings; and in 2010, four of the councillors attended less than 50% meetings.

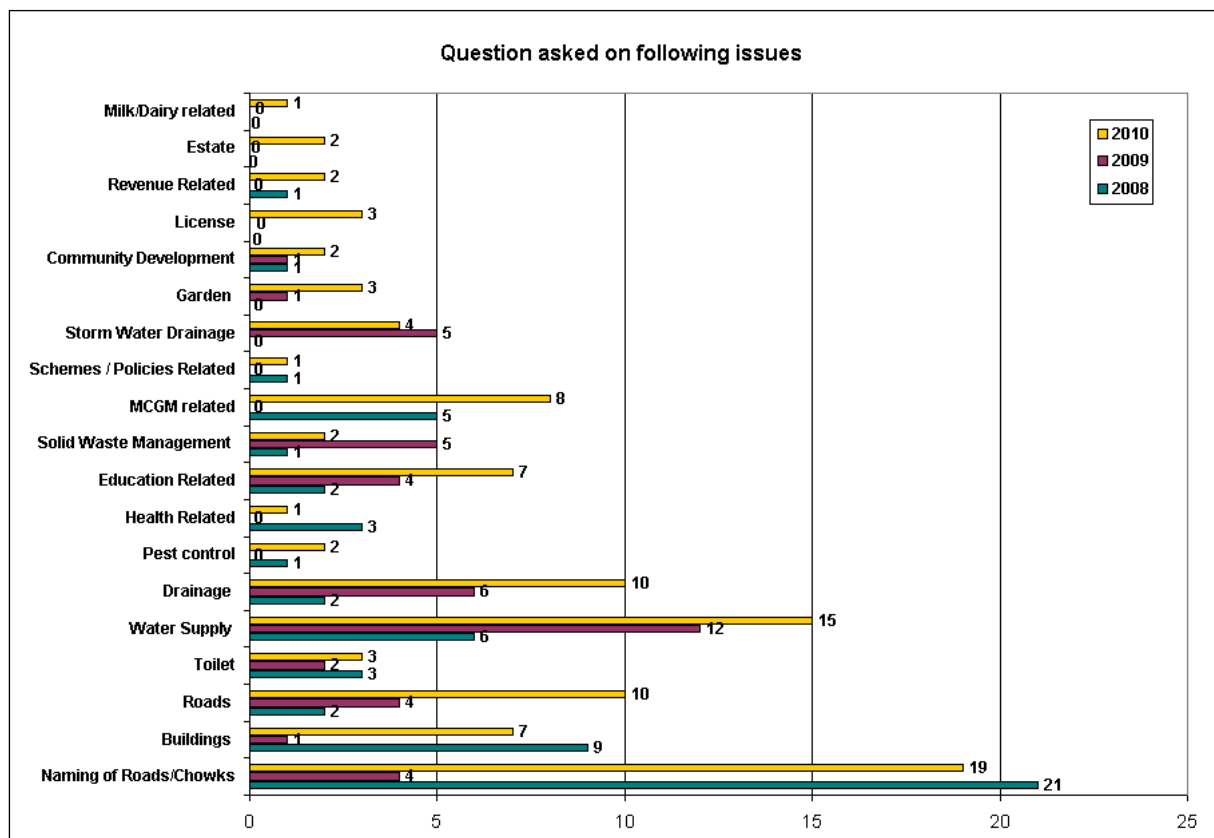
Graph 57: Number of Questions Asked Councillor-wise

**Inference:**

The above graph gives the Number of Questions asked by the councillors in M east and M west Ward Committee during the years 2008, 2009 and 2010.

During the year 2008, four out of 21 councillors have not even asked a single question; while in 2009, there are four such councillors; and in 2010, also there are four such councillors.

Graph 58: Number of Questions Asked Issue-wise



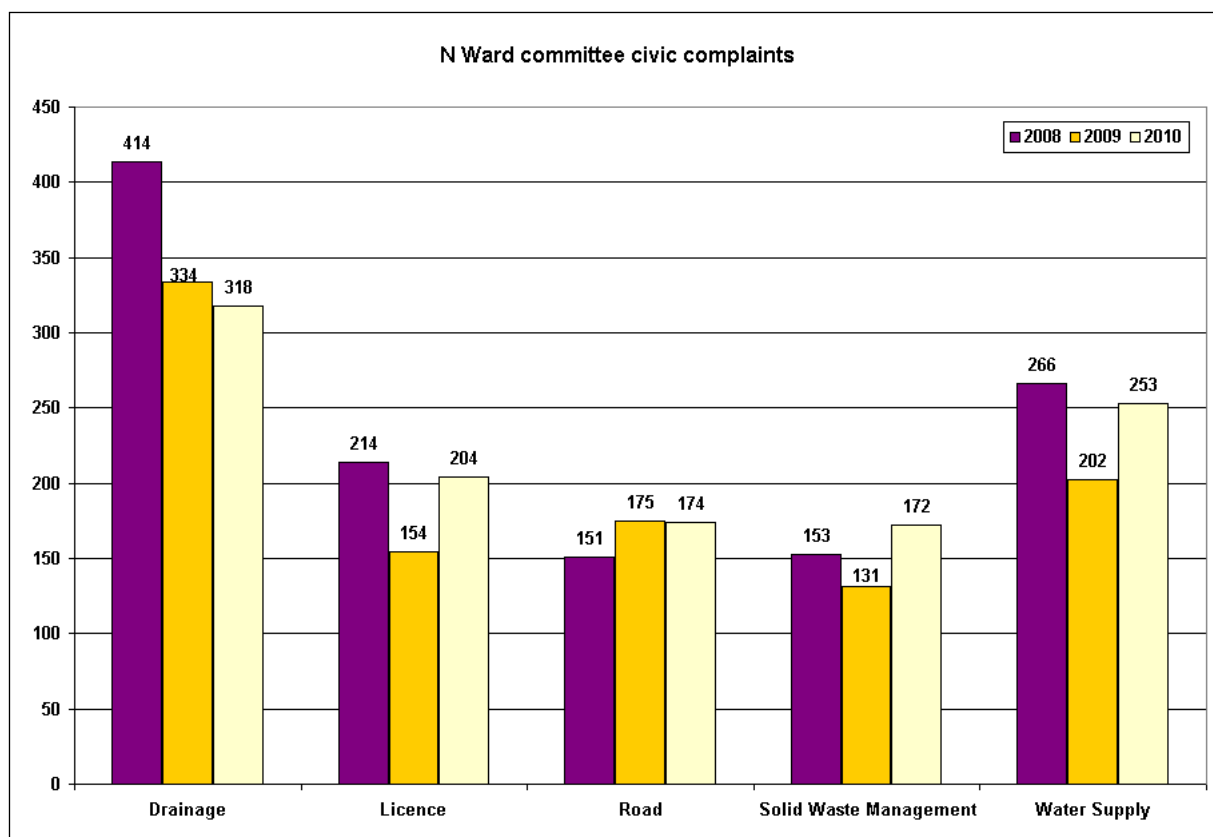
### Inference:

The above graph gives the issue-wise number of questions in M/East and M/West ward Committee during the years 2008, 2009 and 2010.

During the year 2008, top two issues for which complaints were received are Naming of Roads/Chowks (21) and Buildings (9); while for the year 2009, Water Supply (12) and Drainage (6) are the top two issues; and for 2010, Naming of Roads/Chowks (19) and Water Supply (15) are the top two issues.

## 11. N Ward Committee

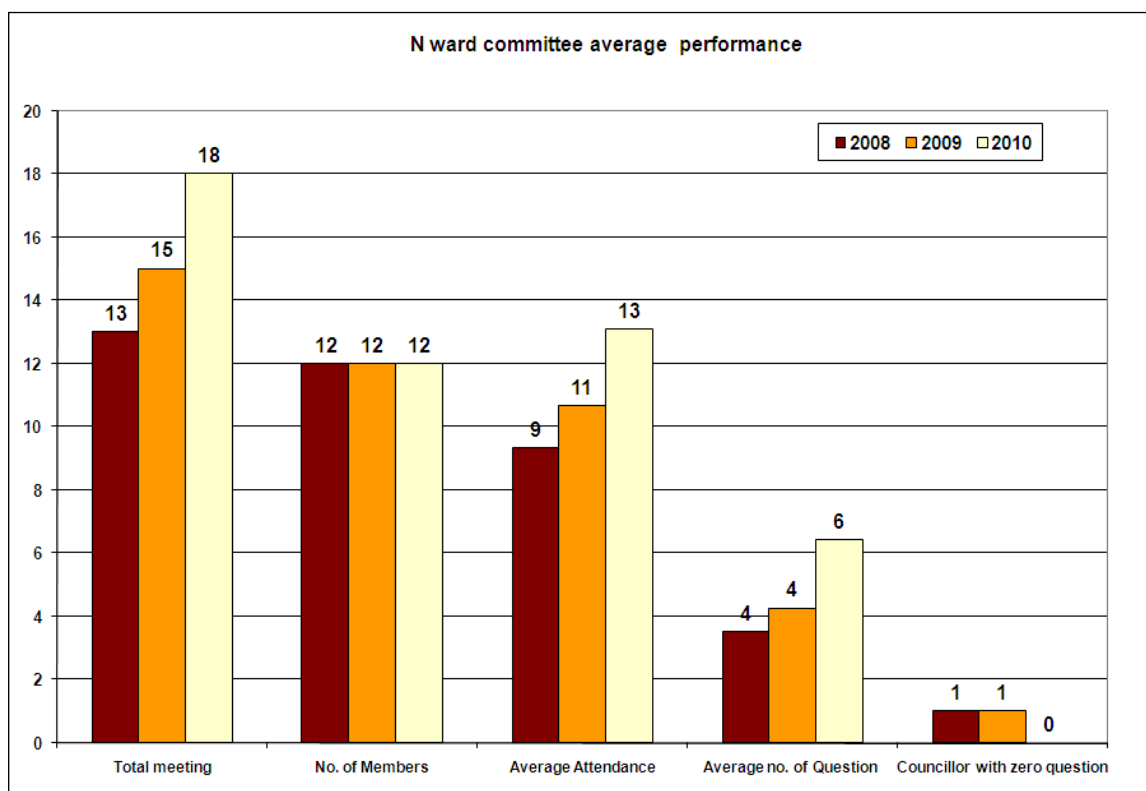
**Graph 59: N Ward Committee Civic Complaints**



### Inference:

The above graph gives the total civic complaints registered in N Wards during the years 2008, 2009 and 2010.

During the three years maximum complaints were received for Drainage (1066).

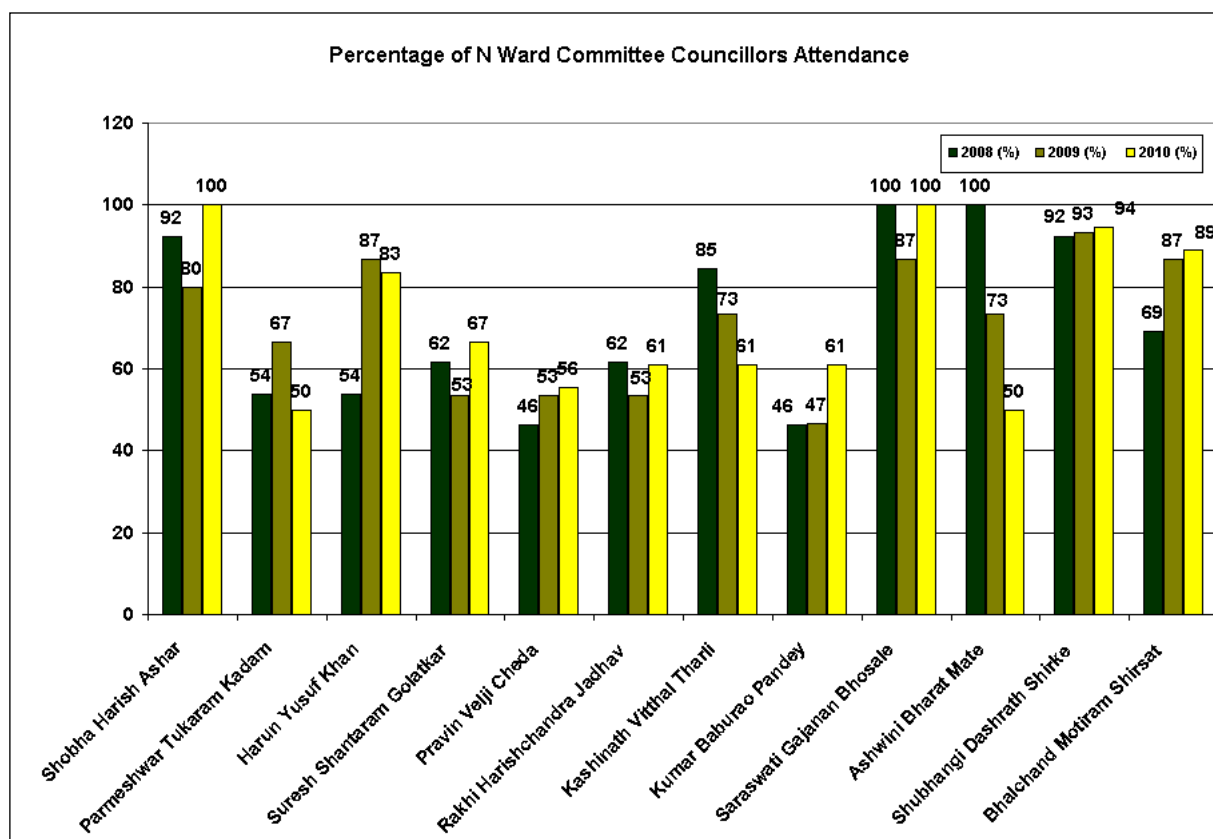
**Graph 60: N Ward Committee Average Performance****Inference:**

The above graph gives the overview of N Ward Committee's performance during the years 2008, 2009 and 2010.

The average number of questions asked during a year by a councillor of the ward has never been more than six.

During the year 2008 and 2009, one councillor each who had not asked a single question out of the total of 12 councillors in the ward committee.

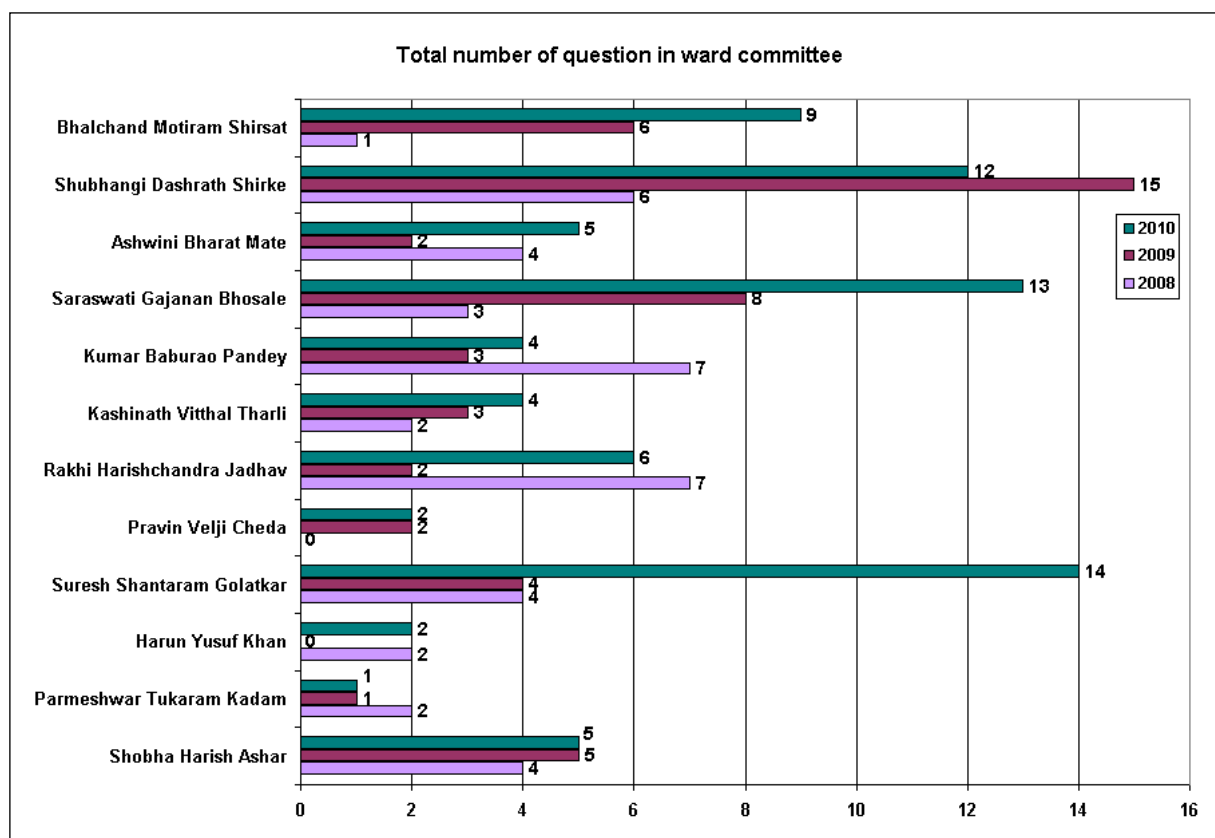
Graph 61: Percentage of N Ward Committee Councillors Attendance

**Inference:**

The above graph gives the percentage of attendance of councillors in N Ward Committee during the years 2008, 2009 and 2010.

During the year 2008, there are two councillors out of 12 with 100% attendance and in 2010, two councillors attended 100% meetings.

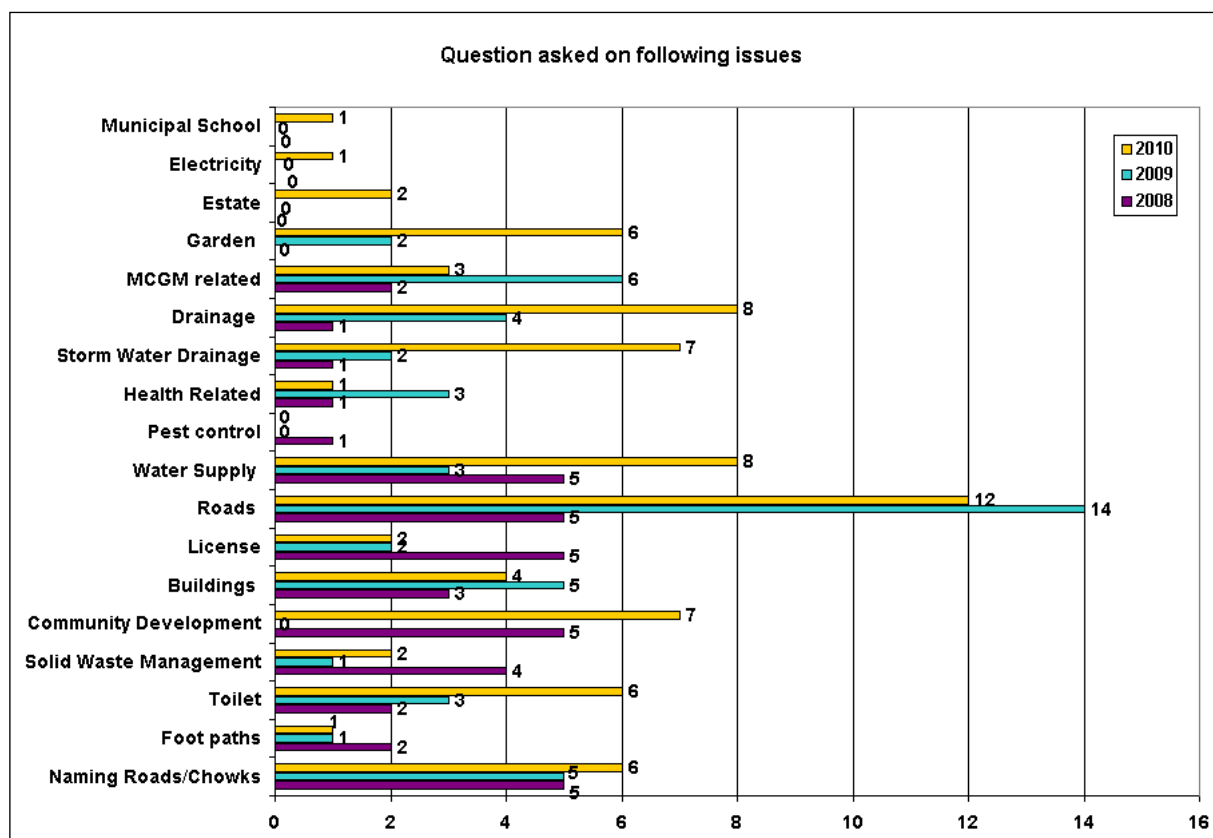
During the 2008, two councillors attended less than 50% of the meetings and while in 2009, one councillor attended less than 50% meetings.

**Graph 62: Number of Questions Asked Councillor-wise****Inference:**

The above graph gives the Number of Questions asked by the councillors in N Ward Committee during the years 2008, 2009 and 2010.

During the year 2008, one out of 12 councillors have not even asked a single question; while in 2009, there is one such councillor; and in 2010, there are no such councillors. That is in 2010 all the 12 councillors have asked questions.



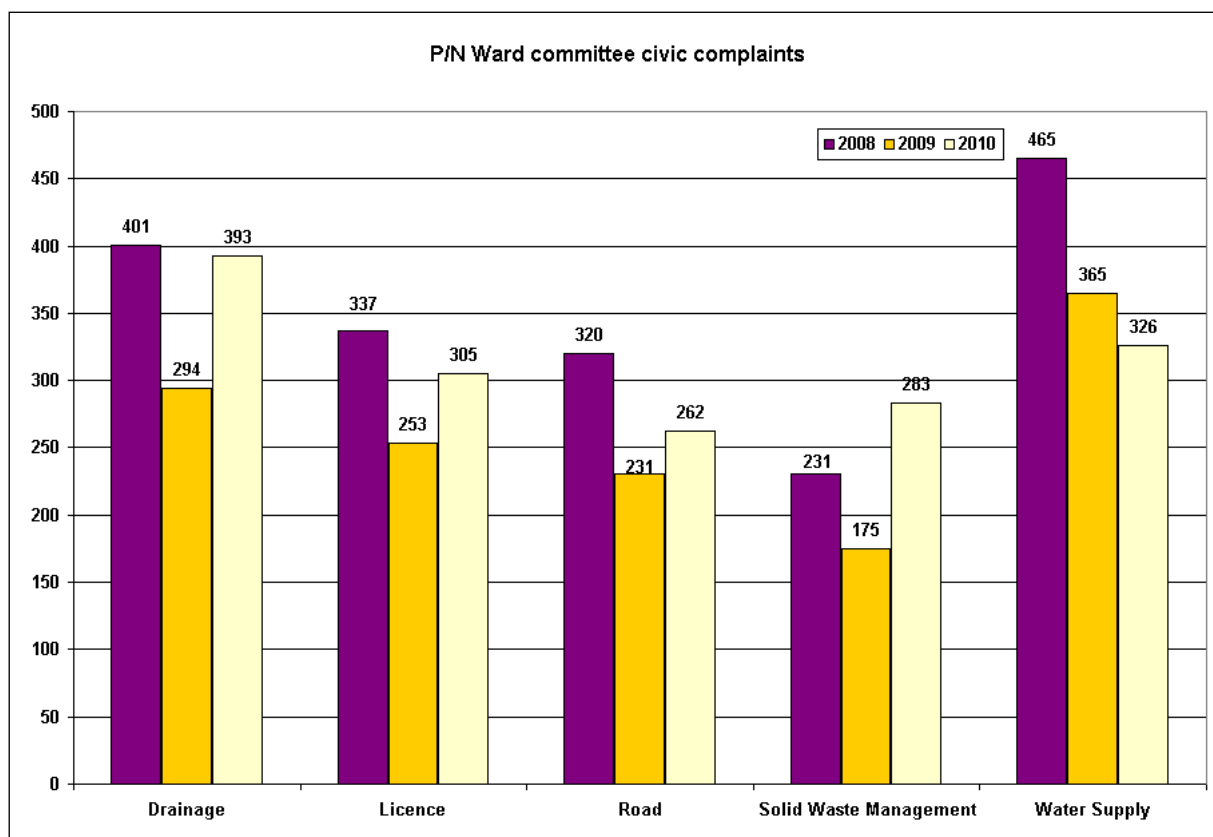
**Graph 63: Number of Questions Asked Issue-wise****Inference:**

The above graph gives the issue-wise number of questions in N ward Committee during the years 2008, 2009 and 2010.

During the year 2008, top two issues for which complaints were received are Naming of Roads/Chowks, Community Development, License, Roads and Water Supply (5) and Solid Waste Management (4); while for the year 2009, Roads (14) and MCGM related (6) are the top two issues; and for 2010, Roads (12) and Water Supply and Drainage (8) are the top two issues.

## 12. P/N Ward Committee

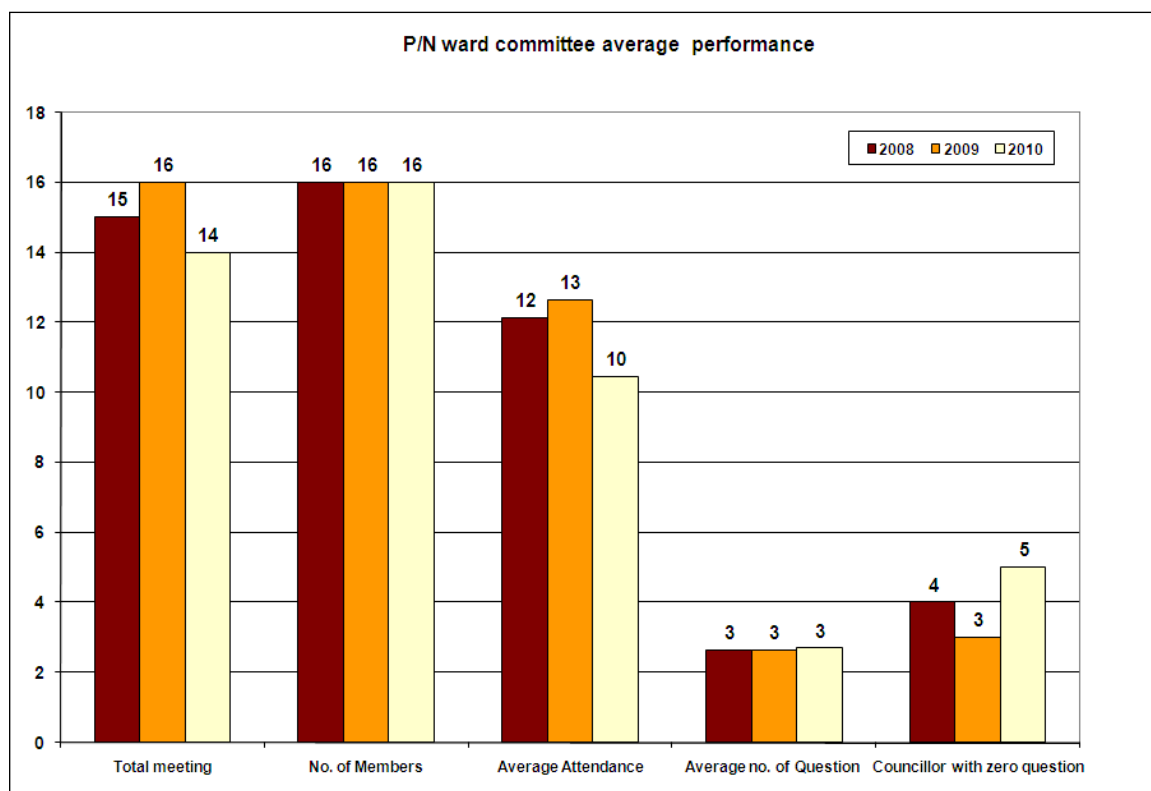
**Graph 64: P/N Ward Civic Complaints**



### Inference:

The above graph gives the total civic complaints registered in P/N Wards during the years 2008, 2009 and 2010.

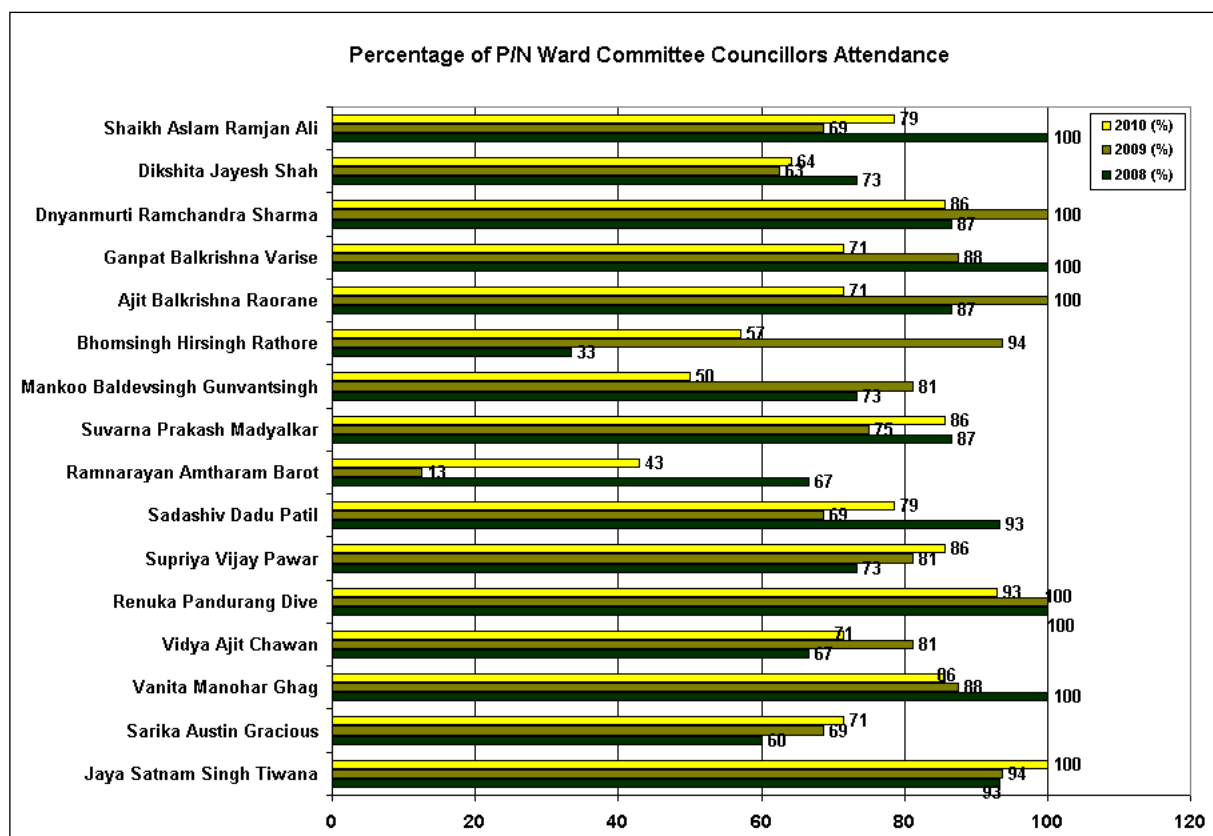
During the three years maximum complaints were received for Water Supply (1156).

**Graph 65: P/N Ward Committee Average Performance****Inference:**

The above graph gives the overview of P north Ward Committee's performance during the years 2008, 2009 and 2010.

The average number of questions asked during a year by a councillor of the ward has never been more than three.

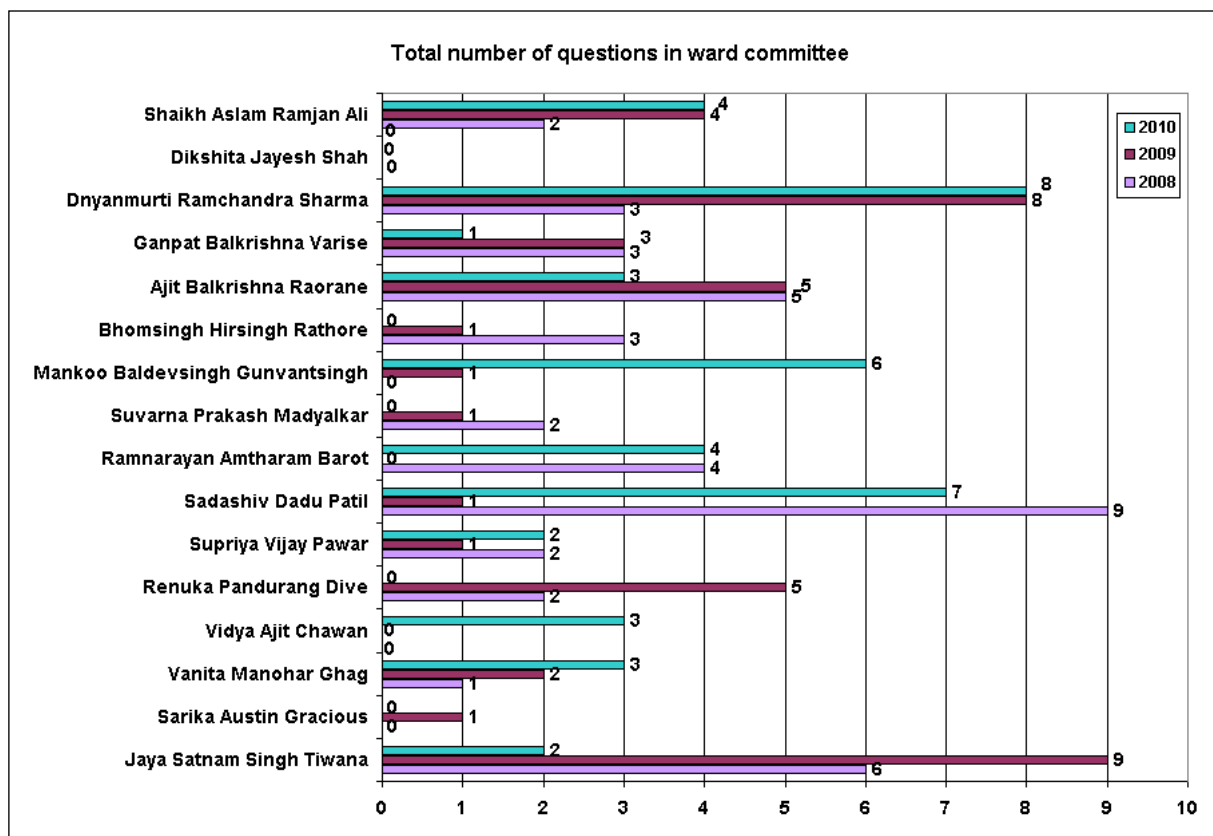
During the year 2010, there were as many as five councillors who had not asked a single question out of the total of 16 councillors in the ward committee.

**Graph 66: Percentage of P/N Ward Committee Councillors Attendance****Inference:**

The above graph gives the percentage of attendance of councillors in P/N Ward Committee during the years 2008, 2009 and 2010.

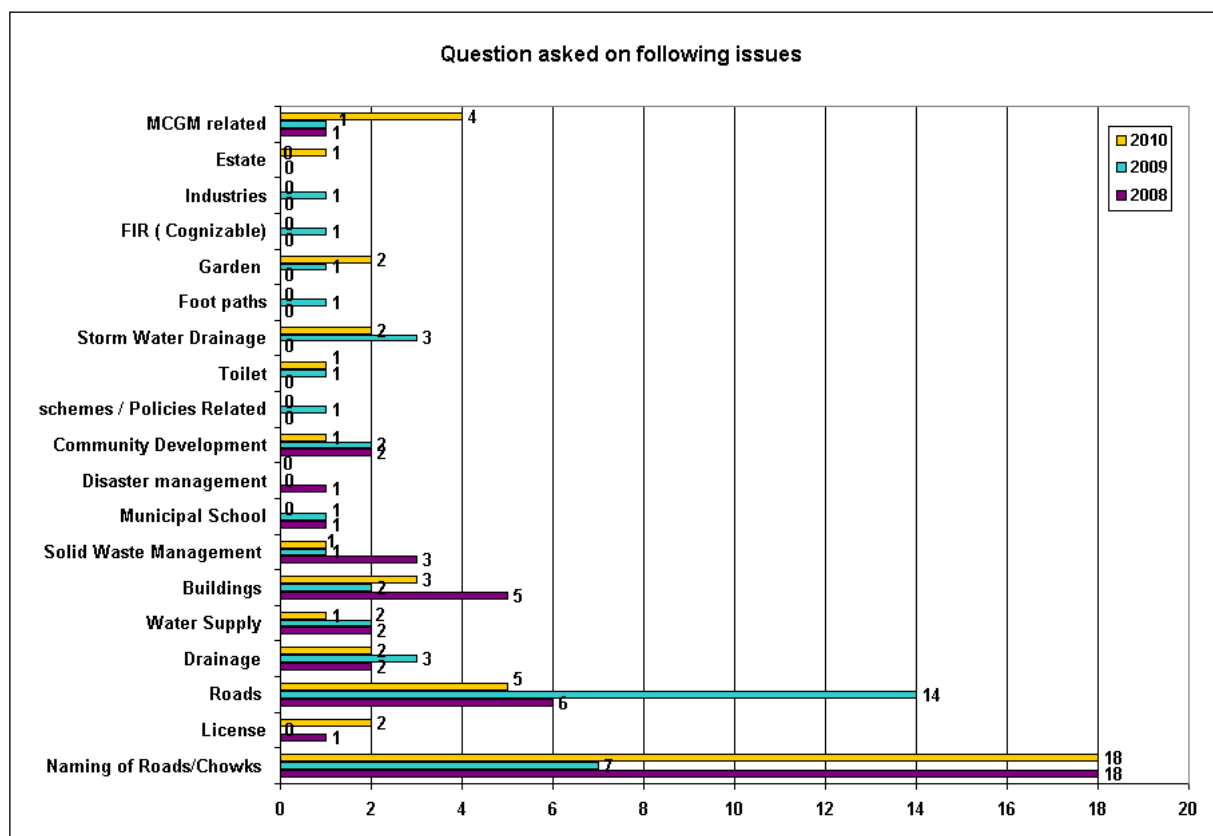
During the year 2008, there are four councillors out of 16 with 100% attendance; while in 2009, there are three councillors with 100% attendance and in 2010, one councillors attended 100% meetings.

During the 2008, one councillor attended less than 50% of the meetings; while in 2009 and 2010, there is only one councillor per year attended less than 50% meetings.

**Graph 67: Number of Questions Asked Councillor-wise****Inference:**

The above graph gives the Number of Questions asked by the councillors in P North Ward Committee during the years 2008, 2009 and 2010.

During the year 2008, four out of 16 councillors have not even asked a single question; while in 2009, there are three such councillors; and in 2010, there are five such councillors; whereas Ms. Dikshita Jayesh Shah has not asked any question in three years.

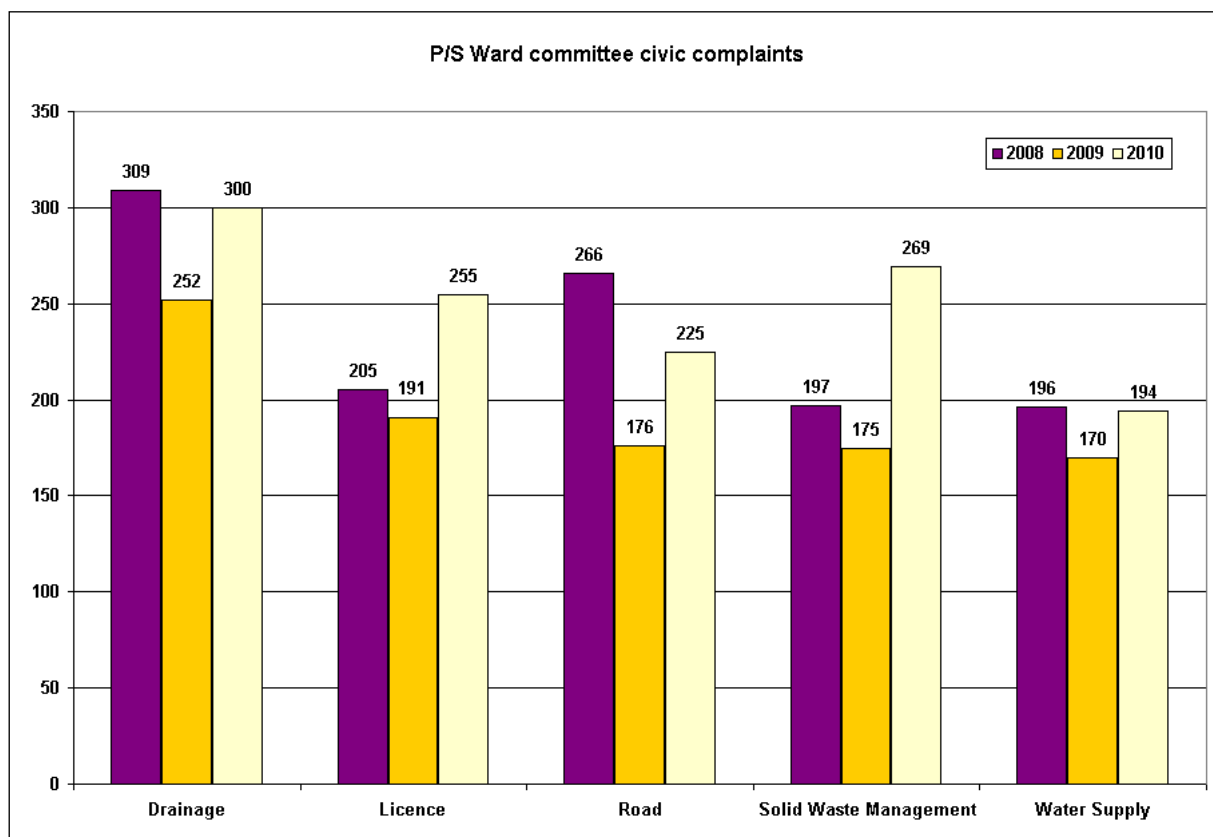
**Graph 68: Number of Questions Asked Issue-wise****Inference:**

The above graph gives the issue-wise number of questions in P/N ward Committee during the years 2008, 2009 and 2010.

During the year 2008, top two issues for which complaints were received are Naming of Roads/Chowks (18) and Roads (6); while for the year 2009, Roads (14) and Naming of Roads/Chowks (7) are the top two issues; and for 2010, Naming of Roads/Chowks (18) and Roads (5) are the top two issues.

### 13. P/S Ward Committee

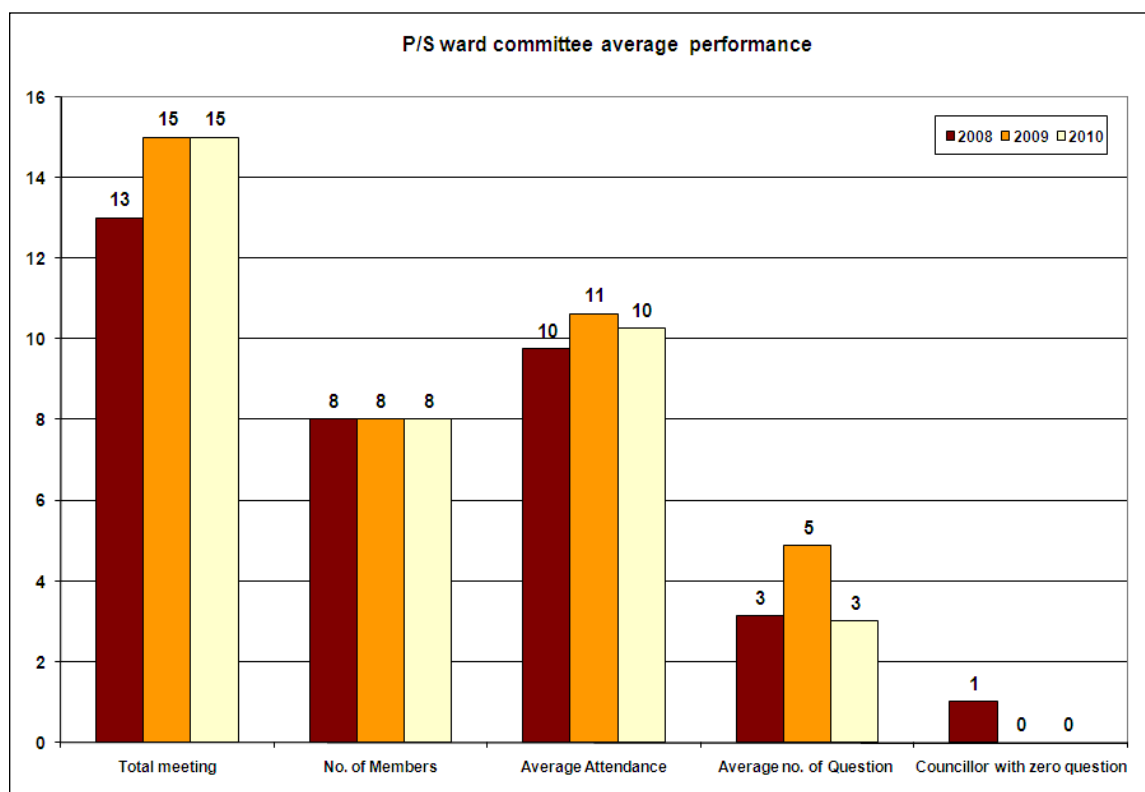
**Graph 69: P/S Ward Committee Civic Complaints**



**Inference:**

The above graph gives the total civic complaints registered in P/S Wards during the years 2008, 2009 and 2010.

During the three years maximum complaints were received for Drainage (861).

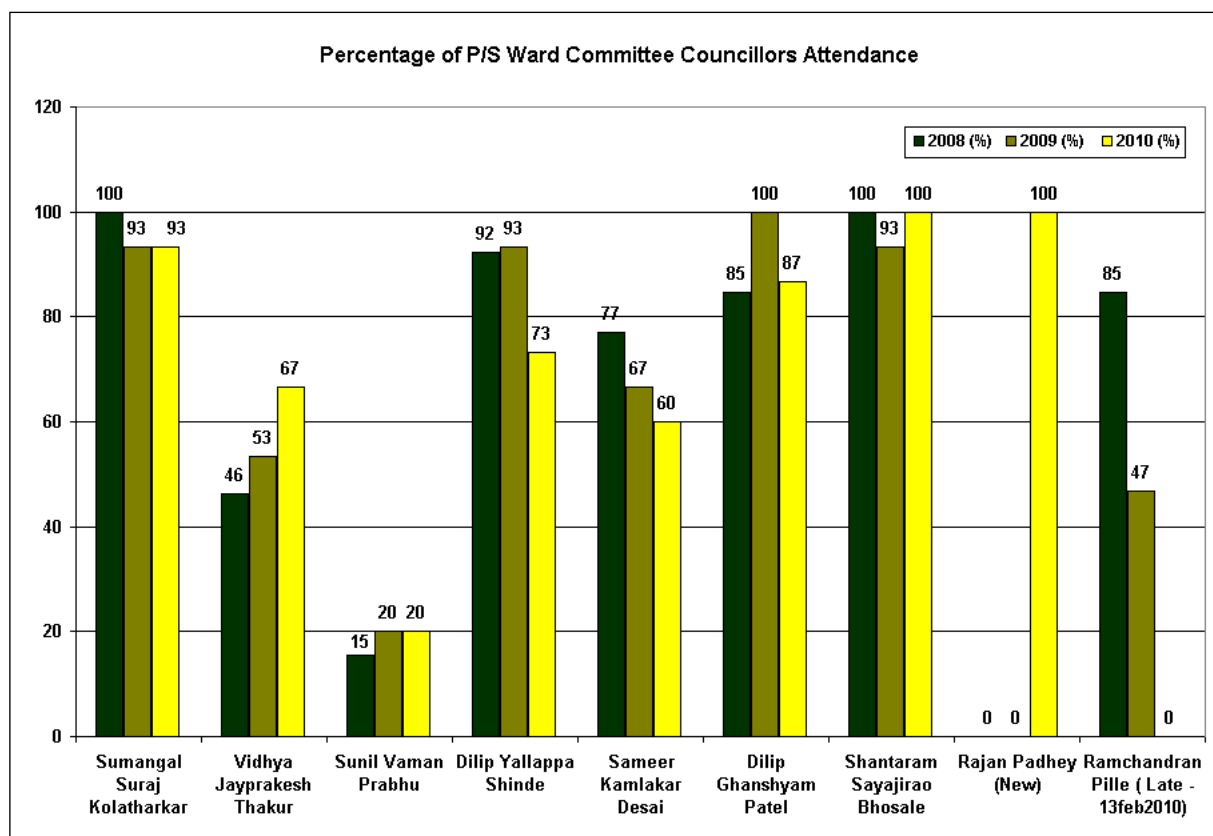
**Graph 70: P/S Ward Committee Average Performance****Inference:**

The above graph gives the overview of P south Ward Committee's performance during the years 2008, 2009 and 2010.

The average number of questions asked during a year by a councillor of the ward has never been more than five.

During the year 2008, there was one councillor who had not asked a single question out of the total of eight councillors in the ward committee.

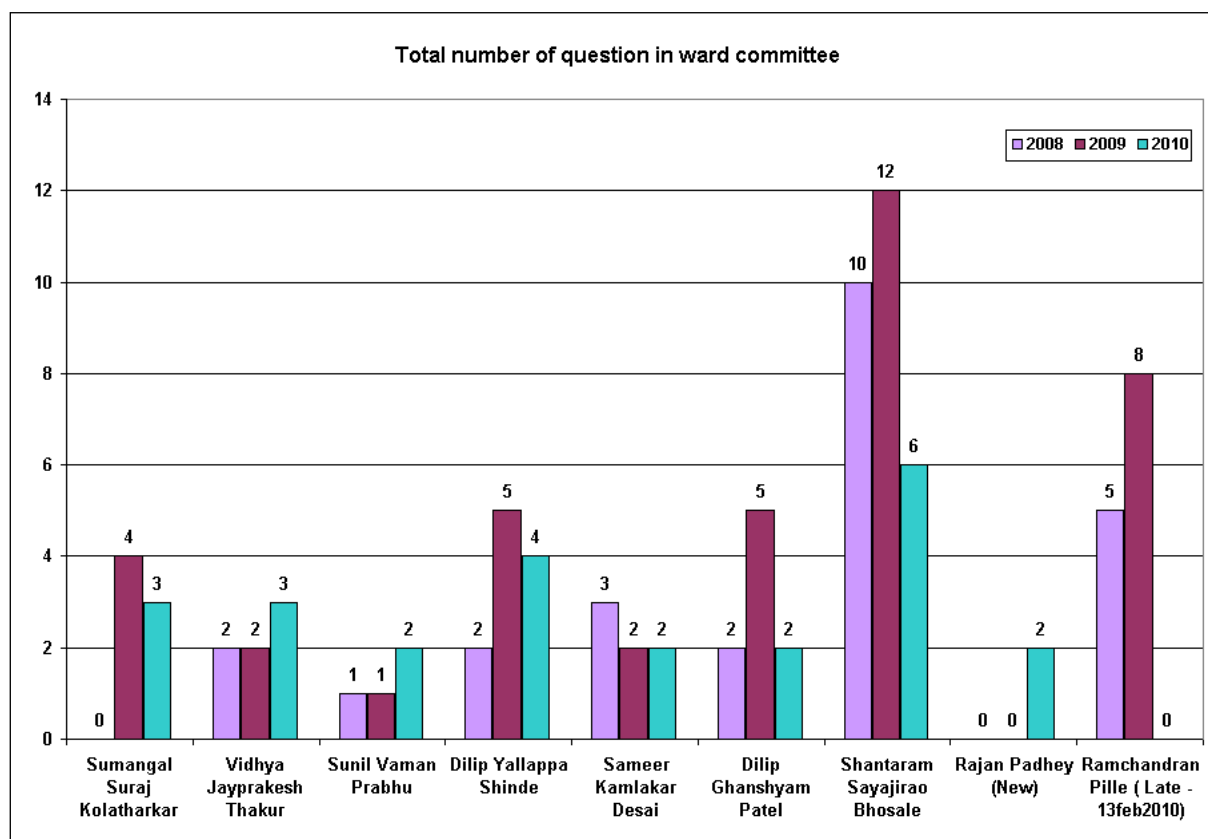


**Graph 71: Percentage of P/S Ward Committee Councillors Attendance****Inference:**

The above graph gives the percentage of attendance of councillors in P/S Ward Committee during the years 2008, 2009 and 2010.

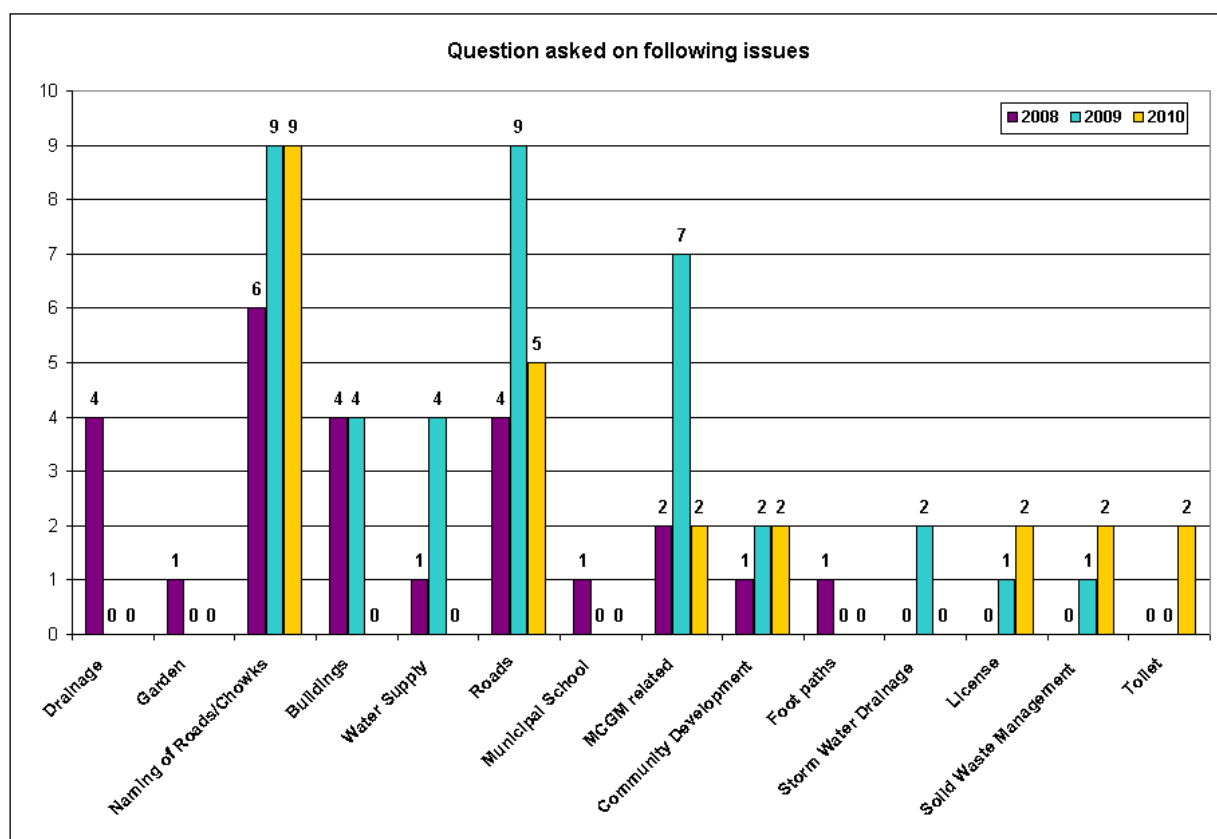
During the year 2008, there are two councillors out of 8 with 100% attendance; while in 2009, there is one councillor with 100% attendance and in 2010, two councillors attended 100% meetings.

During the 2008, two councillors attended less than 50% of the meetings; while in 2009, two councillors attended less than 50% meetings; and in 2010, one of the councillors attended less than 50% meetings.

**Graph 72: Number of Questions Asked Councillor-wise****Inference:**

The above graph gives the Number of Questions asked by the councillors in P South Ward Committee during the years 2008, 2009 and 2010.

During the year 2008, one out of 5 councillors has not even asked a single question.

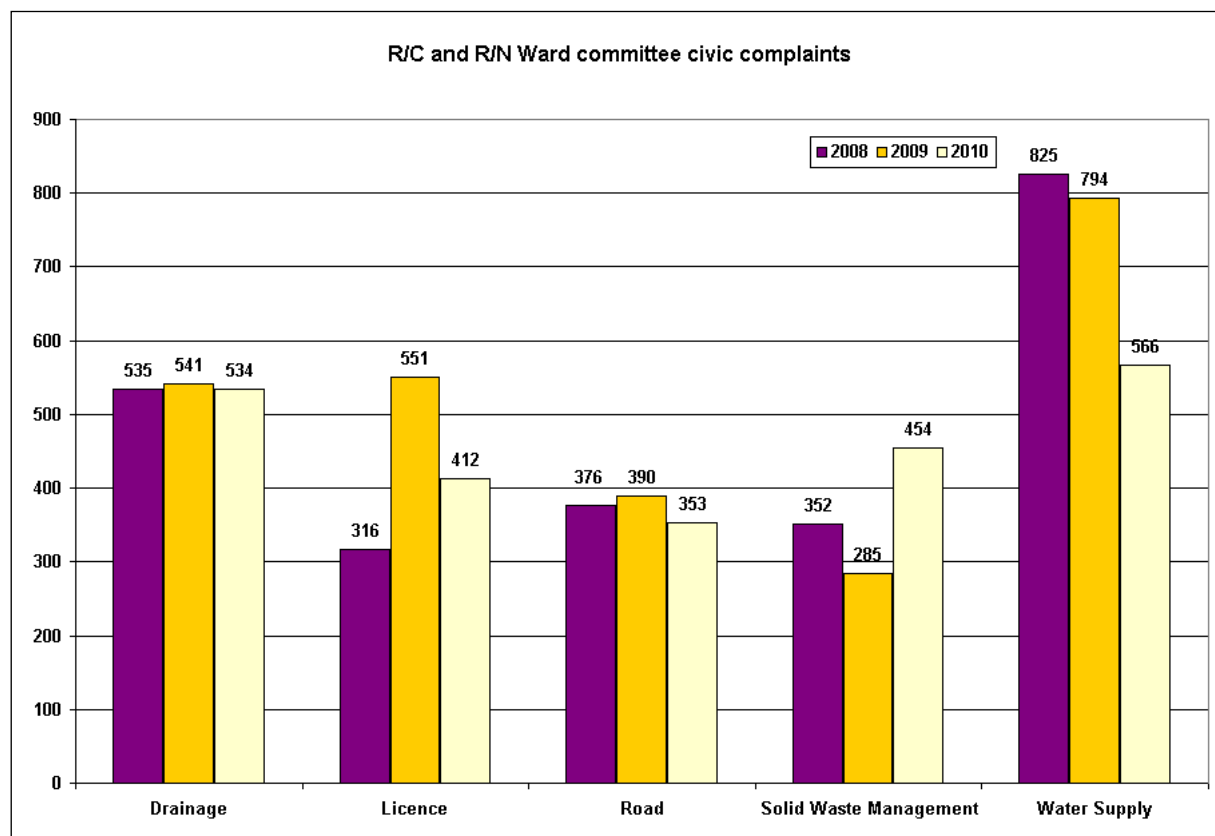
**Graph 73: Number of Questions Asked Issue-wise****Inference:**

The above graph gives the issue-wise number of questions in P/S ward Committee during the years 2008, 2009 and 2010.

During the year 2008, top two issues for which complaints were received are Naming of Roads/Chowks (6) and Roads, Buildings and Drainage (4); while for the year 2009, Naming of Roads/Chowks , Roads (9) and MCGM Related (7) are the top two issues; and for 2010, Naming of Roads/Chowks (9) and Roads (5) are the top two issues.

## 14. R/N and R/C Ward Committee

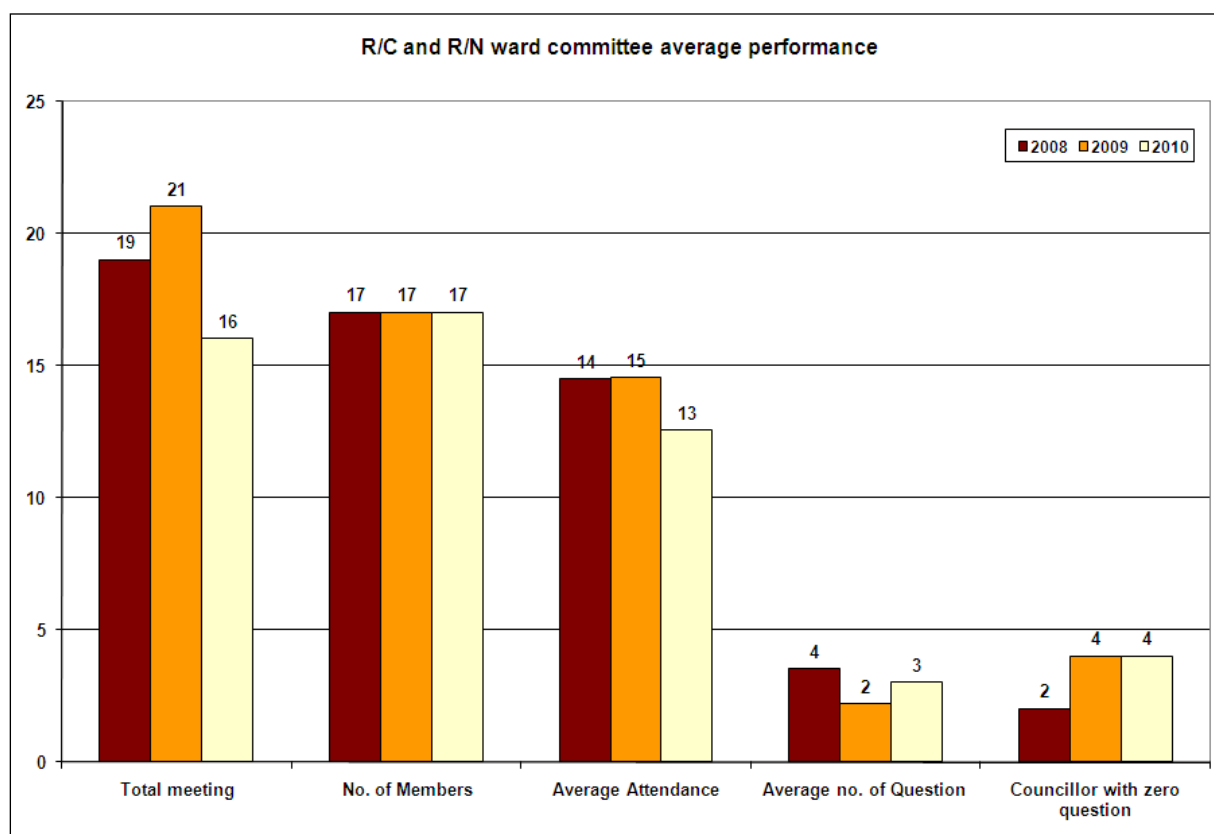
**Graph 74: R/C and R/N Ward Committee Civic Complaints**



### Inference:

The above graph gives the total civic complaints registered in R/C and R/N Wards during the years 2008, 2009 and 2010.

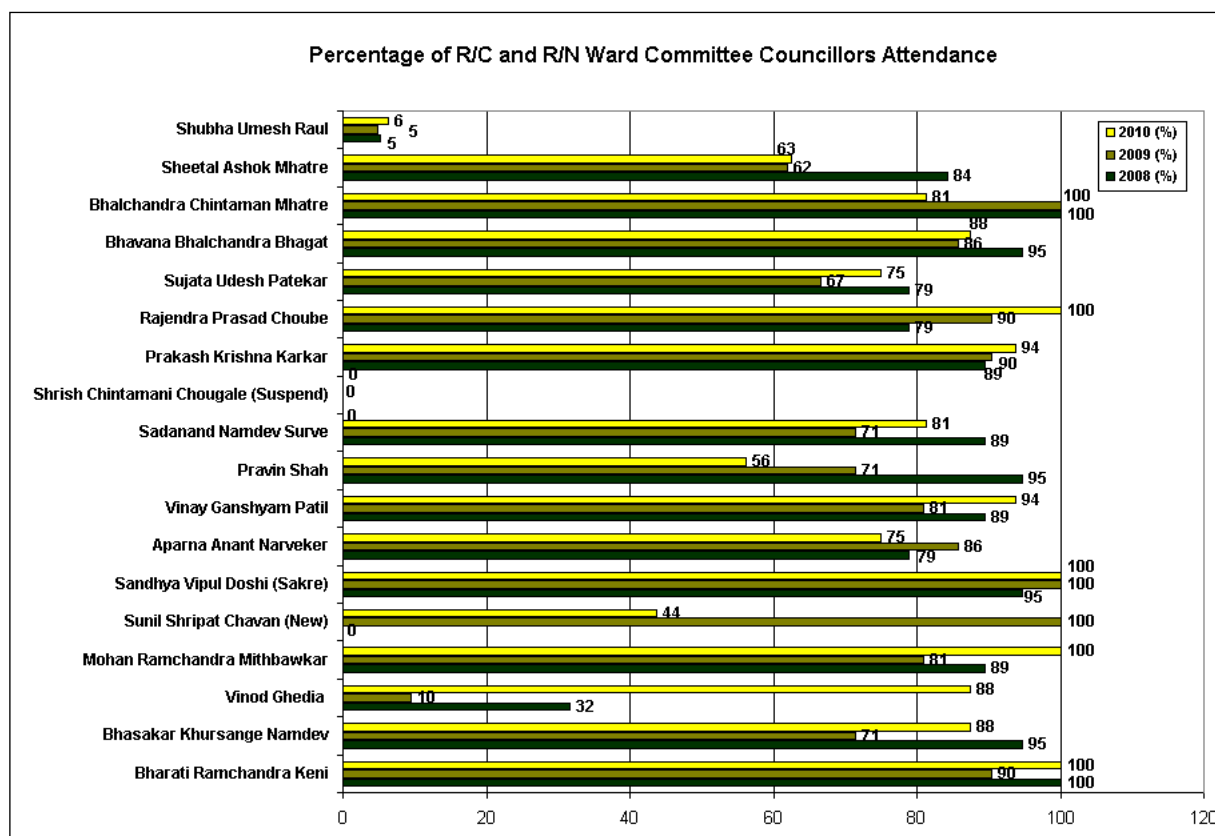
During the three years maximum complaints were received for Water Supply (2185).

**Graph 75: R/C and R/N Ward Committee Average Performance****Inference:**

The above graph gives the overview of R central and R north Ward Committee's performance during the years 2008, 2009 and 2010.

The average number of questions asked during a year by a councillor of the ward has never been more than four.

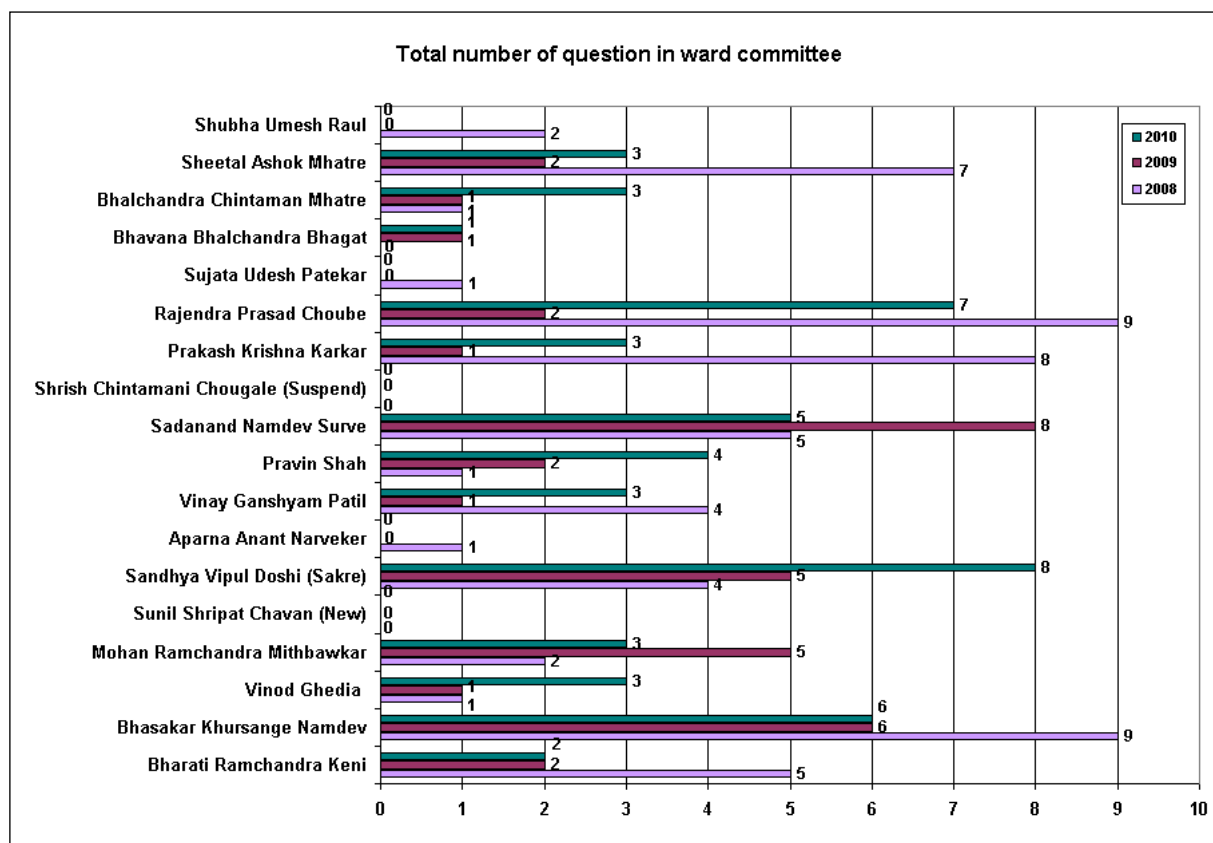
During the year 2010, there were as many as four councillors who had not asked a single question out of the total of 17 councillors in the ward committee.

**Graph 76: Percentage of R/C and R/N Ward Committee Councillors Attendance****Inference:**

The above graph gives the percentage of attendance of councillors in R/C and R/N Ward Committee during the years 2008, 2009 and 2010.

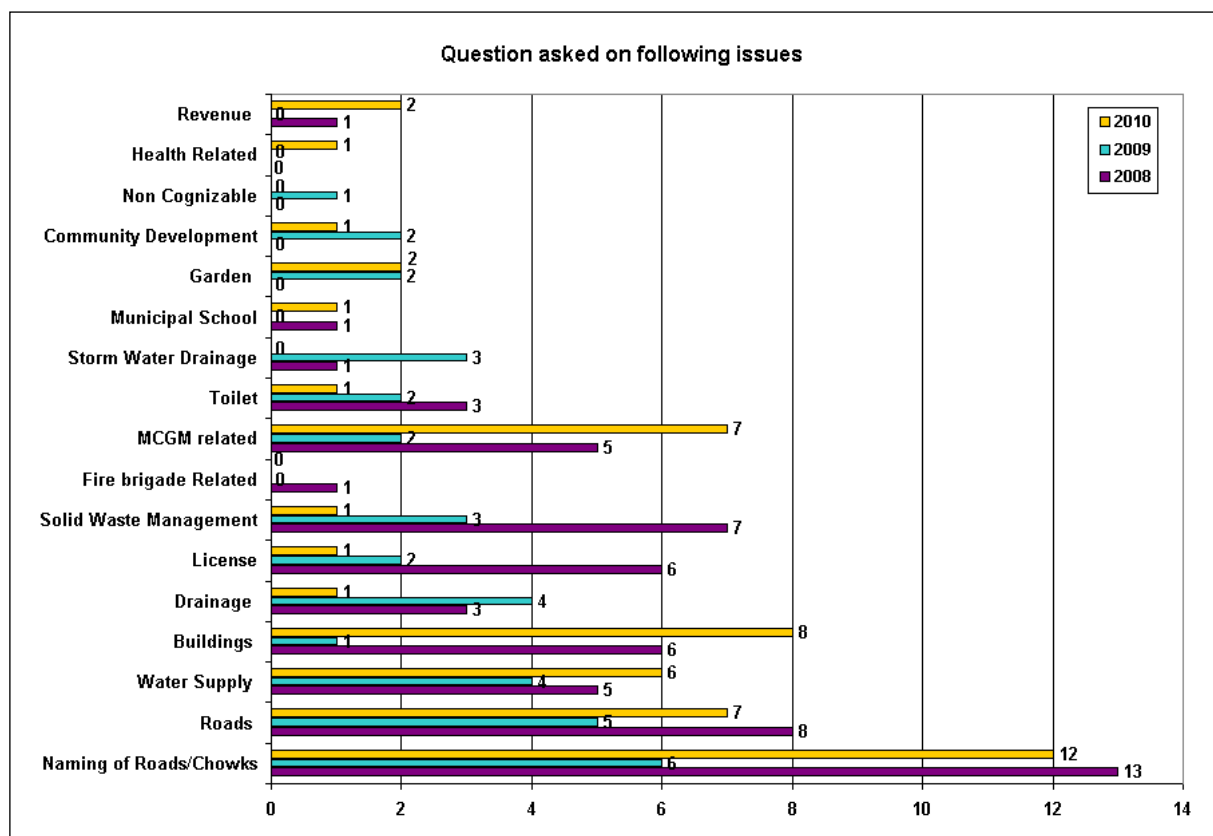
During the year 2008, there are two councillors out of 17 with 100% attendance; while in 2009, there are three councillors with 100% attendance and in 2010, three councillors attended 100% meetings.

During the 2008 and 2009, there are only two councillors per year with attended less than 50% of the meetings; while in 2010 two councillors attended less than 50% meetings; and in 2010, two of the councillors attended less than 50% meetings.

**Graph 77: Number of Questions Asked Councillor-wise****Inference:**

The above graph gives the Number of Questions asked by the councillors in R Central and R North Ward Committee during the years 2008, 2009 and 2010.

During the year 2008, two out of 17 councillors have not even asked a single question; while in 2009, there are three such councillors; and in 2010, there are four such councillors.

**Graph 78: Number of Questions Asked Issue-wise****Inference:**

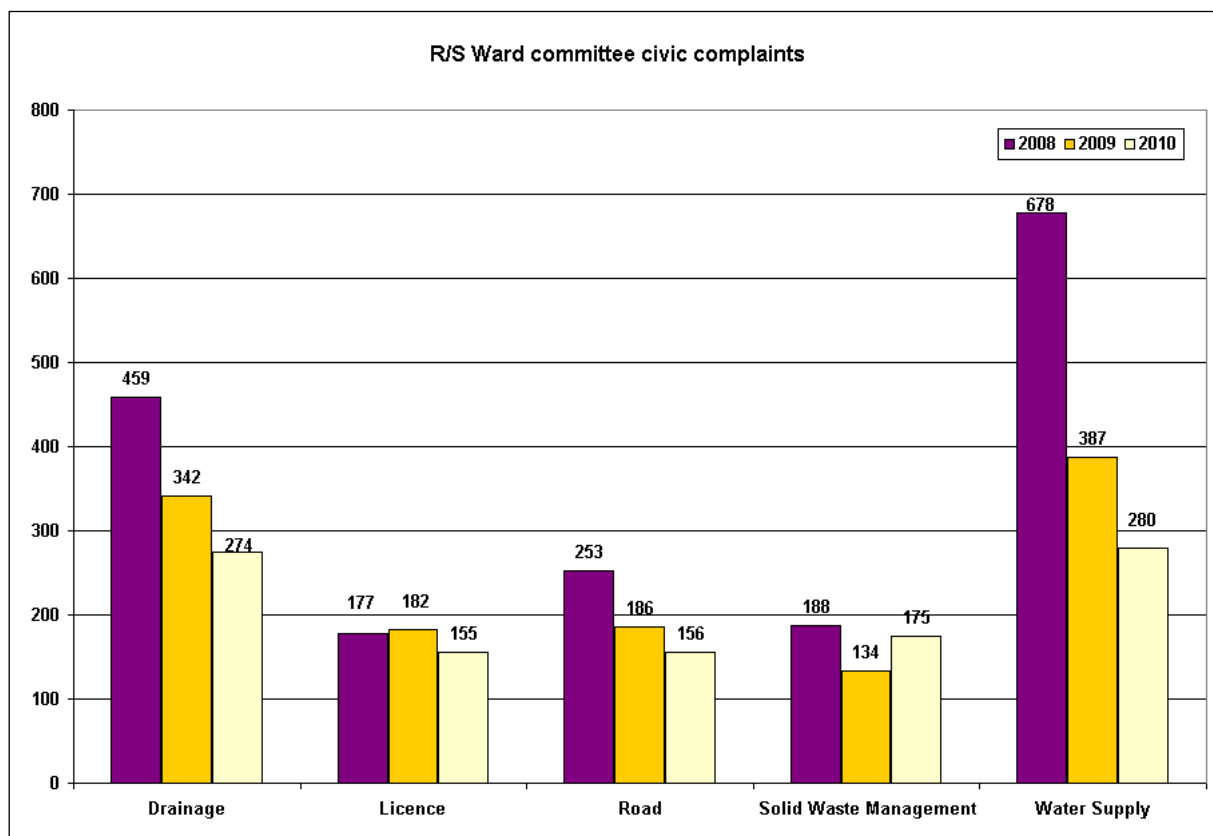
The above graph gives the issue-wise number of questions in R/C and R/N ward Committee during the years 2008, 2009 and 2010.

During the year 2008, top two issues for which complaints were received are Naming of Roads/Chowks (13) and Roads (8); while for the year 2009, Naming of Roads/Chowks (6) and Roads (5) are the top two issues; and for 2010, Naming of Roads/Chowks (12) and Buildings (8) are the top two issues.



## 15. R/S Ward Committee

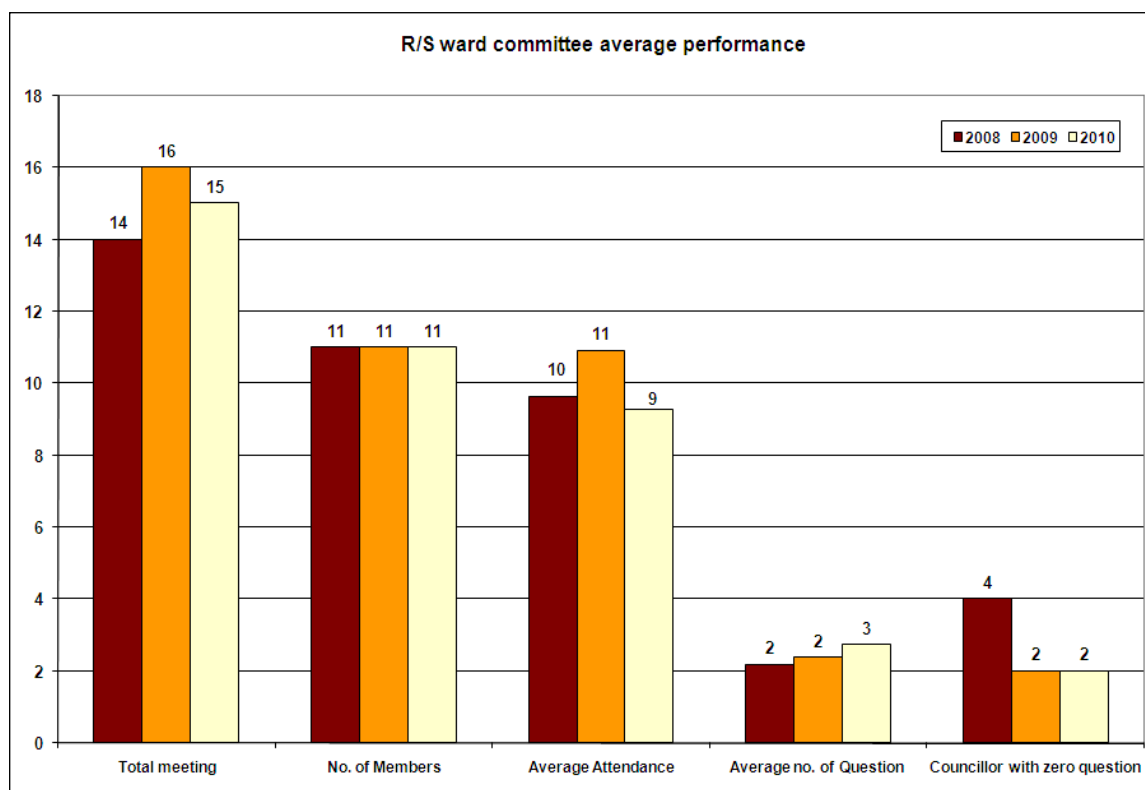
**Graph 79: R/S Ward Committee Civic Complaints**



### Inference:

The above graph gives the total civic complaints registered in R/S Wards during the years 2008, 2009 and 2010.

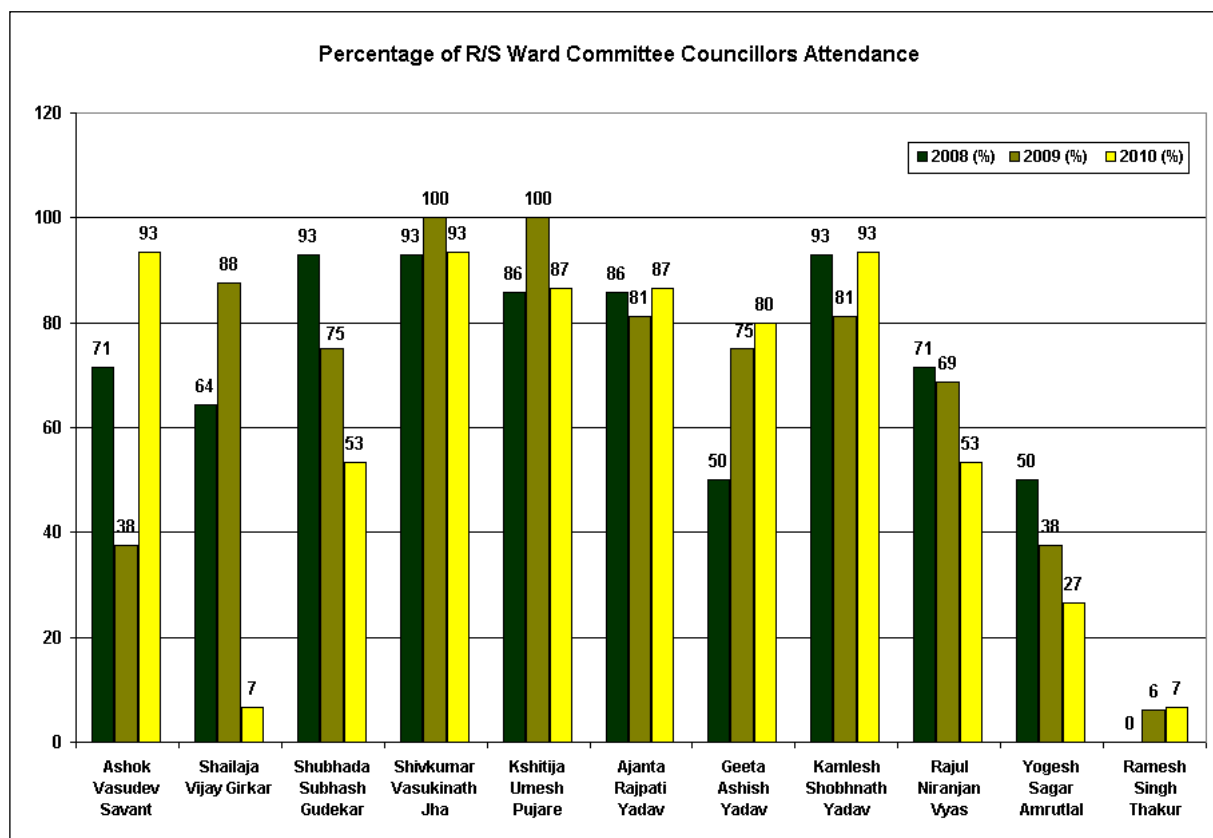
During the three years maximum complaints were received for Water Supply (1345).

**Graph 80: R/S Ward Committee Average Performance****Inference:**

The above graph gives the overview of R south Ward Committee's performance during the years 2008, 2009 and 2010.

The average number of questions asked during a year by a councillor of the ward has never been more than three.

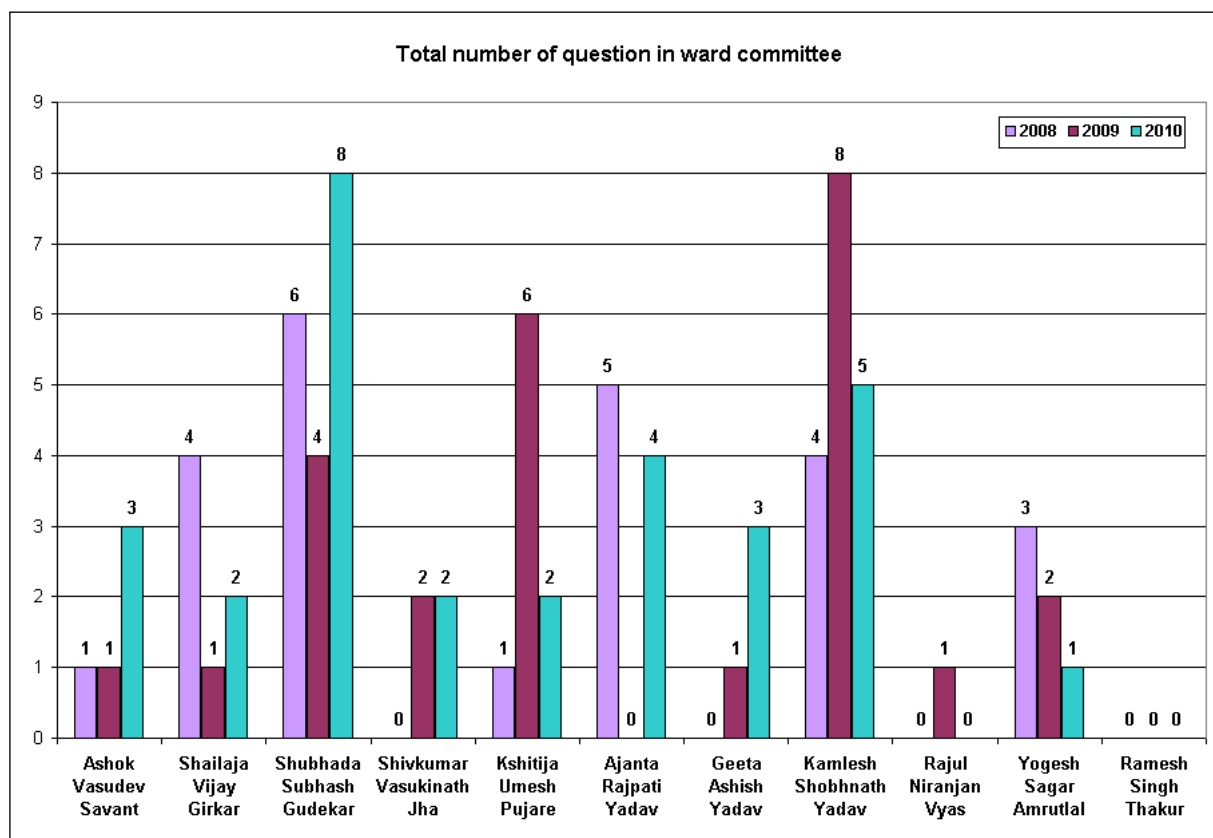
During the year 2008, there were as many as four councillors who had not asked a single question out of the total of 11 councillors in the ward committee.

**Graph 81: Percentage of R/S Ward Committee Councillors Attendance****Inference:**

The above graph gives the percentage of attendance of councillors in R/S Ward Committee during the years 2008, 2009 and 2010.

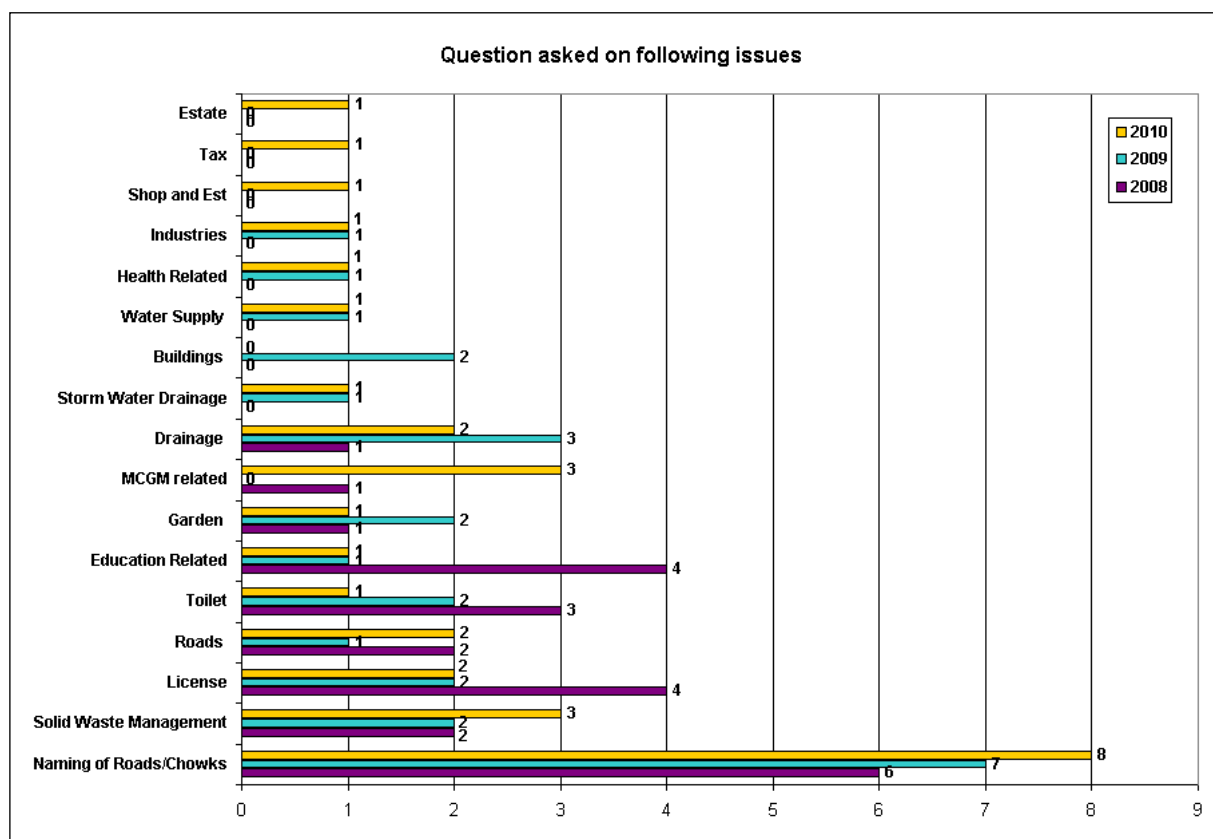
During the year 2008 and 2010, out of 11 councillors none of the councillors has 100% attendance; while in 2009, there are two councillors with 100% attendance.

During the year 2009, two councillors attended less than 50% meetings; and in 2010, three of the councillors attended less than 50% meetings.

**Graph 82: Number of Questions Asked Councillor-wise****Inference:**

The above graph gives the Number of Questions asked by the councillors in R South Ward Committee during the years 2008, 2009 and 2010.

During the year 2008, four out of 11 councillors have not even asked a single question; while in 2009 and 2010, there are two such councillors; whereas Mr. Ramesh Singh Thakur has not asked question in all the three years.

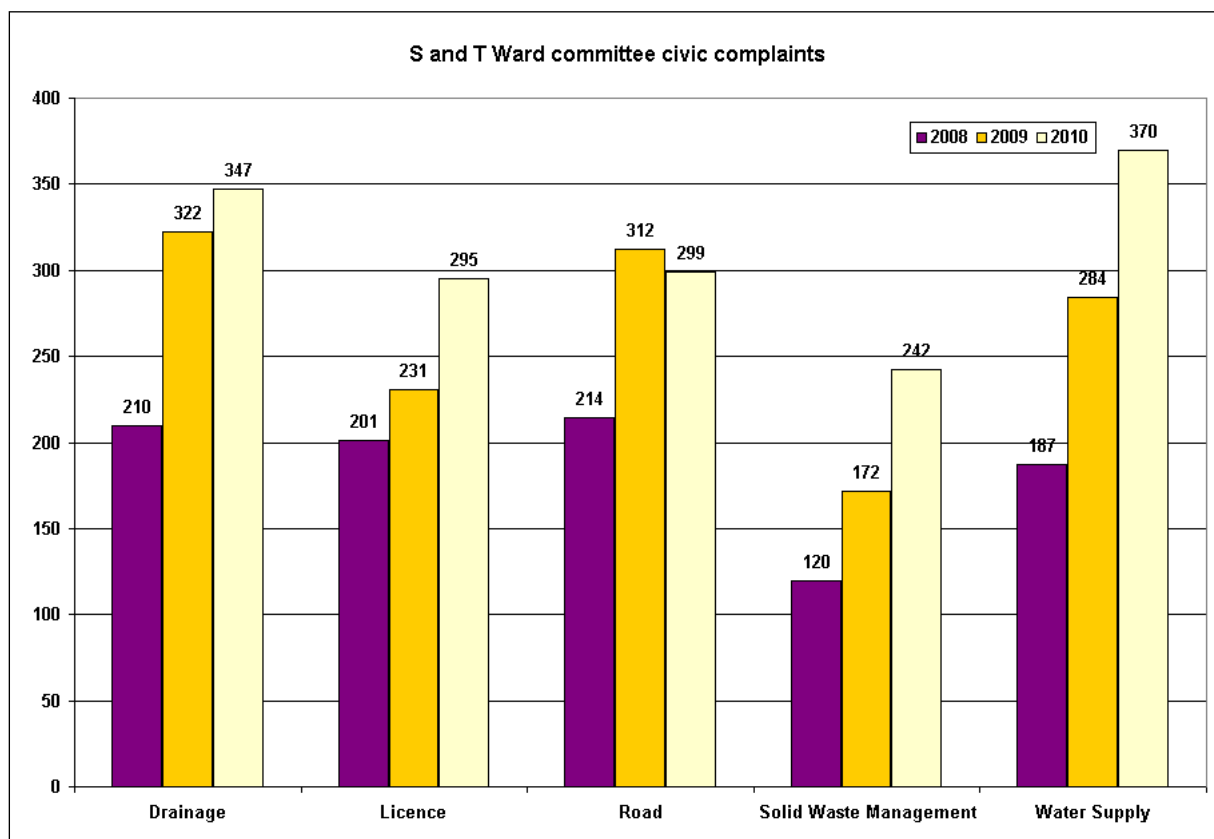
**Graph 83: Number of Questions Asked Issue-wise****Inference:**

The above graph gives the issue-wise number of questions in R/S ward Committee during the years 2008, 2009 and 2010.

During the year 2008, top two issues for which complaints were received are Naming of Roads/Chowks (6) and License and Education (4); while for the year 2009, Naming of Roads/Chowks (7) and Drainage (3) are the top two issues; and for 2010, Naming of Roads/Chowks (8) and Solid Waste Management and MCGM Related (3) are the top two issues.

## 16. S and T Ward Committee

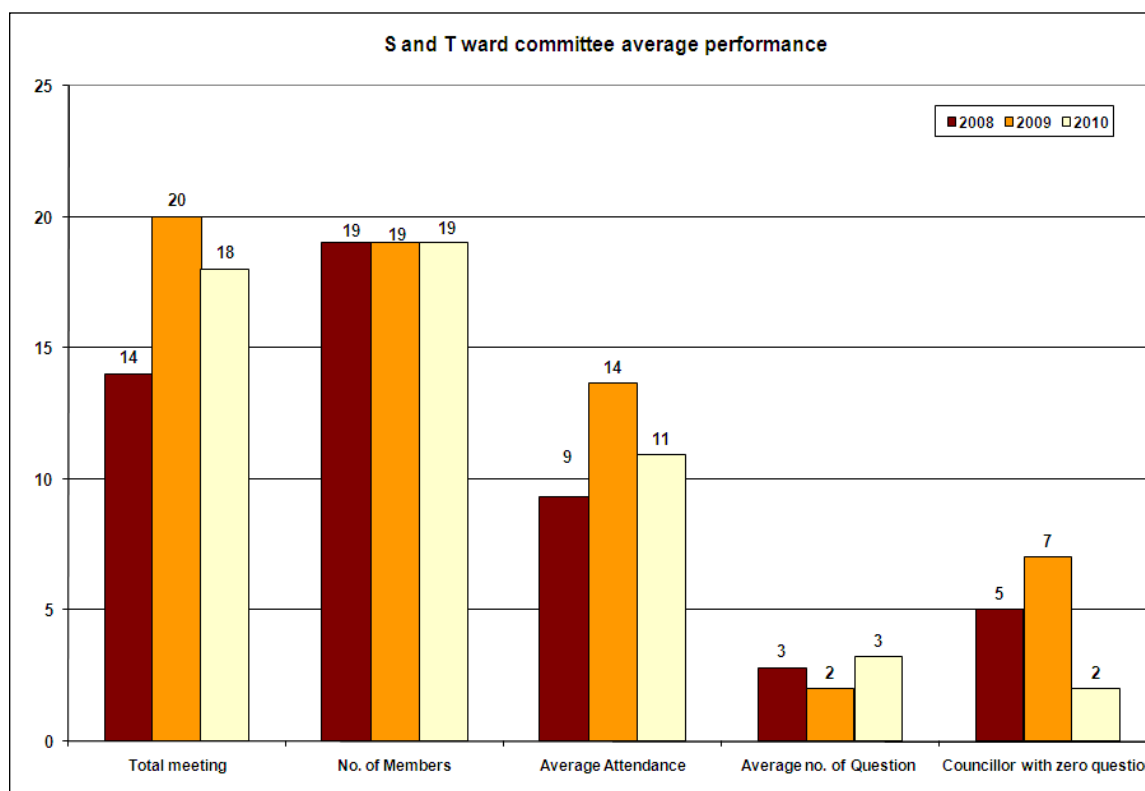
**Graph 84: S and T Ward Committee Civic Complaints**



### **Inference:**

The above graph gives the total civic complaints registered in S and T Wards during the years 2008, 2009 and 2010.

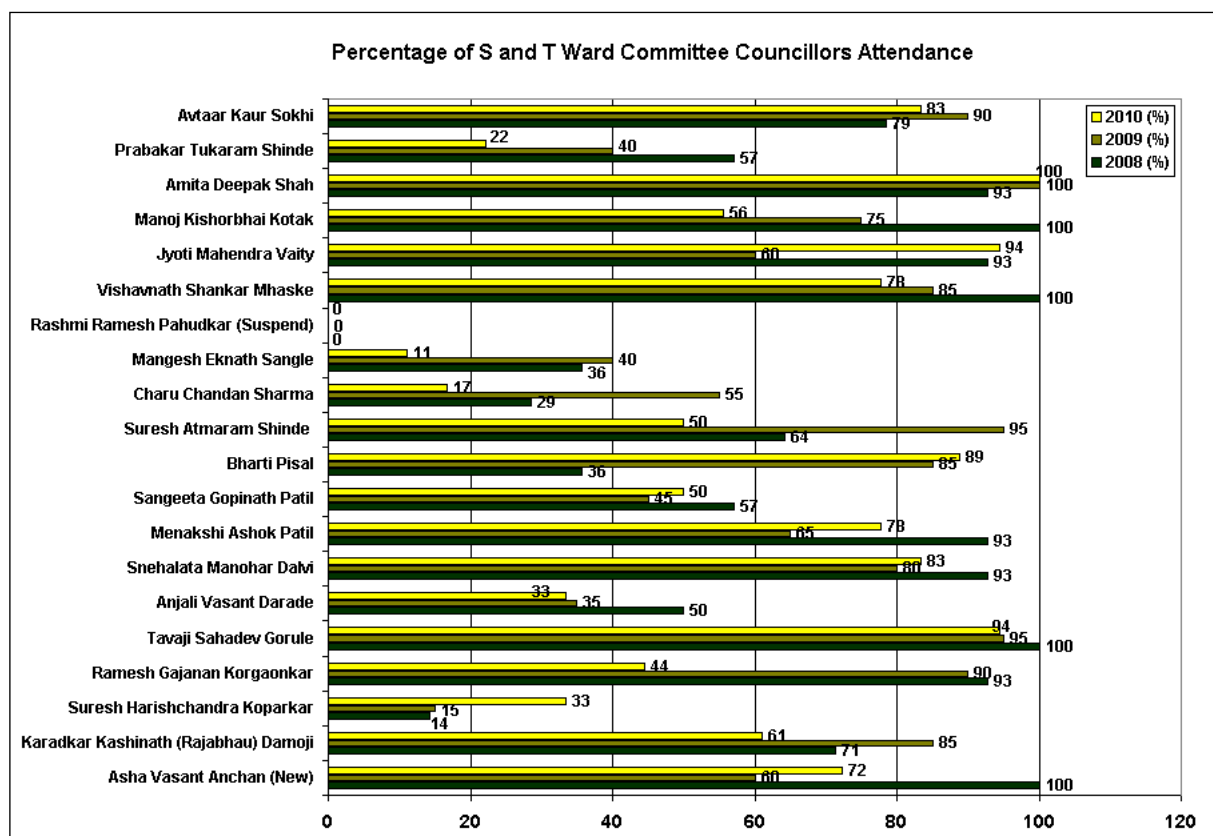
During the three years maximum complaints were received for Drainage (879).

**Graph 85: S and T Ward Committee Average Performance****Inference:**

The above graph gives the overview of S and T Ward Committee's performance during the years 2008, 2009 and 2010.

The average number of questions asked during a year by a councillor of the ward has never been more than three.

During the year 2009, there were as many as seven councillors who had not asked a single question out of the total of 19 councillors in the ward committee.

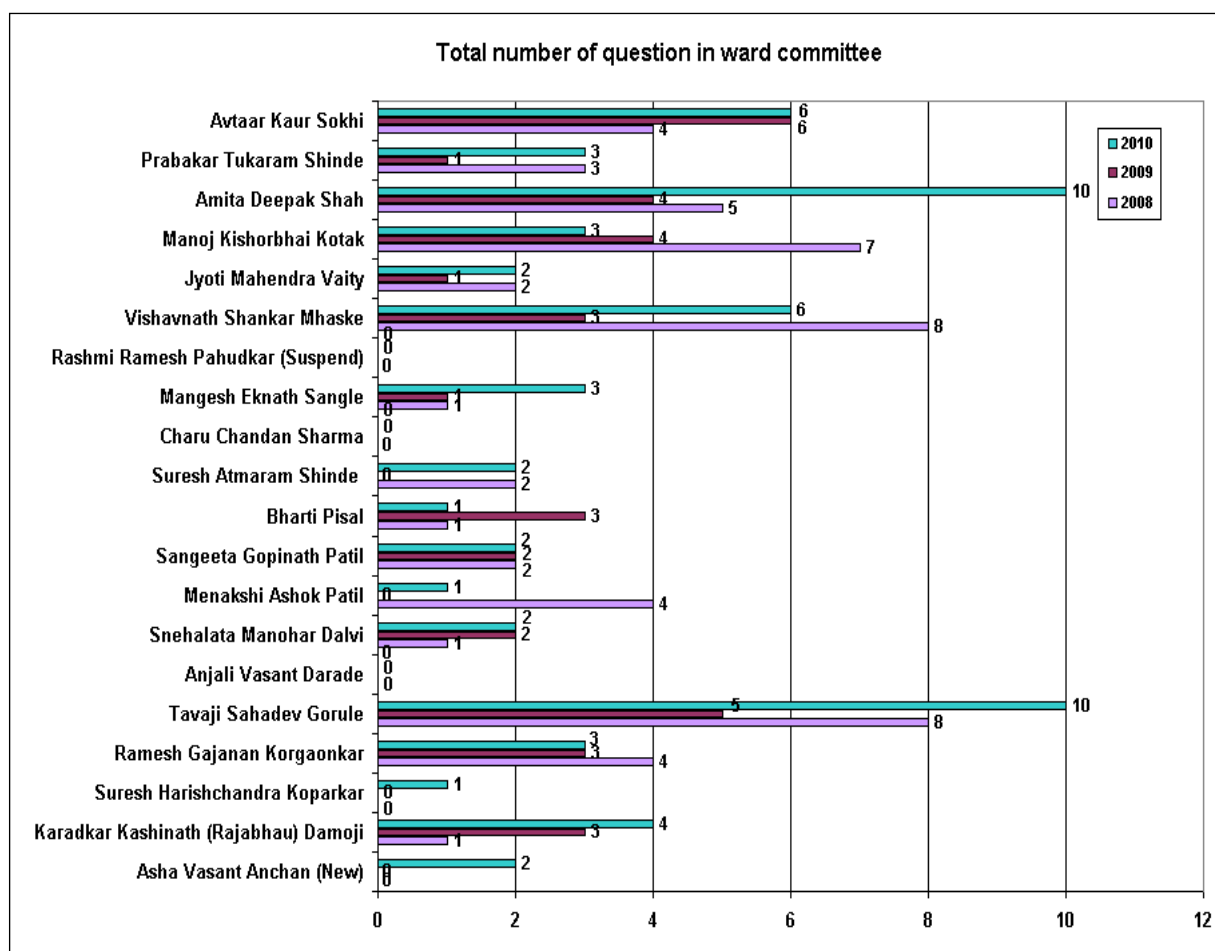
**Graph 86: Percentage of S and T Ward Committee Councillors Attendance****Inference:**

The above graph gives the percentage of attendance of councillors in S and T Ward Committee during the years 2008, 2009 and 2010.

During the year 2008, there are only four councillors out of 19 with 100% attendance; while in 2009 and 2010, there is only one councillor per year with 100% attendance.

During the 2008, four councillors attended less than 50% of the meetings; while in 2009, five councillors attended less than 50% meetings; and in 2010, six councillors attended less than 50% meetings.

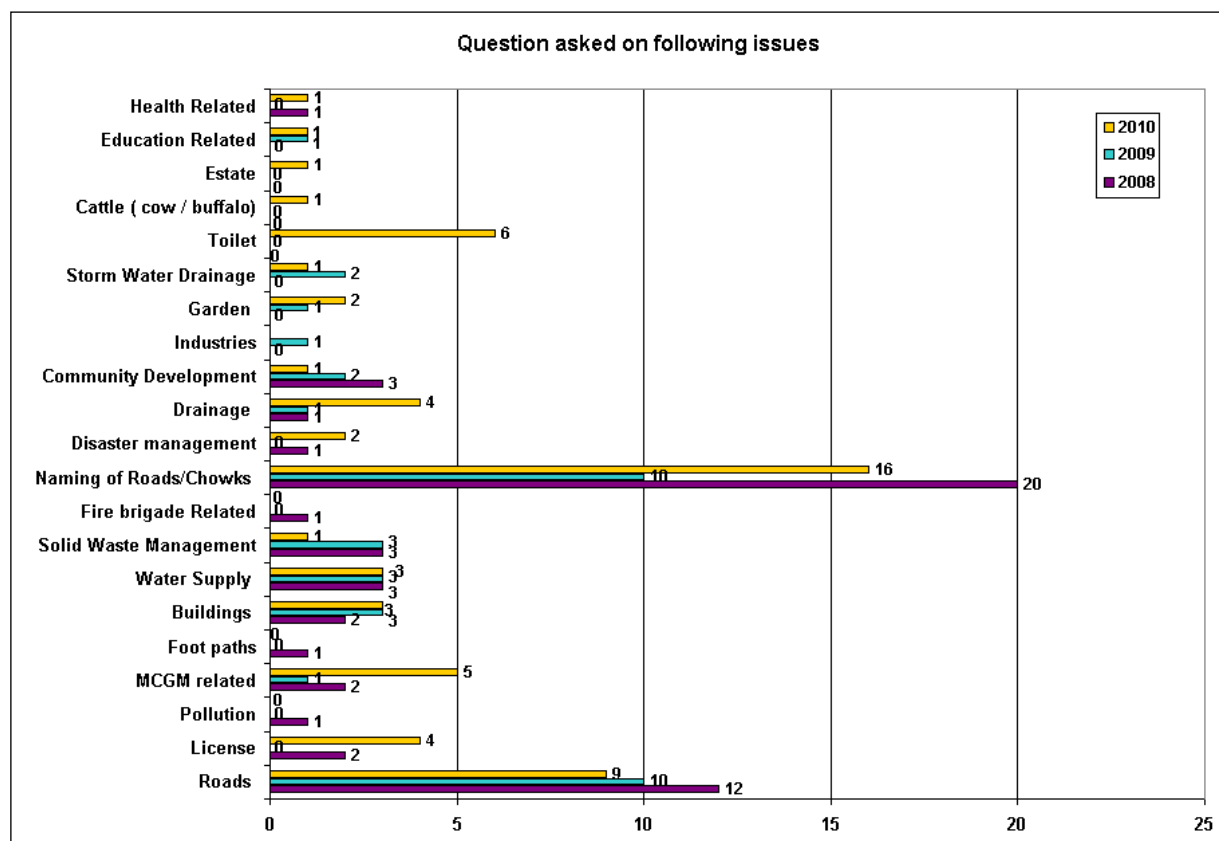


**Graph 87: Number of Questions Asked Councillor-wise****Inference:**

The above graph gives the number of questions asked by councillors in S and T Ward Committee during the years 2008, 2009 and 2010.

During the year 2008, five out of 19 councillors have not even asked a single question; while in 2009, there are seven such councillors; and in 2010, there are two such councillors; whereas Mr. Charu Chandan Sharma and Ms. Anjali Vasant Darade have not asked a single question in the last three years.

Graph 88: Number of Questions Asked Issue-wise

**Inference:**

The above graph gives the issue-wise number of questions in S and T Ward Committee during the years 2008, 2009 and 2010.

During the year 2008, top two issues for which complaints were received are Naming of Roads/Chowk (20) and Roads (12); while for the year 2009, Naming of Roads/Chowk (10) and Roads (10) are the top two issues; and for 2010, Naming of Roads/Chowk (16) and Roads (9) are the top two issues.