

# WHITE PAPER

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

**(March 2012 to December 2015)**

**April 2016**

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**WARD COMMITTEE WHITE PAPER**

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## I. Foreword

Deonar's massive fire in late January was caught on NASA's satellite radar and live streamed around the world. While the satellites' usually capture the picturesque beauty of the iconic wonders of the world – like the Great Wall of China or the Pyramids from Egypt; the Deonar destruction images were the images from India. This incident directly leads to questions on the sorry state of civic services in the city. Praja has been continuously highlighting this state of affairs over the last few years. And in turn underlying core issues of the governance of the city. But then why do incidents like Deonar happen in the first place? Don't we have enough resources? Of course we have with a budget of thirty seven thousand crores. Then do we lack manpower? Or is it the lack of technology? The resonant fact remains that we have them all but what we lack is a responsible political leadership and proactive administration.

MCGM (Municipal Corporation of Greater Mumbai) in November last year stopped the 'Voice of Citizen' online portal, which had previously allowed citizens to conveniently report complaints regarding potholes on roads directly. While the officials reasoned that they intended to replace the portal with an 'in-house' software, the only news that has been released so far in 2016 is about the creation of a ward-wise Facebook page that would allow citizens to report issues and register complaints on road related issues. Now while becoming social media savvy is definitely a positive approach, the focus of the administration should have been on centring the already established Central Complaint Registration System (CCRS) through all three: hotline (1916), walk-ins, and online portal alongside social media.

Along with these policy issues of the administration, there is also a glaring issue with the way our legislators work. The reality is: every elected representative in the city represents approximately eighty thousand people on an average. The responsibility of this elected representative is then to represent her or his ward problems and citizen grievances in the ward committee meeting. However, the sad truth is, grievances and core issues are often (much more often than should be acceptable!) side-lined because representatives are not doing their jobs! Take for example, the fact that on an average, ninety-one percent of the Councillors in the last four years have asked less than 10 questions in Ward Committee meetings. Councillors like Jyotsna Parmar (G/N ward) and Ujjwala Modak (K/E Ward) have not asked a single question in Ward Committee meetings across the last four years. If this is not enough, there has also been a four percent increase from last year for questions relating to 'renaming of roads'. That means one out of every seven question that councillors ask are on the issue of renaming roads! Another significant example is the fact that some of the citizens' complaints on issues regarding waste management, illegal constructions amongst some others in 2015 took an odd thousand days to be addressed.

The broad conclusion here is that although Mumbai has a functioning legislative framework and resources its elected representatives and the administration lack the will to provide efficient, responsible and accountable governance. The emphasis of the city's custodians on replacing and reacting rather than improving and evolving governance is the crux of the problem. Hence, the core ideal behind this paper has been about creating a factsheet about the custodians of our city, in an effort to make democracy work.

**NITAI MEHTA**

**Founder Trustee, Praja Foundation**

## II. Acknowledgement

Praja has obtained the data used in compiling this white paper through Right to Information Act, 2005. Hence it is very important to acknowledge the RTI Act and everyone involved, especially the officials who have provided us this information diligently.

We would like to appreciate our stakeholders; particularly, our Elected Representatives & government officials, the Civil Society Organizations (CSOs) and the journalists who utilize and publicize our data and, by doing so, ensure that awareness regarding various issues that we discuss is distributed to a wide-ranging population. We would like to take this opportunity to specifically extend our gratitude to all government officials for their continuous cooperation and support.

Praja Foundation appreciates the support given by our supporters and donors, namely European Union Fund, Friedrich Naumann Foundation, Dasra, TATA Trusts, Narotam Sekhsaria Foundation and Madhu Mehta Foundation and numerous other individual supporters. Their support has made it possible for us to conduct our study & publish this white paper.

We would also like to thank our group of Advisors & Trustees and lastly but not the least, we would like to acknowledge the contributions of all members of Praja's team, who worked to make this white paper a reality.



Friedrich Naumann  
STIFTUNG **FÜR DIE FREIHEIT**  
Narotam Sekhsaria Foundation

Madhu Mehta Foundation

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## TATA TRUSTS

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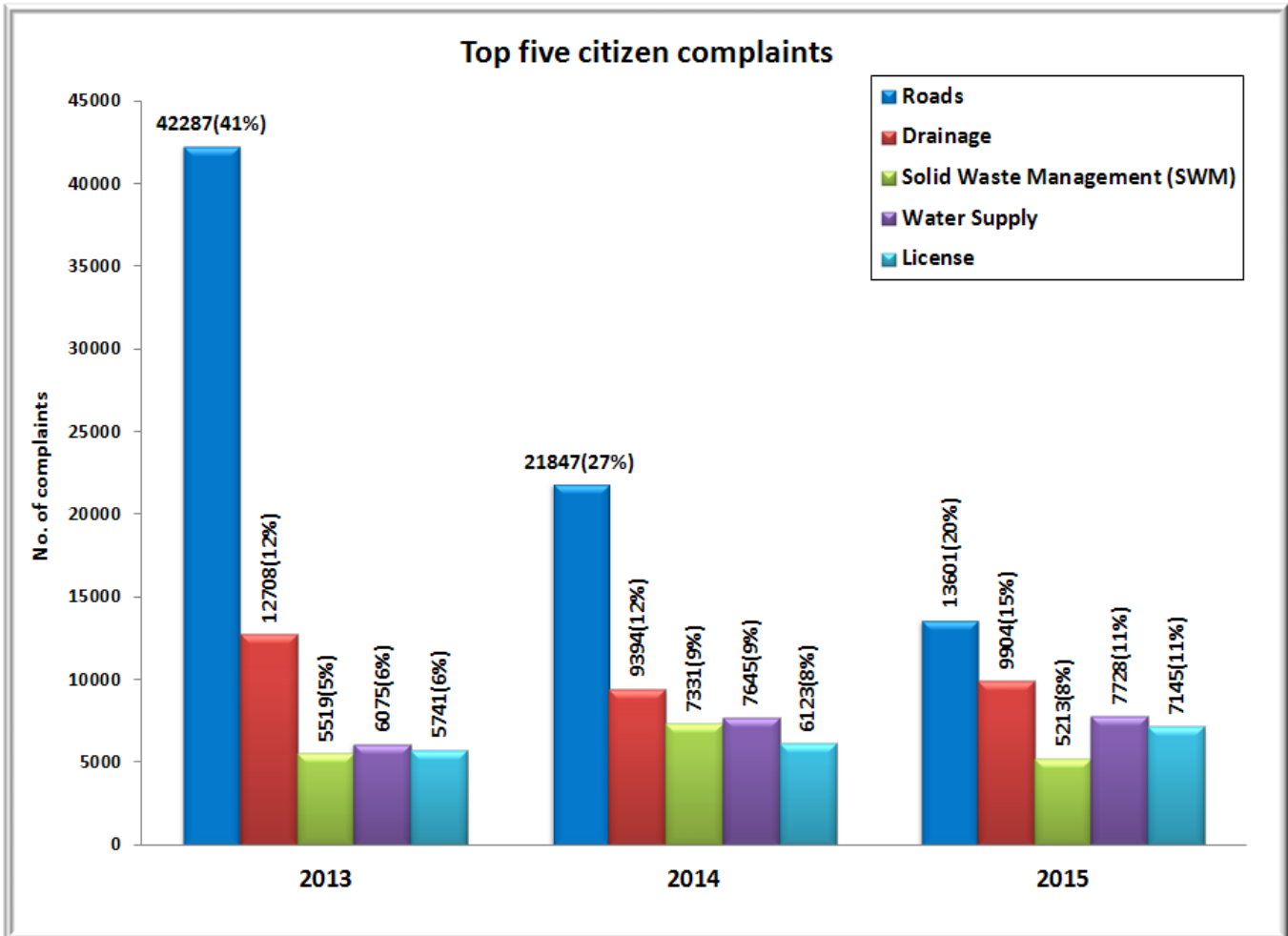
*Tata Trusts have supported Praja Foundation in this project. The Trusts believe in a society of well-informed citizens and it is to this effect that Tata Trusts supports Praja's efforts to communicate with and enable citizens to interact with their administration through innovative and effective methods.*

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### III. Part A – Summary Data

#### Section I: Comparison of most frequent complaints by citizens and questions asked by Municipal Councillors in Ward Committees

Graph 1: Comparison between top five citizen complaints<sup>1</sup> from 2013 to 2015



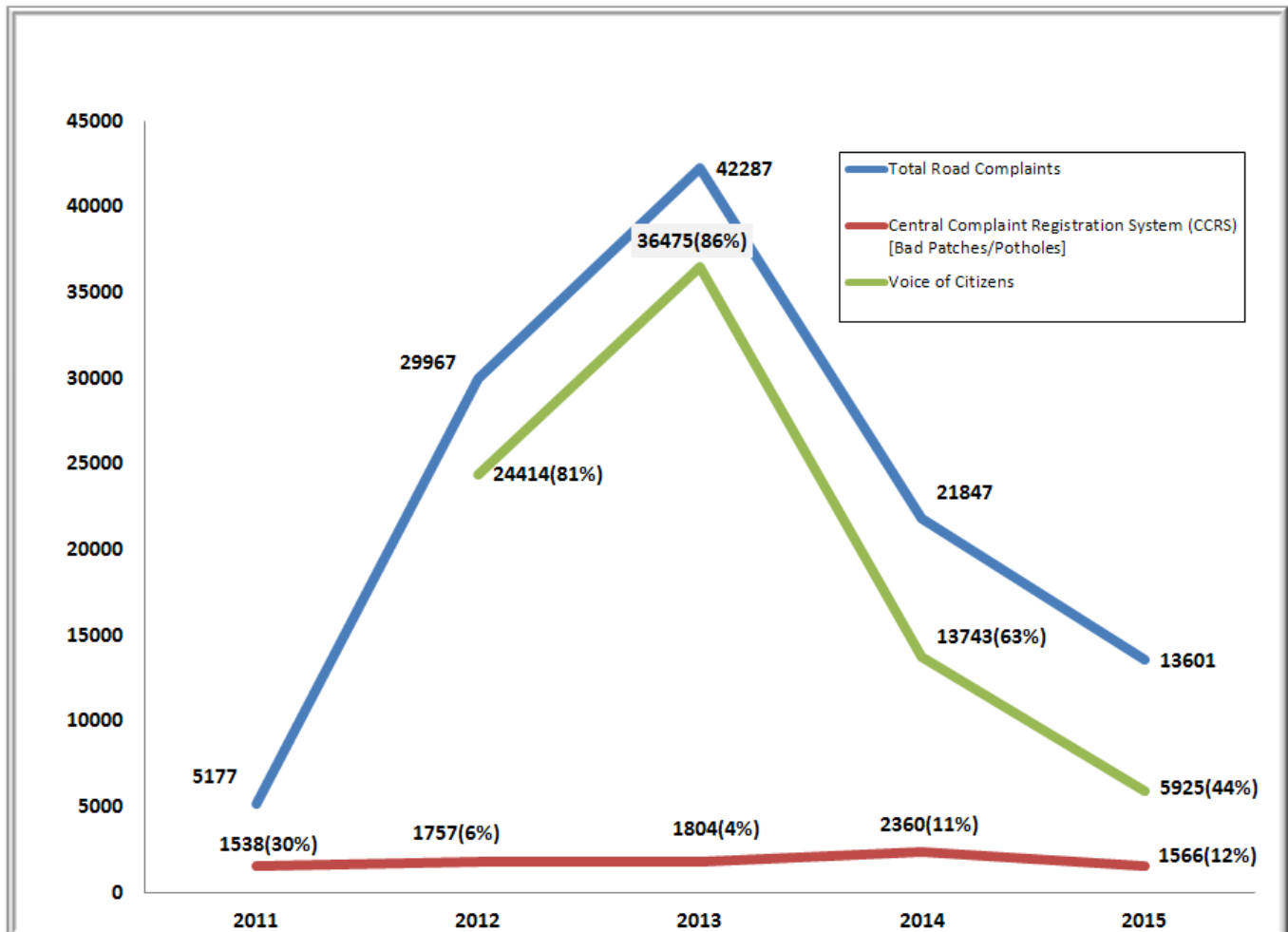
Note: The percentage given in the bracket is out of total issues raised/questions asked

#### Inferences:

- Complaints on 'Roads' issues have been the highest citizens' concern for the last three years (41%, 27%, and 20%).
- 'Drainage' (15%) and 'Water Supply' (11%) complaints have both increased in the year 2015 as compared to 2013 and 2014.

<sup>1</sup> The complaints registered data is obtained through RTI from the Central Complaint Registration System (CCRS) of the MCGM

**Graph 2: Comparison between Pothole Complaints received through Central Complaints Registration System (CCRS) and Voice of Citizen Online Portal**

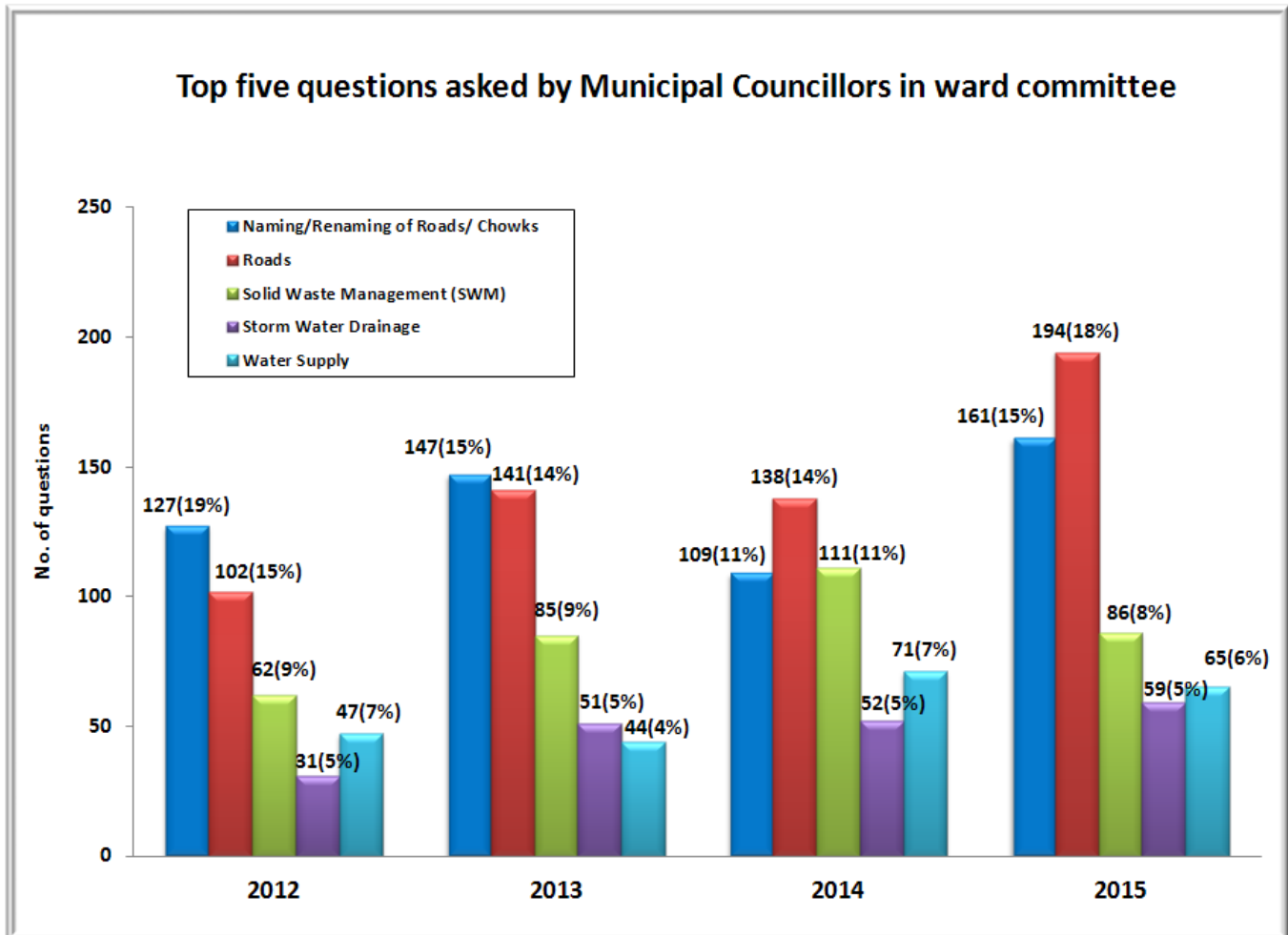


**Inference:**

- There is clear and sharp hike (81%) in the registered complaints in 2012 (through Voice of Control - the application was itself launched in 2011), which proves that there is a clear audience responding to tech savvy governance.
- Voice of Citizens (third party software) provided an accessible and convenient platform for citizens to initiate grievances.

**Note:** CCRS is a unified central system where complaints are registered through phone (1916), website ([www.mcgm.in](http://www.mcgm.in)), and walk-ins at Citizens Facilitations Centre (CFC) – through a Complaint Officer; which is then registered as complaints.

**Graph 3: Top five questions asked by Municipal Councillors in ward committee**



*Note: The percentage given in the bracket is out of total questions asked*

**Inference:**

- Like 2014, the maximum questions asked by our Municipal Councillors have been for the same category i.e. Roads (194 questions).
- However, even now (again like 2014), the second highest concern for the Councillors has been on issues pertaining to 'Naming/Renaming of Roads'.
- That is on an average of about every 7 questions 1 question is asked on the issue of renaming of roads by our elected representatives.



**Table 1: Analysis of complaints<sup>2</sup> attended (closed) in comparison with days mentioned in MCGM’s Citizen Charter<sup>3</sup>**

| Complaint to be attended as per Citizens' Charter         | To be resolved as per Citizens' Charter | Actual time taken to resolve in 2014 | Actual time taken to resolve in 2015 |
|---|---|--------------------------------------|--------------------------------------|
| Drainage Chokes and Blockages                             | 1                                       | 17                                   | 8                                    |
| Overflowing drains or manholes                            | 1                                       | 18                                   | 13                                   |
| Odour (Foul Smell) from Drains                            | 1                                       | 16                                   | 14                                   |
| Replacement of Missing / Damaged Manhole                  | 1                                       | 21                                   | 18                                   |
| Raising of Manhole (except in Monsoon)                    | 7                                       | 14                                   | 11                                   |
| Cleaning of septic tank                                   | 7                                       | 19                                   | 16                                   |
| Repairs to pipe sewers/main sewers                        | 7                                       | 20                                   | 18                                   |
| Contaminated Water Supply                                 | 1                                       | 16                                   | 12                                   |
| Leaks in Water Lines                                      | 7                                       | 17                                   | 14                                   |
| Shortage of Water Supply                                  | 2                                       | 18                                   | 15                                   |
| Burst Water Main  | 1                                       | 17                                   | 15                                   |
| Garbage not lifted - Co-authorized Point                  | 1                                       | 16                                   | 15                                   |
| Collection point not attended properly                    | 1                                       | 15                                   | 9                                    |
| Garbage lorry not reported for service/ Lorry not covered | 1                                       | 14                                   | 9                                    |
| Providing/removing/replacing dustbins                     | 8                                       | 17                                   | 9                                    |
| Sweeping of road  | 1                                       | 18                                   | 10                                   |
| Removal of Dead Animals                                   | 1                                       | 19                                   | 7                                    |
| No attendance at public toilets                           | 2                                       | 18                                   | 11                                   |
| <b>Average Days</b>                                       | <b>3</b>                                | <b>17</b>                            | <b>13</b>                            |

**Inference:**

- **The average days taken by the MCGM to resolve complaints were 13 in the year 2015, while the Citizens’ Charter stipulates that all complaints should be resolved within an average of 3 days.**
- **MCGM took an average of 18 days to resolve complaints involving ‘Replacement of Missing / Damaged Manhole’ issues which should have taken just 1 day according to the Citizens’ Charter.**

<sup>2</sup> Detailed analysis of this table is available in Annexure 1

<sup>3</sup> Citizen Charter <http://goo.gl/M8EL9h>

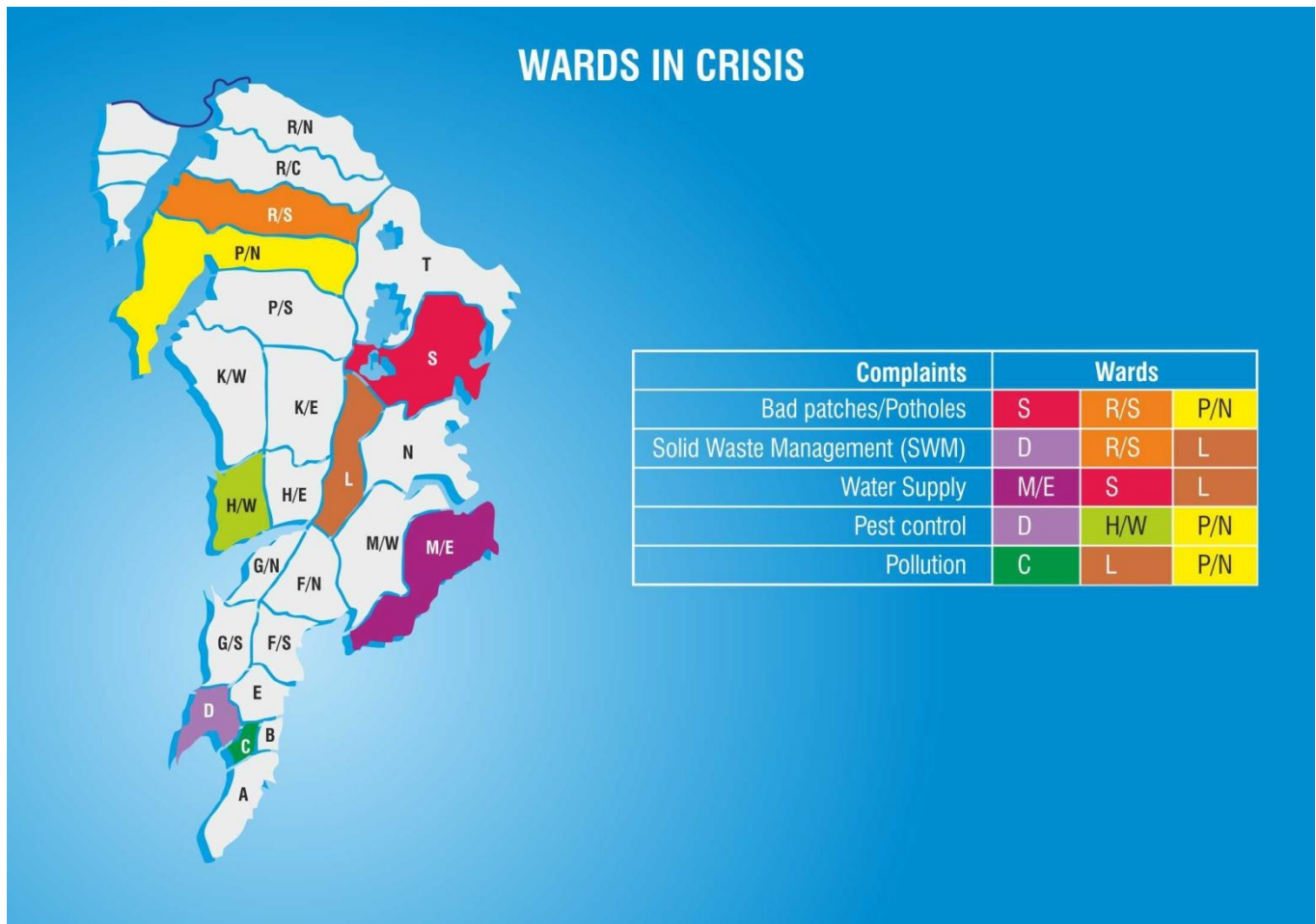
**Table 2: Comparison between the actual days taken and Citizen Charter specified days for the services given by the MCGM in 2015**

| Sr. No. | Complaints                 | Citizens' Charter (In days) | RTS (In days) | Actual resolution time in 2014 (In days) | Actual resolution time in 2015 (In days) |
|---------|----------------------------|-----------------------------|---------------|--|--|
| 1       | Issue of Birth Certificate | 3                           | 3             | 22                                       | 12                                       |
| 2       | Issue of Death certificate | 3                           | 3             | 22                                       | 12                                       |

**Inference:**

- **It actually took the MCGM on an average 12 days in 2015 to deal with complaints regarding the delay in processing and issuing Birth Certificates and Death Certificates, which should have actually been issued in 3 days according to the Citizens' Charter.**

### Map 1: Wards in Crisis



*Note: The complaints data for Roads, Drainage, Water Supply and Solid Waste Management has been plotted for the years 2016 to 2018 using time series analysis on data from 2008 to 2015. As per this data, we have computed wards that will be worst affected in the next three years.*

**Comparing similar analysis from last year, it is seen that wards P/N, L, and D remain to be the worst affected wards, while the wards R/S, S, H/W, M/E, and C have been added to the list.**

**Map 2: Wards in Crisis (a comparison)**



*Note: The wards which would be the worst three wards Contaminated Water and Pest Control by 2018 have been correlated using time series analysis with Diarrhoea and Malaria/Dengue deaths (Source: Cause of death from 2011 to 2015)*

**The time series projections shows that K/W, G/S and D ward will be worst affected by Water Contamination complaints and the Diarrhoea deaths; while, S, N and B wards will be worst affected by Pest Control complaints and Malaria/Dengue deaths**

## Section II: City Summary

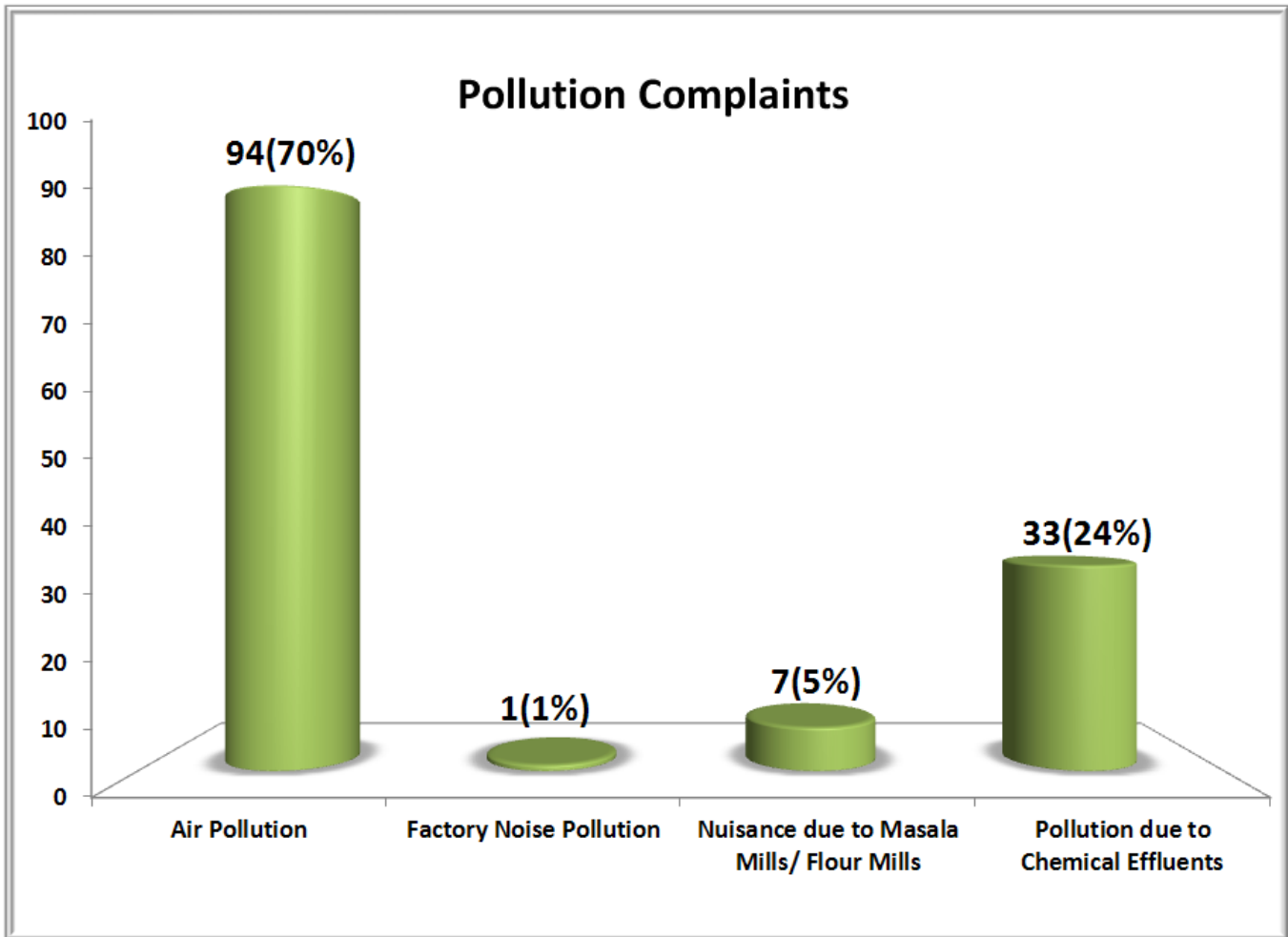
**Table 3: Civic Complaints by Citizens in Mumbai during calendar years 2013 to 2015**

| Issues                         | Complaints     |               |               | Increase from 2013 to 2014 (in %) | Increase from 2014 to 2015 (in %) |
|--------------------------------|----------------|---------------|---------------|-----------------------------------|-----------------------------------|
|                                | 2013           | 2014          | 2015          |                                   |                                   |
| Roads                          | 42287          | 21847         | 13601         | -48.3                             | -37.7                             |
| Buildings                      | 21125          | 17339         | 14999         | -17.9                             | -13.5                             |
| Drainage                       | 12708          | 9394          | 9904          | -26.1                             | 5.4                               |
| Water Supply                   | 6075           | 7645          | 7728          | 25.8                              | 1.1                               |
| Solid Waste Management (SWM)   | 5519           | 7331          | 5213          | 32.8                              | -28.9                             |
| License                        | 5741           | 6123          | 7145          | 6.7                               | 16.7                              |
| Pest control                   | 3495           | 5048          | 4364          | 44.4                              | -13.5                             |
| Garden                         | 1468           | 1595          | 1307          | 8.7                               | -18.1                             |
| Colony Officer                 | 1292           | 1023          | 881           | -20.8                             | -13.9                             |
| Storm Water Drainage           | 895            | 1160          | 830           | 29.6                              | -28.4                             |
| Shop and Establishment (S & E) | 347            | 423           | 401           | 21.9                              | -5.2                              |
| Medical Officer Health (MOH)   | 440            | 425           | 553           | -3.4                              | 30.1                              |
| MCGM related                   | 431            | 504           | 447           | 16.9                              | -11.3                             |
| Estate                         | 249            | 216           | 112           | -13.3                             | -48.1                             |
| Toilet                         | 177            | 257           | 159           | 45.2                              | -38.1                             |
| Pollution                      | 117            | 135           | 135           | 15.4                              | 0                                 |
| School                         | 22             | 25            | 56            | 13.6                              | 124                               |
| <b>Mumbai</b>                  | <b>102,388</b> | <b>80,490</b> | <b>67,835</b> | <b>-21.4</b>                      | <b>-15.7</b>                      |

**Inference:**

- **Medical Officer Health (MOH) complaints have increased to 30.1% in 2015.**
- **Drainage complaints have increased by 5% in the year 2015.**
- **Complaints on 'Roads' have decreased by 37.7% in the year 2015 as compared to the previous year.**
- **Total complaints have seen a decrease of 15.7% in the year 2015.**

**Graph 4: Representation and Analysis of ‘Pollution’ Complaints in 2015**



**Inference:**

- **70% of the complaints registered under ‘Pollutions’ complaints in 2015 were Air Pollution complaints.**
- **No questions were asked on the issue of air pollution in the Ward Committees.**
- **Diwali, which was on November 11, 2015 recorded the highest ever level of AQI (287), which has serious negative impact for public health. Refer to Annexure2 for a more detailed analysis on Air Quality Index (AQI).**

**Table 4: Sub-issue wise top four Civic Complaints by Citizens during the calendar years 2013 to 2015**

| Issues/Sub-issues   | 2013         | 2014         | 2015         | Increase from 2013 to 2014 (in %) | Increase from 2014 to 2015 (in %) |
|---|--------------|--------------|--------------|-----------------------------------|-----------------------------------|
| <b>Roads</b>  |              |              |              |                                   |                                   |
| Bad Patches / Potholes on the Roads   | 38279        | 16103        | 7491         | -57.9                             | -53.5                             |
| Municipal Land - Road/ Footpath/SWD   | 2028         | 2288         | 2855         | 12.8                              | 24.8                              |
| Resurfacing of Road   | 988          | 1770         | 1308         | 79.1                              | -26.1                             |
| <b>Total complaints</b>   | <b>42287</b> | <b>21847</b> | <b>13601</b> | <b>-48.3</b>                      | <b>-37.7</b>                      |
| <b>Drainage</b>   |              |              |              |                                   |                                   |
| Drainage Chokes and Blockages   | 8264         | 4612         | 5591         | -44.2                             | 21.2                              |
| Overflowing drains of manholes  | 2679         | 2787         | 2807         | 4.0                               | 0.7                               |
| Replacement of Missing / Damaged Manhole  | 932          | 989          | 675          | 6.1                               | -31.7                             |
| <b>Total complaints</b>   | <b>12708</b> | <b>9394</b>  | <b>9904</b>  | <b>-26.1</b>                      | <b>5.4</b>                        |
| <b>Solid Waste Management (SWM)</b>   |              |              |              |                                   |                                   |
| Garbage not lifted from House/Gully/Municipal Market/Road/Authorized collection point | 2085         | 2819         | 1593         | 35.2                              | -43.5                             |
| Removal of Debris   | 889          | 1001         | 953          | 12.6                              | -4.8                              |
| Lifting of Tree Cutting   | 503          | 568          | 573          | 12.9                              | 0.9                               |
| Providing/removing/replacing dustbins   | 223          | 658          | 334          | 195.1                             | -49.2                             |
| <b>Total complaints</b>   | <b>5519</b>  | <b>7331</b>  | <b>5213</b>  | <b>32.8</b>                       | <b>-28.9</b>                      |
| <b>Water Supply</b>   |              |              |              |                                   |                                   |
| Shortage of Water Supply  | 2000         | 2829         | 2739         | 41.5                              | -3.2                              |
| Leaks in Water Lines  | 1968         | 1849         | 2077         | -6.0                              | 12.3                              |
| Unauthorised Tapping of Water Connection  | 817          | 760          | 961          | -7.0                              | 26.4                              |
| <b>Total complaints</b>   | <b>6075</b>  | <b>7645</b>  | <b>7728</b>  | <b>25.8</b>                       | <b>1.1</b>                        |

**Inference:**

- **There has been a sharp increase in complaints (by 26.4%) on the issue of 'Unauthorized Tapping of Water Connection'.**
- **There has also been a 24.8% increase in complaints pertaining to issues of 'Municipal Land – Road/Footpath/SWD'**
- **Complaints on 'Bad Patches/Potholes on the Roads' decreased by 53.5% from the year 2014 to 2015.**
- **Significantly, complaints on 'Resurfacing of Road', which saw an increase of 79.1% in 2014, have decreased by 26.1% in 2015 from the previous year.**
- **Complaints on 'Garbage not lifted from House/Gully/Municipal Market/ Road/Authorized collection point' have decreased by 43.5%. This can of course be attributed to the focus on the Swachh Bharat Abhiyan.**

## Section III: Functioning of Ward Committees

### Functioning of the Ward Committees:

'Ward Committees' are one of the most crucial mechanisms available to Municipal Councillors for conducting deliberations for delivering effective governance. Issues of prime significance to citizens' daily lives related to civic amenities such as road, water supply, drainage, etc. can be taken up and redressed effectively in this forum. Almost all civic issues are to be resolved through this mechanism. This was precisely the aim of the 74<sup>th</sup> Constitutional Amendment, which mandated the creation of the Ward Committees, to bring in grassroots democracy and strengthen it.

### Devices for raising questions/grievances in ward committee meetings:

Councillors use various devices to enable them to know about the functioning of various committees, monitor performance of Administration and resolve citizen's problems.

1. **Short Notice Questions:** Councillors can raise civic issues and follow up on them with the Administration through Short Notice Questions. These questions should be of urgent civic importance, for instance, those causing harm to lives of citizens, such as building collapse or fire etc. Such urgent matters are admitted and the Commissioner is accountable to answer them. In cases of not to so urgent matters, the written questions are sent by the Councillors to the Assistant Commissioner, who sends answers to respective Councillors. The Short Notice Question should be specific and related to only one matter at a time and should be framed in not more than 2-3 sentences. For example, 1) Is it true that Mumbai city is severely caught up with Swine Flu?, 2) How many patients are being treated in Mumbai in Kasturba and other hospitals?, 3) Why has the indigenous vaccine for Swine Flu not yet been procured in Mumbai? Please give detailed information. The Short Notice Questions are not discussed in the House.

2. **Notice of Motions:** Councillors may ask for a statement to be made by the Commissioner on an urgent matter relating to the Administration by giving at least one hour notice before the meeting. The Commissioner answers the notice in writing and no discussion can be done on the answers. The Councillors may present a Notice of Motion on matters of importance and in the interest of Mumbai city. The Motion should be presented in a general form and should be in the interest of the public at large.

3. **Adjournment Motion:** The Councillors may bring to the notice of the House any incidences where citizens are facing severe problems due to specific reasons, and the concerned officers and ward in-charge have not taken due action despite bringing the matter to their attention. In such cases, Councillors can propose an Adjournment Motion, as a protest against the inaction of the Administration. The notice for the Adjournment Motion should be given at least half an hour before the meeting of the House. The proposal is accepted by majority vote. In case the Councillors directly present an Adjournment Motion in the House without prior notice, then it is treated as a Simplicitor, which is not discussed in the House and passed only with unanimous voting.

4. **Amendments proposed:** When a Councillor has any objection about a topic on the meeting agenda, if s/he thinks it is inadequate, s/he can present a notice to the Administrative office for Amendment in order to reconsider the topic. If a Councillor wants to present an Amendment, it is customary that s/he is allowed to speak first.



5. **Proposal raised/agenda raised/ letter to raise issues:** When a Councillor wants to raise any agenda or question, s/he writes a letter for the same, following which it appears in the agenda for discussion in the meeting.

6. **Point of Orders:** The Councillor, in order to bring any serious incident in his/her constituency to the notice of the House, can raise a Point of Order. There are specific rules on when and how the Point of Order can be raised apart from precedents. The Point of Order can be raised while a subject is being discussed in the house, provided it is related to that subject. The Committee Chairperson has a right to decide whether or not to allow a discussion on the Point of Order and announces the decision on the Point of Order. In case the information provided is inadequate to reach a decision, it is presented in the subsequent meeting. The decision by the Ward Committee Chairperson is deemed final and in cases of disagreements, it can only be challenged in the Court.

*Source: Corporation Procedure Rules and Regulation Mumbai: Municipal Printing Press, 2001.*

**Table 5: Total number of Meetings, Attendance and Questions from March 2012 to December 2015**

| Ward Committee   |               |               |                |
|------------------|---------------|---------------|----------------|
| Year             | Total Meeting | Attend in (%) | Total Question |
| Mar'12 to Dec'12 | 209           | 82%           | 679            |
| Jan'13 to Dec'13 | 265           | 79%           | 989            |
| Jan'14 to Dec'14 | 298           | 71%           | 972            |
| Jan'15 to Dec'15 | 279           | 73%           | 1098           |

**Inference:**

- **There has been a increase (2%) in the Councillor's attendance in Ward Committee meetings from 2014 to 2015.**

**Table 6: Number of questions asked by Councillors from March 2012 to December 2015**

| Category                | No. of Members   |                  |                  |                  |                                |
|-------------------------|------------------|------------------|------------------|------------------|--------------------------------|
|                         | Mar'12 to Dec'12 | Jan'13 to Dec'13 | Jan'14 to Dec'14 | Jan'15 to Dec'15 | Average (Mar'2012 to Dec'2015) |
| Zero Question           | 44               | 19               | 26               | 27               | 29                             |
| 1 to 5 Question asked   | 149              | 142              | 134              | 124              | 139                            |
| 6 to 10 Question asked  | 31               | 54               | 47               | 55               | 46                             |
| Above 10 Question asked | 3                | 12               | 20               | 21               | 13                             |
| <b>Total Members</b>    | <b>227</b>       | <b>227</b>       | <b>227</b>       | <b>227</b>       | <b>227</b>                     |

**Inference:**

- **Number of Councillors who did not ask any questions has increased from 26 during the January' 14-December' 14 to 27 in January' 15-December' 15.**
- **In contrast, number of councillors who asked more than 10 questions have increased from 20 during the January' 14-December' 14 to 27 in January' 15-December' 15.**
- **On an average only 13 Councillors have asked more than 10 questions in the last four years.**

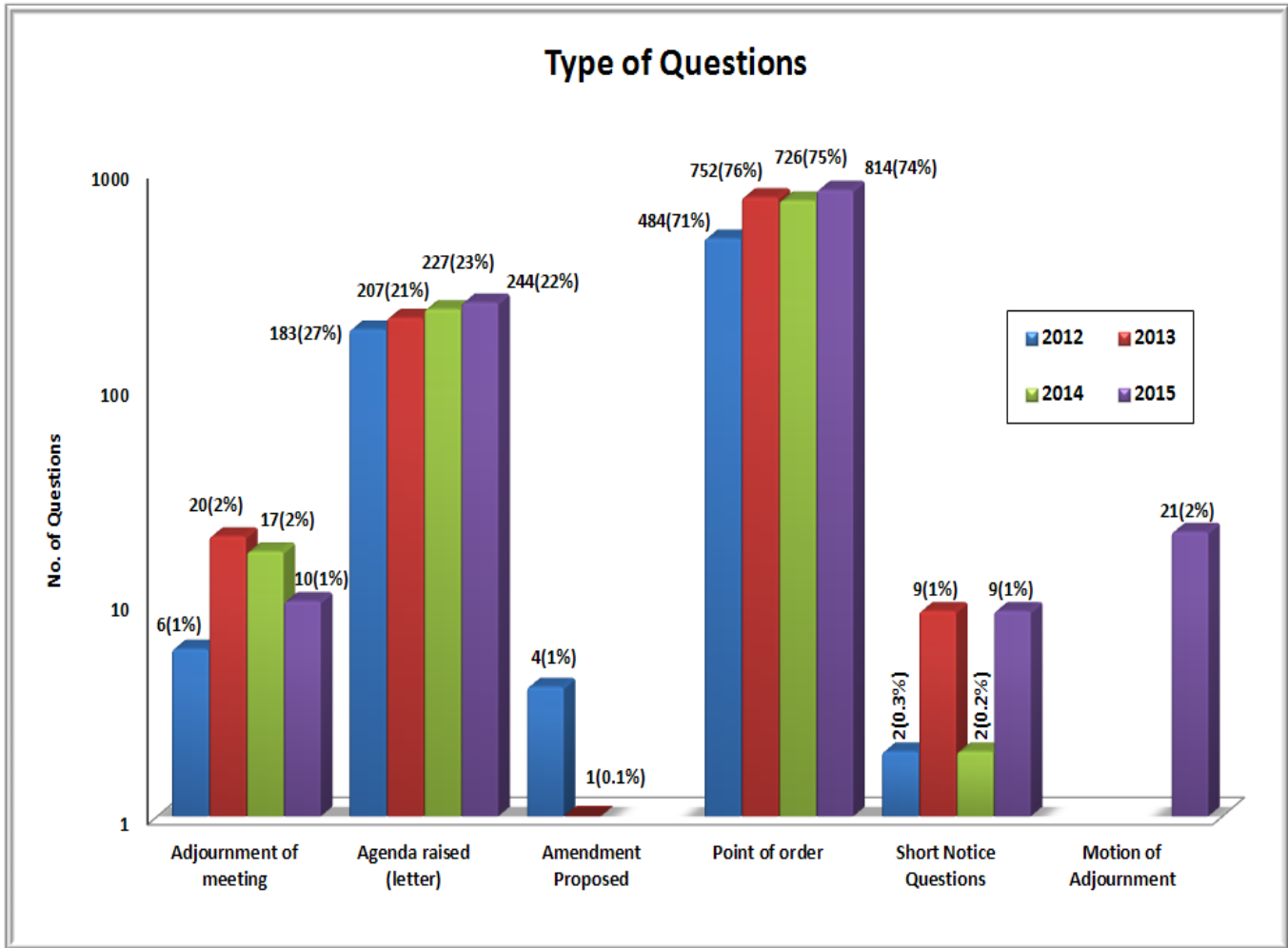
**Table 7: Issue-wise number of questions asked during March 2012 to December 2015**

| Issues                              | Question asked (Mar 12 to Dec 15) |                  |                  |                  |
|-------------------------------------|-----------------------------------|------------------|------------------|------------------|
|                                     | Mar'12 to Dec'12                  | Jan'13 to Dec'13 | Jan'14 to Dec'14 | Jan'15 to Dec'15 |
| Drainage                            | 30                                | 35               | 44               | 39               |
| Solid Waste Management (SWM)        | 62                                | 85               | 111              | 86               |
| Water Supply                        | 47                                | 44               | 71               | 65               |
| License                             | 29                                | 50               | 61               | 89               |
| Roads                               | 102                               | 141              | 138              | 194              |
| Storm Water Drainage                | 31                                | 51               | 52               | 59               |
| Toilet                              | 19                                | 22               | 31               | 21               |
| Pest control                        | 11                                | 13               | 25               | 9                |
| Garden/Open space                   | 28                                | 38               | 43               | 42               |
| Community Development               | 13                                | 29               | 26               | 23               |
| Health                              | 19                                | 18               | 13               | 19               |
| Education                           | 19                                | 29               | 16               | 21               |
| Naming/Renaming of Roads/<br>Chowks | 127                               | 147              | 109              | 161              |
| Other issues related                | 142                               | 287              | 232              | 270              |
| <b>Total</b>                        | <b>679</b>                        | <b>989</b>       | <b>972</b>       | <b>1098</b>      |

**Inference:**

- **Highest number of questions (194) was asked on Roads in the year January 2015 to December 2015.**
- **Like the previous year, a majority of the questions (161) were focused on the issues regarding 'Naming/Renaming of Roads/Chowks'.**

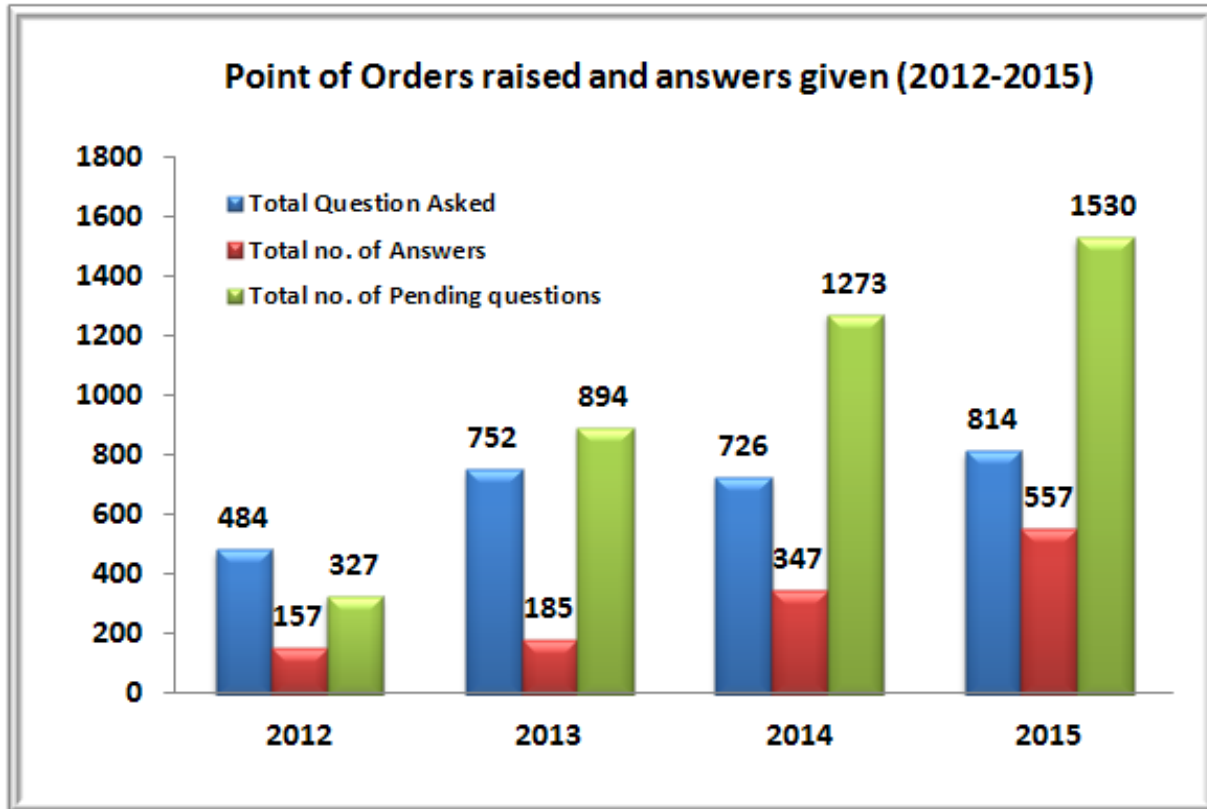
**Graph 5: Types of devices used by Councillors in the year 2012 to 2015**



**Inference:**

- **The average of Point of Order questions for the last four years is 74%.**
- **In 2015 (as in 2014), not even a single Councillor used Amendment Proposed device.**
- **Agenda Raised (Letter) device used by Councillors increased from 227 in 2014 to 244 in 2015.**

**Graph 6: Answers given by Administration to Point of Order questions raised in Ward committee meetings in the Year 2015**

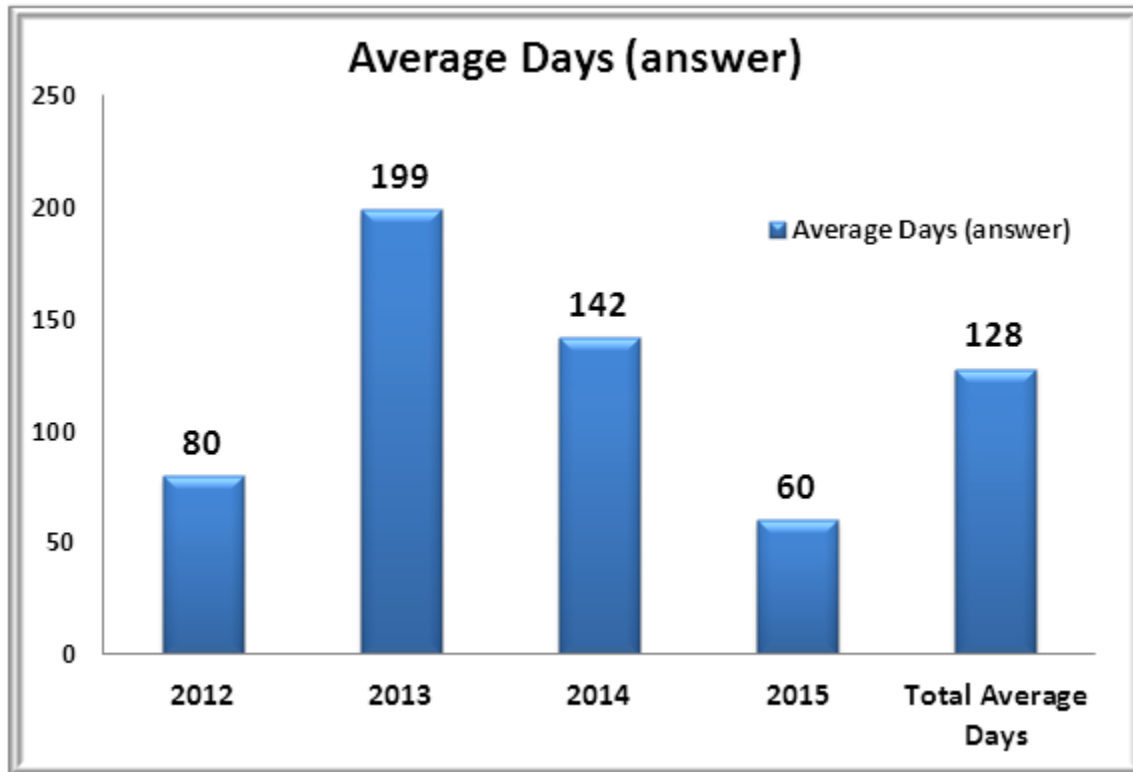


**Inference:**

- **The total number of pending questions has risen by approximately 5 times (from 327 to 1530) in the last 4 years.**

*The key takeaway here is the understanding that for the smooth functioning of the administration, the Ward Committee needs to answer Point of Order questions raised in the ward committee meetings – which in return is only possible when the administration participates proactively in the Ward Committee Meetings. This is a very serious impediment within the MCGM bureaucracy and needs to be dealt with urgently by the political leadership and government executives – particularly the Urban Development department and the CM personally. Else we will essentially be faced with a situation of a non-functioning decentralisation of powers leading towards a poorly functioning and poorly governed city.*

**Graph 7: Comparison of the average days taken to answer Point of Order questions in the Ward Committees from 2012 to 2015**



**Inference**

- **The average days taken to answer Point of Order questions are 128 days in the last 4 years: from 2012 to 2015 – and hence, from our earlier graph, the emphasis again is for the administration to start answering the Point of Order questions.**
- **The maximum numbers of days taken to answer some Point of Order questions were actually 1000 days. The broad issues that were raised in these questions fall into the general categories of: illegal construction, facilities and use of public space, potholes, and garbage related.**

### Nominated Councillors in Ward Committees

The 16 Ward Committees have been formed in the month of January 2000 vide Section 50TT after amending Mumbai Municipal Corporation Act 1888 as per 74th Amendment of the Constitution of India. The duration of the each Ward Committee formed co-terminus with the duration of the corporation. (Since 2013, there are 17 ward committees).

Nominated Councillors in Ward Committees:

Such number of the members, not exceeding three, nominated by the Councillors referred to in clause (1), from amongst the members of recognized nongovernment organizations and community based organizations engaged in social welfare activities working within the area of the Ward Committees. Provided that such persons are registered as electors in the Wards within the jurisdiction of the Ward Committee. Provided further that, the norms for recognition of the non-government organizations, the requisite qualification for nomination as members and the manner in which they are to be nominated shall be such as the State Government prescribes.

Source: The Mumbai Municipal Corporation Act, 1888

**Table 8: List of nominated members in Ward Committee**

| Committee Name                     | 2007 to Feb 2012                              | From Mar 2012 to 2014                         | 2015  |
|------------------------------------|---|---|---|
| Ward Committee A, B and E          | The nominated members have not been appointed | The nominated members have not been appointed | Khalil I Chouadhari                           |
|                                    |   |   | Noorlamin Yusuf Parak (Amain Parekh)          |
|                                    |   |   | Nitin Ramchandra Redkar                       |
| Ward Committee C and D             | The nominated members have not been appointed | The nominated members have not been appointed | The nominated members have not been appointed |
| Ward Committee F/South and F/North | Sabir Ali Khan                                | The nominated members have not been appointed | The nominated members have not been appointed |
|                                    | Shishir Tatkar                                |   |   |
|                                    | Sunil A. Waghmare                             |   |   |
| Ward Committee G/North             | Shankar Hanumanta Santi                       | Bhaskar Ramanna Shetty                        | Bhaskar Ramanna Shetty                        |
|                                    | Ansari Afzal Tahaneez Husain                  | Jayant Gajanan Patil                          | Jayant Gajanan Patil                          |
|                                    | Shaikh Ziyauddin Jahur Ali                    | Prakash Krushna Kadam                         |   |
| Ward Committee G/South             | The nominated members have not been appointed | Sandip Kashinath Kambli                       | Sandip Kashinath Kambli                       |
|                                    |   | Sohani S. Bhutani                             | Sohani S. Bhutani                             |
| Ward Committee H/East and H/West   | Dayanand Govind Mohite                        | Shyama Charuchandra Kulkarni                  | Shyama Charuchandra Kulkarni                  |
|                                    | Shabnam Rangwala                              | Lemos Ayvin                                   | Lemos Ayvin                                   |
|                                    | Yatin N. Shah                                 | Shubhangi Avinash Sherekar                    | Shubhangi Avinash Sherekar                    |
| Ward Committee K/East              | The nominated members have not been appointed | The nominated members have not been appointed | The nominated members have not been appointed |

**WARD COMMITTEE WHITE PAPER**

| <b>Committee Name</b>                | <b>2007 to Feb 2012</b>                          | <b>From Mar 2012 to 2014</b>                  | <b>2015</b>                                   |
|--------------------------------------|--|---|---|
| Ward Committee K/West                | Vijay Jadhav                                     | The nominated members have not been appointed | The nominated members have not been appointed |
|                                      | Beg Irfan Karim                                  |   |   |
|                                      | Haider Abdul Raheman                             |   |   |
| Ward Committee L                     | Jayvant Kisan Karande                            | The nominated members have not been appointed | The nominated members have not been appointed |
|                                      | Valajibhai Veerji Bhanushali                     |   |   |
|                                      | Ajay Laxman Yadav                                |   |   |
| Ward Committee M/East                | M/E ward come into existence since 22nd Apr 2013 | Sambodhi Ramchandra Kamble                    | Sambodhi Ramchandra Kamble                    |
|                                      |  | Shabbir Siddique Khan                         | Shabbir Siddique Khan                         |
| Ward Committee M/West                | Vijay Ashok Dalavi                               | Y. Chandrashekhar                             | Y. Chandrashekhar                             |
| Ward Committee N                     | Ashok Kharatmol                                  | The nominated members have not been appointed | The nominated members have not been appointed |
|                                      | Ajit Dattaram Gujar                              |   |   |
|                                      | Vasantlal Ratilal Cheda                          |   |   |
| Ward Committee P/North               | Jayendra P. Mehta                                | The nominated members have not been appointed | The nominated members have not been appointed |
|                                      | Noela V. Warela                                  |   |   |
|                                      | Vipul P. Shah                                    |   |   |
| Ward Committee P/South               | Shriniwas Shirsekar                              | The nominated members have not been appointed | The nominated members have not been appointed |
|                                      | Dilip Ghotage                                    |   |   |
|                                      | Vishwanath Poddar                                |   |   |
| Ward Committee R/Central and R/North | Sanjiv Sharad Bavadekar                          | The nominated members have not been appointed | The nominated members have not been appointed |
|                                      | Abhishek Vinod Ghosalkar                         |   |   |
|                                      | Ashok kumar Jayantilal Shah                      |   |   |
| Ward Committee R/South               | The nominated members have not been appointed    | The nominated members have not been appointed | The nominated members have not been appointed |
| Ward Committee S and T               | Sandip Madhukar Joshi                            | The nominated members have not been appointed | The nominated members have not been appointed |
|                                      | Shivaji Sahadev Shinde                           |   |   |
|                                      | Madhukar Deu Sawant                              |   |   |

**Inference:**

- Since 2007 to 2015, not even a single member is nominated in ward committees of (C and D), (K/East), and (R/South).
- Even in 2015 (following 2014's lead), 11 ward committees have again not nominated members.



**Table 9: Top three wards in complaints and questions in proportion to the ward population in year 2015**

| Top three Wards in complaints |                | F/S    | R/N    | S      |
|-------------------------------|----------------|--------|--------|--------|
| Population 2011               |                | 360972 | 431368 | 743783 |
| No. of councillor             |                | 7      | 7      | 13     |
| Total Complaints              |                | 1305   | 1339   | 2936   |
| Road                          | Complaints     | 276    | 307    | 624    |
|                               | Question asked | 2      | 2      | 8      |
| Drainage                      | Complaints     | 264    | 228    | 321    |
|                               | Question asked | 2      | 2      | 2      |
| SWM                           | Complaints     | 113    | 72     | 290    |
|                               | Question asked | 2      | 1      | 5      |
| Total Question                |                | 20     | 28     | 41     |
| Naming/Renaming of Roads      |                | 4      | 1      | 3      |

**Inference:**

- **F/S (1305), R/N (1339) and S (2936) are the top three wards with the highest number of complaints in proportion to their population.**
- **During 2015, the maximum number of complaints that were raised in the three wards were related to 'Roads'.**
- **However, disproportionately, councillors representing their wards have only asked 2 (F/S), 2 (R/N), and 8 (S) questions on the issue of Roads**

**Table 10: Top three wards in complaints and questions in year 2015**

| Top three wards in complaints |                 | K/W  | L    | P/N  |
|-------------------------------|-----------------|------|------|------|
| No. of Councillors            |                 | 13   | 15   | 16   |
| Total Complaints              |                 | 4328 | 7799 | 4702 |
| Road                          | Complaints      | 1053 | 844  | 1134 |
|                               | Questions asked | 19   | 13   | 15   |
| Drainage                      | Complaints      | 829  | 866  | 496  |
|                               | Questions asked | 2    | 1    | 3    |
| SWM                           | Complaints      | 249  | 385  | 257  |
|                               | Questions asked | 5    | 5    | 8    |
| Total Questions               |                 | 90   | 66   | 56   |
| Naming/Renaming of Roads      |                 | 24   | 6    | 10   |

**Inference:**

- **K/W (4328), L (7799), and P/N (4702) are the top three wards with the highest number of complaints.**
- **Comparatively, the councillors from K/W (13), L (15), and P/N (16) wards have asked less questions pertaining to citizens' complaints.**

**Table 11: Top three wards in questions asked in proportion to the Councillors elected from the ward in the Year 2015**

| Top three wards in total questions        | G/S  | K/W  | R/S  |
|---|------|------|------|
| No. of Councillor                         | 9    | 13   | 11   |
| Total Question                            | 77   | 90   | 86   |
| <b>Question asked on following issues</b> |      |      |      |
| Roads                                     | 15   | 19   | 21   |
| Drainage                                  | 6    | 2    | 5    |
| SWM                                       | 8    | 5    | 8    |
| Naming/Renaming of Roads                  | 5    | 24   | 5    |
| Total Complaints                          | 1495 | 4328 | 3290 |

**Inference:**

- **G/S (77), K/W (90), and R/S (86) are the top three wards for questions asked in the year 2015.**
- **Among the top three wards, Councillors of K/W wards (13 councillors) have asked only 2 questions on 'Drainage' while they asked 24 questions on the issue of 'Naming and Renaming of Roads'.**

**IV. Part B – Ward-Wise Data**  
**Section I: Civic Complaints Data**

**Table 12: Ward-wise total complaints in year 2013 to 2015**

| Ward                           | Population 2011 | Total Complaints |              |              | Increase from 2013 to 2014 (in %) | Increase from 2014 to 2015 (in %) |
|--------------------------------|-----------------|------------------|--------------|--------------|-----------------------------------|-----------------------------------|
|                                |                 | 2013             | 2014         | 2015         |                                   |                                   |
| A                              | 185014          | 2646             | 1960         | 1418         | -26                               | -28                               |
| B                              | 127290          | 2571             | 1761         | 1326         | -32                               | -25                               |
| C                              | 166161          | 2483             | 1908         | 1525         | -23                               | -20                               |
| D                              | 346866          | 4983             | 3395         | 3282         | -32                               | -3                                |
| E                              | 393286          | 3299             | 2688         | 2414         | -19                               | -10                               |
| F/N                            | 529034          | 3088             | 2558         | 2318         | -17                               | -9                                |
| F/S                            | 360972          | 1980             | 1561         | 1305         | -21                               | -16                               |
| G/N                            | 599039          | 4441             | 3007         | 3094         | -32                               | 3                                 |
| G/S                            | 377749          | 2612             | 1674         | 1495         | -36                               | -11                               |
| H/E                            | 557239          | 3383             | 2323         | 2245         | -31                               | -3                                |
| H/W                            | 307581          | 4014             | 3172         | 2715         | -21                               | -14                               |
| K/E                            | 823885          | 6844             | 5060         | 4323         | -26                               | -15                               |
| K/W                            | 748688          | 8412             | 4957         | 4328         | -41                               | -13                               |
| L                              | 902225          | 9136             | 8085         | 7799         | -12                               | -4                                |
| M/E                            | 807720          | 5615             | 4869         | 3338         | -13                               | -31                               |
| M/W                            | 411893          | 3618             | 2886         | 1966         | -20                               | -32                               |
| N                              | 622853          | 4013             | 3701         | 2966         | -8                                | -20                               |
| P/N                            | 941366          | 6120             | 5061         | 4702         | -17                               | -7                                |
| P/S                            | 463507          | 3995             | 3511         | 3095         | -12                               | -12                               |
| R/C                            | 562162          | 4534             | 3674         | 3088         | -19                               | -16                               |
| R/N                            | 431368          | 2791             | 1770         | 1339         | -37                               | -24                               |
| R/S                            | 691229          | 4261             | 4841         | 3290         | 14                                | -32                               |
| S                              | 743783          | 4014             | 3340         | 2936         | -17                               | -12                               |
| T                              | 341463          | 2717             | 2658         | 1466         | -2                                | -45                               |
| MCGM-other agency <sup>4</sup> |                 | 818              | 70           | 62           | -91                               | -11                               |
| <b>Total</b>                   | <b>12442373</b> | <b>102388</b>    | <b>80490</b> | <b>67835</b> | <b>-21</b>                        | <b>-16</b>                        |

- **G/N ward reported the highest (3%) increase in the total number of complaints from year 2014 to 2015.**
- **There has been a decrease in total number of complaints in the rest of the wards; lowest being in the R/S and M/W wards (both 32%).**

<sup>4</sup> MCGM-other agencies include: (SWD) Western Suburbs ,(SWD) ONM,(SWD) Eastern Suburbs, Hydraulic Engineers(HE), Sewage Project(SP), Water SUPPLY Projects(WSP),Storm Water Drainage(SWD), Sewerage Projects(Micro Tunneling), construction (CITY), construction (EASTERN).

**Table 13: Ward-wise top civic complaints for the calendar years 2013 to 2015**

| Ward                           | Population 2011 | Road         |              |              |                                   | Drainage     |             |             |                                   |
|--------------------------------|-----------------|--------------|--------------|--------------|-----------------------------------|--------------|-------------|-------------|-----------------------------------|
|                                |                 | 2013         | 2014         | 2015         | Increase from 2014 to 2015 (in %) | 2013         | 2014        | 2015        | Increase from 2014 to 2015 (in %) |
| A                              | 185014          | 1602         | 569          | 453          | -21                               | 323          | 371         | 241         | -35                               |
| B                              | 127290          | 1229         | 498          | 270          | -47                               | 280          | 225         | 294         | 31                                |
| C                              | 166161          | 1002         | 539          | 201          | -63                               | 357          | 284         | 198         | -30                               |
| D                              | 346866          | 2487         | 1013         | 544          | -47                               | 499          | 411         | 663         | 61                                |
| E                              | 393286          | 1619         | 775          | 449          | -42                               | 496          | 345         | 512         | 48                                |
| F/N                            | 529034          | 1675         | 694          | 438          | -37                               | 425          | 372         | 395         | 6                                 |
| F/S                            | 360972          | 1043         | 525          | 276          | -48                               | 253          | 159         | 264         | 66                                |
| G/N                            | 599039          | 2003         | 674          | 335          | -51                               | 455          | 392         | 335         | -15                               |
| G/S                            | 377749          | 1061         | 330          | 259          | -23                               | 555          | 230         | 341         | 48                                |
| H/E                            | 557239          | 1479         | 661          | 420          | -37                               | 599          | 323         | 459         | 42                                |
| H/W                            | 307581          | 1733         | 1056         | 621          | -42                               | 655          | 434         | 512         | 18                                |
| K/E                            | 823885          | 2649         | 1090         | 933          | -15                               | 850          | 759         | 604         | -20                               |
| K/W                            | 748688          | 2309         | 1305         | 1053         | -20                               | 1317         | 659         | 829         | 26                                |
| L                              | 902225          | 2360         | 950          | 844          | -11                               | 1147         | 992         | 866         | -13                               |
| M/E                            | 807720          | 1815         | 679          | 505          | -26                               | 392          | 410         | 261         | -36                               |
| M/W                            | 411893          | 1148         | 608          | 279          | -55                               | 593          | 491         | 358         | -27                               |
| N                              | 622853          | 1505         | 1320         | 627          | -53                               | 624          | 368         | 386         | 5                                 |
| P/N                            | 941366          | 2475         | 1354         | 1134         | -16                               | 591          | 417         | 496         | 19                                |
| P/S                            | 463507          | 1631         | 1223         | 851          | -30                               | 501          | 344         | 380         | 10                                |
| R/C                            | 562162          | 2115         | 1378         | 828          | -40                               | 633          | 377         | 398         | 6                                 |
| R/N                            | 431368          | 1498         | 621          | 307          | -52                               | 228          | 125         | 228         | 82                                |
| R/S                            | 691229          | 1258         | 1564         | 792          | -50                               | 394          | 431         | 427         | -1                                |
| S                              | 743783          | 2005         | 1203         | 624          | -51                               | 291          | 317         | 321         | 1                                 |
| T                              | 341463          | 1768         | 1148         | 496          | -57                               | 250          | 158         | 136         | -14                               |
| MCGM-other agency <sup>5</sup> |                 | 818          | 70           | 62           | -11                               |              |             |             |                                   |
| <b>Total</b>                   | <b>12442373</b> | <b>42287</b> | <b>21847</b> | <b>13601</b> | <b>-38</b>                        | <b>12708</b> | <b>9394</b> | <b>9904</b> | <b>5</b>                          |

- **C Ward recorded the highest decrease (63%) in complaints related to ‘Roads’.**
- **There has also been a considerable decrease (on an average 38%) in complaints on ‘Roads’ in the rest of the wards of the city.**
- **11% decrease in complaints of other MCGM agencies on Voice of Citizen Portal.**
- **R/N (82%), F/S (66%), D (61%), E (48%), and G/S (48%) recorded the highest increase in complaints related to ‘Drainage’.**

<sup>5</sup>MCGM-other agencies include: (SWD) Western Suburbs ,(SWD) ONM,(SWD) Eastern Suburbs, Hydraulic Engineers(HE), Sewage Project (SP), Water SUPPLY Projects(WSP),Storm Water Drainage(SWD), Sewerage Projects(Micro Tunneling), construction (CITY), construction (EASTERN).

**Table 14: Ward-wise top civic complaints for the calendar years 2013 to 2015**

| Ward         | Population 2011 | SWM         |             |             |                                   | Water Supply |             |             |                                   |
|--------------|-----------------|-------------|-------------|-------------|-----------------------------------|--------------|-------------|-------------|-----------------------------------|
|              |                 | 2013        | 2014        | 2015        | Increase from 2014 to 2015 (in %) | 2013         | 2014        | 2015        | Increase from 2014 to 2015 (in %) |
| A            | 185014          | 189         | 302         | 124         | -59                               | 65           | 74          | 67          | -9                                |
| B            | 127290          | 156         | 202         | 124         | -39                               | 74           | 89          | 87          | -2                                |
| C            | 166161          | 235         | 306         | 219         | -28                               | 159          | 109         | 117         | 7                                 |
| D            | 346866          | 628         | 643         | 450         | -30                               | 155          | 194         | 249         | 28                                |
| E            | 393286          | 164         | 298         | 202         | -32                               | 169          | 234         | 204         | -13                               |
| F/N          | 529034          | 148         | 402         | 225         | -44                               | 98           | 196         | 170         | -13                               |
| F/S          | 360972          | 111         | 188         | 113         | -40                               | 66           | 91          | 102         | 12                                |
| G/N          | 599039          | 271         | 314         | 281         | -11                               | 198          | 185         | 282         | 52                                |
| G/S          | 377749          | 159         | 219         | 117         | -47                               | 55           | 103         | 107         | 4                                 |
| H/E          | 557239          | 111         | 255         | 197         | -23                               | 101          | 121         | 169         | 40                                |
| H/W          | 307581          | 166         | 298         | 289         | -3                                | 159          | 283         | 173         | -39                               |
| K/E          | 823885          | 431         | 411         | 247         | -40                               | 353          | 373         | 546         | 46                                |
| K/W          | 748688          | 517         | 420         | 249         | -41                               | 289          | 439         | 527         | 20                                |
| L            | 902225          | 274         | 420         | 385         | -8                                | 473          | 605         | 771         | 27                                |
| M/E          | 807720          | 178         | 237         | 125         | -47                               | 1322         | 1780        | 1381        | -22                               |
| M/W          | 411893          | 149         | 247         | 97          | -61                               | 582          | 448         | 399         | -11                               |
| N            | 622853          | 249         | 306         | 288         | -6                                | 379          | 406         | 385         | -5                                |
| P/N          | 941366          | 269         | 369         | 257         | -30                               | 265          | 439         | 447         | 2                                 |
| P/S          | 463507          | 243         | 295         | 212         | -28                               | 161          | 186         | 224         | 20                                |
| R/C          | 562162          | 265         | 348         | 250         | -28                               | 256          | 261         | 326         | 25                                |
| R/N          | 431368          | 63          | 106         | 72          | -32                               | 74           | 135         | 127         | -6                                |
| R/S          | 691229          | 281         | 377         | 323         | -14                               | 245          | 369         | 290         | -21                               |
| S            | 743783          | 183         | 259         | 290         | 12                                | 275          | 359         | 435         | 21                                |
| T            | 341463          | 79          | 109         | 77          | -29                               | 102          | 166         | 143         | -14                               |
| <b>Total</b> | <b>12442373</b> | <b>5519</b> | <b>7331</b> | <b>5213</b> | <b>-29</b>                        | <b>6075</b>  | <b>7645</b> | <b>7728</b> | <b>1</b>                          |

**Inference:**

- **M/W (61%) and A (59%) wards show the sharpest decrease in the number of 'Solid Waste Management (SWM)' complaints from the year 2014 to 2015.**
- **While, G/N (52%), K/E (46%), and H/E (40%) wards report the sharpest increase in the number of complaints on 'Water Supply' from the year 2014 to 2015.**
- **Overall, there was a decrease in 'SWM' complaints (29%) and an increase in 'Water Supply' complaints by 1%.**

**Table 15: Ward-wise top three Road related civic complaints in the years 2013 to 2015**

| Roads                          |                 |                                     |              |             |                                     |             |             |                     |             |             |
|--------------------------------|-----------------|-------------------------------------|--------------|-------------|-------------------------------------|-------------|-------------|---------------------|-------------|-------------|
| Ward                           | Population 2011 | Bad Patches / Potholes on the Roads |              |             | Municipal Land - Road/ Footpath/SWD |             |             | Resurfacing of Road |             |             |
|                                |                 | 2013                                | 2014         | 2015        | 2013                                | 2014        | 2015        | 2013                | 2014        | 2015        |
| A                              | 185014          | 1501                                | 415          | 200         | 48                                  | 52          | 167         | 42                  | 55          | 49          |
| B                              | 127290          | 1151                                | 326          | 101         | 48                                  | 92          | 87          | 20                  | 64          | 37          |
| C                              | 166161          | 918                                 | 333          | 72          | 51                                  | 98          | 72          | 25                  | 75          | 29          |
| D                              | 346866          | 2254                                | 701          | 222         | 93                                  | 92          | 119         | 89                  | 158         | 110         |
| E                              | 393286          | 1467                                | 564          | 227         | 95                                  | 85          | 118         | 48                  | 85          | 42          |
| F/N                            | 529034          | 1502                                | 433          | 170         | 83                                  | 84          | 152         | 56                  | 78          | 47          |
| F/S                            | 360972          | 980                                 | 419          | 108         | 43                                  | 46          | 96          | 13                  | 35          | 31          |
| G/N                            | 599039          | 1746                                | 442          | 124         | 142                                 | 123         | 83          | 66                  | 69          | 81          |
| G/S                            | 377749          | 922                                 | 203          | 90          | 63                                  | 51          | 85          | 46                  | 49          | 42          |
| H/E                            | 557239          | 1336                                | 523          | 215         | 85                                  | 68          | 132         | 20                  | 38          | 20          |
| H/W                            | 307581          | 1622                                | 874          | 427         | 59                                  | 75          | 98          | 33                  | 59          | 38          |
| K/E                            | 823885          | 2371                                | 706          | 531         | 159                                 | 170         | 186         | 54                  | 100         | 83          |
| K/W                            | 748688          | 2025                                | 955          | 631         | 144                                 | 165         | 222         | 76                  | 93          | 70          |
| L                              | 902225          | 2138                                | 660          | 436         | 91                                  | 105         | 154         | 26                  | 63          | 68          |
| M/E                            | 807720          | 1654                                | 453          | 358         | 91                                  | 75          | 62          | 17                  | 50          | 22          |
| M/W                            | 411893          | 1018                                | 443          | 117         | 67                                  | 69          | 72          | 20                  | 48          | 40          |
| N                              | 622853          | 1280                                | 1045         | 306         | 124                                 | 155         | 146         | 57                  | 62          | 69          |
| P/N                            | 941366          | 2261                                | 1032         | 813         | 104                                 | 118         | 128         | 50                  | 103         | 71          |
| P/S                            | 463507          | 1464                                | 949          | 525         | 61                                  | 93          | 137         | 49                  | 96          | 95          |
| R/C                            | 562162          | 1911                                | 1092         | 535         | 68                                  | 73          | 146         | 61                  | 96          | 49          |
| R/N                            | 431368          | 1430                                | 493          | 188         | 40                                  | 64          | 54          | 13                  | 25          | 19          |
| R/S                            | 691229          | 1033                                | 1084         | 409         | 90                                  | 97          | 112         | 53                  | 165         | 95          |
| S                              | 743783          | 1856                                | 985          | 352         | 89                                  | 100         | 91          | 29                  | 68          | 66          |
| T                              | 341463          | 1621                                | 903          | 272         | 90                                  | 138         | 136         | 25                  | 36          | 35          |
| MCGM-other agency <sup>6</sup> |                 | 818                                 | 70           | 62          |                                     |             |             |                     |             |             |
| <b>Total</b>                   | <b>12442373</b> | <b>38279</b>                        | <b>16103</b> | <b>7491</b> | <b>2028</b>                         | <b>2288</b> | <b>2855</b> | <b>988</b>          | <b>1770</b> | <b>1308</b> |

- **53% decrease in complaints related to ‘Bad Patches/Potholes on the Roads’ from 2014 to 2015**
- **P/N (21%), M/E (21%), K/W (34%), and L (34%) have shown the highest decrease in complaints of ‘Bad Patches/Potholes on the Roads’.**
- **A (221%), F/S (109%), R/C (100%) wards show the highest increase in complaints of ‘Municipal Land – Road/Footpath/SWD’.**
- **G/N ward (17%) recorded the highest increase in complaints related to resurfacing of roads.**

<sup>6</sup>MCGM-other agencies include: (SWD) Western Suburbs ,(SWD) ONM,(SWD) Eastern Suburbs, Hydraulic Engineers(HE), Sewage Project (SP), Water SUPPLY Projects(WSP),Storm Water Drainage(SWD), Sewerage Projects(Micro Tunneling), construction (CITY), construction (EASTERN).

**Table 16: Ward-wise top three Drainage related civic complaints in the years 2013 to 2015**

| Drainage     |                 |                               |             |             |                                |             |             |  |            |            |
|--------------|-----------------|-------------------------------|-------------|-------------|--------------------------------|-------------|-------------|--|------------|------------|
| Ward         | Population 2011 | Drainage Chokes and Blockages |             |             | Overflowing drains of manholes |             |             | Replacement of Missing / Damaged Manhole |            |            |
|              |                 | 2013                          | 2014        | 2015        | 2013                           | 2014        | 2015        | 2013                                     | 2014       | 2015       |
| A            | 185014          | 235                           | 243         | 136         | 71                             | 80          | 75          | 10                                       | 20         | 9          |
| B            | 127290          | 184                           | 104         | 163         | 72                             | 84          | 111         | 16                                       | 18         | 7          |
| C            | 166161          | 187                           | 145         | 102         | 133                            | 100         | 76          | 13                                       | 17         | 12         |
| D            | 346866          | 317                           | 204         | 388         | 135                            | 154         | 223         | 29                                       | 30         | 30         |
| E            | 393286          | 333                           | 198         | 337         | 123                            | 98          | 122         | 27                                       | 28         | 23         |
| F/N          | 529034          | 246                           | 188         | 209         | 81                             | 116         | 120         | 74                                       | 44         | 45         |
| F/S          | 360972          | 170                           | 87          | 146         | 52                             | 47          | 98          | 19                                       | 9          | 9          |
| G/N          | 599039          | 289                           | 193         | 198         | 93                             | 132         | 110         | 52                                       | 37         | 16         |
| G/S          | 377749          | 437                           | 122         | 229         | 87                             | 71          | 90          | 19                                       | 23         | 12         |
| H/E          | 557239          | 445                           | 191         | 345         | 108                            | 77          | 75          | 28                                       | 22         | 13         |
| H/W          | 307581          | 468                           | 206         | 351         | 124                            | 144         | 100         | 37                                       | 60         | 36         |
| K/E          | 823885          | 485                           | 360         | 335         | 192                            | 226         | 138         | 91                                       | 79         | 46         |
| K/W          | 748688          | 936                           | 334         | 562         | 219                            | 167         | 139         | 116                                      | 104        | 90         |
| L            | 902225          | 680                           | 431         | 359         | 293                            | 350         | 362         | 57                                       | 70         | 39         |
| M/E          | 807720          | 224                           | 209         | 126         | 88                             | 111         | 82          | 25                                       | 38         | 17         |
| M/W          | 411893          | 395                           | 221         | 155         | 86                             | 136         | 91          | 28                                       | 38         | 28         |
| N            | 622853          | 448                           | 170         | 179         | 114                            | 130         | 139         | 35                                       | 33         | 34         |
| P/N          | 941366          | 331                           | 183         | 224         | 141                            | 124         | 159         | 59                                       | 37         | 45         |
| P/S          | 463507          | 250                           | 137         | 183         | 163                            | 110         | 127         | 63                                       | 67         | 39         |
| R/C          | 562162          | 463                           | 203         | 265         | 65                             | 89          | 74          | 50                                       | 52         | 41         |
| R/N          | 431368          | 150                           | 51          | 156         | 53                             | 29          | 38          | 11                                       | 19         | 11         |
| R/S          | 691229          | 242                           | 205         | 240         | 76                             | 86          | 109         | 31                                       | 73         | 32         |
| S            | 743783          | 158                           | 162         | 136         | 74                             | 79          | 105         | 28                                       | 49         | 27         |
| T            | 341463          | 191                           | 65          | 67          | 36                             | 47          | 44          | 14                                       | 22         | 14         |
| <b>Total</b> | <b>12442373</b> | <b>8264</b>                   | <b>4612</b> | <b>5591</b> | <b>2679</b>                    | <b>2787</b> | <b>2807</b> | <b>932</b>                               | <b>989</b> | <b>675</b> |

**Inference:**

- **R/N (206%)** recorded the highest increase in complaints on ‘Drainage Chokes and Blockages’ from the year 2014 to 2015.
- **F/S (109%)** recorded the highest increase in complaints for ‘Overflowing drains of manholes’ and **P/N (22%)** ward for ‘Replacement of Missing/Damaged Manholes’.

**Table 17: Ward-wise top three Solid Waste Management related civic complaints in the years 2013 to 2015**

| Solid Waste Management (SWM) |                 |   |             |             |                   |             |            |  |            |            |                                       |                         |
|------------------------------|-----------------|---|-------------|-------------|-------------------|-------------|------------|--|------------|------------|---------------------------------------|-------------------------|
| Ward                         | Population 2011 | Garbage not lifted from House/Gully/Municipal Market/Road/Authorized collection point |             |             | Removal of Debris |             |            | Garbage lorry not reported for service/Lorry not covered |            |            | Providing/removing/replacing dustbins | Lifting of Tree Cutting |
|                              |                 | 2013  | 2014        | 2015        | 2013              | 2014        | 2015       | 2013   | 2014       | 2015       | 2014                                  | 2015                    |
| A                            | 185014          | 91  | 118         | 43          | 20                | 30          | 15         | 34   | 25         | 2          | 48                                    | 10                      |
| B                            | 127290          | 84  | 103         | 64          | 21                | 25          | 28         | 11   | 13         | 1          | 7                                     | 3                       |
| C                            | 166161          | 145   | 178         | 106         | 30                | 33          | 33         | 8  | 2          | 6          | 17                                    | 7                       |
| D                            | 346866          | 349   | 310         | 183         | 94                | 103         | 95         | 22   | 11         | 6          | 42                                    | 46                      |
| E                            | 393286          | 65  | 172         | 109         | 35                | 34          | 32         | 6  | 7          | 6          | 21                                    | 6                       |
| F/N                          | 529034          | 46  | 173         | 52          | 30                | 37          | 43         | 13   | 14         | 4          | 30                                    | 26                      |
| F/S                          | 360972          | 36  | 68          | 17          | 19                | 26          | 30         | 17   | 13         | 2          | 15                                    | 11                      |
| G/N                          | 599039          | 87  | 108         | 35          | 35                | 51          | 59         | 16   | 11         | 7          | 19                                    | 72                      |
| G/S                          | 377749          | 57  | 71          | 38          | 38                | 44          | 22         | 10   | 7          | 4          | 32                                    | 8                       |
| H/E                          | 557239          | 37  | 88          | 53          | 17                | 22          | 29         | 8  | 11         | 10         | 42                                    | 12                      |
| H/W                          | 307581          | 53  | 94          | 69          | 28                | 33          | 50         | 7  | 19         | 12         | 17                                    | 69                      |
| K/E                          | 823885          | 128   | 126         | 59          | 71                | 75          | 63         | 39   | 15         | 11         | 37                                    | 23                      |
| K/W                          | 748688          | 181   | 120         | 63          | 77                | 96          | 76         | 61   | 19         | 5          | 13                                    | 18                      |
| L                            | 902225          | 124   | 179         | 147         | 43                | 57          | 81         | 9  | 19         | 11         | 51                                    | 15                      |
| M/E                          | 807720          | 37  | 76          | 39          | 46                | 39          | 19         | 7  | 17         | 5          | 31                                    | 11                      |
| M/W                          | 411893          | 39  | 82          | 27          | 24                | 26          | 18         | 6  | 9          | 5          | 27                                    | 7                       |
| N                            | 622853          | 86  | 112         | 77          | 41                | 47          | 44         | 17   | 19         | 6          | 26                                    | 47                      |
| P/N                          | 941366          | 85  | 141         | 69          | 35                | 50          | 35         | 29   | 25         | 6          | 25                                    | 43                      |
| P/S                          | 463507          | 72  | 86          | 45          | 33                | 31          | 32         | 18   | 17         | 10         | 27                                    | 32                      |
| R/C                          | 562162          | 75  | 124         | 66          | 33                | 30          | 33         | 27   | 36         | 9          | 36                                    | 44                      |
| R/N                          | 431368          | 17  | 29          | 14          | 13                | 12          | 11         | 2  | 5          | 0          | 4                                     | 6                       |
| R/S                          | 691229          | 113   | 142         | 115         | 47                | 53          | 46         | 27   | 15         | 14         | 32                                    | 24                      |
| S                            | 743783          | 53  | 83          | 86          | 38                | 31          | 48         | 11   | 11         | 10         | 43                                    | 22                      |
| T                            | 341463          | 25  | 36          | 17          | 21                | 16          | 11         | 6  | 1          | 1          | 16                                    | 11                      |
| <b>Total</b>                 | <b>12442373</b> | <b>2085</b>   | <b>2819</b> | <b>1593</b> | <b>889</b>        | <b>1001</b> | <b>953</b> | <b>411</b>   | <b>341</b> | <b>153</b> | <b>658</b>                            | <b>573</b>              |

**Inference:**

- S ward (4%) recorded the highest increase in complaints of 'Garbage not lifted from House/Gully/Municipal Market/Road/Authorized collection point'.
- S (55%) and H/W (52%) recorded the highest increase in complaints for 'Removal of Debris'
- G/N ward (72) recorded the highest increase in complaints on 'Lifting of Tree Cutting'.



**Table 18: Top Four Water supply related Ward-wise civic complaints in the years 2013 to 2015**

| Water Supply |                 |                          |             |             |                      |             |             |  |            |            |                           |            |            |
|--------------|-----------------|--------------------------|-------------|-------------|----------------------|-------------|-------------|--|------------|------------|---------------------------|------------|------------|
| Ward         | Population 2011 | Shortage of Water Supply |             |             | Leaks in Water Lines |             |             | Unauthorised Tapping of Water Connection |            |            | Contaminated Water Supply |            |            |
|              |                 | 2013                     | 2014        | 2015        | 2013                 | 2014        | 2015        | 2013                                     | 2014       | 2015       | 2013                      | 2014       | 2015       |
| A            | 185014          | 33                       | 40          | 38          | 3                    | 12          | 3           | 7  | 5          | 9          | 12                        | 11         | 9          |
| B            | 127290          | 15                       | 34          | 40          | 2                    | 5           | 11          | 19                                       | 11         | 8          | 31                        | 30         | 24         |
| C            | 166161          | 67                       | 39          | 31          | 17                   | 9           | 16          | 8  | 5          | 24         | 58                        | 42         | 37         |
| D            | 346866          | 43                       | 64          | 60          | 65                   | 52          | 78          | 12                                       | 5          | 11         | 21                        | 41         | 54         |
| E            | 393286          | 56                       | 85          | 66          | 20                   | 47          | 45          | 23                                       | 34         | 27         | 52                        | 41         | 44         |
| F/N          | 529034          | 12                       | 84          | 51          | 13                   | 29          | 30          | 29                                       | 28         | 26         | 29                        | 26         | 24         |
| F/S          | 360972          | 14                       | 41          | 23          | 16                   | 12          | 27          | 4  | 7          | 19         | 22                        | 11         | 19         |
| G/N          | 599039          | 32                       | 51          | 58          | 24                   | 17          | 47          | 101                                      | 77         | 107        | 19                        | 18         | 32         |
| G/S          | 377749          | 14                       | 24          | 27          | 12                   | 19          | 32          | 15                                       | 31         | 29         | 5                         | 15         | 7          |
| H/E          | 557239          | 8                        | 34          | 33          | 39                   | 15          | 36          | 16                                       | 15         | 18         | 28                        | 30         | 35         |
| H/W          | 307581          | 57                       | 98          | 75          | 43                   | 43          | 29          | 18                                       | 29         | 15         | 25                        | 51         | 34         |
| K/E          | 823885          | 83                       | 132         | 192         | 146                  | 85          | 173         | 70                                       | 44         | 70         | 21                        | 43         | 36         |
| K/W          | 748688          | 71                       | 176         | 209         | 67                   | 47          | 80          | 69                                       | 85         | 75         | 49                        | 92         | 108        |
| L            | 902225          | 57                       | 137         | 146         | 268                  | 274         | 363         | 97                                       | 88         | 148        | 13                        | 31         | 32         |
| M/E          | 807720          | 908                      | 974         | 898         | 227                  | 248         | 154         | 73                                       | 73         | 45         | 51                        | 55         | 40         |
| M/W          | 411893          | 229                      | 141         | 137         | 179                  | 165         | 144         | 45                                       | 30         | 36         | 60                        | 42         | 31         |
| N            | 622853          | 23                       | 70          | 61          | 270                  | 227         | 207         | 32                                       | 27         | 38         | 36                        | 11         | 17         |
| P/N          | 941366          | 58                       | 141         | 103         | 65                   | 74          | 92          | 67                                       | 59         | 110        | 45                        | 100        | 70         |
| P/S          | 463507          | 37                       | 59          | 90          | 70                   | 44          | 45          | 19                                       | 25         | 36         | 8                         | 34         | 24         |
| R/C          | 562162          | 62                       | 109         | 152         | 108                  | 54          | 53          | 13                                       | 14         | 25         | 55                        | 46         | 54         |
| R/N          | 431368          | 19                       | 45          | 49          | 28                   | 32          | 34          | 11                                       | 9          | 12         | 8                         | 28         | 9          |
| R/S          | 691229          | 57                       | 148         | 91          | 80                   | 82          | 91          | 36                                       | 28         | 26         | 44                        | 62         | 32         |
| S            | 743783          | 37                       | 63          | 62          | 146                  | 185         | 244         | 22                                       | 23         | 40         | 50                        | 14         | 14         |
| T            | 341463          | 8                        | 40          | 47          | 60                   | 72          | 43          | 11                                       | 8          | 7          | 4                         | 13         | 16         |
| <b>Total</b> | <b>12442373</b> | <b>2000</b>              | <b>2829</b> | <b>2739</b> | <b>1968</b>          | <b>1849</b> | <b>2077</b> | <b>817</b>                               | <b>760</b> | <b>961</b> | <b>746</b>                | <b>887</b> | <b>802</b> |

**Inference:**

- **P/S (53%), K/E (45%), R/C (39%), K/W (19%), and B (18%) wards recorded the highest increase in complaints of ‘Shortage of Water Supply’ and G/N ward reported the highest increase (176%) in complaints for ‘Leaks in Water Lines’.**
- **C ward (380%) reported the sharp increase on complaints for ‘Unauthorized Tapping of Water Connection.’**
- **G/N (78%) and F/S (73%) wards reported the highest increase in complaints for ‘Contaminated Water**

**Table 19: Ward-wise civic complaints<sup>7</sup> on Potholes on the Roads from the year 2013 to 2015**

| Potholes on the Roads   |  |             |             |                                   |                   |              |             |                                   |              |              |             |
|---|--|-------------|-------------|-----------------------------------|-------------------|--------------|-------------|-----------------------------------|--------------|--------------|-------------|
| Ward  | Central Complaint Registration System (CCRS) |             |             | Increase from 2014 to 2015 (in %) | Voice of Citizens |              |             | Increase from 2014 to 2015 (in %) | Total        |              |             |
|   | 2013   | 2014        | 2015        |                                   | 2013              | 2014         | 2015        |                                   | 2013         | 2014         | 2015        |
| A   | 39   | 97          | 40          | -59                               | 1462              | 318          | 160         | -50                               | 1501         | 415          | 200         |
| B   | 16   | 33          | 14          | -58                               | 1135              | 293          | 87          | -70                               | 1151         | 326          | 101         |
| C   | 44   | 50          | 24          | -52                               | 874               | 283          | 48          | -83                               | 918          | 333          | 72          |
| D   | 67   | 99          | 65          | -34                               | 2187              | 602          | 157         | -74                               | 2254         | 701          | 222         |
| E   | 49   | 37          | 33          | -11                               | 1418              | 527          | 194         | -63                               | 1467         | 564          | 227         |
| F/N   | 85   | 108         | 35          | -68                               | 1417              | 325          | 135         | -58                               | 1502         | 433          | 170         |
| F/S   | 21   | 34          | 19          | -44                               | 959               | 385          | 89          | -77                               | 980          | 419          | 108         |
| G/N   | 52   | 45          | 38          | -16                               | 1694              | 397          | 86          | -78                               | 1746         | 442          | 124         |
| G/S   | 37   | 49          | 41          | -16                               | 885               | 154          | 49          | -68                               | 922          | 203          | 90          |
| H/E   | 43   | 40          | 43          | 8                                 | 1293              | 483          | 172         | -64                               | 1336         | 523          | 215         |
| H/W   | 44   | 61          | 55          | -10                               | 1578              | 813          | 372         | -54                               | 1622         | 874          | 427         |
| K/E   | 133  | 175         | 144         | -18                               | 2238              | 531          | 387         | -27                               | 2371         | 706          | 531         |
| K/W   | 152  | 143         | 134         | -6                                | 1873              | 812          | 497         | -39                               | 2025         | 955          | 631         |
| L   | 97   | 75          | 61          | -19                               | 2041              | 585          | 375         | -36                               | 2138         | 660          | 436         |
| M/E   | 44   | 95          | 33          | -65                               | 1610              | 358          | 325         | -9                                | 1654         | 453          | 358         |
| M/W   | 53   | 69          | 35          | -49                               | 965               | 374          | 82          | -78                               | 1018         | 443          | 117         |
| N   | 86   | 95          | 80          | -16                               | 1194              | 950          | 226         | -76                               | 1280         | 1045         | 306         |
| P/N   | 127  | 209         | 139         | -33                               | 2134              | 823          | 674         | -18                               | 2261         | 1032         | 813         |
| P/S   | 188  | 210         | 92          | -56                               | 1276              | 739          | 433         | -41                               | 1464         | 949          | 525         |
| R/C   | 129  | 139         | 83          | -40                               | 1782              | 953          | 452         | -53                               | 1911         | 1092         | 535         |
| R/N   | 34   | 46          | 30          | -35                               | 1396              | 447          | 158         | -65                               | 1430         | 493          | 188         |
| R/S   | 116  | 320         | 141         | -56                               | 917               | 764          | 268         | -65                               | 1033         | 1084         | 409         |
| S   | 107  | 92          | 128         | 39                                | 1749              | 893          | 224         | -75                               | 1856         | 985          | 352         |
| T   | 41   | 39          | 59          | 51                                | 1580              | 864          | 213         | -75                               | 1621         | 903          | 272         |
| MCGM other agencies <sup>8</sup>  |  |             |             |                                   | 818               | 70           | 62          | -11                               | 818          | 70           | 62          |
| <b>Total</b>  | <b>1804</b>                                  | <b>2360</b> | <b>1566</b> | <b>-34</b>                        | <b>36475</b>      | <b>13743</b> | <b>5925</b> | <b>-57</b>                        | <b>38279</b> | <b>16103</b> | <b>7491</b> |
| <ul style="list-style-type: none"> <li>• T (51 S (39%), and H/E (8%) recorded the highest increase in complaints on the Central Complaint Registration System (CCRS) and C ward recorded the highest (83%) decrease in complaints on Voice of Citizens portal for Potholes on the Roads.</li> </ul> |  |             |             |                                   |                   |              |             |                                   |              |              |             |

<sup>7</sup>The above data presents the number of complaints registered on Central Complaint Registration System (CCRS) and MCGM’s Portal (<http://www.voiceofcitizen.com>) of Pothole tracking software across the wards.

<sup>8</sup>MCGM-other agencies include: (SWD) Western Suburbs, (SWD) ONM,(SWD) Eastern Suburbs, Hydraulic Engineers(HE), Sewage Project(SP), Water SUPPLY Projects(WSP),Storm Water Drainage(SWD), Sewerage Projects(Micro Tunneling), construction (CITY),construction (EASTERN).

**Table 20: Status report of complaints in year 2014**

| Ward          | Total Complaints | Closed (Action taken) | Complaints Registered (Action Pending) |        | In Process (Not assigned/Re Assigned/Being Attended) | Not related to MCGM | Councillor code given |        |
|---------------|------------------|-----------------------|--|--------|--|---------------------|-----------------------|--------|
|               |                  |                       | No.                                    | In (%) |  |                     | No.                   | In (%) |
| A             | 1642             | 1075                  | 535                                    | 33     | 30   | 2                   | 207                   | 13     |
| B             | 1468             | 558                   | 908                                    | 62     | 2  | 0                   | 314                   | 21     |
| C             | 1625             | 294                   | 1329                                   | 82     | 2  | 0                   | 379                   | 23     |
| D             | 2793             | 1057                  | 1669                                   | 60     | 67   | 0                   | 360                   | 13     |
| E             | 2161             | 607                   | 1550                                   | 72     | 4  | 0                   | 578                   | 27     |
| F/N           | 2233             | 394                   | 1818                                   | 81     | 21   | 0                   | 475                   | 21     |
| F/S           | 1176             | 578                   | 564                                    | 48     | 33   | 1                   | 330                   | 28     |
| G/N           | 2610             | 1714                  | 573                                    | 22     | 323  | 0                   | 704                   | 27     |
| G/S           | 1520             | 470                   | 1046                                   | 69     | 4  | 0                   | 337                   | 22     |
| H/E           | 1840             | 634                   | 1122                                   | 61     | 84   | 0                   | 437                   | 24     |
| H/W           | 2359             | 1068                  | 1264                                   | 54     | 27   | 0                   | 537                   | 23     |
| K/E           | 4529             | 1386                  | 3064                                   | 68     | 78   | 1                   | 1318                  | 29     |
| K/W           | 4145             | 448                   | 3515                                   | 85     | 182  | 0                   | 958                   | 23     |
| L             | 7500             | 2141                  | 5352                                   | 71     | 7  | 0                   | 877                   | 12     |
| M/E           | 4511             | 1303                  | 3185                                   | 71     | 23   | 0                   | 789                   | 17     |
| M/W           | 2512             | 1129                  | 1382                                   | 55     | 1  | 0                   | 557                   | 22     |
| N             | 2751             | 704                   | 2042                                   | 74     | 5  | 0                   | 694                   | 25     |
| P/N           | 4238             | 2562                  | 1552                                   | 37     | 124  | 0                   | 1199                  | 28     |
| P/S           | 2772             | 1571                  | 1194                                   | 43     | 7  | 0                   | 485                   | 17     |
| R/C           | 2721             | 753                   | 1897                                   | 70     | 71   | 0                   | 662                   | 24     |
| R/N           | 1323             | 386                   | 919                                    | 69     | 18   | 0                   | 436                   | 33     |
| R/S           | 4077             | 1366                  | 2684                                   | 66     | 27   | 0                   | 796                   | 20     |
| S             | 2447             | 833                   | 1568                                   | 64     | 43   | 3                   | 589                   | 24     |
| T             | 1794             | 527                   | 1266                                   | 71     | 1  | 0                   | 756                   | 42     |
| <b>Total</b>  | <b>66747</b>     | <b>23558</b>          | <b>41998</b>                           |        | <b>1184</b>  | <b>7</b>            | <b>14774</b>          |        |
| <b>In (%)</b> |                  | <b>35</b>             | <b>63</b>                              |        | <b>2</b>   | <b>0.01</b>         | <b>22</b>             |        |

- MCGM departments (Administration) have closed 35% of the total 66,747 civic complaints in 2014.
- No action has been taken by the Administration in case of 63% registered complaints in 2014.
- The Councillor code<sup>9</sup> was filled in only 22% citizen's complaints.

<sup>9</sup>While solving complaints the engineer concerned has to mention the councillor name (code) for each complaint, based on the constituency that the complaint belongs to. This is compulsory and should be filled out rigorously. This will assist councillors to get the list of constituency-wise complaints.

**Table 21: Status report of complaints in year 2015**

| Ward          | Total Complaints | Closed (Action taken) | Complaints Registered (Action Pending) |        | In Process (Not assigned/Re Assigned/Being Attended) | Not related to MCGM | Councillor code given |        |
|---------------|------------------|-----------------------|--|--------|--|---------------------|-----------------------|--------|
|               |                  |                       | No.                                    | In (%) |  |                     | No.                   | In (%) |
| A             | 1258             | 994                   | 254                                    | 20     | 6  | 4                   | 127                   | 10     |
| B             | 1239             | 1017                  | 196                                    | 16     | 26   | 0                   | 154                   | 12     |
| C             | 1477             | 1080                  | 397                                    | 27     | 0  | 0                   | 234                   | 16     |
| D             | 3125             | 2648                  | 475                                    | 15     | 2  | 0                   | 235                   | 8      |
| E             | 2220             | 1833                  | 380                                    | 17     | 7  | 0                   | 386                   | 17     |
| F/N           | 2183             | 1754                  | 373                                    | 17     | 52   | 4                   | 363                   | 17     |
| F/S           | 1216             | 1056                  | 157                                    | 13     | 3  | 0                   | 202                   | 17     |
| G/N           | 3008             | 2783                  | 190                                    | 6      | 35   | 0                   | 366                   | 12     |
| G/S           | 1446             | 1220                  | 200                                    | 14     | 26   | 0                   | 219                   | 15     |
| H/E           | 2073             | 1477                  | 573                                    | 28     | 22   | 1                   | 289                   | 14     |
| H/W           | 2343             | 1709                  | 628                                    | 27     | 6  | 0                   | 316                   | 13     |
| K/E           | 3936             | 3120                  | 734                                    | 19     | 82   | 0                   | 457                   | 12     |
| K/W           | 3831             | 2236                  | 1592                                   | 42     | 3  | 0                   | 463                   | 12     |
| L             | 7424             | 5668                  | 1626                                   | 22     | 125  | 5                   | 636                   | 9      |
| M/E           | 3013             | 952                   | 2056                                   | 68     | 5  | 0                   | 250                   | 8      |
| M/W           | 1884             | 1594                  | 289                                    | 15     | 1  | 0                   | 256                   | 14     |
| N             | 2740             | 2275                  | 459                                    | 17     | 6  | 0                   | 522                   | 19     |
| P/N           | 4028             | 2982                  | 1000                                   | 25     | 46   | 0                   | 565                   | 14     |
| P/S           | 2662             | 2208                  | 430                                    | 16     | 24   | 0                   | 393                   | 15     |
| R/C           | 2636             | 1834                  | 755                                    | 29     | 47   | 0                   | 521                   | 20     |
| R/N           | 1181             | 922                   | 249                                    | 21     | 10   | 0                   | 232                   | 20     |
| R/S           | 3022             | 1876                  | 1130                                   | 37     | 16   | 0                   | 479                   | 16     |
| S             | 2712             | 2197                  | 496                                    | 18     | 19   | 0                   | 447                   | 16     |
| T             | 1253             | 902                   | 346                                    | 28     | 5  | 0                   | 244                   | 19     |
| <b>Total</b>  |                  | <b>46337</b>          | <b>14985</b>                           |        | <b>574</b>   | <b>14</b>           | <b>8356</b>           |        |
| <b>In (%)</b> | <b>61910</b>     | <b>75</b>             | <b>24</b>                              |        | <b>1</b>   | <b>0.02</b>         | <b>13</b>             |        |

*Note: This total complaints excludes the 'Voice of Citizens' complaints from 2015.*

**Inference:**

- MCGM departments (Administration) have closed about 75% of the total 61910 civic complaints in 2015.
- The Councillor code<sup>10</sup> was filled in only 13% of the citizen complaints.

<sup>10</sup>While solving complaints the engineer concerned has to mention the councillor name (code) for each complaint, based on the constituency that the complaint belongs to. This is compulsory and should be filled out rigorously. This will assist councillors to get the list of constituency-wise complaints.

**Table 22: Ward-wise average number of days for closing complaints in the year 2015**

| Complain t to be attended as per Citizens' Charter | Drainage Chokes and Blockages | Overflowi ng drains or manholes | Odour (Foul Smell) from Drains | Replacem ent of Missing / Damaged Manhole | Raising of Manhole (except in Monsoon) | Cleani ng of septic tank | Repairs to pipe sewers/ main sewers | Contami nated Water Supply | Leaks in Water Lines |
|--|-------------------------------|---------------------------------|--------------------------------|---|--|--------------------------|-------------------------------------|----------------------------|----------------------|
| To resolved as per Citizens' Charter               | 1                             | 1                               | 1                              | 1   | 7                                      | 7                        | 7                                   | 1                          | 7                    |
| Actual time taken to resolve in 2015               | 8                             | 13                              | 14                             | 18  | 11                                     | 16                       | 18                                  | 12                         | 14                   |
| A  | 5                             | 5                               | 4                              | 8   | 0                                      | 2                        | 13                                  | 5                          | 4                    |
| B  | 9                             | 12                              | 14                             | 40  | 24                                     | 10                       | 17                                  | 5                          | 8                    |
| C  | 9                             | 16                              | 51                             | 15  | 0                                      | 10                       | 0                                   | 5                          | 6                    |
| D  | 7                             | 8                               | 12                             | 11  | 0                                      | 10                       | 16                                  | 9                          | 7                    |
| E  | 8                             | 9                               | 12                             | 16  | 2                                      | 15                       | 14                                  | 7                          | 13                   |
| F/N  | 8                             | 12                              | 8                              | 20  | 0                                      | 14                       | 87                                  | 7                          | 10                   |
| F/S  | 6                             | 10                              | 28                             | 21  | 0                                      | 0                        | 14                                  | 10                         | 11                   |
| G/N  | 3                             | 5                               | 6                              | 7   | 0                                      | 2                        | 13                                  | 7                          | 7                    |
| G/S  | 11                            | 11                              | 3                              | 9   | 0                                      | 22                       | 2                                   | 17                         | 21                   |
| H/E  | 7                             | 30                              | 5                              | 43  | 8                                      | 26                       | 11                                  | 17                         | 17                   |
| H/W  | 4                             | 9                               | 4                              | 9   | 0                                      | 5                        | 9                                   | 31                         | 24                   |
| K/E  | 9                             | 18                              | 21                             | 22  | 0                                      | 19                       | 14                                  | 14                         | 16                   |
| K/W  | 9                             | 28                              | 32                             | 22  | 0                                      | 22                       | 31                                  | 30                         | 33                   |
| L  | 11                            | 12                              | 13                             | 14  | 8                                      | 15                       | 17                                  | 11                         | 18                   |
| M/E  | 12                            | 12                              | 10                             | 11  | 0                                      | 13                       | 24                                  | 31                         | 62                   |
| M/W  | 8                             | 10                              | 13                             | 7   | 6                                      | 9                        | 10                                  | 5                          | 5                    |
| N  | 9                             | 9                               | 2                              | 21  | 19                                     | 6                        | 13                                  | 5                          | 8                    |
| P/N  | 14                            | 21                              | 14                             | 38  | 5                                      | 22                       | 50                                  | 18                         | 17                   |
| P/S  | 10                            | 24                              | 17                             | 27  | 0                                      | 29                       | 53                                  | 23                         | 20                   |
| R/C  | 10                            | 17                              | 59                             | 27  | 0                                      | 23                       | 26                                  | 14                         | 19                   |
| R/N  | 4                             | 15                              | 6                              | 8   | 0                                      | 26                       | 59                                  | 13                         | 10                   |
| R/S  | 8                             | 13                              | 10                             | 14  | 0                                      | 4                        | 9                                   | 17                         | 19                   |
| S  | 13                            | 16                              | 14                             | 31  | 25                                     | 15                       | 21                                  | 14                         | 13                   |
| T  | 20                            | 18                              | 27                             | 8   | 0                                      | 8                        | 74                                  | 8                          | 7                    |

**Table 23: Ward-wise average number of days for closing complaints in the year 2015**

| Complaint to be attended as per Citizens' Charter | Shortage of Water Supply | Burst Water Main | Garbage not lifted - Co-authorized Point | Collection point not attended properly | Garbage lorry not reported for service/ Lorry not covered | Providing /removing/replacing dustbins | Sweeping of road | Removal of Dead Animals | No attendance at public toilets |
|---|--------------------------|------------------|--|--|---|--|------------------|-------------------------|---------------------------------|
| To resolved as per Citizens' Charter              | 2                        | 1                | 1  | 1                                      | 1   | 8                                      | 1                | 1                       | 2                               |
| Actual time taken to resolve in 2015              | 15                       | 15               | 15                                       | 9                                      | 9   | 9                                      | 10               | 7                       | 11                              |
| A   | 5                        | 6                | 8  | 4                                      | 4   | 7                                      | 3                | 0                       | 2                               |
| B   | 5                        | 15               | 10                                       | 13                                     | 5   | 0                                      | 11               | 0                       | 0                               |
| C   | 4                        | 11               | 14                                       | 2                                      | 8   | 9                                      | 15               | 29                      | 0                               |
| D   | 6                        | 6                | 0  | 5                                      | 8   | 7                                      | 7                | 6                       | 7                               |
| E   | 9                        | 9                | 0  | 7                                      | 6   | 15                                     | 9                | 0                       | 0                               |
| F/N   | 11                       | 14               | 0  | 8                                      | 11  | 9                                      | 13               | 0                       | 19                              |
| F/S   | 12                       | 15               | 4  | 5                                      | 5   | 4                                      | 6                | 4                       | 4                               |
| G/N   | 8                        | 5                | 14                                       | 8                                      | 3   | 6                                      | 1                | 0                       | 12                              |
| G/S   | 32                       | 85               | 3  | 2                                      | 2   | 2                                      | 2                | 3                       | 5                               |
| H/E   | 16                       | 17               | 12                                       | 6                                      | 10  | 7                                      | 4                | 9                       | 10                              |
| H/W   | 31                       | 23               | 12                                       | 17                                     | 13  | 22                                     | 18               | 0                       | 31                              |
| K/E   | 12                       | 12               | 17                                       | 11                                     | 18  | 11                                     | 9                | 14                      | 18                              |
| K/W   | 24                       | 30               | 0  | 8                                      | 9   | 11                                     | 8                | 0                       | 7                               |
| L   | 13                       | 21               | 15                                       | 10                                     | 12  | 11                                     | 8                | 4                       | 7                               |
| M/E   | 46                       | 76               | 14                                       | 12                                     | 10  | 16                                     | 15               | 1                       | 14                              |
| M/W   | 5                        | 8                | 25                                       | 8                                      | 13  | 9                                      | 13               | 7                       | 13                              |
| N   | 6                        | 11               | 23                                       | 8                                      | 2   | 4                                      | 10               | 8                       | 3                               |
| P/N   | 16                       | 25               | 32                                       | 17                                     | 21  | 12                                     | 21               | 14                      | 19                              |
| P/S   | 23                       | 31               | 10                                       | 4                                      | 5   | 7                                      | 6                | 5                       | 4                               |
| R/C   | 17                       | 18               | 0  | 6                                      | 4   | 4                                      | 5                | 3                       | 18                              |
| R/N   | 6                        | 1                | 2  | 0                                      | 0   | 4                                      | 7                | 0                       | 14                              |
| R/S   | 12                       | 19               | 0  | 18                                     | 12  | 16                                     | 22               | 0                       | 14                              |
| S   | 15                       | 13               | 0  | 5                                      | 7   | 8                                      | 18               | 0                       | 8                               |
| T   | 8                        | 4                | 19                                       | 16                                     | 6   | 5                                      | 11               | 0                       | 5                               |

## Inference:

- **H/W & M/E (31) Ward Committees took the longest days to attend to complaints regarding ‘Contaminated Water Supply’, which should actually have taken only a day according to the Citizens’ Charter.**
- **F/N (87) Ward Committee took the longest days to attend to complaints regarding ‘repairs to pipe sewers and main sewers’, which according to the Citizens’ Charter should have been dealt within 7 days.**
- **P/S (29) Ward took 66 days to address complaints regarding the ‘Cleaning of Septic Tank’ which according to the Citizens’ Charter should have been addressed within 7 days. On the other hand, T Ward took the least days to address this particular issue (8 days).**
- **G/S Ward Committee took on an average 85 days for closing complaints relating to ‘Burst Water Main’ in 2015, which should actually have been closed within 1 day according to the Citizens’ Charter.**
- **M/E Ward Committee took on an average 76 days to close complaints relating to ‘Burst Water Main’, 53 days to close complaints regarding ‘Shortage of Water Supply’, and 62 days close complaints Leaks in Water Lines**

## Section II: Data of Attendance and Questions Asked in Ward Committees

**Table 24: Ward Committee and Ward-wise Number of Meetings, Attendance in (%) and No. of Questions Asked from January 2015 to December 2015**

| Sr. No. | Ward  | No. of Councillors | No. of Meetings | Attendance (in %) | Total Questions asked | No. of questions asked by councillors |             |              |               |  |
|---------|---|--------------------|-----------------|-------------------|-----------------------|---------------------------------------|-------------|--------------|---------------|--|
|         |   |                    |                 |                   |                       | Zero Que.                             | 1 to 5 Que. | 6 to 10 Que. | Above 10 Que. |  |
| 1       | <b>Ward Committee A, B and E</b>            |                    |                 |                   |                       |                                       |             |              |               |  |
|         | A   | 4                  | 18              | 63                | 12                    | 1                                     | 2           | 1            | 0             |  |
|         | B   | 3                  |                 |                   | 14                    | 1                                     | 0           | 2            | 0             |  |
|         | E   | 8                  |                 |                   | 20                    | 1                                     | 7           | 0            | 0             |  |
| 2       | <b>Ward Committee C and D</b>               |                    |                 |                   |                       |                                       |             |              |               |  |
|         | C   | 4                  | 18              | 84                | 24                    | 0                                     | 1           | 3            | 0             |  |
|         | D   | 7                  |                 |                   | 29                    | 0                                     | 5           | 2            | 0             |  |
| 3       | <b>Ward Committee F/South and F/North</b>   |                    |                 |                   |                       |                                       |             |              |               |  |
|         | F/N   | 10                 | 15              | 68                | 41                    | 2                                     | 5           | 2            | 1             |  |
|         | F/S   | 7                  |                 |                   | 20                    | 2                                     | 4           | 1            | 0             |  |
| 4       | <b>Ward Committee G/North</b>               | 11                 | 14              | 81                | 55                    | 2                                     | 5           | 2            | 2             |  |
| 5       | <b>Ward Committee G/South</b>               | 9                  | 16              | 69                | 77                    | 2                                     | 3           | 2            | 2             |  |
| 6       | <b>Ward Committee H/East and H/West</b>     |                    |                 |                   |                       |                                       |             |              |               |  |
|         | H/E   | 11                 | 16              | 83                | 59                    | 0                                     | 7           | 3            | 1             |  |
|         | H/W   | 6                  |                 |                   | 34                    | 1                                     | 3           | 0            | 2             |  |
| 7       | <b>Ward Committee K/East</b>                | 15                 | 19              | 77                | 92                    | 2                                     | 7           | 5            | 1             |  |
| 8       | <b>Ward Committee K/West</b>                | 13                 | 17              | 65                | 90                    | 2                                     | 1           | 7            | 3             |  |
| 9       | <b>Ward Committee L</b>                     | 15                 | 17              | 76                | 66                    | 1                                     | 10          | 3            | 1             |  |
| 10      | <b>Ward Committee M/East</b>                | 13                 | 15              | 65                | 59                    | 2                                     | 6           | 5            | 0             |  |
| 11      | <b>Ward Committee M/West</b>                | 8                  | 15              | 74                | 45                    | 0                                     | 5           | 1            | 2             |  |
| 12      | <b>Ward Committee N</b>                     | 12                 | 16              | 64                | 60                    | 2                                     | 5           | 4            | 1             |  |
| 13      | <b>Ward Committee P/North</b>               | 16                 | 13              | 73                | 56                    | 2                                     | 11          | 3            | 0             |  |
| 14      | <b>Ward Committee P/South</b>               | 8                  | 21              | 77                | 25                    | 0                                     | 7           | 1            | 0             |  |
| 15      | <b>Ward Committee R/Central and R/North</b> |                    |                 |                   |                       |                                       |             |              |               |  |
|         | R/C   | 10                 | 17              | 71                | 45                    | 1                                     | 6           | 2            | 1             |  |
|         | R/N   | 7                  |                 |                   | 28                    | 1                                     | 5           | 0            | 1             |  |
| 16      | <b>Ward Committee R/South</b>               | 11                 | 17              | 88                | 86                    | 0                                     | 5           | 3            | 3             |  |
| 17      | <b>Ward Committee S and T</b>               |                    |                 |                   |                       |                                       |             |              |               |  |
|         | S   | 13                 | 15              | 62                | 41                    | 0                                     | 12          | 1            | 0             |  |
|         | T   | 6                  |                 |                   | 20                    | 2                                     | 2           | 2            | 0             |  |
|         | <b>Total</b>                                | <b>227</b>         | <b>279</b>      | <b>73</b>         | <b>1098</b>           | <b>27</b>                             | <b>124</b>  | <b>55</b>    | <b>21</b>     |  |



**Inference:**

- **Councillors from Ward Committee S and T have the lowest (62%) attendance during the year January 2015 to December 2015.**
- **27 councillors have not asked a single question in the year 2015.**
- **R/S and M/W ward has the highest numbers of councillors (11 and 8 respectively) who have not asked a single question in the year 2015.**
- **Only 21 Councillors out of a total 227 have asked more than 10 questions. A majority of councillors (124) have asked only '1 to 5 questions'.**

**Table 25: Issue-wise questions asked by Councillors during the period January 2015 to December 2015**

| Sr. No. | Ward  | Drainage | SWM | Water Supply | Licence | Roads | Garden | Community Development | Health | Education | Naming/Renaming of Roads | Other issues related | Total |
|---------|---|----------|-----|--------------|---------|-------|--------|-----------------------|--------|-----------|--------------------------|----------------------|-------|
| 1       | <b>Ward Committee A, B and E</b>            |          |     |              |         |       |        |                       |        |           |                          |                      |       |
|         | A   | 0        | 0   | 2            | 1       | 1     | 1      | 1                     | 0      | 0         | 1                        | 5                    | 12    |
|         | B   | 2        | 0   | 1            | 0       | 1     | 0      | 0                     | 0      | 0         | 7                        | 3                    | 14    |
|         | E   | 0        | 1   | 0            | 3       | 1     | 1      | 2                     | 0      | 1         | 2                        | 9                    | 20    |
| 2       | <b>Ward Committee C and D</b>               |          |     |              |         |       |        |                       |        |           |                          |                      |       |
|         | C   | 1        | 1   | 1            | 0       | 7     | 1      | 1                     | 0      | 0         | 2                        | 10                   | 24    |
|         | D   | 1        | 2   | 2            | 1       | 6     | 1      | 0                     | 1      | 0         | 8                        | 7                    | 29    |
| 3       | <b>Ward Committee F/South and F/North</b>   |          |     |              |         |       |        |                       |        |           |                          |                      |       |
|         | F/N   | 1        | 4   | 2            | 4       | 3     | 1      | 1                     | 0      | 1         | 7                        | 17                   | 41    |
|         | F/S   | 2        | 2   | 1            | 1       | 2     | 2      | 0                     | 1      | 0         | 4                        | 5                    | 20    |
| 4       | <b>Ward Committee G/North</b>               |          |     |              |         |       |        |                       |        |           |                          |                      |       |
|         |   | 1        | 6   | 1            | 8       | 9     | 2      | 1                     | 0      | 3         | 3                        | 21                   | 55    |
| 5       | <b>Ward Committee G/South</b>               |          |     |              |         |       |        |                       |        |           |                          |                      |       |
|         |   | 6        | 8   | 4            | 4       | 15    | 1      | 1                     | 1      | 1         | 5                        | 31                   | 77    |
| 6       | <b>Ward Committee H/East and H/West</b>     |          |     |              |         |       |        |                       |        |           |                          |                      |       |
|         | H/E   | 3        | 0   | 4            | 8       | 4     | 1      | 3                     | 1      | 1         | 7                        | 27                   | 59    |
|         | H/W   | 0        | 3   | 4            | 4       | 3     | 2      | 0                     | 1      | 0         | 9                        | 8                    | 34    |
| 7       | <b>Ward Committee K/East</b>                |          |     |              |         |       |        |                       |        |           |                          |                      |       |
|         |   | 2        | 4   | 2            | 7       | 17    | 6      | 3                     | 0      | 1         | 19                       | 31                   | 92    |
| 8       | <b>Ward Committee K/West</b>                |          |     |              |         |       |        |                       |        |           |                          |                      |       |
|         |   | 2        | 5   | 6            | 6       | 19    | 4      | 3                     | 0      | 1         | 24                       | 20                   | 90    |
| 9       | <b>Ward Committee L</b>                     |          |     |              |         |       |        |                       |        |           |                          |                      |       |
|         |   | 1        | 5   | 6            | 6       | 13    | 1      | 2                     | 2      | 1         | 6                        | 23                   | 66    |
| 10      | <b>Ward Committee M/E</b>                   |          |     |              |         |       |        |                       |        |           |                          |                      |       |
|         |   | 2        | 5   | 9            | 1       | 13    | 1      | 0                     | 1      | 3         | 8                        | 16                   | 59    |
| 11      | <b>Ward Committee M/W</b>                   |          |     |              |         |       |        |                       |        |           |                          |                      |       |
|         |   | 1        | 9   | 0            | 1       | 6     | 2      | 1                     | 0      | 2         | 6                        | 17                   | 45    |
| 12      | <b>Ward Committee N</b>                     |          |     |              |         |       |        |                       |        |           |                          |                      |       |
|         |   | 0        | 5   | 2            | 2       | 11    | 4      | 2                     | 2      | 1         | 10                       | 21                   | 60    |
| 13      | <b>Ward Committee P/North</b>               |          |     |              |         |       |        |                       |        |           |                          |                      |       |
|         |   | 3        | 8   | 3            | 7       | 15    | 0      | 0                     | 1      | 2         | 10                       | 7                    | 56    |
| 14      | <b>Ward Committee P/South</b>               |          |     |              |         |       |        |                       |        |           |                          |                      |       |
|         |   | 0        | 1   | 5            | 3       | 3     | 1      | 0                     | 0      | 0         | 6                        | 6                    | 25    |
| 15      | <b>Ward Committee R/Central and R/North</b> |          |     |              |         |       |        |                       |        |           |                          |                      |       |
|         | R/C   | 1        | 3   | 3            | 6       | 11    | 0      | 1                     | 2      | 0         | 4                        | 14                   | 45    |
|         | R/N   | 2        | 1   | 2            | 3       | 2     | 1      | 1                     | 2      | 2         | 1                        | 11                   | 28    |
| 16      | <b>Ward Committee R/South</b>               |          |     |              |         |       |        |                       |        |           |                          |                      |       |
|         |   | 5        | 8   | 3            | 7       | 21    | 6      | 0                     | 2      | 1         | 5                        | 28                   | 86    |

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| Sr. No. | Ward                          | Drainage  | SWM       | Water Supply | Licence   | Roads                 | Garden    | Community Development | Health    | Education | Naming/Renaming of Roads | Other issues related | Total     |
|---------|-------------------------------|-----------|-----------|--------------|-----------|-----------------------|-----------|-----------------------|-----------|-----------|--------------------------|----------------------|-----------|
| 17      | <b>Ward Committee S and T</b> |           |           |              |           |                       |           |                       |           |           |                          |                      |           |
|         | S                             | 2         | 5         | 2            | 3         | 8                     | 2         | 0                     | 2         | 0         | 3                        | 14                   | <b>41</b> |
|         | T                             | 1         | 0         | 0            | 3         | 3                     | 1         | 0                     | 0         | 0         | 4                        | 8                    | <b>20</b> |
|         | <b>Total</b>                  | <b>39</b> | <b>86</b> | <b>65</b>    | <b>89</b> | <b>19</b><br><b>4</b> | <b>42</b> | <b>23</b>             | <b>19</b> | <b>21</b> | <b>161</b>               | <b>359</b>           | <b>98</b> |

Inference:

- K/E (92) and K/W (90) ward committees have asked the highest number of questions in 2015.
- Lowest (12) number of questions were asked in the A ward.

**Annexure1 –Analysis of complaints attended (closed) in comparison with days mentioned in MCGM’s Citizen Charter**

| Issues/Sub-issues   | To resolved as per Citizens' Charter | Actual time taken to resolve |      |                                   |
|---|--------------------------------------|------------------------------|------|-----------------------------------|
|   |                                      | 2014                         | 2015 | Increase from 2014 to 2015 (In %) |
| <b>Drainage</b>   |                                      |                              |      |                                   |
| Drainage Chokes and Blockages                             | 1                                    | 17                           | 8    | -53                               |
| Overflowing drains or manholes                            | 1                                    | 18                           | 13   | -27                               |
| Odour ( Foul Smell ) from Drains                          | 1                                    | 16                           | 14   | -10                               |
| Replacement of Missing / Damaged Manhole                  | 1                                    | 21                           | 18   | -13                               |
| Raising of Manhole ( except in Monsoon )                  | 7                                    | 14                           | 11   | -23                               |
| Cleaning of septic tank                                   | 7                                    | 19                           | 16   | -18                               |
| Repairs to pipe sewers/main sewers                        | 7                                    | 20                           | 18   | -10                               |
| <b>Water Supply</b>                                       |                                      |                              |      |                                   |
| Contaminated Water Supply                                 | 1                                    | 16                           | 12   | -25                               |
| Leaks in Water Lines                                      | 7                                    | 17                           | 14   | -18                               |
| Shortage of Water Supply                                  | 2                                    | 18                           | 15   | -17                               |
| Burst Water Main  | 1                                    | 17                           | 15   | -10                               |
| <b>Solid Waste Management (SWM)</b>                       |                                      |                              |      |                                   |
| Garbage not lifted - Co-authorized Point                  | 1                                    | 16                           | 15   | -3                                |
| Collection point not attended properly                    | 1                                    | 15                           | 9    | -38                               |
| Garbage lorry not reported for service/ Lorry not covered | 1                                    | 14                           | 9    | -33                               |
| Providing/removing/replacing dustbins                     | 8                                    | 17                           | 9    | -48                               |
| Sweeping of road  | 1                                    | 18                           | 10   | -47                               |
| Removal of Dead Animals                                   | 1                                    | 19                           | 7    | -64                               |
| No attendance at public toilets                           | 2                                    | 18                           | 11   | -37                               |

**Annexure2 - Analysis of Air Quality Index (AQI) averages at Bandra, Mumbai with its corresponding measuring scale**

| AQI (Air Quality Index) |           |           |           |           |           |            |            |            |
|-------------------------|-----------|-----------|-----------|-----------|-----------|------------|------------|------------|
| DAY                     | May       | June      | July      | August    | September | October    | November   | December   |
| 1                       | 98        | 78        | 69        | 65        | 58        | 175        | 112        | 125        |
| 2                       | 99        | 138       | 69        | 66        | 59        | 99         | 111        | 167        |
| 3                       | 96        | 87        | 69        | 64        | 65        | 72         | 156        | 122        |
| 4                       | 93        | 102       | 67        | 64        | 68        | 80         | 175        | 127        |
| 5                       | 105       | 106       | 69        | 65        | 65        | 92         | 149        | 162        |
| 6                       | 94        | 106       | 78        | 66        | 65        | 159        | 162        | 148        |
| 7                       | 180       | 114       | 68        | 85        | 61        | 189        | 167        | 132        |
| 8                       | 82        | 107       | 72        | 74        | 70        | 183        | 155        | 137        |
| 9                       | 100       | 106       | 66        | 87        | 64        | 75         | 184        | 192        |
| 10                      | 88        | 102       | 67        | 71        | 88        | 74         | 180        | 160        |
| 11                      | 89        | 103       | 72        | 58        | 81        | 76         | 287        | 156        |
| 12                      | 77        | 101       | 65        | 57        | 68        | 84         | 153        | 144        |
| 13                      | 84        | 106       | 65        | 50        | 66        | 124        | 186        | 139        |
| 14                      | 93        | 109       | 69        | 64        | 59        | 159        | 138        | 135        |
| 15                      | 87        | 107       | 71        | 81        | 57        | 167        | 147        | 138        |
| 16                      | 95        | 71        | 77        | 81        | 59        | 169        | 146        | 152        |
| 17                      | 77        | 60        | 65        | 92        | 60        | 183        | 144        | 132        |
| 18                      | 76        | 65        | 64        | 70        | 62        | 170        |            | 133        |
| 19                      | 72        | 67        | 64        | 61        | 63        | 170        |            | 164        |
| 20                      | 76        | 67        | 63        | 84        | 64        | 173        | 154        | 176        |
| 21                      | 75        | 67        | 61        | 68        | 62        | 183        | 161        | 126        |
| 22                      | 84        | 66        | 68        | 61        | 69        | 183        | 151        | 121        |
| 23                      | 79        | 60        | 68        | 61        | 75        | 161        | 150        | 129        |
| 24                      | 73        | 66        | 67        | 62        | 81        | 117        | 138        | 116        |
| 25                      | 90        | 69        | 66        | 74        | 83        | 110        | 154        | 103        |
| 26                      | 91        | 68        | 64        | 61        | 83        | 105        | 198        | 129        |
| 27                      | 80        | 69        | 66        | 68        | 78        | 105        | 133        | 158        |
| 28                      | 87        | 69        | 67        | 125       | 92        | 127        | 113        | 137        |
| 29                      | 73        | 73        | 67        | 81        | 136       | 157        | 148        | 152        |
| 30                      | 76        | 69        | 66        | 74        | 132       | 116        | 134        | 181        |
| 31                      | 101       |           | 65        | 67        |           | 130        |            | 162        |
| <b>AVERAGE</b>          | <b>89</b> | <b>86</b> | <b>68</b> | <b>71</b> | <b>73</b> | <b>134</b> | <b>157</b> | <b>144</b> |

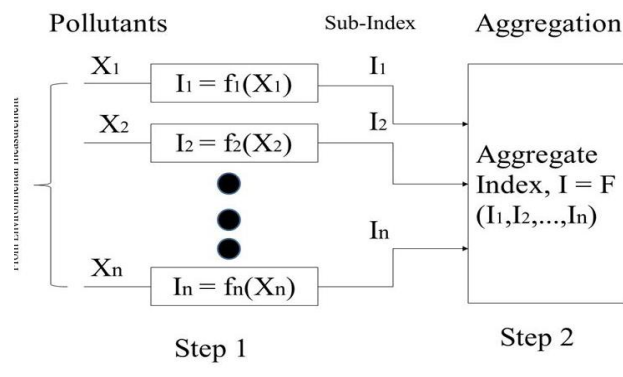
| Color code | Scale   | Value        | Impact   |
|------------|---------|--------------|--|
|            | 0-50    | Good         | Minimal Impact   |
|            | 51-100  | Satisfactory | Minor breathing discomfort to sensitive people   |
|            | 101-200 | Moderate     | Breathing discomfort to the people with lung, heart disease, children and older adults |
|            | 201-300 | Poor         | Breathing discomfort to people on prolonged exposure                                   |
|            | 301-400 | Very Poor    | Respiratory illness to the people on prolonged exposure                                |
|            | >401    | Severe       | Respiratory effects even on healthy people   |

### Summarizing the origin and concept of Air Quality Index (AQI)

To address the growing concerns regarding public health as well as environment sustainability, as well as make air quality data that was either too confusing or too technical to be accessible by both decision-makers as well as common man, Air Quality Index (AQI) has been developed and used effectively in many developed countries for over last three decades.

#### AQI Definition:

Simply put, An AQI is defined as an overall scheme that transforms weighted values of individual air pollution related parameters (SO<sub>2</sub>, CO, visibility, etc.) into a single number or set of numbers. The result is a set of rules (i.e. set of equations) that translate parameter values into a more simple form by means of numerical manipulation:



*Note: This image has been taken from the 'National Air Quality Index' Report released by the Central Pollution Control Board (2014)*

**Annexure3 – Political party-wise data**
**Table 26: Party-wise number of questions asked by Councillors during March 2012 to December 2015**

| Political Party Name                         | Zero Question    |           | 1 to 5 Question asked |            | 6 to 10 Question asked |           | Above 10 Question asked |           | Total Members |
|--|------------------|-----------|-----------------------|------------|------------------------|-----------|-------------------------|-----------|---------------|
|  | Y1 <sup>11</sup> | Y2        | Y1                    | Y2         | Y1                     | Y2        | Y1                      | Y2        |               |
| Akhil Bharatiya Sena                         | 2                | 0         | 0                     | 2          | 0                      | 0         | 0                       | 0         | 2             |
| Bharatiya Janata Party                       | 2                | 6         | 18                    | 12         | 7                      | 10        | 4                       | 3         | 31            |
| Bhartiya Republican Party Bahujan Mahasangha | 0                | 0         | 0                     | 1          | 1                      | 0         | 0                       | 0         | 1             |
| Bhartiya Shetkari Kamgar Party               | 1                | 0         | 0                     | 1          | 0                      | 0         | 0                       | 0         | 1             |
| Independent                                  | 2                | 2         | 10                    | 8          | 1                      | 4         | 1                       | 0         | 14            |
| Indian National Congress                     | 5                | 4         | 30                    | 24         | 12                     | 16        | 5                       | 8         | 52            |
| Maharashtra Navnirman Sena                   | 3                | 2         | 20                    | 20         | 5                      | 3         | 0                       | 3         | 28            |
| Nationalist Congress Party                   | 2                | 0         | 3                     | 9          | 7                      | 4         | 1                       | 0         | 13            |
| Republican Party Of India (RPI)(A)           | 0                | 1         | 1                     | 0          | 0                      | 0         | 0                       | 0         | 1             |
| Samajwadi Party                              | 1                | 1         | 4                     | 4          | 2                      | 4         | 2                       | 0         | 9             |
| Shiv Sena                                    | 8                | 11        | 48                    | 43         | 12                     | 14        | 7                       | 7         | 75            |
| <b>Total Members</b>                         | <b>26</b>        | <b>27</b> | <b>134</b>            | <b>124</b> | <b>47</b>              | <b>55</b> | <b>20</b>               | <b>21</b> | <b>227</b>    |

<sup>11</sup> Y1 is refers to is January 2014 to December 2014 and Y2 is January 2015 to December 2015

**Table 27: Party-wise number of questions asked on civic issues during March 2012 to December 2015**

| Political Party Name | No. of Members | Road             |            |            |            | Drainage  |           |           |           | SWM       |           |            |           | Water Supply |           |           |           |
|----------------------|----------------|------------------|------------|------------|------------|-----------|-----------|-----------|-----------|-----------|-----------|------------|-----------|--------------|-----------|-----------|-----------|
|                      |                | Y1 <sup>12</sup> | Y2         | Y3         | Y4         | Y1        | Y2        | Y3        | Y4        | Y1        | Y2        | Y3         | Y4        | Y1           | Y2        | Y3        | Y4        |
| ABS <sup>13</sup>    | 2              | 0                | 0          | 0          | 0          | 0         | 0         | 0         | 0         | 0         | 0         | 0          | 0         | 0            | 0         | 0         | 0         |
| BJP                  | 31             | 15               | 24         | 37         | 25         | 2         | 4         | 7         | 2         | 7         | 12        | 15         | 19        | 10           | 12        | 17        | 6         |
| BRPB                 | 1              | 0                | 0          | 1          | 0          | 0         | 0         | 0         | 0         | 0         | 0         | 0          | 0         | 2            | 0         | 0         | 0         |
| BSKP                 | 1              |                  |            | 0          | 0          |           |           | 0         | 0         |           |           | 0          | 0         |              |           | 0         | 0         |
| Ind.                 | 14             | 10               | 9          | 2          | 13         | 1         | 2         | 3         | 2         | 3         | 7         | 7          | 8         | 2            | 6         | 6         | 6         |
| INC                  | 52             | 19               | 22         | 21         | 45         | 10        | 8         | 11        | 14        | 21        | 24        | 25         | 19        | 11           | 9         | 15        | 22        |
| MNS                  | 28             | 20               | 22         | 16         | 25         | 3         | 7         | 2         | 3         | 2         | 11        | 11         | 9         | 5            | 4         | 4         | 1         |
| NCP                  | 13             | 6                | 5          | 15         | 16         | 1         | 1         | 1         | 1         | 4         | 3         | 8          | 4         | 2            | 1         | 4         | 3         |
| RPI (A)              | 1              | 0                | 0          | 0          | 0          | 0         | 0         | 0         | 0         | 0         | 0         | 0          | 0         | 0            | 0         | 0         | 0         |
| SP                   | 9              | 4                | 12         | 9          | 9          | 4         | 0         | 2         | 0         | 2         | 5         | 6          | 6         | 2            | 2         | 8         | 2         |
| SS                   | 75             | 28               | 47         | 37         | 61         | 9         | 13        | 18        | 17        | 23        | 23        | 39         | 21        | 13           | 10        | 17        | 25        |
| <b>Total</b>         | <b>227</b>     | <b>102</b>       | <b>141</b> | <b>138</b> | <b>194</b> | <b>30</b> | <b>35</b> | <b>44</b> | <b>39</b> | <b>62</b> | <b>85</b> | <b>111</b> | <b>86</b> | <b>47</b>    | <b>44</b> | <b>71</b> | <b>65</b> |

| Political Party Name | No. of Members | Naming/ Renaming of Roads / Chowk |            |            |            | Other related issues |            |            |            | Total      |            |            |             |
|----------------------|----------------|-----------------------------------|------------|------------|------------|----------------------|------------|------------|------------|------------|------------|------------|-------------|
|                      |                | Y1                                | Y2         | Y3         | Y4         | Y1                   | Y2         | Y3         | Y4         | Y1         | Y2         | Y3         | Y4          |
| ABS                  | 2              | 0                                 | 0          | 0          | 1          | 0                    | 2          | 0          | 2          | 0          | 2          | 0          | 3           |
| BJP                  | 31             | 20                                | 26         | 12         | 34         | 40                   | 69         | 64         | 75         | 94         | 147        | 152        | 161         |
| BRPB                 | 1              | 0                                 | 1          | 1          | 2          | 2                    | 3          | 4          | 2          | 4          | 4          | 6          | 4           |
| BSKP                 | 1              |                                   |            | 0          | 1          |                      |            | 0          | 0          | 0          | 0          | 0          | 1           |
| Ind.                 | 14             | 9                                 | 5          | 3          | 4          | 18                   | 34         | 24         | 28         | 43         | 63         | 45         | 61          |
| INC                  | 52             | 29                                | 37         | 34         | 47         | 54                   | 103        | 122        | 139        | 144        | 203        | 228        | 286         |
| MNS                  | 28             | 9                                 | 20         | 11         | 10         | 42                   | 70         | 41         | 79         | 81         | 134        | 85         | 127         |
| NCP                  | 13             | 13                                | 15         | 16         | 8          | 24                   | 38         | 33         | 28         | 50         | 63         | 77         | 60          |
| RPI(A)               | 1              | 2                                 | 0          | 1          | 0          | 0                    | 0          | 0          | 0          | 2          | 0          | 1          | 0           |
| SP                   | 9              | 1                                 | 0          | 3          | 3          | 16                   | 29         | 27         | 22         | 29         | 48         | 55         | 42          |
| SS                   | 75             | 44                                | 43         | 28         | 51         | 114                  | 189        | 184        | 178        | 231        | 325        | 323        | 353         |
| <b>Total</b>         | <b>227</b>     | <b>127</b>                        | <b>147</b> | <b>109</b> | <b>161</b> | <b>310</b>           | <b>537</b> | <b>499</b> | <b>553</b> | <b>678</b> | <b>989</b> | <b>972</b> | <b>1098</b> |

<sup>12</sup> Y1 refers to January 2012 to December 2012, Y2 is January 2013 to December 2013, Y3 is January 2014 to December 2014 and Y4 is January 2015 to December 2015

<sup>13</sup> ABS refers to Akhil Bharatiya Sena, BJP to Bharatiya Janata Party, BRPB to Bhartiya Republican Party Bahujan Mahasangha, BSKP to Bhartiya Shetkari Kamgar Party, IND to Independent, INC to Indian National Congress, MNS to Maharashtra Navnirman Sena, NCP to Nationalist Congress Party, RPI(A) to Republican Party Of India (RPI)(A), SP to Samajwadi Party and SS refers to Shiv Sena.



### Annexure4– Ward-wise Councillors’ data

**Table 28: Ward-wise Councillors’ names, party and questions asked during Mar’12 to Dec’15**

| W <sup>14</sup> | Councillor Name    | Party | Total Question   |    |    |    | W   | Councillor Name                   | Party | Total Question |    |    |    |
|-----------------|--------------------|-------|------------------|----|----|----|-----|-----------------------------------|-------|----------------|----|----|----|
|                 |                    |       | Y1 <sup>15</sup> | Y2 | Y3 | Y4 |     |                                   |       | Y1             | Y2 | Y3 | Y4 |
| A               | Anita Yadav        | INC   | 0                | 0  | 0  | 3  | L   | Komal Jamsandekar                 | SS    | 0              | 1  | 3  | 2  |
| A               | Ganesh Sanap       | SS    | 1                | 5  | 1  | 0  | L   | Lalita Annamalai                  | IND   | 0              | 0  | 1  | 0  |
| A               | Makarand Narvekar  | IND   | 5                | 2  | 3  | 2  | L   | Leena Shukla# <sup>16</sup>       | IND   | 5              | 9  | 7  | 5  |
| A               | Sushama Salunkhe   | INC   | 2                | 1  | 2  | 7  | L   | Manali Tulaskar                   | SS    | 3              | 3  | 4  | 2  |
| B               | Dnyanraj Nikam     | INC   | 1                | 0  | 3  | 0  | L   | Mohd. Ishak Shaikh                | SP    | 0              | 7  | 9  | 4  |
| B               | Waqarunnisa Ansari | INC   | 3                | 0  | 5  | 8  | L   | Saeeda Khan                       | NCP   | 2              | 0  | 11 | 5  |
| B               | Javed Juneja#      | INC   | 7                | 9  | 7  | 6  | L   | Sanjana Mungekar                  | SS    | 4              | 9  | 6  | 5  |
| C               | Sampat Thakur      | SS    | 3                | 4  | 5  | 7  | L   | Savita Pawar                      | NCP   | 5              | 9  | 4  | 5  |
| C               | Veena Jain         | BJP   | 4                | 5  | 3  | 6  | L   | Vijay Tandel                      | IND   | 10             | 10 | 11 | 8  |
| C               | Yaqoob Memon       | SP    | 12               | 8  | 7  | 7  | M/E | Arun Kamble#                      | BRP   | 4              | 4  | 6  | 4  |
| C               | Yugandara Salekar  | SS    | 4                | 5  | 3  | 4  | M/E | Dinesh Panchal                    | SS    | 0              | 4  | 2  | 4  |
| D               | Anil Singh         | SS    | 7                | 12 | 14 | 2  | M/E | Khairunnisa Hussain <sup>17</sup> | BSK   | N/A            |    |    | 0  |
| D               | Arvind Dudhwadkar  | SS    | 0                | 2  | 1  | 3  | M/E | Manju Kumare                      | SS    | 0              | 2  | 0  | 0  |
| D               | Jyotshna Mehta     | BJP   | 2                | 2  | 3  | 5  | M/E | Mohd. Siraj Shaikh                | IND   | 1              | 1  | 0  | 2  |
| D               | Noshir Mehta       | INC   | 10               | 10 | 12 | 6  | M/E | Noorjahan Shaikh                  | SP    | 1              | 3  | 1  | 5  |
| D               | Sarita Patil#      | BJP   | 1                | 5  | 9  | 6  | M/E | Rahul Shevale                     | SS    | 0              | 1  | 1  | 0  |
| D               | Shantilal Doshi    | INC   | 2                | 3  | 3  | 5  | M/E | Rais Shaikh* <sup>18</sup>        | SP    | 0              | 9  | 5  | 3  |
| D               | Surendra Bagalkar  | SS    | 4                | 2  | 2  | 2  | M/E | Reshma Nevrekar                   | SP    | 10             | 8  | 12 | 9  |
| E               | Faiyaz Khan        | INC   | 0                | 0  | 1  | 0  | M/E | Shantaram Patil                   | SP    | 3              | 3  | 5  | 7  |
| E               | Geeta Gawli        | ABS   | 0                | 1  | 0  | 1  | M/E | Sunanda Lokare                    | INC   | 2              | 2  | 5  | 6  |
| E               | Manoj Jamsutkar    | INC   | 5                | 9  | 7  | 1  | M/E | Usha Kamble                       | INC   | 1              | 3  | 3  | 8  |
| E               | Ramakant Rahate    | SS    | 4                | 8  | 9  | 5  | M/E | Vithal Kharatmol                  | BJP   | 1              | 6  | 12 | 10 |

<sup>14</sup> W is refers to Ward

<sup>15</sup> Y1 is refers to March 2012 to December 2012, Y2 is January 2013 to December 2013 and Y3 is January 2014 to December 2014, Y4 is January 2015 to December 2015

<sup>16</sup> (#) Councillors are Ward Committee Chairperson for 2015-16

<sup>17</sup> Councillor Hanifa Bi passed away in December 2013 and was succeeded by Khairunnisa Hussain

<sup>18</sup> (\*) Councillors are also Party Heads

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| W   | Councillor Name                | Party     | Total Question   |    |    |     | W   | Councillor Name     | Party | Total Question |    |    |    |
|-----|--------------------------------|-----------|------------------|----|----|-----|-----|---------------------|-------|----------------|----|----|----|
|     |                                |           | Y1 <sup>19</sup> | Y2 | Y3 | Y4  |     |                     |       | Y1             | Y2 | Y3 | Y4 |
| E   | Samita Naik                    | MNS       | 0                | 1  | 4  | 4   | M/E | Anil Patankar       | INC   | 2              | 4  | 3  | 1  |
| E   | Shahana Khan                   | INC       | 2                | 1  | 1  | 3   | M/W | Deepa Parab         | SS    | 1              | 2  | 2  | 2  |
| E   | Vandana Gawli                  | ABS       | 0                | 1  | 0  | 2   | M/W | Mahadev Shivgan#    | BJP   | 4              | 5  | 7  | 4  |
| E   | Yamini Jadhav                  | SS        | 3                | 7  | 3  | 4   | M/W | Rajshree Palande    | BJP   | 0              | 7  | 9  | 19 |
| F/N | Alka Doke                      | SS        | 0                | 1  | 0  | 2   | M/W | Sangita Handore     | INC   | 1              | 1  | 1  | 1  |
| F/N | Lalita Yadav                   | INC       | 4                | 6  | 9  | 10  | M/W | Seema Mahulkar      | INC   | 3              | 1  | 1  | 1  |
| F/N | Mahant Chaube                  | BJP       | 2                | 0  | 0  | 2   | M/W | Suprada Phaterpekar | SS    | 2              | 5  | 1  | 11 |
| F/N | Manojkumar Sansare             | IND       | 3                | 1  | 1  | 4   | M/W | Vandana Sable       | INC   | 8              | 5  | 6  | 6  |
| F/N | Nayna Sheth                    | INC       | 3                | 4  | 13 | 11  | M/W | Ashwini Mate        | SS    | 8              | 3  | 4  | 6  |
| F/N | Pranita Waghdhare              | SS        | 2                | 2  | 4  | 2   | N   | Bharti Bawadane     | SS    | 6              | 3  | 1  | 0  |
| F/N | Rajeshree Shirwadkar           | BJP       | 2                | 4  | 6  | 9   | N   | Deepak Hande        | IND   | 5              | 20 | 4  | 8  |
| F/N | Selvan Tamil                   | BJP       | 3                | 4  | 2  | 0   | N   | Falguni Dave        | BJP   | 7              | 8  | 17 | 15 |
| F/N | Shradha Jadhav                 | SS        | 4                | 1  | 3  | 0   | N   | Harun Khan          | NCP   | 1              | 3  | 6  | 5  |
| F/N | Trushna Vishwasrao*            | SS        | 4                | 2  | 3  | 1   | N   | Mangal Kadam        | MNS   | 1              | 0  | 0  | 0  |
| F/S | Hemangi Chemburkar             | SS        | 5                | 4  | 9  | 9   | N   | Pratiksha Ghuge     | NCP   | 4              | 1  | 2  | 1  |
| F/S | Nandkishor Vichare#            | SS        | 8                | 6  | 4  | 3   | N   | Pravin Cheda        | INC   | 5              | 4  | 8  | 8  |
| F/S | Pallavi Mungekar               | INC       | 1                | 1  | 1  | 2   | N   | Rakhi Jadhav        | NCP   | 2              | 1  | 7  | 3  |
| F/S | Sanjay Ambole                  | SS        | 1                | 3  | 0  | 0   | N   | Ritu Tawade         | BJP   | 11             | 9  | 11 | 10 |
| F/S | Shweta Rane                    | SS        | 0                | 0  | 1  | 0   | N   | Sanjay Bhalerao     | MNS   | 2              | 1  | 2  | 2  |
| F/S | Sunil More                     | INC       | 1                | 1  | 1  | 1   | N   | Suresh Awale#       | MNS   | 5              | 1  | 5  | 2  |
| F/S | Vaibhavi Chavan                | SS        | 4                | 1  | 6  | 5   | N   | Ajit Bhandari       | SS    | 5              | 3  | 3  | 3  |
| G/N | Anusha Kodam                   | SS        | 0                | 1  | 1  | N/A | P/N | Anagha Mhatre       | SS    | 4              | 2  | 2  | 2  |
| G/N | Ganga Kunal Mane <sup>20</sup> | INC       | N/A              |    |    | 6   | P/N | Bhomsing Rathod     | INC   | 4              | 1  | 1  | 3  |
| G/N | Jyotsna Parmar                 | SP        | 0                | 0  | 0  | 0   | P/N | Cyril D'souza       | IND   | 5              | 1  | 2  | 2  |
| G/N | Manish Chavan                  | MNS       | 3                | 3  | 6  | 1   | P/N | Deepak Pawar        | MNS   | 3              | 4  | 6  | 4  |
| G/N | Rajendra Suryavanshi           | SS        | 3                | 6  | 1  | 7   |     | Gyanmurti Sharma    | BJP   | 3              | 10 | 11 | 8  |
| G/N | Sabreddy Bora                  | (RPI) (A) | 2                | 0  | 1  | 0   | P/N | Qumarjahan Siddiqi  | INC   | 2              | 3  | 6  | 10 |
| G/N | Sandeep Deshpande*             | MNS       | 3                | 8  | 3  | 5   | P/N | Manisha Patil       | SS    | 3              | 0  | 0  | 0  |

<sup>19</sup> Y1 is refers to March 2012 to December 2012, Y2 is January 2013 to December 2013 and Y3 is January 2014 to December 2014, Y4 is January 2015 to December 2015

<sup>20</sup> Ganga Kunal Mane has been elected in the place of Anusha R. Kodam for P/N Ward Committee.

**WARD COMMITTEE WHITE PAPER**

| W   | Councillor Name       | Party | Total Question |    |       |    | W   | Councillor Name                    | Party | Total Question |    |    |     |
|-----|-----------------------|-------|----------------|----|-------|----|-----|------------------------------------|-------|----------------|----|----|-----|
|     |                       |       | Y1             | Y2 | Y3    | Y4 |     |                                    |       | Y1             | Y2 | Y3 | Y4  |
| G/N | Shraddha Patil#       | MNS   | 1              | 6  | 2     | 2  | P/N | Parminder Bhamra                   | INC   | 0              | 2  | 5  | 6   |
| G/N | Sudhir Jadhav         | MNS   | 6              | 20 | 8     | 13 | P/N | Prashant Kadam                     | SS    | 2              | 1  | 4  | 3   |
| G/N | Vakil Shaikh          | INC   | 1              | 3  | 3     | 5  | P/N | Ramnarayan Barot                   | BJP   | 2              | 2  | 4  | 3   |
| G/N | Virendra Tandel       | MNS   | 5              | 1  | 2     | 11 | P/N | Rupali Raorane                     | NCP   | 4              | 6  | 7  | 4   |
| G/N | Vishnu Gaikwad        | IND   | 0              | 5  | 3     | 5  | P/N | Sayali Warise                      | SS    | 0              | 1  | 3  | 0   |
| G/S | Hemangi Worlikar      | SS    | 27             | 23 | 17    | 29 | P/N | Siraj Shaikh                       | INC   | 2              | 4  | 1  | N/A |
| G/S | Hemlata Wange         | MNS   | 0              | 1  | 0     | 0  | P/N | Sunil Gujar                        | SS    | 2              | 3  | 2  | 3   |
| G/S | Kishori Pednekar      | SS    | 3              | 6  | 1     | 3  | P/N | Vinod Shelar#                      | BJP   | 5              | 4  | 3  | 2   |
| G/S | Mansi Dalvi           | SS    | 1              | 2  | 5     | 4  | P/N | Vishwas Ghadigaonkar <sup>21</sup> | SS    | N/A            |    |    | 3   |
| G/S | Ratna Mahale          | NCP   | 7              | 6  | 10    | 10 | P/N | Jitendra Walvi                     | SS    | 0              | 3  | 7  | 3   |
| G/S | Santosh Dhuri         | MNS   | 4              | 7  | 10    | 21 | P/S | Kiran Patel                        | INC   | 0              | 2  | 2  | 2   |
| G/S | Seema Shivalkar#      | MNS   | 4              | 6  | 1     | 4  | P/S | Lochana Chavan                     | SS    | 1              | 4  | 3  | 4   |
| G/S | Snehal Ambekar        | SS    | 1              | 5  | Mayor |    | P/S | Pramila Shinde#                    | SS    | 0              | 4  | 8  | 1   |
| G/S | Sunil Ahir            | NCP   | 5              | 4  | 7     | 6  | P/S | Rajan Padhye                       | SS    | 3              | 2  | 1  | 6   |
| H/E | Anil Trimbakkar       | SS    | 0              | 6  | 8     | 8  | P/S | Sneha Zagde                        | INC   | 0              | 1  | 4  | 3   |
| H/E | Brian Miranda         | INC   | 2              | 15 | 10    | 14 | P/S | Sunil Vaman Prabhu                 | SS    | Mayor          |    | 3  | 2   |
| H/E | Deepak Bhutkar        | SS    | 2              | 11 | 10    | 8  | P/S | Varsha Tembvalkar                  | SS    | 0              | 5  | 4  | 4   |
| H/E | Gulistan Shaikh       | INC   | 0              | 9  | 11    | 7  | R/C | Asavari Patil                      | BJP   | 1              | 5  | 1  | 5   |
| H/E | Ilyas Bashir Shaikh   | IND   | 1              | 2  | 2     | 4  | R/C | Bina Doshi                         | BJP   | 3              | 3  | 3  | 2   |
| H/E | Krishna Dhondu Parkar | BJP   | 1              | 9  | 2     | 4  | R/C | Chetan Kadam                       | MNS   | 3              | 6  | 2  | 1   |
| H/E | Pooja Mahadeshwar     | SS    | 3              | 3  | 3     | 3  | R/C | Manisha Chaudhari                  | BJP   | 6              | 7  | 9  | 0   |
| H/E | Priyatama Sawant      | INC   | 6              | 7  | 4     | 5  | R/C | Mohan Mithbaokar                   | BJP   | 0              | 1  | 1  | 5   |
| H/E | Snehal Shinde         | MNS   | 1              | 3  | 1     | 2  | R/C | Pravin Shah                        | BJP   | 0              | 2  | 5  | 3   |
| H/E | Sukhada Pawar         | MNS   | 0              | 3  | 1     | 3  | R/C | Riddhi Khursange                   | NCP   | 2              | 14 | 10 | 7   |
| H/E | Sunaina Potnis        | SS    | 1              | 2  | 2     | 1  | R/C | Sandhya Doshi                      | NCP   | 4              | 8  | 8  | 8   |
| H/W | Alka Kerkar           | BJP   | 7              | 5  | 3     | 11 | R/C | Shilpa Chogle                      | MNS   | 1              | 4  | 3  | 3   |
| H/W | Asif Zakaria          | INC   | 6              | 8  | 11    | 15 | R/C | Shivanand Shetty                   | INC   | 2              | 4  | 1  | 11  |
| H/W | Geeta Chavan#         | MNS   | 1              | 6  | 6     | 1  | R/N | Abhishek Ghosalkar                 | SS    | 3              | 4  | 0  | 3   |
| H/W | Karen D'mello Allen   | INC   | 0              | 1  | 2     | 0  | R/N | Hansaben Desai#                    | SS    | 2              | 1  | 0  | 2   |

<sup>21</sup> Vishwas Ghadigaonkar has been elected in the place of Siraj Ilyas Shaikh for P/N Ward Committee.

## WARD COMMITTEE WHITE PAPER

| W   | Councillor Name              | Party | Total Question |    |    |    | W   | Councillor Name         | Party | Total Question |    |    |    |
|-----|------------------------------|-------|----------------|----|----|----|-----|-------------------------|-------|----------------|----|----|----|
|     |                              |       | Y1             | Y2 | Y3 | Y4 |     |                         |       | Y1             | Y2 | Y3 | Y4 |
| H/W | Sunita Wavekar               | INC   | 0              | 2  | 4  | 5  | R/N | Sheetal A Mhatre        | INC   | 3              | 3  | 4  | 2  |
| H/W | Mohd, Tanveer<br>Mohd. Patel | INC   | 1              | 2  | 0  | 2  | R/N | Prakash Darekar         | MNS   | 3              | 2  | 1  | 5  |
| K/E | Anant Nar                    | SS    | 7              | 16 | 18 | 30 | R/N | Sheetal M<br>Mhatre     | SS    | 4              | 2  | 6  | 13 |
| K/E | Bhalchandra<br>Aambure       | MNS   | 1              | 4  | 1  | 5  | R/N | Shubha Raul             | SS    | 1              | 8  | 0  | 0  |
| K/E | Jyoti Parag<br>Alavani       | IND   | 3              | 2  | 5  | 8  | R/N | Udesh Patekar           | SS    | 5              | 3  | 3  | 3  |
| K/E | Kesarben Patel               | INC   | 1              | 0  | 0  | 0  | R/S | Ajanta Yadav            | INC   | 6              | 9  | 15 | 20 |
| K/E | Manisha<br>Panchal           | SS    | 4              | 4  | 2  | 4  | R/S | Geeta Yadav             | INC   | 8              | 7  | 8  | 5  |
| K/E | Manjiri Parab#               | SS    | 1              | 3  | 0  | 7  | R/S | Mukeshkumar<br>Mistry   | BJP   | 1              | 2  | 1  | 1  |
| K/E | Pramod Sawant                | SS    | 7              | 3  | 17 | 10 | R/S | Neha Patil#             | INC   | 4              | 5  | 3  | 1  |
| K/E | Sandhya Yadav                | SS    | 0              | 1  | 5  | 3  | R/S | Prajakta Sawant         | SS    | 3              | 9  | 17 | 16 |
| K/E | Shivani Parab                | SS    | 0              | 4  | 1  | 4  | R/S | Ramashish Gupta         | INC   | 3              | 5  | 5  | 5  |
| K/E | Shubhada<br>Patkar           | SS    | 2              | 1  | 4  | 3  | R/S | Sagar Thakur            | INC   | 0              | 3  | 6  | 4  |
| K/E | Smita Sawant                 | SS    | 3              | 3  | 7  | 7  | R/S | Shailaja Girkar         | BJP   | 8              | 9  | 4  | 7  |
| K/E | Sunita<br>Elawadekar         | SS    | 0              | 6  | 2  | 3  | R/S | Shrikant<br>Kavathankar | SS    | 5              | 7  | 7  | 6  |
| K/E | Sushma Rai                   | INC   | 6              | 2  | 1  | 7  | R/S | Sunita Yadav            | BJP   | 0              | 9  | 8  | 8  |
| K/E | Ujjwala Modak                | BJP   | 0              | 0  | 0  | 0  | R/S | Yogesh Bhoir            | INC   | 6              | 17 | 10 | 13 |
| K/E | Winnifred<br>D'souza         | INC   | 1              | 0  | 0  | 1  | S   | Anisha<br>Majgaonkar    | MNS   | 0              | 5  | 4  | 4  |
| K/W | Ameet Satam                  | BJP   | 6              | 4  | 2  | 0  | S   | Ashok Patil             | SS    | 3              | 1  | 1  | 4  |
| K/W | Bhavna<br>Mangela#           | IND   | 2              | 4  | 4  | 9  | S   | Avinash Sawant#         | MNS   | 7              | 3  | 0  | 3  |
| K/W | Binita Vora                  | INC   | 3              | 5  | 7  | 12 | S   | Chandan Sharma          | NCP   | 6              | 4  | 0  | 1  |
| K/W | Changez<br>Multani           | IND   | 2              | 0  | 0  | 0  | S   | Dhananjay Pisal*        | NCP   | 4              | 2  | 0  | 2  |
| K/W | Devendra<br>Amberkar*        | INC   | 1              | 2  | 0  | 1  | S   | Mangesh Pawar           | IND   | 1              | 6  | 2  | 4  |
| K/W | Dilip Patel                  | BJP   | 2              | 3  | 5  | 6  | S   | Priyanka<br>Shrungare   | MNS   | 4              | 10 | 1  | 9  |
| K/W | Jyoti Sutar                  | SS    | 5              | 7  | 2  | 8  | S   | Ramesh<br>Korgaonkar    | SS    | 3              | 0  | 2  | 2  |
| K/W | Jyotsna Dighe                | INC   | 4              | 2  | 2  | 12 | S   | Rupesh<br>Waingankar    | MNS   | 5              | 1  | 1  | 2  |
| K/W | Mohsin Haider                | INC   | 4              | 6  | 6  | 6  | S   | Suresh Koparkar         | INC   | 1              | 2  | 3  | 2  |
| K/W | Raju Pednekar                | SS    | 4              | 7  | 5  | 7  | S   | Tavaji Gorule           | SS    | 3              | 2  | 2  | 2  |
| K/W | Sanjay Pawar                 | SS    | 9              | 11 | 15 | 16 | S   | Vaishnavi Sarfare       | MNS   | 3              | 5  | 4  | 5  |

WARD COMMITTEE WHITE PAPER

| W   | Councillor Name   | Political Party | Total Question |    |    |    | W | Councillor Name    | Political Party | Total Question |    |    |    |
|-----|-------------------|-----------------|----------------|----|----|----|---|--------------------|-----------------|----------------|----|----|----|
|     |                   |                 | Y1             | Y2 | Y3 | Y4 |   |                    |                 | Y1             | Y2 | Y3 | Y4 |
| K/W | Vanita Marucha    | INC             | 5              | 6  | 1  | 7  | S | Vishwas Shinde     | SS              | 0              | 0  | 2  | 1  |
| K/W | Yashodhar Phanse  | SS              | 7              | 6  | 4  | 6  | T | Bhavna Jobanputra  | BJP             | 2              | 4  | 6  | 0  |
| L   | Anuradha Pednekar | SS              | 8              | 21 | 13 | 14 | T | Manoj Kotak*       | BJP             | 2              | 2  | 1  | 2  |
| L   | Ashraf Ansari     | SP              | 3              | 8  | 14 | 6  | T | Nandakumar Vaity   | NCP             | 4              | 5  | 5  | 3  |
| L   | Darshana Shinde   | SS              | 2              | 3  | 2  | 1  | T | Prakash Gangadhare | BJP             | 6              | 7  | 1  | 0  |
| L   | Dilip Lande       | MNS             | 10             | 15 | 5  | 7  | T | Samita Kamble      | BJP             | 2              | 4  | 3  | 8  |
| L   | Dilshad Azmi      | SP              | 0              | 2  | 2  | 1  | T | Sujata Pathak      | MNS             | 3              | 4  | 2  | 7  |
| L   | Ishwar Tayade     | MNS             | 2              | 4  | 4  | 1  |   |                    |                 |                |    |    |    |

**Inference**

**Rahul Shewale was elected to the Parliament in May'14; while, Ameet Satam, Ashok Patil, Manisha Chaudhari, Selvan Tamil and Sunil Prabhu were elected to the Maharashtra Assembly in November 2014. However, they all still continue to be Municipal Councillors. Their average attendance was an abysmal 21% in the ward committees; while Ameet Satam, Manisha Chaudhari, Selvan Tamil and Rahul Shevale didn't ask a single question and Ashok Patil asked four questions and Sunil Prabhu asked only two questions.**

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