

Report on The Status of Civic Issues in Delhi

WITH A FOCUS ON



Water



**Community
toilets**



**Public
toilets**



Pollution



**Public Grievances
Redressal Management**

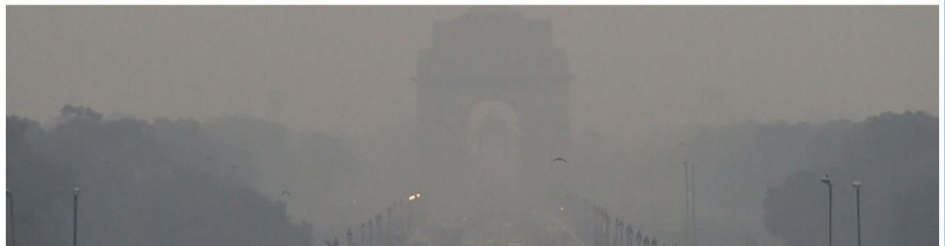


Image Courtesy: Getty Images

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I. Foreword

This year, Delhi is experiencing an acute water shortage. Civic data on water indicates that this has been a long-standing issue for the city. Water-related complaints have consistently been the highest among all civic complaints. In 2023, more than 1.9 lakh (193,938) public complaints were raised about the water supply and between 2019 and 2023, the overall number of complaints registered with the Delhi Jal Board increased by 88%.

A similar trend is reflected in the growth of water-related deliberations in the Delhi Legislative Assembly. In 2019, only six water-related issues were raised, but this surged by a staggering 950% in 2023. Members from both Ruling and Opposition benches are actively raising the issue. In fact, out of 63 water-related issues raised in Assembly, 35 were raised by AAP Legislators while 28 were raised by Legislators from BJP. Despite the increased emphasis on Delhi's water woes by its own members, MoU with neighbouring states for sharing water and Directions by the Supreme Court on water supply for the city, Government has not been successful in the management. This is a failure of GOVERNANCE.

Other civic issues also indicate similar trends. The annual Swachhata Survekshan is an effective benchmark for assessing the sanitation and hygiene of a city. 2023 Survekshan recognised Delhi as an ODF++ city with a 97% score in clean public toilet facilities. However, it is important to note that only six out of twelve zones of the Municipal Corporation of Delhi (MCD) have shared data on the nuances of public and community toilets. The remaining six zones have not maintained comprehensive data on the subject. For this research, we have referred to insights from data received from the six zones, revealing multiple social challenges.

The Swachh Bharat Mission prescribes one public toilet seat per 100–400 men and 100–200 women. The number of public toilet seats in Delhi is inadequate to serve its population. One toilet seat is available for 9,767 men and 10,343 women, respectively. Even among the available toilet seats, 28%—nearly one-third—do not have a water supply, rendering them unusable. These numbers are worrisome as the city also attracts a large floating population. People across the nation travel to Delhi every day to meet their educational, economic, and other needs. The dire condition of public toilets impacts the hygiene and safety of users.

Delhi is located on the banks of the Yamuna River, which has historically been important for the city's water supply and for moderating its climate. However, Delhi's river waters record critical levels of pollution. The Central Pollution Control Board (CPCB) prescribes levels of Biological Oxygen Demand (BOD) and Fecal Coliform to determine the pollution levels of a water body. The prescribed norm for BOD levels in water is 3 mg per litre. Data on pollution levels in Delhi (latest available from 2021) reveal all four sewage outlets to Yamuna recorded 21 mg/litre BOD, 600% higher than the prescribed level. Even more alarming are the levels of Fecal Coliform. The prescribed level is less than 2500 MPN/100 ml, but the highest recorded levels is 94,80,500 MPN/100 ml, it's more than three lakh percentage higher. Intense pollution levels not only make the river water inappropriate for potable water use but also pose a hazard to people and the riverine ecosystem. Air quality concerns are also on the rise. In the last five years, Delhi has not recorded good air quality in a single month. Very Poor air quality has consistently been recorded in November over the past five years. Despite the extreme pollution levels, on average, MLAs raised only 15 issues related to pollution in the State Assembly between 2020 and 2023.

Between 2019 and 2023, the registration of civic complaints on various issues has risen. Notably, complaints regarding Solid Waste Management have increased by 141%, Sewerage by 120%, and Water Supply by 66%. Despite this rise in civic engagement, the complaint management system of Delhi remains far from citizen-friendly. Multiple modes of complaint registration, instead of a uniform streamlined process, have made it inconvenient for

citizens to voice their concerns. As the same party has formed government at the city as well as the state level a structured and consistent complaint management system could have been effectively implemented. However, fragmentation reflects critical gaps in administrative action.

The delay in constituting Ward Committees also indicates a disconnect between citizens and the government. Ward Committees are the statutory platforms for an active engagement between citizens and the city government. The delay in forming Ward Committees has further delayed active discussion on local issues and citizen grievances. The increase in civic complaints highlights the growing awareness and willingness of citizens to voice their concerns. Still, without the necessary infrastructure to support this engagement, their efforts are in vain. And citizens of Delhi are at a loss.

Milind Mhaske,

CEO, Praja Foundation.

II. Acknowledgment

Praja has obtained the data used in compiling this whitepaper 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 Organisations (CSOs) and the journalists who utilise and publicise 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 Friedrich Naumann Foundation, Rohini Nilekani Philanthropies, Tree for Life Foundation, Lal Family Foundation, A.T.E. Chandra Foundation, 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 for their guidance. Lastly, it is vital to mention the contributions of members of the Praja team to execute this report. The Praja team including our staff and young fellows and interns have put their best efforts to collect data, analyse findings and draft the report. On a concluding note, we acknowledge their commitment towards the success of this project.



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South Asia

**Madhu Mehta
Foundation**

III. Sources of Data

The sources of information¹ for this study have been collected by filing RTIs (Right to Information) to the relevant departments:

1. Civic Complaints Data²:

- a. **MCD:** The data was collected by filing RTIs to all 12 zones of the Municipal Corporation of Delhi. We have taken data from Municipal Corporation of Delhi (January 2016 to December 2023) for complaints and deliberations. The reply to our RTIs to the 12 zones was given in the form of a photocopy of the complaint registered. This data helps us understand the trends that are prevalent regarding the registration of civic complaints.
- b. **State:** From August 2014 to December 2023, complaint data is collected from Delhi Jal Board (DJB). The data we received from the Delhi Jal Board Online Complaint System was in the form of a print out of the summary data. Delhi Jal board Complaints data help us to understand the trends in the complaints of citizens and compare it with the issues raised by our elected representatives.

Note:

- **2017 DJB Complaints:** DJB complaints for 2017 were only available from Jan 2017 - Sept 2017. In an RTI response to Praja Foundation, an Executive Engineer of the Delhi Jal Board (DJB), also the Public Information officer (PIO), responded, “Due to technical problem in CRM of call centre application, no information is available from 1.10.2017 to 31.12.2017.” Hence, 2017 complaints data does not include the DJB complaints data from Oct 2017 – Dec 2017.

2. Deliberations³:

- a. **Councillors:** The data on deliberations i.e. attendance, numbers of issues raised and the categories of issues raised pertain only to the WARD COMMITTEE. Rest of the forums such as General Body Meetings, Standing Committee, Education Committee, and records of other such committees are not taken into account for this study.
Note- For the year 2023, there is no data available for the deliberations in Ward Committee as the committee has not been constituted since the merger of EDMC, NDMC and SDMC into a unified MCD and its elections in December 2022. Hence, the councillor deliberation of this term has not been considered in this white paper.
- b. **Member of Legislative Assembly (MLA):** The data on MLA deliberations i.e. attendance, numbers of issues raised and the categories of issues raised pertain only to the Assembly Sessions for the period of January 2020 to December 2023.

Note: Data for 2017 is taken from April 2017 to December 2017, since Corporation elections were held in April 2017 and new councillors were elected.

¹Please refer Annexure 2 for functioning of Civic services and agencies operational in Delhi.

²Please refer Annexure 3 for an explanation of the working of the complaint mechanism in Delhi.

³Please refer Annexure 4 for an explanation of functioning of Ward Committees in Delhi.

3. **Population:** The population data has been taken from the Primary Census Abstract Data available on the Census India website for the Year 2011 (www.censusindia.gov.in). The data obtained was in electronic format.
4. **Air Quality Index (AQI):** Daily AQI data of 40 stations is downloaded from the National Air Quality Index Report of the Central Pollution Control Board (CPCB), after confirmation through an RTI application.
5. **Toilets:** Data relating to public and community toilets has been obtained from the 12 zones of the Municipal Corporation of Delhi and 12 Districts' Executive Engineers of Delhi Urban Shelter Improvement Board (DUSIB).

IV. Sanitation and Toilet Sewerage System

Part 1: Status of Public and Community Toilets in Delhi and facilities provided by Municipal Corporation of Delhi (MCD) and Delhi Urban Shelter Improvement Board (DUSIB)

A. Status of Municipal Corporation of Delhi according to Swachh Survekshan 2023⁴

Swachh Survekshan is a survey conducted by Swachh Bharat Mission (SBM) Urban where urban localities across India are surveyed with focus on sanitation and waste management in cities. It uses various parameters for ranking cities – service level progress of sanitation and solid waste management (SWM) as submitted by the local governments, direct observation, citizen feedback and various certifications such as Open Defecation Free (ODF) for sanitation and star ratings for SWM.

Delhi, the national capital of the country ranked 90 among 446 cities (with more than 1 Lakh Population) in the Swachh Survekshan Survey 2023.

In the ranking for sanitation (open defecation free), ⁵ that has three parameters ODF, ODF+ and ODF++. Which include various requirements for toilets, toilet facilities and sewerage systems; Delhi achieved an ODF++ status as of Swachh Survekshan 2023.

An ODF city/ward is defined as⁶ ‘A city/ward can be notified/declared as ODF city/ ODF ward if, at any point of the day, not a single person is found defecating in the open.’ Under this definition, necessary conditions that are mandated to be achieved before declaring a city as ODF are:

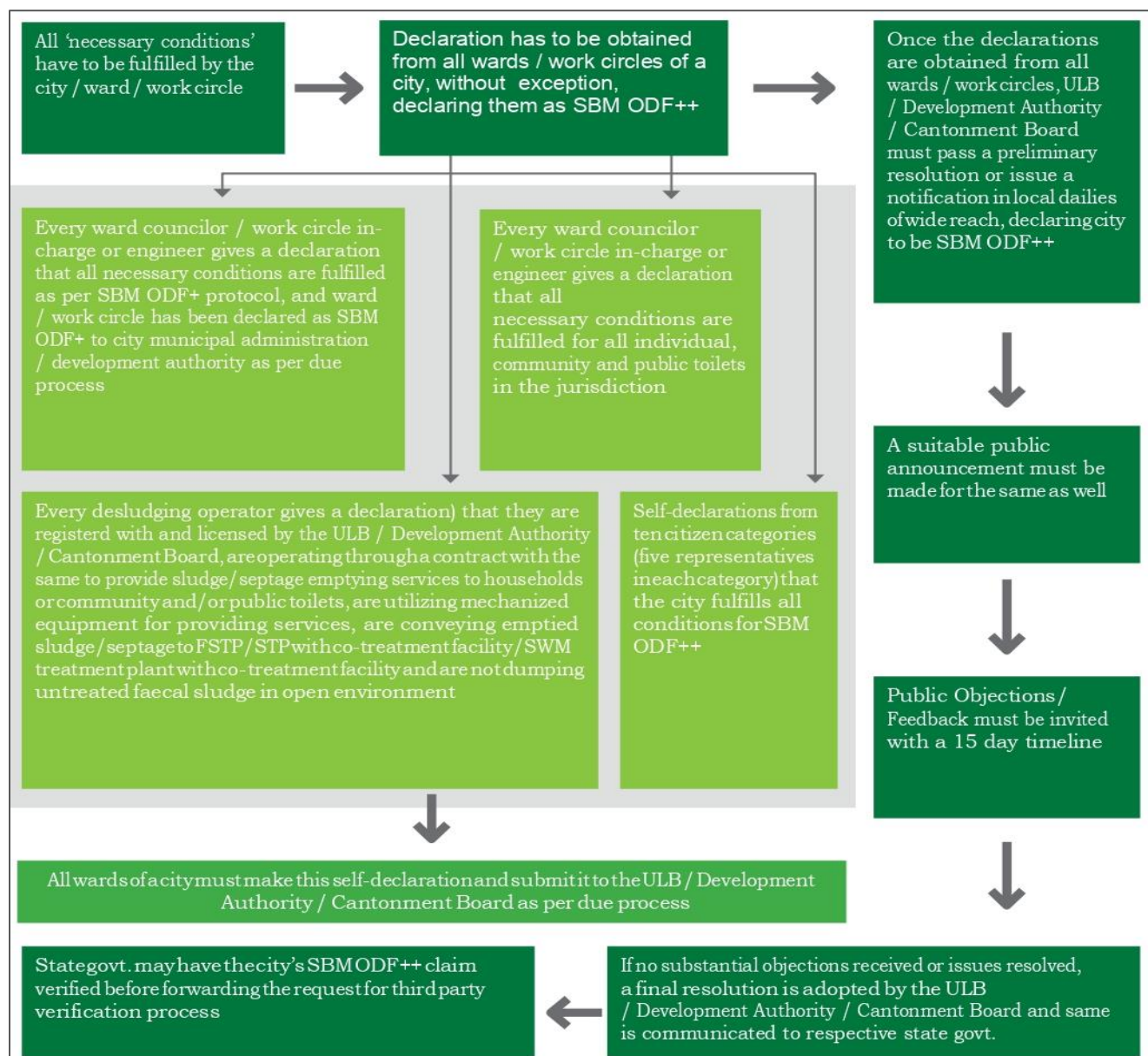
- All households that have space to construct a toilet, have constructed one.
- All occupants of those households that do not have space to construct a toilet have access to a community toilet within a distance of 500 meters.
- All commercial areas have public toilets within a distance of 1 kilometer.
- The city has a mechanism in place through which fines are imposed on people found defecating in the open.

⁴ As per an RTI Response

⁵ <https://www.pcmcindia.gov.in/marathi/swm2019/ODFPlus.pdf>

⁶ <https://smartnet.niua.org/sites/default/files/resources/ODF%20Declaration%20booklet.pdf>

Figure 1: Swachh Bharat Mission (SBM) ODF++ (Open Defecation Free) Declaration Protocol⁷



⁷ <http://swachhbharaturban.gov.in/writereaddata/SBMODFBook24May20.pdf?id=13j48tn4c0wzu2zr>

Table 1: Summary report of Delhi in the Swachh Survekshan 2023⁸

ULB Name	Population	% D2D*	% Source Segregation	% Processing	Cleanliness of Water Bodies	Cleanliness of Public Toilet	ODF Status	State Rank	Absolute Rank	National Rank
DELHI	More than 1L Cities	71%	100%	86%	100%	97%	ODF++	2 (out of 2)	347 (out of 4,477)	90 (out of 446)

*D2D: Door-to-door waste collection

- State Rank: Ranking of the city within respective states and among all participating cities with population greater than ten Lakhs
- Absolute Rank: Overall Ranking of the city across all cities evaluated in India.
- National Rank: Ranking of the city among all participating cities with a population greater than one lakhs

Inference:

- Delhi, the national capital territory of India ranked 90 out of 446 cities of the nation. It got an absolute rank of 347 out of 4477. The door to door waste collection in Delhi is 71% while the cleanliness of public toilets is 97% (with more than 01 lakh population).
- Delhi achieved an ODF++ status in the Swachh Survekshan 2023.

⁸ <https://ss2023.sbmurban.org/#/ranking/factsheet/800441>

B. Status of Public and Community Toilets in Municipal Corporation of Delhi⁹

Sanitation facilities are essential to the development of cities for multiple reasons. First and foremost, they are critical for public health, as access to clean toilets prevents the spread of waterborne diseases as well as lowers the cost of healthcare. In addition, they improve the overall liveability of cities, enhancing their image and appeal.

In Delhi, the provision and maintenance of sanitation facilities involve two departments: The Department of Environment Management Services (DEMS) under the Municipal Corporation of Delhi and the Delhi Urban Shelter Improvement Board (DUSIB) under the Delhi State Government. The DUSIB is responsible for the construction of both community toilets (CT) and public toilets (PT), while the maintenance falls under the state department (DUSIB) and the local authority (DEMS).

Public Toilet (PT) or Pay and Use

- Public toilets (PT) is a facility provided for the floating population / general public in places such as markets, train stations or other public areas.
- Public Toilets have an official time which may vary city to city. (6 A.M. - 10 P.M.)

Community Toilet (CT)

- Community toilets (CT) facility is a shared facility provided for a defined group of residents or an entire settlement / community.
- It is normally located in or near the community area and used by almost community members.

Under the Swachh Bharat Mission Urban Guidelines (2017)¹⁰ for community and public toilets the prescribed norms for the number of toilet seats are as follows:

Type of Toilet Facility	Male Toilet Seat Norm	Female Toilet Seat Norm	Other facilities
Public Toilets	1 seat for 100-400 males	1 seat for 100-200 females	Water taps with drainage arrangements Separate seat for Transgender Special arrangements for physically challenged
Community Toilets	1 seat for 35 males	1 seat for 25 females	Adequate bathing facilities

⁹ Data as per RTI Response

(zone wise list of CT-PT information available online:

<https://mcdonline.nic.in/portal/zones;jsessionid=1A9B3BC69F565FDA640A35A0D40D9687.por7>)

¹⁰ http://swachhbharaturban.gov.in/writereaddata/SBM_GUIDELINE.pdf

Table 2: Status of Overall Toilet blocks and seats in Delhi as of December 2023

Zone (MCD)	Population	No. of Toilet	No. of Seats	Type of Toilet		No. of Seats (%)	
				Public	Community	Male	Female
Central	17,70,032	229	1,328	128	101	51%	49%
City & Sadar Paharganj	7,30,540	95	1,191	23	72	58%	42%
Civil Line	10,70,338	157	-	123	34	-	-
Karol Bagh	8,29,322	53	-	-	53	-	-
Keshav Puram	10,09,356	31	590	18	13	55%	45%
Najafgarh	14,61,556	10	-	-	10	-	-
Rohini	16,01,561	22	251	17	5	56%	44%
Rural Narela	10,13,641	66	-	-	66	-	-
Shahdara North	21,22,359	65	624	54	11	59%	41%
Shahdara South	18,27,487	39	75	39	-	30%	70%
South	12,74,071	26	-	-	26	-	-
West	17,08,400	218	-	164	54	-	-
DUSIB (State)	-	499	17,821	-	499	54%	46%
Grand Total	1,64,18,663	1,510	21,880	566	944	54%	46%

(-) Data not provided

Inference:

- From the overall toilets in Delhi, 63% are community toilets and 37% are public toilets.
- The total number of toilet seats in all zones are 21,880 with DUSIB (State) had the high count of seats (17,821) and MCD had 4,059 seats.
- The allocation for male and female of the total toilet seats closely mirrors the gender population ratio in Delhi, with 54% of seats designated for male and 46% for female, while the Shahdara south zone had highest difference in seat (30% for male and 70% for female).

a. Public Toilet

Table 3: Public Toilets seats¹¹ built by Municipal Corporation of Delhi as on 2023

Zone	Population	Number of Toilets	Total No. of Seats	Type of Seats				Ratio (Male : Female seats)
				No. of Gents Seats	No. of Ladies Seats	No. of Disable Seats	No. of Children Seats	
Central	17,70,032	128	370	187	173	10	-	1:1
City & Sadar Paharganj	7,30,540	23	128	71	52	5	-	1:1
Civil Line	10,70,338	123	-	-	-	-	-	-
Karol Bagh	8,29,322	-	-	-	-	-	-	-
Keshavpuram	10,09,356	18	67	31	29	7	-	1:1
Najafgarh	14,61,556	-	-	-	-	-	-	-
Rohini	16,01,561	17	90	50	34	6	-	1:1
Rural Narela	10,13,641	-	-	-	-	-	-	-
Shahdara North	21,22,359	54	237	142	69	26	-	2:1
Shahdara South	18,27,487	39	75	20	46	9	-	1:2
South	12,74,071	-	-	-	-	-	-	-
West	17,08,400	164	-	-	-	-	-	-
Total	1,64,18,663	566	967	501	403	63	0	1:1

(-): Data not provided

Inference:

- In the west zone, there is no segregation of toilet seats data available based on gender and type at the zone level.
- In Shahdara North, there is a significant disparity in the number of seats between men and women, with 2 seats allocated for males and only 1 seat for females.
- Considering the floating population that uses public toilets in MCD, based on the census population estimates for Delhi, there is one toilet seat for approximately 9,371 individuals.
- As per currently 1 public toilet seat per 9,767 males and 10,343 females¹², while the SBM prescribes 1 toilet for 100-400 males and 100-200 females respectively.

¹¹Public toilets are pay-and-use toilets used for floating/traveling populations, and are not meant to be used as substitutes for household toilets.

¹² Only 6 zones out of 12 zones have shared Data on this issue. Gender ratio considered in toilet seat distribution for the city is based on the data analysis from these 6 zones in the absence of complete data. (For more detail refer Section 8, page no. 39)

Table 4: Zone wise data of Facilities in Public Toilets under MCD till December 2023

Zone	Toilets Blocks No.	Facility data Available (%)	Sewer Connection		Water Connection		Electricity Connection	
			Yes	No	Yes	No	Yes	No
Central	128	91%	98%	2%	69%	31%	100%	0%
City & Sadar Paharganj	23	100%	100%	0%	91%	9%	91%	9%
Civil Line	123	0%	-	-	-	-	-	-
Karol Bagh	-	-	-	-	-	-	-	-
Keshav Puram	18	100%	100%	0%	100%	0%	100%	0%
Najafgarh	-	-	-	-	-	-	-	-
Rohini	17	100%	100%	0%	71%	29%	94%	6%
Rural Narela	-	-	-	-	-	-	-	-
Shahdara North	54	100%	100%	0%	54%	46%	78%	22%
Shahdara South	39	0%	-	-	-	-	-	-
South	-	-	-	-	-	-	-	-
West	164	0%	-	-	-	-	-	-
Total	566	39%	99%	1%	72%	28%	93%	7%

(-):data not provided

Inference:

- In 46% of all public toilets in Shahdara North, there was no water connection available, while 31% of toilets in the Central Zone also lacked a water connection.
- In Delhi, 28% of all public toilets, there was no water connection available. The absence of water connections in toilets signifies poor hygiene, cleanliness, and the inability to provide a basic sanitation service to the public. Water is particularly crucial in cases where toilet facilities also serve as a source of non-potable water.
- 7% of all public toilet blocks had no electricity connection; 22% of toilets in the Shahdara North & 9% of toilets in City & Sadar Paharganj zone does not have an electricity connection, which is a major safety concern rendering the public toilet unusable at night.

b. Community Toilet

Table 5: Community toilet seats¹³ under Municipal Corporation of Delhi (MCD) and Delhi Urban Shelter Improvement Board (DUSIB) as on December 2023¹⁴

Corporation/DUSIB	Number of Toilets	No. of Gents Seats	No. of Ladies Seats	No. of Disable Seats	No. of Children Seats	Total No. of Seats	% Ratio (Male : Female seats)
DUSIB (State)	499	9,025	7,718	512	390	17,641	54 : 46
Central	101	479	472	7	-	958	50 : 50
City & Sadar Paharganj	72	607	430	20	6	1,063	59 : 41
Civil Line	34	-	-	-	-	-	-
Karol Bagh	53	-	-	-	-	-	-
Keshav Puram	13	282	227	10	4	523	55 : 45
Najafgarh	10	-	-	-	-	-	-
Rohini	5	82	69	4	8	163	54 : 46
Rural Narela	66	-	-	-	-	-	-
Shahdara North	11	201	167	15	4	387	55: 45
Shahdara South	-	-	-	-	-	-	-
South	26	-	-	-	-	-	-
West	54	-	-	-	-	-	-
Total MCD	445	1,651	1,365	56	22	3,094	52 : 48
Grand total (State + MCD)	944	10,676	9,083	568	412	20,735	54 : 46

(-): Data not provided

Inference:

- Out of 20,735 Community toilet seats, 85% are under the DUSIB (17,641) while the rest 15% are under the MCD (3,094) as on 2023. The toilet seats for women are 17% less than those for men under MCD, while under DUSIB, toilet seats for women are 14% less than those for men.
- For City & Sadar Paharganj, the difference in percentage ratio of male to female seats is the highest as 59% seats for male and 41% for female.
- Based on the census slum population figures, there is currently 1 community toilet seat per 91 males and 89 females, while the SBM prescribes 1 toilet for 35 males and 25 females respectively.

¹³Community toilets are toilets built in communities/slums/Juggi Jhopdi (JJ) clusters, and are used by the communities as a substitute for household toilets.

¹⁴ Data on community toilet seats by MCD is received only from 6 out of 12 zones and 11 out of 12 state departments for DUSIB. For more details about data refer white paper section 8 on page no.39)

Table 6: Data of Facilities in Community Toilets under State and MCD (zone wise) till December 2023

Corporation/DUSIB	Toilets Blocks No.	No. of Sewer Connection data Available (In %)	% of Sewer Connection (Yes)	No. of Water Connection data Available (In %)	% of Water Connection (Yes)	No. of Electricity Connection data Available (In %)	% of Electricity Connection (Yes)
DUSIB (State)	499	96%	95%	54%	91%	27%	100%
Central	101	39%	92%	54%	58%	97%	100%
City & Sadar Paharganj	72	100%	100%	100%	100%	100%	100%
Civil Line	34	0%	-	0%	-	0%	-
Karol Bagh	53	0%	-	0%	-	0%	-
Keshav Puram	13	100%	100%	100%	100%	100%	100%
Najafgarh	10	0%	-	0%	-	0%	-
Rohini	5	100%	100%	100%	100%	100%	100%
Rural Narela	66	0%	-	0%	-	0%	-
Shahdara North	11	100%	100%	100%	82%	100%	100%
Shahdara South	-	-	-	-	-	-	-
South	26	0%	-	0%	-	0%	-
West	54	0%	-	0%	-	0%	-
Total MCD	445	31%	98%	35%	84%	45%	100%
Grand total (State + MCD)	944	66%	96%	45%	89%	36%	100%

Inference:

- Under DUSIB, 4% data is unavailable for sewerage, 46% data is not available for water connection and 73% data is unavailable for electricity.
- Under MCD, 69% data is unavailable for sewerage, 65% data is not available for water connection and 55% data for electricity is unavailable.
- In the provided data, there is 96% availability of sewer connection, 89% of water connection and 100% of electricity connection in community toilets.

Table 7: Difference in community toilet seats in slum areas – Available vs. SBM Norms based on 2011 Census population as on December 2023

	Slum Male	Slum Female
Slum Population (Census 2011)	9,74,329	8,11,061
Current Available Status	1 Toilet Seat for 91	1 Toilet Seat for 89
SBM Norm	1 Toilet Seat for 35	1 Toilet Seat for 25
Total Available Toilet Seats	10,704	9,106
Required Toilet Seats As per SBM Norms	27,838	32,442
Difference in Current Available and Required as per SBM Norms	-17,134	-23,336

Inference:

- If SBM norms are compared with 2011 census population of slum areas, yet there is a shortage of 23,336 community toilet seats for females and 17,134 seats for males.

C. Recommendations

- **Policy Changes in Sanitation:** Policies related to sanitation need to have a holistic approach and take into consideration the entire sanitation cycle including management of sewage systems and treatment of sewage. Bias (male to female public toilet norm) and lack of clarity (no proper norms mentioned for toilet facilities) in the SBM Guidelines, needs to be rectified. Sanitation policies need to incentivise use of sustainable toilet blocks and those that connect to the piped sewerage system.
- **Coverage and Mechanisation in Sewerage Systems:** To eliminate human-faeces contact and prevent diseases caused due to poor sanitation, all toilet blocks must be connected to the sewerage system and use of septic tanks/pit latrines should be reduced. Use of human labour in cleaning of sewerage must be eliminated by complete mechanisation of the process of cleaning sewerage pipes/tanks, etc.
- **Equity in Toilet Seats:** Male-female disparity in toilet seats needs to be corrected for public toilets, and toilet facilities for transgenders and for the specially abled needs to be provided. Unisex toilets (such as eco-toilets) can also be promoted, which can be used by all genders.

V. Civic Complaints of Municipal Corporation of Delhi (MCD) and Delhi Jal Board (DJB)

A. MCD and DJB Complaints in Delhi

Table 8: Issue wise Civic complaints of MCD and DJB and question raised by MLA from 2020 to 2023

Issue	Complaints				Average from 2020 to 2023	MLA				Average from 2020 to 2023
	2020	2021	2022	2023		2020	2021	2022	2023	
Water Supply	1,40,718	1,60,960	1,99,249	1,93,938	1,73,716	6	58	55	63	46
Sewerage	83,647	1,02,711	1,38,545	1,73,652	1,24,639	0	7	9	17	8
Buildings	45,107	42,750	54,085	51,276	48,305	1	69	59	70	50
Solid Waste Management (SWM)	28,149	16,664	16,239	8,720	17,443	3	7	8	10	7
Nuisance due to stray dogs, monkeys etc.	11,390	9,586	11,576	7,673	10,056	0	2	3	14	5
Drainage	8,352	8,184	12,094	10,600	9,808	0	6	8	36	13
Pest Control	6,972	3,797	2,224	1,153	3,537	0	0	0	0	0
Garden	4,224	3,541	3,953	2,174	3,473	1	12	11	18	11
Roads	2,804	2,372	4,440	2,928	3,136	6	96	83	130	79
License	2,912	2,469	2,853	1,763	2,499	3	28	31	27	22
Storm Water Drainage	1,053	1,086	889	582	903	0	42	26	5	18
Municipal Corporation Delhi	270	248	365	407	323	10	43	50	62	41
Toilet	285	195	213	120	203	0	9	7	12	7
Fire in house/building	120	69	125	27	85	0	5	2	2	2
Pollution	97	62	64	42	66	0	14	7	39	15
Footpaths	6	15	17	9	12	0	4	3	4	3
Others Civic Issue Related	762	505	537	647	613	7	18	28	25	20
Total Complaints	3,36,868	3,55,214	4,47,468	4,55,711	3,98,815	37	420	390	534	345

Inference:

- On average, the maximum complaints registered and questions raised by MLAs on those issues are: Water Supply (1,73,716 complaints and 46 issues raised), Sewerage (1,24,639 complaints and 8 issues raised), Buildings (48,305 complaints and 50 issues raised), Solid Waste Management (17,443 complaints and 7 issues raised), and Nuisance due to stray animals (10,056 complaints and 5 issues raised).

Table 9: Zone-wise Civic Complaints of MCD¹⁵ and DJB from 2019 to 2023

Zones	Year ¹⁶					% Change from 2019 to 2023
	2019	2020	2021	2022	2023	
Central	27,007	24,171	25,020	28,555	29,271	8%
City & Sadar Paharganj	14,303	13,531	11,324	12,973	16,030	12%
Civil Lines	23,578	20,720	19,945	22,031	21,272	-10%
Karol Bagh	28,036	23,322	25,437	32,296	28,896	3%
Keshav Puram	24,343	18,910	21,183	22,186	23,515	-3%
Najafgarh	25,850	33,063	35,521	49,432	46,290	79%
Rohini	29,343	35,692	38,146	51,755	53,901	84%
Rural Narela	16,269	19,767	22,562	26,232	19,973	23%
Shahdara North	29,907	31,579	28,430	39,677	42,675	43%
Shahdara South	40,324	41,689	37,599	47,647	49,783	23%
South	29,869	27,990	34,567	43,380	35,466	19%
West	40,276	44,835	55,480	71,304	88,639	120%
Others ¹⁷	994	1,599	-	-	-	-
Delhi	3,30,099	3,36,868	3,55,214	4,47,468	4,55,711	38%

Inference:

- The total number of civic complaints increased by 38%, in last five years from 3,30,099 in 2019 to 4,55,711 in 2023.
- The highest rise in complaints has been seen in the West zone (120%) followed by Rohini (84%) & Najafgarh (79%) from 2019 to 2023.
- In 2023, West zone had the highest number of civic complaints (88,639), followed by Rohini (53,901) and Shahdara South zone (49,783).

¹⁵ MCD Complaint data received for the year 2023 includes: Central Zone (General: Jan to Dec, Sanitation: Apr to Dec), City & Sadar Paharganj (Jan 19 to Nov 7), Karol Bagh (Jan to Aug), Rohini (Jan to Mar), and Keshav Puram, Najafgarh, Rural Narela, Shahdara North, Shahdara South, and West Zones (Jan to Dec), while Civil Line and South Zones have not provided complaints data for 2023.

¹⁶ Please refer to note in Point 1 of Sources of Data

¹⁷ complaints of DJB which were not provided zone wise

Table 10: Issue and sub-issue wise Civic Complaints in MCD from 2019 to 2023

Issue	Numbers of Complaints ¹⁸					% Change from 2019 to 2023
	2019	2020	2021	2022	2023 ¹⁹	
Buildings	59,896	45,107	42,750	54,085	51,276	-14%
<i>Unauthorised Construction/Development</i>	59,063	44,190	41,864	53,507	50,692	-14%
<i>Dilapidated Condition of Building</i>	520	650	745	472	468	-10%
<i>Building related</i>	313	267	141	106	116	-63%
Drainage	7,641	5,413	4,592	6,367	3,695	-52%
<i>Drainage chokes, blockages & Cleaning and overflowing manholes</i>	6,235	4,282	3,622	4,782	2,805	-55%
<i>Repairs and reconstruction of drain line Related</i>	1,406	1,131	970	1,585	890	-37%
Fire in house/building	370	120	69	125	27	-93%
Footpaths	18	6	15	17	9	-50%
Garden	4,045	4,224	3,541	3,953	2,174	-46%
<i>Tree cutting/Trimming</i>	1,812	1,917	1,541	1,676	936	-48%
<i>Collecting Trimmed/Cut Trees</i>	1,136	1,589	1,370	1,569	812	-29%
<i>Maintenance of Garden</i>	667	537	264	436	168	-75%
<i>Garden related</i>	430	181	366	272	258	-40%
License	4,704	2,912	2,469	2,853	1,763	-63%
<i>Unauthorised Hawkers Related</i>	2,506	1,603	1,416	1,960	996	-60%
<i>Hawking /Shop license Related</i>	2,198	1,309	1,053	893	767	-65%
Municipal Corporation Delhi	501	270	248	365	407	-19%
<i>Maintenance of Municipal Property</i>	206	151	192	289	343	67%
<i>Human Resources Related</i>	295	119	56	76	64	-78%
Nuisance due to stray dogs, monkeys etc.	19,013	11,390	9,586	11,576	7,673	-60%
Pest Control	3,618	6,972	3,797	2,224	1,153	-68%
<i>Mosquito Nuisance & Fogging</i>	3,574	6,923	3,760	2,178	1,135	-68%
<i>Pest Control Related</i>	44	49	37	46	18	-59%

¹⁸ Please refer to note in Point 1 of Sources of Data

¹⁹ MCD complaint data received for the year 2023 includes: Central Zone (General: Jan to Dec, Sanitation: Apr to Dec), City & Sadar Paharganj (Jan 19 to Nov 7), Karol Bagh (Jan to Aug), Rohini (Jan to Mar), and Keshav Puram, Najafgarh, Rural Narela, Shahdara North, Shahdara South, and West Zones (Jan to Dec), while Civil Line and South Zones have not provided complaints data for 2023.

Pollution	240	97	62	64	42	-83%
Issue	Numbers of Complaints					% Change from 2019 to 2023
	2019	2020	2021	2022	2023	
Roads	3,100	1,787	1,383	1,666	993	-68%
<i>Potholes/Trenches related</i>	561	461	343	439	391	-30%
<i>Relaying and repairs of roads / New Road</i>	566	305	314	490	203	-64%
<i>Road Related</i>	1,973	1,021	726	737	399	-80%
Sewerage	171	290	200	151	62	-64%
Solid Waste Management (SWM)	23,555	28,149	16,664	16,239	8,720	-63%
<i>Garbage not collected</i>	5,571	5,164	2,798	4,117	2,281	-59%
<i>Collection point not attended properly</i>	860	168	590	1,032	363	-58%
<i>Removal of dead animals</i>	12,664	18,684	10,898	8,255	4,439	-65%
<i>Removal of Debris</i>	1,377	988	665	833	462	-66%
<i>Solid Waste Management Related</i>	3,083	3,145	1,713	2,002	1,175	-62%
Storm Water Drainage	1,547	1,053	1,086	889	582	-62%
Toilet	465	285	195	213	120	-74%
Water Supply	149	115	87	82	40	-73%
Others Civic Issue Related	932	705	505	537	647	-31%
Total	1,29,965	1,08,895	87,249	1,01,406	79,383	-39%

Inference:

- Maximum numbers of complaints registered to MCD are related to Buildings (51,276) Solid Waste Management (SWM) (8,720), Nuisance due to stray dogs, monkeys etc. (7,673) and Drainage (3,695) in 2023.
- Overall complaints registered in MCD had decreased by 39% from 2019 to 2023.
- The registered complaints had seen a decline in most of the issues, however, there is an increase in complaints about Maintenance of Municipal Property (67%) from 2019 to 2023.
- The following main issues had seen a significant decline in complaints from 2019 to 2023: Solid Waste Management (SWM) (63%), Nuisance due to stray dogs and monkeys (60%) and Drainage (52%).

Table 11: Issue and sub-issue wise Complaints registered in Delhi Jal Board (DJB) from 2019 to 2023

Complaint Type	2019	2020	2021	2022	2023	Increase % from 2019 to 2023
Drainage	3218	2,939	3,592	5,772	6,925	115%
Missing / Repairing of Manholes Cover	3,218	2,939	3,592	5,727	6,905	115%
Water Logging	-	-	-	45	20	
Road	1,661	1,017	989	2,774	1,935	16%
Pits On Road	1,661	1,017	989	2,774	1,935	16%
Sewer	78,826	83,357	1,02,511	1,38,394	1,73,590	120%
Sewer Blockage / Sewer Overflow	78,826	83,347	1,02,480	1,38,328	1,67,849	113%
Unauthorized Sewer Connection	-	10	31	66	45	
Sewer Garbage	-	-	-	-	5,696	
Water Supply	1,16,429	1,40,603	1,60,873	1,99,168	1,93,878	67%
Water Contamination	35,679	38,663	40,840	49,492	56,801	59%
Disconnection of Water Supply	-	-	-	-	-	
Illegal Boring	-	-	-	-	-	
Leakages of Water of Pipe Line	13,206	10,712	9,344	13,377	13,227	0.16%
Low Pressure Water	2,130	2,846	2,424	3,599	3,822	79%
No Water	51,965	62,191	71,934	94,462	87,044	68%
Rain Water Harvesting	-	-	-	-	-	
Short Supply of Water	3,274	3,811	3,637	2,412	3,508	7%
Water Connection Commercial or Bulk	-	-	-	-	-	
Water Tanker Related	10,175	22,048	31,741	34,052	27,875	174%
Unauthorized Water Connection	-	117	358	689	653	
Wastage Of Water Supply	-	215	595	1,040	948	
Other Dept.	-	57²⁰	-	-	-	
Total Complaints	2,00,134	2,27,973	2,67,965	3,46,063	3,76,328	88%

Inference:

- Overall complaints in DJB have increased by 88% from 2019 to 2023. The highest increase is regarding water tanker related complaints – 174% and Sewer – 120% from 2019 to 2023.
- Complaints relating to ‘No Water’ have increased by 68% from 51,965 in 2019 to 87,044 in 2023. In addition, complaints of ‘Water Contamination’ have increased by 59% from 2019 to 2023.
- In 2023, 29% of complaints of water were related to water contamination (56,801) while 45% of the total water complaints were related to No Water supply (87,044).
- In 2023, 52% (1,93,878) of total DJB complaints were related to water supply and 45% (1,67,849) were registered under Sewer Blockage / Sewer Overflow.

²⁰ Complaints made for issues with ‘Septic Tank, Revenue Related, Others’ which is ‘registered’ as complaints in the DJB CRM by mistake

- Sewer blockage and overflow in cities cause widespread flooding, leading to water damage, travel disruptions, and contamination of water sources. This results in public health hazards, property damage, increased maintenance costs, and environmental degradation. The overflow of sewage and wastewater makes these issues worse, posing significant risks to urban infrastructure and residents.

Table 12: Zone Wise and category wise complaints registered in Delhi Jal Board (DJB) in 2023

Zone	Dirty water (Contamination)	Shortage of Water	Wastage of Water	Water Tanker Required	Other Water related	Pits on Road	Repairing Missing of Manholes Cover	Sewer	Grand Total
West	12,701	13,326	1,495	5,678	100	355	1,450	48,043	83,148
Rohini	7,040	12,154	1,708	5,446	57	265	904	17,714	45,288
Shahdara South	9,753	8,560	1,268	425	24	264	977	20,605	41,876
Najafgarh	6,191	11,969	1,325	2,716	121	265	748	16,227	39,562
Shahdara North	6,364	6,931	1,043	604	49	214	908	17,701	33,814
South	2,022	10,275	1,551	6,508	73	140	330	11,756	32,655
Karol Bagh	3,514	6,866	1,205	1,337	48	89	437	10,765	24,261
Civil Line	2,854	6,655	1,055	1,563	45	93	215	6,006	18,486
Central Zone	1,847	5,969	954	1,065	50	57	210	5,336	15,488
Keshavpuram	2,445	3,221	646	233	20	72	255	8,480	15,372
Narela	1,128	4,570	968	2,012	39	64	200	4,676	13,657
City and Sadar Paharganj	999	3,878	957	231	47	57	271	6,281	12,721
Grand Total	56,858	94,374	14,175	27,818	673	1,935	6,905	1,73,590	3,76,328

Inference:

- The top 5 zones with the highest number of complaints are West (83,148), Rohini (45,288), Shahdara South (41,876), Najafgarh (39,562), and Shahdara North (33,814).
- The zones with the maximum complaints of shortage of water are West (13,326), Rohini (12,154), and Najafgarh (11,969), whereas the Complaints registered for wastage of water in this zone are West (1,495), Rohini (1,708), and Najafgarh (1,325).
- The West (12,701), Rohini (7,040), and Shahdara South (9,753) zones have the highest number of complaints about dirty water (contamination), which causes water-borne diseases. According to 10-year data²¹ (2014 to 2021), an average of 4,08,572 cases of diarrhoea, 38,594 cases of typhoid, and 3,177 cases of cholera were reported in dispensaries and hospitals, all of which are water-borne diseases.

²¹ https://praja.org/praja_docs/praja_downloads/Report%20on%20State%20of%20Health%20in%20Delhi_2022.pdf

B. Current Status of the Complaint Management System

Lack of unified complaint mechanism:

- Currently there are separate complaint numbers and mechanisms for complainants that are not registered in a single management system or complaint repository.
- For different issues, different agencies have to be approached. If a citizen has a water related complaints for example, they have to file a complaint at the DJB, if they have a complaint regarding state health/education they have to file a complaint in the state complaint management system, and if they have a complaint related to solid waste, they have to approach the respective MCD or zone.
- Further, agencies of all the three (Central, State and Local) governments are involved in providing basic civic services creating a confusion of jurisdiction in the minds of citizens (Major-minor roads are managed by agencies from all the three governments). Thus, this gets further complicated as multiple agencies have multiple methods of complaining, for example different telephone numbers, apps and so on.

Example of the MCD Complaint Management System

The MCD has separate complaint numbers for each of its 12 zones, complaints from which are written down in a register. A separate mobile application for each of the 3 MCDs along with a phone number for each MCD was recently started and complaints from here are entered in the MIS (Management Information System). However, complaints registered at the zone are not entered in the MIS. Therefore, there is no one place where all the complaints are available and tracked.

Lack of Proper Tracking and Monitoring of Complaints:

- Both the MCD and DJB complaint management systems do not have a mechanism where the citizen can track the status of their complaints.
- There is no centralized mechanism for citizens to ensure that complaints are solved in a timely manner.
- Action Taken Reports (ATR) are not generated in the MCD complaint system.
- ATR's generated by the DJB are not shared with the citizens.

Example of the DJB Complaint Management System

Currently the DJB MIS registers calls in a category called 'others' that is excluding the main complaints system. Complaints registered such as under lack of water or contaminated water, but the supply area does not come under the purview of DJB is added to the category 'others'. Whereas it should actually be categorised as complaints and forwarded to the concerned department to ensure proper monitoring and resolution tracking.

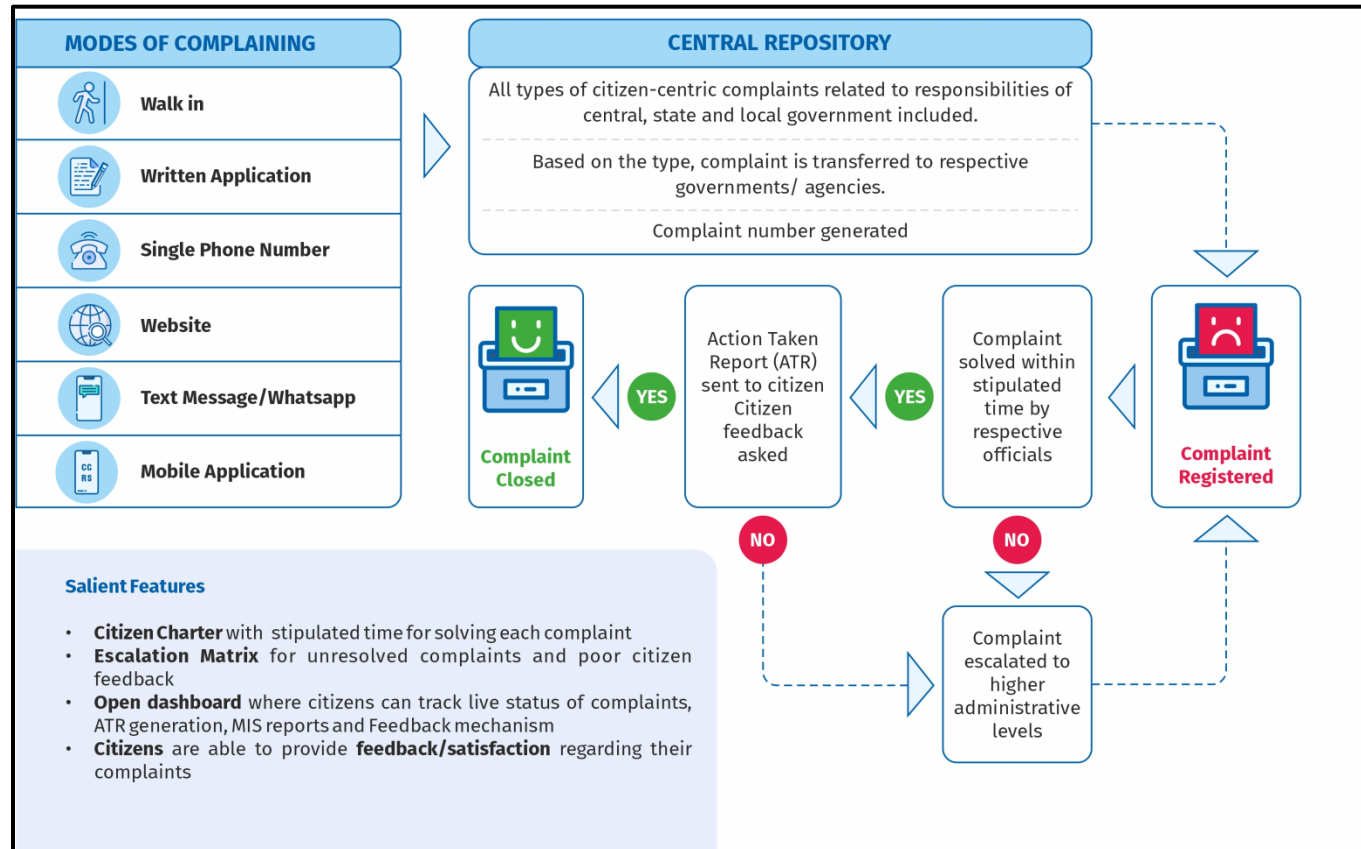
Lack of Citizen Feedback and Transparency:

- The complaint management system including information on number and type of complaints, time taken to resolve complaints etc. is not available on public domain.
- Citizens have no way to provide feedback on their satisfaction regarding complaints made and action taken by the concerned department.

C. Recommendations

- **Unified Complaint Mechanism:** A complaint management system which registers complaints through a single number needs to be adopted. Even if there are multiple modes of registering complaints, all the complaints must be registered in one single MIS. There needs to be a uniform complaint mechanism co-owned by different government agencies in Delhi and managed for example from the office of the Lieutenant Governor. Here, all complaints related to central, state and local governments are registered and complaints from this central repository are then transferred to the respective agencies/departments.
- **Citizen Charter:** The complaint mechanism has to be coupled with a citizen charter that details the proper authority that deals with the complaint and the time limit in which the complaint has to be solved. The timely closure of complaints should be done based upon the citizen charter.
- **Robust MIS:** After a unified complaint mechanism is developed there needs to be proper registering and coding of complaints. The status and details of complaints should be available for viewing by the complainant on a complaint's dashboard. Currently there is no information about how many complaints were solved and in what time period. An action taken report and timely closure of complaints needs to be an integral part of the complaint system to ensure accountability.
- **Complainant Feedback:** The complaint management system should also have a feedback mechanism and conduct a regular complaint audit through a survey to find out whether complainants are satisfied with the resolution provided by the concerned authority.

Figure 2: Ideal Working of Centralised Complaint Registration System for City Governments



VI. Water and Air Pollution²²

A. Sewage and Water Treatment

There are various national level policies related to sewerage. The Atal Mission for Rejuvenation and Urban Transformation (**AMRUT**) policy²³ of the central government declares providing a sewerage connection to every household as one of its mission statements. Similarly, the **National Water Mission**²⁴ aims at incentivising recycling of water including wastewater and development of an eco-friendly sanitation system. The **Jal Shakti Abhiyan**²⁵ of the ministry has 'increase in reuse of sewage water' as one of its targets.

Untreated sewerage poses the risk of contaminating water sources and is a major cause of river and marine pollution. Sewerage from units not connected to the piped sewer system, leakages in sewage pipes, and poor treatment of sewerage all pose serious risk not just for the environment alone, but also for human health. Water and vector borne diseases are more likely to have a serious impact on human lives due to water contamination, mismanaged and untreated sewage.

According to norms of the Pollution Control Boards, the three major indicators used for measuring quality of wastewater are as follows:

1. **Biochemical Oxygen Demand (BOD)**: Refers to the amount of dissolved oxygen in the water required to decompose the organic matter. The higher the organic matter (sewage and pollutants) in the water, the more is the BOD; the more the BOD, the lesser is the available oxygen for aquatic life. Central Pollution Control Committee (CPCB) norms for BOD from STP outlet are 20mg/lit. Delhi Pollution Control Committee (DPCC) has a norm of 30mg/lit. The CPCB norm followed for BOD of waterbodies is 3mg/lit.
2. **Total Suspended Solids (TSS)**: Refers to the dry weight of undissolved solid particles in water. The prescribed limit for STP outlet is 50mg/lit. by CPCB and DPCC.
3. **Fecal Coliform (FC)**: Fecal Coliform is bacteria found in the feces of warm-blooded animals and humans, commonly found in human excreta and a major cause of water-borne diseases. The CPCB's prescribed limit for fecal coliform in all waterbodies is 2500MPN²⁶/100ml and for drinking water, detectable fecal coliform has to be nil.

²² <https://airquality.cpcb.gov.in/ccr/#/caaqm-dashboard-all/caaqm-landing/data>

²³ <http://amrut.gov.in/content/innerpage/the-mission.php>

²⁴ <http://nwm.gov.in/>

²⁵ <http://geourbanmissions.gov.in/>

²⁶ Most Probable Number (MPN) is a method to estimate concentration of microorganisms in liquid.

Table 13: Status of Delhi's Sewage Treatment Plant's Waste Water Quality for 2023²⁷

Name of the Plant	Capacity (in MGD)*	Parameter		
		DPCC limits	BOD (mg/l)	TSS (mg/l)
			30	50
Okhla	12 MGD	Inlet	158	225
		outlet	23	34
	45 MGD	Inlet	166	231
		outlet	28	41
	37 MGD	Inlet	165	230
		outlet	33	48
	16 MGD	Inlet	164	233
		outlet	14	23
	New 30 MGD	Inlet	169	243
		outlet	11	16
Kondli	10 MGD Phase - I	Inlet	185	302
		outlet	12	17
	25 MGD Phase-II	Inlet	155	290
		outlet	13	24
	10 MGD Phase - III	Inlet	186	302
		outlet	15	18
	45 MGD Phase-IV	Inlet	192	307
		outlet	86	121
Chilla	9 MGD	Inlet	205	282
		outlet	42	75
Yamuna Vihar	10 MGD Phase-I	Inlet	188	257
		outlet	17	22
	10 MGD Phase-II	Inlet	180	243
		outlet	22	29
	25 MGD Phase-III	Inlet	270	401
		outlet	27	34
Rithala	40 MGD Phase-II	Inlet	180	287
		Outlet	20	49
Keshopur	12 MGD (PH-I)	Inlet	181	231
		outlet	14	23
	40 MGD (PH-III)	Inlet	249	311
		outlet	125	105
	20 MGD (PH-II)	Inlet	251	320
		outlet	79	56
Rohini	15 MGD	Inlet	215	365
		outlet	26	36
Akshardham	1 MGD	inlet	209	302
		oulet	54	85
Najafgarh	5 MGD	Inlet	173	248
		outlet	38	60
Pappan Kalan	20 MGD Phase-I	Inlet	188	338
		outlet	41	52
	20 MGD Phase-II	Inlet	183	334
		outlet	18	28
Coronation pillar	70 MGD	Inlet	135	202
		outlet	16	22
	20 MGD Phase-II	Inlet	134	205
		outlet	26	36
	10 MGD Phase-III	Inlet	125	204
		outlet	29	50
Delhi Gate-I	2.2 MGD	Inlet	125	192
		outlet	22	37
Delhi Gate-II	15 MGD	Inlet	112	156
		outlet	20	31
Sen Nursing Home	2.2 MGD	Inlet	135	214
		outlet	24	41
Narela	10 MGD Phase-III	Inlet	170	265
		outlet	32	45
Nilothi	40 MGD Phase-I	Inlet	201	280
		outlet	63	57
	20 MGD Phase-II	Inlet	201	291
		outlet	22	25
Molarband	0.66 MGD	Inlet	130	205
		outlet	36	59
Mehrauli	5 MGD	Inlet	161	260
		outlet	38	62
Vasant Kunj	2.2 MGD	Inlet	158	238
		outlet	35	59
	3 MGD	Inlet	159	248
		outlet	34	58
Kapashera	5 MGD	Inlet	121	271
		outlet	46	82
Ghitorni	5 MGD	Inlet	152	248
		outlet	34	54

*Note – Capacity of Maintenance Plants within the STP calculated in Metric Gallon Per Day (MGD).

²⁷ <http://delhijalboard.nic.in/daily-stp-reports/delhi-jal-board-djb>

STP's Index

Colour	Remark
	CPCB criteria met (CPCB: BOD: 20mg/l, TSS: 50 mg/l)
	Average outlet quality is between CPCB and DPCC norms
	Average outlet quality is worse than CPCB/DPCC norms (DPCC: BOD: 30mg/l, TSS:50mg/l)

Inference:

- In 2023, 16 out of 38 STPs failed to meet the DPCC criteria for BOD (30mg/l.) and TSS (50mg/l.), while a total of 26 out of 38 STPs failed to meet the CPCB criteria for BOD (20mg/l.)
- As of December 2023, the Kondli plant (45 MGD Phase-IV) and the Keshopur plant (40 MGD Phase-III and 20 MGD Phase-II) have very poor outlet quality compared to their inlet quality. The treated water quality was the worst among all STPs, and it failed to comply with the BOD outlet requirements as per the CPCB and DPCC guidelines, indicating a failure in sewage treatment. If water is to be reused in the long run treatment facilities must be improved, to ensure the sustainability of the water-sewerage system.

Table 14: Quality of Water Bodies in Delhi in accordance with CPCB norms²⁸ (2021)

Station name	B.O.D. (mg/l.)		Faecal Coli form (MPN/100ml)	
	<3 mg/l.		<2500MPN/100ml	
	Min	Max	Min	Max
Yamuna At Palla	2.5	11	68	22,000
Yamuna At Nizamuddin	22	48	47,000	49,00,000
Yamuna At Okhla Bridge (Inlet of Agra Canal)	22	56	49,000	1,10,00,000
Yamuna At Okhla After Meeting of Shahdara Drain	38	83	70,000	2,20,00,000

Colour	Remark
	CPCB criteria met
	Quality is worse than CPCB

Inferences:

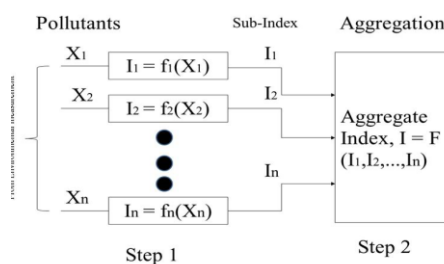
- Yamuna river is highly polluted due to the large amounts of untreated waste released through municipal sewage and various other industrial wastes let out.
- According to CPCB norms, the prescribed BOD should be less than 3mg/l. for river bodies, yet maximum BOD at all 4 quality check stations for Yamuna was much higher. Highest BOD was at Yamuna-Okhla (at Shahdara drain) with 83 mg/l. which is even higher than the prescribed norm for an STP.
- Yamuna River shows high contamination due to faecal coliform at Nizamuddin (49 lakh MPN/100ml), Okhla Bridge (110 lakh MPN/100ml) and Okhla Shahdara drain (220 lakh/100ml), while the prescribed limit is less than 2,500MPN/100ml, highlighting that highly untreated sewage is being let into the river.

²⁸ Data from CPCB reports on quality of water bodies: [CPCB Website : Water Quality – River data](#)

B. Air Quality Index (AQI)

a. Measuring AQI²⁹

An Air Quality Index (AQI) is defined as an overall scheme that transforms weighted values of individual air pollution related parameters (SO₂, 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 simple form by means of numerical manipulation:



Note: Image from the 'National Air Quality Index' Report released by the Central Pollution Control Board (2014)

The National Air Quality Index Report of the Central Pollution Control Board, provides station wise live data of air quality based upon the following air pollutants: Particulate Matter (PM_{2.5}, PM₁₀), Nitrogen Dioxide (NO₂), Ammonia (NH₃), Sulphur Dioxide (SO₂), Carbon Mono-oxide (CO), and Ozone. AQI index range and corresponding severity of pollution is mentioned in the table below.

Colour	Air Quality Index	AQI Range	Remark
	Good	0-50	Minimal Impact
	Satisfactory	51-100	May cause minor breathing discomfort in sensitive people
	Moderate	101-200	May make breathing difficult for people with lung diseases and cause discomfort in children, older adults and heart patients
	Poor	201-300	May make breathing difficult after prolonged exposure, and cause discomfort to people with heart diseases
	Very Poor	301-400	May cause respiratory illnesses in people on prolonged exposure. Effect may be more pronounced in those with lung and heart diseases.
	Severe	>400	May cause respiratory problems even in healthy people, and seriously impact those with lung/heart diseases. Even increased breathing during light physical activity can impact health.

²⁹ <https://airquality.cpcb.gov.in/ccr/#/caaqm-dashboard-all/caaqm-landing/data>

b. AQI status in Delhi³⁰

Table 15: Average AQI from 2019 to 2023

Month	Average AQI				
	2019	2020	2021	2022	2023
January	328	241	299	243	287
February	247	223	290	217	237
March	182	127	248	232	171
April	209	106	224	295	195
May	220	139	143	239	185
June	184	122	158	213	137
July	134	78	107	83	76
August	86	57	112	90	127
September	98	123	75	103	111
October	237	285	184	219	230
November	313	351	389	316	384
December	337	320	319	298	331
Average Air Quality Index	214	184	213	213	208

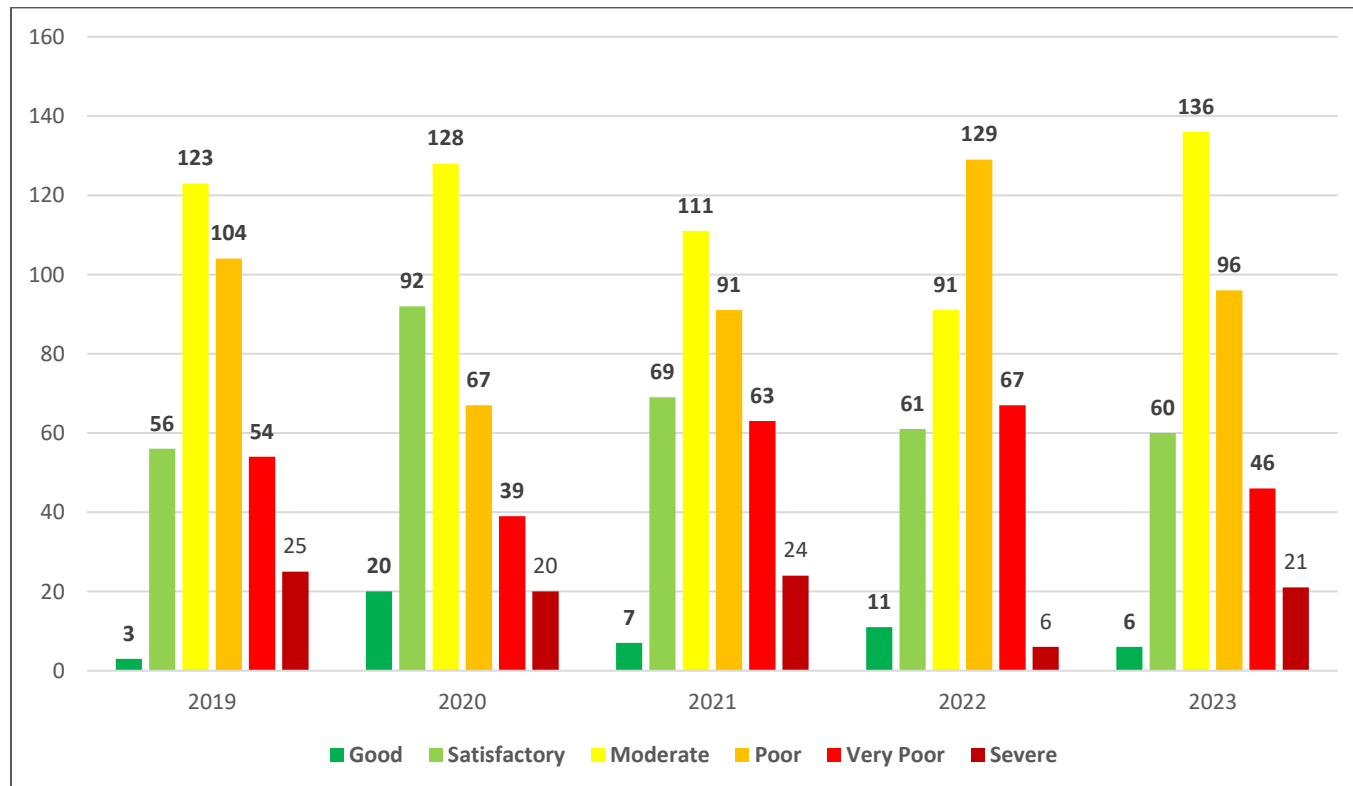
Inference:

- Monthly five-year trend of AQI shows the worst air quality was constantly reported in the winter months of November and December.
- The yearly average AQI levels in Delhi have been 'poor' in the past five years except for 2020; 214 in 2019, 184 in 2020, 213 in 2021, 213 in 2022 and 208 in 2023.
- The AQI deteriorated from 2019 to 2022 but showed improvement in 2023 compared to 2022. In 2019, 50 % average number of days (182) had satisfactory and good AQI and 50% average number of the days (183) had poor or worse than poor AQI but in 2023, 55% average number of days (202) satisfactory and good AQI and 45% average number of the days (163) had poor or worse than poor AQI.
- Worst AQI days were recorded in November 2023, highest being an AQI of 384.
- Due to consistently poor air quality levels in Delhi over the past five years, except for 2020, dispensaries and hospitals reported 2,07,752 cases of respiratory diseases in 2021³¹.

³⁰ <https://airquality.cpcb.gov.in/ccr/#/caaqm-dashboard-all/caaqm-landing/data>

³¹ https://praja.org/praja_docs/praja_downloads/Report%20on%20State%20of%20Health%20in%20Delhi_2022.pdf

Figure 3: AQI Category-wise number of days from 2019 to 2023



Inference:

- A total average number 163 days had poor and worse than poor AQI in 2023 of which 21 days registered severe AQI.
- In 2023, 18% of the days fell into the "Good" and "Satisfactory" categories, while another 18% were classified as "Very Poor" and "Severe."

Table 16: AQI of Year-wise Best and Worst Days from 2021 to 2023

	Best AQIs		Worst AQIs	
2021	11/09/2021	36	12/11/2021	583
	19/07/2021	38	15/01/2021	560
	18/10/2021	39	05/11/2021	531
	28/07/2021	39	01/01/2021	528
	01/09/2021	49	14/01/2021	526
	31/08/2021	49	23/12/2021	526
	21/08/2021	50	25/12/2021	520
	20/06/2021	52	26/12/2021	510
	12/09/2021	55	11/11/2021	506
	03/09/2021	57	22/12/2021	463
2022	09/10/2022	17	03/11/2022	590
	08/10/2022	27	04/11/2022	518
	16/09/2022	30	31/10/2022	455
	10/10/2022	31	01/11/2022	437
	24/09/2022	36	02/11/2022	423
	15/09/2022	39	29/10/2022	405
	23/09/2022	39	18/12/2022	399
	17/08/2022	42	16/05/2022	399
	07/10/2022	43	29/11/2022	397
	15/08/2022	48	28/10/2022	396
2023	10/09/2023	25	04/11/2023	544
	09/09/2023	34	09/01/2023	526
	09/07/2023	36	09/11/2023	524
	29/07/2023	39	02/11/2023	522
	08/07/2023	45	05/11/2023	519
	10/07/2023	47	03/11/2023	506
	25/06/2023	51	23/12/2023	495
	26/07/2023	55	22/12/2023	490
	16/07/2023	56	24/11/2023	484
	18/09/2023	56	08/11/2023	480

Inference:

- For the year 2023, the lowest AQI (best air quality) in a month was reported in September 2023 (3 out of 10 best days), however July has recorded the highest number of best days (6 out of 10).
- The worst AQI days were recorded in November 2023 (7 out of 10 days), with the highest being 544 showing that there has been no improvement in the air quality situation in the past five years.

Table 17: Station wise Number of days with Air Quality Level for the Year 2023

Zone	Station Name	Good	Satisfactory	Moderate	Poor	Very Poor	Severe	NA
Central	CRRJ Mathura Road, Delhi - IMD	26	81	123	72	37	17	9
	Dr. Karni Singh Shooting Range, Delhi - DPCC	20	70	139	74	38	17	7
	Jawaharlal Nehru Stadium, Delhi - DPCC	14	69	119	62	38	15	48
	Lodhi Road, Delhi - IITM	23	27	36	6	3	2	268
	Lodhi Road, Delhi - IMD	17	95	164	66	18	5	0
	Major Dhyan Chand National Stadium, Delhi - DPCC	8	51	158	89	39	14	6
	Mandir Marg, Delhi - DPCC	7	74	162	70	35	11	6
	Nehru Nagar, Delhi - DPCC	11	61	127	75	37	46	8
	Okhla Phase-2, Delhi - DPCC	9	47	138	89	39	36	7
	Pusa, Delhi - DPCC	10	36	105	126	48	32	8
	Pusa, Delhi - IMD	15	77	157	62	18	3	33
City	Chandni Chowk, Delhi - IITM	0	10	54	45	18	6	232
Civil Line	Burari Crossing, Delhi - IMD	13	65	130	83	40	24	10
	Jahangirpuri, Delhi - DPCC	4	40	99	86	54	72	10
	North Campus, DU, Delhi - IMD	9	72	160	73	30	17	4
Karol Bagh	ITO, Delhi - CPCB	9	100	131	49	43	16	17
	New Moti Bagh, Delhi - MHUA	0	0	0	0	0	0	365
	Shadipur, Delhi - CPCB	6	45	104	110	59	41	0
Najafgarh	Dwarka-Sector 8, Delhi - DPCC	12	42	121	86	52	46	6
	IGI Airport (T3), Delhi - IMD	8	77	152	76	38	14	0
	Mundka, Delhi - DPCC	4	27	89	90	73	74	8
	Najafgarh, Delhi - DPCC	26	81	177	53	16	6	6
	NSIT Dwarka, Delhi - CPCB	2	46	114	118	62	23	0
Narela	Alipur, Delhi - DPCC	19	57	133	107	31	9	9
	Bawana, Delhi - DPCC	10	44	107	83	71	42	8
	Narela, Delhi - DPCC	6	40	131	96	56	30	6
Rohini	Ashok Vihar, Delhi - DPCC	8	47	112	78	46	35	39
	DTU, Delhi - CPCB	11	55	131	90	44	32	2
	Rohini, Delhi - DPCC	5	43	125	90	54	42	6
	Wazirpur, Delhi - DPCC	3	15	116	102	60	63	6
Shahdara North	IHBAS, Dilshad Garden, Delhi - CPCB	16	61	163	95	19	0	11
	Sonia Vihar, Delhi - DPCC	4	43	137	88	55	31	7
	Vivek Vihar, Delhi - DPCC	6	47	108	101	46	45	12
Shahdara South	Anand Vihar, Delhi - DPCC	1	27	78	91	75	80	13
	Patparganj, Delhi - DPCC	17	62	110	91	37	42	6
South	Aya Nagar, Delhi - IMD	22	97	141	65	26	13	1
	R K Puram, Delhi - DPCC	6	60	128	94	43	25	9
	Sirifort, Delhi - CPCB	13	55	137	94	42	22	2
	Sri Aurobindo Marg, Delhi - DPCC	28	91	152	60	21	7	6
West	Punjabi Bagh, Delhi - DPCC	3	32	153	94	41	35	7

*NA: Data not available

Inference:

In 2023, air quality on an average was measured to be good on 11 days (3%), with satisfactory air quality on 54 days (15%) and moderate air quality on 123 days (34%). However, 40 days (11%) and 27 days (7%) were classified as very poor and severe, respectively.

- Unfortunately, air quality data for the entire year for the MHUA station in New Moti Bagh (Karol Bagh zone), Delhi, is not available on the website. Likewise, for the year 2023, 73% of the data for Delhi's Lodhi Road (Central zone) and 64% for Delhi's Chandni Chowk (City zone) are unavailable.
- The South zone experienced the most number of days with good and satisfactory air quality index (AQI) levels on average. The West zone had the highest average number of days with moderate AQI levels. Shahdara North and Shahdara South zones had the greatest average number of days with poor and worse than poor AQI levels

C. Recommendations

- **Treatment of Sewage:** Treatment of sewerage generated needs to be 100% and tertiary treatment needs to be done in all the STPs to reduce marine pollution and prevent water and vector borne diseases. Additionally, as the contamination of Delhi's River water is high, the BOD and TSS norms created by the state must be more stringent to ensure a gradual improvement in the condition of the river water.
- **Reuse of Waste Water:** DJB can use the treated wastewater for various purposes such as cleaning of roads, watering gardens, traffic islands, road dividers etc. in the city. The DJB can also earn revenue by sale of treated waste water. Recycling of sewage should also be incentivised where possible (example: housing societies, large commercial establishments, industrial establishments) so that treatment of sewage can be done locally and can reduce the water demand of that unit.

VII. Performance of Member of Legislative Assembly (MLAs) in the State Assembly sessions

Note- For the year 2023, there is no data available for the deliberations in Ward Committee as the committee has not been constituted since the merger of EDMC, NDMC and SDMC into a unified MCD and its elections in December 2022. Hence, the councillor deliberation of this term has not been considered in this white paper.

A. Performance of MLAs in the State Assembly Sessions in 2020 to 2023

Table 18: Issues raised by MLAs (under respective MCDs) on Civic issues in State Assembly Sessions in 2020 to 2023³²

Year	Number of issues on civic issues	Total Issues raised
2020	37	57
2021	420	838
2022	390	873
2023	534	1,117

Table 19: Issue wise Civic Complaints and Deliberations by Elected Representatives in Assembly Session in 2020 to 2023

Issue	Complaints				No. of Issues Raised by MLA			
	2020	2021	2022	2023	2020	2021	2022	2023
Buildings	45,107	42,750	54,085	51,276	1	69	59	70
Unauthorised Construction/Development	44,190	41,864	53,507	50,692	0	22	13	13
Dilapidated Condition of Building	650	745	472	468	0	0	0	0
Building related	267	141	106	116	1	47	46	57
Drainage	8,352	8,184	12,094	10,600	0	6	8	36
<i>Drainage chokes, blockages & Cleaning and overflowing manholes</i>	7,221	7,214	10,509	9,710	0	2	0	9
Repairs and reconstruction of drain line Related	1,131	970	1,585	890	0	4	8	27
Fire in house/building	120	69	125	27	0	5	2	2
License	2,912	2,469	2,853	1,763	3	28	31	27
Unauthorised Hawkers Related	1,603	1,416	1,960	996	0	0	0	8
Hawking /Shop license Related	1,309	1,053	893	767	3	28	31	19
Municipal Corporation Delhi	270	248	365	407	10	43	50	62
Maintenance of Municipal Property	151	192	289	343	9	27	24	40
Human Resources Related	119	56	76	64	1	16	26	22
Nuisance due to stray dogs, monkeys etc.	11,390	9,586	11,576	7,673	0	2	3	14
Pest Control	6,972	3,797	2,224	1,153	0	0	0	0
Mosquito Nuisance & Fogging	6,923	3,760	2,178	1,135	0	0	0	0
Pest Control Related	49	37	46	18	0	0	0	0
Solid Waste Management (SWM)	28,149	16,664	16,239	8,720	3	7	8	10
Garbage not collected	5,164	2,798	4,117	2,281	0	0	0	0
Collection point not attended properly	168	590	1,032	363	0	0	0	0
Removal of dead animals	18,684	10,898	8,255	4,439	0	0	0	0
Removal of Debris	988	665	833	462	0	0	0	0
Solid Waste Management Related	3,145	1,713	2,002	1,175	3	7	8	10
Toilet	285	195	213	120	0	9	7	12
Footpaths	6	15	17	9	0	4	3	4
Garden	4,224	3,541	3,953	2,174	1	12	11	18
Tree cutting/Trimming	1,917	1,541	1,676	936	1	2	2	0
Collecting Trimmed/Cut Trees	1,589	1,370	1,569	812	0	0	0	0
Maintenance of Garden	537	264	436	168	0	2	1	6
Garden related	181	366	272	258	0	8	8	12
Roads	2,804	2,372	4,440	2,928	6	96	83	130
Potholes/Trenches related	461	343	439	391	0	9	1	2
Relaying and repairs of roads / New road	1,322	1,303	3,264	2,138	4	21	15	31
Road Related	1,021	726	737	399	2	66	67	97
Storm Water Drainage	1,053	1,086	889	582	0	42	26	5
Pollution	97	62	64	42	0	14	7	39
Sewerage	83,647	1,02,711	1,38,545	1,73,652	0	7	9	17
Water Supply	1,40,718	1,60,960	1,99,249	1,93,938	6	58	55	63
Others Civic Issue Related	762	505	537	647	7	18	28	25
Total	3,36,868	3,55,214	4,47,468	4,55,711	37	420	390	534

Inference:

- Most of the Civic issues raised by the MLAs in ward committees were on Roads (130), Buildings (70) and Water Supply (63). From this only water supply (43% of overall complaints) is a major issue when compared to citizen complaints from 2020 to 2023 (1,93,938) however only 12% of total issues were raised on this topic.
- In 2023, MLAs raised 130 issues (24%) related to roads, with 2,928 complaints (1%) registered for this issue, while 17 issues (3%) were raised regarding sewerage, and complaints for these were as high as 1,73,652 (38%).
- In 2023, only 13 issues (2%) were raised by MLAs on Unauthorized Construction/ Development but the complaints registered were 50,692 (11%) which was the 4th highest.

VIII. Inefficiency in Data Management of Municipal Corporation of Delhi and State Departments

Maintaining accurate data by the government is crucial for effective policy-making and resource allocation. It ensures transparency and accountability, enabling the identification of areas needing improvement and efficient deployment of resources. Additionally, well-maintained data supports informed decision-making, enhances public trust, and fosters continuous monitoring and evaluation of public services and infrastructure projects.

Praja filed an RTI on the status of sanitation facilities and civic complaints registered by citizens, but did not receive proper replies or comprehensive data from the MCD and state departments. The outcomes of these RTI queries highlighted significant issues and weaknesses in Delhi's current sanitation facility management systems. First, it was discovered that there is no centralised data available throughout the city. Each department functions on a zone-level basis, resulting in fragmented data and information management. The lack of centralised data management complicates resource allocation and accountability. Furthermore, gaps and discrepancies were found in the data collected at the zone level. Many zones did not keep separate records for male and female toilet seats or provide suitable facilities for specially-abled individuals. Additionally, facilities such as electricity, water supply, and sewerage connections were not recorded following toilet construction. Given that untreated wastewater can have serious environmental effects, the lack of information on sewerage connections is especially concerning.

Establishing a single planning authority with centralized data management is essential for optimizing operations, ensuring optimal budget allocation, and holding relevant departments accountable for sanitation infrastructure construction and maintenance.

Praja filed an RTI for sanitation data in MCD's 12 zones and the State's 12 departments. Below is the zone-wise and department wise status of sanitation data provided at both the zone and state levels:

Table 20: Zone wise status of Sanitation data received for the Year 2023

Zone (MCD)	Public Toilet			Community Toilet		
	No. of Toilet	Gender wise seat	Facility	No. of Toilet	Gender wise seat	Facility
Central	Yes	Yes	Yes	Yes	Yes	Yes
City & Sadar Paharganj	Yes	Yes	Yes	Yes	Yes	Yes
Civil Line	Yes	NP	NP	Yes	NP	NP
Karol Bagh	NP	NP	NP	NP	NP	NP
Keshav Puram	Yes	Yes	Yes	Yes	Yes	Yes
Najafgarh	NP	NP	NP	NP	NP	NP
Rohini	Yes	Yes	Yes	Yes	Yes	Yes
Rural Narela	NP	NP	NP	NP	NP	NP
Shahdara North	Yes	Yes	Yes	Yes	Yes	Yes
Shahdara South	Yes	Yes	No	NP	NP	NP
South	NP	NP	NP	NP	NP	NP
West	Yes	NP	NP	Yes	NP	NP

NP: Data Not Provided

For MCD Zone, Civil Line, Karol Bagh, Najafgarh, Rural Narela, and South zones did not provide data for both public and community toilets (Data not provide through RT). In the West Zone and Civil Line, only the number of toilets is available, while data on gender-wise seats and additional facilities are not provided at the zone level.

Table 21: Zone wise status of Community toilet (Sanitation) data received for the Year 2023

DUSIB (State Departments)	Number of Toilet	Gender wise seats	Electric	Water	Sewer
Executive Engineer C-1	Yes	Yes	Yes	Yes	Yes
Executive Engineer C-2	Yes	Yes	Yes	Yes	Yes
Executive Engineer C-3	Yes	Yes	Yes	Yes	Yes
Executive Engineer C-4	Yes	Yes	NP	NP	NP
Executive Engineer C-5	Yes	Yes	NP	NP	NP
Executive Engineer C-6	Yes	Yes	NP	NP	Yes
Executive Engineer C-7	Yes	Yes	NP	Yes	Yes
Executive Engineer C-8	Yes	Yes	NP	NP	Yes
Executive Engineer C-9	NP	NP	NP	NP	NP
Executive Engineer C-10	Yes	Yes	NP	NP	NP
Executive Engineer C-11	Yes	Yes	NP	NP	NP
Executive Engineer C-12	Yes	Yes	NP	NP	NP

NP: Data Not Provided

For the sanitation data, DUSIB, C-9, departments did not provide community toilet data. Additionally, C-4, C-5, C-6, C-8, C-10, C-11 and C-12 departments did not provide facility data.

Table 22: Zone wise Civic complaints registered data status for 2023

Zone	Civic Complaints Data Received Status
Central	General : Jan to Dec, Sanitation : Apr to Dec
City & Sadar Paharganj	19th Jan to 7th Nov
Civil Line	Data not provide
Karol Bagh	January to August
Keshav Puram	January to December
Najafgarh	January to December
Rohini	January to March
Rural Narela	January to December
Shahdara North	January to December
Shahdara South	January to December
South	Data not provide
West	January to December

Out of 12 zones, only 6 zones provided proper complaints data for the year 2023

IX. Analysis of Municipal & State Budget relating to Civic Issues in Delhi

A. Municipal Corporation of Delhi's Budget

i). Non Plan Budget: This budget is the Revenue Budget of the MCD. It includes expenditures carried out by MCD with funds generated through their own revenue generating system.

The budget heads mentioned in the Non Plan Budget are:

1. **Veterinary Department:** It includes control of stray dogs, Monkeys, cattle, slaughter houses, etc.
2. **Department of Environment Management Services (DEMS):** It includes Composting plants, Refuse removal, Scavenging, Drains and Sewers, Motor Workshop, Conservancy and Sanitation, Community toilet & Public toilet.
3. **Public Works:** Engineering-Civil, Electric, Building Department, Town Planning, Architect department, etc.
4. **Licensing:** It includes Trade, Factory, Encroachment Removal licenses.
5. **Horticulture Department:** It includes expenditure done for maintaining/creation of gardens in the city.
6. **Community Services Department:** It includes expenditure done on managing and maintaining community halls with the city under the jurisdiction of MCD, stipends to the poor (old age pension), specially abled & widows.

ii). Plan Budget: This budget is the capital budget of the MCD. It includes funds generated by the MCD for their capital expenditure and also includes funds provided by the State and Central Governments under various schemes.

The budget heads for the Plan Budget are:

1. **Mechanization of Conservancy and sanitation services³³:** It includes Sweeping of Roads and Common Public Spaces, Waste Collection from Dhalaos/ Bins/ Open Sites, Transportation, Processing and Disposal at SLF sites, Maintaining Sanitation in Public Conveniences like Toilets, Urinal Blocks, Dustbin/Dhalaos, Open Sites etc., De-Silting of Drains less than 4ft. Depth/ width under the jurisdiction of MCD.
2. **Environmental Improvement through Horticulture Development:** This includes but not limited to expenses made for various horticulture activities, like gardens, public green spaces, various trees and plants planted around the city for environmental schemes.
3. **Swachh Bharat Mission:** Expenses made to construct/establish various SBM provisions in the city.
4. **Roads:** Expenses carried out for maintaining and construction of roads under the MCD.

³³ [Excel+DMCs.pdf \(delhi.gov.in\)](#)

i) Non Plan Budget

Table 23: Non Plan Budgetary Allocation of Departments Related to Civic Issues for FY 2020-21 to 2024-25 (Rupees in lakhs)

MCD	2020-21				2021-22				2022-23				2023-24		2024-25
	BE	RBE	Actuals	% Utilisation	BE	RBE	Actuals	% Utilisation	BE	RBE	Actuals	% Utilisation	BE	RE	BE
Total Veterinary Department	13,506	7,416	4,006	54%	11,131	8,102	4,393	54%	9,583	6,844	3,903	57%	8,619	9,907	13,486
Department Of Environment Management Services (Dems)	4,41,869	3,42,472	2,75,629	80%	3,81,560	4,03,980	3,06,517	76%	4,15,328	4,09,250	2,90,840	71%	4,46,585	4,16,876	4,59,371
Total Public Works	1,93,256	1,67,230	1,19,919	72%	1,64,684	1,65,494	1,27,091	77%	1,73,215	1,75,944	1,20,747	69%	1,82,028	1,73,870	2,69,430
Total Licencing	1,103	981	669	68%	977	1,150	657	57%	1,176	968	749	77%	1,131	914	1,430
Horticulture Department	52,877	43,366	34,499	80%	46,958	49,328	31,105	63%	52,148	43,929	29,520	67%	54,580	51,278	49,258
Community Services Department	26,276	18,026	4,332	24%	21,067	10,504	5,347	51%	11,989	6,137	2,792	45%	7,385	4,889	6,066
Total	7,28,885	5,79,491	4,39,053	76%	6,26,378	6,38,558	4,75,109	74%	6,63,438	6,43,073	4,48,551	70%	7,00,329	6,57,733	7,99,041

Note: BE: Budget Estimates, RE: Revised Estimates,

Inference:

- In 2022-2023, 77% budget has been utilized and the highest utilization is done in the total licensing department.
- The lowest budget utilization is done in the community service department (45%).

ii) Plan Budget

Table 24: Plan Budgetary Allocation of Departments Related to Civic Issues for FY 2020-21 to 2023-24 (Rupees in lakhs)

MCD	2020-21			2021-22			2022-23			2023-24	2024-25
	BE	Actuals	Utilisation	BE	Actuals	Utilisation	BE	Actuals	Utilisation	BE	BE
Strengthening & Mechanization of Conservancy & Sanitation (XLIID)	66,160	65,400	99%	51,200	0	0%	56,320	60,227	107%	56,320	65,938
Environmental Improvement through Horticulture Dev. (XLVIIIK)	0	0	0%	0	0	0%	0	0	0%	0	0
Swachh Bharat mission	1,001	4,010	401%	0	0	0%	0	0	0%	0	0
Road	3,849	443	12%	0	0	0%	0	0	0%	0	0
Total	71,009	69,853	98%	51,200	0	0%	56,320	60,227	107%	56,320	65,938

Inference:

- In 2022-23, MCD utilised 107% budget for their planned budget funds.
- The State and Central governments must regularise the allocation and sanctioning of funds to the MCDs under various schemes to ensure that better implementation is carried out.

B. Delhi State Budget on Civic Issues

Table 25: State Budgetary Allocation of Departments Related to Civic Issues (Water, Sewerage and Sanitation & Road and Bridges) for FY 2020-21 to 2024-25 (Rupees in lakhs)

Sub Major Head		Water Supply		Sewerage and Sanitation		Roads & Bridges		Total
Type		Capital Exp.	Revenue Exp.	Capital Exp.	Revenue Exp.	Capital Exp.	Revenue Exp.	
Year 2019-20	BE	96,840	95,875	52,000	39,310	1,89,500	61,005	5,34,530
	RE	83,265	97,175	47,950	44,635	88,600	60,616	4,22,241
	Actuals	83,265	96,900	47,950	44,635	78,306	58,910	4,09,967
	% Utilised	100%	100%	100%	100%	88%	97%	97%
Year 2020-21	BE	1,03,540	1,05,425	1,34,900	86,560	1,64,800	43,200	6,38,425
	RE	74,043	1,17,597	1,49,900	71,560	98,133	46,067	5,57,300
	Actuals	74,043	1,17,597	1,49,900	71,560	93,739	44,950	5,51,790
	% Utilised	100%	100%	100%	100%	96%	98%	99%
Year 2021-22	BE	74,542	1,10,850	89,808	52,200	2,01,820	53,680	5,82,900
	RE	37,472	1,06,300	65,302	18,326	1,42,510	67,613	4,37,523
	Actuals	37,472	99,728	65,302	13,925	1,27,420	65,815	4,09,662
	% Utilised	100%	94%	100%	76%	89%	97%	94%
Year 2022-23	BE	1,86,336	1,32,300	1,29,100	2,23,264	1,97,600	52,500	9,21,100
	RE	81,118	1,08,172	1,01,573	89,137	1,63,300	66,100	6,09,400
	Actuals	91,118	86,652	1,01,573	88,091	1,55,796	63,837	5,87,067
	% Utilised	112%	80%	100%	99%	95%	97%	96%
Year 2023-24	BE	90,100	1,12,361	1,67,600	1,74,139	3,01,700	10,900	8,56,800
	RE	1,20,825	1,10,654	1,62,275	1,46,746	2,06,700	84,391	8,31,591
Year 2024-25	BE	1,43,900	2,49,200	1,51,400	95,000	1,21,600	55,200	8,16,300

Inferences:

- The total funds in the State Budget allocations had been utilised well above 90% since 2019-20 to 2022-23.
- Water supply department has had over-utilisation (112%) in 2022-23, still in 2023, 1,93,878 citizen complaints were registered on water supply.
- In 2019-20, 100% sewerage budget was utilised yet in 2020, 83,647 complaints were registered for sewer related issues.
- The Revised Budget Estimates of Capital Expenditure under Roads and Bridges have been consistently lower than the Budget Estimates since 2017-18.

Annexure 1: Zone Wise Complaints

Table 26: Top 5 zones in Issue wise Complaints of MCD and DJB in 2023

Complaint Issue	Top 5 Zones				
	Rank 1	Rank 2	Rank 3	Rank 4	Rank 5
Buildings	Central	Rohini	Keshav Puram	Shahadra South	Shahdara North
	11,042	7,317	6,481	5,008	4,206
Drainage	West	Shahdara North	Najafgarh	Shahadra South	West
	1,800	1,581	1,549	1,312	1,800
Garden	Najafgarh	Central	Shahadra South	Shahdara North	Karol Bagh
	318	317	291	276	243
License	Shahdara North	Najafgarh	West	Central	Shahadra South
	352	220	210	208	189
Municipal Corporation Delhi	Narela	Shahadra South	Shahdara North	City & SP	Central
	293	54	16	9	9
Nuisance due to stray dogs, monkeys etc.	Shahdara North	West	Narela	Najafgarh	Central
	1,157	1,078	1,035	1,028	792
Pest Control	Najafgarh	Shahdara North	Central	Shahadra South	Narela
	261	200	124	119	107
Pollution	Shahadra South	Shahdara North	Najafgarh	Karol Bagh	-
	9	8	7	6	-
Roads	West	Shahadra South	Shahdara North	Najafgarh	Rohini
	508	409	396	363	285
Sewerage	West	Shahadra South	Rohini	Shahdara North	Najafgarh
	48,049	20,609	17,718	17,705	16,231
Solid Waste Management (SWM)	Najafgarh	Shahdara North	Narela	West	Shahadra South
	2,015	1,660	1,294	937	891
Storm Water Drainage	Central	Karol Bagh	Keshav Puram	Najafgarh	West
	161	145	74	48	43
Toilet	West	Najafgarh	Shahdara North	Central	Karol Bagh
	20	18	17	15	13
Water Supply	West	Rohini	Najafgarh	South	Shahadra South
	33,301	26,405	22,324	20,429	20,035

Table 27: Zone wise Top 5 Complaints registered in MCD and DJB in 2023

ZONE	Top 5 Complaints				
	Rank 1	Rank 2	Rank 3	Rank 4	Rank 5
Central Zone	Buildings	Water Supply	Sewerage	Nuisance due to stray dogs, monkeys etc.	Solid Waste Management (SWM)
	11,042	9,898	5,337	792	636
City & Sadar Paharganj Zone	Sewerage	Water Supply	Buildings	Drainage	Nuisance due to stray dogs, monkeys etc.
	6,284	6,116	2,118	360	351
Karol Bagh	Water Supply	Sewerage	Buildings	Drainage	Nuisance due to stray dogs, monkeys etc.
	12,973	10,775	2,949	516	501
Keshav Puram	Sewerage	Water Supply	Buildings	Nuisance due to stray dogs, monkeys etc.	Solid Waste Management (SWM)
	8,485	6,568	6,481	545	366
Najafgarh	Water Supply	Sewerage	Solid Waste Management (SWM)	Buildings	Drainage
	22,324	16,231	2,015	1,844	1549
Narela	Water Supply	Sewerage	Buildings	Solid Waste Management (SWM)	Nuisance due to stray dogs, monkeys etc.
	8,722	4,697	2,353	1,294	1035
Rohini	Water Supply	Sewerage	Buildings	Drainage	Nuisance due to stray dogs, monkeys etc.
	26,405	17,718	7,317	1110	474
Shahdara North	Sewerage	Water Supply	Buildings	Solid Waste Management (SWM)	Drainage
	17,705	14,995	4,206	1,660	1581
Shahdara South	Sewerage	Water Supply	Buildings	Drainage	Solid Waste Management (SWM)
	20,609	20,035	5,008	1312	891
West Zone	Sewerage	Water Supply	Buildings	Drainage	Nuisance due to stray dogs, monkeys etc.
	48,049	33,301	2,361	1,800	1,078

Annexure 2: Note on Functioning of Civic Services provided by Central, State and Local Governments in Delhi

Agencies responsible for Civic Services:

The Delhi Municipal Corporation is not the sole authority in carrying out all Civic duties. In fact, there are certain duties which don't fall within the ambit of the Municipal Corporation, although they should be under the purview of the civic body. Water, Sewage, and Electricity, for example, are the responsibility of the State. Similarly, the issues relating to the Big Roads/Highways are the responsibility of the Central/State Government, while the issue of small roads only comes under the Municipal Corporation. Similar is the case with Education and Health. Primary Education and Public Health and Primary Health come under the Jurisdiction of the Municipal Corporation and Secondary Education and the rest come under the State.

National Capital Territory (NCT) Delhi Act 1991 and MCD Delhi Act 1957 under section 42 & 43 define obligatory and discretionary functions of Corporation.

The following list mentions which services are provided by different agencies:

Departments/Services and their respective providers:

SERVICE	AUTHORITY		
	STATE (NCT of Delhi)	MCD (Municipal Corporations of Delhi)	CENTRE
DTC (Delhi Transport Corporation)	√		
Agriculture, Animal Husbandry and Fisheries	√		
Pollution	√		
Water supply	√		
Sewage	√		
Industry	√		
Electricity	√		
Ration Shops	√		
Forestry	√		
Footpaths	√	√	√
Garden	√	√	√

SERVICE	AUTHORITY		
	STATE (NCT of Delhi)	MCD (Municipal Corporations of Delhi)	CENTRE
Storm Water Drainage	√	√	√
Education	√	√	√
Slum Rehabilitation Authority (SRA) Related	√	√	√
Disaster Management	√	√	√
Hospitals/Dispensaries [Health Care]	√	√	√
Drainage		√	
License		√	
Nuisance due to stray dogs, monkeys, etc.		√	
Pest control		√	
Mosquito nuisance & Fogging		√	
Solid Waste Management		√	
Naming/Renaming of Roads/Chowks/ Monuments/ Buildings/ Stations		√	
Slaughter House related		√	
Town Planning		√	
Environment Management Services		√	
Shop and Establishment		√	
Public Health		√	
Policing			√

Annexure 3: Complaint Redressal Mechanism in the Municipal Corporations of Delhi (MCD) and Delhi Jal Board (DJB)

As Delhi has multiple agencies providing various services, it is difficult for citizens to know which service is provided by which agency. Also there are certain services like road where overlap of services takes place. In such cases it is extremely difficult for citizens to understand which agency to approach for which service. Hence, Delhi should have only one gateway for citizens to request or complaint regarding any civic service.

Why is a Grievance or Complaint Redressal System necessary?

Grievance or Complaint Redressal Mechanism is a feature, which has to be provided by all forms of government or administration to ensure accountability. The state acts as the largest agency or service provider to its citizens through bureaucratic institutions or agencies; hence, the need for such redressal mechanisms is all the more important to guarantee efficiency. Corrective measures should be taken while redressing the grievances and actions initiated to remove inefficiencies in the delivery of the services and/or against officials for their dereliction of duty.

MCD's Grievance Redressal Mechanism:

In order to lodge a complaint one can:

- Walk in to the MCD office to lodge the complaint
- Write a letter
- Phone the MCD office (To Zones and Central Control Room)

Zone	Phone Number
City & Sadar Paharganj	011-23913775/23913773
Civil Lines	011-23942700/25448062
Karol Bagh	011-25812700/25754339/41
Rural Narela	011-27783261/01127783783/85
Rohini	011-27042700/011-27051132/33
Keshav Puram	27183146/27183149/27183147
Central zone	011-29812228
Najafgarh	011-28013283
South zone	011-26522700/011-26517191/011-26517188
West zone	011-25191014/16/011-25422700
Shahdara North	011-22822700/011-22821484
Shahdara South	011-22303700/011-22300171/75

- **File an online complaint on the MCD website, CPGRAMS, Listening post of LG:**
 - E Mail: some complaints are directly sent to the commissioners through email: commissioner@mcd.org.in

- CPGRAMS portal: <http://pgportal.gov.in/GrievanceNew.aspx>
- LG portal: <http://listeningpostdelhilg.in/AuPages/login.aspx>
- PGMS: <http://pgms.delhi.gov.in/Entrygrv.aspx>
- PGCGNCTD portal: <http://delhi.gov.in/wps/wcm/connect/pgc1/public+grievances+commission/home>

Grievance Redressal Mechanism of Delhi Jal Board:

- For registering a grievance related to wrong reading, billing, and arrears, The Customer Care Centre number 1916 (Toll Free) remains in service for 24X7. It requires the KNO (Connection no.) & Mobile no. while registering a complaint. Consumer can also register grievance directly through Revenue Management System portal on www.djb.gov.in.
- A grievance may be lodged with concerned Zonal Revenue Officer (ZRO). In case it is not resolved within 10 days it may be taken up to the concerned Deputy (Dy.) Director/ Joint (Jt.) Director.
- If a consumer is not satisfied, he may contact the DJB Headquarters by referring earlier communications.

Annexure 4: Functioning of the Ward Committees

The 74th Amendment Act, of the Constitution of India provides for setting up of ward committees to ensure citizen participation in decision making and to bring governance and citizens together. It is considered to be an important step towards achieving citizens' participation in the governance at the grassroots level. As per the Act, The Ward Committees are expected to address local problems by participating in planning, financial and administrative functions, having a direct bearing on their respective Wards. The 74th Amendment Act not only empowers states to set up ward committees, but also to decide on the powers, functions and finances to be delegated to them. This in turn provides the States a freedom to draft their own legislation and rules and so the functioning of the Ward Committees varies across states and cities.

'Ward Committees' are therefore undoubtedly one of the most crucial mechanisms available to Municipal Councillors for conducting deliberations for delivering effective governance. Issues of prime significance to citizen's daily lives related to civic amenities such as road, parks, solid waste management, 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 74th Constitutional Amendment, which mandated the creation of the Ward Committees, to bring in grassroots democracy and strengthen it as mentioned above.

The Municipal Corporation of Delhi is one of the largest Municipal Corporations in the world and came into existence on 7th April, 1958, under The Delhi Municipal Corporation Act, 1957. The Amendment of 1993 in the Act brought about fundamental changes in composition, functions, governance and administration of the Corporation. The number of Wards (Municipal Councillor Constituencies) in the Corporation was increased from 134 to 272 in 2006-2007, and the Corporation was trifurcated into the North (NDMC), South (SDMC) and East Delhi Municipal Corporation (EDMC) by a notification issued in the end of 2011, with separate functioning of the three Corporations starting from the first half of 2012. In April 2022, the Indian parliament passed the Delhi Municipal Corporation (Amendment) Act to merge the North, South, and East Delhi municipal agencies into a single unified body, the Municipal Corporation of Delhi (MCD). This effectively undid the trifurcation of the municipal bodies introduced by the Delhi Municipal Corporation (Amendment) Act, 2011. The unified urban local body (ULB) emerged on 22 May 2022. Also, the wards have been decreased to 250 from 272.

However, the MCDs are not the only bodies providing Civic Services in the NCT (National Capital Territory) of Delhi as highlighted in the Annexure 2. Example: water supply, though an essential civic service mentioned in the 74th Amendment, is provided by the Delhi Jal Board which is under the Delhi State Government and not by the MCDs. Also, apart from Central and State agencies, the other two local bodies are the New Delhi Municipal Council and the Delhi Cantonment Board provide civic services in areas under their respective jurisdictions.

Presently, the Corporation consists of 250 electoral Municipal Constituencies. The Corporation also includes, in its composition, some Nominated Members, some members from the Legislative Assembly of Delhi, certain MPs, and has certain seats reserved for the Scheduled Castes and Women. Further, the 250 constituencies are aggregated in 12 Administrative Zones for which there are 12 Ward Committees.

Section 50-52 of the Delhi Municipal Corporation Act, 1957 States

- There is one Ward Committee in each of the 12 zones of the three Municipal Corporations of Delhi.
- The Wards Committee consists of:
 - a) All the Councillors elected from the wards comprised in that Zone.
 - b) The persons, if any, nominated by the Administrator [that is, the Lt. Governor of Delhi] under Section 3 (3) (b) (i), only if her/his name is registered as an elector within the territorial limits of the Zone concerned.

The Ward Committees have annual elections for the following:

- **CHAIRMAN** [who can give resignation to the Mayor]
- **DEPUTY CHAIRMAN** [who can give resignation to the chairperson]

The 15th Schedule of the DMC (Delhi Municipal Corporation) Act, mentions the powers and functions of the Wards Committees which are as under:

- 1) Sanction estimates and plans for Municipal works to be carried out with the Zone costing up to rupees one crore, other than works taken up and executed for Delhi as a whole or those covering more than one Zone, provided that specific provisions exist therefore in the budget sanctioned by a Corporation.
- 2) Call for any report, return, plan, estimate, statement account or statistics from the Commissioner, connected with matter pertaining to the Municipal administration in that zone.
- 3) Scrutinise monthly statements of receipts and disbursements and of the progress reports in the collection of revenue in the Zone.
- 4) Consider and make recommendations on the proposals regarding estimates of revenue and expenditure pertaining to the Zone under different heads of accounts of the budget before being forwarded to the Commissioner.
- 5) Report on advice upon any matter which a Corporation may refer to it under the Act.
- 6) Deal with such other matters as may be delegated by a Corporation to the Wards Committees.
- 7) In general, exercise all such Municipal powers and functions of a Corporation as are to be performed exclusively in the concerned Zone other than those relating to Delhi as a whole or involving two or more Zones.

Besides Section 52 (3) of the DMC ACT says- 'If any issue arises as to whether any matter falls within the purview of a Wards Committee or a Corporation, it shall be referred to that Government and the decision of that Government will be final.'

Obligatory functions of the Corporations: [This is taken from annexure No.4, Page 129 of the Delhi Municipal Corporation Act, 1957]

Subject to the provisions of this Act and any other law for the time being in force, it shall be incumbent on the corporation to make adequate provision by any means or measures which it may lawfully use or take, for each of the following matters, namely: —

- (a) The construction, maintenance and cleansing of drains and drainage works and of public latrines, urinals and similar conveniences;
- (b) The scavenging, removal and disposal of filth, rubbish and other obnoxious or polluted matters;
- (c) The reclamation of unhealthy localities, the removal of noxious vegetation and generally the abatement of all nuisances;

- (d) The regulation of places for the disposal of the dead and the provision and maintenance of places for the said purpose;
- (e) The registration of births and deaths;
- (f) Public vaccination and inoculation;
- (g) Measures for preventing and checking the spread of dangerous diseases;
- (h) The establishment and maintenance of dispensaries and maternity and child welfare centres and the carrying out of other measures necessary for public medical relief; the maintenance including the expansion and upgradation of facilities of the hospitals existing on the date of the commencement of the Delhi Municipal Corporation (Amendment) Act, 1993.
- (i) The construction and maintenance of Municipal markets and slaughter houses;
- (j) The regulation and abatement of offensive or dangerous trade or practices;
- (m) The securing or removal of dangerous buildings and places;
- (k) The construction, maintenance, alteration and improvements of public streets, bridges, culverts, causeways and the like;
- (l) The lighting, watering and cleansing of public streets and other public places;
- (m) The removal of obstructions and projections in or upon streets, bridges and other public places;
- (n) The naming and numbering of streets and premises;
- (o) The establishment, maintenance of, and aid to, schools for primary education subject to such grants as may be determined by the Central Government from time to time;
- (p) The maintenance of Municipal offices;
- (q) The laying out or the maintenance of public parks, gardens or recreation grounds;
- (r) The maintenance of monuments and memorials vested in any local authority in Delhi immediately before the commencement of this Act or which may be vested in the Corporation after such commencement;
- (s) The maintenance and development of the value of all properties vested in or entrusted to the management of the Corporation;
- (t) The preparation of plans for economic development and social justice; and
- (u) The fulfilment of any other obligation imposed by or under this Act or any other law for the time being in force.

Discretionary functions of the Corporation:

Subject to any general or special order of the Government, from time to time, the Corporation may provide either wholly or in part for all or any of the following matters, namely: —

- (a) The furtherance of education including cultural and physical education, by measures other than the establishment and maintenance of, and aid to, schools for primary education;
- (b) The establishment and maintenance of, and aid to, libraries, museums, art galleries, botanical or zoological collections;
- (c) The establishment and maintenance of, and aid to, stadia, gymnasia, akharas and places for sports and games;
- (d) The planting and care of trees on roadsides and elsewhere;
- (e) The surveys of buildings and lands;
- (f) The registration of marriages;
- (g) The taking of a census of population;
- (h) The civic reception to persons of distinction;

- (i) The providing of music or other entertainment in public places or places of public resort and the establishment of theatres and cinemas;
- (j) The organisation and management of fairs and exhibitions;
- (k) The acquisition of movable or immovable property for any of the purposes before mentioned, including payment of the cost of investigations, surveys or examinations in relation there to for the construction or adaptation of buildings necessary for such purposes;
- (l) The construction and maintenance of—
 - (i) rest-houses,
 - (ii) poor-houses,
 - (iii) Infirmaries,
 - (iv) Children's homes,
 - (v) Houses for the deaf and dumb and for disabled and handicapped children,
 - (vi) Shelters for destitute and disabled persons,
 - (vii) Asylums for persons of unsound mind;
- (m) The construction and maintenance of cattle pounds;
- (n) The building or purchase and maintenance of dwelling houses for Municipal officers and other Municipal employees;
- (o) Any measures for the welfare of the Municipal officers and other Municipal employees or any class of them including the sanctioning of loans to such officers and employees or any class of them for construction of houses and purchase of vehicles;
- (p) The organisation or management of chemical or bacteriological laboratories for the examination or analysis of water, food and drugs for the detection of diseases or research connected with the public health or medical relief;
- (q) The provision for relief to destitute and disabled persons;
- (r) The establishment and maintenance of veterinary hospitals;
- (s) The organisation, construction, maintenance and management of swimming pools public wash houses, bathing places and other institutions designed for the improvement of public health;
- (t) The organisation and management of farms and dairies within or without Delhi for the supply, distribution and processing of milk products for the benefit of the residents of Delhi;
- (u) The organisation and management of cottage industries, handicraft centres, and sales emporia;
- (v) The construction and maintenance of warehouses and godowns;
- (w) The construction and maintenance of garages, sheds and stands for vehicles and cattle biers;
- (x) The provision for unfiltered water supply;
- (y) The improvement of Delhi in accordance with improvement schemes approved by the Corporation;
- (z) The provision of housing accommodation for the inhabitants of any area or for any class of inhabitants; and
- (za) Any measure not herein before specifically mentioned, likely to promote public safety, health, convenience or general welfare.