

Report on The Status of Civic Services, Environmental & Climate Issues in Mumbai

June 2026

FOCUS AREAS



Management
And Redressal
of Grievance



Solid Waste
Management



Sewerage



Environmental
Status



Climate
Change



Source/Images (Clockwise from Top Left): BMC's MARG Portal; Representative image of waste collection near Dadar Railway Station; Mahul-Trombay refinery area; Sewage outfall at Chimbai Village, Bandra.

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Abbreviations

ALM : Advanced Locality Management	MLD : Minimal Liquid Discharge
AMRUT : Atal Mission for Rejuvenation and Urban Transformation	MoHU :Ministry of Housing and Urban Affairs
AQI : Air Quality Index	MPCB : Maharashtra Pollution Control Board
ATR : Action Taken Report	MPN : Most Probable Number
BLFT : Bioreactor Landfill Technology	MSW : Municipal Solid Waste
BMC : Brihanmumbai Municipal Corporation	NCAP : National Clean Air Programme
BOD : Biochemical Oxygen Demand	NCV : Net Calorific Value
BWG : Bulk Waste Generators	NCT : National Capital Territory
C&D : Construction and Demolition	NGT : National Green Tribunal
CAAQMS : Continuous Ambient Air Quality Monitoring Stations	PPP : Public-Private Partnership
CAA : Constitutional Amendment Act	RDF : Refuse Derived fuel
CBO : Community Based Organisation	RFID : Radio-Frequency Identification
CCRS : Centralised Complaint Registration System	RTI : Right to Information Act 2005
CO ₂ : Carbon Dioxide	SAFAR : System of Air Quality and Weather Forecasting And Research
CPCB : Central Pollution Control Board	SBM : Swachh Bharat Mission
CRZ : Coastal Regulation Zone	SDG : Sustainable Development Goal
DWSC : Dry Waste Segregation Centres	SFC : Segregated Combustible Fractions
ESR : Environment Status Report	SHG : Self Help Groups
FC : Faecal Coliform	SMPA : Swachh Mumbai Prabodhan Abhiyan
IEC : Information, Education & Communication	SO ₂ : Sulfur Dioxide
IITM : Indian Institute of Tropical Meteorology	STP : Sewerage Treatment Plant
IITM : The Indian Institute of Tropical Meteorology	SWM: Solid Waste Management
MCAP : Mumbai Climate Action Plan	TSS : Total Suspended Solids
MEDA : Maharashtra Energy Development Agency	CG : City Government

Metric Conversion Table

VOLUME

m ³ or cu.m	Cubic metre	1 m ³ or cu.m = 10,00,000 cm ³
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MASS

MT or T	Metric tonne or tonne	1 MT or T = 1,000 kg
kg	Kilogram	1 kg = 1,000 g
Mg	Milligram	
L	Litre	
ml	Millilitre	

I. Foreword

Mumbai has long been regarded as the *Urbs Prima* of India, a city whose legacy, resilience, and dynamism have shaped the nation's economic and social progress. As India's financial capital, Mumbai continues to influence the urban development agenda through investments in infrastructure, governance innovation, and climate action. Recent initiatives such as the Coastal Road Project, discussions emerging from Mumbai Climate Week, and the growing use of digital twins and Artificial Intelligence in civic governance reflect the city's ambition to address contemporary urban challenges.

The Brihanmumbai Municipal Corporation, with an annual budget exceeding ₹80,863 crores and a workforce of nearly 87,318 employees, remains one of the largest city governments in the world. Such substantial financial and human resources should translate into reliable civic services and enable citizens to realise their aspirations for a prosperous and dignified quality of life.

Mumbai has several notable achievements to its credit. The city continues to advance major infrastructure projects aimed at improving mobility and connectivity, while also emerging as a leader in technology driven governance through digital twins and Artificial Intelligence. It has also played an important role in advancing the climate agenda, including through platforms such as Mumbai Climate Week.

In solid waste management, the city has recorded significant improvement over the last decade, with waste generation reducing by 27% between 2015-16 and 2024-25, door to door collection reaching 100% coverage in 2024-25 compared to 80% in 2015-16, waste segregation improving from 27% to 86%, and scientific disposal increasing from 30% to 88%. Civic responsiveness has also strengthened, with average complaint resolution time reducing from 48 days to 30 days. Notably, in solid waste management, which receives the highest number of citizen complaints, resolution time has fallen from 40 days in 2021 to just 8 days in 2025, along with a reduction in complaint escalations.

However, significant challenges continue to persist. Despite the availability of substantial resources, the quality and accessibility of basic civic services remain uneven across the city. Climate related risks such as flooding, heat stress, and environmental degradation continue to affect the lives and livelihoods of many residents. Citizen participation in governance processes also requires greater strengthening to ensure that policy decisions adequately reflect local priorities and concerns.

While Mumbai has been one of the prime movers of climate action and recent discussions during Mumbai Climate Week have highlighted multiple dimensions of the city's climate challenges, the path forward requires a stronger bottom up approach embedded within local governance mechanisms. Strengthening the Environment Status Report and integrating a Climate Budget within the regular Municipal Budget of the Brihanmumbai Municipal Corporation are important steps towards institutionalising climate action at the local level.

After a gap of four years, the Municipal Corporation once again has an elected body. This presents a significant opportunity to ensure that policy making and programme implementation are grounded in citizen needs. Municipal Councillors can play a vital role in directing and monitoring the work of the executive administration, thereby improving accountability and responsiveness in governance.

This report seeks to contribute to that objective by presenting an assessment of civic issues and service delivery outcomes across Mumbai. It aims to encourage informed dialogue and evidence based policymaking that strengthens local governance and improves the quality of life for all citizens.

We hope that the local government acts upon citizen needs through participatory democracy and responsive governance, helping Mumbai become a leading example of a twenty first century city that successfully balances development with sustainability and economic growth with environmental stewardship.

Milind Mhaske
CEO, Praja Foundation

II. Acknowledgement

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

We would like to appreciate our stakeholders; particularly, our Elected Representatives & government officials, the Civil Society 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, Lal Family Foundation, Madhu Mehta Foundation, A.T.E Chandra Foundation, Rohini Nilekani Philanthropies, Rainmatter Foundation and numerous other individual supporters. Their support has made it possible for us to conduct our study & publish this white paper.

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

III. Introduction

Praja has published reports on various key civic service deliveries in Mumbai, including the Civic Complaint Management System, Solid Waste Management (SWM), Sewerage Treatment, Air Quality, and broader Environmental and Climate Change issues. Through these studies, Praja assesses the status of service delivery, identifies emerging concerns raised by citizens, and provides recommendations for targeted interventions to improve governance and service outcomes.

This report, *Status of Civic Services, Environmental, and Climate Issues in Mumbai*, builds on this body of work by examining civic service delivery in the city. The analysis begins with the civic complaints, which serves as an important indicator of citizens' experiences and concerns regarding municipal services. It then examines the performance of Solid Waste Management (SWM) and sewerage management, followed by an assessment of air quality trends and challenges. Finally, the report explores broader environmental and climate change issues, recognising climate change as an urgent challenge affecting environmental quality, public health, and socio-economic systems in Mumbai.

The study focuses on Mumbai as the primary study area and analyses the Environmental Status Report (ESR) and the Mumbai Climate Action Plan (MCAP) as the two core frameworks for environmental monitoring and climate governance. While the ESR provides annual environmental data, the MCAP outlines long-term climate targets and action pathways. However, these frameworks currently operate in a fragmented manner, limiting a unified assessment of climate progress and environmental outcomes.

The study is guided by key policy frameworks, including the Solid Waste Management Rules, 2016, BMC Vision 2030, and relevant environmental and climate policies. Drawing upon data from RTI disclosures, ESR reports, complaint records, and official BMC sources, the report provides a comprehensive understanding of civic service performance in Mumbai.

Section I: Status of the Civic Complaint System in Mumbai

A. Evolution of Complaint Redressal System in Mumbai

For city governments to function effectively, collaboration and contact with citizens is essential, the most basic of which is a uniform complaint redressal mechanism where people can register complaints with the municipal corporation regarding civic issues in their locality and the city government is accountable to resolve the same in a timely and structured manner.

In Mumbai, the complaint management system has evolved over time. With the support of Praja Foundation BMC introduced the Online Complaint Management System (OCMS) in 2003 and was fully integrated into the municipal framework by 2007 for public complaint registration and monitoring.

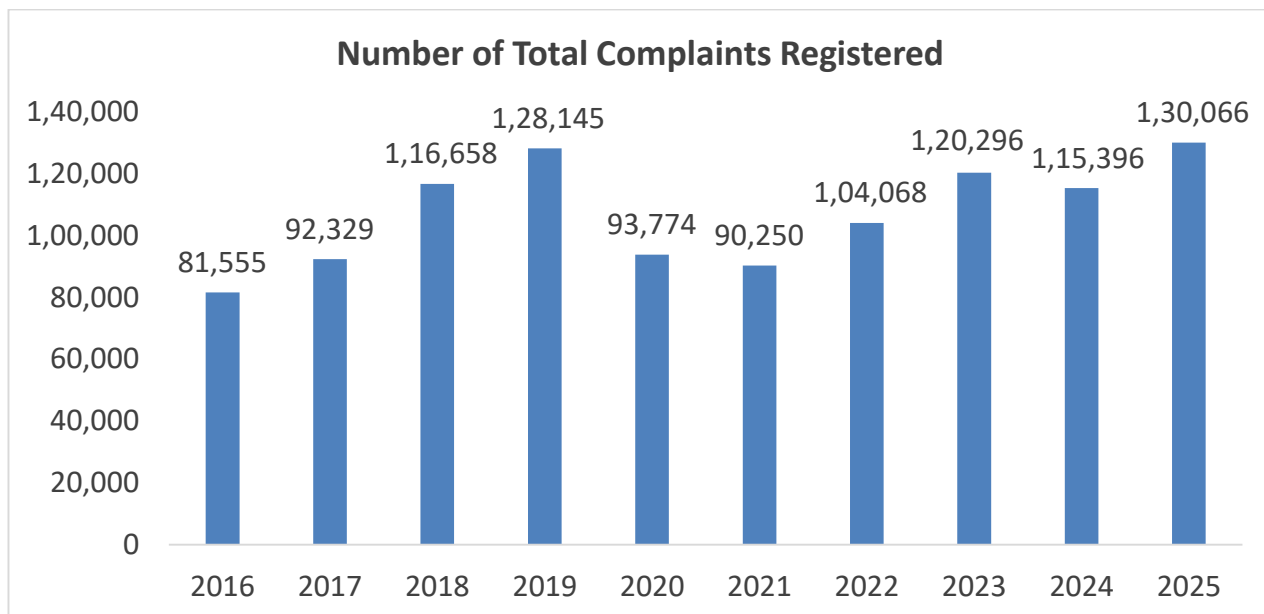
This system was later upgraded to CCRS (Centralised Complaint Registration System) in 2017 to improve centralised monitoring, tracking, and department-wise accountability of grievances, and to further modernise complaint management by strengthening monitoring and response mechanisms across the city's 24 ward offices, ensuring better coordination and more efficient grievance handling.

The system has now been further upgraded to the Management and Redressal of Grievances (MARG) system, also known as MyBMC MARG, which was officially launched on 22 April 2026. This platform consolidates multiple communication channels such as mobile apps, portals, and helplines into a single integrated interface, enabling improved transparency, real-time tracking, and more efficient grievance redressal.

B. BMC Complaint Registration and Escalation Mechanism

The Complaint Management System of BMC provides for a complaint number (1916), MyBMC 24X7 mobile app, an online portal on the BMC website, or a written complaint to the complaint officer in the ward, where complaints can be registered. The complaint is referred to the respective department for taking necessary action and if not solved within the stipulated time, it is escalated to the next level of administration. This is based on the 'Escalation Matrix' which has been adopted by the BMC to address the problem of complaints remaining stuck at the lower level of the civic administration, with no way to enforce accountability. Through this system, the higher administration is mandated to take note of and address complaints if they are not solved within a stipulated time. Once the complaint is solved, the complainant is notified of the same.

■ **Figure 1: Overall Complaints Registered from 2016 to 2025¹**



Inferences:

- Over the past decade (2016–2025), the total number of complaints registered increased by 59%, from 81,555 in 2016 to 1,30,066 in 2025.

¹The complaints registered data is obtained through RTI from Disaster Management cell of the BMC.

▪ **Table 1: Issue Wise Overall Complaints from 2016 to 2025**

Complaints	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	% Changes from 2016 to 2025
Buildings	16,257	19,267	21,014	20,317	14,712	17,063	16,883	14,572	14,451	16,654	2%
Colony Officer	1,954	1,245	1,437	1,196	1,045	1,305	981	1,056	823	962	-51%
Drainage	12,269	15,940	20,641	24,267	15,508	14,006	17,121	18,752	15,701	16,415	34%
Estate	560	407	588	623	645	538	661	553	949	1,097	96%
Garden	1,658	1,844	2,936	3,367	4,522	3,323	3,529	3,644	3,293	3,612	118%
License	8,368	10,372	14,203	14,465	9,694	10,814	13,439	13,672	12,275	17,435	108%
MCGM Related	862	889	877	1,103	760	647	735	759	765	702	-19%
Medical Officer Health (MOH)	1,111	1,595	1,743	1,480	1,343	1,087	1,384	1,652	1,752	1,727	55%
Miscellaneous issues in Civic	1,856	2,849	2,653	2,057	952	1,383	1,599	2,533	3,233	1,679	-10%
Pest control	6,078	5,529	6,703	7,501	10,971	7,785	8,037	8,328	8,721	10,898	79%
Pollution	220	215	286	269	220	424	292	760	586	1,389	531%
Roads	13,475	11,606	13,458	15,239	6,908	7,475	11,161	10,549	9,800	11,351	-16%
School	74	42	58	78	31	43	70	72	73	74	0%
Shop and Establishment	561	1,478	878	778	986	763	647	695	612	676	20%
Solid Waste Management (SWM)	7,330	10,144	14,494	17,116	11,595	11,056	12,351	24,690	25,031	27,938	281%
Storm Water Drainage	1,386	1,532	1,548	2,155	1,409	1,068	1,550	2,713	2,304	2,600	88%
Toilet	290	416	494	627	618	489	531	544	505	679	134%
Water Supply	7,246	6,959	12,647	15,507	11,855	10,981	13,097	14,752	14,522	14,178	96%
Grand Total	81,555	92,329	1,16,658	1,28,145	93,774	90,250	1,04,068	1,20,296	1,15,396	1,30,066	59%

Note (*): These complaints are generated in Civic complaint system by the above mentioned categories

Inferences:

- During this period (2016 to 2025), drainage (1,70,620) and solid waste management (1,61,745) recorded the highest number of complaints, followed by licensing (1,24,737), water supply (1,21,744), roads (1,11,022), and pest control (80,511). These complaint categories consistently accounted for a major share of total complaints.
- In 2025, the highest number of complaints registered were related to solid waste management (27,938), followed by licensing (17,435) and drainage (16,654).
- Complaints related to solid waste management increased by 281% over the last decade. Pollution-related complaints recorded the highest growth among all categories, increasing by 531%, from 220 complaints in 2016 to 1,389 complaints in 2025.

C. Issue Wise Details of Complaints Registered and Closed (as per RTI data)

The Complaint Management System of BMC provides for a complaint number (1916), MyBMC 24X7 mobile app, an online portal on the BMC website, or a written complaint to the complaint officer in the ward, where complaints can be registered. The complaint is referred to the respective department for taking necessary action and if not solved within the stipulated time, it is escalated to the next level of administration. This is based on the 'Escalation Matrix' which has been adopted by the BMC to address the problem of complaints remaining stuck at the lower level of the civic administration, with no way to enforce accountability. Through this system, the higher administration is mandated to take note of and address complaints if they are not solved within a stipulated time. Once the complaint is solved, the complainant is notified of the same.

■ **Table 2: Issue-wise Comparison of Total Complaints and Complaints Closed in 2023 and 2025**

Complaint Type	Total complaints received		Closed Complaints				Average days to resolve a complaint*	
	2023	2025	2023		2025		2023	2025
			In no.	In (%)	In no.	In (%)		
Buildings	14,572	16,654	9,181	63%	15,332	92%	58	47
Colony Officer	1,056	962	697	66%	499	52%	46	52
Drainage	18,752	16,415	16,509	88%	15,067	92%	28	41
Estate	553	1,097	279	50%	902	82%	66	45
Garden	3,644	3,612	3,582	98%	3,414	95%	23	20
License	13,672	17,435	12,410	91%	16,072	92%	42	32
MCGM Related	759	702	549	72%	648	92%	52	45
Medical Officer Health (MOH)	1,652	1,727	1,324	80%	1,608	93%	56	41
Miscellaneous issues in Civic	2,533	1,679	1,112	44%	1,527	91%	58	54
Pest control	8,328	10,898	8,230	99%	10,002	92%	16	12
Pollution	760	1,389	377	50%	1,281	92%	124	33
Roads	10,549	11,351	8,011	76%	10,012	88%	54	49
School	72	74	19	26%	35	47%	84	92
Shop and Establishment	695	676	685	99%	584	86%	23	18
Solid Waste Management (SWM)	24,690	27,938	23,540	95%	26,379	94%	15	8
Storm Water Drainage	2,713	2,600	1,905	70%	2,080	80%	33	45
Toilet	544	679	503	92%	626	92%	25	18
Water Supply	14,752	14,178	13,999	95%	13,390	94%	29	32
Grand Total	1,20,296	1,30,066	1,02,912	86%	1,19,458	92%	32	30

* Note: Average closure time is calculated from 1,22,130 complaints where days elapsed is available, out of 1,30,066 total complaints.

Inference:

- The average number of days taken to resolve complaints decreased from 32 days in 2023 to 30 days in 2025.
- The average resolution time improved across most complaint categories between 2023 and 2025.
- Despite a significant increase in Solid Waste Management complaints (from 24,690 in 2023 to 27,938 in 2025), the average resolution time reduced sharply from 15 days in 2023 to 8 days in 2025.
- The overall complaint closure rate improved from 86% in 2023 to 92% in 2025.
- In 2025, the highest closure rates were recorded in Garden department (95%), followed by Solid Waste Management and water supply (94% each).

• **Table 3: Ward-wise Comparison of Total Complaints and Complaints Closed in 2023 and 2024**

Ward	Total complaints received		Closed Complaints				Average days to resolve a complaint*	
	2023	2025	2023		2025		2023	2025
			In no.	In (%)	In no.	In (%)		
A	2,468	1,988	1,431	58%	1,972	99%	40	49
B	3,324	3,045	2,248	68%	2,699	89%	46	52
C	3,306	3,571	2,983	90%	3,350	94%	39	26
D	4,022	3,857	3,989	99%	3,564	92%	10	14
E	4,178	4,391	3,716	89%	4,363	99%	50	38
F/N	4,672	4,075	4,406	94%	4,013	98%	44	41
F/S	2,742	2,739	2,547	93%	2,694	98%	33	24
G/N	5,545	4,922	4,318	78%	4,438	90%	32	43
G/S	3,134	3,154	2,919	93%	3,146	100%	27	44
H/E	4,414	3,855	3,835	87%	3,773	98%	25	32
H/W	5,199	4,938	3,942	76%	4,789	97%	35	23
K/E	8,577	9,474	7,920	92%	9,410	99%	32	33
K/W	9,251	7,722	7,743	84%	7,604	98%	44	45
L	7,965	6,956	6,274	79%	6,784	98%	23	33
M/E	4,711	4,456	4,199	89%	4,385	98%	27	19
M/W	4,026	4,019	4,004	99%	3,970	99%	19	20
N	6,604	6,465	6,427	97%	6,093	94%	20	16
P/N	7,830	7,784	3,831	49%	7,699	99%	53	56
P/S	4,521	5,122	3,784	84%	5,094	99%	59	35
R/C	5,942	5,458	5,843	98%	5,398	99%	15	19
R/N	2,954	3,176	2,952	100%	3,170	100%	8	19
R/S	5,445	5,121	5,316	98%	5,097	99.5%	17	13
S	6,649	13,116	5,676	85%	12,898	98%	50	18
T	2,817	3,021	2,609	93%	3,021	100%	31	7
Ward not Provide		7,641			34	0.4%		-
Total	1,20,296	1,30,066	1,02,912	86%	1,19,458	92%	32	30

* Note: Average closure time is calculated from 1,22,130 complaints where days elapsed is available, out of 1,30,066 total complaints.

Inference:

- In 2025, the highest number of complaints were registered in S ward (13,116), followed by K/E ward (9,474) and P/N ward (7,784).
- The percentage of complaints closed increased by about 6% across most wards between 2023 and 2025, with the total number of closed complaints rising from 1,02,912 in 2023 to 1,19,458 in 2025.
- T ward, R/N ward, and G/S ward achieved near-complete resolution, closing almost all registered complaints in 2025.
- In 2025, 7,641 complaints were not assigned to any ward due to the complainant not selecting a ward; out of these, only 34 complaints were closed, while the majority remained unaddressed.

D. Status of Action Taken Report (ATR) and Time Taken to Resolve Complaints

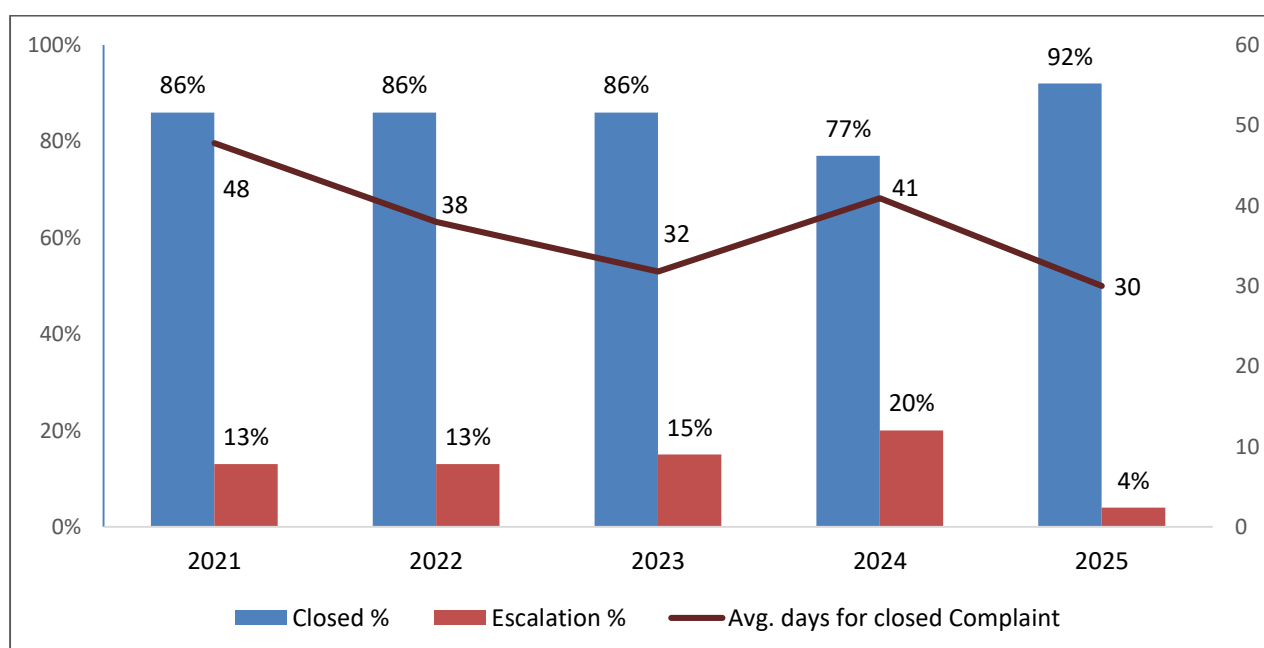
Action Taken Report: The process of generating an Action Taken Report (ATR) was initiated in 2017. After a complaint is filed in the civic complaint system, an ATR is generated. The ATR is a complaint redressal form created by the telephone operator with primary details of the complaint, including the nature of complaint, location, and other relevant information. The complaint along with the ATR is then forwarded to the concerned department for necessary action. The ATR is required to be filled in detail by the official who attends the complaint and visits the site, clearly mentioning the type of action taken to resolve the issue before the complaint can be closed in the system.

Escalation Matrix: The civic complaint system includes an escalation process for unresolved complaints. These complaints are escalated to higher levels under the “escalation matrix,” which is a computerised mechanism adopted by the BMC. Complaints that are not resolved within a stipulated time (seven days) are automatically escalated to higher authorities within the municipal administration. The escalation matrix was introduced to address the issue of complaints remaining pending at lower administrative levels and to strengthen accountability in the grievance redressal system.

Level I	Level II	Level III
AMC/Chief Engineer	DMC	Additional Municipal Commissioner

Through this system, the higher administration is mandated to take note of and address complaints if they are not solved within a stipulated time. If a complaint is solved at the level at which it is filed, it is treated as being solved at Level 0.

▪ **Figure 2: Overall ATR of Complaints and Closed Complaints from 2021 to 2025 (in %)**



* Note: Average closure time is calculated from 1,22,130 complaints where days elapsed is available, out of 1,30,066 total complaints.

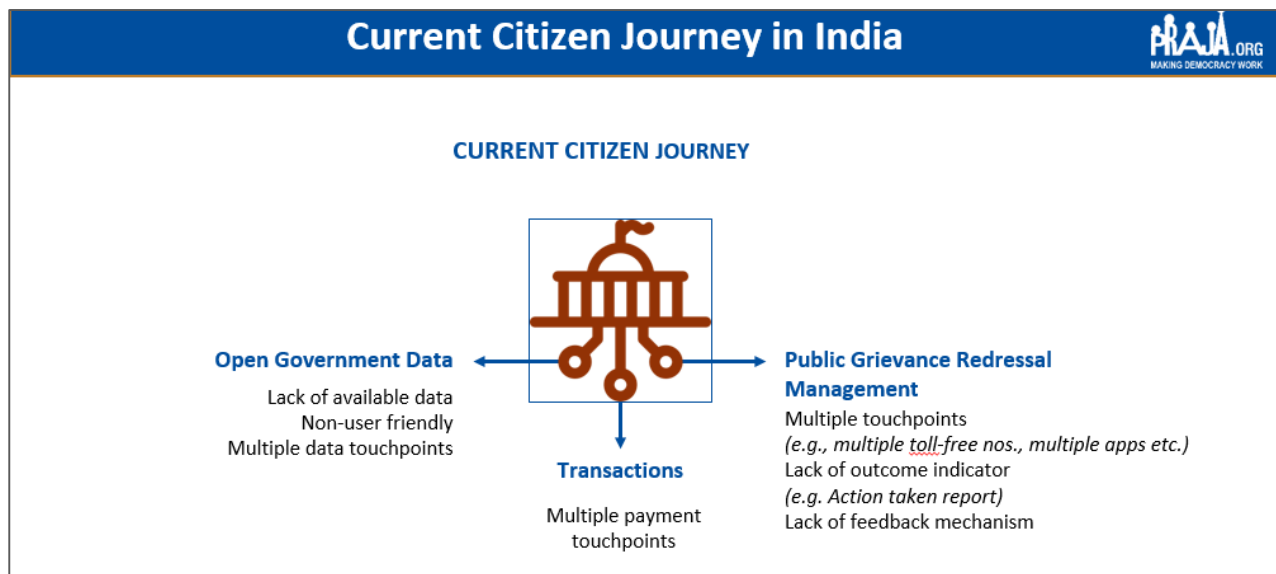
▪ **Table 4: Overall Civic Complaints Escalated from Level I to Level IV from 2021 to 2025**

Year	Total Complaints Received	Level I (AMC/Chief Engineer)		Level III (Add. MC)				Total Unresolved Escalated Complaints after Level IV	Total Complaint closed after escalated (%)
		Number of Complaints Escalated	In (%) of Overall Complaints	Number of Complaints Escalated	In (%) of Overall Complaints	Closed Complaints	Average Days to Resolve		
2021	90,250	11,848	13%	10,417	12%	299	37	11,549	3%
2022	1,04,068	13,552	13%	13,138	13%	0	-	13,552	0%
2023	1,20,296	17,883	15%	17,882	15%	204	178	15,838	0%
2024	1,15,396	23,490	20%	22,470	19%	0	-	23,490	0%
2025	1,30,066	4,718	4%	4,718	4%	2,303	115	2,415	49%

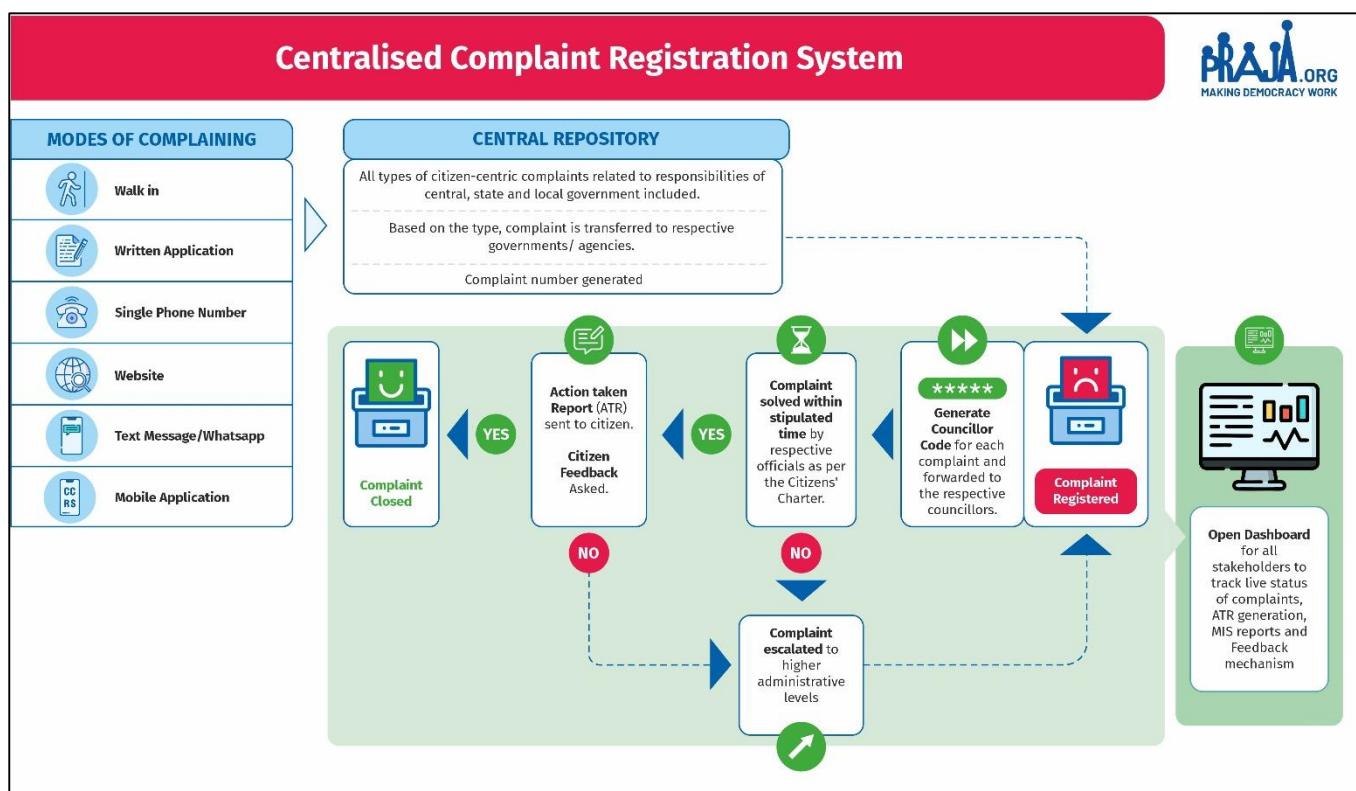
Inferences:

- In 2025, a total of 4,718 complaints were escalated to the Additional Municipal Commissioner (Level III), of which 2,303 were resolved after escalation, indicating ongoing challenges in the grievance redressal system.
- However, a large share of escalated complaints remained pending at Level III, highlighting delays and inefficiencies at the final stage of grievance resolution.
- Over the last five years, the resolution rate of escalated complaints has remained relatively low, with around 5% or fewer being resolved annually, and 0% resolution recorded in 2022, 2023, and 2024, indicating scope for further strengthening of the escalation and resolution system.
- Although the proportion of escalated complaints decreased to 4% in 2025 from 20% in 2024, unresolved escalated complaints continue to remain a recurring concern with no significant improvement in closure efficiency.

E. Citizen Participation: Challenges, Feedback and Grievance Management



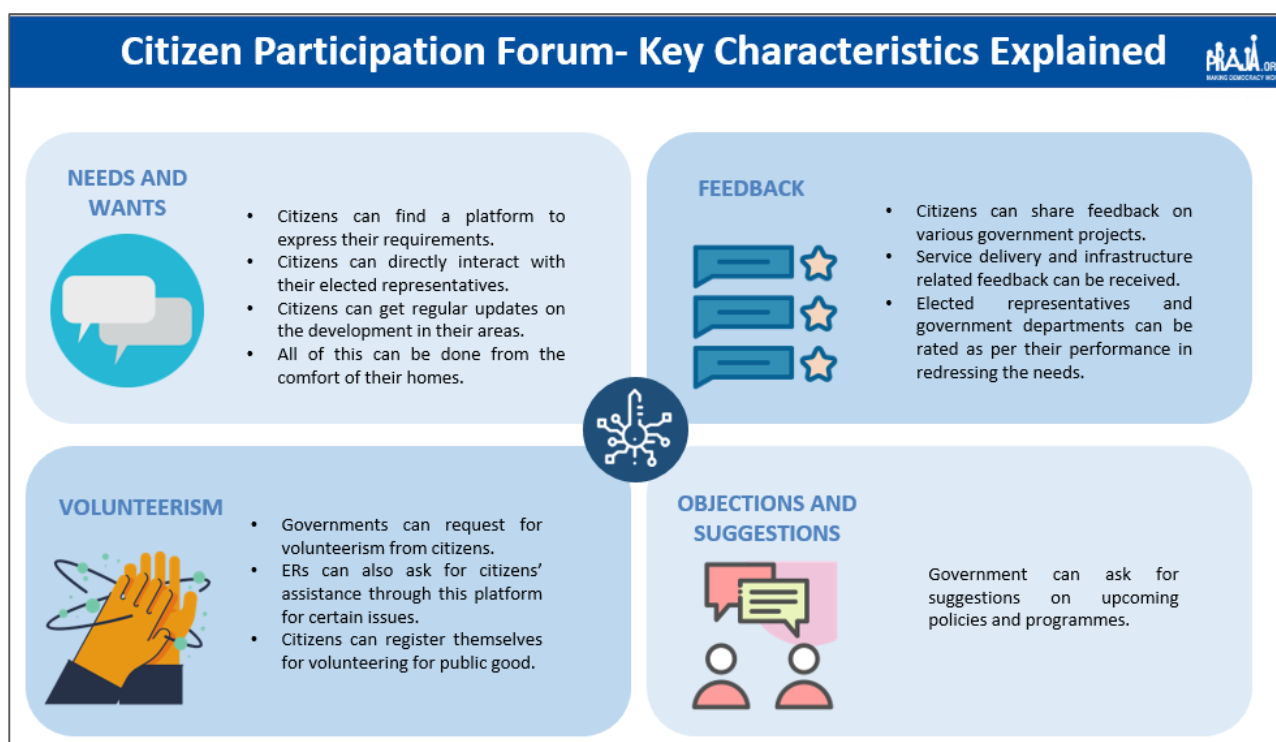
The current citizen journey is fragmented, requiring citizens to interact with multiple platforms for accessing information, making payments, and registering grievances. Limited data accessibility, multiple service touchpoints, and weak feedback mechanisms reduce transparency and citizen satisfaction.



An ideal complaint resolution system should function as illustrated above, ensuring that every complaint is acknowledged, tracked, and resolved within a defined timeline.

■ **Table 5: Comparison of the Current Complaint Management System and the Ideal Complaint Redressal System (2025)**

Process Stage	Ideal Complaint Management System (CCRS Model)	Current Status of Complaint Redressal System & Management
Complaint Registration	Multiple integrated channels including Walk-in, Written Application, Single Phone Number, Website, WhatsApp/SMS, and Mobile App.	✓
Registration	Complaint automatically registered in a central repository and unique complaint number generated instantly.	✓
Central Repository	Single central repository for all citizen-centric complaints across government agencies.	✓
Forwarding/Routing	Complaint automatically routed to concerned department/agency through workflow engine.	✓
Councillor/Local Representative Mapping	Unique Councillor Code generated and complaint forwarded to respective councillor for monitoring.	X
Resolution Timeline	Resolution required within Citizens' Charter timeline with system-based monitoring.	✓
Status Tracking	Real-time tracking available through open dashboard.	✓
Escalation Mechanism	Automatic escalation to higher administrative levels when SLA is breached.	✓
Action Taken Report (ATR)	ATR mandatory and shared with citizen before closure.	✓
Citizen Feedback	Citizen feedback sought after resolution and ATR submission.	✓
Complaint Closure by Citizen	Complaint closed only after resolution, ATR submission, and citizen feedback process.	X
Open Dashboard	Open dashboard displaying complaint status, ATR generation, MIS reports, and feedback.	X



A citizen participation forum enables citizens to share needs, feedback, and suggestions with government in a simple and transparent way. It strengthens communication, improves accountability, and helps deliver better public services.

Feedback Form

Fields Marked with * are Mandatory Fields
Please Enter the below details:

Name *

Mobile Number

Email Id

Subject *

Department *

Sub Department *

Feedback *

Enter numbers in text box below as shown in Captcha *

BMC currently does not have an open data dashboard that enables citizens to easily access civic information and service performance data. Although BMC has introduced a citizen feedback system, it is difficult to locate on the website. Placing the feedback portal on the homepage would improve its visibility, encourage greater citizen participation, and strengthen transparency and accountability.

F. Recommendations: Citizen Participation system

- a. **Open Dashboard:** To promote transparency through an Open Data Portal, the City Government should create a publicly accessible complaints dashboard displaying key metrics such as the total number of complaints received, the percentage resolved, and a breakdown by themes and wards.
- b. **Citizen Participation:** The feedback form mechanism already available on the website should be prominently advertised and featured on the homepage to better understand citizens' needs and wants preferences.
- c. **Councillor Code:** Proper implementation of mandatory entry of councillor code for every complaint must be done for better accountability in the system. Recently, entering the name of the administrative ward in the online form has been made compulsory. However, instead of using the address entered by the complainant of the ward, the councillor code should be automatically detected in the Civic Complaint System.

Section II: Status of Basic Civic Services in Mumbai

Part I. Solid Waste Management (SWM)

Solid waste management (SWM) remains one of the most critical urban governance challenges in Mumbai. The Brihanmumbai Municipal Corporation (BMC) is responsible for the collection, transportation, processing, and disposal of municipal solid waste generated within the city. While the BMC's Solid Waste Management Bye-laws, 2006 laid the foundation for waste segregation and enforcement, waste management is now primarily guided by the national Solid Waste Management (SWM) Rules, 2016 and the objectives of Swachh Bharat Mission (SBM) 2.0.

The Swachh Bharat Mission (SBM) was launched by the Central Government in 2014 to improve sanitation and cleanliness across the country. Building on its achievements, Swachh Bharat Mission–Urban 2.0 (SBM-U 2.0) was launched in 2021 with a focus on promoting a circular economy through waste reduction, reuse, recycling, and sustainable waste processing.

The SWM Rules, 2016 established the primary framework for scientific waste management in India through source segregation, efficient collection, transportation, processing, recycling, and disposal of waste. Further strengthening this framework, the SWM Rules, 2026 promote circular economy principles, mandatory four-way waste segregation, decentralised waste management, improved accountability of waste generators, and reduced dependence on landfills.

Effective and decentralised waste management is essential for achieving the objectives of SBM 2.0. **The table below presents the status of selected indicators prescribed under the SWM Rules, 2016, based on information obtained through RTI applications, the BMC website, and other government/agencies' websites.**

Indicators as per SWM Rules 2016	Status as of 2025
Waste segregation at source, such as colour-coded bins, collection vehicles, and collection points.	86% of waste is segregated (ESR 2024-25). 47 dry waste segregation centers and landfill sites shows waste is not being segregated at source (RTI).
Transportation systems with appropriate vehicles, equipment, and manpower for waste collection and transportation.	- ESR 2024-25 claims 100% door-to-door waste collection. - According to Civic Complaints data, there were 13,718 complaints registered in 2025 for 'garbage not being lifted' from various locations. (RTI)
Processing units including the establishment of composting units, biogas plants, and waste-to-energy plants.	Wet waste is processed at the Kanjurmarg landfill processing unit.
Scientific Landfill sites for appropriate infrastructure and facilities at the landfill sites, such as weighbridges, landfill liners, and leachate collection systems.	- Only Kanjurmarg out of 4 landfill (2 operational) sites is carrying out scientific waste disposal. (ESR 2024-25). - The Deonar Waste-to-Energy project will scientifically process 600 TPD of municipal solid waste and generate 8 MW of energy. The project is expected to be commissioned by 04.10.2025. (ESR 2024-25). (Revised date June 2026).
Creating an information system for waste management. It includes the provision of a database of waste generators, collection routes, and processing units.	No data found on BMC website.
Screening of Nallahs.	Citizens registered 7,647 complaints for Drainage Chokes and Blockages in 2025 (RTI).
On-Site wet waste processing by bulk waste generator.	Out of 2,749 Bulk Waste Generator (BWG) societies, 2,402 societies (87%) are not processing waste as per SWM Rules 2016 and BMC BWG guidelines² (refer annexure 1).

² <https://www.vermigold.com/resources-pdf/MCGM%20SWM%20Bulk%20Generator%20Circular.pdf>

A. Status of “Garbage Free City” Category in Mumbai under Swachh Survekshan 2024–25

The SBM launched a protocol for Star Rating of Garbage Free cities. This rating consists of conditions designed to enable cities to evolve into a model (7-star) city, with progressive improvements in their overall cleanliness. It involves 25 key parameters (annexure 1, figure 7, 8) across the SWM spectrum to help cities self-assess their status and encourage them to progress towards improving their cities’ overall cleanliness and aesthetics.

The self-assessment is verified by an independent third-party agency, appointed by MoHUA (Ministry of Housing and Urban Affairs). “Garbage Free” status is awarded when at any point of time in the day, no garbage or litter is found in any public, commercial or residential locations (including storm drains and water bodies) in the city (except in litter bins or transfer stations), 100 percent of waste generated is scientifically managed, all legacy waste has been remediated and scientifically managing its municipal solid waste, plastic waste and construction & demolition waste.³

• Table 6: Star Rating Criteria for Solid Waste Management Performance under Swachh Survekshan⁴

	Component/Condition	1 Star	3 Star	5 Star	7 Star
1	Door to Door Collection	> =80%	> =90 %	> =90 %	> =90 %
2	Source Segregation	> =40%	> =60 %	> =80 %	> =90 %
3	Wet Waste Processing	> =50%	> =70%	> =80%	> =90%
4	Dry Waste Processing	> =50%	> =70%	> =80%	> =90%
5	Dumpsite Remediation	Work commence	25-40% work completed	40-70% work completed	90% work completed

• Table 7: Status of Mumbai’s Performance under Swachh Survekshan Garbage Free City*

Sr no.	Component/Condition	Benchmark for 3-Star Garbage Free City (Applied by Mumbai)	Mumbai (BMC) Achieved Score	Final Remark
1	Door to Door Collection	> =90 %	40%	Brihanmumbai Municipal Corporation applied for the 3-Star Garbage Free City rating under Swachh Survekshan 2024-25 but failed to achieve the certification and could not meet even the minimum benchmarks required for a 1-Star rating.
2	Source Segregation	> =60 %	31%	
3	Wet Waste Processing	> =70%	62%	
4	Dry Waste Processing	> =70%		
5	Dumpsite Remediation	25-40% work completed	16%	

(* As per RTI data)

Inferences:

- Mumbai has achieved only 40% Door-to-Door Collection, which is much lower than the required 90% benchmark for a 3-Star Garbage Free City.
- Source Segregation in Mumbai is 31%, while the required benchmark is 60% or more, showing low waste segregation at source.
- Dumpsite Remediation work is only 16% completed, which is below the required 25–40% level for a 3-Star rating.
- Overall, the data shows that BMC is lagging behind in several important parameters required to achieve and maintain the 3-Star Garbage Free City status under Swachh Survekshan.

³ [SBM - Star Rating For Garbage Free Cities \(GFC\) \(sbmurban.org\)](https://sbmurban.org/storage/app/media/pdf/gfc/GFC-Toolkit-Aug-2024.pdf)

⁴ <https://sbmurban.org/storage/app/media/pdf/gfc/GFC-Toolkit-Aug-2024.pdf>

B. Status of Waste Generation and Composition as per Environment Status Report (ESR)

■ Table 8: Percentage of Waste Generation and Waste Composition in Mumbai from 2015-16 to 2024-25⁵

Year	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Average Waste Generation data as per ESR Data (in MTD)										
Waste Generated (MTD)	8600	9400	7,350	7,450	6,650	5,500	6,300	6,300	6,300	6,300
% change year on year	-	9%	-22%	1%	-11%	-17%	15%	0%	0%	0%
Average Waste Generation data as per RTI (in MTD)										
Waste Generated (MTD)	-	-	-	-	5,701	5,996	6,497	6,579	6,706	6,934
% change year on year	-	-	-	-	-	5%	8%	1%	2%	3%
Domestic Waste Composition as per ESR (%)										
Food Waste	73	73	72.6	72.6	72.6	72.6	72.6	72.6	72.6	72.6
Wood, Cloth	3	3	3.51	3.51	3.51	3.51	3.51	3.51	3.51	3.51
Sand, Stone, and Fine Earth	17	17	17.37	17.37	17.37	17.37	17.37	17.37	17.37	17.37
Plastic	3	3	3.24	3.24	3.24	3.24	3.24	3.24	3.24	3.24
Paper and other Recyclable Metals	4	4	3.28	3.28	3.28	3.28	3.28	3.28	3.28	3.28

Note: In 2017-18, 2018-19 and 2019-20, the figures indicate the average waste generated in MTD; (MTD: Metric Tonnes per Day)

Inference:

- As Mumbai's waste composition data has remained almost constant over the last 10 years and waste generation has also remained unchanged over the last four years in the ESR reports, there is a need to provide accurate yearly data on waste composition and processing for effective tracking and monitoring of solid waste management in the city.
- As per RTI data, waste generation in Mumbai has steadily increased from 5,996 MTD in 2020-21 to 6,934 MTD in 2024-25, marking a total rise of 16% over the last five years. This trend contrasts with the stable waste generation figures reported in the ESR, suggesting that RTI data may reflect more recent or accurate tracking.
- Since the ESR is important for planning and monitoring, it should be regularly updated with accurate and latest waste management data for better decision-making, transparency and public accountability.

⁵ BMC Environment Status Report 2015-16 to 2024-25.

■ **Table 9: Service Level Benchmarks and Performance Status of Key Solid Waste Management Indicators in Mumbai, as per Environment Status Report (ESR) (2015-16 to 2024-25)⁶**

Key SWM Indicators	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Collection door-to-door (100% target)	80%	95%	99%	100%	100%	100%	100%	100%	100%	100%
Segregation (100% target)	27%	53%	65%	83%	82%	81%	81%	81%	86%	86%
Number of bulk waste generators	NA	NA	3,364	3,380	3,367	3,367	2,825	NA	NA	NA
Number of bulk waste generators composting at source	NA	NA	1,064	1,671	1,696	2,042	1,500	NA	NA	NA
Extent of Municipal Solid Waste Recovered (80% target)	3%	35%	35%	35%	35%	35%	35%	35%	35%	35%
Extent of Scientific Disposal of Waste at Landfill Site (100% target)	30%	32%	32%	63%	75%	75%	88%	75%	88%	88%
Efficiency in Redressing Customer Complaints (85% target)	95%	95%	95%	88%	95%	95%	95%	95%	95%	95%
Extent of Cost Recovery in SWM Services (100% target)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Efficiency in Collection of SWM Charges (90% target)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Number of transportation vehicles	3,500	3,985	5,369	4,379	5,946	5,126	7,759	5,962	6,055	6,292
Waste Generated (MTD)	8,600	9,400	7,350	7,450	6,650	5,500	6,300	6,300	6,300	6,300

(NA- Bulk waste generator data is "Not Available" in the Environment Status Report)

Inference:

- As per BMC's Environment Status Report, waste segregation increased from 27% in 2015–16 to 86% in 2024–25. However, this does not fully represent segregation at source as prescribed under the Solid Waste Management Rules, 2016. The improvement may be due to the establishment of 47 dry waste segregation centres in Mumbai, but the city still remains below the 100% segregation target.
- The extent of Municipal Solid Waste recovered has remained stagnant at 35% since 2016–17, which is far below the 80% target, indicating limited improvement in waste recovery and recycling practices.
- BWG-related data has not been maintained in BMC's ESR reports since 2022–23. This is a major concern, as data on bulk waste generators and composting at source is important for monitoring the city's solid waste management system.

⁶ BMC Environment Status Report 2015-16 to 2024-25

■ **Table 10: Type of Vehicles used for Solid Waste Management Services from 2015-16 to 2024-25⁷**

Type of Vehicle	Number of Vehicles									
	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Compactors	1,654	1,632	1,811	1,228	1,584	1,432	1,926	1,547	1,581	1,615
Skip Vehicles/Dumper	130	74	11	11	1	0	0	0	0	0
Dumpers/Refuse Vehicle	247	146	192	100	126	192	315	88	83	81
Bulk Refuse Carriers	35	35	0	0	0	0	0	0	0	0
Tempo/Jeeps	1,315	1,982	3,238	2,933	4,092	3,358	5,294	4,179	4,238	4,413
JCB Machines	62	59	60	50	63	61	127	51	58	88
Stationary Compactors	57	57	57	57	80	83	97	97	95	95
Total	3,500	3,985	5,369	4,379	5,946	5,126	7,759	5,962	6,055	6,292
Waste Generated (MTD)	8,600	9,400	7,350	7,450	6,650	5,500	6,300	6,300	6,300	6,300

Inference:

- Tempo/Jeeps were most frequently used for waste management, with 4,413 vehicles in 2024-25. Compactor vehicles were the second most frequently used vehicles for waste management, with 1,615 in 2024-25.
- In 2015-16, 3,500 total vehicles were available for waste management and 8,600 MTD of waste was generated. In 2024-25, the number of vehicles increased to 6,292, while the amount of waste generated decreased to 6,300 MTD.
- There has been a decrease in waste generated by 27% from 2015-16 to 2024-25, however, the number of transportation vehicles has increased by 80%. This shows that the increase in vehicles is not compensating for a better collection of waste nor impact on complaints received for door-to-door collection, segregation and/or waste recovered.

⁷ BMC Environment Status Report 2015-16 to 2024-25.

C. Ward Wise Waste Generated and Processed as per RTI Data⁸

Table 11: Ward wise Garbage Lifted from January 2025 to December 2025

Region	Ward	Population 2025*	% Slum Population 2011	Avg. Total Weight (MT)	Average (Per Day MT)	Per Capita Waste Generated (in Kg)	Proportion of wards to total waste
Island City	A	1,94,900	34%	45,625	125	0.64	2%
	B	1,34,091	11%	26,645	73	0.54	1%
	C	1,75,039	0%	42,340	116	0.66	2%
	D	3,65,399	10%	37,960	104	0.28	1%
	E	4,14,299	20%	48,180	132	0.32	2%
	F/N	5,57,301	58%	60,955	167	0.30	2%
	F/S	3,80,259	26%	42,340	116	0.31	2%
	G/N	6,31,046	32%	97,090	266	0.42	4%
	G/S	3,97,932	21%	39,055	107	0.27	2%
Western Suburbs	H/E	5,87,012	42%	63,510	174	0.30	3%
	H/W	3,24,016	39%	70,810	194	0.60	3%
	K/E	8,67,906	49%	1,16,070	318	0.37	5%
	K/W	7,88,691	15%	1,13,515	311	0.39	4%
	P/N	9,91,665	54%	1,10,960	304	0.31	4%
	P/S	4,88,273	57%	69,715	191	0.39	3%
	R/C	5,92,198	19%	62,050	170	0.29	2%
	R/N	4,54,416	51%	43,070	118	0.26	2%
	R/S	7,28,162	58%	59,130	162	0.22	2%
	P/E	-	-	37,595	103	-	1%
Eastern Suburbs	L	9,50,431	54%	1,34,320	368	0.39	5%
	M/E	8,50,877	30%	1,45,270	398	0.47	6%
	M/W	4,33,900	53%	85,775	235	0.54	3%
	N	6,56,132	62%	70,080	192	0.29	3%
	S	7,83,524	72%	1,01,105	277	0.35	4%
	T	3,59,708	33%	60,955	167	0.46	2%
	Other	-	-	7,54,455	2,067	-	-
	Total	1,31,07,177	42%	25,38,575	6,955	0.53	100%

MT - Metric tonnes; (*) – Population figure taken from Environment Status Report 2024-25

Inference:

- In 2025, Average 25,38,575 MT of waste was collected from all 25 BMC wards and the average per day waste collected was 6,955 MT.
- From wards M/E (1,45,270) and L (1,34,320) maximum waste was collected in 2025.
- The information for garbage collected by BMC should also include garbage segregated at source, which can help BMC to understand and formulate targeted reforms to achieve effective waste management.

⁸ As per RTI Response.

Bulk Waste Generators (BWG) produce a large amount of waste, which can have a significant impact on the environment if not managed properly. By identifying and regulating these generators, cities can ensure that the waste is disposed of in an environmentally responsible manner. Realising the importance of BWGs in management of solid waste, Government of India revamped the Municipal Solid Waste (Management and Handling) Rules 2000 and notified the Solid Waste Management Rules, 2016 on April 8, 2016⁹. The Rules mandate for effective waste management by bulk waste generators at source. Further, they lay emphasis on the duties and responsibilities of waste generators including bulk waste generators with timeframe for implementation and monitoring by the City Government.

However, despite effective guidelines laid down by MoHUA for the implementation of the guidelines and required modifications in the City government's SWM bye-laws, BMC bye-laws were not revised to include these necessary provisions to monitor the waste processing for BWGs. In 2017, the BMC passed a circular (annexure:1, figure 8) stating that all bulk generators i.e., units generating more than 100kg per day of waste will compulsorily set up biodegradable waste composting units and such waste will not be collected from bulk generators. However, the circular has not been effective in the management of BWG waste as seen in the data below.

▪ **Table 12: Ward-wise Bulk Waste Generator (BWG) Societies in Mumbai as per RTI (Jan to Dec 2025)**

Ward	Population 2025*	Total No. of BWG Societies	No. of Societies Processing Waste at Their Premises	Total Waste (MT)	Third Party Agency (not Within the BWG Person)	Total Waste (MT)	Giving BMC- BMC	Total Waste (MT)	% BWG Societies Not Processing Waste at Their Premises
A	1,94,900	233	6	1,028	60	10,035	167	39,208	97%
B	1,34,091	10	0	0	9	1,420	1	185	100%
C	1,75,039	7	4	525	1	120	2	335	43%
D	3,65,399	58	15	2,750	34	12,790	9	1,086	74%
E	4,14,299	42	10	2,878	9	2,765	23	5,300	76%
F/S	3,80,259	63	8	1,975	31	6,359	24	6,130	87%
F/N	5,57,301	111	4	716	34	14,455	73	12,068	96%
G/S	3,97,932	84	39	19,122	22	3,550	23	2,615	54%
G/N	6,31,046	88	20	2,620	11	1,986	57	13,096	77%
H/E	5,87,012	86	27	7,694	22	10,155	37	5,172	69%
H/W	3,24,016	81	3	2,900	3	760	75	11,761	96%
K/E	8,67,906	143	50	21,092	6	4,412	87	25,898	65%
K/W	7,88,691	392	21	4,513	18	15,212	353	60,244	95%
P/S	4,88,273	135	11	2,430	0	0	124	31,065	92%
P/E	-	131	14	4,576	7	1,412	110	24,441	89%
P/N	9,91,665	121	9	1,705	6	1,445	106	18,526	93%
R/S	7,28,162	154	11	2,538	83	16,760	60	12,040	93%
R/C	5,92,198	151	29	4,599	22	2,729	100	14,458	81%
R/N	4,54,416	74	3	390	0	0	71	9,546	96%
L	9,50,431	87	-	-	86	1,820	1	150	100%
M/E	8,50,877	49	20	18,337	9	1,365	20	4,880	59%
M/W	4,33,900	102	1	100	26	6,224	75	8,467	99%
N	6,56,132	147	15	6,064	0	0	132	36,748	90%
S	7,83,524	144	14	4,995	68	21,800	62	12,853	90%
T	3,59,708	56	13	2,862	29	7,404	14	3,226	77%
Total	1,31,07,177	2,749	347	1,16,409	596	1,44,978	1,806	3,59,498	87%

(*) – Population figure taken from Environment Status Report 2024-25

⁹ https://smartnet.niua.org/sites/default/files/resources/bulk_waste_generator_book.pdf

Inference:

- In 2025, Mumbai had 2,749 bulk waste generator (BWG) societies. Out of these, only 347 societies were processing waste at their premises, while 596 societies had outsourced waste processing to third parties. The remaining 1,806 societies were not processing waste and were handing it over to BMC. Overall, around 87% of the waste generated by BWG societies was not being processed at source.
- In Wards B and L, there are 10 and 87 BWG societies respectively; however, none of these societies were processing waste at their premises.
- Similarly, most BWG societies in M/W ward (99%), A ward (97%), and F/N ward (96%) were not processing waste at their premises.
- Out of the total wet waste generated by societies, only 44% was processed, which suggests a significant gap in waste management practices and highlights the need for stringent strategies to improve waste processing and management in these societies.

■ **Table 13: Status of Dry waste sent to Dry Waste Segregation Centres (DWSC) from 2022 to 2025 (MT)**

	2022	2023	2024	2025	% Change from 2022 to 2025
Total Waste Received At DWSC	51,505	60,750	67,674	47,871	-7%
Reject Sent To Dumping Ground	4,946	6,151	7,164	5,177	5%
% Waste sent to Dumping Ground	10%	10%	11%	11%	-
Type of Waste					
Plastic Bottles/Other Plastic Recyclable	12,402	15,681	24,581	13,699	10%
News Paper/Mixed Papers/Boxes/ Putta/Card Board	17,397	19,258	66,573	21,357	23%
E-Waste	425	555	589	819	93%
Thermocol	408	594	632	433	6%
Glass (Bottle)	4,725	4,900	5,218	3,349	-29%
Tins	1,424	1,648	1,760	1,317	-7%
Clothes	1,685	1,913	2,197	1,333	-21%
Metal	1,374	1,611	1,599	1,031	-25%
Other Recyclable Dry Waste	6,719	7,957	8,029	5,991	-11%

(data as per RTI Response)

Inference:

- The data shows that out of the total dry waste collected from the wards, 89% of the waste was recycled, while the remaining 11% was rejected and sent to the dumping ground for the year 2025.
- Total Dry waste received at DWSC has decreased by 7% from 2022 to 2025.
- In 2025, highest amount of dry waste was generated from Newsprint/mixed papers/boxes/putta/cardboard, with a total of 21,357 MT, followed by Plastic bottles/other plastic recyclable with 13,699 MT.
- A significant increase of around 93% has been observed in e-waste generation, which rose from 425 MT in 2022 to 819 MT in 2025.

D. Best Practices of Solid Waste Management by other Indian Cities

1. Source Segregation and Door to Door Collection¹⁰

- a. **Indore Municipal Corporation (IMC):** The city achieved 100% door-to-door waste collection and segregation by conducting an identification study, preparing a route plan, and deploying staff and vehicles accordingly. It took nearly a year to accomplish this. Partitioned vehicles are used for collection, and a GPS-enabled tracking system is used to monitor the vehicles. Any deviations from



the established routes are penalised, with multiple violations resulting in dismissal. IMC adopted various Information, Education and Communication (IEC) activities to make Swachh Bharat Mission successful. Municipal officials, public representatives, religious and community leaders participated in the campaign to convince citizens to segregate waste. IMC engaged more than 800 self-help groups (SHGs), comprising over 8,000 women, to spread awareness about source segregation and to provide workers for material recovery facilities.

- b. **Vijayawada Municipal Corporation (VMC):** They city implemented technological measures such as QR code-enabled Radio Frequency Identification (RFID) tags for waste collection, resulting in 52 bin-free wards. Smart bins send alerts when full. VMC also enforced source segregation, door-to-door collection, home composting, vermicomposting, public and community toilets, and plastic vending machines. Rag pickers are employed to segregate and collect plastic waste.
- c. **Corporation of the City of Panaji (CCP):** The city of Panaji in India has implemented an innovative waste segregation system, as part of the HDFC-United Nations Development Programme Dry Waste Management project. Unlike most cities, which use a 2-way system, Panaji's 16-way segregation model allows for more efficient recycling and resource recovery, while eliminating the need for landfills. This system is not only cheaper, but also reduces the health risks for waste pickers who sort the waste at material recovery facilities. The model requires minimal manual or mechanical sorting and is environmentally friendly.¹¹

16 WAYS TO SEGREGATE YOUR WASTE



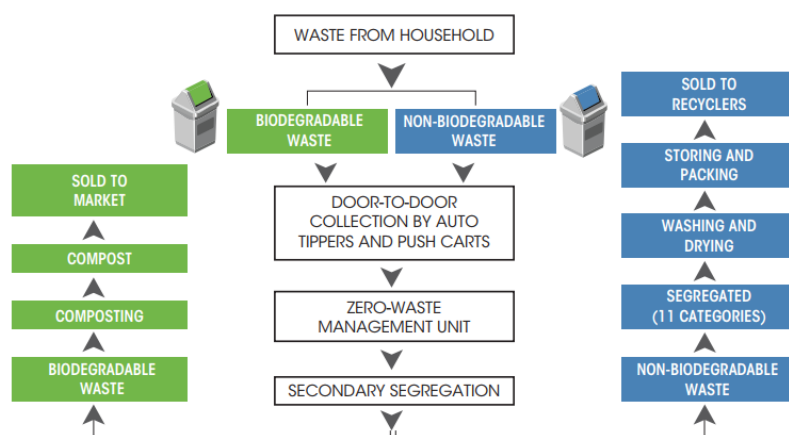
¹⁰ CSE and NITI Aayog release 'Waste-wise cities' – compendium of best practices in municipal solid waste management (cseindia.org)

¹¹ 16-ways of segregating waste: Panaji's innovative model of solid waste management | United Nations Development Programme (undp.org)

2. Decentralised Waste Processing

- a. **Goa Solid Waste Management Corporation (GSWM)¹²:** Goa strengthened its solid waste management system through door-to-door collection of segregated waste, deployment of compartmentalised vehicles, GPS-based monitoring, and Education and Communication (IEC) campaigns involving local bodies, SHGs, schools, and community leaders. Material Recovery Facilities (MRFs) and decentralised composting units were established for scientific processing of dry and wet waste. The initiative improved source segregation and collection efficiency, reduced landfill dependence through scientific waste processing, enhanced resource recovery, and improved cleanliness across urban and tourist areas. Strong community participation and awareness efforts contributed to a more sustainable and environmentally sound waste management system in Goa.
- b. **Bhubaneswar:** Bhubaneswar Municipal Corporation (BMC) has developed an efficient solid waste management system based on door-to-door waste collection, source segregation, decentralised composting through Micro Composting Centres (MCCs), and recycling through Material Recovery Facilities (MRFs). The corporation also uses public-private partnerships, mechanised transportation, and scientific waste processing to minimize landfill disposal and improve service efficiency. Supported by public awareness campaigns, regular monitoring, and worker safety measures.
- c. **Mysuru City Corporation (MCC):** The city implemented nine Decentralised zero-waste management units for pit and vermicomposting. Each plant handles biodegradable waste from five wards, ensuring minimal load on the centralised compost unit. Compost is sold to farmers at Rs. 1,200/tonne, with 5% retained for horticultural purposes.

How MCC manages municipal solid waste



Source: Mysuru City Corporation

- d. **Bhopal Municipal Corporation (BMC):** Biodegradable waste is processed at two centralised windrow composting facilities (capacity 410 TPD) and two bio-gas plants (capacity 105 TPD). Apart from these, the BMC operates one decentralised processing facility at AIIMS. There are 69 bulk waste generators in the city who manage their waste at their own onsite facilities; so do 80 residential welfare associations and 102 public gardens.
- e. **Pimpri Chinchwad Municipal Corporation (PCMC):** Housing societies constructed after 2016 and fall under the bulk waste generator (BWG) category, producing at least 100 kg of wet waste per day, are required to comply with onsite composting norms. Failure to do so will result in the City Government refusing to collect their waste. BWGs built before 2016 must also have a composting unit or face consequences. For BWG societies that lack space for composting units, a third-party vendor solution is necessary, which the City Government may assist in regularising waste processing prices. This move promotes waste reduction and encourages responsible waste management practices within the housing society sector.¹³

¹² [Home - GWMC](#) (Official Website of Goa Solid Waste Management Corporation)

¹³ [Pune: Societies get chance to fix trash issues | Pune News - Times of India \(indiatimes.com\)](#)

E. Status of Landfills under BMC¹⁴

As of 2025, there are three landfill/dumping sites under the jurisdiction of BMC. They are Kanjurmarg Landfill Site, Deonar Dumping Ground, and Mulund Dumping Ground. Presently, waste generated within BMC is sent to the former two sites, while Mulund Dumping Ground has been closed and the process of bio-mining is being carried out. The predominant method of waste disposal followed until lately was the dumping and levelling of waste. With the inclusion of the bioreactor technology for generation of landfill gas and composting technology at Kanjurmarg since 2015, scientific treatment of waste has improved in last 10 years from 30% in 2015-16 to 88% in 2024-25.

Since Mulund (2018) and Gorai (2009) dumping grounds have been closed and Deonar is long due closure, it is important to focus on decentralised waste management practices that will reduce the waste going to a centralised landfill or dumping ground. This will be more sustainable since dumping grounds produce leachate that causes soil and marine pollution and emits methane into the atmosphere. Burning waste in dumping grounds to reduce the volume of waste is also a major cause of air pollution in the surrounding areas. This section aims to understand the method of waste processing carried out in each of these sites with the data received via an RTI.

- Table 14: Current Status of Major Landfills and Waste Processing Facilities in Mumbai**

Name	Years of operation	Area (Ha)	Current Status	Type of Waste Processing
Deonar	88	120	Operational	Currently used only for dumping debris material; no scientific waste processing is being carried out.
Kanjurmarg	14	65.96	Operational	Waste processing is carried out using Bioreactor Technology and Windrow Composting Technology.
Mulund	47	24	Closed	Waste dumping has been stopped. Bio-mining of legacy waste is currently in progress at the site.
Gorai	35	19.6	Closed	The Gorai dumping ground was scientifically closed in 2009 and is currently capped, with part of the site developed as a green zone and part used as a waste transfer station.

Inference:

- Kanjurmarg currently serves as the major operational waste processing site in Mumbai with multiple waste treatment technologies in use.
- Mulund and Gorai dumping grounds have stopped waste dumping activities, with Mulund undergoing bio-mining and Gorai being scientifically closed and capped.

¹⁴ As per the RTI response.

• **Table 15: Disposal of Municipal Solid Waste in Mumbai as per ESR Report¹⁵**

Name	Amount of waste disposed (MTD)									
	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Deonar	2,100	3,200	2,200-2,500	3,100	1,200-1,700	500-700	500-700	500-700	500-700	500-700
Kanjurmarg	3,000	3,000	3,600	4,000	4,500-5,500	4,500-5,500	4,500-5,500	4,500-5,500	4,500-5,500	5,900
Mulund	Garbage-3,500 Debris-800-1,000	Garbage-2,200-2,400 Debris-600-800	1,700-1,800	Closed	Closed	Closed	Closed	Closed	Closed	Closed

Inference:

- Deonar continues to operate using traditional dumping methods, disposing of 500–700 MTD of waste in recent years, reduced from earlier levels (1,200–1,700 MTD in 2019-20), likely due to diversion to other sites.
- Kanjurmarg is the primary active processing site, handling the largest volume (5,900 MTD) using modern bioreactor and composting technologies, reflecting a shift toward sustainable waste management. The adoption of bioreactor and composting technologies at Kanjurmarg reflects a move towards more sustainable waste treatment practices.
- Mulund landfill has been closed since 2018-19, indicating efforts to phase out older dumping grounds and reduce environmental impact.

¹⁵ BMC Environment Status Reports 2015-16 to 2024-25.

F. Status of Waste Received, Processed and Bio-mining at BMC Landfills/Dumping Grounds

1. Deonar Dumping Ground

■ Table 16: Ward-wise Garbage Sent to Deonar Dumping Ground in Mumbai as per RTI (2021–2025) (in MT)

Ward	Population 2025	2021	2022	2023	2024	2025
A	1,94,900	16,325	12,216	15,733	12,458	17,466
B	1,34,091	7,498	6,505	5,231	6,061	2,921
C	1,75,039	7,537	5,276	4,792	3,782	1,615
D	3,65,399	15,197	14,329	13,472	8,353	3,966
E	4,14,299	22,619	20,047	21,799	15,230	11,452
F/N	5,57,301	21,757	19,280	19,931	14,590	14,426
F/S	3,80,259	15,958	11,935	16,574	11,893	12,050
G/N	6,31,046	29,675	33,842	65,886	47,569	67,528
G/S	3,97,932	15,925	12,834	14,146	9,879	4,975
H/E	5,87,012	28,226	34,153	31,891	29,697	10,909
H/W	3,24,016	20,091	19,359	26,689	20,175	6,360
K/E	8,67,906	31,934	30,540	28,515	26,173	11,202
K/W	7,88,691	24,242	30,515	35,406	61,609	31,498
L	9,50,431	53,414	42,046	38,294	41,606	44,366
M/E	8,50,877	1,33,914	1,43,555	1,47,906	1,67,069	1,35,510
M/W	4,33,900	94,502	99,008	84,864	84,827	91,263
N	6,56,132	32,524	25,735	21,695	21,909	20,998
P/N	9,91,665	5,750	8,186	13,170	4,151	2,675
P/S	4,88,273	4,225	4,107	4,310	1,172	27*
R/C	5,92,198	1,864	6,035	5,431	7,373	9*
R/N	4,54,416	1,655	3,246	2,901	3,498	-*
R/S	7,28,162	3,975	13,187	14,366	17,799	-*
S	7,83,524	36,982	29,339	22,893	21,009	10,757
T	3,59,708	6,820	5,250	2,646	2,204	2,273
Other	=	65,954	1,23,236	43,760	31,853	35,602
Grand Total	1,31,07,177	6,98,563	7,53,761	7,02,301	6,71,939	5,39,849

(* - All waste sent to the Kanjurmarg landfill site)

Inference:

- Total waste transported to the Deonar dumping ground decreased from 6.99 lakh MT in 2021 to 5.40 lakh MT in 2025, indicating an overall reduction in waste sent to the dumping ground over the last five years.
- Among all wards, M/E and M/W Wards transported the highest quantity of waste to the Deonar dumping ground in 2025, with 1.36 lakh MT and 91,263 MT respectively. The high quantity may be due to their close proximity to the Deonar dumping ground.
- G/N showed sharp increases in waste by 128% from 29,675 MT in 2021 to 67,528 MT in 2025.

2. Kanjurmarg Landfill

Bioreactor Landfill Technology (BLFT) is a waste management technique that enhances the degradation of organic waste in landfills by controlling moisture, temperature, and other environmental conditions to accelerate the microbial decomposition process. Bio-reactor technology is mainly anaerobic technology in principle. In bioreactor technology, leachate is re-circulated to enhance the decomposition of biodegradable material and recover landfill gas generated to generate electricity, which in turn reduces emission of Green House Gases¹⁶. Bioreactor landfill technology can help to reduce the volume of waste in landfills and enhance the recovery of recyclable materials.

Landfill gas refers to the gas that is produced during the decomposition of organic waste materials at a landfill site. The gas is a mixture of mostly methane and carbon dioxide, with smaller amounts of other gases such as nitrogen, oxygen, and hydrogen.

▪ **Table 17: MSW received in Bioreactor Landfill (BLF) Technology in Kanjur Landfill from 2021 to 2025**

Year	Type	BLF Cell -3	BLF Cell -4	BLF Cell -5	BLF Cell -6	BLF Cell -7	BLF
		MSW received in MT	MSW received in (MT)	MSW received in (MT)	MSW received in (MT)	MSW received in (MT)	Total MSW received in (MT)
2021	Non –CRZ Area	-	1,87,749	12,93,699	-	-	14,81,448
	CRZ Area	59,161	38,350	15,106	-	-	1,12,617
	Total	59,161	2,26,099	13,08,805	-	-	15,94,065
2022	Non –CRZ Area	-	-	9,03,864	6,61,876	-	15,65,740
	CRZ Area	72,559	29,520	5,836	2,400	-	1,10,315
	Total	72,559	29,520	9,09,700	6,64,277	-	16,76,056
2023	Non –CRZ Area	-	-	9,11,909	7,65,596	-	16,77,505
	CRZ Area	-	-	57,259	25,079	-	82,338
	Total	-	-	9,69,168	7,90,675	-	17,59,843
2024	Non –CRZ Area	-	-	1,93,068	15,71,176	-	17,64,244
	CRZ Area	-	-	33,539	33,655	-	67,224
	Total	-	-	2,26,608	16,04,830	-	18,31,438
2025	Non –CRZ Area	-	-	1,85,092	10,41,817	6,18,800	18,45,709
	CRZ Area	-	-	6,556	37,353	17,502	61,411
	Total	-	-	1,91,649	10,79,170	6,36,302	19,07,121

Inference:

- Total municipal solid waste (MSW) received at Kanjurmarg Landfill increased by 20% over the last five years, from 15,94,065 MT in 2021 to 19,07,121 MT in 2025.
- Over the last five years, the total Municipal Solid Waste (MSW) received in non-CRZ (Coastal Regulation Zone) areas increased by 25%, from 14,81,448 MT in 2021 to 18,45,709 MT in 2025.
- The Kanjurmarg landfill is divided into multiple BLF cells, and once one cell reaches capacity, waste is shifted to another cell while the earlier cell undergoes decomposition and bio-mining.

¹⁶ https://portal.mcgm.gov.in/iri/go/km/docs/documents/Circulars/01101506_Kanjur%20bioreactor%20project.pdf

3. Mulund Dumping Ground

▪ **Table 18: Year wise and Material wise Disposal Quantity on Mulund Dumping Ground from 2020 to 2025**

Year	C & D Disposal Quantity	Soil Disposal Quantity	Stone Disposal Quantity	SFC Kind Material	Total Disposal Quantity	None Disposal Quantity
2020 (6 Month)	6,635	1,65,409	2,247	0	1,74,291	0
2021 (9 Month)	146	2,17,140	2,960	0	2,20,484	238
2022 (10 Month)	0	9,23,111	1,796	15,298	9,40,204	42
2023 (9 Month)	0	11,69,237	3,094	57,500	12,29,831	0
2024 (10 Month)	0	14,59,048	3,976	35,056	14,98,080	0
2025 (7 Months)	0	9,93,335	0	55,802	10,49,136	0
Total Disposed	6,781	49,27,280	14,073	1,63,655	51,11,790	280

Inference:

- From 2020 to 2025, a total of 51,11,790 MT of waste was disposed of at the Mulund Dumping Ground, including soil, stone, construction and demolition (C&D) waste, and SFC-type material.
- Soil disposal was highest in 2025 at 9,93,335 MT, while SFC-type material accounted for 55,802 MT.
- Bio-mining operations are usually shut during the monsoon season; therefore, in 2025, bio-mining activities were carried out only for seven months.

▪ **Table 19: Status of Bio-Mining process at Mulund Dumping Ground as of December 2025**

Total Legacy Waste	70,00,000 MT
Waste Disposed from Jan 2020 to Dec 2025 (51 out of 72 months)*	51,12,070 MT
Avg. quantity disposed per month (Waste disposed/51 months)	1,00,237 MT/ Per Month
Avg. Quantity disposed from Oct 2019 to Dec 2019 (3 months)**	3,00,710 MT
Total Waste Disposed from Oct 2019 to Dec 2025 (54 Month)	54,12,780 MT
% of Waste Disposed till Dec 2025	77%
Remaining waste for bio-mining	15,87,220 MT
Revised Target date for completion of bio mining	30-Apr-26
Earlier Target Date for completion of bio mining	27-Jun-25
Month Remaining to meet target date for completion of bio mining	4 Months
Quantity to treat per month for achieved target date of bio-mining	3,96,805 MT/ Per Month

* In RTI data no information available of bio mining for 6 months in 2020, 3 months in 2021, 2 months in 2022, 3 months 2023, 2 months in 2024 and 5 months in 2025.

** According to SWM annual report (Form IV – MPCB) bio-mining work commenced in October 2019

Inference:

- From 2019 to 2025, a total of 54,12,780 MT of waste was disposed of at the Mulund Dumping Ground out of the total 70,00,000 MT legacy waste, which is only 77% of the waste had been treated till December 2025.
- It took 54 months to dispose of this waste, with an average treatment rate of 1,00,237 MT per month.
- The remaining waste for bio-mining at the Mulund Dumping Ground is 15,87,220 MT. The target date for completion of bio-mining, earlier set as 27 June 2025, has now been revised to 30 April 2026.
- To meet the revised target date, BMC will need to treat approximately 3,96,805 MT of waste per month, which is nearly 3.9 times higher than the current average treatment rate.

G. Status of Complaints Registered and Resolution¹⁷

■ Table 20: Solid Waste Management Related Civic Complaints from 2016 to 2025

Sub Issue	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	% Changes from 2016 to 2025
Collection point not attended properly	1,002	565	644	620	685	336	548	576	601	948	-5%
Garbage lorry not reported for service/ Lorry not covered	257	464	791	751	326	289	444	693	895	867	237%
Garbage not lifted from House/Gully/ Municipal Market/ Road/Authorised collection point	2,109	3,597	5,157	6,086	3,943	3,319	4,356	12,244	12,909	13,718	550%
Lifting of Tree Cutting	635	794	1,241	1,753	1,590	2,029	1,071	1,329	1,396	1,253	97%
Non-attendance of nuisance Detector	523	1,242	1,571	1,947	1,168	1,218	1,139	1,203	939	1,052	101%
Providing/removing/ replacing dustbins	425	499	552	666	440	437	696	641	514	631	48%
Removal of dead animals	61	70	636	1,105	1,164	909	703	661	569	649	964%
Removal of Debris	1,241	1,625	2,122	2,371	1,395	1,550	1,899	4,560	4,196	5,599	351%
Silt to be lifted from road	605	676	1,052	845	320	386	587	942	896	932	54%
Sweeping of roads	472	612	728	972	564	583	908	1,841	2,116	2,281	383%
Total	7,330	10,144	14,494	17,116	11,595	11,056	12,351	24,690	25,031	27,930	281%

Inference:

- The highest number of complaints in 2025 were related to 'garbage not lifted' (13,718) from house/gully/market/ road etc. followed by removal of debris (5,599) and Sweeping of roads (2,281).
- The total number of complaints has increased by 281% from 2016 to 2025.
- The highest percentage increase in complaints from 2021 to 2022 was for Removal of dead animals (964%) followed by Garbage not lifted (550%) and sweeping of roads (383%).
- Garbage not lifted from house/gully/market/road etc. and removal of debris have consistently been among the highest complaints in the last 10 years. This highlights the need for sustained efforts to address the root cause of these issues.

¹⁷As per RTI Response.

■ **Table 21: Analysis of Complaints Attended (Closed) in Comparison with Days Mentioned in BMC's Citizen Charter**

Issues/Sub-issues	To resolved as per Citizens' Charter	Actual time taken to resolve					
		2021	2022	2023	2024	2025	Increase from 2021 to 2025 (in %)
Garbage not lifted from House/Gully/ Municipal Market/ Road/ Authorised collection point	2	42	29	14	21	8	-81%
Collection point not attended properly	2	44	29	20	30	7	-83%
Garbage lorry not reported for service/ Lorry not covered	2	74	28	22	28	7	-90%
Providing/removing/replacing dustbins	5	38	24	21	24	7	-82%
Sweeping of road	1	44	28	13	20	8	-82%
Removal of Dead Animals	1	44	27	14	22	5	-89%
Removal of Debris	5	46	30	10	19	7	-85%
Silt to be lifted from road	7	50	28	19	33	13	-73%
Non-attendance of nuisance Detector	2	43	31	21	28	8	-81%

Inference:

- Despite the reduction in the average time taken to close complaints over the last five years, complaint resolution in 2025 still exceeded the timelines prescribed under BMC's Citizen Charter.
- Complaints related to 'garbage not being lifted' and 'road sweeping' took an average of 8 days to be resolved, while complaints regarding 'garbage vehicles not arriving' took an average of 7 days to be resolved in 2025.

H. Municipal Budget Related to SWM Department¹⁸

■ **Table 22: SWM Department Revenue and Actual Expenditure from 2022-23 to 2026-27 (In Crore)**

Solid Waste Management Department	2022-23			2023-24			2024-25			2025-26	2026-27
	Budget Estimate	Actual	Utilised %	Budget Estimate	Actual	Utilised %	Budget Estimate	Actual	Utilised %	Budget Estimate	Budget Estimate
Establishment Expenses	1,660	1,602	97%	1,905	1,692	89%	1,938	1,799	93%	2,032	2,081
Administrative Expenses	19	19	98%	42	18	42%	29	19	66%	58	76
Operation And Maintenance Expenses	905	864	96%	974	955	98%	1,185	1,068	90%	1,345	1,434
Programme Expenses	154	126	82%	140	129	92%	149	136	91%	156	156
Revenue Grants, Contribution & Subsidies And Others	1	0.02	2%	1	-	-	1	-	-	12	83
Total SWM Budget	2,739	2,611	95%	3,062	2,794	91%	3,303	3,023	92%	3,653	3,830
Total BMC Budget	23,294			25,306			28,122			31,205	32,698
% of Budget assign to SWM Dept.	12%			12%			12%			12%	12%

¹⁸<https://www.mcgm.gov.in/irj/portal/anonymous/qIBudgetapp>

Inference:

- The budget estimate for the Solid Waste Management Department has increased steadily from 2022–23 to 2026–27, with an overall rise of 40% during this period.
- Establishment expenses have consistently formed the largest share of the department's budget, though their utilisation reduced from 97% in 2022–23 to 93% in 2024–25.
- The utilisation of operation and maintenance expenses decreased from 96% in 2022–23 to 90% in 2024–25, along with an increase in the overall budget estimate.
- The share of the total BMC budget allocated to the Solid Waste Management Department remained almost constant at around 12% between 2022–23 and 2026–27.

■ **Table 23: Budget Estimates under SWM Various Schemes from 2020-21 to 2026-27 (in crores)**

Years	Budget Estimates	Actuals	Percentage Utilised
Zero Garbage Public Awareness Programme			
2020-21	10	8	80%
2021-22	8	6	69%
2022-23	8	7	82%
2023-24	9	6	72%
2024-25	12	9	72%
2025-26	13	-	-
2026-27	13	-	-
Swachh Mumbai Vasti Prabodhan Abhiyan			
2020-21	87	76	87%
2021-22	90	74	82%
2022-23	90	77	86%
2023-24	85	80	94%
2024-25	90	79	87%
2025-26	93	-	-
2026-27	86	-	-
Clean Area Scheme (Cleansing of Roads & Collection of Refuse)			
2020-21	79	43	55%
2021-22	55	40	74%
2022-23	55	41	74%
2023-24	45	41	92%
2024-25	45	48	106%
2025-26	48	-	-
2026-27	55	-	-

Inferences:

- The "Mumbai Vasti Prabodhan Abhiyan" has witnessed a drop in budget utilisation from 94% in 2023-24 to 87% in 2024-25.
- The "Clean Area Scheme" had very high budget utilisation in 2024-25. However, in the subsequent years, the program has not been able to achieve its budget estimates, with a low of 55% utilisation in 2020-21. The program has also seen a downwards trend in budget allocation from 79 crores in 2020-21 to 55 crores in 2026-27.

I. Human Resources for SWM Department¹⁹

■ Table 24: Designation-wise Human Resources in SWM Department as of December 2025

Designation	2025			
	Sanction	Available	Vacant	%
Engineer Post				
Chief Engineer (SWM Account)	1	1	0	0%
Chief Engineer (SWM Project)	1	1	0	0%
Deputy Chief Engineer	4	4	0	0%
Assistant Engineer	75	53	22	29%
Executive Engineer	25	22	3	12%
Junior Engineer	37	16	21	57%
Total Engineer	143	97	46	32%
Administrator Post				
Asst. Executive Director	37	20	17	46%
Chief Supervisor	1	0	1	100%
Asst. Chief Supervisor	30	7	23	77%
Deputy Chief Supervisor	10	5	5	50%
Asst. Chief Staff Officer	2	2	0	0%
Deputy Special Duty Officer	1		1	100%
Administrative Officer	41	39	2	5%
Clerk	344	251	93	27%
Overseer	65	58	7	11%
Nuisance Detector	103	1	102	99%
Report Bearer	47	45	2	4%
Other Administrative	10,303	9,515	788	8%
Technical/ Electrician / Mechanical	247	127	120	49%
Total Admin.	11,231	10,070	1,161	10%
Other/Labour Post				
Other Labour	24,175	19,876	4,299	18%
Total SWM Dept.	35,549	30,043	5,506	15%

Inferences:

- Junior Engineers have the highest shortage with 57% vacancies, followed by Assistant Engineers with 29% vacancies.
- As of 2025, the asst. chief supervisor position has a 77% vacancy rate, while the deputy chief supervisor, technical/electrician/mechanical and clerk positions have vacancy rates of 50%, 49%, and 27%, respectively.
- The nuisance detector position, has a high vacancy rate of 99%. BMC's bye-laws of 2006 describe the importance of nuisance detector in maintained of cleanliness in the city, however, the lack of human resources shows major need for improvement.

¹⁹As per RTI Response.

Part II. Sewerage Treatment and Drainage

A. Sewerage Treatment Plant (STP)

Sewerage and sanitation systems are as important as the water supply systems in urban areas. They act as complements for enabling sustainable and healthy cities. All major national policies that focus on water, also deal with sewerage systems and in the near future, water demand can be met by effective treatment of wastewater.

There are various national level policies related to sewerage. The Atal Mission for Rejuvenation and Urban Transformation (**AMRUT**) policy²⁰ of the central government declares providing a sewerage connection to every household as one of its mission statements. Similarly, **National Water Mission**²¹ aims at incentivising the recycling of water including wastewater and the development of an eco-friendly sanitation system. The **Jal Shakti Abhiyan**²² of the ministry has increased the reuse of sewerage water as one of its targets.

According to norms of the Pollution Control Boards, the three major indicators used for measuring the 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 (sewerage and pollutants) in the water, the more is the BOD; the more the BOD, the lesser is the available oxygen for aquatic life. CPCB norms for BOD from STP outlet are 20mg/lit. MPCB has adopted a stricter norm of 10mg/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 20mg/lit. by MPCB.
3. **Faecal Coliform (FC)**: Faecal Coliform is bacteria found in the faeces of warm-blooded animals and humans, commonly found in human excreta and major cause of water-borne diseases. The CPCB's prescribed limit for faecal coliform in all waterbodies is 2500MPN²³/100ml and for drinking water, detectable faecal coliform has to be nil.

²⁰ <http://amrut.gov.in/content/innerpage/the-mission.php>

²¹ <http://nwm.gov.in/>

²² <http://geourbanmissions.gov.in/>

²³ Most Probable Number (MPN) is a method to estimate concentration of microorganisms in liquid.

Table 25: Status of Mumbai's Sewerage Treatment Plant's Waste Water Quality from Jan-2021 to Dec-2025

Criteria			2021	2022	2023	2024	2025
BOD (Prescribed limit is 20mg/lit. by CPCB and 10 mg/lit. by MPCB)	Colaba	Inlet	96.5	91.6	121.3	131.3	126.3
		Outlet	3.4	3.5	1.3	5.0	2.0
	Worli	Inlet	109.5	120.3	123.6	141.3	145.3
		Outlet	2.2	1.8	1.9	-	5.7
	Bandra	Inlet	82	90.5	81.3	115.8	111.3
		Outlet	2.0	1.3	2.1	-	8.6
	Versova	Inlet	120.35	131.61	143.54	146.09	135.16
		Outlet	29.4	44.3	53.4	58.1	-
	Bhandup	Inlet	62.3	81.6	91.0	85.6	93.1
		Outlet	26.6	34.4	30.4	20.7	30.9
	Ghatkopar	Inlet	91.9	98.2	95.7	100.3	99.4
		Outlet	34.6	37.5	38.0	24.5	32.4
	Malad	Inlet	123.6	134.4	144.2	126.8	133.8
		Outlet	131.5	137.4	140.6	99.4	106.1
	Charkop	Inlet	175.1	158.9	181.1	213.5	175.0
		Outlet	4.3	3.2	3.1	5.4	6.0
TSS (Prescribed limit is 50mg/lit. by CPCB and 20mg/lit. by MPCB)	Colaba	Inlet	144.0	124.6	151.4	137.4	136.3
		Outlet	5.1	7.3	2.1	7.5	3.9
	Worli	Inlet	162.7	242.6	152.6	151.5	153.4
		Outlet	2.6	3.4	4.4	-	14.7
	Bandra	Inlet	117.3	118.8	123.9	137.3	120.1
		Outlet	3.0	3.2	4.3	-	13.7
	Versova	Inlet	170.8	176.9	153.3	183.8	149.9
		Outlet	20.1	47.8	65.6	72.9	-
	Bhandup	Inlet	94.0	89.3	111.9	107.5	108.9
		Outlet	43.3	31.1	33.8	25.1	33.0
	Ghatkopar	Inlet	125.6	129.3	114.6	239.5	112.8
		Outlet	40	39.5	43	21.5	34.8
	Malad	Inlet	162.2	173.4	171.9	160.3	152.0
		Outlet	179.4	185.5	181.5	124.6	128.3
	Charkop	Inlet	204.4	212.7	247.1	115.2	210.6
		Outlet	3.0	3.8	3.9	9.6	6.6

*Discharge is through Marine Outfall, BO: Biochemical Oxygen Demand, TSS: Total Suspended Solids

STP's Index

Colour	Remark
	CPCB criteria met
	MPCB criteria met
	Average outlet quality is worse than the inlet, CPCB & MPCB Criteria

Inference:

- In 2025, Colaba, Bandra, Worli and Charkop STPs met the MPCB limit as these STPs were able to achieve the average BOD of lower than 10mg/lit., while Malad, Bhandup and Ghatkopar STPs did not meet the BOD outlet criteria as per the CPCB and MPCB norms.
- At the Malad STP, the outlet quality recorded BOD and TSS levels of 106 mg/L and 128 mg/L, respectively, which were higher than the Prescribed limit, showing a failure in the treatment of sewerage. If water is to be reused in the long run for the sustainability of the water-sewerage system, it is important to improve the treatment facilities.

■ **Table 26: Quality of Water Bodies in Mumbai in Accordance with CPCB norms (2024)²⁴**

Station name	Type of Water Body	B.O.D. (mg/l)		Faecal Coli form (MPN/100ml)	
	CPCB Norms	<3 mg/l		< 100 MPN/100 ML	
		Min	Max	Min	Max
Source					
Bhatsa U/S Of Liberty Oil Mills, Satnel, Shahapur, Thane (2653)	Minor River	1	3.8	1.8	17
Bhatsa D/S Of Liberty Oil Mills, Satnel, Shahapur, Thane (2654)	Minor River	1	3.6	1.8	17
Bhatsa D/S Of Pise Dam Near Pise Village (Ulhas)	Minor River	1	3	1.8	22
Tansa Near Road Bridge, Village Dakewali, Wada, Palghar (2709)	Minor River	1	6	1.8	22
Vaitarna Near Road Bridge, Gandhare Village, Wada, Thane (2712)	Minor River	1	4	1.8	33
Outlet					
Sea Water at Nariman Point, Colaba, Mumbai	Marine	12	18	46	540
Sea Water at Malabar Hill, Walkeshwar, Mumbai	Marine	11	16	94	1,600
Sea Water at Haji Ali, Worli, Mumbai	Marine	11	16	130	920
Sea Water at Shivaji Park, Dadar, Mumbai	Marine	12	18	70	920
Sea Water at Juhu Beach, Juhugaon, Santacruz, Mumbai	Beach	11	17	94	1600
Sea Water at Gateway of India, Colaba, Mumbai	Sea	11	18	23	540
Sea Water at Charni Road Choupathy, Girgaon, Mumbai	Sea	11	16	46	540
Sea Water at Worli Sea Face, Worli, Mumbai	Sea	10	16	49	1600
Sea Water at Versova Beach, Andheri, Mumbai	Beach	10	17	70	920
Mithi (2168)	Minor River	6	80	220	9,200
Mahim Creek At Mahim Bay (1318)	Creek	11	15	33	920

Inference:

- The above table shows that Mumbai's water sources are highly polluted even in their natural status.
- Major sea outlets and beaches in Mumbai are however polluted from untreated sewerage or surface pollution including solid waste. The minimum BOD recorded in all the major beach outlets is much higher than the prescribed norm for beaches of less than 3mg/l. The Faecal Coli Form is high too, in most beaches it is within the maximum but at Juhu Beach, Santacruz it exceeds the maximum by a huge margin of 1600MPN/100ml.
- Mithi river pollution from untreated sewerage and waste disposal is evident from the high BOD (maximum 3mg/l.) as well as the high Faecal Coli Form. (Maximum 9,200MPN/100ml).

²⁴ <https://cpcb.nic.in/nwmp-data/>; for CPCB norms : <https://cpcb.nic.in/water-quality-criteria/>

Drainage related issues²⁵

■ **Table 27: Drainage Related Civic Complaints from 2016 to 2025 Registered in Civic Complaint system**

Issues	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	% Change from 2016 to 2025
Cleaning of Septic Tank	565	570	519	583	575	448	583	570	564	567	0%
Drainage Chokes and Blockages	7,199	9,256	12,403	14,077	9,649	8,064	10,079	10,964	7,595	7,647	6%
Odour (Foul Smell) from Drains	276	307	333	391	367	349	393	399	422	530	92%
Overflowing drains of manholes	3,107	4,346	4,290	5,645	3,488	3,056	3,646	4,329	4,657	4,988	61%
Raising of manhole (except in monsoon)	19	19	54	58	16	20	41	58	62	71	274%
Relaying /Repairs and reconstruction of drain line	56	-	-	1	-	-	-	-	-	41	-27%
Repairs to pipe sewers/ main sewers	390	485	573	656	447	513	490	550	517	492	26%
Replacement of Missing/ Damaged Manhole	657	957	2,469	2,856	966	1,556	1,889	1,882	1,884	2,079	216%
Total	12,269	15,940	20,641	24,267	15,508	14,006	17,121	18,752	15,701	16,415	34%

Inference:

- The data indicates that in 2025, the most common complaints were related to drainage chokes and blockages (7,647), followed by overflowing drains of manholes (4,988).
- Moreover, the total number of complaints increased by 34% from 2016 to 2025, and for the past decade, drainage chokes & blockages and overflowing drains of manholes have consistently been among the highest complaints.
- Additionally, in 2025 out of all the complaints, 47% were related to drainage chokes and blockages, there is a need for immediate measures to prevent issues and ensure proper maintenance of drainage systems.

²⁵As per RTI response.

▪ **Table 28: Analysis of Complaints Attended (Closed) in Comparison with Days Mentioned in BMC's Citizen Charter**

Issues/Sub-issues	To resolved as per Citizens' Charter	Actual time taken to resolve					
		2021	2022	2023	2024	2025	Increase from 2021 to 2025 (in %)
Drainage Chokes and Blockages	4	34	25	23	47	40	17%
Odour (Foul Smell) from Drains	6	48	41	30	48	40	-17%
Overflowing drains or manholes	4	54	42	32	50	40	-25%
Replacement of Missing / Damaged Manhole	4	65	43	41	53	45	-31%
Raising of Manhole (except in Monsoon)	10	80	79	50	43	47	-42%
Cleaning of septic tank	4	65	42	35	49	44	-32%
Repairs to pipe sewers/main sewers	6	62	49	34	53	42	-33%

Inference:

- The issue of 'Raising of Manhole' (47 days) took the maximum number of days to be resolved followed by 'Replacement of Missing / Damaged Manhole' which took 45 days to be resolved.
- While the average time taken to resolve most drainage-related complaints has decreased over the last five years, the average resolution time for complaints related to drainage chokes and blockages increased by 19%, from 34 days in 2021 to 40 days in 2025.

B. Best Practices of Sewage Treatment Process by other Indian Cities

Chennai: Advanced Wastewater Reuse for Industry

The Chennai Metropolitan Water Supply and Sewerage Board treats wastewater as a valuable resource rather than waste. Through its TTRO (Tertiary Treatment Reverse Osmosis) plants at Koyambedu Sewage Treatment Plant and Kodungaiyur, sewage is purified using advanced filtration, reverse osmosis, and ozonation to produce high-quality water suitable for industrial use. This treated water is supplied through a dedicated pipeline network to industries in areas such as Sriperumbudur and Oragadam. Companies like Hyundai and Foxconn buy this recycled water, helping recover treatment costs and reducing the use of freshwater meant for drinking.

Surat: Turning Sewage into Energy

The Surat Municipal Corporation uses wastewater treatment plants such as Bhesan STP and Kosad STP to convert sewage sludge into renewable energy. Organic sludge is processed in anaerobic digesters, where microbes produce biogas rich in methane. This biogas is used to generate electricity, meeting about 40–60% of the plants' power needs and reducing operating costs. The remaining treated sludge is converted into organic manure and sold for agricultural use, creating a near zero-waste system.

Bengaluru: Decentralised Wastewater Treatment

The Bengaluru Water Supply and Sewerage Board requires large apartment complexes and commercial buildings to install and operate their own sewage treatment plants (STPs). Instead of relying only on a centralised sewer network, wastewater is treated directly where it is generated. The treated water is reused for toilet flushing, gardening, and cooling systems, reducing the demand for fresh water from the Cauvery River. This decentralised approach lowers infrastructure costs, prevents sewage pollution, and helps protect the city's lakes and water resources.

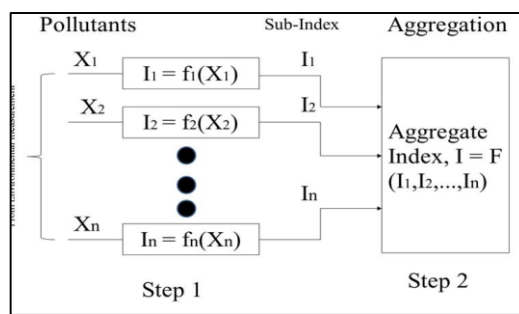
C. Solid and Liquid Waste Management Recommendations

1. **Effective Segregation and Processing of Waste at the Source:** There is a need to create awareness among the public about the importance of waste segregation, reuse, and recycling. This can be done through public campaigns, awareness programs, and outreach activities. Encourage the implementation of decentralised waste management systems and waste processing at source to reduce the burden on centralised facilities. This can be achieved through incentives and support from the government.
2. **Zero Waste to Landfill:** Promote the circular economy model, where waste is treated as a resource and reused, recycled, or repurposed. Encourage government support for sustainable waste management practices and incentivise businesses and individuals to adopt zero waste practices.
 - a. **Composting:** Biodegradable waste processing units should be developed in each constituency. Different treatment methods used for waste segregation like Vermi-composting, Organic Composting for Biogas should also be carried out to ensure optimum recycling. For decentralised composting, Indore adopted mobile compost machines, for composting waste from markets. Vellore in Karnataka and Alappuzha in Kerala have adopted successful micro composting centres for composting biodegradable waste in every constituency. F/South Mumbai model has also aimed to make the constituency dustbin free through door-to-door collection and segregation and composting of biodegradable waste within the ward, through community involvement.
 - b. **Introducing Bio Gas plants:** Taking the example of Pune Municipal Corporation and the PPP, setting a bio-gas plant for the creation of electricity can help reduce conventional usage. Since a large portion of waste generated in BMC is food waste (73%), a similar practice can be carried out in Mumbai.
3. **Monitoring:** The process of monitoring SWM activities should be active to tackle issues. Firstly, there is a need to revise the BMC 2006 bye-laws in accordance to the SWM rules 2016 to ensure the duties of the waste generators and BMC is clearly mandated. In addition, with better implementation and data management of initiatives like ALMs and the SMPA can ensure effective measures to ensure proper waste management at the source. In addition, targeted solutions must be carried out to timely solve complaints received areas. A robust monitoring system can ensure a better ranking for Mumbai as well as amongst cities.
4. **Strengthening institutional capacity:** Build the capacity of SWM officials to manage waste effectively by providing them with training and resources. Adequate staff should be hired to ensure that all aspects of the SWM process are covered, including collection, transportation, processing, and disposal. Incentives should be provided to motivate SWM personnel to perform their duties efficiently and effectively.
5. **Collaboration and partnerships:** Foster collaborations and partnerships among government agencies, NGOs, and private entities to promote sustainable waste management practices. In addition, map innovative learnings from other cities that can help BMC achieve effective waste management.
6. **Waste Water Treatment:** 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.
7. **Reuse of Waste Water:** BMC can use the treated wastewater for various purposes such as cleaning roads, watering gardens, traffic islands, road dividers etc. in the city. The corporation can also earn revenue by sale of treated waste water- Nagpur for example treats 90% of its sewerage and sells part of it to National Thermal Power Corporation and Maharashtra State Power Generation Company. Recycling of sewerage should also be incentivised where possible (for example: housing societies, large commercial establishments, industrial establishments) so that treatment of sewerage can be done locally and can reduce the water demand of that unit.

Part III: Air Quality Index (AQI)

A. Measuring AQI

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 employing numerical manipulation:



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

Air Quality Index Standards, According to the Central Pollution Control Board (CPCB)

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

B. AQI Status in Mumbai

Table 29: Average Month-wise AQI from January 2016 to December 2025²⁶

Month	Average AQI									
	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
January	170	186	176	171	151	187	173	186	113	137
February	98	168	147	150	160	154	160	180	117	130
March	103	126	127	119	107	161	160	140	98	108
April	74	97	88	90	64	103	115	99	98	78
May	70	66	80	85	55	78	128	70	78	69
June	59	55	72	68	34	59	51	65	52	56
July	68	78	65	53	30	54	58	66	43	51
August	56	51	69	56	33	51	63	51	41	46
September	55	71	81	45	60	50	46	54	45	48
October	91	107	115	85	94	95	91	144	77	94
November	113	136	137	132	145	135	162	131	142	126
December	164	152	151	179	160	158	191	141	144	122

Inference:

- The best Average Monthly AQI (Air Quality Index) was 46 and 48 in August and September 2025. This suggests that air quality during those months was relatively good.
- However, the highest Average Monthly AQI in 2025 was 137 in January. This shows that air quality was significantly worse in January than in August and September.
- Comparison across all 12 months from 2024 to 2025 shows that AQI levels increased in 8 out of 12 months. The highest increases were observed in October (22%), January (21%), and July (20%). This trend indicates a deterioration in air quality over time, particularly during these months.
- Comparing AQI data over the last 10 years shows that air quality has become worse. In 2016, 8 months had 'Satisfactory' air quality and 4 months were 'Moderate'. But in 2025, only 2 months had 'Good' air quality, while 5 months were 'Satisfactory' and 5 months were 'Moderate'. This shows that overall air quality has declined over time.
- The 10-year trend indicates a gradual reduction in extreme AQI levels, suggesting the effectiveness of pollution control measures and increased public/environmental awareness.

²⁶All AQI data has been obtained from: <http://cpcb.nic.in/>, after approval from the Central Pollution Control Board (CPCB) through an RTI application.

• **Table 30: Ward and Region wise Average Number of Days with Air Quality Level for the Year 2025**

Region	Ward	Area	Good	Satisfactory	Moderate	Poor	Very Poor	Severe	None	Grand Total
Island City	A	Colaba, Navy Nagar	81	151	94	6	0	0	34	365
	E	Byculla, Mazgaon	132	109	113	2	0	0	9	365
	F/S	Sewri	151	125	69	0	0	0	20	365
	F/N	Sion	73	120	93	5	0	0	74	365
	G/S	Worli	60	162	115	1	0	0	28	365
Island City Average			96	136	101	3	0	0	29	365
Western Suburbs	H/E	Bandra, CSM Airport	41	116	89	9	2	0	109	365
	H/W	Vile Parle	97	87	107	5	3	1	65	365
	K/E	Chakala	60	128	92	4	0	0	81	365
	P/N	Malad	117	113	120	14	1	0	1	365
	R/C	Borivali	91	136	86	6	0	0	46	365
	R/S	Kandivali	126	78	95	1	0	0	66	365
Western city Average			79	111	96	7	1	0	71	365
Eastern Suburbs	L	Kurla, Powai	53	143	136	1	0	0	33	365
	M/E	Deonar, Shivaji Nagar	37	116	132	36	5	0	41	365
	M/W	Chembur	118	108	138	0	0	0	1	365
	N	Ghatkopar	134	76	135	9	0	0	11	365
	S	Bhandup	163	77	109	0	0	0	16	365
	T	Mulund	77	132	112	3	0	0	41	365
Eastern city Average			84	114	129	11	1	0	27	365

Inference:

- In 2025, Island city had the best air quality, Eastern City showed moderate consistency, while Western Suburbs had more variability and data gaps.
- Island City has average 96 days of Good air quality and 136 days with Satisfactory, while Eastern city has 79 and 111 days and Western city 84 and 114 days respectively Good and Satisfactory level days in year 2025.
- Wards like F/S and E having mostly good and satisfactory days, but M/E and P/N reported a noticeable presence of poor air quality.

▪ **Table 31: Average Air Quality Index and Sub-Issue wise Pollution Complaints from 2016 to 2025**

Pollution Sub-Issues	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	% Change from 2016 to 2025
Average Air Quality Index	94	107	113	92	97	115	125	108	87	88	-6%
Pollution Related Complaints Registered by Citizens											
Air Pollution	153	149	193	169	151	343	219	685	457	1,270	730%
Noise Pollution	-	-	-	-	-	-	-	9	45	33	-
Pollution due to Chemical Effluents	51	55	84	92	58	67	57	55	62	64	25%
Nuisance due to Masala Mills/ Flour Mills	16	11	9	7	11	14	16	11	22	17	6%
Other Pollution related	-	-	-	-	-	-	-	-	-	5	-
Total complaints	220	215	286	268	220	424	292	760	586	1,384	529%

Inference:

- While the average air quality in Mumbai has improved over the last 10 years, with the Air Quality Index (AQI) decreasing by 6% from 94 in 2016 to 88 in 2025, the number of citizen complaints related to pollution increased by 529% during the same period.
- Air pollution complaints recorded the highest increase among all complaint categories, rising by 730% over the last 10 years.

C. Recommendations

- **Uniform Monitoring:** To improve the monitoring of AQI (Air Quality Index), CPCB and SAFAR (System of Air Quality, Weather Forecasting, and Research), which are separate agencies monitoring air quality in cities, should coordinate and calculate a single AQI using uniform stations to measure major pollutants.
- **AQI Stations:** Further, air quality stations need to be established in every administrative ward to correctly measure air quality, pollution is otherwise not reflected in the AQI, as seen from the complaints data. Moreover, all established air quality stations should work at full capacity to ensure the data on air quality is computed accurately.

Section III: Analysis of Municipal Budget Related to Civic Issues²⁷

A. Process of BMC Budget

The Budget allocations and actual expenditures of the Municipal Corporation reflect the priority areas of the City Government and highlight whether revenue generated has been effectively spent on the development of the city and its people, especially on the core functions of City Governments - provision of key civic services.

Moreover, in Mumbai, the budget is prepared and presented by the Municipal Commissioner, a bureaucrat and an executive official appointed by the Chief Minister through the Urban Development Ministry. The budget is presented to the Standing Committee on or before 5th of February, who then debates, makes necessary changes, and frames the budget on or before 1st of March. This budget is then tabled in the Council and deliberations are carried out for any required modifications. After approval of the Council (by 20th of March), the budget goes into effect for the financial year.

B. Overall Budget Analysis

Table 32: Overall BMC Budget from 2017-18 to 2026-27 (in crores)

Overall BMC Budget			
Financial Year	Budget Estimates	Revised Estimate	Difference (in %)
2017-18	25,139	21,977	-13%
2018-19	27,251	23,515	-14%
2019-20	30,686	30,025	-2%
2020-21	33,435	31,168	-7%
2021-22	39,027	39,611	1.5%
2022-23	45,941	43,491	-5%
2023-24	52,554	49,949	-5%
2024-25	59,897	64,167	7.1%
2025-26	74,367	67,417	-9.3%
2026-27	80,863	-	--

Inference:

The revised estimates were mostly lower than the budget estimates from 2017–18 to 2025–26, except in 2021–22 and 2024–25, when the revised estimates were higher than the budget estimates by 1.5% and 7.1% respectively, indicating higher expenditure during those years.

²⁷All figures are in crores unless specified otherwise. All figures have been taken from the Municipal Commissioner's speeches from 2015-16 to 2020-21, available on BMC website: www.mcgm.gov.in.

Note: 'RE' stands for Revenue Expenditure and 'CE' stands for Capital Expenditure.

■ **Table 33: Budget Estimates in Revenue Expenditure from 2017-18 to 2026-27 (in crores)**

Revenue Expenditure			
Financial Year	Budget Estimates	Revised Estimates	Difference (in %)
2017-18	17,012	15,866	-7%
2018-19	17,723	15,718	-11%
2019-20	19,206	19,240	0%
2020-21	18,797	20,265	8%
2021-22	20,276	22,745	12%
2022-23	23,294	22,632	-3%
2023-24	25,306	24,633	-3%
2024-25	28,122	26,835	-5%
2025-26	31,205	28,259	-9%
2026-27	32,698	-	-

■ **Table 34: Budget Estimates Under Capital Expenditure from 2017-18 to 2026-27 (in crores)**

Capital Expenditure			
Financial Year	Budget Estimates	Revised Estimates	Difference (in %)
2017-18	8,127	6,111	-25%
2018-19	9,528	7,798	-18%
2019-20	11,480	10,785	-6%
2020-21	14,638	10,904	-26%
2021-22	18,751	16,866	-10%
2022-23	22,647	20,859	-8%
2023-24	27,248	25,316	-7%
2024-25	31,775	37,332	17%
2025-26	43,162	39,160	-9%
2026-27	48,164	-	-

Inference:

- Revenue expenditure budget estimates increased steadily from ₹17,011.83 crores in 2017–18 to ₹32,698.44 crore in 2026–27, showing a significant rise over the years.
- In most years, revised estimates were lower than budget estimates, indicating that actual expenditure remained below the planned budget.
- The revised estimates of capital expenditure from 2017–18 to 2025–26 were consistently lower than the budget estimates, except in 2024–25. This indicates that the required budget allocations may have been overestimated in most years. The significant gap between budget and revised estimates also raises concerns regarding the budget planning process and implementation of planned capital expenditure activities.

C. Budget Analysis of Key Civic Departments

Table 35: Budgetary Allocation of Departments Related to Civic Issues from 2022-23 to 2026-27 (in crores)

Department	Budget 22-23		Budget 23-24		Budget 2024-25		Budget 2025-26		Budget 2026-27		% Change in (2022-23 to 2026-27)
	B.E	BE %	B.E	BE %	BE	BE %	BE	BE %	BE	BE %	
Disaster Management Cell	27	0.1%	52	0.10%	51.21	0.09%	351.24	0.47%	91.77	0.11%	83%
Fire Brigade Department	746	2%	666	1.27%	689.99	1.15%	736.63	0.99%	699.90	0.87%	97%
Solid Waste Management Department	4,531	10%	4,710	8.96%	4878.37	8.14%	5548.14	7.46%	5780.41	7.15%	69%
Storm Water Drains Department	2,133	5%	3,266	6.21%	2674	4.46%	3039.25	4.09%	2686.02	3.32%	26%
Roads & Traffic Department	2,869	6%	3,631	6.91%	4350.96	7.26%	6519.11	8.77%	8508.15	10.52%	197%
Water Operation Department	2,044	4%	2,336	4.44%	2785.41	4.65%	4372.13	5.88%	4279.94	5.29%	109%
Water Supply Project Department	1,094	2%	1,414	2.69%	2448.43	4.09%	4056.58	5.45%	6529.87	8.08%	497%
Sewerage Operation Department	735	2%	1,048	1.99%	1273.89	2.13%	1972.08	2.65%	2205.34	2.73%	200%
Sewerage Project Department	270	1%	333	0.63%	460.73	0.77%	439.54	0.59%	434.17	0.54%	61%
Mumbai sewerage Disposal Project	2,093	5%	3,592	6.83%	5072.03	8.47%	6532.57	8.78%	6664.63	8.24%	218%
Total	16,543	43%	21,048	43%	24,685	41%	33,567	45%	37,880	47%	129%
Others Department	29,398	64%	31,506	59.95%	35,212	58.79%	40,799	54.86%	42,983	53.15%	46%
Overall	45,941	100%	52,554	100%	59,897	100%	74,367	100%	80,863	100%	76%

Note: B.E. is Budget Estimate, BE %: Budget Estimate share to total (B.E. Total)

Inference:

- **Solid Waste Management Department:** The budget allocation for the department increased by 69% from 2022–23 to 2026–27. However, its share in the overall BMC budget declined from 10% to 7% during the same period.
- **Roads & Traffic Department:** The department's budget allocation increased significantly by 197% from 2022–23 to 2026–27, while its share in the total BMC budget rose from 6.91% to 10.52%, indicating increasing focus on road and traffic infrastructure.
- **Water Operation Department:** The budget allocation increased by 109% between 2022–23 and 2026–27, with its share in the total budget rising from 4.44% to 5.29%.
- **Water Supply Project Department:** The department recorded one of the highest increases in budget allocation, rising by 497% from ₹1,094 crore in 2022–23 to ₹6,530 crore in 2026–27, reflecting growing investment in water supply infrastructure projects.

- **Sewerage Operation Department:** The budget allocation increased by 200% during the period, though its share in the overall budget remained relatively low at below 2.73% in 2026-27.
- **Sewerage Project Department:** Despite a 61% increase in budget allocation from 2022–23 to 2026–27, the department’s share in the overall BMC budget remained below 1% throughout the period.
- **Mumbai Sewerage Disposal Project:** The budget allocation increased by 218% from 2022–23 to 2026–27, with its share in the overall budget increasing from 6.83% to over 8.24%, indicating higher investment in sewerage infrastructure.
- **Disaster Management Cell:** The budget allocation increased sharply from ₹27 crore in 2022–23 to ₹92 crore in 2026–27, reflecting an overall increase of 83%, though its share in the overall budget remained below 1%.
- **Overall BMC Budget:** The overall BMC budget increased by 76% from ₹45,941 crore in 2022–23 to ₹80,863 crore in 2026–27, indicating substantial growth in municipal expenditure over the five-year period.

Section IV: Human Resources in MCGM

■ **Table 36: Department-Wise MCGM Human Resources as of 2025**

Department	Sanctioned	Available	Vacant	Vacant (%)
Accounts Department	1,811	1,357	454	25%
Assessor and Collector Department	2,241	1,036	1,205	54%
Bai Yamunabai Nair Hospital and Topiwala National Medical College	3,604	2,041	1,563	43%
Bridges Department	168	112	56	33%
Building Maintenance Department	267	169	98	37%
Central Procurement Department	131	79	52	40%
City Engineer's Department	4,205	1,937	2,268	54%
Civic Training Institute and Research Centre	55	43	12	22%
Coastal Road Project	31	21	10	32%
Deonar Abattoir	599	239	360	60%
Development Planning Department	371	311	60	16%
Disaster Management Department	111	65	46	41%
Dr. R.N. Kapoor Medical College and H.B. Thackeray Medical College	343	246	97	28%
Education Department	21,796	8,371	13,425	62%
Enquiry Department	120	89	31	26%
Estate Department	1443	1135	308	21%
Garden Department	1240	641	599	48%
Information Technology Department	55	30	25	45%
KEM Hospital and Seth G.S. Medical College	5,245	2,916	2,329	44%
L. T. General Hospital and Medical college	4,157	2,486	1,671	40%
Labour Department	50	33	17	34%
Legal Department	356	259	97	27%
License Department	912	674	238	26%
Markets Department	1,106	473	633	57%
Mechanical & Electrical Department	945	381	564	60%
Mumbai Fire Brigade	3,008	2,866	142	5%
Mumbai Sewerage Disposal Project	77	49	28	36%
Municipal Auditor's Department	649	285	364	56%
Municipal Commissioner office	896	608	288	32%
Municipal Printing Press	271	154	117	43%
Municipal Secretary Department	456	240	216	47%
Nair Hospital Dental College	280	179	101	36%
Planning Department	71	27	44	62%
Public Health Department	11,779	6,616	5,163	44%
Public Relations Department	52	40	12	23%
Removal of Encroachments	91	56	35	38%
Roads & Traffic Department	6,332	2,756	3,576	56%
Security Department	4,242	1,818	2,424	57%
Sewage Operation Department	7,694	3,422	4,272	56%

Department	Sanctioned	Available	Vacant	Vacant (%)
Sewerage Project Department	449	168	281	63%
Shops & Establishment Department	202	116	86	43%
Solid Waste Management Department	35,549	30,048	5,501	15%
Storm Water Drains Department	3,374	1,314	2,060	61%
Suburban Hospitals	7598	4718	2880	38%
Water Operation Department	10,572	6,088	4,484	42%
Water Supply and Sewerage Department	472	322	150	32%
Water Supply project Department	436	215	221	51%
Zoo	198	69	129	65%
Total	1,46,110	87,318	58,792	40%

Inference:

- For the effective functioning of the government, it is essential to have adequate human resources. Overall 40% of the posts in MCGM were vacant in 2025.
- In 2025, Zoo had the highest vacancy (65%) followed by Sewerage Project Department (63%).
- In key departments of civic services, the vacancy is as follows; Education 62%, Storm Water Drains 61%, Roads & Traffic 56% and SWM 15%.

Section IV: Climate Issues and Environmental Changes in Mumbai: Objectives, Goals, and Current Status

Introduction

Mumbai is one of the few Indian cities that has both a statutory annual environmental report and a long term climate action plan. **The Environmental Status Report (ESR) provides a yearly assessment of the city's environmental condition**, while the **Mumbai Climate Action Plan (MCAP) sets out a roadmap for achieving net zero emissions by 2050**. Together, these documents form the foundation of Mumbai's environmental and climate governance framework.

What is the ESR²⁸?

The ESR is published annually by BMC under **Section 63B of the Mumbai Municipal Corporation Act 1888**. It is the most comprehensive public record of Mumbai's environmental condition, covering water supply, sewage, air quality, solid waste, urban greening, and more. **It highlights the state of Mumbai's environment in the past financial year.**

What is the MCAP²⁹?

The **Mumbai Climate Action Plan (MCAP) 2022** is the Brihanmumbai Municipal Corporation's (BMC) strategic roadmap to achieving **net-zero emissions by 2050**. Developed in collaboration with **C40 Cities** and **WRI India**, the plan outlines climate action across **six key sectors** and **24 action tracks**, covering areas such as increasing the share of renewable energy, electrifying public and municipal vehicle fleets, improving flood resilience, enhancing waste management, and promoting sustainable urban development.

To support the implementation of the MCAP, BMC introduced a **Climate Budget**, which maps the Municipal Corporation's annual expenditure against these action tracks. This enables the city to track investments, monitor progress, and ensure that budgetary allocations align with Mumbai's long-term climate goals.

How to strengthen climate action?

The progress of climate action in cities can only be effectively assessed when annual data is regularly tracked against clearly defined targets. At present, environmental data is available through the **Environment Status Report (ESR)**, climate targets and indicators are outlined in the **Mumbai Climate Action Plan (MCAP)**, and budgetary allocations are presented in the **Climate Budget Report**. All three are official documents of the Brihanmumbai Municipal Corporation (BMC).

However, to obtain a comprehensive understanding of Mumbai's climate action progress, citizens must refer to all three documents. Integrating climate-related information into a more accessible and cohesive reporting framework would improve transparency, accountability, and public understanding of the city's progress towards its climate goals.

Accordingly, this report recommends the following:

1. **Develop the ESR as an integrated climate reporting document** by combining environmental indicators from the ESR with climate targets, indicators, and progress updates from the MCAP. This would enable a comprehensive assessment of Mumbai's climate action efforts through a single annual report.
2. **Strengthen alignment between the ESR and MCAP** by incorporating all relevant MCAP indicators and data points into the ESR. Since the MCAP provides the city's long-term vision and direction for addressing emerging climate challenges, integrating these indicators into the ESR would improve

²⁸ [Environment Status Report 2024-25 \(English\).pdf](#)

²⁹ <https://heathealth.info/resources/mumbai-climate-action-plan-2022/>

consistency, facilitate annual progress tracking, and create better synergy between the two documents.

3. **Include State and National Service Level Benchmarks (SLBs) in the ESR** to provide context for assessing climate action outcomes. Presenting city-level performance against established benchmarks would enable citizens and policymakers to better evaluate progress. For example, the **Urban and Regional Development Plans Formulation and Implementation (URDPFI) Guidelines** recommend a minimum of **8 sq. m of open space per capita** in urban areas.

Section 63B of the MMC Act mandates an annual environment report but does not prescribe its contents, as the State Government has not issued content specifications. The scope of the ESR is therefore flexible. **Incorporating MCAP indicators into the ESR would not require new legislation. It would bring climate accountability into the statutory reporting cycle, giving it the weight of the MMC Act.**

Overview of the ESR–MCAP Mapping

This section covers 28 themes from the Environmental Status Report (ESR) and the Mumbai Climate Action Plan (MCAP), including water supply, solid waste, air quality, urban greening, and greenhouse gas (GHG) emissions. For each theme, it shows what is currently reported in the ESR, what the MCAP requires, and where both documents already have commonality. The mapping shows that many of the required data points are partially available in the ESR, making integration possible. It also identifies the areas where additional data collection and reporting are needed to prepare a complete and unified report.

Mapping of MCAP Sectors and Action Tracks with ESR Themes

The Mumbai Climate Action Plan (MCAP) is organised into six sectors and 24 action tracks, while the Environmental Status Report (ESR) presents environmental information through thematic chapters. Although the two documents follow different structures, many ESR themes already contain data that can support monitoring of MCAP action tracks. The table below provides a mapping between MCAP sectors and the corresponding ESR themes, demonstrating the potential for integrating climate action reporting within the existing ESR framework.

MCAP Sector	MCAP Action Tracks	Corresponding ESR Theme(s)
Energy and Buildings	1.1 Decarbonise electricity grid; 1.2 Transition to clean fuels and resource efficiency; 1.3 Promote low-carbon buildings; 1.4 Encourage passive design strategies.	1. Power Supply and Consumption (BEST, MSEDCL);
Sustainable Mobility	2.1 Enhance public transport ridership; 2.2 Improve access to Non-Motorised transport and infrastructure; 2.3 Transition to Zero-emission vehicles; 2.4 Shift to zero-emission freight.	1. Roads, Traffic and Transport; 2. Bridges in Mumbai; 3. Mumbai Coastal Road Project.
Sustainable Waste Management	3.1 Reduce landfilled waste; 3.2 Decentralise waste management; 3.3 Expedite remediation and scientific management of landfills.	1. Solid Waste Management.
Urban Greening and Biodiversity	4.1 Increase vegetation cover and permeable surfaces; 4.2 Reduce Urban heat island effect; 4.3 Promote equitable access to green open spaces; 4.4 Restore and enhance biodiversity .	1. Climate; 2. Mangroves; 3. Urban Renewal Scheme; 4. Veermata Jijabai Bhosale Botanical Udyan and Zoo.
Air Quality	5.1 Curb pollution concentration levels; 5.2 Improve monitoring and availability of information; 5.3 Decentralise planning and increase awareness to enable community health resilience.	1. Air quality status; 2. Mumbai Air Pollution Mitigation Plan; 3. Guidelines for Air Pollution Mitigation in Mumbai.
Urban Flooding and Water Resource Management	6.1 Build flood resilient systems and infrastructure; 6.2 Localise water conservation and efficiency; 6.3 Reduce pollution and restore aquatic ecosystem; 6.4 Provide safe and affordable drinking water; 6.5 Ensure clean, safe and accessible toilets; 6.6 Manage disaster risk and reduce impact.	1. Water Supply; 2. Rainwater Harvesting; 3. Sewage Disposal; 4. Storm Water Drains; 5. Disaster Management.

Supplementary Themes

Sr. No.	Theme	Document
1.	Green House Gas Emission	MCAP
2.	Population	ESR
3.	Land Use	ESR, MCAP
4.	Education	ESR
5.	Industries	ESR
6.	Health	ESR
7.	BMC Public Relations Department	ESR
8.	Maharashtra Pollution Control Board	ESR, MCAP

1. Energy and Buildings

A. Power Supply and Consumption:

A.1. BEST - power supply and consumption,

Data Points/Indicators	Targets	Summary / Current status
ESR 2024-25		
BEST - power supply and consumption	None	- Maximum electricity demand of Mumbai city - 971MW - Power purchased – 5060 million units

A.2. MSEDCL - power supply and consumption

Data Points/Indicators	Targets	Summary / Current status
ESR		
MSEDCL - power supply and consumption	None	- Supplies electricity to Bhandup and Mulund area - Data on 2024-25 consumer (category wise), connected load and consumption is provided

A.3. Decarbonising electricity grid and energy efficiency

Data Points/Indicators	Targets	Summary / Current status
MCAP		
- Sector: Energy and Building Action tracks: 1.1. Decarbonise electricity grid Action tracks: 1.2. Transition to clean fuels and resource efficiency	% share of total grid electricity from renewables: 50% (2030) % of total residential buildings with solar PV installed: 10% (2030) - Residential water flow technology in buildings (%)	- Electricity generation is Mumbai's largest GHG emission source, accounting for 64.3% of total city emissions due to the predominantly coal-based grid. Action track 1.1: AEML at 35.2% renewable share, BEST at 21.4%, Tata Power at 40% clean

Data Points/Indicators	Targets	Summary / Current status
	low flow fixtures): 20% (2030) • LED lighting in commercial and residential buildings: 100% (2030) • Commercial cooling system technology (% of high efficiency chillers): 38% (2030)	energy, MSEDCL data not available. Combined city-wide clean share for FY 24-5 is approximately 31%. • Action track 1.2: Not assessable due to unavailability of data.

Inference
- ESR can be modified to report the renewable energy share of all four electricity licensees in Mumbai (BEST, MSEDCL, AEML, and Tata Power) in one table each year, so progress toward MCAP's 50% renewable grid target for 2030 can be tracked together. - ESR should bring back quantified BEST RPO (Renewable Purchase Obligation) compliance figures, such as solar and non-solar MUs procured, since this was reported in detail through FY 2021-22 but has since stopped appearing with specific numbers.

B. Building:

B.1. Low carbon buildings and passive design

Data Points/Indicators	Targets	Summary / Current status
MCAP		
- Sector: Energy and Building - Action tracks: 1.3. Promote low carbon buildings - Action tracks: 1.4. Encourage passive design strategies	No quantifiable targets	- Buildings account for approximately 64% of Mumbai's stationary energy emissions. - Low-carbon building standards (mandatory ECBC compliance, green ratings, passive design requirements for natural ventilation, shading, and orientation) embedded in development regulations could significantly reduce energy demand of new construction. • Action track 1.3 and 1.4: Progress cannot be tracked as no quantifiable targets are set.

Inference
ESR can annually report building-level indicators, such as the ECBC-compliant built-up area added each year, green-rated building certifications issued, and passive design parameters (natural ventilation, shading, orientation) incorporated into building permissions, to give Tracks 1.3 and 1.4 a measurable basis.

2. Sustainable Mobility

C. Roads, Traffic and Transport:

C.1. Road reforms

Data Points/Indicators	Targets	Summary / Current status
ESR		
Road reforms	None	- BMC is converting Mumbai's asphalt and paver-block roads into cement concrete roads in two phases, following a 2022 state government directive, since concrete roads are intended to reduce the potholes caused by heavy rainfall and traffic. - Roads concretised in 2024-25: City 16.7 km, WS 98.75 km, ES 12.71 km.

C.2. Traffic engineering

Data Points/Indicators	Targets	Summary / Current status
ESR		
Traffic engineering	None	Traffic planning, signal maintenance, parking layout approvals, street lighting coordination.

C.3. Parking policy

Data Points/Indicators	Targets	Summary / Current status
ESR		
Parking policy	None	- BMC runs paid "pay and park" schemes and public parking lots to reduce congestion from unauthorised on-street parking. 65 pay and park schemes appointed. 35 of 37 public parking lots operational 29 amenity parking places handed over to BMC.

C.4. Scrapping abandoned vehicles

Data Points/Indicators	Targets	Summary / Current status
ESR		
Scrapping abandoned vehicles	None	Abandoned vehicles obstruct traffic flow, particularly around ongoing metro and infrastructure works where lanes are already reduced. Contractor appointed for ES and WS. City division tender in process.

C.5. Multilevel robotic car parking

Data Points/Indicators	Targets	Summary / Current status
ESR		
Multilevel robotic car parking	None	- Multilevel robotic car parking uses automated stacking systems to add parking capacity without a larger footprint. Information on four projects across C, F/N, A, G/S wards. - Total ~1,850 capacity in near future.

C.6. LED lights

Data Points/Indicators	Targets	Summary / Current status
ESR		
LED lights	None	BMC is replacing the city's older sodium vapor streetlights with LED lighting, which it reports will reduce energy bills. Total sodium vapor lamps: 1,41,145. Replaced by LED: 1,36,211. Balance 4,766 proposed for 2025-26.

C.7. Traffic signages

Data Points/Indicators	Targets	Summary / Current status
ESR		
Traffic signages	None	- Contractor appointed for modern signages with upgradation in City. - Amount: ~Rs. 60 Crore each for two-year period.

C.8. Black spots

Data Points/Indicators	Targets	Summary / Current status
ESR		
Black spots	None	Black spots are high-risk intersections identified by the traffic police based on accident frequency. 45 High Risk Intersections (black spots) reported by traffic police in 2022.

C.9. Area Traffic Control

Data Points/Indicators	Targets	Summary / Current status
ESR		
Area Traffic Control	None	Area Traffic Control (ATC) is an automated signal system that adjusts timings based on real-time traffic flow. 258 signals fully adaptive automated. 427 conventional + 184 flashing beacons maintained. Total signals: 667.

D. Bridges in Mumbai:

D.1. Major works undertaken

Data Points/Indicators	Targets	Summary / Current status
ESR		
Major works undertaken	None	This covers BMC's bridge construction, widening, and repair works for the year. Key 2024-25 projects at Malad, Borivali, Vidyavihar Railway station, etc.

D.2. Surface transport

Data Points/Indicators	Targets	Summary / Current status
ESR		
Surface transport	None	Total vehicles as on March 2025: 50,54,916. YoY increase: 6.2%.
MCAP		
- Sector: Integrated Mobility. Action track 2.3: Transition to zero emission vehicles Action track 2.4: Zero emission freight	% Electrification of passenger automobiles: 35% (2030). % of electrification of all two-wheelers, taxis and autorickshaws: 40% (2030). % of electrification of all private four wheelers by 2050: 35% (2030). % Electrification of light duty freight: 29% (2030). % of electrification of light duty trucks and 2W freight: 40% (2030). % of electrification of medium and heavy-duty trucks: 15% (2030).	- Mumbai's 50+ lakh registered vehicles are almost entirely fossil-fuel powered. Transport accounts for 19.1% of city GHG emissions. Electrifying different vehicle categories at different rates by 2030 would significantly reduce direct tailpipe emissions across the fleet. ESR currently reports total vehicle counts by category, enabling baseline tracking, but does not report EV share by category. Action track 2.3: Passenger automobile electrification is at 1.31% against the 35% target. Two-wheeler, taxi, and auto-rickshaw electrification is at 0.78% against the 40% target. The four-year EV CAGR across categories is 109.7%, which would be sufficient for the 2050 aggregate target if sustained, though the rate has decelerated each year since FY 2021-22. Action track 2.4: Light duty freight electrification is at 0.98% against the 29% target. The ESR does not separately report light duty trucks and two-wheeler freight, or medium and heavy-duty trucks, by weight class, so these two targets are not separately assessable.

D.3. BEST - Transport

Data Points/Indicators	Targets	Summary / Current status
ESR		
BEST - Transport	None	Total fleet: 2,731 buses (612 self-owned + 2,119 wet lease). 91% environment-friendly (CNG + electric). 635 electric buses.
MCAP		
- Sector: Integrated Mobility. Action track 2.3: Transition to zero emission vehicles	% of electrification of all buses: 100% (2030)	- BEST's 2,731-bus fleet operates primarily on CNG. 635 electric buses are currently operational (23.3% of fleet). Action track 2.3 (city-wide buses): Bus electrification across all bus categories in Mumbai, including BEST, is at 4.68% against the 100% target.

D.4. Public transport ridership

Data Points/Indicators	Targets	Summary / Current status
MCAP		
- Sector: Integrated Mobility. Action track 2.1: Enhance public transport ridership	No quantifiable outcomes	- Increasing public transport ridership shifts trips from private vehicles, reducing per-capita transport emissions. Mumbai's extensive suburban railway and bus network needs to capture greater mode share. No quantified ridership target has been set in the current Climate Budget. Public transport ridership data (except BEST) is absent from the ESR. Action track 2.1: Not assessable due to the absence of a quantified ridership target and of ridership data for modes other than BEST.

D.5. Non-Motorised Transport and mode share

Data Points/Indicators	Targets	Summary / Current status
MCAP		
- Sector: Integrated Mobility. Action track 2.2: Improve access to NMT and infrastructure	% Mode share for public transport and NMT: 73% (2030)	- Walking and cycling have zero direct emissions and improve urban quality of life. Achieving 73% combined public transport and NMT mode share by 2030 requires significant investment in safe footpaths, cycling lanes, and last-mile connectivity. NMT infrastructure metrics (footpath length, cycling lane coverage, pedestrian fatality rate) are not currently tracked in any official Mumbai document. Action track 2.2: Not assessable due to the absence of mode share and NMT infrastructure data.

Inference
- ESR can highlight category reclassifications when they occur. For example, “Trucks” and “Others” were redistributed between FY 2021-22 and FY 2022-23, making the time series for these categories non-comparable across that boundary. - ESR can be modified to include public transport ridership data for all modes beyond BEST, such as suburban rail and Metro, which are currently absent. - ESR can be modified to include Non-Motorised Transport indicators such as footpath length, cycling infrastructure, pedestrian fatalities, and a walkability index, none of which are currently available. - ESR can track the history of target revisions, since BEST’s 100% electric bus target has been pushed back three times (2025-26 to 2026 to 2027), and zero net electric buses were added to the operational fleet in FY 2024-25. - ESR can report progress against policies it already references, such as the “Pedestrian First” footpath policy (2017) and the Comprehensive Mobility Plan (FY 2017-18), which appear in multiple editions without follow-up performance data.

E. Mumbai Coastal Road:

E.1. Mumbai Coastal Road Project (South)

Data Points/Indicators	Targets	Summary / Current status
ESR		
Mumbai Coastal Road Project (South)	None	The Mumbai Coastal Road Project (South) is a 10.58 km, eight-lane freeway running built using reclamation, bridges, elevated roads, and tunnels. It is intended to reduce travel time, decongest existing roads, and lower air and noise pollution levels, with a dedicated BRTS lane also planned for public transport.

E.2. Salient Features of Site Environment Management Plan for the Project

Data Points/Indicators	Targets	Summary / Current status
ESR		
Salient Features of Site Environment Management Plan for the Project	None	- Air/noise monitoring, dust control, noise barriers, bio toilets on sites. - Coral translocation by CSIR-NIO (100% survival). - Rs. 175.33 Cr deposited for marine biodiversity conservation.

Inference
- ESR can be modified to include quantitative environmental monitoring data, such as ambient air and noise levels at project boundaries and marine water quality at affected outfalls compared against MPCB standards, for major infrastructure projects like the Coastal Road, which currently has only qualitative descriptions with no baseline or trend data. - ESR can link the Coastal Road's coral translocation and reef restoration outcomes to MCAP Track 4.4 biodiversity reporting.

3. Sustainable Waste Management

F. Solid Waste Management:

F.1. Waste collection and composition

Data Points/Indicators	Targets	Summary / Current status
ESR		
Waste collection and composition	None	~6,300 MT/day collected. 921 trips/day. 100% house-to-house collection.
MCAP		
Sector: Sustainable waste management	% of paper recycled: 20% (2030) % of plastic recycled: 20% (2030) % of organic waste composted: 20% (2030)	Decentralised waste management through segregation, composting, and recycling reduces landfill dependence.

Data Points/Indicators	Targets	Summary / Current status
Action tracks: 3.2. Decentralised waste management	% Wastewater treated by tertiary treatment: 10% (2030) % of recovery through Decentralised waste management (segregation, recycling and composting): 40% (2030)	Action track 3.2: Only 30% of Bulk Waste Generator (BWG) societies process waste at source, covering just 4% of Mumbai's total waste generation.

F.2. Disposal sites

Data Points/Indicators	Targets	Summary / Current status
ESR		
Disposal sites	None	Mumbai's solid waste goes to three landfills: Deonar (120 Ha, now receiving ~500-700 MT/day) and Kanjurmarg (111-118 Ha, bioreactor and windrow composting technology, receiving ~4,500-5,500 MT/day, roughly 86% of the city's waste). Mulund (24 Ha) stopped accepting fresh waste in December 2018 and is now under bio-mining for land recovery, while Gorai was scientifically closed in 2009.
MCAP		
- Sector: Sustainable waste management Action tracks: 3.3: Expedite remediation and scientific management of landfills	% of Remediation of all existing dumpsites and scientific disposal of waste: 100% (2030)	Action track 3.3 (remediation): Data could not be sourced. - Only Kanjurmarg, out of the 4 landfill sites (2 operational), is carrying out scientific waste disposal. - The Deonar Waste-to-Energy project, which will scientifically process 600 TPD of municipal solid waste and generate 8 MW of energy, was expected to be commissioned by 04.10.2025 (ESR 2024-25); this has since been revised to June 2026.

F.3. Transportation

Data Points/Indicators	Targets	Summary / Current status
ESR		
Transportation	None	6,292 vehicles deployed in 2024-25

F.4. SWM Rules 2016 compliance

Data Points/Indicators	Targets	Summary / Current status
ESR		
• SWM Rules 2016 compliance	• None	• Targets for segregation, waste recovered, scientific disposal at landfill, complaint redressal, cost recovery.
MCAP		
• Sector: Sustainable waste management • Action tracks: 3.2 Decentralised waste management • Action tracks: 3.3 Expedite remediation and scientific management of landfills	• % of paper recycled: 20% (2030) • % of plastic recycled: 20% (2030) • % of organic waste composted: 20% (2030) • % Wastewater treated by tertiary treatment: 10% (2030) • % of recovery through Decentralised waste management (segregation, recycling and composting): 40% (2030) • % of Remediation of all existing dumpsites and scientific disposal of waste: 100% (2030)	• Action track 3.2, 3.3: Data could not be sourced.

F.5. Deep cleaning program

Data Points/Indicators	Targets	Summary / Current status
ESR		
• Deep cleaning program	• None	• The "Deep Cleaning Program," launched in December 2023 to address air pollution and dust, deploys additional manpower and machinery to clean major junctions, wash roads, and repaint infrastructure in one area at a time. In 2024 it drew over 65,000 citizens, NGO workers, students and BMC staff, clearing more than 6,100 tonnes of debris and 3,100 tonnes of garbage using 6,700+ machines and vehicles.

F.6. Bio-Medical waste management

Data Points/Indicators	Targets	Summary / Current status
ESR		
• Bio-Medical waste management	• None	• BMC provided land at Deonar for a centralised bio-medical waste treatment facility, operational since May 2009 and run by M/s SMS Envoclean Pvt Ltd under Maharashtra Pollution Control Board authorisation. • Over 14,000 healthcare establishments are registered with the facility, which collects and treats roughly 20 MT of bio-medical waste daily.

F.7. E-waste, plastic waste, hazardous waste

Data Points/Indicators	Targets	Summary / Current status
ESR		
E-waste, plastic waste, hazardous waste	None	To keep e-waste from mixing into general municipal solid waste, BMC engaged MPCB-authorized recycler M/s Ecoreco to set up e-waste collection centres across the city's wards, as required under the E-Waste (Management) Rules 2016. Plastic waste is segregated separately at dry waste collection and sorting centres before being sent to recyclers.
MCAP		
- Sector: Sustainable waste management Action tracks: 3.1. Reducing landfill waste	% of Reduced waste disposed to landfill sites: 30% (2030)	- Maximising recycling across all waste streams reduces total landfill-bound waste. This track targets a 30% reduction in waste disposed to landfill sites by 2030 through extended producer responsibility, dry waste collection centres, and material-specific recycling systems for e-waste, plastic, and hazardous waste. Action track 3.1: Waste dumping in landfills has increased by 12%.

F.8. Landfill gas capture

Data Points/Indicators	Targets	Summary / Current status
MCAP		
- Sector: Sustainable waste management Action tracks: 3.3: Expedite remediation and scientific management of landfills	% landfill gas captured: 20% (2030)	- Active landfills generate methane, a GHG 80 times more potent than CO₂ over 20 years. Capturing landfill gas for energy generation or controlled flaring directly reduces the waste sector's GHG contribution. Action track 3.3 (gas capture): Data could not be sourced.

Inference
Garbage composition can be updated annually to reflect actual waste stream changes. Material-wise recycling rates (paper, plastic, organic, e-waste) can be reported annually, enabling direct comparison against MCAP Track 3.2 recovery targets.

4. Urban Greening and Biodiversity

G. Climate:

G.1. Meteorological data

Data Points/Indicators	Targets	Summary / Current status
ESR		
Meteorological data	None	- Rainfall 2024: Colaba 2,772.4 mm, Santacruz 3,196.7 mm. - Max temp: 35.0 C (Santacruz, Apr/Nov 2024). Min temp: 18.3 C (Santacruz, Jan 2025).

G.2. Urban heat island effect

Data Points/Indicators	Targets	Summary / Current status
MCAP		
- Sector: Urban Greening and biodiversity Action Track 4.2: Reduce urban heat island effect	Reduce heating effect and increase permeable surface: 40% (2030)	- Mumbai's dense built-up areas, declining green cover, and heat-absorbing surfaces are intensifying the urban heat island effect. Action track 4.2: Not assessable due to unavailability of permeable surface data. - Mumbai's worst-case Heat Index crossed "Extreme Danger" in three of the last seven years (FY 2018-19, FY 2023-24, FY 2024-25).

Inference
- The ESR's Climate theme can expand beyond the two IMD stations (Colaba and Santacruz) by providing ward-wise data from the 120 AWS. A citywide Heat Index can be added along with annual streetscape permeability measurement using remote sensing to enable Track 4.2 tracking.

H. Mangroves:

H.1. Constitution and functions of Mangrove Cell

Data Points/Indicators	Targets	Summary / Current status
ESR		
Constitution and functions of Mangrove Cell	None	- Mangrove Cell constituted 2012 by GoM. Headed by APCCF. - Mumbai Mangrove Conservation Unit established 2014. Mangrove Foundation registered 2015. 184 security guards deployed since Dec 2017.

H.2. Mangrove afforestation

Data Points/Indicators	Targets	Summary / Current status
ESR		
• Mangrove afforestation	• None	• 2024-25: 46.04 hectares across 3 locations (Mumbai and Thane). 2,04,601 saplings planted.
MCAP		
• Sector: Urban Greening & Biodiversity • Action Track 4.1: Increase vegetation cover and permeable surface. • Action Track 4.4: Restore and enhance biodiversity. • Sector: Urban flood and water resource management. • Action tracks: 6.3: Reduce pollution and restore aquatic ecosystems.	• % of Increase in vegetation cover and permeable surface of the city surface area to tackle flood- and heat-related disaster risk: 30-40% (2030)	• Mangroves serve multiple climate functions and contribute to multiple MCAP action tracks. • Mumbai's mangrove network requires active conservation against ongoing encroachment and development pressure. • Action Track 4.1: Data could not be sourced. • Action Track 4.4, 6.3: No specific quantified outcomes are currently defined for this track.

H.3. Conservation and livelihood

Data Points/Indicators	Targets	Summary / Current status
ESR		
• Conservation and livelihood	• None	• Mangrove Conservation and Livelihood Scheme (GoM, Sept 2017). 45 villages in Thane selected.

H.4. Initiatives summary

Data Points/Indicators	Targets	Summary / Current status
ESR		
• Initiatives summary	• None	• The Coastal and Marine Biodiversity Centre (CMBC) at Airoli, set up in 2017 by the Mangrove Cell with Germany's GIZ under the Indo-German Biodiversity Programme, serves as a gateway and orientation centre for visitors to the Thane Creek Flamingo Sanctuary. • Mangrove parks are planned at Dahisar, Bhandup and Mahul, alongside the 1,60,388 kg of garbage (mostly plastic) cleared from mangrove areas in 2024-25.

Inference
• Total mangrove area in hectares can be reported annually as net coverage, including losses and gains, alongside afforestation counts.

I. Urban Renewable Scheme:

I.1. Recreational facilities

Data Points/Indicators	Targets	Summary / Current status
ESR		
Recreational facilities	None	325 gardens, 480 recreation grounds, 369 playgrounds, 44 fountains, 28 nurseries, 80 statues.
MCAP		
- Sector: Urban Greening & Biodiversity Action track 4.3: Promote equitable access to green open spaces.	Equitable distribution of open spaces and increase per capita open space: 4 sqm per capita (2030)	- Mumbai currently provides far less than the 9 sqm open space per capita recommended by national standards. - Mumbai's DP 2034 promises 6.13 sqm, and the national URDPFI guideline of 10-12 sqm. Action track 4.3: Mumbai's current per capita open space is 2.37. - Closing the gap to 4 sqm would require approximately 20 sq.km of new open space; only 0.86 hectares of new open space was acquired in FY 2024-25.

Inference
Ward-wise per capita open space along with facility counts (325 gardens, 480 recreation grounds), can be reported annually, as required to assess MCAP Track 4.3.

J. Veermata Jijabai Bhosale Botanical Udyan and Zoo:

J.1. Tree plantation and tree count

Data Points/Indicators	Targets	Summary / Current status
ESR		
Tree plantation and tree count	None	20,044 trees planted in 2024-25 (6,630 traditional + 13,414 miyawaki). Total trees: 29,75,283
MCAP		
- Sector: Urban Greening & Biodiversity Action Track 4.1: Increase vegetation cover and permeable surface	% of Increase in vegetation cover and permeable surface of the city surface area to tackle flood- and heat-related disaster risk: 30-40% (2030)	- Urban tree cover contributes directly to vegetation cover and permeable surface targets, while providing cooling, carbon sequestration, and biodiversity benefits. Action track 4.1: Data could not be sourced.

J.2. (VJB Botanical Udyan &) Zoo

Data Points/Indicators	Targets	Summary / Current status
ESR		
(VJB Botanical Udyan &) Zoo	None	- The total area of the Udyan and Zoo: approx. of 53 acres. - Declared as "Heritage Grade II (B)" site. 387 animals: 75 mammals (10 sp.), 256 birds (13 sp.), 56 reptiles/aquatic (8 sp.). 105 trees of 29 indigenous species planted inside/near animal exhibits for biodiversity. - Fully online ticketing system; battery-operated E-vehicles procured.

Inference
- A ward-wise tree census can be conducted and published. - ISFR data can be cited in the ESR annually. - Plot-wise planting records with survival rates survival and species-diversity tracking can be published.

5. Air Quality

K. Environment and climate change:

K.1. Environment and climate change department

Data Points/Indicators	Targets	Summary / Current status
ESR		
Environment and climate change department	None	New department created under Dy. MC (Environment). Posts: Ch.Eng. 1, Dy.Ch.Eng. 2, Sub Eng. 33, others. Nodal agency for NCAP.
MCAP		
All 6 MCAP sectors and 24 action tracks	All targets	The newly created Environment and Climate Change Department serves as the nodal agency for MCAP implementation, coordinating across all 6 sectors and 24 action tracks. It is responsible for biannual reporting to the Maharashtra Council for Climate Change, maintaining the GHG inventory, and liaising with 20 BMC departments and external agencies.

K.2. Details of funds utilised under different schemes related to climate change

Data Points/Indicators	Targets	Summary / Current status
ESR		
Details of funds utilised under different schemes related to climate change	None	Utilised under different schemes related to climate change NCAP: Rs. 9.50 Cr received (FY 2020-21), fully utilised. XV Finance Commission: Rs. 1,240.25 Cr proposed, Rs. 620.11 Cr received, Rs. 532.67 Cr spent. EV component 80% of allocation.

K.3. Air Pollution

Data Points/Indicators	Targets	Summary / Current status
ESR		
Air Pollution	None	Industries pay Air Pollution Prevention Fees based on connected load horsepower under Section 390, MMC Act 1888.
MCAP		
- Sector: Air quality Action track 5.1: Curb pollution concentration levels	% of curbing the pollution concentration to improve air quality, keeping 2019 as the base year.	- Mumbai's PM2.5 and PM10 concentrations consistently exceed national standards. Key sources include vehicular emissions, construction dust, industrial emissions, and open burning. Action track 5.1: Not assessable as a documented baseline for comparison is not yet established. - Air pollution complaints rose 730% over the last 10 years. - The Air Quality sector had the lowest Climate Budget utilisation of all six MCAP sectors (2.59%) in FY 2024-25.

K.4. Air quality monitoring and data availability

Data Points/Indicators	Targets	Summary / Current status
MCAP		
- Sector: Air quality Action track 5.2: Increase information available through monitoring.	No quantifiable outcomes.	- Adequate, reliable, and publicly accessible air quality data is essential for both policy action and citizen protection. This track targets expanding CAAQMS coverage to all wards, coordinating data across CPCB, SAFAR, and MPCB networks, and ensuring real-time public access. Action track 5.2: No specific quantified outcomes are currently defined for this track.

K.5. Community health resilience

Data Points/Indicators	Targets	Summary / Current status
MCAP		
- Sector: Air quality Action track 5.3: Community health resilience through decentralised planning and awareness.	No quantifiable outcomes.	- Air pollution disproportionately affects residents in underserved neighbourhoods with high outdoor exposure. This track focuses on community-level health resilience through ward-level action plans, public awareness campaigns, and decentralised pollution monitoring. Action track 5.3: No specific quantified outcomes are currently defined for this track.

Inference
A consolidated annual air quality chapter combining CAAQMS, SAFAR, and MPCB data, currently fragmented across four ESR chapters (Environment and CC, MPCB, Industries, Air Pollution Mitigation Plan), can bring Mumbai's air quality picture into a single source, anchored to a formally published 2019 pollutant baseline so Track 5.1 target becomes assessable.

L. Mumbai Air Pollution Mitigation Plan:

L.1. Plan formulation and mandate

Data Points/Indicators	Targets	Summary / Current status
ESR		
Plan formulation and mandate	None	Committee formed 13.02.2023. Mandate: identify pollution causes, suggest measures for infrastructure/construction emissions, monitoring and penalty mechanism.
MCAP		
- Sector: Air quality Action track 5.1: Curb pollution concentration levels	No quantifiable outcomes	- The plan addresses the pollution surge from Mumbai's concurrent infrastructure projects (Metro, Coastal Road, SWD, MSDP, road works). Action track 5.1: Not assessable as a documented baseline for comparison is not yet established.

Inference
BMC can formally publish 2019 average PM2.5 and PM10 concentrations by monitoring station as the Track 5.1 baseline.

M. Guidelines for Air Pollution Mitigation in Mumbai:

M.1. Construction and demolition guidelines

Data Points/Indicators	Targets	Summary / Current status
ESR		
Construction and demolition guidelines	None	BMC's original C&D guidelines, issued in October 2023 in response to a surge in dust-related pollution, were revised into a mandatory 28-point set in October 2024 covering tin/metal sheet barricades, covering of under-construction structures, continuous water sprinkling during demolition, fully covered transport vehicles, and CCTV and sensor-based monitoring at sites.

Inference
Annual enforcement data from the C&D guidelines, violations detected, penalties issued, sites inspected to be published in the ESR, which will help to evaluate the guidelines' effectiveness, and their link to MCAP Track 5.1 progress.

6. Urban Flooding and Water Resource Management

N. Water Supply:

N.1. Supply and demand

Data Points/Indicators	Targets	Summary / Current status
ESR		
Supply and demand	None	- Supply: 4,000 MLD from 7 lakes via 27 service reservoirs. - Demand: 4,505 MLD. Deficit: 505 MLD.
MCAP		
- Sector: Urban flood and water resource management - Track 6.4: Provide safe and affordable drinking water.	Access to safe and affordable drinking water for all: 100% (2030)	Approximately 13% of Mumbai's population lacks reliable piped water access.

N.2. Tertiary treatment and reuse

Data Points/Indicators	Targets	Summary / Current status
ESR		
Tertiary treatment and reuse	None	Dharavi-Ghatkopar tunnel: 8.485 km for 500 MLD tertiary treated water for potable/industrial reuse.

Data Points/Indicators	Targets	Summary / Current status
		Ghatkopar-Bhandup tunnel: 11.61 km, completion June 2032. Total 50% WwTF output for tertiary treatment.
MCAP		
- Sector: Urban flood and water resource management Action Track 6.2: Localise water conservation and efficiency.	% of city's water demand met through Localised water conservation and efficient use initiatives: 50% (2030)	- Localised water conservation reduces dependence on lake inflows, which are vulnerable to climate-induced variability. Action Track 6.2: Data could not be sourced

N.3. Water quality monitoring

Data Points/Indicators	Targets	Summary / Current status
ESR		
Water quality monitoring	None	150-180 samples/day (up to 250 in monsoon) collected across 24 wards.
MCAP		
- Sector: Urban flood and water resource management Action Track 6.4: Provide safe and affordable drinking water.	Access to safe and affordable drinking water for all: 100% (2030)	- Water quality monitoring ensures supplied water meets IS:10500:2012 standards. Action Track 6.4: Data could not be sourced - Water quality has become measurably cleaner, with unfit samples falling from about 7% (2013-14) to 0.33% (2024-25), but access remains highly unequal: a slum resident receives one-third the daily water of a non-slum resident, and pays roughly ₹736 a month against ₹26 for the same volume because the shortfall is bought from tankers.

Inference
Non-revenue water (NRW) percentage, per capita supply by ward, percentage of population with direct piped access, and a ratio for wastewater treated by tertiary treatment can be added to the Water Supply theme, since these are the metrics needed to assess progress against MCAP Track 6.4's 100% safe water target. Ward-wise water supply hours, per capita supply by settlement type, and non-revenue water percentage can be reported in the ESR.

O. Rainwater Harvesting:

O.1. Policy and mandate

Data Points/Indicators	Targets	Summary / Current status
ESR		
Policy and mandate	None	DP 2034: RWH mandatory for 500+ sq.m. (from 08.05.2019).
MCAP		
- Sector: Urban flood and water resource management Action Track 6.2: Localise water conservation and efficiency.	% of city's water demand met through Localised water conservation and efficient use initiatives: 50% (2030)	- Rainwater harvesting is a primary mechanism for localised water conservation. MCAP requires mandatory RWH in all government and private buildings as a phased requirement (2031-2040). - Mandatory RWH since 2002 makes Mumbai an early mover, but compliance data remains unavailable. Action track 6.2: Data could not be sourced

O.2. Awareness campaign

Data Points/Indicators	Targets	Summary / Current status
ESR		
Awareness campaign	None	BMC's Rain Water Harvesting Cell runs periodic "Save Water Awareness Campaigns," including under the Centre's Jal Shakti Abhiyan "Catch the Rain" drive, using poster exhibitions, multilingual newspaper ads, ward-wide banners, and FM radio broadcasts to encourage water conservation and RWH adoption.

Inference
ESR should publish an annual count of verified RWH installations, estimated volume harvested, and compliance rate against the mandatory rule. Currently only capacity at municipal properties (8,595 cu.m in FY 2024-25) is reported.

P. Sewage Disposal:

P.1. MSDP - Waste Water Treatment Facilities

Data Points/Indicators	Targets	Summary / Current status
ESR		
MSDP - Waste Water Treatment Facilities	None	7 new WwTFs under construction - Total capacity: 2,464 MLD with 1,234 MLD tertiary treatment for reuse.

Data Points/Indicators	Targets	Summary / Current status
MCAP		
- Sector: Urban flood and water resource management Action tracks: 6.3. Reduce pollution and restore aquatic ecosystems	No quantifiable outcomes	- Untreated sewage is the primary source of pollution in Mumbai's rivers, creeks, and coastal waters. This track targets reducing aquatic pollution, including introducing nature-based treatment at outfalls to treat 25% of sewage by 2030. WwTF construction directly advances this goal by expanding secondary and tertiary treatment capacity. Action track 6.3: - Progress cannot be tracked as no quantifiable targets are set. - Mithi River BOD rose 4.2x (from 50 to 210 mg/l) and faecal coliform rose 154x (from 3,500 to 5,40,000 MPN/100ml) between 2019 and 2023.

P.2. Sewer tunnel works

Data Points/Indicators	Targets	Summary / Current status
ESR		
Sewer tunnel works	None	4 sewer tunnels under construction.

P.3. Pumping station works

Data Points/Indicators	Targets	Summary / Current status
ESR		
Pumping station works	None	4 influent pumping stations under construction

P.4. Marine outfall water quality

Data Points/Indicators	Targets	Summary / Current status
ESR		
Marine outfall water quality	None	Lab at Dadar monitors marine outfalls at Worli and Bandra. pH, DO, turbidity, BOD within MPCB standards. Fecal coliform exceeds limits at both sites.

P.5. STP capacity and dry weather flow

Data Points/Indicators	Targets	Summary / Current status
ESR		
STP capacity and dry weather flow	None	- Total installed STP capacity: 2,723 MLD across 8 plants. - Total average dry weather flow: 1,312.91 MLD.

Inference
• ESR can report the reason behind project delays. For example, the 7 new MSDP-II WwTFs, originally scheduled for commissioning in 2025-2027 (ESR 20-21, Table 11.1), are now scheduled for 2026-2028 (ESR 24-25). • Actual sewage treated and installed WwTF capacity, can be reported alongside plant-wise treatment efficiency and Mithi River quality indicators annually, enabling direct tracking against MCAP Track 6.3's pollution reduction targets.

Q. Storm Water Drains:

Q.1. SWD system overview

Data Points/Indicators	Targets	Summary / Current status
ESR		
• SWD system overview	• None	• Major nalla: 281 km, minor nalla: 1,039.06 km, roadside nalla: 2,103.69 km. • 82 major outfalls in city
MCAP		
• Sector: Urban flood and water resource management • Action tracks: 6.1. Build flood resilient systems and infrastructure	• No quantifiable outcomes	• Mumbai's drainage system was designed for 25 mm/hr rainfall intensity. Climate change is increasing the frequency of extreme rain events beyond this threshold. This track targets building flood-resilient infrastructure to reduce waterlogging, damage, and disruption. • Action tracks: 6.1: Progress cannot be tracked as no quantifiable targets are set.

Q.2. BRIMSTOWAD project

Data Points/Indicators	Targets	Summary / Current status
ESR		
• BRIMSTOWAD project	• None	• BRIMSTOWAD (Brihanmumbai Storm Water Disposal project) is the 1993 master plan to upgrade Mumbai's century-old storm water drainage system from its original 25 mm/hr design capacity to 50 mm/hr, following the 1985 and 2005 flooding events. Design upgraded to 50 mm/hr. • Phase I: 20 works (19 completed). Phase II: 38 works (26 completed). • Total expenditure: ~Rs. 2,541.37 Cr.

Q.3. Storm water pumping stations

Data Points/Indicators	Targets	Summary / Current status
ESR		
Storm water pumping stations	None	6 of 8 pumping stations completed and commissioned

Q.4. Environmental aspects and drain cleaning

Data Points/Indicators	Targets	Summary / Current status
ESR		
Environmental aspects and drain cleaning	None	- Cleaning split: 75% pre-monsoon, 15% during, 10% post-monsoon. - Machines used for underground channels (JCB, Poklen, dredgers). Flood control valves at key locations.

Q.5. River development

Data Points/Indicators	Targets	Summary / Current status
ESR		
River development	None	BMC is widening and deepening Mithi, Dahisar, Poisar and Oshiwara rivers to increase flood-carrying capacity and improve water quality, work that includes constructing sewage interceptors, service roads, and modular sewage treatment plants along the riverbanks. On Mithi specifically, widening and deepening work is around 92-95% complete, more than doubling the river's holding capacity.
MCAP		
- Sector: Urban flood and water resource management Action tracks: 6.1. Build flood resilient systems and infrastructure Action tracks: 6.3. Reduce pollution and restore aquatic ecosystems	No quantifiable outcomes	- River widening and deepening increases flood-carrying capacity (Track 6.1) while modular STPs along rivers and pollution control measures improve waterway quality (Track 6.3). Action tracks: 6.1 and 6.3: Progress cannot be tracked as no quantifiable targets are set.

Inference
Ward-wise flooding hotspot status can be published annually.

Q.6. Swachh Bharat Abhiyan 2.0

Data Points/Indicators	Targets	Summary / Current status
ESR		
Swachh Bharat Abhiyan 2.0	None	Details of funds and work undertaken.
MCAP		
- Sector: Urban flood and water resource management Action tracks: 6.5. Ensure clean, safe and accessible toilets	Provide clean, safe and accessible toilets to all: 40% (2030)	- Clean, safe, and accessible sanitation is foundational to urban resilience and public health. Mumbai's community toilets have large deficiencies in water and electricity connectivity. Action track 6.5: Population percentage data not be sourced - Accessible: public toilet capacity is shrinking despite population growth. Per capita, the city has 1 public toilet seat per ~1,043 residents, against the SBM norm of 1 per 100–400 males and 100–200 females. - Safe: 60% of toilet blocks lack electricity, a documented safety concern for women at night. Two wards (R/S and K/E) have more than 82% of their public toilets without water or electricity. - Clean: while the ODF+ certification was conferred in 2023, the inspection covered only 33 of Mumbai's 7,646 public and community toilet blocks (0.4%).

R. Disaster management:

R.1. Emergency Operations Centre and complaint registration

Data Points/Indicators	Targets	Summary / Current status
ESR		
Emergency Operations Centre and complaint registration	None	Operates 365x24. '1916' helpline (30 lines). 24 ward control rooms, 58 hotlines. 12,000+ CCTV feeds. 326 DMR sets. 32 disaster types, 102 sub-categories. Online complaint system since 2000.
MCAP		
- Sector: Urban flood and water resource management Action tracks: 6.6. Manage disaster risk and reduce impacts	No quantifiable outcomes	- Disaster risk reduction requires proactive early warning, community preparedness, and reducing exposure of vulnerable populations. This track covers both structural resilience and institutional response capacity. Action tracks: 6.6: No specific quantified outcomes are currently defined.

R.2. Weather monitoring and flood preparedness

Data Points/Indicators	Targets	Summary / Current status
ESR		
Weather monitoring and flood preparedness	None	120 Automatic Weather Stations (15-min refresh). - Flow Level Sensors at 5 rivers and 2 lakes. - DM website and mobile app (Android/iOS).

R.3. Institutional structure

Data Points/Indicators	Targets	Summary / Current status
ESR		
Institutional structure	None	The District Disaster Management Authority, established for Mumbai City and Mumbai Suburban districts in June 2012 under the Disaster Management Act 2005, is chaired by the Additional Municipal Commissioners of each district and is responsible for hazard assessment, prevention, preparedness, and coordinating disaster response across agencies.

Inference
Meteorological datasets from the 120 AWS, currently not available to the public, can be published, alongside ward-wise data on flooding hotspot mitigation status, landslide-prone location interventions, and climate-sensitive disease incidence.

7. Supplementary themes

S. Green House Gas Emissions:

S.1. Annual GHG inventory and emission targets

Data Points/Indicators	Targets	Summary / Current status
MCAP		
All 6 MCAP sectors	30% reduction by 2030 (18.73 MtCO₂e) 44% reduction by 2040 - Net zero by 2050	- Mumbai's GHG inventory covers three sectors: Stationary Energy (74.5%), Transport (19.1%), and Waste (6.4%) of total 26.75 MtCO₂e (revised 2019-20 baseline). Status: 2019 baseline - 26.75 MtCO₂e 2022-23 - 24.56 MtCO₂e Reduction of approximately 2.15 MtCO₂e, leaving a gap of 5.83 MtCO₂e to be achieved by 2030.

Inference
BMC should include an annual GHG inventory update in every ESR, presenting total emissions and sectoral breakdown against the 2019-20 baseline and the MCAP reduction trajectory.

T. Population:

T.1. Population growth and density

Data Points/Indicators	Targets	Summary / Current status
ESR		
Population growth and density	None	- Estimated population of Mumbai is 13.11 million (2025). - Population density: 27,125 persons per sq.km (excluding no development area).

Inference
ESR should add ward-wise climate vulnerability indicators alongside population density — specifically, population exposed to flooding hotspots, urban heat, and poor air quality — drawing from MCAP's own vulnerability assessment.

U. Land use:

U.1. Development Plan and planning area

Data Points/Indicators	Targets	Summary / Current status
ESR		
Development Plan and planning area	None	- Brihanmumbai Municipal Corporation's total land area: 476.24 sq.km. - DP 2034 sanctioned, in effect from 01.09.2018.
MCAP		
- Sector: Urban Greening & Biodiversity Action Track 4.1: Increase vegetation cover and permeable surface	% of Increase in vegetation cover and permeable surface of the city surface area to tackle flood- and heat-related disaster risk: 30-40% (2030)	- As Mumbai urbanises, vegetation cover and permeable surfaces are declining, worsening both heat stress and flooding. This track targets to simultaneously address heat island and flood absorption. Action track 4.1: Not assessable: BMC publishes no annual citywide vegetation cover or permeable surface data.

U.2. Coastal Regulation Zone

Data Points/Indicators	Targets	Summary / Current status
ESR		
Coastal Regulation Zone	None	The Coastal Regulation Zone (CRZ) notification regulates construction and development along the coastline to protect coastal ecosystems and fishing community livelihoods; the 2019 notification superseded the 2011 version. The Coastal Zone Management Plan (CZMP), which maps these zones for Mumbai City and Mumbai Suburban

Data Points/Indicators	Targets	Summary / Current status
		districts, was approved by the Ministry of Environment, Forest and Climate Change (MoEFCC) in 2021.

Inference
Vegetation cover and permeable surface percentage, the two metrics MCAP Track 4.1 requires, can be reported alongside the land use categories and CRZ status the ESR already covers, since no measurement of this indicator exists in any BMC document today. - BMC should commission annual remote sensing measurement of citywide vegetation cover and permeable surface area, and formally link DP 2034 land use categories to MCAP Track 4.1 reporting.

V. Education:

V.1. Introduction

Data Points/Indicators	Targets	Summary / Current status
ESR		
• Introduction	• None	• Free primary education under Section 61(Q), MMC Act 1888, since 1907.

V.2. Education initiatives

Data Points/Indicators	Targets	Summary / Current status
ESR		
• Education initiatives	• None	• Tree plantation, kitchen gardens, Eco Clubs, waste segregation, "One Tree - My Responsibility" campaign. • Sanitary napkin vending machines in every school.

Inference
Quantitative education data can be restored annually alongside the environmental campaign descriptions that now remain the only content. It was omitted from ESR 2024-25 (no school count, student enrolment, or teacher count) despite being reported consistently in all prior editions (ESR 2023-24). Environmental education outcome metrics, can be reported against specific indicators: number of functional eco clubs, trees planted per school with one-year survival rates, and percentage of schools with functional waste segregation infrastructure.

W. Industries:

W.1. Mumbai's industrial count

Data Points/Indicators	Targets	Summary / Current status
ESR		
Mumbai's industrial count	None	35,091 industries are registered under Section 390 of the Mumbai Municipal Corporation Act 1888, which requires them to pay Air Pollution Prevention Fees based on the horsepower of their connected electrical load. R/N ward has the highest concentration, with 4,161 industries.

W.2. Ecofriendly contribution of industries

Data Points/Indicators	Targets	Summary / Current status
ESR		
Ecofriendly contribution of industries	None	- Large industries (refineries, power utilities, chemical plants) are significant contributors to both GHG emissions and air pollution in Mumbai. - RCF, Tata Power, BPCL, AEML and Mumbai Port Trust voluntarily report environmental measures alongside their regulatory compliance: examples include continuous emission monitoring, tree plantation and green belt development, rainwater harvesting, EV charging infrastructure, and dedicated pollution control cells with their own water and air quality labs.

Inference
Structured annual disclosure can be required from all major industry categories, energy utilities, refineries, and ports, covering renewable energy share, GHG emissions, and waste diversion, since the ESR currently reports ecofriendly contributions from only a selective set of large industries and not aggregate industrial emissions, energy consumption, or air pollution load. This would let the GHG inventory team draw from verified primary sources rather than voluntary disclosures alone.

X. Health:

X.1. Healthcare service outline for Mumbai

Data Points/Indicators	Targets	Summary / Current status
ESR		
Healthcare service outline for Mumbai	None	3-tier system: 212 health posts, 190 dispensaries, 29 maternity homes, 16 peripheral hospitals, 5 specialty hospitals, 5 major hospitals. 30 new centres under NUHM. - Birth rate: 9/1000 (2024).

X.2. Report on Tuberculosis

Data Points/Indicators	Targets	Summary / Current status
ESR		
Report on Tuberculosis	None	BMC's Tuberculosis Hospital Group at Sewree, described as Asia's largest TB hospital, runs the city's TB Control Programme under the National TB Elimination Programme, with 60,633 cases notified in 2024. Recent measures include a 100-Day Intensified Elimination Campaign (Dec 2024-Mar 2025) across 26 wards and the rollout of the shorter BPaLM drug regimen for drug-resistant TB.

X.3. Report on Leprosy

Data Points/Indicators	Targets	Summary / Current status
ESR		
Report on Leprosy	None	- Acworth Hospital, Wadala (est. 1890). - National Leprosy Elimination Programme.

X.4. Report on sexually transmitted disease

Data Points/Indicators	Targets	Summary / Current status
ESR		
Report on sexually transmitted disease	None	20 ART centers. 41,289 HIV/AIDS patients in active care.

X.5. Indoor air quality monitoring in Sion and Worli areas of Mumbai

Data Points/Indicators	Targets	Summary / Current status
ESR		
Indoor air quality monitoring in Sion and Worli areas of Mumbai	None	300 households studied for CO₂, HCHO, TVOC. All within normal limits. Respiratory morbidity: 2%.

Inference
Quantitative disease surveillance data can be restored to the “Health” chapter, with a climate-health linkage section added reporting ward-wise incidence of climate-sensitive diseases (malaria, dengue, leptospirosis, waterborne diseases) alongside corresponding water quality and flooding event data.

Y. BMC Public Relations Department:

Y.1. Information dissemination and awareness campaigns

Data Points/Indicators	Targets	Summary / Current status
ESR		
Information dissemination and awareness campaigns	None	37 environment-related press releases in 2024-25. - Beyond press releases, key campaigns publicised include the Deep Clean Drive, eco-friendly Ganeshotsav (mandatory artificial immersion ponds, clay idols), tree plantation drives, and action against single-use plastic, communicated through newspapers, TV, and social media.

Inference
PR activities can be absorbed into their relevant sectoral chapters with outcome metrics attached. For example, Ganesh festival data into Solid Waste Management, air pollution campaigns into Air Quality, tree drives into Urban Greening, replacing the standalone format with a citizen-facing climate data access section.

Z. Maharashtra Pollution Control Board:

Z.1. Functions and laboratory infrastructure

Data Points/Indicators	Targets	Summary / Current status
ESR		
Functions and laboratory infrastructure	None	Implements Water Act 1974, Air Act 1981, EP Act 1986.
MCAP		
- Sector: Air quality Action track 5.2: Improve monitoring and availability of information	No quantifiable outcomes	- MPCB operates the NAMP monitoring network across Mumbai, supplementing BMC's 5 CAAQMS stations. Regular monitoring of SO₂, NO_x, and PM₁₀ across industrial, residential, and commercial locations. Action track 5.2: 29 CAAQMS stations are now operational across Mumbai, up from 9 in 2019, though BMC, MPCB, and IITM/SAFAR each operate separate networks that are not coordinated into a single AQI.

Z.2. Air and water monitoring

Data Points/Indicators	Targets	Summary / Current status
ESR		
• Air and water monitoring	• None	• NAMP network monitoring SO ₂ , NO _x , PM ₁₀ per CPCB protocol.

Inference
• MPCB's air and water monitoring data, included in the ESR, can be linked to MCAP Track 5.1 targets and the 2019 baseline concentrations needed to measure progress, and river/creek water quality data can be tracked against MPCB/CPCB standards consistently across years. • ESR should reproduce MPCB's full station-wise pollution trend against NAAQ standards with year-on-year comparison, and should report river water quality (BOD, faecal coliform, DO) against MCAP Track 6.3 restoration targets at each monitored point.

General recommendation:
• Coordination between the Environment & Climate Change Department and the Disaster Management Department, which currently work on similar datasets without adequate coordination, can be strengthened to reduce duplication between departments operating in silos. • Baseline data for most MCAP targets, currently missing except for GHG emissions, can be established to make progress trackable, and climate risk and weather-related information can be integrated more systematically into planning agencies' processes, since the MCAP preparation process itself identified this gap. • The reporting structures of the MCAP, Climate Budget, and Environmental Status Report (ESR), currently not aligned with each other, can be brought into a common structure so citizens can more easily understand and compare information across documents. • Several ESR themes that remain largely descriptive and lack measurable indicators or quantitative assessments, such as mangrove conservation and rainwater harvesting, can be strengthened with the specific indicators identified in the relevant chapters above. • Climate-related information, currently fragmented across multiple reports and publications with no single consolidated document, can be brought together as the integrated ESR this paper proposes.

Section V: Annexures

Annexure 1: Solid Waste Management (SWM) section related data tables

- Figure 3: Garbage Free City Report of BMC for the year 2024-25

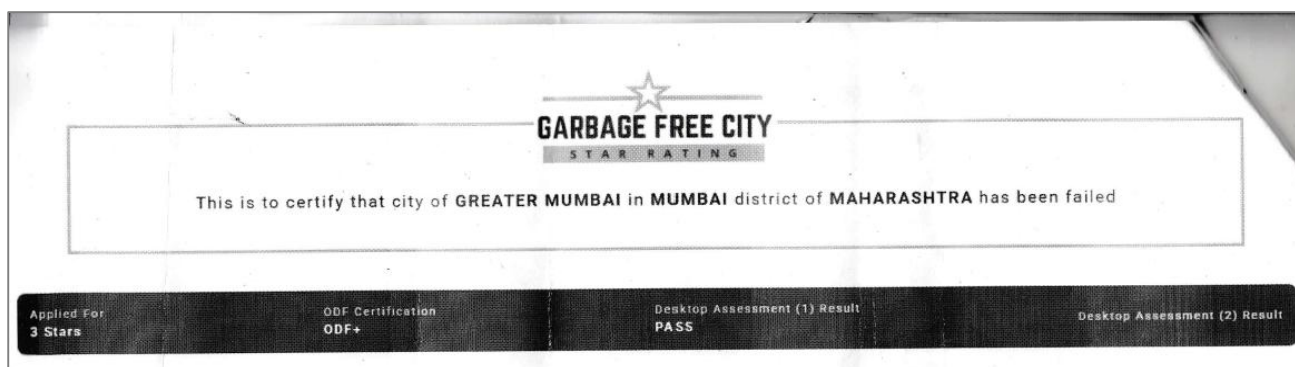
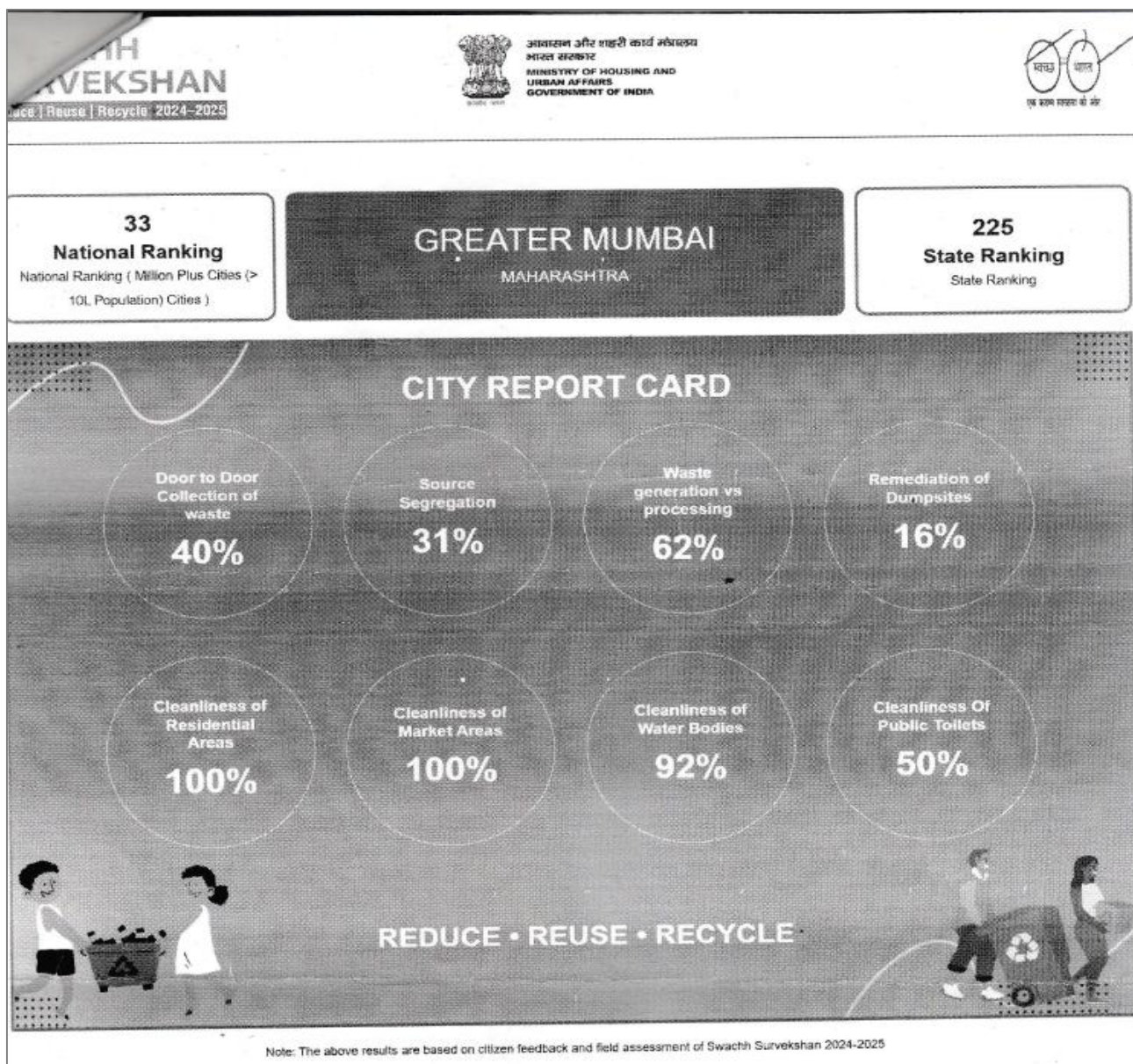
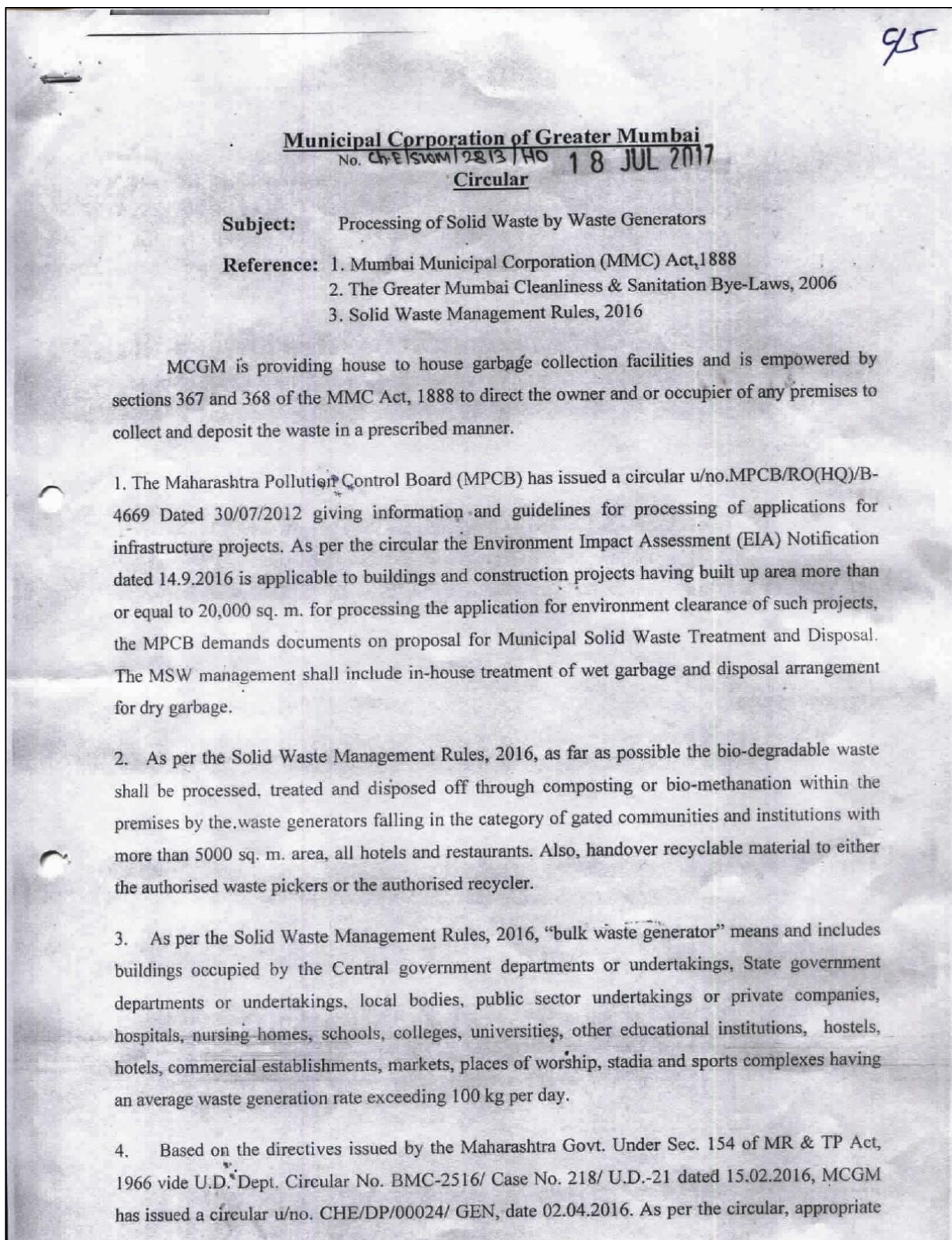


Figure 4: Parameter for star rating protocol for garbage free cities³⁰

Scoring- Star Rating Protocol for Garbage Free Cities								
Component/ Condition			Maximum Marks	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	Weightage
MANDATORY								
WARD LEVEL	M1	D2D	100	50	75	100	100	12%
	M2	Segregation at Ward Level	100	30	60	80	100	16%
	M3	Sweeping	100	50	75	100	100	12%
	M4	Litter Bins	100	35	50	75	100	8%
	M5	Storage Bins	100	50	75	100	100	8%
CITY LEVEL	M6	Waste Processing- Wet Waste	100	35	50	75	100	10%
	M7	Waste Processing Capacity- Wet Waste	100	35	50	100	100	8%
	M8	Waste Processing- Dry Waste	100	35	50	75	100	8%
	M9	Waste Processing Capacity- Dry Waste	100	35	50	100	100	8%
	M10	Grievance Redressal	100	50	75	90	100	10%
								100%
ESSENTIAL								
WARD LEVEL	E1	BWG	100	30	50	75	100	12%
	E2	Penalty/ Spot Fines	100	30	50	75	100	12%
CITY LEVEL	E3	Segregation at City Level	100	30	50	75	100	10%
	E4	User Charges	100	30	50	75	100	14%
	E5	Plastic Ban	100	30	50	100	100	12%
	E6	C&D Waste- Collection	100	30	75	100	100	10%
	E7	Scientific Landfill- Availability & Use	100	30	50	100	100	10%
	E8	Scientific Landfill- Waste disposed	100	30	50	75	100	10%
	E9 (A)	No visible solid waste in water bodies	100	30	50	100	100	5%
	E9 (B)	Screening of Storm water drains/ Nallahs	100	30	50	100	100	5%
								100%
DESIRABLE								
WARD LEVEL	D1	Sustainability <i>(Applicable only for 5 Star & 7 Star)</i>	100	30	50	75	100	25%
CITY LEVEL	D2	On-site wet waste processing	100	25	50	75	100	20%
	D3	C&D waste- Storage, Segregation, Processing, Recycling	100	50	75	75	100	20%
	D4	C&D Waste- Use of materials	100	20	50	75	100	15%
	D5	Dumpsite Remediation	100	25	50	75	100	20%
								100%

■ Figure 5: Circular of Bulk Waste Generator



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conditions are incorporated in the I.O.D. regarding the treatment of wet garbage generated in the building, on the same plot, having area more than 2000 sq. m. in the jurisdiction of Mumbai Municipal Corporation.

In view of above, as per approval of Hon. M.C. u/no. MGC/F/4032, Dtd. 14.07.2017, Assistant Commissioner of wards are directed to act on above points respectively as under.

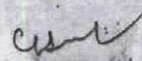
- 1) **For all complexes having built up area of 20,000 sq.mtr and above:-** All types of garbage is to be processed on site and is to be disposed in such cases. The garbage of all types shall not be lifted from such premises from 2nd October, 2017 and cases of non compliance shall be taken up with appropriate authority for taking penal action under the provisions of Environment (Protection) Act, 1986.
- 2) **For all complexes having built up area 5,000 sq.mtr and above:-** The waste generators must segregate waste at source and the dry waste generated by them shall not be lifted. It shall be ensured that the recyclable material is handed over to either the authorised waste pickers or the authorised recycler of dry waste. The wet waste as far as possible shall be processed in phased manner i.e. 99% bio-degradable waste processing like composting, bio-methanation, etc. by the end of three months at the rate of at least 33% waste processing per month for next three months.
- 3) Although, there is no provision for action to be taken by **bulk waste generators / housing complexes generating waste of average more than 100 kgs per day** elsewhere in the Rules, but, in view of limited capacity of dumping ground, the generators of waste shall be informed to segregate waste at source and the dry waste generated by them shall not be lifted. It shall be ensured that the recyclable material is handed over to either the authorised waste pickers or the authorised recycler of dry waste. The wet waste as far as possible shall be processed in phased manner i.e. 99% bio-degradable waste processing like composting, bio-methanation, etc. to comply with the provisions within three months period.
- 4) **For all complexes having built up area of 2,000 sq.mtr and above for building being constructed after 02.04.2016:-** Treat wet garbage in-situ, as per the conditions incorporated in the I.O.D. regarding the treatment of wet garbage generated in the building

Against defaulting owners and occupiers, there wet waste will not be lifted 2nd October, 2017 onwards. Further the action should be taken for offences as following,

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A) Section 471 & 472 of the MMC Act provide for penalties punishable with fine for offences committed under various specified sections of MMC Act. Action for offences under section 368 of MMC Act is covered in these sections.

B) The Greater Mumbai Cleanliness & Sanitation Bye-Laws, 2006 prepared as per section 461 of the MMC Act specify various penalties under Schedule-I in it.


A.M.C. (E.S.)

All AC (A to T) Ward / Zonal DMC (Zone 1 to 7)

CC:

Hon. M.C., Sir

AMC (W.S.) ✓

AMC (City)

• **Table 37: Ward wise Waste Generation from Year 2021 to Year 2025**

Ward	Average Waste Generation (MT)					% Change from 2021 to 2025
	2021	2022	2023	2024	2025	
A	152	174	114	114	125	-18%
B	92	112	70	73	73	-20%
C	107	128	117	111	116	8%
D	197	203	96	97	104	-47%
E	270	253	132	126	132	-51%
F/S	160	265	107	105	116	-28%
F/N	236	163	156	160	167	-29%
G/S	187	212	111	110	107	-43%
G/N	442	459	225	217	266	-40%
H/E	251	314	168	169	174	-31%
H/W	229	243	175	188	194	-15%
K/E	396	441	302	313	318	-20%
K/W	387	405	341	308	311	-20%
P/S	250	267	183	192	191	-24%
P/N	393	435	322	310	304	-23%
P/E	-	-	-	-	103	-
R/S	267	268	157	160	162	-39%
R/C	245	264	167	168	170	-30%
R/N	153	163	108	110	118	-23%
L	446	491	331	357	368	-18%
M/E	354	323	367	389	398	13%
M/W	197	208	218	226	235	19%
N	173	182	186	191	192	11%
S	265	263	268	268	277	4%
T	149	151	157	161	167	12%
Other*	-	-	2,019	2,033	2,067	-
Total	5,996	6,385	6,595	6,656	6,955	16%

("Other" category includes Mahalaxmi Refuse Transfer Station (MRTS), Kurla Transfer Station (KTS), Versova Transfer Station (VTS), Gorai Transfer Station (Gorai TS), and other facilities.)

■ **Table 38: Comparison of total complaints and SWM complaints in the year 2025**

Ward	Population 2025	Total Complaints	SWM Complaints	%
A	1,94,900	1,988	364	18
B	1,34,091	3,045	553	18
C	1,75,039	3,571	1,208	34
D	3,65,399	3,857	803	21
E	4,14,299	4,391	1,559	36
F/N	5,57,301	4,075	1,198	29
F/S	3,80,259	2,739	526	19
G/N	6,31,046	4,922	1,315	27
G/S	3,97,932	3,154	536	17
H/E	5,87,012	3,855	742	19
H/W	3,24,016	4,938	897	18
K/E	8,67,906	9,474	1,204	13
K/W	7,88,691	7,722	2,207	29
L	9,50,431	6,956	1,543	22
M/E	8,50,877	4,456	899	20
M/W	4,33,900	4,019	779	19
N	6,56,132	6,465	836	13
P/N	9,91,665	7,784	1,495	19
P/S	4,88,273	5,122	1,623	32
R/C	5,92,198	5,458	969	18
R/N	4,54,416	3,176	699	22
R/S	7,28,162	5,121	1,110	22
S	7,83,524	13,116	3,036	23
T	3,59,708	3,021	405	13
Ward not Assigned		7,641	1,432	19
Total	1,31,07,177	1,30,066	27,938	21

■ **Table 39: Ward-wise Solid Waste Management Complaints from 2016 to 2025**

Ward	Population 2022	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	Increase from 2016 to 2025 (in %)
A	1,92,830	256	228	265	361	258	216	294	376	296	364	42%
B	1,32,667	182	205	312	391	332	314	336	583	599	553	204%
C	1,73,180	270	498	730	687	602	461	473	1,022	1,560	1,208	347%
D	3,61,519	478	524	675	605	548	404	464	752	795	803	68%
E	4,09,900	551	474	830	840	560	479	602	1,155	1,323	1,559	183%
F/N	5,51,383	212	397	531	871	755	562	704	1,441	1,124	1,198	465%
F/S	3,76,221	139	213	268	409	349	249	314	522	559	526	278%
G/N	6,24,345	310	506	542	661	389	364	425	1,098	1,181	1,315	324%
G/S	3,93,707	186	320	399	401	291	268	412	522	774	536	188%
H/E	5,80,779	228	307	429	540	364	321	386	836	892	742	225%
H/W	3,20,575	381	501	661	659	380	467	464	1,086	948	897	135%
K/E	8,58,690	409	588	934	1,019	774	718	774	1,419	1,489	1,204	194%
K/W	7,80,316	441	691	960	1,680	983	918	1,105	2,112	2,056	2,207	400%
L	9,40,339	454	513	596	827	459	608	557	1,677	1,214	1,543	240%
M/E	8,41,842	217	332	463	597	367	616	543	1,007	703	899	314%
M/W	4,29,293	288	306	459	507	438	458	411	795	773	779	170%
N	6,49,165	350	551	890	801	520	468	517	1,064	927	836	139%
P/N	9,81,134	328	557	880	1,106	622	636	773	1,533	1,376	1,495	356%
P/S	4,83,088	327	439	845	842	428	498	450	1,366	1,944	1,623	396%
R/C	5,85,910	477	672	788	997	640	712	623	1,096	879	969	103%
R/N	4,49,591	96	142	247	345	294	290	338	599	624	699	628%
R/S	7,20,430	336	478	721	922	546	460	460	967	956	1,110	230%
S	7,75,204	284	482	762	737	474	390	702	1,367	1,685	3,036	969%
T	3,55,888	130	220	307	311	222	179	224	295	354	405	212%
Ward not Assigned											1,432	-
Total	1,29,67,996	7,330	10,144	14,494	17,116	11,595	11,056	12,351	24,690	25,031	27,938	281%

- **Table 40: Ward-wise Comparison of Solid Waste Management related Complaints Registered, Complaints Closed, and Average Days Taken for Closure in 2021 and 2025**

Ward	Total complaints received		Closed Complaints				Average days to resolve a complaint	
	2021	2025	2021		2025		2021	2025
			In no.	In (%)	In no.	In (%)		
A	216	364	93	43	364	100	33	12
B	314	553	310	99	553	100	16	10
C	461	1,208	454	98	1,204	100	14	10
D	404	803	403	100	796	99	43	4
E	479	1,559	477	100	1,559	100	13	17
F/N	562	1,198	514	91	1,189	99	50	12
F/S	249	526	239	96	522	99	33	10
G/N	364	1,315	257	71	1,315	100	132	8
G/S	268	536	255	95	536	100	13	9
H/E	321	742	320	100	733	99	13	9
H/W	467	897	466	100	895	100	25	8
K/E	718	1,204	712	99	1,197	99	12	5
K/W	918	2,207	917	100	2,188	99	27	6
L	608	1,543	594	98	1,535	99	15	8
M/E	616	899	399	65	885	98	149	6
M/W	458	779	458	100	778	100	54	6
N	468	836	468	100	836	100	45	8
P/N	636	1,495	503	79	1,477	99	76	6
P/S	498	1,623	403	81	1,615	100	56	8
R/C	712	969	710	100	956	99	26	5
R/N	290	699	290	100	699	100	23	4
R/S	460	1,110	460	100	1,105	100	26	6
S	390	3,036	389	100	3,032	100	79	8
T	179	405	171	96	405	100	81	4
Ward not Assigned	-	1,432	-	--	5	0.3	-	-
Total	11,056	27,938	10,262	93	26,379	94	40	8

■ **Table 41: Ward-wise Drainage Complaints from 2016 to 2025**

Ward	Population 2025	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	Increase from 2016 to 2025 (in %)
A	1,94,900	320	373	469	622	344	387	474	377	356	256	-20%
B	1,34,091	315	379	710	751	420	523	754	621	453	395	25%
C	1,75,039	287	521	552	630	482	473	552	583	568	547	91%
D	3,65,399	995	989	1,296	1,514	816	642	904	844	807	701	-30%
E	4,14,299	295	439	465	595	530	372	552	382	58	43	-85%
F/N	5,57,301	245	278	530	674	336	305	420	547	526	460	88%
F/S	3,80,259	191	235	360	645	382	389	724	481	377	376	97%
G/N	6,31,046	471	640	834	969	564	518	658	796	718	798	69%
G/S	3,97,932	252	319	547	608	361	304	401	483	620	550	118%
H/E	5,87,012	603	662	856	985	742	540	773	817	779	688	14%
H/W	3,24,016	664	736	1,027	1,102	752	622	840	979	676	642	-3%
K/E	8,67,906	903	1,057	1,353	1,730	1,103	993	1,338	1,438	1,246	968	7%
K/W	7,88,691	1,477	1,732	2,072	2,357	1,424	1,320	1,698	1,931	1,202	1,079	-27%
L	9,50,431	1,184	1,457	1,620	1,649	953	798	788	1,024	897	906	-23%
M/E	8,50,877	325	484	691	774	552	639	576	751	814	842	159%
M/W	4,33,900	514	923	1,164	1,103	744	673	665	653	640	623	21%
N	6,56,132	376	999	1,161	1,314	789	567	575	956	736	736	96%
P/N	9,91,665	585	683	871	1,230	943	952	948	1,114	926	1,152	97%
P/S	4,88,273	411	440	792	910	552	501	588	624	588	604	47%
R/C	5,92,198	597	742	983	1,309	788	704	673	843	554	562	-6%
R/N	4,54,416	203	242	330	453	333	320	386	429	356	339	67%
R/S	7,28,162	540	547	627	927	692	671	849	902	612	657	22%
S	7,83,524	318	631	820	934	600	510	675	844	843	912	187%
T	3,59,708	198	432	511	482	306	283	310	333	349	350	77%
Ward not Assigned											1,229	-
Total	1,31,07,177	12,269	15,940	20,641	24,267	15,508	14,006	17,121	18,752	15,701	16,415	34%

- **Table 42: Ward-wise Comparison of Drainage-related Complaints Registered, Complaints Closed, and Average Days Taken for Closure in 2021 and 2025**

Ward	Total complaints received		Closed Complaints				Average days to resolve a complaint	
	2021	2025	2021		2025		2021	2025
			In no.	In (%)	In no.	In (%)		
A	387	256	202	52	255	100	53	56
B	523	395	523	100	372	94	13	67
C	473	547	466	99	543	99	8	28
D	642	701	515	80	699	100	48	8
E	372	43	371	100	43	100	10	49
F/N	305	460	295	97	458	100	15	49
F/S	389	376	378	97	376	100	10	10
G/N	518	798	476	92	738	92	178	76
G/S	304	550	302	99	550	100	24	109
H/E	540	688	528	98	686	100	14	40
H/W	622	642	584	94	642	100	28	18
K/E	993	968	834	84	967	100	75	50
K/W	1,320	1,079	1,203	91	1,067	99	39	83
L	798	906	764	96	903	100	39	19
M/E	639	842	467	73	841	100	53	16
M/W	673	623	671	100	623	100	60	22
N	567	736	555	98	729	99	50	14
P/N	952	1,152	724	76	1,152	100	37	73
P/S	501	604	390	78	603	100	61	59
R/C	704	562	691	98	559	99	37	22
R/N	320	339	319	100	339	100	33	26
R/S	671	657	633	94	657	100	25	10
S	510	912	496	97	911	100	50	33
T	283	350	275	97	350	100	80	7
Ward not Assigned		1,229			4			
Total	14,006	16,415	12,662	90	15,063	99	44	41

Annexure 2: Civic Complaint related data tables

■ Table 43: Ward-wise Total Complaints Registered in Civic Complaint System from 2016 to 2025

Ward	Population 2025	Total Complaints										Increase from 2016 to 2025 (in %)
		2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	
A	1,94,900	1,972	1,840	2,474	2,896	1,763	1,764	2,061	2,468	3,207	1,988	1%
B	1,34,091	1,916	2,341	3,972	3,959	2,461	2,901	3,047	3,324	3,019	3,045	59%
C	1,75,039	1,899	2,895	3,696	3,596	2,888	2,632	2,826	3,306	3,864	3,571	88%
D	3,65,399	4,081	4,053	4,815	5,159	3,730	3,191	3,566	4,022	3,748	3,857	-5%
E	4,14,299	2,992	3,183	4,337	4,642	3,660	3,438	3,792	4,178	4,939	4,391	47%
F/N	5,57,301	2,765	2,944	4,425	5,304	3,597	3,094	3,799	4,672	4,229	4,075	47%
F/S	3,80,259	1,628	1,624	2,369	2,857	2,444	2,270	3,102	2,742	2,781	2,739	68%
G/N	6,31,046	4,416	4,840	6,241	5,954	4,657	4,859	5,158	5,545	5,151	4,922	11%
G/S	3,97,932	1,983	2,471	3,160	4,192	2,658	2,264	2,847	3,134	3,299	3,154	59%
H/E	5,87,012	2,774	2,937	3,518	4,397	3,519	2,851	3,733	4,414	4,317	3,855	39%
H/W	3,24,016	3,093	3,430	4,763	4,774	3,481	3,623	4,713	5,199	5,048	4,938	60%
K/E	8,67,906	5,901	6,725	8,146	9,724	6,847	6,667	7,529	8,577	8,145	9,474	61%
K/W	7,88,691	6,374	8,349	9,465	10,399	7,456	6,845	8,667	9,251	7,945	7,722	21%
L	9,50,431	7,498	7,282	7,242	7,560	5,862	6,310	6,575	7,965	7,047	6,956	-7%
M/E	8,50,877	3,468	3,391	4,232	4,334	3,525	3,807	4,023	4,711	4,060	4,456	28%
M/W	4,33,900	2,709	3,123	4,331	4,387	3,438	4,086	4,027	4,026	4,032	4,019	48%
N	6,56,132	3,559	6,088	6,570	6,843	4,981	4,045	4,400	6,604	5,428	6,465	82%
P/N	9,91,665	4,955	5,374	6,586	8,019	6,073	6,177	6,910	7,830	7,327	7,784	57%
P/S	4,88,273	3,450	3,227	4,855	5,133	3,168	3,133	3,471	4,521	5,156	5,122	48%
R/C	5,92,198	4,092	4,368	5,315	6,398	4,506	4,641	5,178	5,942	5,372	5,458	33%
R/N	4,54,416	1,542	1,792	2,171	2,729	2,185	2,017	2,367	2,954	3,166	3,176	106%
R/S	7,28,162	3,855	4,079	6,249	6,008	4,341	4,064	4,712	5,445	4,840	5,121	33%
S	7,83,524	3,040	3,923	5,115	6,144	4,480	3,820	5,351	6,649	6,221	13,116	331%
T	3,59,708	1,593	2,050	2,611	2,737	2,054	1,751	2,214	2,817	3,055	3,021	90%
Ward not Assigned	-	-	-	-	-	-	-	-	-	-	7,641	-
Total	13107177	81,555	92,329	1,16,658	1,28,145	93,774	90,250	1,04,068	1,20,296	1,15,396	1,30,066	59%

▪ **Table 44: Issue-wise status of complaints escalated in 2025**

Complaint Type	Total Complaints Received	Escalated Complaints		
		Level I (AMC/Chief Engineer)	Level III (Add. MC)	Complaint Closed after Escalation Level III
Roads	16,654	1,647	1,647	843
Buildings	962	463	463	21
Drainage	16,415	448	448	333
Water Supply	1,097	142	142	31
Solid Waste Management (SWM)	3,612	28	28	18
License	17,435	529	529	341
Pest control	702	44	44	13
Garden	1,727	162	162	71
Colony Officer	1,679	137	137	51
Storm Water Drainage	10,898	57	57	44
Shop and Establishment	1,389	100	100	57
Medical Officer Health (MOH)	11,351	827	827	405
MCGM Related	74	29	29	3
Estate	676	9	9	4
Toilet	27,938	37	37	32
Pollution	2,600	51	51	29
School	679	8	8	7
Miscellaneous issues in Civic	14,178	0	0	0
Total	1,30,066	4,718	4,718	2,303
In (%)		4%	4%	49%

• Table 45: Ward-wise status of complaints escalated in 2025

Complaint Type	Total Complaints Received	Escalated Complaints		
		Level I (AMC/Chief Engineer)	Level III (Add. MC)	Complaint Closed after Escalation Level III
A	1,988	69	69	53
B	3,045	397	397	58
C	3,571	301	301	89
D	3,857	291	291	16
E	4,391	138	138	110
F/N	4,075	199	199	164
F/S	2,739	79	79	69
G/N	4,922	744	744	271
G/S	3,154	8	8	-
H/E	3,855	176	176	127
H/W	4,938	295	295	151
K/E	9,474	389	389	348
K/W	7,722	80	80	-
L	6,956	491	491	335
M/E	4,456	96	96	94
M/W	4,019	74	74	27
N	6,465	389	389	31
P/N	7,784	249	249	224
P/S	5,122	19	19	9
R/C	5,458	107	107	81
R/N	3,176	12	12	10
R/S	5,121	28	28	27
S	13,116	86	86	8
T	3,021	1	1	1
Ward not Assigned	7,641	-	-	-
Total	1,30,066	4,718	4,718	2,303
In (%)		4%	4%	49%

■ **Table 46: Issue-wise Comparison of Total Complaints and Action taken on Complaints in 2025**

Issues	Total Complaints	Action taken			Action Taken %	Action not Initiated	Action not Initiated %
		Service Provided	False Complaint	Forwarded to Department			
Buildings	16,654	9,089	2,191	3,397	88%	1,977	12%
Colony Officer	962	231	229	9	49%	493	51%
Drainage	16,415	14,279	398	49	90%	1,689	10%
Estate	1,097	666	122	24	74%	285	26%
Garden	3,612	2,791	470	111	93%	240	7%
License	17,435	14,740	958	3	90%	1,734	10%
MCGM Related	702	614	4	22	91%	62	9%
Medical Officer Health (MOH)	1,727	1,250	241	20	87%	216	13%
Miscellaneous issues in Civic	1,679	1,392	86	0	88%	201	12%
Pest control	10,898	9,467	495	0	91%	936	9%
Pollution	1,389	1,047	46	155	90%	141	10%
Roads	11,351	8,896	274	453	85%	1,728	15%
School	74	26	4	1	42%	43	58%
Shop and Establishment	676	399	180	0	86%	97	14%
Solid Waste Management (SWM)	27,938	25,224	1,100	30	94%	1,584	6%
Storm Water Drainage	2,600	1,966	64	5	78%	565	22%
Toilet	679	603	16	0	91%	60	9%
Water Supply	14,178	9,637	372	2,754	90%	1,415	10%
Grand Total	1,30,066	1,02,317	7,250	7,033	90%	13,466	10%

• **Table 47: Ward-wise Comparison of Total Complaints and Action taken on Complaints in 2025**

Ward	Total Complaints	Action taken			Action Taken %	Action not Initiated	Action not Initiated %
		Service Provided	False Complaint	Forwarded to Department			
A	1,988	1,640	226	50	96%	72	4%
B	3,045	2,312	97	184	85%	452	15%
C	3,571	2,873	341	36	91%	321	9%
D	3,857	3,192	128	230	92%	307	8%
E	4,391	3,651	208	383	97%	149	3%
F/N	4,075	3,386	152	242	93%	295	7%
F/S	2,739	2,416	129	72	96%	122	4%
G/N	4,922	3,777	174	192	84%	779	16%
G/S	3,154	2,660	413	67	100%	14	0%
H/E	3,855	3,170	82	370	94%	233	6%
H/W	4,938	4,065	455	68	93%	350	7%
K/E	9,474	8,657	172	224	96%	421	4%
K/W	7,722	7,047	351	162	98%	162	2%
L	6,956	5,771	66	581	92%	538	8%
M/E	4,456	3,616	333	342	96%	165	4%
M/W	4,019	3,662	153	117	98%	87	2%
N	6,465	4,100	1,345	609	94%	411	6%
P/N	7,784	6,703	328	198	93%	555	7%
P/S	5,122	4,699	161	173	98%	89	2%
R/C	5,458	5,044	131	143	97%	140	3%
R/N	3,176	2,973	137	44	99%	22	1%
R/S	5,121	4,784	174	111	99%	52	1%
S	13,116	9,444	1,198	2,392	99%	82	1%
T	3,021	2,675	296	43	100%	7	0%
Ward not Provide	7,641	-	-	-	0%	7,641	100%
Total	1,30,066	1,02,317	7,250	7,033	90%	13,466	10%

■ Table 48: Ward-wise Number and Percentage of Complaints with Councillor Code filled in 2025

Ward	Total Complaints	Complaints where Councillor code was filled	
		No.	In (%)
A	1,988	425	21%
B	3,045	951	31%
C	3,571	940	26%
D	3,857	723	19%
E	4,391	1,124	26%
F/N	4,075	973	24%
F/S	2,739	518	19%
G/N	4,922	996	20%
G/S	3,154	611	19%
H/E	3,855	747	19%
H/W	4,938	1,070	22%
K/E	9,474	3,321	35%
K/W	7,722	1,297	17%
L	6,956	1,706	25%
M/E	4,456	852	19%
M/W	4,019	794	20%
N	6,465	2,296	36%
P/N	7,784	1,562	20%
P/S	5,122	1,055	21%
R/C	5,458	1,120	21%
R/N	3,176	838	26%
R/S	5,121	917	18%
S	13,116	4,988	38%
T	3,021	690	23%
Ward Not Assigned	7,641	4	0.1%
Total	1,30,066	30,518	23%

• **Table 49: Designation-wise Human Resources in Sewerage Department as of December 2025**

Designation	2025			
	S	A	V	%
Engineer Post				
Chief Engineer	3	1	2	67%
Deputy Chief Engineer	13	10	3	23%
Assistant Engineer	104	65	39	38%
Shift Engineer	38	13	25	66%
Executive Engineer	42	26	16	38%
Secondary Engineer	252	159	93	37%
Junior Engineer	164	45	119	73%
Total Engineer	616	319	297	48%
Administrator Post				
Executive Assistant	242	120	122	50%
Assistant Manager	18	6	12	67%
Administrative Officer	16	11	5	31%
Clerk	61	49	12	20%
Supervisor	52	0	52	100%
Junior Supervisor	14	9	5	36%
Other Administrative	339	117	222	65%
Technical/ Electrician / Mechanical	209	109	100	48%
Total Admin.	951	421	530	56%
Other/Labour Post				
Other Labour	6,653	2,898	3,755	56%
Total Sewerage Dept.	8,220	3,638	4,582	56%

• **Table 50: Designation-wise Human Resources in Strom water Department as of December 2025**

Designation	2025			
	S	A	V	%
Engineer Post				
Chief Engineer	1	0	1	100%
Deputy Chief Engineer	6	4	2	33%
Assistant Engineer	47	35	12	26%
Executive Engineer	17	5	12	71%
Secondary Engineer	200	160	40	20%
Junior Engineer	32	8	24	75%
Total Engineer	303	212	91	30%
Administrator Post				
Executive Assistant	2	1	1	50%
Administrative Officer	2	2	0	0%
Clerk	44	35	9	20%
Other Administrative	72	50	22	31%
Technical/ Electrician / Mechanical	6	1	5	83%
Total Admin.	126	89	37	29%
Other/Labour Post				
Other Labour	2,945	1,010	1,935	66%
Total SWD Dept.	3,374	1,311	2,063	61%

• **Table 51: Designation-wise Human Resources in Water Supply Department as of December 2025**

Designation	2025			
	S	A	V	%
Engineer Post				
Chief Engineer	1	1	0	0%
Deputy Chief Engineer	9	9	0	0%
Assistant Engineer	181	157	24	13%
Water Engineer	1	0	1	100%
Deputy Water Engineer	12	9	3	25%
Acting Engineer (Works)	25	7	18	72%
Executive Engineer	27	11	16	59%
Secondary Engineer	503	364	139	28%
Junior Engineer	463	232	231	50%
Total Engineer	1222	790	432	35%
Administrator Post				
Executive	535	348	187	35%
Executive Assistant	65	30	35	54%
Assistant Manager	16	9	7	44%
Chief Accountant	1	0	1	100%
Administrative Officer	38	31	7	18%
Clerk	129	103	26	20%
Assistant Surveyor	1	0	1	100%
Assistant Chemistry	13	10	3	23%
Superintendent and chemist	2	0	2	100%
Other Administrative	681	405	276	41%
Technical/ Electrician / Mechanical	31	3	28	90%
Total Admin.	1,512	939	573	38%
Other/Labour Post				
Other Labour	8,746	4,886	3,860	44%
Total Water Supply Dept.	11,480	6,615	4,865	42%

Annexure 3: Number of Days for Escalation time frame According to Citizen's Charter by BMC

Complaint Type	1st level	Complaint Type	1st level
Buildings	13	Roads	6
Change of user Res to Commercial	5	Bad Patches/Potholes on the Roads	7
Grant Authority u/ s 449 MMC Act - Repair	5	Fallen Tree on road	5
Heavy Leakage From Ceiling	5	Municipal Land - Road/Footpath/SWD	5
Other (Buildings)	7	Others (RNT)	7
Permission for Temporary Monsoon Shed	7	Permission for tree cutting	5
Private Land/ Building/ Society/ Factories	5	Providing Name Plates to the Road	7
Regularisation of Balcony Enclosures	7	Reinstatement of Trenches	7
Repair Perm-Tolerated/ Unauthorised Structure	30	Removal of Rank Vegetation on Roads	7
Unauthorised Alteration of Bldg., Flat etc.	30	Repairs/re-surfacing of roads/footpaths	7
Unauthorised Construction/ Development	30	Signals	7
Colony Officer	5	Speed Breakers	7
Delay in transfer case	5	Street Lighting	7
Municipal Colony/ Slum	5	Trimming of Branches	5
Others (COL)	5	Unauthorised Digging of roads	7
Unauthorised Commercial Activity	5	Unauthorised Stalls on roads	5
Unauthorised Construction in Slum	5	Roads (AEM 2)	5
Unauthorised Extension/ Construction	5	Bad Patches/ Potholes on the Roads	5
Unauthorised Repairs/ Renovations in Slum	5	Fallen Tree on road	5
Drainage	6	Others (RNT)	5
Cleaning of Septic Tank	3	Permission for tree cutting	5
Drainage Chokes and Blockages	3	Providing Name Plates to the Road	5
Odour (Foul Smell) from Drains	7	Reinstatement of Trenches	5
Others (DRN)	7	Removal of Rank Vegetation on Roads	5
Overflowing drains of manholes	3	Repairs/Resurfacing of Road/footpaths	5
Raising of manhole (except in monsoon)	15	Signals	5
Repairs to pipe sewers/ main sewers	7	Speed Breakers	5
Replacement of Missing/ Damaged Manhole	3	Street Lighting	5
Drainage (AEM 2)	5	Trimming of Branches	5
Cleaning of Septic Tank	5	Unauthorised Digging of roads	5
Drainage Chokes and Blockages	5	Unauthorised Stalls on Road	7
Odour (Foul Smell) from Drains	5	School	5
Others (Drainage)	5	Bad Quality of material given to student	5
Overflowing drains of manholes	5	Choke in main drain	5
Raising of manhole (except in monsoon)	5	Door/Window/staircase etc. found broken	5
Repairs to pipe sewers/ main sewers	5	Drinking Water not available	5
Replacement of Missing/ Damaged Manhole	5	Found encroachment in the school premise	5
Encroachment	5	Furniture found broken in the classes	5
Others (ENCR)	5	Lamp, Tube light etc. to be replaced	5
Estate	5	No electricity supply	5
Extension in the premises without permission	5	No Teacher	5
Non-maintenance of Premises	5	No warning/ alarm system	5
Others (Estate)	5	Others (School)	5
Pending Transfer cases	5	Overflow of waste material	5
Pertaining to rent	5	Pan/ Gutka hawker near school premises	5
Slab Fallen down	5	Short supply of water	5
Complaint Type	1st level	Complaint Type	1st level

Transfer of tenancy	5	Toilet not cleaned	5
Unauthorised addition/ alteration in the premises/ Building/ Open Space/ Market	5		
Estate	5	Sewerage Operation Control (City) E.S.) (W.S.)	5
Unauthorised Construction on the Plot/ Reserve plot	5	Drainage Chokes and Blockages	3
Unauthorised Materials/ Furniture Found/ kept on Footpath and Road	5	Odour (Foul Smell) from Drains	7
Unauthorised shed on building in premise	5	Others	7
Unauthorised use of Room	5	Overflowing drains of manholes	3
License	5	Repairs to pipe sewers/ main sewers	7
Hawkers	5	Replacement of Missing/ Damaged Manhole	3
Others (LIC)	7	Shop and Establishment	5
Storage and sale of plastic bags	5	Employing children (below 14) in the org	5
Trade without License	5	found staff working more than on muster	5
Unauthorised Banners/ Advt. on Road	7	Non observance of Holidays	5
Unauthorised Stalls on roads/ Footpaths	5	Not providing minimum wages	5
Unauthorised Storage of Explosives	2	Open beyond permissible hours	5
Unauthorised workshop or Garage	5	Others Shop and Establishment (S & E)	5
BMC Related	6	Running without license	5
Maintenance of Electric Pumps in Municipal Colonies	7	Shop open on weekly holiday	5
Maintenance of municipal property, school, dispensaries, maternity home, gardens	7	Solid Waste Management (SWM)	3
Major Repairs to Municipal Property	5	Cleaning of P.S.C. block/channels	2
Minor Repairs to Municipal Property	5	Collection point not attended properly	2
		Garbage lorry not reported for service/Lorry not covered	2
Municipal Plot	5	Garbage not lifted from House/Gully	2
Others (RMP)	7	Garbage not lifted from municipal market	2
Proper Electric Supply to Municipal Property	7	Garbage not lifted from road/ authorised collection point	2
Protection of Municipal Play grounds/ Gardens	7	Lifting of Tree Cutting	5
Providing tar before monsoon to municipal property to avoid leakage	7	No attendance at public toilets	2
Providing/repairing doors, windows of P.S. blocks	7	Non-attendance of nuisance Detector	2
BMC Related (AEM 2)	5	Others (SWM)	7
Maintenance of Electric Pumps in Municipal Colonies	5		
Maintenance of municipal property, school, dispensaries, maternity home, gardens	5	Providing/ removing/ replacing dustbins	5
Major Repairs to Municipal Property	5	Removal of dead animals	1
Minor Repairs to Municipal Property	5	Removal of Debris	5
Others (RMP)	7	Silt to be lifted from road	7
Proper Electric Supply to Municipal Property	5	Sweeping of roads	1
Protection of Municipal Play grounds/ Gardens	5	Storm Water Drainage	7
Providing tar before monsoon to municipal property to avoid leakage	5	Cleaning of open SWD	7
Providing/repairing doors, windows of P.S. blocks	5	Cleaning of Water Entrance	3
		Cleaning/ Removal of silt from nullah/ cross culverts etc.	7
Medical Officer Health (MOH)	5	Flooding during Monsoon	1
Issue of Birth/Death Certificate	3	Others (SWD)	7
Others (MOH)	5	Pre-monsoon works halted, terminated	7
Unauthorised Food Selling/Preparation (MOH)	5	Providing damage/missing gratings, manhole cover over SWD	7
Unauthorised Flour Mill	5		
Complaint Type	1st level I	Complaint Type	1st level

Miscellaneous complaints	5
Miscellaneous complaints	5
Pest control	7
Fogging	7
Mosquito Nuisance	7
Nuisance due to cockroaches	7
Pest control	7
Nuisance due to white ants	7
Others (PCO)	7
Rat Nuisance	7
Unauthorised/ uncovered water storage tanks	7
Pollution	7
Air Pollution	7
Nuisance due to Masala Mills/ Flour Mills	7
Others (FAC)	7
Pollution due to Chemical Effluents	7
Unauthorised Factory, Workshop or Garage	7

Repair to damaged open SWD	15
Unauthorised Stalls and huts on nallas	5
Water Supply	5
Burst water main lines	4
Contaminated Water Supply	2
Leaks in Water Lines	4
Water Supply	5
Others (WAS)	7
Providing water by tankers	7
Removal of water meters	7
Shortage of water supply	4
Unauthorised tapping of water connections	4
Unauthorised use of water-Change of User	7
Use of Booster Pump	7