

**PRAJA DIALOGUE**

# The Status of Civic Issues in Mumbai

# BUILDING A SUSTAINABLE MUMBAI: POSSIBILITY OR PARADOX?

Photo by Brijender Dua on Unsplash

## FOREWORD

Mumbai's civic body, **the Brihanmumbai Municipal Corporation (BMC)**, commands one of the largest municipal budgets in the world—**₹74,366.76 crore for 2025–2026**—far exceeding the annual budgets of several Indian states. With such financial might, not only does it have the potential to function efficiently, but also move towards sustainability and climate-resilience.

Yet, Mumbai—*the city of dreams*—finds itself at a crossroads today. Despite its resources, the city continues to grapple with long-standing civic and environmental challenges.

In this edition of Praja Dialogue, we take a closer look at these pressing issues—from sanitation and water access to complaint redressal mechanisms and pollution—and offer actionable recommendations to strengthen governance and improve service delivery.

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**NITAI MEHTA**  
MANAGING TRUSTEE



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CEO



# मुंबई MCAP INDICATORS STATUS (2024) CLIMATE ACTION PLAN

The **Mumbai Climate Action Plan (MCAP) 2022** is a comprehensive plan published by the Brihanmumbai Municipal Corporation (BMC) and Environment and Climate Change Ministry of Maharashtra State Government. MCAP is a key component of the city's efforts to achieve its sustainability goals and build a more resilient and sustainable future.

### Specific MCAP Indicators and their status in 2024:

Status	Time frame	Urban flooding & Water Resources	Key Insights
	2022-30	Nature-based STP at sewer outfalls (treat 25% sewage)	Versova, Ghatkopar, Bhandup STPs failed BOD norms in 2024; no nature based treatment evident
	2022-30	Restore riparian zones	Mithi river remains <b>highly polluted</b> with high BOD and fecal coliform levels

Status	Time frame	Air Quality	Key Insights
	2022-30	Online grievance redressal portal for air complaints	Air complaints via CCRS increased <b>203%</b> (2020-24)
	2022 & Annually	Strengthen AQ data monitoring, inter-dept. coordination.	In 2024, <b>17% AQI data was missing</b> across 29 stations.
	2022 & Annually	Identify ward-level air-pollution sources	Highest complaints in H/W, M/W, P/S, R/C, and S Wards
	2022-27	Increase AQI stations with real-time tech (CAAQMS).	AQI stations increased from 9 (2019) to 29 (2024); high pollution in BKC, Deonar, Navy Nagar, Worli, Malad

Status	Time frame	Urban Greening & Biodiversity	Key Insights
	By 2030 (review 2024)	Increase green cover to 30-40%	Gardens increased by 26%, plantations by <b>220%</b> (2017-24)
	2024	Update tree census to include carbon sequestration, biodiversity.	<b>Tree count unchanged</b> since 2017-18.

# मुंबई MCAP INDICATORS STATUS (2024) CLIMATE ACTION PLAN

## Specific MCAP Indicators and their status in 2024:

Status	Time frame	Solid Waste Management	Key Insights
	2023	Designate ward-level waste units for coordination.	No ward-level updates: last ALM data (BMC) from 2015; SMPA data removed post-2019; BWG data missing in ESR 2022-24.
	2030 / 32	Discourage landfills, setup new processing units	Only 46 dry waste centers established; no data on other processing units.
	2023	Levy for non-segregation of waste	Bye-laws need revision as per SWM rules 206 for enforcement
	2024	Develop waste data dashboard	<b>No such open data dashboard</b> available on BMC website
	2024	Promote decentralised wet waste mgmt. (citizens, mandis, hotels, parks)	Only 36% BWG societies manage wet-waste; only one bio-methanation plant (D Ward, 2MT)
	2024	Strengthen C&D waste rule enforcement through bye-laws	Bye-laws not updated; 63% of Deonar's waste (13.43L MT in 2024) is C&D
	2023 Impl. (2025)	Divert waste from Deonar, remediate site post scoping study.	An average of 7 lakh MT of waste has been transported to the Deonar dumping ground each year from 2020 to 2024.

The current status of the MCAP indicators paints a sobering picture. While there has been modest progress in select areas, most of the city's **climate and waste management goals remain unmet**. This lack of progress not only undermines Mumbai's climate resilience but also signals a **gap between planning and action**.

# WATER SUPPLY

URDPFI Guidelines of MoHUA\*:  
Norms of water required

**135** lpcd

\*Urban and Regional Development Plans Formulation and Implementation (URDPFI) guidelines, Ministry of Housing and Urban Affairs

Household drinking water sourced  
from tap water:

 **97%**

lpcd-litres per person (capita) per day

Slum households have to depend on water tankers and other sources for the additional **90 lpcd** costing ₹750 per month.



Distributed

135 lpcd

45 lpcd

Metered charges

₹ 25.76/month

₹ 25.76/month

Total cost/person

₹ 25.76/month

**₹ 757.13/month**



**24x7** supply

Project launched in  
2014



but



**5.37** hrs

Average timing of water supply  
(2024)

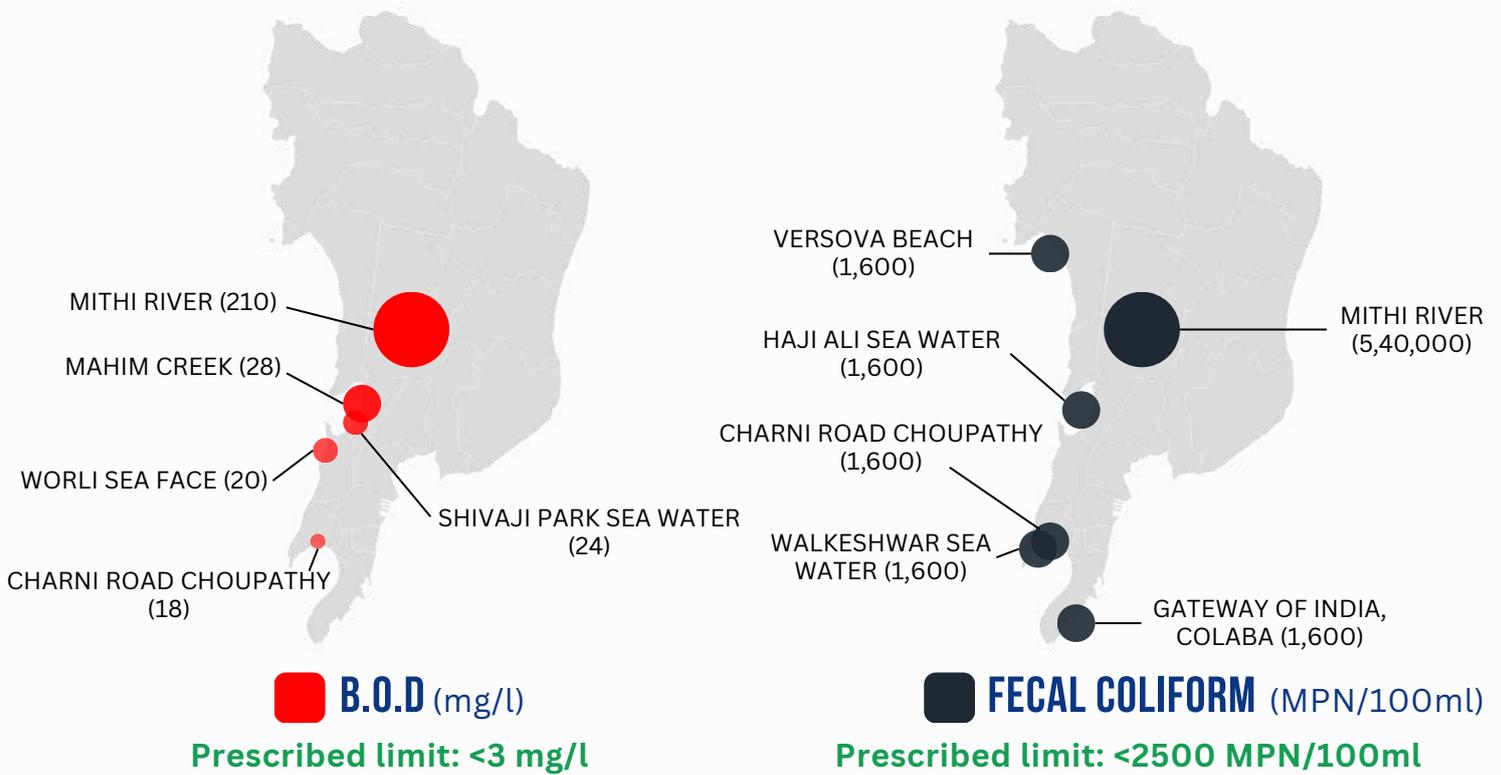
## WATER INEQUITY PERSISTS



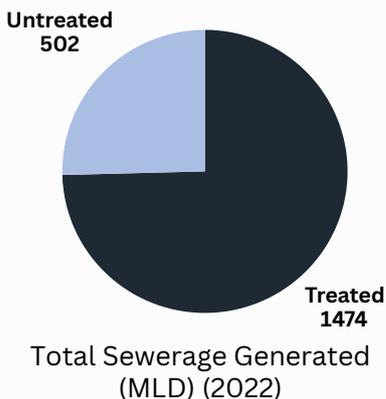
Mumbai's per capita water availability evades norms in slums—distribution remains starkly unequal. Slum residents receive only **45 litres/day** compared to 135 litres/day in non-slum areas, forcing many to depend on costly private tankers at **₹750/month**, while metered users pay just ₹25.76. Only 8% of zones received continuous supply in 2024 and 71% zones received water for just up to four hours daily.

# SEWERAGE AND WATER TREATMENT

Photo by Sanjeev Nagaraj on Unsplash

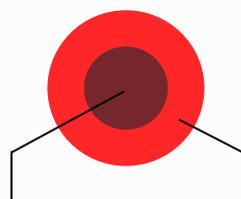


Levels of Biological Oxygen Demand (BOD) in Mumbai’s river, sea and creek water are **maximum six times higher than prescribed norms** by CPCB. The 15-kilometer-long Mithi River remains heavily polluted, despite a hefty budget allocation of ₹654.44 crore in 2023-24 for its rejuvenation. The river witnessed increased Biological Oxygen Demand (BOD) from 50 mg/l in 2019 to 210 mg/l in 2023, with **fecal bacteria levels increasing by more than 200 times**—far exceeding safe limits.



**6/8**

STPs do not meet the Biological Oxygen (BOD) limit as per Central Pollution Control Board (CPCB) norms.



The STP in Malad reported BOD levels 10 times above permissible levels.



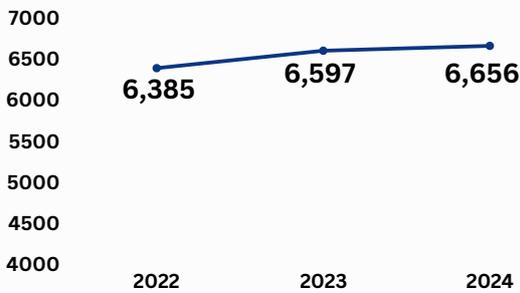
# SOLID WASTE MANAGEMENT

Solid waste management (SWM) in the city is **declining**. The city still relies on two large dumping grounds at Deonar and Kanjurmarg. As a respite, the Bombay High Court recently directed the civic officials to look for an alternate dumping ground and stop using Kanjurmarg.



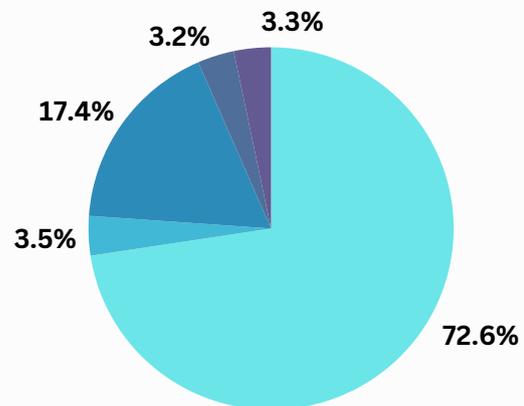
Increase in complaints related to SWM (5,213 to 25,031) since 2015

● Waste Generation Data as per RTI (MTD)



Increase in Waste Generated (MTD) from 2023 to 24

Domestic Waste Composition (2023-24)



- Food Waste (Biodegradable - Wet)
- Wood, Cloth (Biodegradable - Dry)
- Sand, Stone and Fine Earth
- Plastic
- Paper and other recyclable metals

	2019-20	2020-21	2021-22	2022-23	2023-24
WASTE GENERATED (MTD)	6,650	5,500	6,300	6,300	6,300
% CHANGE Y-O-Y	-11%	-17%	+15%	0%	0%

Waste Generation Data as per Environment Status Report (ESR)

The discrepancies evident in the data raise serious concerns about whether statutory instruments such as ESR reports are being duly considered.

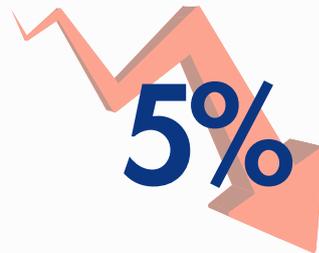
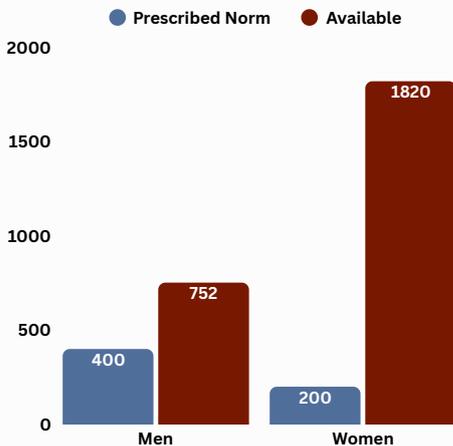
# PUBLIC AND COMMUNITY TOILETS

Photo by ertyo5T on iStock

Mumbai's sanitation infrastructure reveals **stark accessibility gaps** that continue to persist despite urban growth and policy commitments. The city struggles to provide equitable access to public toilets, with **women facing the brunt** of this inadequacy.



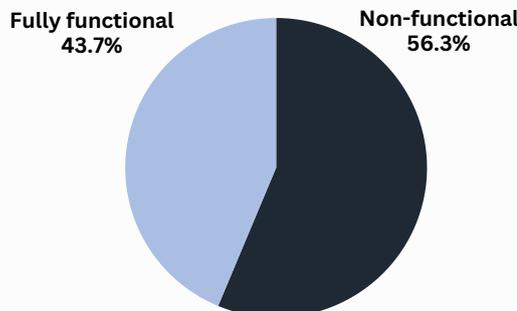
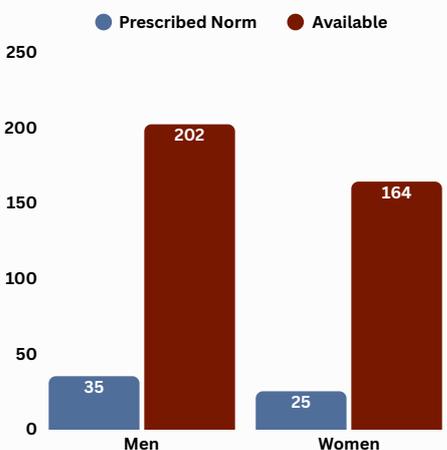
Out of 4 public toilet seats, 3 are for male users and **only 1** for female users



Decrease in public toilet seats from 881 (2018) to 846 (2024)

## Public Toilets

Data for the year 2024 shows that there is only one public toilet seat for every **752 males** and **1,820 females**, whereas the recommended ratio is one for every **100–400 males** and **100–200 females**, as per the Swachh Bharat Mission norms.



Out of 6,800 community toilets, **only 2,973 are functional**, 3,827 lack electricity and water

## Community Toilets

Each community toilet seat is used by **202 males** and **164 females**, far exceeding the Swachh Bharat Mission norm of one seat per **35 males** and **25 females**, highlighting significant overuse and strain on existing infrastructure.

\*Functional Toilet: One that has all essential amenities, including water supply, electricity, and a sewer connection.

# CENTRALISED COMPLAINT REGISTRATION SYSTEM (CCRS)

Photo by Ramnit Bagga on Unsplash

Citizen complaints in Mumbai have seen a **sharp and steady rise**. While digital grievance systems have made it easier for residents to report concerns, the city’s capacity to address them in a timely and effective manner remains limited—leading to **delays in redressal** and widening the gap in effective service delivery.



Increase in citizen complaints since 2015



**380%**

Complaints related to SWM



**334%**

Complaints related to air pollution

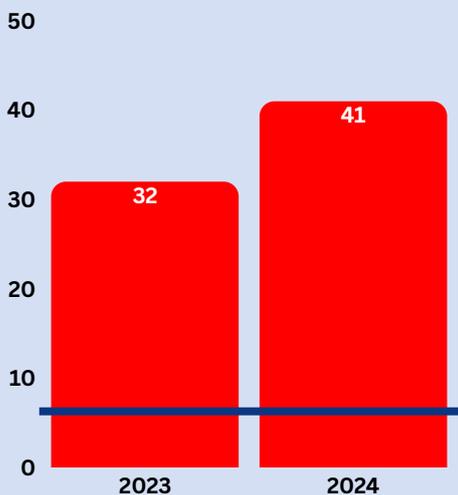


**59%**

Complaints related to drainage

## % Increase in citizen complaints across categories

● Time taken to resolve complaints (days)



In 2024, time taken to resolve complaints has also increased by **29%** (from 32 days in 2023 to 41 days)

As per the norms of BMC Citizen Charter of Mumbai, a civic complaint should be closed within an **average of 6 days**.



Environmental and sanitation-related complaints have surged dramatically in the last decade—**Toilet-related complaints by 218%**, and **Storm Water Drainage by 178%** between 2015 and 2024.

This sharp rise reflects worsening urban environmental conditions and mounting public dissatisfaction. Despite this, resolution times remain high, pointing to a system **struggling to keep pace** with citizens’ growing concerns.

# RECOMMENDATIONS

## PRAJA RECOMMENDS



**Water & Sewerage: 100% metering** is needed for equitable water supply. Social audits of water supply distribution, cost and quality should be done. Sewerage generated needs to be treated effectively.



**SWM & Sanitation:** BMC should adopt **decentralised methods** like 100% door-to-door waste collection, source segregation, and composting to eliminate dumping grounds. It must also **increase women's toilet seats**, especially in high-footfall wards, and upgrade community toilets with water, electricity, and implement awareness programs like SMPA.



**Combat Air Pollution:** Analyse grievances on air pollution complaints to **identify and address** major sources of pollution. Ensure efficiency in AQI monitoring stations to identify the local causes of air pollution and provide timely solutions.



**Strengthen Public Grievance Redressal Systems:** To strengthen service delivery, BMC must improve the CCRS by ensuring **timely complaint redressal** with clear ATRs, introduce **a citizen feedback system** for greater accountability, and be democratically empowered as per the 74th Constitutional Amendment.



To read the full report 'The Status of Civic Issues in Mumbai, 2025', scan the QR code or click on the link below  
Link: [The Status of Civic Issues in Mumbai 2025](#)