

Report on The Status of Wards Committee of Delhi Municipal Corporation April 2025

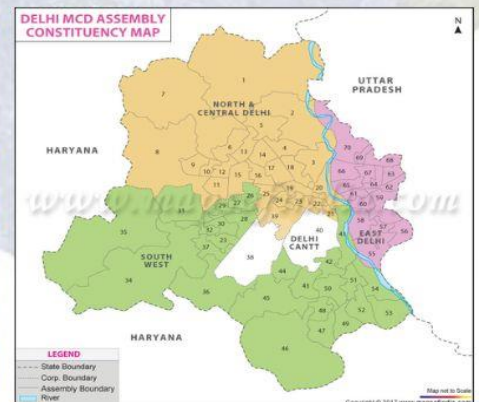


Table of Contents

I. Foreword	4
II. Acknowledgement	5
Chapter 1 - Importance of Ward Committees	6
Note on Functions of Ward Committee	6
Chapter 2 - Status of Wards Committee	9
Table 1: Number of issues raised in All Committees and Wards committee	9
Table 2: Total meetings and attendance in All Committees and Wards committee	10
Chapter 3 - Comparison of Civic Complaints and Issues Raised/Questions Asked	11
Table 3: Overall Citizens Complaints Registered in Delhi	11
Table 4: Zone-wise Average of Complaints Registered (from 2017 to 2023)	12
Table 5: Number of issues raised/question asked in the Wards Committee	13
Table 6: Comparison of civic complaints and issues raised/questions asked in the Wards Committee	14
Chapter 4 - Importance of Standing Committee	15
Recommendation for Improving Governance and Services	16
Annexures	17
1. Zone-wise data	17
Table 7: Overall Citizens Complaints Registered in Shahdara North Zone	17
Table 8: Number of issues raised/question asked in the Shahdara North Zone Ward Committee	18
Table 9: Comparison of civic complaints and issues raised/questions asked in the Shahdara North Ward Committee	18
Table 10: Overall Citizens Complaints Registered in Shahdara South Zone	19
Table 11: Number of issues raised/question asked in the Shahdara South Zone Ward Committee	20
Table 12: Comparison of civic complaints and issues raised/questions asked in the Shahdara South Ward Committee	20
Table 13: Overall Citizens Complaints Registered in Keshav Puram Zone	21
Table 14: Number of issues raised/question asked in the Keshav Puram Ward Committee	22
Table 15: Comparison of civic complaints and issues raised/questions asked in the Keshav Puram Ward Committee	22
Table 16: Overall Citizens Complaints Registered in Narela Zone	23
Table 17: Number of issues raised/question asked in the Narela Ward Committee	24
Table 18: Comparison of civic complaints and issues raised/questions asked in the Narela Ward Committee	24
Table 19: Overall Citizens Complaints Registered in Karol Bagh Zone	25
Table 20: Number of issues raised/question asked in the Karol Bagh Ward Committee	26
Table 21: Comparison of civic complaints and issues raised/questions asked in the Karol Bagh Ward Committee	26
Table 22: Overall Citizens Complaints Registered in Rohini Zone	27
Table 23: Number of issues raised/question asked in the Rohini Ward Committee	28
Table 24: Comparison of civic complaints and issues raised/questions asked in the Rohini Ward Committee	28
Table 25: Overall Citizens Complaints Registered in City and Paharganj Zone	29
Table 26: Number of issues raised/question asked in the City and Paharganj Ward Committee	30
Table 27: Comparison of civic complaints and issues raised/questions asked in the City and Paharganj Ward Committee	30
Table 28: Overall Citizens Complaints Registered in Civil Lines Zone	31
Table 29: Number of issues raised/question asked in the Civil Lines Ward Committee	32
Table 30: Comparison of civic complaints and issues raised/questions asked in the Civil Lines Ward Committee	32
Table 31: Overall Citizens Complaints Registered in Central Zone	33
Table 32: Number of issues raised/question asked in the Central Ward Committee	34
Table 33: Comparison of civic complaints and issues raised/questions asked in the Central Ward Committee	34
Table 34: Overall Citizens Complaints Registered in West Zone	35
Table 35: Number of issues raised/question asked in the West Ward Committee	36

Table 36: Comparison of civic complaints and issues raised/questions asked in the West Ward Committee	36
Table 37: Overall Citizens Complaints Registered in South Zone	37
Table 38: Number of issues raised/question asked in the South Ward Committee	38
Table 39: Comparison of civic complaints and issues raised/questions asked in the South Ward Committee	38
Table 40: Overall Citizens Complaints Registered in Najafgarh Zone	39
Table 41: Number of issues raised/question asked in the Najafgarh Ward Committee	40
Table 42: Comparison of civic complaints and issues raised/questions asked in the Najafgarh Ward Committee	40
RTI Reply	41

I. Foreword

The 74th Constitutional Amendment Act, enacted in 1992, represents a significant milestone in India's efforts to strengthen urban local governance. A key provision of this amendment was the introduction of Wards Committees that offer a platform for residents to raise urban issues that affect their local communities. In Delhi, there is one Wards Committee for each of the 12 zones under the Municipal Corporation of Delhi, with Councillors elected from each ward.

Under the Act, Wards Committees are tasked with addressing local challenges that directly impact their respective ward. The Act grants state governments the authority to establish their Wards Committees and decide their powers and functions. Wards Committees are an essential tool for improving governance responsiveness. They provide citizens with the opportunity to engage directly with elected representatives and raise concerns specific to their ward, such as issues related to roads, parks, solid waste management, water supply, drainage, and more.

In the previous term **(2017–2022)**, from the **total meetings** held by the corporation, Wards committee meetings consisted of 36% (i.e. 739 meetings of the total 2,035). Over 61% **issues** were raised in them (i.e. 44,219 issues were raised in wards committees of the total 73,035 issues raised across all committees). **In the current term (2023–2028)**, Wards Committee **meetings** were 47% (i.e. 68 wards committee meetings from 145 meeting) of the total, accounting for 77% of the total **issues** raised (i.e. 4,110 issues were raised in ward committees out of a total of 5,316 issues raised).

Coming to civic complaints, on an average, 387,594 **complaints** were registered between 2017 to 2023 from all the zones, and the highest number of complaints were received from the West Zone, 55,506. Top **complaints** received were related to water supply (42%), sewerage (27%), and solid waste management (5%). Despite lakhs of complaints being filed annually, only a small proportion are taken up in Wards Committees. On average, 6,041 issues were raised between 2017 to 2024 from all the zones. In 2024, the majority of **issues** raised by Councillors in these committees pertained to civic services (3,620). Among these, Solid Waste Management emerged as the most prominent, accounting for 20% of the total 4,110 issues raised. Other frequently discussed issues were related to roads and footpaths (380), garden maintenance (371), and licensing issues (525). This highlights the need to strengthen mechanisms that ensure Councillors more effectively represent citizen concerns.

To strengthen civic governance in Delhi Wards Committees effective functioning will have to become a vital part of our Municipal Corporation. Further we must ensure participatory governance by including citizen representatives—either as formal members or observers. There should also be structured provision by leveraging technology for citizen involvement in planning, budgeting and monitoring urban governance and services.

Milind Mhaske
CEO, Praja Foundation

II. Acknowledgement

Praja has sourced the data used in this white paper through the Right to Information Act, 2005. We believe it is essential to acknowledge the RTI Act and express our sincere gratitude to all those involved in this process—especially the officials who diligently provided the information.

We extend our appreciation to our stakeholders, in particular the Elected Representatives and government officials, as well as Civil Society Organisations (CSOs) and journalists. Their continued engagement with our data and efforts to disseminate it play a crucial role in raising awareness of the issues we address, reaching a broad and diverse audience.

We take this opportunity to especially thank all government officials for their ongoing cooperation and support.

Praja Foundation is grateful for the support of our partners and donors, including the Friedrich Naumann Foundation, Rohini Nilekani Philanthropies, Tree for Life Foundation, Lal Family Foundation, A.T.E. Chandra Foundation, Madhu Mehta Foundation, IC Centre for Governance (ICCFG), and numerous individual contributors. Their generosity has enabled us to carry out our research and publish this white paper.

We would also like to thank our group of Advisors and Trustees. Last but not least, we sincerely acknowledge the contributions of the entire Praja team—including our dedicated research interns—whose hard work made this white paper possible.

Chapter 1 - Importance of Ward Committees

Note on Functions of Ward Committee

The 74th Amendment to the Constitution of India provides for the establishment of Wards Committee to ensure citizen participation in decision-making and to bridge the gap between governance and the people. This amendment is considered a significant step toward enabling grassroots-level citizen involvement in governance.

According to the Act, Wards Committee are expected to address local issues by engaging in planning, financial, and administrative functions that directly impact their respective ward. The 74th Amendment not only empowers states to constitute these committees but also allows them to define their powers, responsibilities, and funding. As a result, states have the flexibility to draft their own legislation and rules, leading to variations in the functioning of Wards Committee across different states and cities.

Wards Committee are, therefore, among the most vital platforms available to Municipal Councillors for conducting deliberations and ensuring effective governance. They provide a forum to address key civic issues that affect citizens' daily lives—such as roads, parks, solid waste management, water supply, and drainage. These committees are intended to be the primary mechanism for resolving such local concerns.

This was the central objective of the 74th Constitutional Amendment: to promote grassroots democracy and strengthen citizen engagement in urban governance.

The Wards Committee

[Section 50-52 of the Delhi Municipal Corporation Act, 1957] states:

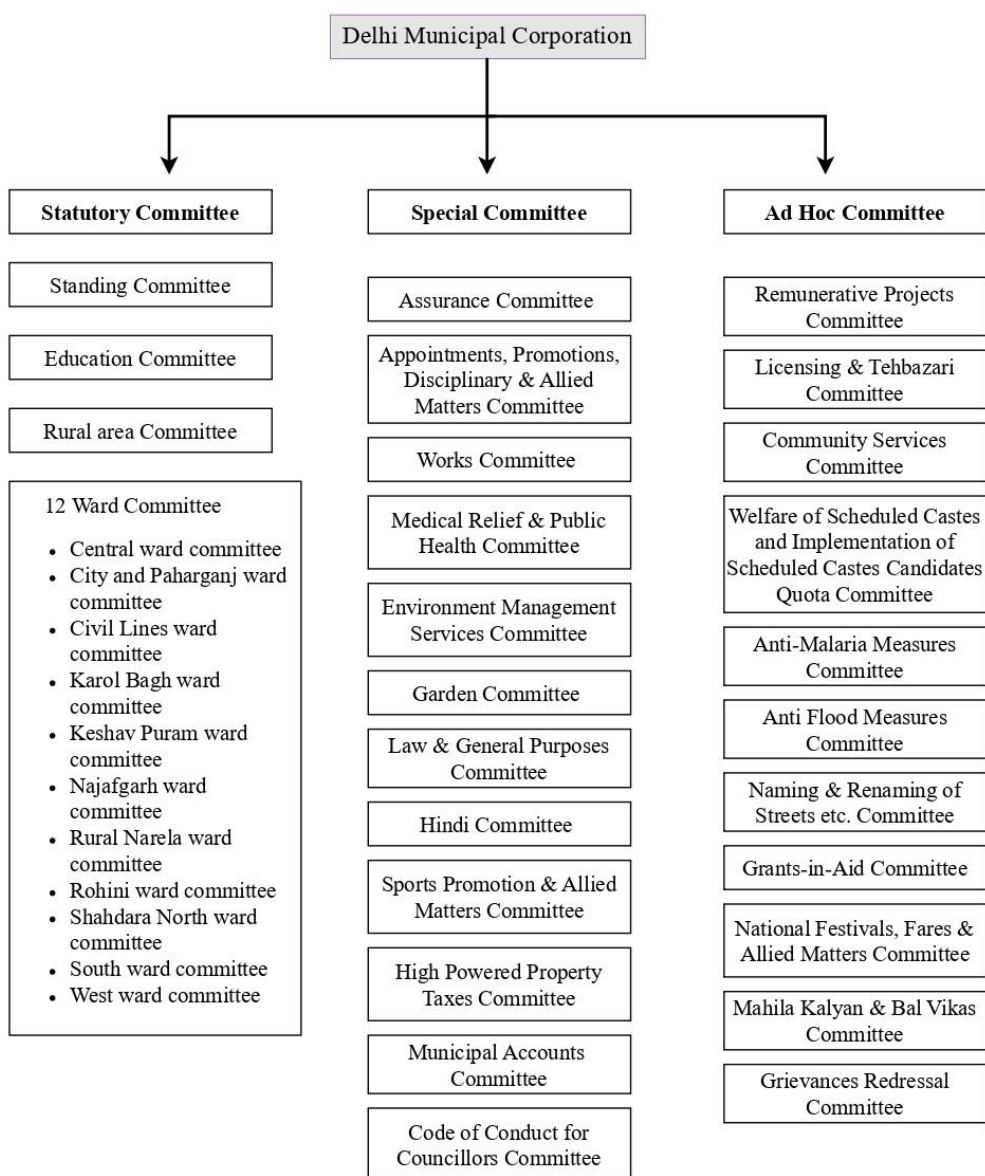
- (1) For each Zone there shall be a Wards Committee which shall consist of, —
 - (a) all the Councillors elected from the wards comprised in that Zone; and
- (2) The Wards Committee shall be deemed to have been constituted from the date on which the Corporation is constituted after each general election.
- (3) The Wards Committee shall at its first meeting in each year elect one of its members who is a Councillor to be the Chairman and another member to be the Deputy Chairman.
- (4) When any question arises as to whether any matter falls within the purview of a Wards Committee or the Corporation, it shall be referred to the Government, and the decision of that Government thereon shall be final.

The 15th Schedule of the Delhi Municipal Corporation Act defines the powers and functions of the Wards Committee as under:

- 1) Sanction estimates and plans for municipal works to be carried out with the Zone costing up to rupees one crore, other than works taken up and executed for Delhi as a whole or those covering more than one Zone, provided that specific provisions exists therefore in the budget sanctioned by a corporation.
- 2) Call for any report, return, plan, estimate, statement account or statistics from the Commissioner, connected with matter pertaining to the municipal administration in that zone.

- 3) Scrutinise monthly statements of receipts and disbursements and of the progress reports in the collection of revenue in the Zone.
- 4) Consider and make recommendations on the proposals regarding estimates of revenue and expenditure pertaining to the Zone under different heads of account of the budget before being forwarded to the Commissioner.
- 5) Report on advice upon any matter which a corporation may refer to it under the Act.
- 6) Deal with such other matters as may be delegated by a corporation to the Ward Committee.
- 7) In general, exercise all such municipal powers and functions of a corporation as are to be performed exclusively in the Zone concerned other than those relating to Delhi as a whole or involving two or more Zone.

Figure 1: Structure of Delhi Municipal Corporation Elected Wing



Corporation term wise committee formed list

Sr. No.	Committee Name	Previous Term (2017-2022)	Current Term (2023-2028)	
			2023	2024
1	General Body Meeting (GBM)	✓	✓	✓
2	Wards Committees	✓	✗	✓
3	Standing Committee	✓	✗	✗
4	Education Committee	✓	✗	✗
5	Rural Area Committee	✓	✗	✗
6	Assurance Committee	✓	✗	✗
7	Appointments Promotions, Disciplinary & Allied Matters Committee	✓	✗	✗
8	Works Committee	✓	✗	✗
9	Medical Relief & Public Health Committee	✓	✗	✗
10	Environment Management Services Committee	✓	✗	✗
11	Garden Committee	✓	✗	✗
12	Law & General Purposes Committee	✓	✗	✗
13	Hindi Committee	✓	✗	✗
14	Sports Promotions & Allied Matters Committee	✓	✗	✗
15	High Powered Property Taxes Committee	✓	✗	✗
16	Municipal Accounts Committee	✓	✗	✗
17	Code of Conduct Committee	✓	✗	✗

In the previous term (2017–2022), all 17 committees were functional. However, in the current term (2023–2028), only the General Body Meeting is active. Wards Committee were formed recently in September 2024, showcasing an institutional gap.

Chapter 2 - Status of Wards Committee

Table 1: Number of issues raised in All Committees¹ and Wards committee

Corporation	Years	No. of Meetings		No. of Issues Raised		Avg. no. of issues raised per meeting	
		All Committees	Wards Committee	All Committees	Wards Committee	All Committees	Wards Committee
Previous Term (2017-2022)	2017	252	75	11,282	7,734	45	103
	2018	546	211	21,403	12,956	39	61
	2019	453	154	16,737	7,946	37	52
	2020	381	133	11,059	6,321	29	48
	2021	332	130	9,793	7,606	29	59
	Jan-22 to Mar-22	71	36	2,761	1,656	39	46
Current Term (2023-2028)	2023 ²	28	0	715	0	26	0
	2024	117	68	4,601	4,110	39	60
Average per year		273	101	9,794	6,041	36	60

Inference:

- The number of issues raised in Wards Committee meetings decreased by 5 times, from 20,690 in the previous term (2017 to 2018) to 4,110 in the current term (2023 to 2024).
- Similarly, issues raised in all committee meetings decreased by 6 times from 32,685 in the previous term (2017 to 2018) to 5,316 in the current term (2023 to 2024).

¹ This covers all committees, including the Wards Committee.

² Wards Committees was not constituted.

Table 2: Total meetings and attendance in All Committees³ and Wards committee

Corporation	Years	No. of Meetings		Attendance (In %)	
		All Committees	Wards Committee	All Committees	Wards Committee
Previous Term (2017-2022)	2017	252	75	82%	81%
	2018	546	211	71%	68%
	2019	453	154	73%	61%
	2020	381	133	68%	56%
	2021	332	130	63%	57%
	Jan-22 to Mar-22	71	36	62%	51%
Current Term (2023-2028)	2023 ⁴	28	0	89%	0%
	2024	117	68	86%	76%
Average per year		273	101	74%	56%

Inference:

- The number of Wards Committee meetings decreased by 4.2 times, from 286 in the previous term (2017 to 2018) to 68 in the current term (2023 to 2024).
- Similarly, the number of meetings in all committees decreased by 5.5 times, from 798 in the previous term (2017 to 2018) to 145 in the current term (2023 to 2024). This directly results in lesser opportunities for councillors to attend and deliberate on public issues.
- From previous term (2017 to 2018) to current term (2023 to 2024), more than 70% attendance of Councillors were recorded for both Wards and All committee meetings. The increased attendance highlights the importance of ward committee as a platform for discussion and engagement.

³ This covers all committees, including the Ward Committee.

⁴ Ward Committees was not constituted.

Chapter 3 - Comparison of Civic Complaints and Issues Raised/Questions Asked

Table 3: Overall Citizens Complaints Registered in Delhi

Issues	Complaints							
	2017	2018	2019	2020	2021	2022	2023	Average per year (2017 to 2023)
Water Supply	1,65,735	1,59,858	1,16,578	1,40,718	1,60,960	1,99,249	1,93,938	1,62,434
Sewerage	73,088	84,683	78,997	83,647	1,02,711	1,38,545	1,73,652	1,05,046
Solid Waste Management (SWM)	27,481	28,349	23,555	28,149	16,664	16,239	8,720	21,308
Nuisance due to stray dogs, monkeys etc.	22,574	21,518	19,013	11,390	9,586	11,576	7,673	14,761
Drainage	18,522	14,025	10,859	8,352	8,184	12,094	10,600	11,805
Pest Control	5,903	4,835	3,618	6,972	3,797	2,224	1,153	4,072
Garden	4,315	5,087	4,045	4,224	3,541	3,953	2,174	3,906
License	5,079	5,083	4,704	2,912	2,469	2,853	1,763	3,552
Roads/ Footpaths	4,414	5,252	4,779	2,810	2,387	4,457	2,937	3,862
Storm Water Drainage	2,093	2,101	1,547	1,053	1,086	889	582	1,336
Toilet	424	410	465	285	195	213	120	302
Pollution	211	251	240	97	62	64	42	138
Others Civic Issue ⁵	58,645	67,863	61,699	46,259	43,572	55,112	52,357	55,072
Total	3,88,484	3,99,315	3,30,099	3,36,868	3,55,214	4,47,468	4,55,711	3,87,594

Inference:

- On an average 3,87,594 complaints were registered by citizens per year between 2017 to 2023.
- Top complaints received were related to **water supply (42%), sewerage (27%), solid waste management (5%)**.

⁵ Included Buildings, Colony Officer, Estate, Shop and Establishment, Municipal Corporation Delhi Related etc.

Table 4: Zone-wise Average of Complaints Registered (from 2017 to 2023)

Issues	Shahdara North	Shahdara South	Keshav Puram ⁶	Narela	Karol Bagh	Rohini	City and Sadar paharganj ⁷	Civil Lines	Central	West	South	Najafgarh	Overall Delhi
Water Supply	12,536	15,267	5,620	8,430	10,680	19,330	4,229	10,451	10,038	23,948	17,285	15,989	1,62,434
Sewerage	10,302	15,191	5,223	2,611	7,672	7,918	4,065	4,427	4,390	23,636	8,992	8,130	1,05,046
Solid Waste Management (SWM)	1,994	1,423	914	2,386	711	2,472	527	2,095	1,515	1,981	2,260	3,581	21,308
Nuisance due to stray dogs, monkeys etc.	1,419	1,523	974	1,138	991	1,805	525	1,367	1,125	1,333	1,527	1,369	14,761
Drainage	1,325	1,263	309	1,224	476	1,316	333	684	852	1,422	921	1,495	11,805
Pest Control	388	452	222	247	323	390	141	267	212	224	646	683	4,072
Garden	232	399	300	170	404	524	138	227	432	249	606	336	3,906
License	339	335	203	166	246	434	147	277	375	339	440	329	3,552
Roads/Footpaths	470	534	179	160	306	289	171	233	247	418	477	311	3,862
Storm Water Drainage	25	53	131	38	281	86	86	125	242	76	110	102	1,336
Toilet	13	33	10	16	18	21	23	27	42	20	40	42	302
Pollution	14	19	11	8	11	14	12	12	8	5	13	13	138
Others Civic Issue Related*	4,743	5,205	5,659	2,563	6,101	5,512	1,906	6,949	9,480	1,856	2,983	1,622	55,072
Total	33,799	41,697	19,754	19,157	28,219	40,113	12,304	26,513	28,959	55,506	35,493	34,003	3,87,594

Inference:

- Zone-wise data shows that West (15%) and Rohini (12%) zones recorded the highest number of water supply complaints, while Najafgarh (13%) and West (12%) zones reported the highest number of drainage complaints.
- The highest number of SWM complaints were reported from Najafgarh (17%), followed by Rohini (12%) and Narela (11%).
- Overall, West (14%) and Shahdara South (11%) recorded the highest number of complaints.

⁶Represents data from Sept '17 – Dec '17. In August 2017, Keshav Puram Zone was formed.

⁷In April 2017, after the Civic elections, Zones were delimited and revised according to population changes. In July 2017, City & Sadar Paharganj Zones were merged to form City & Sadar Paharganj Zone

Table 5: Number of issues raised/question asked in the Wards Committee

Issues	2017	2018	2019	2020	2021	Jan'22 to Mar'22	2023 ⁸	2024
Water Supply	15	47	34	43	42	8	0	24
Sewerage	3	0	6	5	8	5	0	15
Solid Waste Management (SWM)	1,032	2,150	1,624	1,081	1,489	332	0	817
Nuisance due to stray dogs, monkeys etc.	181	331	295	235	281	100	0	228
Drainage	170	222	126	96	145	17	0	139
Pest Control	51	60	65	51	109	8	0	88
Garden	729	871	498	557	561	174	0	371
License	1,067	1,666	1,084	674	783	268	0	525
Roads/ Footpaths	774	1,430	878	671	816	150	0	380
Storm Water Drainage	13	279	142	136	206	49	0	41
Toilet	108	298	175	137	169	40	0	147
Pollution	12	13	28	11	8	1	0	17
Others Civic Issues ⁹	1,776	2,877	1,831	1,697	1,996	354	0	828
Issues Other than Civic ¹⁰	1,803	2,712	1,160	927	993	150	0	490
Total	7,734	12,956	7,946	6,321	7,606	1,656	0	4,110

Previous Term (2017-2022) Current Term (2023-2028)

Inference:

- Most of the **issues** raised by Councillors in Wards Committees were **related to Civic Services**.
- The average number of issues raised in Wards Committee meetings has decreased significantly, from 7,370 in the previous term (2017-2022) to 2,055 in the current term (2023-2028).
- During the previous term (2017-2022), 1,285 issues related to Solid Waste Management (SWM) were raised, compared to only 409 issues in the current term (2023-2028).
- **In 2023, no issues were raised** in Wards Committees as the **committee was not constituted**.

⁸ Wards Committee was not constituted.

⁹ Included Buildings, Colony Officer, Estate, Shop and Establishment, Municipal Corporation Delhi Related etc.

¹⁰ Included Education, Health, Community Welfare, Industries, Revenue etc.

Table 6: Comparison of civic complaints and issues raised/questions asked in the Wards Committee

Issues	Average complaints per year (2017 to 2023)	Average issues raised/questions asked	
		Jan'17 to Mar'22	2023 to 2024
Water Supply	1,62,434	32	12
Sewerage	1,05,046	5	8
Solid Waste Management (SWM)	21,308	1,285	409
Nuisance due to stray dogs, monkeys etc.	14,761	237	114
Drainage	11,805	129	70
Pest Control	4,072	57	44
Garden	3,906	565	186
License	3,552	924	263
Roads/ Footpaths	3,862	787	190
Storm Water Drainage	1,336	138	21
Toilet	302	155	74
Pollution	138	12	9
Others Civic Issues ¹¹	55,072	1,755	414
Issues Other than Civic ¹²	NA	1,291	245
Average	3,87,594	7,370	2,055

Previous Term (2017-2022) Current Term (2023-2028)

Inference:

- Between 2017 to 2023, an average of **1,62,434 complaints** related to **water supply** were received. However, only an average **32 questions** were raised on this during the **previous term**, and just **12** have been raised **in the current term**.
- Similarly, despite receiving an average **1,05,046 complaints** related to **sewerage**, only an average of **5 to 8 issues** were raised. In case of **solid waste management**, out of an average of **21,308 complaints**, only **1,285 issues** were raised in the previous term and just **409 in the current term**.
- This **mismatch between complaints and issues raised** highlights the disconnect between public grievances and their representation in formal forums by Councillors.

¹¹ Included Buildings, Colony Officer, Estate, Shop and Establishment, Municipal Corporation Delhi Related etc.

¹² Included Education, Health, Community Welfare, Industries, Revenue etc.

Chapter 4 - Importance of Standing Committee

- The **Standing Committee** is the apex committee. It is the most important committee of the municipal corporation because it plays a **crucial role in financial oversight, municipal property transactions, and sanctioning certain government posts.**
- Standing committee meets once a week enabling timely **resolution of issues ensuring effective governance.**
- Standing **committee consists** of six members elected by Councillors from among themselves and **one member from each of 12 ward committees.**
- **Currently, the Standing Committee is not constituted** as there is a stay on its formation by the Supreme Court owing to a dispute pertaining to its final members.

Recommendation for Improving Governance and Services

- The 74th Constitutional Amendment Act, 1992, envisions the formation of various committees at the local level, each tasked with addressing specific issues. It also mandates the creation of distinct Ward Committees to ensure that local matters are addressed effectively and exclusively.
- Immediate constitution of Wards Committee is crucial. Any delay undermines democratic processes, weakens engagement between citizens and the government, and goes against the spirit of constitutional decentralisation.
- Wards Committee should include citizen representatives – either as formal members or observers. Provisions must be made for citizen involvement in these committees, enabling participation in planning, budgeting, and other key municipal processes.
- These committees should be formed at the beginning of every municipal term. Timely formation allows for prompt issue resolution, ongoing dialogue between Councillors and residents, and consistent civic planning and accountability.

Annexures

1. Zone-wise data

Shahdara North Zone:

Table 7: Overall Citizens Complaints Registered in Shahdara North Zone

Issues	2017	2018	2019	2020	2021	2022	2023	Average per year (2017 to 2023)
Water Supply	13,473	9,646	10,567	12,203	11,699	15,170	14,995	12,536
Sewerage	6,700	7,862	8,382	9,334	9,691	12,443	17,705	10,302
Solid Waste Management (SWM)	2,456	2,642	2,222	2,190	880	1,909	1,660	1,994
Nuisance due to stray dogs, monkeys etc.	1,861	1,778	1,856	1,197	888	1,199	1,157	1,419
Drainage	1,703	1,373	1,195	1,260	873	1,287	1,581	1,325
Pest Control	437	384	393	811	277	213	200	388
Garden	194	213	246	262	179	251	276	232
License	432	455	384	216	203	328	352	339
Roads/Footpaths	442	737	658	427	191	439	396	470
Storm Water Drainage	34	26	34	14	14	26	25	25
Toilet	13	26	11	14	7	5	17	13
Pollution	23	17	23	11	9	7	8	14
Others Civic Issues	7,001	4,400	3,936	3,640	3,519	6,400	4,303	4,743
Total	34,769	29,559	29,907	31,579	28,430	39,677	42,675	33,799

Previous Term (2017-2022) Current Term (2023-2028)

Table 8: Number of issues raised/question asked in the Shahdara North Zone Ward Committee

Issues	2017	2018	2019	2020	2021	Jan'22 to Mar'22	2023	2024
Water Supply	1	2	3	7	1	3	0	2
Sewerage	0	0	1	1	2	1	0	1
Solid Waste Management (SWM)	129	168	248	131	144	36	0	86
Nuisance due to stray dogs, monkeys etc.	23	7	9	35	9	7	0	14
Drainage	25	32	19	18	19	4	0	16
Pest Control	15	12	15	9	14	1	0	19
Garden	27	119	35	111	60	29	0	28
License	66	100	154	177	56	33	0	53
Roads/Footpaths	38	195	100	111	94	18	0	34
Storm Water Drainage	1	11	14	28	29	8	0	0
Toilet	11	9	15	6	7	4	0	6
Pollution	1	1	4	6	2	1	0	5
Others Civic Issues	92	167	215	190	145	32	0	80
Issues Other than Civic	88	233	252	147	112	8	0	62
Total	517	1,056	1,084	977	694	185	0	406

Table 9: Comparison of civic complaints and issues raised/questions asked in the Shahdara North Ward Committee

Issues	Average complaints per year (2017 to 2023)	Average issues raised/questions asked	
		Jan'17 to Mar'22	2023 to 2024
Water Supply	12,536	3	1
Sewerage	10,302	1	1
Solid Waste Management (SWM)	1,994	143	43
Nuisance due to stray dogs, monkeys etc.	1,419	15	7
Drainage	1,325	20	8
Pest Control	388	11	10
Garden	232	64	14
License	339	98	27
Roads/Footpaths	470	93	17
Storm Water Drainage	25	15	0
Toilet	13	9	3
Pollution	14	3	3
Others Civic Issues	4,743	140	40
Issues Other than Civic	NA	140	31
Total	33,799	752	203

Previous Term (2017-2022) Current Term (2023-2028)

Shahdara South Zone:

Table 10: Overall Citizens Complaints Registered in Shahdara South Zone

Issues	2017	2018	2019	2020	2021	2022	2023	Average per year (2017 to 2023)
Water Supply	14,242	11,861	13,375	15,422	13,865	18,072	20,035	15,267
Sewerage	10,221	14,423	13,255	14,207	14,275	19,348	20,609	15,191
Solid Waste Management (SWM)	1,575	1,900	1,894	1,521	1,101	1,078	891	1,423
Nuisance due to stray dogs, monkeys etc.	2,116	2,104	2,477	1,307	1,016	932	712	1,523
Drainage	1,510	1,321	1,320	1,087	955	1,333	1,312	1,263
Pest Control	588	512	398	845	572	133	119	452
Garden	425	532	508	365	325	344	291	399
License	389	605	501	296	181	183	189	335
Roads/Footpaths	440	678	849	417	330	611	410	534
Storm Water Drainage	82	117	72	37	20	25	21	53
Toilet	32	69	48	29	26	14	12	33
Pollution	19	40	42	13	8	5	9	19
Others Civic Issues	2,103	6,936	5,585	6,143	4,925	5,569	5,173	5,205
Total	33,742	41,098	40,324	41,689	37,599	47,647	49,783	41,697

Previous Term (2017-2022) Current Term (2023-2028)

Table 11: Number of issues raised/question asked in the Shahdara South Zone Ward Committee

Issues	2017	2018	2019	2020	2021	Jan'22 to Mar'22	2023	2024
Water Supply	1	7	1	3	0	0	0	0
Sewerage	0	0	0	0	0	0	0	3
Solid Waste Management (SWM)	87	153	70	40	113	26	0	69
Nuisance due to stray dogs, monkeys etc.	18	21	29	23	17	24	0	17
Drainage	20	31	13	1	4	1	0	16
Pest Control	5	7	7	7	12	1	0	2
Garden	140	60	48	47	16	18	0	48
License	88	206	126	62	41	51	0	44
Roads/Footpaths	59	118	90	56	10	17	0	26
Storm Water Drainage	1	51	16	19	16	3	0	3
Toilet	10	21	8	5	10	5	0	31
Pollution	0	0	2	0	2	0	0	2
Others Civic Issues	101	204	131	108	89	41	0	97
Issues Other than Civic	98	278	46	71	112	10	0	35
Total	628	1,157	587	442	442	197	0	393

Table 12: Comparison of civic complaints and issues raised/questions asked in the Shahdara South Ward Committee

Issues	Average complaints per year (2017 to 2023)	Average issues raised/questions asked	
		Jan'17 to Mar'22	2023 to 2024
Water Supply	15,267	2	0
Sewerage	15,191	0	2
Solid Waste Management (SWM)	1,423	82	35
Nuisance due to stray dogs, monkeys etc.	1,523	22	9
Drainage	1,263	12	8
Pest Control	452	7	1
Garden	399	55	24
License	335	96	22
Roads/Footpaths	534	58	13
Storm Water Drainage	53	18	2
Toilet	33	10	16
Pollution	19	1	1
Others Civic Issues	5,205	112	49
Issues Other than Civic	NA	103	18
Total	41,697	576	197

Previous Term (2017-2022) Current Term (2023-2028)

Keshav Puram Zone:

Table 13: Overall Citizens Complaints Registered in Keshav Puram Zone

Issues	2017 ¹³	2018	2019	2020	2021	2022	2023	Average per year (2017 to 2023)
Water Supply	5	4,589	5,969	5,822	8,060	8,326	6,568	5,620
Sewerage	2	3,680	5,385	5,134	6,525	7,347	8,485	5,223
Solid Waste Management (SWM)	380	1,972	1,648	1,214	459	360	366	914
Nuisance due to stray dogs, monkeys etc.	584	2,179	1,596	823	518	572	545	974
Drainage	48	511	353	274	268	351	359	309
Pest Control	126	402	289	478	134	49	75	222
Garden	120	487	377	380	266	243	224	300
License	68	369	337	265	135	100	145	203
Roads/Footpaths	59	352	249	135	106	221	134	179
Storm Water Drainage	44	278	232	132	87	71	74	131
Toilet	5	20	19	6	3	10	7	10
Pollution	7	33	20	6	2	5	1	11
Others Civic Issues	2,203	9,620	7,869	4,241	4,620	4,531	6,532	5,659
Total	3,651	24,492	24,343	18,910	21,183	22,186	23,515	19,754

Previous Term (2017-2022) Current Term (2023-2028)

¹³Represents data from Sept '17 – Dec '17. In August 2017, Keshav Puram Zone was formed.

Table 14: Number of issues raised/question asked in the Keshav Puram Ward Committee

Issues	2017	2018	2019	2020	2021	Jan'22 to Mar'22	2023	2024
Water Supply	0	0	1	0	2	1	0	1
Sewerage	0	0	1	1	0	0	0	1
Solid Waste Management (SWM)	52	113	107	91	74	38	0	42
Nuisance due to stray dogs, monkeys etc.	38	56	59	32	57	25	0	28
Drainage	2	8	6	7	8	3	0	10
Pest Control	9	0	4	6	6	2	0	1
Garden	69	48	58	33	36	25	0	35
License	102	149	79	51	63	35	0	65
Roads/Footpaths	79	99	75	34	37	16	0	14
Storm Water Drainage	2	12	5	4	2	4	0	5
Toilet	5	7	3	9	5	2	0	8
Pollution	0	3	1	0	2	0	0	0
Others Civic Issues	207	205	154	194	135	36	0	74
Issues Other than Civic	92	207	60	50	39	12	0	29
Total	657	907	613	512	466	199	0	313

Table 15: Comparison of civic complaints and issues raised/questions asked in the Keshav Puram Ward Committee

Issues	Average complaints per year (2017 to 2023)	Average issues raised/questions asked	
		Jan'17 to Mar'22	2023 to 2024
Water Supply	5,620	1	1
Sewerage	5,223	0	1
Solid Waste Management (SWM)	914	79	21
Nuisance due to stray dogs, monkeys etc.	974	45	14
Drainage	309	6	5
Pest Control	222	5	1
Garden	300	45	18
License	203	80	33
Roads/Footpaths	179	57	7
Storm Water Drainage	131	5	3
Toilet	10	5	4
Pollution	11	1	0
Others Civic Issues	5,659	155	37
Issues Other than Civic	NA	77	15
Total	19,754	559	157

Previous Term (2017-2022) Current Term (2023-2028)

Narela Zone:

Table 16: Overall Citizens Complaints Registered in Narela Zone

Issues	2017	2018	2019	2020	2021	2022	2023	Average per year (2017 to 2023)
Water Supply	4,383	4,616	5,858	10,032	11,981	13,421	8,722	8,430
Sewerage	443	1,439	1,227	2,017	3,806	4,648	4,697	2,611
Solid Waste Management (SWM)	2,135	2,529	2,372	3,415	2,709	2,249	1,294	2,386
Nuisance due to stray dogs, monkeys etc.	1,231	1,364	1,399	932	891	1,111	1,035	1,138
Drainage	1,680	1,462	1,128	967	1,037	1,312	984	1,224
Pest Control	560	323	214	169	185	169	107	247
Garden	139	182	179	184	197	165	142	170
License	210	204	238	138	137	133	103	166
Roads/Footpaths	181	153	143	142	132	239	129	160
Storm Water Drainage	53	29	46	60	27	26	27	38
Toilet	31	17	24	12	15	13	3	16
Pollution	11	13	17	7	3	1	1	8
Others Civic Issues	1,195	4,716	3,424	1,692	1,442	2,745	2,729	2,563
Total	12,252	17,047	16,269	19,767	22,562	26,232	19,973	19,157

Previous Term (2017-2022) Current Term (2023-2028)

Table 17: Number of issues raised/question asked in the Narela Ward Committee

Issues	2017	2018	2019	2020	2021	Jan'22 to Mar'22	2023	2024
Water Supply	2	6	3	5	0	0	0	2
Sewerage	0	0	1	0	1	0	0	1
Solid Waste Management (SWM)	93	133	88	93	188	33	0	91
Nuisance due to stray dogs, monkeys etc.	6	7	11	3	13	1	0	28
Drainage	14	17	4	16	42	0	0	28
Pest Control	0	3	5	4	18	1	0	10
Garden	10	48	28	42	59	9	0	24
License	18	81	65	25	58	4	0	20
Roads/Footpaths	36	96	37	40	71	4	0	49
Storm Water Drainage	2	34	24	29	66	4	0	1
Toilet	12	10	8	12	14	0	0	20
Pollution	3	4	1	1	0	0	0	0
Others Civic Issues	139	189	144	175	272	16	0	87
Issues Other than Civic	62	125	80	52	82	2	0	67
Total	397	753	499	497	884	74	0	428

Table 18: Comparison of civic complaints and issues raised/questions asked in the Narela Ward Committee

Issues	Average complaints per year (2017 to 2023)	Average issues raised/questions asked	
		Jan'17 to Mar'22	2023 to 2024
Water Supply	8,430	3	1
Sewerage	2,611	0	1
Solid Waste Management (SWM)	2,386	105	46
Nuisance due to stray dogs, monkeys etc.	1,138	7	14
Drainage	1,224	16	14
Pest Control	247	5	5
Garden	170	33	12
License	166	42	10
Roads/Footpaths	160	47	25
Storm Water Drainage	38	27	1
Toilet	16	9	10
Pollution	8	2	0
Others Civic Issues	2,563	156	44
Issues Other than Civic	NA	67	34
Total	19,157	517	214

Previous Term (2017-2022) Current Term (2023-2028)

Karol Bagh Zone:

Table 19: Overall Citizens Complaints Registered in Karol Bagh Zone

Issues	2017	2018	2019	2020	2021	2022	2023	Average per year (2017 to 2023)
Water Supply	9,983	10,523	10,148	8,431	9,488	13,216	12,973	10,680
Sewerage	5,722	7,187	7,047	7,196	7,042	8,732	10,775	7,672
Solid Waste Management (SWM)	1,022	1,130	660	690	658	516	301	711
Nuisance due to stray dogs, monkeys etc.	1,575	1,483	1,162	744	659	816	501	991
Drainage	829	521	376	303	364	424	516	476
Pest Control	336	350	231	636	453	155	97	323
Garden	420	501	331	417	490	423	243	404
License	332	330	245	149	230	308	127	246
Roads/Footpaths	402	466	352	175	215	338	193	306
Storm Water Drainage	373	426	313	217	284	212	145	281
Toilet	24	24	18	14	17	14	13	18
Pollution	10	19	23	7	7	5	6	11
Others Civic Issues	9,511	6,049	7,130	4,343	5,530	7,137	3,006	6,101
Total	30,539	29,009	28,036	23,322	25,437	32,296	28,896	28,219

Previous Term (2017-2022) Current Term (2023-2028)

Table 20: Number of issues raised/question asked in the Karol Bagh Ward Committee

Issues	2017	2018	2019	2020	2021	Jan'22 to Mar'22	2023	2024
Water Supply	2	17	2	8	3	1	0	4
Sewerage	3	0	0	1	1	3	0	1
Solid Waste Management (SWM)	46	146	80	99	127	55	0	35
Nuisance due to stray dogs, monkeys etc.	21	38	26	32	25	10	0	13
Drainage	4	9	10	10	13	2	0	14
Pest Control	3	2	1	4	16	0	0	3
Garden	47	133	55	98	72	24	0	39
License	81	182	64	62	63	30	0	33
Roads/Footpaths	45	135	88	98	118	31	0	22
Storm Water Drainage	0	22	9	18	12	7	0	3
Toilet	7	23	25	20	29	5	0	12
Pollution	2	1	1	0	2	0	0	1
Others Civic Issues	72	311	110	98	195	87	0	52
Issues Other than Civic	64	236	75	103	90	34	0	24
Total	397	1,255	546	651	766	289	0	256

Table 21: Comparison of civic complaints and issues raised/questions asked in the Karol Bagh Ward Committee

Issues	Average complaints per year (2017 to 2023)	Average issues raised/questions asked	
		Jan'17 to Mar'22	2023 to 2024
Water Supply	10,680	6	2
Sewerage	7,672	1	1
Solid Waste Management (SWM)	711	92	18
Nuisance due to stray dogs, monkeys etc.	991	25	7
Drainage	476	8	7
Pest Control	323	4	2
Garden	404	72	20
License	246	80	17
Roads/Footpaths	306	86	11
Storm Water Drainage	281	11	2
Toilet	18	18	6
Pollution	11	1	1
Others Civic Issues	6,101	146	26
Issues Other than Civic	NA	100	12
Total	28,219	651	128

Previous Term (2017-2022) Current Term (2023-2028)

Rohini Zone:

Table 22: Overall Citizens Complaints Registered in Rohini Zone

Issues	2017	2018	2019	2020	2021	2022	2023	Average per year (2017 to 2023)
Water Supply	23,113	10,030	10,665	18,587	20,836	25,676	26,405	19,330
Sewerage	5,248	3,907	3,960	4,916	8,262	11,415	17,718	7,918
Solid Waste Management (SWM)	3,675	3,445	2,914	2,752	2,260	1,913	348	2,472
Nuisance due to stray dogs, monkeys etc.	3,234	2,500	2,411	1,508	1,156	1,354	474	1,805
Drainage	2,317	1,551	1,190	828	846	1,372	1,110	1,316
Pest Control	752	477	430	389	348	306	28	390
Garden	794	675	694	644	439	347	78	524
License	751	542	613	402	297	328	102	434
Roads/Footpaths	429	280	294	181	179	377	285	289
Storm Water Drainage	205	105	98	63	49	74	8	86
Toilet	36	33	33	11	16	18	3	21
Pollution	18	34	19	16	6	4	1	14
Others Civic Issues	3,341	4,461	6,022	5,395	3,452	8,571	7,341	5,512
Total	43,913	28,040	29,343	35,692	38,146	51,755	53,901	40,113

Previous Term (2017-2022) Current Term (2023-2028)

Table 23: Number of issues raised/question asked in the Rohini Ward Committee

Issues	2017	2018	2019	2020	2021	Jan'22 to Mar'22	2023	2024
Water Supply	1	2	1	2	1	0	0	0
Sewerage	0	0	2	0	0	0	0	0
Solid Waste Management (SWM)	77	342	198	81	84	32	0	90
Nuisance due to stray dogs, monkeys etc.	11	62	32	16	20	13	0	44
Drainage	18	32	22	3	14	1	0	7
Pest Control	3	6	3	0	2	1	0	5
Garden	193	87	100	39	43	12	0	27
License	306	204	112	32	64	10	0	61
Roads/Footpaths	105	94	68	22	23	7	0	17
Storm Water Drainage	4	31	24	4	14	1	0	9
Toilet	4	32	35	6	4	2	0	0
Pollution	0	1	1	0	0	0	0	3
Others Civic Issues	348	370	227	77	117	22	0	92
Issues Other than Civic	201	500	119	24	47	13	0	29
Total	1,271	1,763	944	306	433	114	0	384

Table 24: Comparison of civic complaints and issues raised/questions asked in the Rohini Ward Committee

Issues	Average complaints per year (2017 to 2023)	Average issues raised/questions asked	
		Jan'17 to Mar'22	2023 to 2024
Water Supply	19,330	1	0
Sewerage	7,918	0	0
Solid Waste Management (SWM)	2,472	136	45
Nuisance due to stray dogs, monkeys etc.	1,805	26	22
Drainage	1,316	15	4
Pest Control	390	3	3
Garden	524	79	14
License	434	121	31
Roads/Footpaths	289	53	9
Storm Water Drainage	86	13	5
Toilet	21	14	0
Pollution	14	0	2
Others Civic Issues	5,512	194	46
Issues Other than Civic	NA	151	15
Total	40,113	805	192

Previous Term (2017-2022) Current Term (2023-2028)

City and Paharganj Zone:

Table 25: Overall Citizens Complaints Registered in City and Paharganj Zone

Issues	2017 ¹⁴	2018	2019	2020	2021	2022	2023	Average per year (2017 to 2023)
Water Supply	13	3,556	5,026	4,335	4,827	5,728	6,116	4,229
Sewerage	4	5,028	4,624	4,429	3,894	4,193	6,284	4,065
Solid Waste Management (SWM)	522	796	559	796	448	296	272	527
Nuisance due to stray dogs, monkeys etc.	449	902	845	335	352	444	351	525
Drainage	99	575	458	317	218	307	360	333
Pest Control	250	269	100	166	79	67	59	141
Garden	79	197	116	167	119	197	90	138
License	155	309	194	101	55	111	107	147
Roads/Footpaths	142	379	229	123	65	136	122	171
Storm Water Drainage	126	215	110	49	51	20	30	86
Toilet	32	39	35	19	5	18	12	23
Pollution	19	30	22	4	2	4	3	12
Others Civic Issues	457	3,328	1,985	2,690	1,209	1,452	2,224	1,906
Total	2,347	15,623	14,303	13,531	11,324	12,973	16,030	12,304

Previous Term (2017-2022) Current Term (2023-2028)

¹⁴In April 2017, after the Civic elections, Zones were delimited and revised according to population changes. In July 2017, City & Sadar Paharganj Zones were merged to form City & Sadar Paharganj Zone

Table 26: Number of issues raised/question asked in the City and Paharganj Ward Committee

Issues	2017	2018	2019	2020	2021	Jan'22 to Mar'22	2023	2024
Water Supply	2	0	1	1	10	0	0	0
Sewerage	0	0	0	1	2	1	0	0
Solid Waste Management (SWM)	26	95	105	70	97	9	0	65
Nuisance due to stray dogs, monkeys etc.	14	48	59	33	36	9	0	14
Drainage	7	7	7	4	8	0	0	0
Pest Control	1	13	6	2	8	0	0	8
Garden	22	46	26	18	23	3	0	21
License	94	192	115	62	80	13	0	56
Roads/Footpaths	75	207	175	113	172	10	0	42
Storm Water Drainage	0	11	8	1	8	1	0	2
Toilet	7	23	14	2	11	2	0	14
Pollution	1	1	3	0	0	0	0	2
Others Civic Issues	173	326	217	221	290	21	0	86
Issues Other than Civic	143	169	136	92	108	6	0	59
Total	565	1,138	872	620	853	75	0	369

Table 27: Comparison of civic complaints and issues raised/questions asked in the City and Paharganj Ward Committee

Issues	Average complaints per year (2017 to 2023)	Average issues raised/questions asked	
		Jan'17 to Mar'22	2023 to 2024
Water Supply	4,229	2	0
Sewerage	4,065	1	0
Solid Waste Management (SWM)	527	67	33
Nuisance due to stray dogs, monkeys etc.	525	33	7
Drainage	333	6	0
Pest Control	141	5	4
Garden	138	23	11
License	147	93	28
Roads/Footpaths	171	125	21
Storm Water Drainage	86	5	1
Toilet	23	10	7
Pollution	12	1	1
Others Civic Issues	1,906	208	43
Issues Other than Civic	NA	109	30
Total	12,304	687	185

Previous Term (2017-2022) Current Term (2023-2028)

Civil Lines Zone:

Table 28: Overall Citizens Complaints Registered in Civil Lines Zone

Issues	2017	2018	2019	2020	2021	2022	2023	Average per year (2017 to 2023)
Water Supply	19,561	5,941	6,756	7,084	9,570	12,074	12,172	10,451
Sewerage	7,266	3,180	3,351	3,022	3,361	4,802	6,006	4,427
Solid Waste Management (SWM)	2,647	1,981	1,425	4,039	1,489	990	0	2,095
Nuisance due to stray dogs, monkeys etc.	2,847	1,820	1,476	712	567	782	0	1,367
Drainage	1,737	1,082	674	372	280	430	215	684
Pest Control	576	405	173	183	142	122	0	267
Garden	429	236	163	215	152	164	0	227
License	607	371	313	150	118	102	0	277
Roads/Footpaths	571	341	277	95	79	175	93	233
Storm Water Drainage	283	196	64	88	83	34	0	125
Toilet	64	44	33	12	4	5	0	27
Pollution	30	21	12	6	3	1	0	12
Others Civic Issues	14,935	10,875	8,861	4,742	4,097	2,350	2,786	6,949
Total	51,553	26,493	23,578	20,720	19,945	22,031	21,272	26,513

Previous Term (2017-2022) Current Term (2023-2028)

Table 29: Number of issues raised/question asked in the Civil Lines Ward Committee

Issues	2017	2018	2019	2020	2021	Jan'22 to Mar'22	2023	2024
Water Supply	4	4	9	3	6	3	0	4
Sewerage	0	0	1	0	0	0	0	0
Solid Waste Management (SWM)	134	267	194	116	147	32	0	45
Nuisance due to stray dogs, monkeys etc.	12	46	26	21	28	4	0	8
Drainage	22	29	12	7	10	5	0	10
Pest Control	3	7	14	4	13	2	0	2
Garden	77	48	18	17	23	8	0	15
License	71	230	121	70	76	52	0	51
Roads/Footpaths	117	225	46	51	49	14	0	18
Storm Water Drainage	2	50	7	14	24	14	0	0
Toilet	7	16	3	9	11	2	0	7
Pollution	1	2	0	1	0	0	0	3
Others Civic Issues	190	323	160	126	148	25	0	66
Issues Other than Civic	557	365	93	73	83	32	0	20
Total	1,197	1,612	704	512	618	193	0	249

Table 30: Comparison of civic complaints and issues raised/questions asked in the Civil Lines Ward Committee

Issues	Average complaints per year (2017 to 2023)	Average issues raised/questions asked	
		Jan'17 to Mar'22	2023 to 2024
Water Supply	10,451	5	2
Sewerage	4,427	0	0
Solid Waste Management (SWM)	2,095	148	23
Nuisance due to stray dogs, monkeys etc.	1,367	23	4
Drainage	684	14	5
Pest Control	267	7	1
Garden	227	32	8
License	277	103	26
Roads/Footpaths	233	84	9
Storm Water Drainage	125	19	0
Toilet	27	8	4
Pollution	12	1	2
Others Civic Issues	6,949	162	33
Issues Other than Civic	NA	201	10
Total	26,513	806	125

Previous Term (2017-2022) Current Term (2023-2028)

Central Zone:

Table 31: Overall Citizens Complaints Registered in Central Zone

Issues	2017	2018	2019	2020	2021	2022	2023	Average per year (2017 to 2023)
Water Supply	17,890	7,427	6,967	8,755	9,390	9,939	9,898	10,038
Sewerage	6,484	4,696	3,778	2,898	2,862	4,672	5,337	4,390
Solid Waste Management (SWM)	2,551	2,401	1,722	1,349	867	1,082	636	1,515
Nuisance due to stray dogs, monkeys etc.	1,672	1,655	1,439	824	691	800	792	1,125
Drainage	1,831	1,075	749	510	565	750	484	852
Pest Control	337	302	178	235	195	111	124	212
Garden	462	568	310	424	349	597	317	432
License	556	560	517	293	220	269	208	375
Roads/Footpaths	417	291	260	177	156	265	164	247
Storm Water Drainage	338	317	281	221	168	211	161	242
Toilet	69	62	54	54	21	21	15	42
Pollution	9	7	21	4	4	6	3	8
Others Civic Issues	5,734	10,975	10,731	8,427	9,532	9,832	11,132	9,480
Total	38,350	30,336	27,007	24,171	25,020	28,555	29,271	28,959

Previous Term (2017-2022) Current Term (2023-2028)

Table 32: Number of issues raised/question asked in the Central Ward Committee

Issues	2017	2018	2019	2020	2021	Jan'22 to Mar'22	2023	2024
Water Supply	0	2	4	0	4	0	0	0
Sewerage	0	0	0	0	1	0	0	1
Solid Waste Management (SWM)	79	199	242	115	102	17	0	22
Nuisance due to stray dogs, monkeys etc.	1	7	8	5	10	1	0	10
Drainage	22	7	17	8	4	0	0	4
Pest Control	0	1	3	2	2	0	0	27
Garden	58	122	11	36	44	12	0	10
License	38	117	35	17	38	6	0	11
Roads/Footpaths	26	64	63	44	49	5	0	32
Storm Water Drainage	0	10	1	5	8	5	0	0
Toilet	13	74	36	38	20	7	0	5
Pollution	0	0	14	1	0	0	0	0
Others Civic Issues	177	263	114	160	75	15	0	8
Issues Other than Civic	142	293	82	76	81	8	0	58
Total	556	1,159	630	507	438	76	0	188

Table 33: Comparison of civic complaints and issues raised/questions asked in the Central Ward Committee

Issues	Average complaints per year (2017 to 2023)	Average issues raised/questions asked	
		Jan'17 to Mar'22	2023 to 2024
Water Supply	10,038	2	0
Sewerage	4,390	0	1
Solid Waste Management (SWM)	1,515	126	11
Nuisance due to stray dogs, monkeys etc.	1,125	5	5
Drainage	852	10	2
Pest Control	212	1	14
Garden	432	47	5
License	375	42	6
Roads/Footpaths	247	42	16
Storm Water Drainage	242	5	0
Toilet	42	31	3
Pollution	8	3	0
Others Civic Issues	9,480	134	4
Issues Other than Civic	NA	114	29
Total	28,959	561	94

Previous Term (2017-2022) Current Term (2023-2028)

West Zone:

Table 34: Overall Citizens Complaints Registered in West Zone

Issues	2017	2018	2019	2020	2021	2022	2023	Average per year (2017 to 2023)
Water Supply	24,180	16,227	17,058	21,365	23,819	31,683	33,301	23,948
Sewerage	10,195	13,170	15,082	18,019	26,989	33,946	48,049	23,636
Solid Waste Management (SWM)	4,043	3,406	2,634	1,330	765	755	937	1,981
Nuisance due to stray dogs, monkeys etc.	2,723	2,007	1,136	681	751	955	1,078	1,333
Drainage	2,413	1,544	1,159	662	863	1,516	1,800	1,422
Pest Control	449	121	155	554	156	48	83	224
Garden	309	351	263	288	179	157	195	249
License	521	392	344	233	334	341	210	339
Roads/Footpaths	464	496	453	245	255	503	508	418
Storm Water Drainage	169	131	82	28	40	38	43	76
Toilet	23	22	26	24	13	10	20	20
Pollution	13	5	8	1	2	1	3	5
Others Civic Issues	2,432	2,204	1,876	1,405	1,314	1,351	2,412	1,856
Total	47,934	40,076	40,276	44,835	55,480	71,304	88,639	55,506

Previous Term (2017-2022) Current Term (2023-2028)

Table 35: Number of issues raised/question asked in the West Ward Committee

Issues	2017	2018	2019	2020	2021	Jan'22 to Mar'22	2023	2024
Water Supply	1	4	0	4	2	0	0	4
Sewerage	0	0	0	0	0	0	0	0
Solid Waste Management (SWM)	180	316	129	90	130	5	0	94
Nuisance due to stray dogs, monkeys etc.	16	27	3	12	17	3	0	19
Drainage	17	29	1	9	6	0	0	21
Pest Control	2	3	0	4	7	0	0	5
Garden	52	81	19	48	62	7	0	56
License	75	90	41	57	46	6	0	52
Roads/Footpaths	113	98	28	26	57	6	0	47
Storm Water Drainage	1	34	18	6	4	0	0	0
Toilet	7	44	6	3	5	3	0	11
Pollution	1	0	1	2	0	0	0	1
Others Civic Issues	68	220	75	103	166	14	0	37
Issues Other than Civic	94	135	39	85	50	4	0	37
Total	627	1,081	360	449	552	48	0	384

Table 36: Comparison of civic complaints and issues raised/questions asked in the West Ward Committee

Issues	Average complaints per year (2017 to 2023)	Average issues raised/questions asked	
		Jan'17 to Mar'22	2023 to 2024
Water Supply	23,948	2	2
Sewerage	23,636	0	0
Solid Waste Management (SWM)	1,981	142	47
Nuisance due to stray dogs, monkeys etc.	1,333	13	10
Drainage	1,422	10	11
Pest Control	224	3	3
Garden	249	45	28
License	339	53	26
Roads/Footpaths	418	55	24
Storm Water Drainage	76	11	0
Toilet	20	11	6
Pollution	5	1	1
Others Civic Issues	1,856	108	19
Issues Other than Civic	NA	68	19
Total	55,506	520	192

Previous Term (2017-2022) Current Term (2023-2028)

South Zone:

Table 37: Overall Citizens Complaints Registered in South Zone

Issues	2017	2018	2019	2020	2021	2022	2023	Average per year (2017 to 2023)
Water Supply	20,485	13,752	11,846	12,983	18,712	22,789	20,429	17,285
Sewerage	8,689	8,549	8,129	6,488	8,263	11,068	11,756	8,992
Solid Waste Management (SWM)	2,841	2,812	2,410	1,935	1,433	2,129	0	2,260
Nuisance due to stray dogs, monkeys etc.	2,174	2,103	1,669	1,078	881	1,258	0	1,527
Drainage	1,574	1,129	896	637	736	1,148	330	921
Pest Control	700	580	473	1,213	478	429	0	646
Garden	668	790	534	550	476	619	0	606
License	486	536	602	386	286	343	0	440
Roads/Footpaths	396	547	668	470	435	684	140	477
Storm Water Drainage	189	138	113	80	63	75	0	110
Toilet	36	31	61	31	38	41	0	40
Pollution	16	16	18	9	6	11	0	13
Others Civic Issues	5,185	2,756	2,450	2,130	2,760	2,786	2,811	2,983
Total	43,439	33,739	29,869	27,990	34,567	43,380	35,466	35,493

Previous Term (2017-2022) Current Term (2023-2028)

Table 38: Number of issues raised/question asked in the South Ward Committee

Issues	2017	2018	2019	2020	2021	Jan'22 to Mar'22	2023	2024
Water Supply	1	3	7	9	12	0	0	7
Sewerage	0	0	0	1	1	0	0	7
Solid Waste Management (SWM)	53	109	105	96	195	47	0	132
Nuisance due to stray dogs, monkeys etc.	11	10	29	20	44	3	0	29
Drainage	14	16	10	11	10	1	0	12
Pest Control	1	2	4	5	7	0	0	3
Garden	25	57	70	53	85	19	0	52
License	51	49	143	46	178	23	0	45
Roads/Footpaths	36	70	96	61	95	17	0	49
Storm Water Drainage	0	11	13	7	18	2	0	1
Toilet	23	25	19	23	45	7	0	29
Pollution	2	0	0	0	0	0	0	
Others Civic Issues	127	105	202	150	253	32	0	99
Issues Other than Civic	206	87	139	129	150	17	0	54
Total	550	544	837	611	1,093	168	0	519

Table 39: Comparison of civic complaints and issues raised/questions asked in the South Ward Committee

Issues	Average complaints per year (2017 to 2023)	Average issues raised/questions asked	
		Jan'17 to Mar'22	2023 to 2024
Water Supply	17,285	5	4
Sewerage	8,992	0	4
Solid Waste Management (SWM)	2,260	101	66
Nuisance due to stray dogs, monkeys etc.	1,527	20	15
Drainage	921	10	6
Pest Control	646	3	2
Garden	606	52	26
License	440	82	23
Roads/Footpaths	477	63	25
Storm Water Drainage	110	9	1
Toilet	40	24	15
Pollution	13	0	0
Others Civic Issues	2,983	145	50
Issues Other than Civic	NA	121	27
Total	35,493	634	260

Previous Term (2017-2022) Current Term (2023-2028)

Najafgarh Zone:

Table 40: Overall Citizens Complaints Registered in Najafgarh Zone

Issues	2017	2018	2019	2020	2021	2022	2023	Average per year (2017 to 2023)
Water Supply	12,370	8,812	11,725	14,824	18,713	23,155	22,324	15,989
Sewerage	3,428	3,821	4,418	5,341	7,741	15,931	16,231	8,130
Solid Waste Management (SWM)	3,145	3,335	3,095	6,918	3,595	2,962	2,015	3,581
Nuisance due to stray dogs, monkeys etc.	1,568	1,623	1,547	1,249	1,216	1,353	1,028	1,369
Drainage	1,841	1,564	1,350	1,119	1,179	1,864	1,549	1,495
Pest Control	734	710	584	1,293	778	422	261	683
Garden	212	355	324	328	370	446	318	336
License	396	410	416	283	273	307	220	329
Roads/Footpaths	240	301	341	218	244	469	363	311
Storm Water Drainage	101	123	102	64	200	77	48	102
Toilet	16	23	103	59	30	44	18	42
Pollution	18	16	15	13	10	14	7	13
Others Civic Issues	1,160	1,543	1,830	1,354	1,172	2,388	1,908	1,622
Total	25,229	22,636	25,850	33,063	35,521	49,432	46,290	34,003

Previous Term (2017-2022) Current Term (2023-2028)

Table 41: Number of issues raised/question asked in the Najafgarh Ward Committee

Issues	2017	2018	2019	2020	2021	Jan'22 to Mar'22	2023	2024
Water Supply	0	0	2	1	1	0	0	0
Sewerage	0	0	0	0	0	0	0	0
Solid Waste Management (SWM)	76	109	58	59	88	2	0	46
Nuisance due to stray dogs, monkeys etc.	10	2	4	3	5	0	0	4
Drainage	5	5	5	2	7	0	0	1
Pest Control	9	4	3	4	4	0	0	3
Garden	9	22	30	15	38	8	0	16
License	77	66	29	13	20	5	0	34
Roads/Footpaths	45	29	12	15	41	5	0	30
Storm Water Drainage	0	2	3	1	5	0	0	17
Toilet	2	14	3	4	8	1	0	4
Pollution	1	0	0	0	0	0	0	0
Others Civic Issues	82	194	82	95	111	13	0	50
Issues Other than Civic	56	84	39	25	39	4	0	16
Total	372	531	270	237	367	38	0	221

Table 42: Comparison of civic complaints and issues raised/questions asked in the Najafgarh Ward Committee

Issues	Average complaints per year (2017 to 2023)	Average issues raised/questions asked	
		Jan'17 to Mar'22	2023 to 2024
Water Supply	15,989	1	0
Sewerage	8,130	0	0
Solid Waste Management (SWM)	3,581	65	23
Nuisance due to stray dogs, monkeys etc.	1,369	4	2
Drainage	1,495	4	1
Pest Control	683	4	2
Garden	336	20	8
License	329	35	17
Roads/Footpaths	311	25	15
Storm Water Drainage	102	2	9
Toilet	42	5	2
Pollution	13	0	0
Others Civic Issues	1,622	96	25
Issues Other than Civic	NA	41	8
Total	34,003	303	111

Previous Term (2017-2022) Current Term (2023-2028)

RTI Reply

MUNICIPAL CORPORATION OF DELHI OFFICE OF THE MUNICIPAL SECRETARY

Dr. S.P.M. Civic Centre, A- BLOCK, 4TH Floor
Jawaharlal Nehru Marg, New Delhi-110002.

No. PIO/MS//2024/D- 1132

Dated: 21/3/24

Ms. Pooja Verma
Praja Foundation,
N-27, Mezzanine Floor,
Munshi Lal Building,
N-Block, Connaught Place, Middle Circle,
New Delhi-110001.

///

Sub: Reply of ID No. 617 to 633/MS/2024 dated 14.03.2024 under RTI Act. 2005.

Madam,

The undersigned had received RTI application vide ID No. 617 to 633/MS/2024 dated 14.03.2024 under RTI Act 2005 in which you had sought certain information. The required information can only be provided to you after depositing the requisite fee in the Municipal Treasury as per RTI Act, as per details given below:

S.No.	Subject	Pages	Amount @ Rs.2/- per page	Remarks
1.	High Power Committee	--	--	From 1 st January, 2023 to 31 st December 2023 this committee was not constituted.
2.	Hindi Committee	--	--	As above
3.	Law Committee	--	--	As above
4.	Municipal Accounts Committee	--	--	As above
5.	Rural Area Committee	--	--	As above
6.	Sports Committee	--	--	As above
7.	Standing Committee	--	--	As above
8.	Works Committee	--	--	As above
9.	Wards Committees	--	--	As above
10.	Garden Committee	--	--	As above
11.	Health Committee	--	--	As above
12.	Appointment Committee	--	--	As above
13.	Assurance Committee	--	--	As above
14.	Code of Conduct Committee	--	--	As above
15.	Education Committee	--	--	As above
16.	DEMS Committee	--	--	As above
17.	House Meetings	455	910	--
Total		455	Rs.910/-	--

In case, if you are not satisfied with the reply you may appeal to the first appellate authority i.e. Municipal Secretary, MCD, 4th Floor, A-Block, Dr. S.P.M. Civic Centre, Minto Road, New Delhi-02, within 30 days from the date of receipt of this letter.

Yours faithfully,


(Assistant Municipal Secretary)
Public Information Officer
Tele: 23228404

MUNICIPAL CORPORATION OF DELHI
OFFICE OF THE MUNICIPAL SECRETARY
Dr. S.P.M. Civic Centre, A- BLOCK, 4TH Floor
Jawaharlal Nehru Marg, New Delhi-110002.

No.PIO/MS/2025/D- 1163

Dated: 01/04/25

✓ **Ms. Pooja Verma**
Praja Foundation,
N-27, Mezzanine Floor,
Munshi Lal Building,
N-Block, Connaught Place, Middle Circle,
New Delhi-110001.

Sub: Reply of **ID No. 857 to 873/MS/2025** dated 17.03.2025 under RTI Act. 2005.

Madam,

The undersigned had received RTI applications vide **ID No. 857 to 873/MS/2025** dated **17.03.2025** under RTI Act 2005 in which you had sought certain information. The required information can only be provided to you after depositing the requisite fee in the Municipal Treasury as per RTI Act, as per details given below:

S.No.	Subject	Pages	Amount @ Rs.2/- per page	Remarks
1.	High Power Committee	--	--	From 1 st November, 2024 to 28 th February 2025 this committee was not constituted.
2.	Hindi Committee	--	--	As above
3.	Law Committee	--	--	As above
4.	Municipal Accounts Committee	--	--	As above
5.	Rural Area Committee	--	--	As above
6.	Sports Committee	--	--	As above
7.	Standing Committee	--	--	As above
8.	Works Committee	--	--	As above
9.	DEMS Committee	--	--	As above
10.	Garden Committee	--	--	As above
11.	Health Committee	--	--	As above
12.	Appointment Committee	--	--	As above
13.	Assurance Committee	--	--	As above
14.	Code of Conduct Committee	--	--	As above
15.	Education Committee	676	1352	--
16.	Wards Committees	66	132	--
17.	House Meetings			
	Total	742	Rs. 1484/-	--

In case, if you are not satisfied with the reply you may appeal to the first appellate authority i.e. Municipal Secretary, MCD, 4th Floor, A-Block, Dr. S.P.M. Civic Centre, Minto Road, New Delhi-02, within 30 days from the date of receipt of this letter.

Yours faithfully,


(Assistant Municipal Secretary)
Public Information Officer
Tele: 23228404