

Air pollution complaints in Mumbai up 240% in decade, civic woes rise 16% over year

Richa Pinto / TNN / Updated: May 17, 2023, 06:38 IST



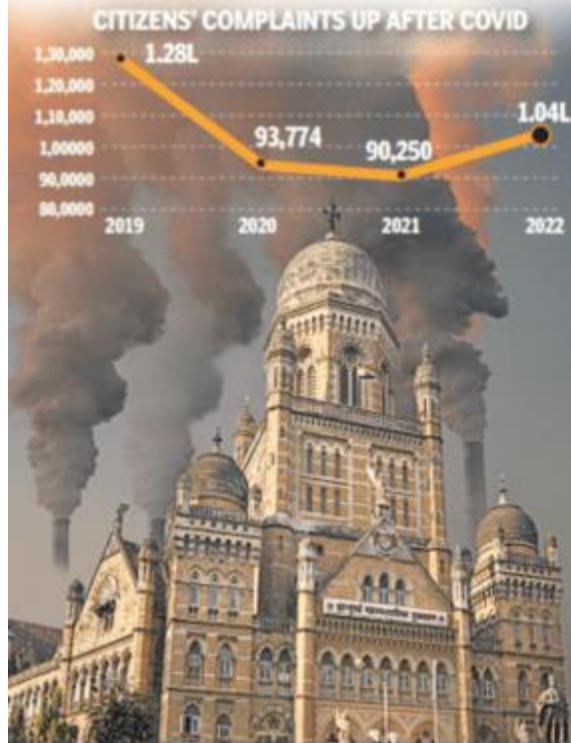
The report, titled 'Status of Civic Issues in Mumbai, 2023', focuses on growing issues related to solid waste management, sewage, air quality, and water bodies in Mumbai.

MUMBAI: Citizens' complaints to the BMC have surged after Covid. According to a report released by the NGO Praja, complaints have risen from 90,250 in 2021 to over 1.04 lakh in 2022. Worryingly, air pollution complaints have risen four and a half times in just a decade. The report, titled 'Status of Civic Issues in Mumbai, 2023', focuses on growing issues related to solid waste management, sewage, air quality, and water bodies in Mumbai. The NGO emphasized that effective collaboration and communication with citizens are essential for any civic body to function properly. This includes a uniform complaint redress mechanism where citizens can register complaints regarding civic issues in their locality, and the civic body becomes responsible for resolving them in a timely and structured manner.

In 2022, the highest number of complaints related to issues such as drainage, buildings, and license matters (see graphic). While the total number of complaints increased by 15% from 2021 to 2022, the percentage of complaints closed (that is, solved) remained constant at 86%. In 2022, the highest number of complaints were registered in the ward K-W (Andheri-West; 8,667), followed by K-E (Andheri-East; 7,529), and P-N (Malad; 6,910). The NGO found that, on average, the BMC took 32 days to resolve complaints related to drainage, pest control, roads & footpaths, and water supply, in 2022. They also discovered that it took the BMC 64 days to resolve pothole-related complaints and 63 days to repair footpaths. The NGO highlighted that these delays can cause accidents and inconvenience, especially for the elderly and disabled. It took the BMC 31 days to address the issue of contaminated water and 30 days to address water shortage, which may have forced people to use water from unauthorized sources, leading to waterborne diseases and negatively affecting citizens' health.

'CLIMATE ACTION PLAN NOT BEING IMPLEMENTED IN CITY'

Figures rounded off to nearest decimal



SWINGING TREND

2013: Complaints numbered 1.01 L

2013-19: Complaints increased by 27%

2019-21: Complaints decreased by 19%

2021-22: Complaints increased by 16%

MOST COMPLAINTS

Over a decade

Solid-waste management	1.02L
License-related	1L
Water supply	99,740
Pest control	65,511

In 2022

Drainage	17,121
Building complaints	16,883
License-related	13,439

124% Steep rise in solid waste management complaints from 2013 (5,519) to 2022 (12,351)

AIR POLLUTION COMPLAINTS

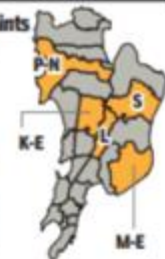
237% increase between 2013 and 2022

30% increase from 2019 to 2022

Feb was most polluted month

Most complaints in 2022 from:

Ward **K-E** (Andheri East), **L** (Kurla), **M-E** (Govandi), **P-N** (Malad), **S** (Bhandup)



Recommendations for air quality improvement

- Identify local causes of air pollution and spatial concentration within a ward
- Strengthen and ensure timely monitoring of data on air quality and dissemination of information aligned with National Clean Air Programme
- Improved co-ordination among BMC departments

The NGO pointed out that while the Mumbai Climate Action Plan (MCAP) released by BMC last year targeted interventions to improve the city's air quality, the measures are not being implemented effectively.

Milind Mhaske, CEO, Praja Foundation, said, "MCAP was a good document brought out by the BMC, something that most cities in India have not yet done. It provided a roadmap that can help BMC to move towards ensuring sustainable service deliveries and in turn improve the city's climate conditions. The BMC should have in the last one year considered to implement the many interventions that were suggested through it."

Link : <https://timesofindia.indiatimes.com/city/mumbai/air-pollution-complaints-up-240-in-decade-civic-woes-rise-16-over-year/articleshow/100288595.cms>