

CIVIC *ENGAGEMENT*

RIGHTS RESPONSIBILITIES DUTIES
EMPOWERMENT CITIZENS DEMOCRACY
CONSTITUTION





Welcome aboard the journey of becoming informed and responsible citizens. YOU can develop and express your civic identities in creative ways – claiming agency both through traditional and digital civic spaces.

In this booklet, you will find an overview about our Constitution, rights and duties, civic bodies, their functions, and how to go about approaching them.

Civic engagement by young people like you, educates and exposes you to civic issues at an early age and will contribute to a sense of socio-political empowerment. This is important for equitable access to civic space, resources, and opportunities.

By participating in civic life, you as young adults can join others in the community to address social issues, care for fellow citizens, and explore innovative solutions to local challenges. With your civic engagement, YOU will contribute not only to social change but also build better futures for yourselves, and prosperity for the entire community.

What is Civic Engagement?

Individual or collective actions in which people participate to improve the well-being of communities or society in general.

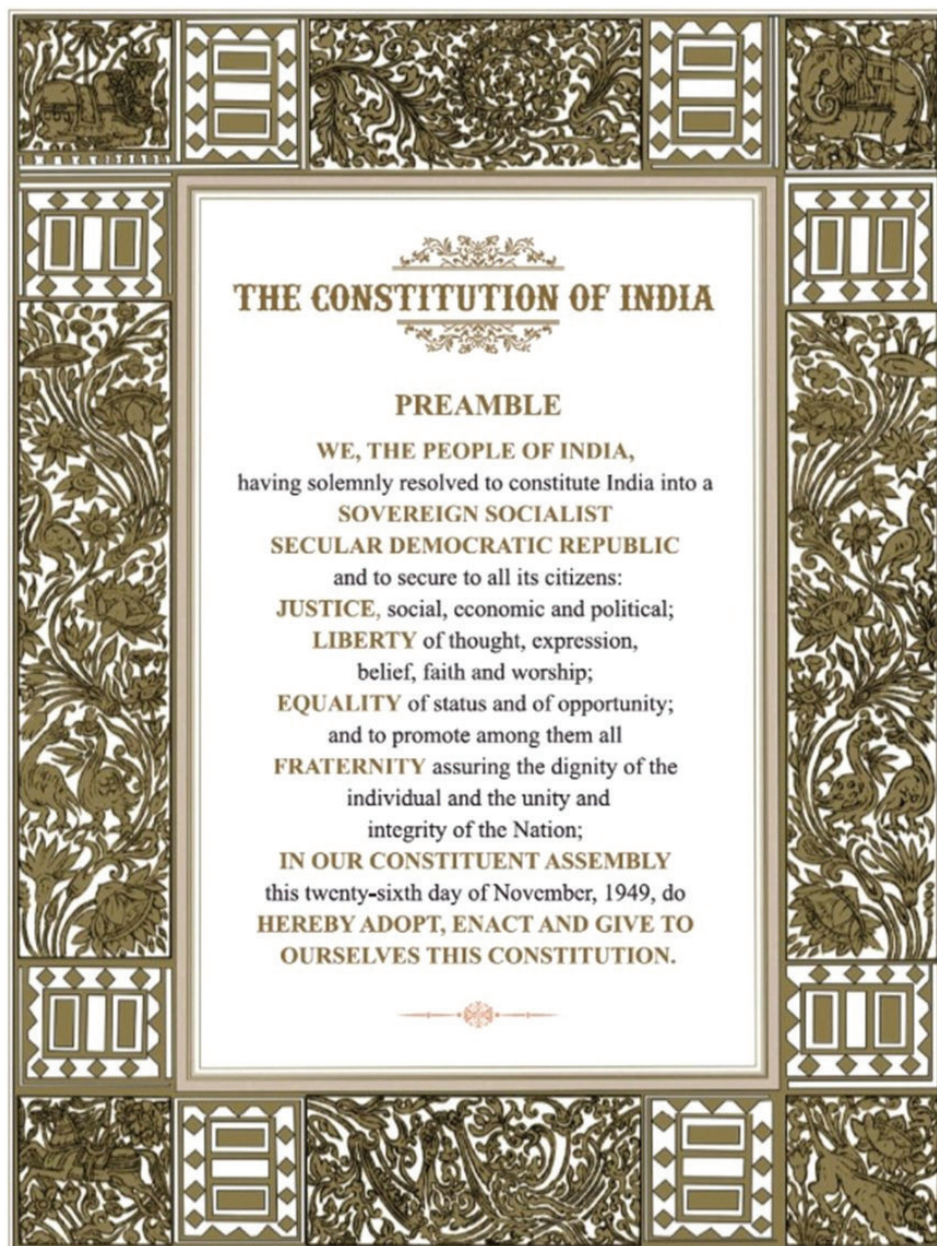
UNICEF

Let us own our responsibility - towards ourselves and those around us!



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Four Components of the Preamble:

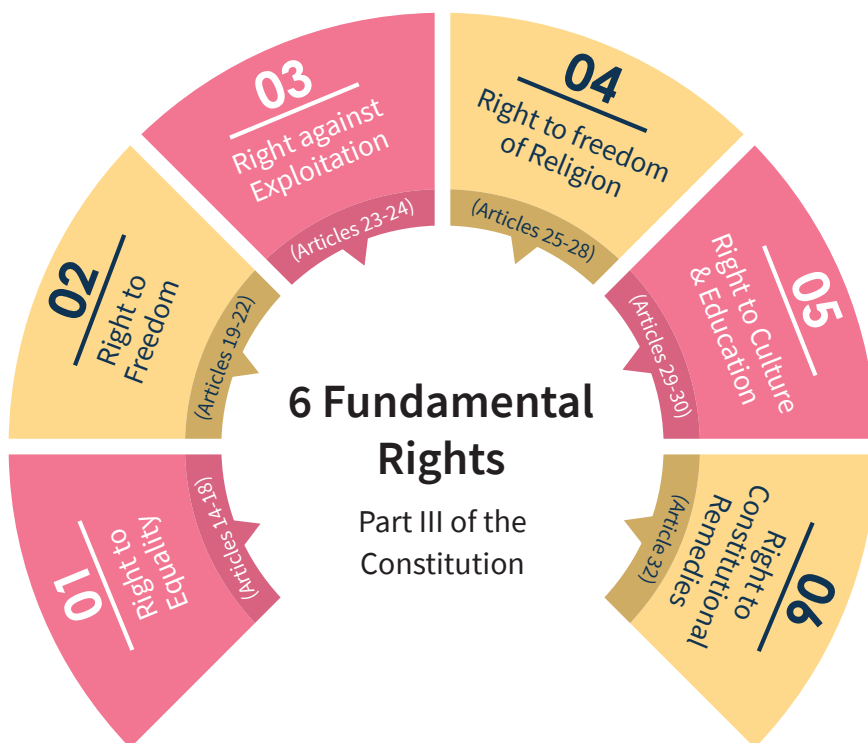
- 1 This indicates that the source of the authority of the Constitution lies with the people of India.
- 2 It declares that India is a socialist¹, secular², democratic³, and republican⁴ nation.
- 3 It secures justice, liberty, equality for all citizens and promotes friendship and fellow feeling to maintain the unity and integrity of the nation.
- 4 It mentions the date (26 November 1949) on which the constitution was adopted.

¹A nation that aims to eliminate inequality in income, status and standards of life.

²A secular state does not prioritize any one religion for the country or its people. All religions are treated equally in a secular state.

³In a democratic state the government is chosen by the people in elections and the supreme power lies with the people.

⁴In a republic, the people give their elected leaders the power to act in the interest of the country and its citizens.



Right to Equality



Article 14
Equality before law
and equal protection
of law



Article 15
Prohibition of discrimination on
ground only of religion,
race, caste, sex or place of birth



Article 16
Equality of opportunity
in matters of public
employment



Article 17
End of untouchability



Article 18
Abolition of titles,
military and academic
distinction are,
however exempted

Right to Freedom

Article 19

It guarantees the citizens of India the following six fundamental freedoms:



1. Freedom of Speech
and Expression



2. Freedom of
Assembly



3. Freedom to
form Associations



4. Freedom of
Movement



5. Freedom of
Residence and
Settlement



6. Freedom of
Profession, Occupation,
Trade and Business



Article 20
Protection in respect
of conviction for
offences



Article 21
Protection of life
and personal
liberty



Article 22
Protection against
arrest and
detention in
certain cases

Right Against Exploitation



Article 23
Traffic in human
beings is prohibited



Article 24
No child below
the age of 14 can
be employed

Right to Freedom of Religion



Article 25
Freedom of conscience and free profession, practice and propagation of religion



Article 26
Freedom to manage religious affairs



Article 27
Prohibits taxes on religious grounds



Article 28
Freedom as to attendance at religious ceremonies in certain educational institutions

Cultural and Educational Rights



Article 29
Protection of interests of minorities



Article 30
Right of minorities to establish and administer educational institutions



Article 31
Right to Property has been omitted by the 44th Amendment Act

Right to Constitutional Remedies



Article 32
Right to move the Supreme Court for the enforcement of fundamental rights including the writs of:
(i) Habeas corpus (no one can be imprisoned unlawfully)
(ii) Mandamus (enforce the performance of public duties by authorities of all kinds)
(iii) Prohibition (to restrain a lower court from acting under an unconstitutional law)
(iv) Certiorari (to quash the decision after the decision has already been taken by a lower Tribunal)
(v) Quo warrant (holder of a public office to show to the court under what authority they are holding that office)

(called Soul and health of the Constitution by Dr. Bhimrao Ambedkar, chairperson of the drafting committee of the Indian Constitution)

Fundamental Duties

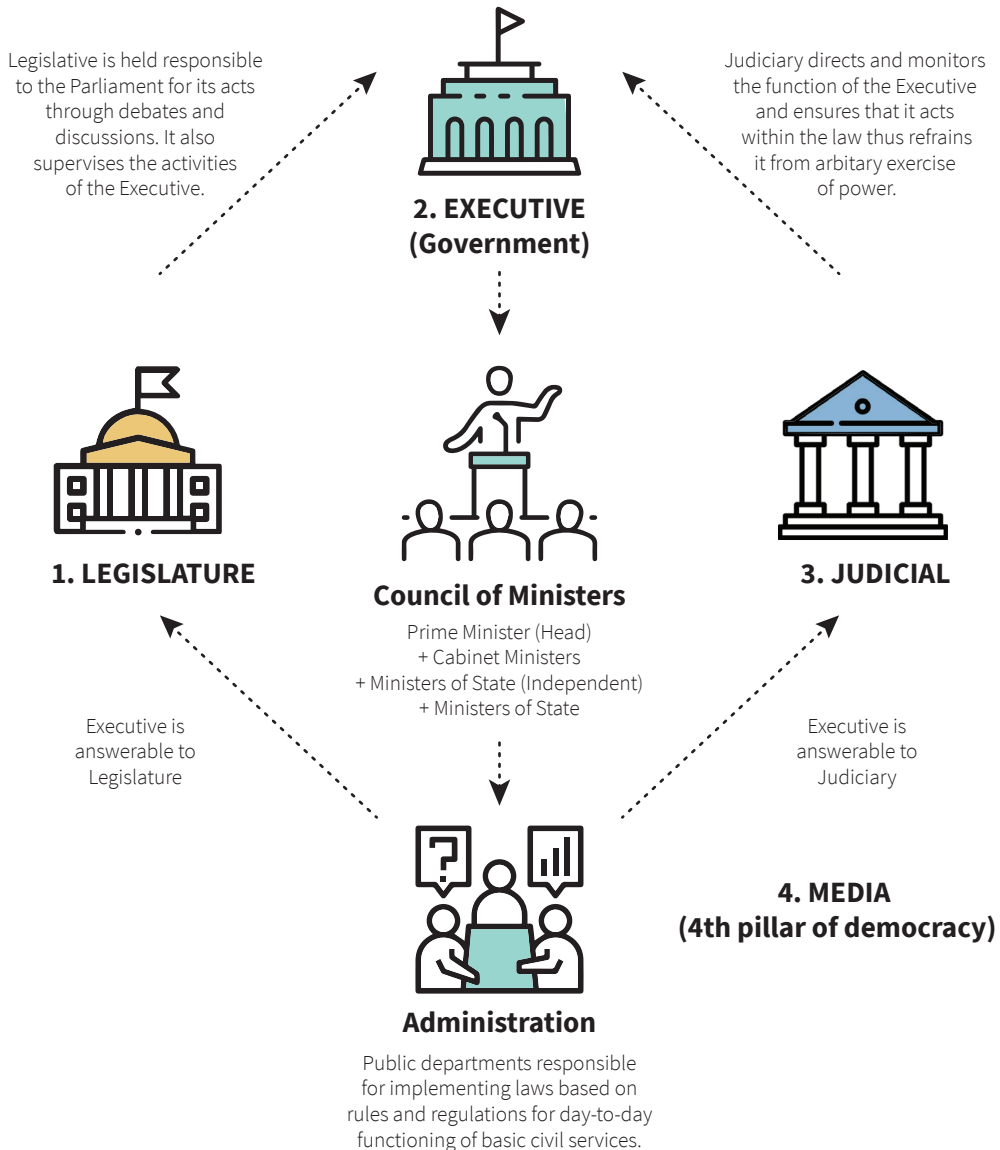
10 Fundamental Duties were added in **Part-IVA of the Constitution under Article 51-A** in the year 1976 through the 42nd Constitutional Amendment⁵ on the recommendation of the Swaran Singh Committee. The 11th fundamental duty was added by the 86th Constitutional Amendment in the year 2002.

- 1 to **abide by the Constitution** and **respect its ideals and institutions**, the National Flag and the National Anthem
- 2 to **cherish and follow the noble ideals** which inspired our national struggle for freedom
- 3 to **uphold and protect the sovereignty, unity and integrity** of India
- 4 to **defend the country and render national service** when called upon to do
- 5 to **promote harmony and the spirit of common brotherhood** amongst all the people of India transcending religious, linguistic and regional or sectional diversities; to renounce practices derogatory to the dignity of women
- 6 to **value and preserve the rich heritage** of our composite culture
- 7 to **protect and improve the natural environment** including forests, lakes, rivers and wildlife, and to have compassion for living creatures
- 8 to **develop the scientific temper**, humanism and the spirit of inquiry and reform
- 9 to **safeguard public property** and to abjure violence
- 10 to **strive towards excellence** in all spheres of individual and collective activity so that the nation constantly rises to higher levels of endeavour and achievement
- 11 who is a parent or guardian to **provide opportunities for education to his child** or, as the case may be, ward between the age of six and fourteen years

⁵A Constitutional Amendment seeks to change or add certain articles to the Constitution of India.

STRUCTURE OF THE INDIAN STATE

Organs of the State and accountability



Persons currently holding office: <https://www.india.gov.in/my-government/whos-who/>

Responsibilities of Elected Representatives

The functions of MP, MLA, or a Corporator are not fixed or rigid. Their responsibilities and functions can be understood by learning about the roles of Parliament, state legislatures and municipal corporations.

Voter's interests are represented as follows:

Member of Parliament (MP)	→	Parliament
Member of Legislative Assembly (MLA)	→	The State
Corporator	→	Municipal Corporation

Roles of MPs

MPs are predominantly related to the Union government where they make and amend Central laws, and vote on matters of national importance including defence, foreign affairs, etc.

Roles of MLA

To ensure that the schemes introduced by the State Government are being implemented and the money of the tax-payers is being used correctly, they can use the MLA Local Area Development Funds for:

- Installation of solar street lights
- Upgradation of gravel/WBM (Water Bound Macadam) Roads to BT (Bitumen) standard
- Renewal of badly worn-out BT roads (laying of BT layer only with filling up of potholes, if necessary)
- Laying of cement concrete roads
- Provision of buildings and/or compound walls for government and local body hospitals, primary health centres, Government Veterinary Hospitals and also for government schools, Panchayat Union Schools, Government Colleges and Government Hostels.
- Provision of infrastructural facilities to Government Special schools for the differently-abled and government orphanages
- Construction of bridges
- Provision of infrastructure facilities to burial grounds/cremation grounds
- Provision of concrete pavements with stormwater drains, if so required
- Formation of new public parks
- Construction of public toilets
- Purchase of jet rodding machines and hydraulically operated sewerage machines.

Roles of Corporators/Councillors

The role of a councillor is to ensure that municipal services such as roads, garbage management, water supply, electricity are provided for all citizens in their ward. They take the voices of citizens of the wards to the council. The roles and departments of the Municipal Corporations mentioned on pg. no. 25 are the departments and functions the corporators and councillors are responsible for.

Functions of the Elected Representatives

A. MEMBER OF PARLIAMENT (MP) | LOK SABHA & RAJYA SABHA (KHASDAAR)

1 Legislative Role

The primary role of an MP is as a Legislator

Making laws for the governance of our country

- Participates in the discussion of a bill and suggests amendments to a government (Executive) bill that discusses matters in the Union List⁶ and Concurrent List⁷.
- All MPs (Ministers⁸ and non-Ministers⁹) can introduce a bill.

Delegated legislation

- Delegated¹⁰ legislation is needed when the MP has other important duties to fulfil and the duty of framing the details of the law is given to the Executive.
- The MP is to ensure that the Executive does not misuse its powers.



For example: R, an MP proposed a bill on eliminating child labour. After the bill was passed, R had to attend an international meeting. Since they were busy with other duties, the Department for Women, Children, Disabled and Senior Citizens was asked to make the rules for the Prevention of Child Labour Act but R had to ensure that the Ministry was not misusing its powers and making wrong laws. Thus, R delegated their duty of making the rules to the Executive in order to fulfil his other duties.

2 Deliberative Role

- MPs have a responsibility to ensure that the government is acting for the welfare of the country and citizens.
- The government must answer questions of the MPs regarding their policies and schemes. MPs can ask these questions in the Parliament.
- The Standing Committee scrutinize the policies, programmes and Bills related to their ministries, and propose recommendations and amendments to the same.
- These Committees are smaller units of MPs from both Houses, across political parties and they function throughout the year. These smaller groups of MPs study and deliberate on a range of subject matters, Bills, and budgets of all the ministries.



For example: The Committee on Health and Family Welfare studied the Surrogacy (Regulation) Bill, 2016 which prohibits commercial surrogacy, but allows altruistic surrogacy. As MPs come from varying backgrounds, they may not have had the expertise to understand the details around surrogacy such as fertility issues, abortion, and regulation of surrogacy clinics, among others. The Committee called upon a range of stakeholders including the National Commission for Women, doctors, and government officials to better their understanding of the issues, before finalising their report.

It is called a standing committee because it is always in existence, the old members do not go out of office until their successors are appointed.



Electoral Power

3

An MP is responsible for the election of

- President and Vice-President of India
- Speaker and Deputy Speaker of respective House

Developmental Role

4

In addition to their role in the Parliament, MPs are supposed to take up development work in their constituency. The MP can fulfil this role with the aid of the following provisions:

1. Member of Parliament Local Area Development Scheme

- Under the MPLADS, launched in 1993, every MP can propose developmental works in their constituency up to Rs. 5 crores per year.

2. Representation in local bodies

- The Legislature of a State may provide for the representation of an MP at the Municipal Corporation, Panchayat Samiti and Zila Parishad.
- MPs may also be nominated to District Planning Committees (DPCs). For example, in Maharashtra, the State government nominates MPs and MLAs to the DPC.

3. Vigilance and monitoring of government schemes

- MPs are often required to monitor and ensure the implementation of government schemes at the ground level by being part of committees like District Level Vigilance and Monitoring Committees (DVMC) for the National Rural Health Mission (NRHM).

A member of the Rajya Sabha is also an MP however, they are not directly elected by the voters but are chosen by the MLAs and MLCs. They have the same powers that a member of the Lok Sabha does along with the power of making laws on matters in the State List.

⁶ Union List includes matters on which only the Parliament can make or amend laws. (Defence, Foreign Affairs, Telecommunication, Railways)

⁷ A bill simply means a proposal of a new law or an amendment to a pre-existing law.

⁸ A member of the government who is in charge of a government department or ministry. For example: Finance Minister and Defence Minister

⁹ An MP with no specific responsibilities or an MP who does not head a particular ministry.

¹⁰ To delegate means to assign a task or responsibility to another person.

B. MEMBER OF THE LEGISLATIVE ASSEMBLY (MLA) | AAMDAAR

1 Legislative Powers

An MLA discusses and makes laws for the state for matters in the State List¹¹ (trade, commerce, public health and sanitation, irrigation, and agriculture) and the Concurrent List¹² (marriage, education, adoption, forests and so on).

2 Executive Powers

MLAs oversee and monitor all the welfare programmes, schemes and actions taken by the Chief Minister and the Council of Ministers.

3 Electoral Powers

MLAs are responsible for electing:

- President of India
- Members of Rajya Sabha of their State
- Speaker and Deputy Speaker of the Legislative Assembly
- One-third of the members of the Legislative Council in states where there is a bicameral legislature.

4 Constituent and Miscellaneous Powers

MLAs can:

- Amend federal provisions of the Constitution with a majority of 50% MLAs.
- Appoint various Committees to the Legislative Assembly.
- Review reports of the Public Service Commission and the Accountant General.



A member of the Legislative Council of a state is an MLC however, they are not directly elected by the voters but are chosen by the MLAs and members of gram panchayat and municipal corporations of that state. They have the same powers that an MLA does but they cannot introduce a money bill¹³.

¹¹ State List includes matters on which only the State Government can make or amend laws.

¹² Concurrent list includes topics on which the State Government and Union Government can make laws but when there is a dispute between the State Government and Union Government on a matter of the Concurrent list, the Union government will win.

¹³ Money bills are concerned with financial matters like taxation, public expenditure, etc.

C. CORPORATOR

Roles and Duties of a Corporator

1. To represent the people in the municipality and cooperate with other corporators in the best interest of the community.
2. To communicate the needs of the community to the municipal corporation and participate in developing and evaluating the programs and policies of the municipality.
3. Each corporator in Mumbai has a Rs 60 lakh fund for development in each ward which the MCGM can use on the recommendation of the corporator.
4. Each corporator can also recommend works in the ward worth Rs 1 crore every year from a development fund, citing local demand.

What are Ward Committees?

- A ward committee includes the corporator acting as the chairperson, a Ward Officer and three people from amongst the members of recognized nongovernment organisations and community-based organizations engaged in social welfare activities within the area of the Ward Committee, who are nominated by the corporator.
- Such ward committees are important as they connect all the members of the ward to the corporator and make recommendations on issues affecting the ward.

Authorities of Municipal Corporation

A Municipal Corporation consists of three different authorities

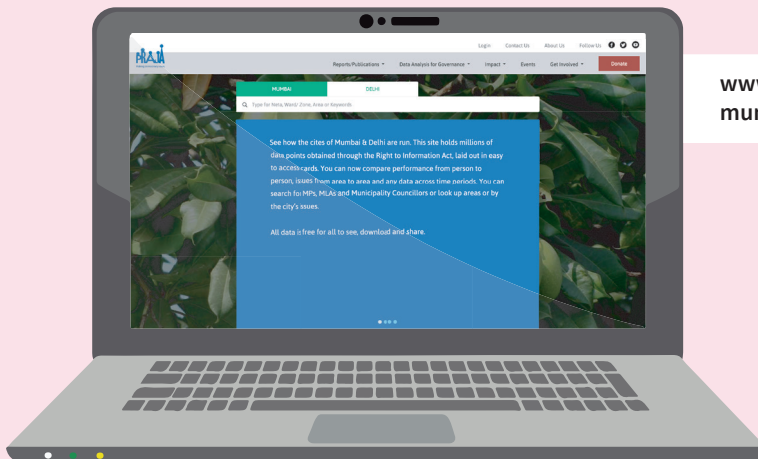
Municipal Council	<ul style="list-style-type: none">• Members of the council are directly elected by the people• The council acts as the deliberative and legislative wing of the corporation• The head of the council is the Mayor who is chosen from the council by indirect elections. The Mayor appoints a Deputy Mayor
Standing Committees	<ul style="list-style-type: none">• The standing committees help facilitate the working of the council and take decisions with respect to their fields like public works, education, health, taxation, etc.
Municipal Commissioner	<ul style="list-style-type: none">• The municipal commissioner is the chief executive authority of the body and is responsible for the implementation of the decisions taken by the council and the standing committees.• Municipal Commissioners are appointed by the State Government and are generally IAS officers.



KNOW YOUR CANDIDATES



www.myneta.info



www.praja.org/dag/mumbai



Municipal Corporation

In India, Municipal Corporations govern cities that have a population of more than a million. A municipal corporation, which comprises a mayor and several councillors, is responsible for building civic infrastructure, transportation networks and provide other services using property tax revenues in the city.

About the Brihanmumbai Municipal Corporation (BMC), Mumbai:



The Municipal Corporation of Greater Mumbai is the civic governing body of Mumbai. The MCGM is constituted under Bombay Act No. III of 1888 or the Mumbai Municipal Corporation Act (as modified upto the 18th January 2016). It consists of 227 corporators (councillor's) elected directly through ward elections. The Civic body of the BMC is led by the Mayor of Mumbai. It provides a vast range of services-right from birth to death. Mumbai is divided into 24 wards. The BMC is one of the largest local governments in the Asian continent and its structure is divided into Deliberative Wings and Administrative Wings.

HEAD OFFICE: Mahapalika Marg, C.S.T.,
Mumbai, Maharashtra - 400001

www.mcgm.gov.in

About the Thane Municipal Corporation (TMC):

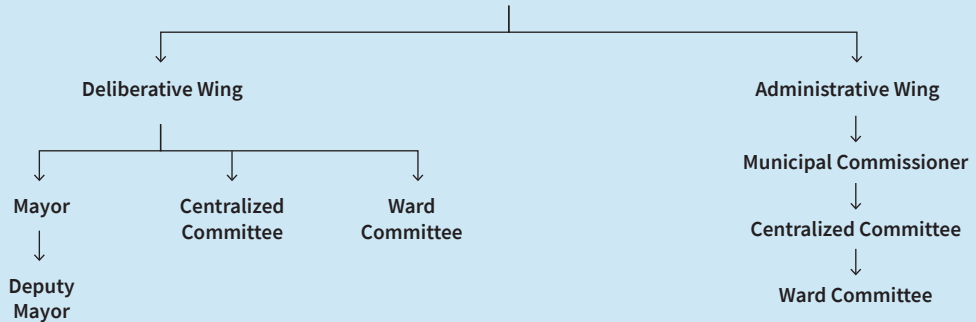


Thane Municipal Corporation is the governing body of the city of Thane in the Indian state of Maharashtra. It was established on 1st October 1982. The TMC has jurisdiction over the towns of Kalwa, and Mumbra-Kausa, along with the main city of Thane. The TMC has been formed with functions to improve the infrastructure of town. The Corporation has 33 wards and consists of 131 Municipal Corporators which are directly elected by the people for a tenure of five years.

HEAD OFFICE: New Administrative Building, Chandan Wadi,
Pachpakhadi, Mahapalika Bhavan Rd,
Thane West, Thane, Maharashtra 400602

www.thanecity.gov.in

Structure of BMC/TMC



Key role/functions

1. Development of Mumbai City (Urban planning including town planning)
2. Promoting Education and Related activities
3. Water supply for domestic, industrial and commercial purposes
4. Drainage System
5. Road, Footpath and Pavement Maintenance
6. Legal and Illegal construction check
7. Business License
8. Disaster Management
9. Open Spaces/Urban forestry, protection of the environment and promotion of ecological aspects
10. Public health, sanitation conservancy, and solid waste management
11. Fire services
12. Planning for economic and social development

Find out the names

	MCGM	TMC
The Chief		
The Mayor		
The Deputy Mayor		

'R/SOUTH' WARD



M.G. Cross Road No 2, Near SVP Swimming Pool, Kandivali (W), Mumbai 400 067



Ward Office: 022 - 2805 6000

Ward Control Room: 022 - 2805 4788

Key Responsibilities

Education • Public Health • Solid Waste Management • Waterworks • Sewerage
Storm Water Drainage • Roads • Traffic • License • Environment and Pollution Control
Central Complaint Registration System

Designation	Name of Ward Officer	Contact Number (022)	Email ID
Assistant Commissioner			ac.rs@mcgm.gov.in
Complaint Officer			co.rs@mcgm.gov.in
Medical Officer			mohrs.phd@mcgm.gov.in

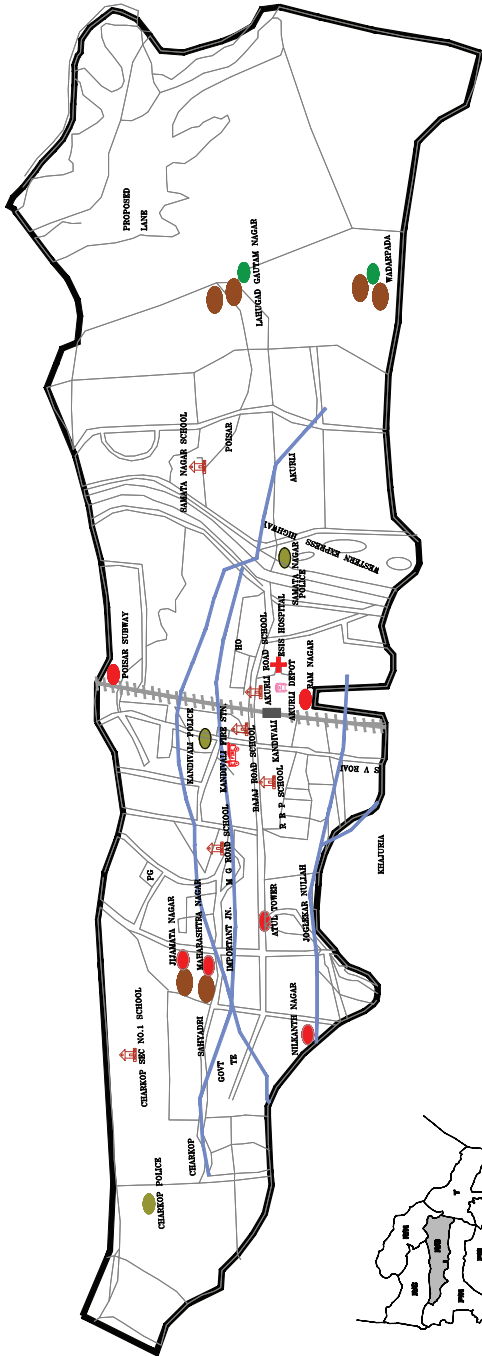
Designation / Area	Name of the Officer	Contact Number (022)	Mobile Number
Fire Station Officer Kandivali		2805 0101	
Sr. Police Inspector Kandivali		2805 0904, 2805 6603	
Sr. Police Inspector Charkop		2868 2211, 2867 6581 / 83	
Sr. Police Inspector Samata Nagar		2887 6119, 2885 0790	

Type	Name of the Hospital	Bed Capacity	Contact Number (022)
Municipal	Dr Babasaheb Ambedkar Hospital (Shatabdi Hospital)	427	2864 7003 / 4
Government	E S I S	85	2887 7501
Private	Mangalmurti Hospital	25	2869 1232, 2869 3958
Private	Sanchaya	35	4067 2800, 2885 1659
Private	Oscar Hospital		

Urban Health Centre (UHC)	Name of Medical Officer	Contact Number (022)
Babrekar Nagar Health Post		
Charkop Health Post		

No. of Municipal Hospitals	1	No. of Municipal Maternity Homes	
No. of Municipal Dispensaries	5	No. of Municipal Health Posts	

R/South Ward

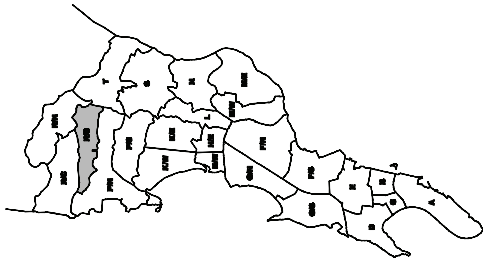


POPULATION (2011) = 6,90,128



LEGEND	
	WATER-LOGGING SPOT
	MAJOR HOSPITALS
	BUS DEPOTS
	POLICE STATIONS
	FIRE STATIONS
	SHELTER/AUN. SCHOOLS
	LANDSLIDE PRONE AREAS
	VULNERABLE SETTLEMENT
	NULLAHS
	RAILWAY STATIONS

NOT TO SCALE



LOCATION OF R/SOUTH WARD

'G/NORTH' WARD



Harishchandra Yewale Marg,
Behind Plaza Cinema, Dadar (W),
Mumbai 400 002



Ward Office: 022 - 2439 7800
Ward Control Room: 022 - 2439 7888
SNEHA One-Stop Centre at KEM Hospital: 022 - 2410 0511

Key Responsibilities

Education • Public Health • Solid Waste Management • Waterworks • Sewerage
Storm Water Drainage • Roads • Traffic • License • Environment and Pollution Control
Central Complaint Registration System

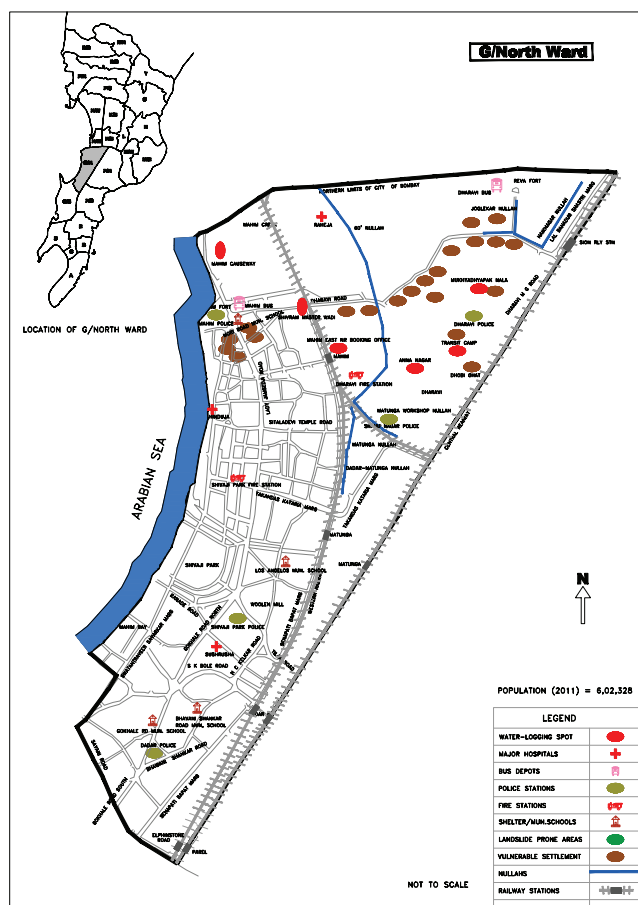
Designation	Name of Ward Officer	Contact Number (022)	Email ID
Assistant Commissioner			ac.rs@mcgm.gov.in
Complaint Officer			co.rs@mcgm.gov.in
Medical Officer			mohrs.phd@mcgm.gov.in

Designation / Area	Name of the Officer	Contact Number (022)	Mobile Number
Fire Station Officer Shivaji Park		2445 7203	
Fire Station Officer Dharavi		2407 7868	
Sr. Police Inspector Dadar		2430 3654, 2430 1403	
Sr. Police Inspector Shivaji Park		24229059, 24362515	
Fire Station Officer Mahim		2445 3833, 2444 9821	
Sr. Police Inspector Dharavi		2401 0340, 2407 3988	
Sr. Police Inspector Shahu Nagar		2404 3624	

Type	Name of the Hospital	Bed Capacity	Contact Number (022)
Municipal	Dr Babasaheb Ambedkar Hospital (Shatabdi Hospital)	427	2864 7003 / 4
Government	E S I S	85	2887 7501
Private	Mangalmurti Hospital	25	2869 1232, 2869 3958
Private	Sanchaya	35	4067 2800, 2885 1659
Private	Oscar Hospital		

Urban Health Centre (UHC)	Name of Medical Officer	Contact Number (022)
Urban Health Centre (Chotta Sion)		
Kumbharwada Health Centre		
Shastri Nagar Health Centre		
Transit Camp Health Centre		
Pila Bungla Health Centre		

No. of Municipal Hospitals	?	No. of Municipal Maternity Homes	1
No. of Municipal Dispensaries	9	No. of Municipal Health Posts	8



KALWA WARD



Manisha Nagar, Gate No. 1,
Near Kalwa Taran Talao,
Kalwa (W), Thane.



Ward Office: 022 - 2541 0470 / 2544 5691 / 2541 3692

Key Responsibilities

Education • Public Health • Solid Waste Management • Waterworks • Sewerage
Storm Water Drainage • Roads • Traffic • License • Environment and Pollution Control
Central Complaint Registration System

Designation	Name of Ward Officer	Contact Number (022)	Email ID
Assistant Commissioner			amckal@thanecity.gov.in
Complaint Officer			co.gn@mcgm.gov.in
Medical Officer			mho@thanecity.gov.in

Designation / Area	Name of the Officer	Contact Number (022)	Mobile Number
Fire Station Officer			
Sr. Police Inspector Kalwa			
Sr. Police Inspector Kharegaon			

Type	Name of the Hospital	Bed Capacity	Contact Number (022)
Municipal	Chhatrapati Shivaji Maharaj		2534 7784/5/6
Municipal	Rajiv Gandhi Medical College		2537 2774/5/6/7/8/9

Urban Health Centre (UHC)	Name of Medical Officer	Contact Number (022)
Antkoneshwar Nagar		2534 4704
Kalwa		2541 0470
Kharegaon		2530 9026

KALWA WARD

THANE MUNICIPAL CORPORATION

KALWA WARD COMMITTEE MAP



LEGENDS	
SYMBOL	DESCRIPTION
THANE	
W	WARD OFFICE
S	SCHOOL
H	HOSPITAL
ST	STATION
TT	TRAMWAY TRACK
CH	CHURCH
CR	CREMATION GRD.

FILING A GRIEVANCE REDRESSAL COMPLAINT ONLINE

This portal allows citizens to lodge and track status of their grievances through their mobile phones or computers to the Chief Minister's Office (CMO). The grievance to be addressed by the competent authority within a period of 21 working days

1

https://grievances.maharashtra.gov.in/en

SNEHA NGOS to look at Masters and Cour... CareerAware - Mu... Vectors IELTS

Home | Sitemap | Officer Login | Citizen Login Skip to Main Content | Screen Reader Access A+ English




GRIEVANCE REDRESSAL PORTAL
Government of Maharashtra

CITIZEN LOGIN OFFICER LOGIN

आपले सरकार

For any Information / Service / Scheme related to State Govt departments, you may call on Chief Minister Helpline (Toll Free-1800 120 8040) 24*7.

Home About Us User Manual FAQ's Officer's Contact Dashboard Call Center

Available on   


2


POST GRIEVANCE TRACK GRIEVANCE

Citizen Login

Login using your Mobile Number & Email Id *

3

 Mobile Number

 Email Address

Please enter One Time Password (OTP) you received on your registered mobile number and / or email.


Verify

✓ OTP has been sent to your registered email id and mobile number.

Citizen Login

Please enter OTP *

4

 OTP

Please enter One Time Password (OTP) you received on your registered mobile number and / or email.

Verify

4

Post Grievance

Enter Name *

Level of Administration *

☒ District

Grievances related to working of
Village/Taluka/District level offices

☐ Mantralaya

Grievances related to policy or working of
mantralaya departments

Select District & Taluka *

Mumbai City ▾

- Select Taluka - ▾

Type of Administration *

- None - ▾

Grievance Details *

Max. 2000 character allowed , Remaining: 2000

Kindly write the detailed complaint in the above text box. The attachments would be considered only as supporting documents

Upload Image

Choose file No file chosen

Files must be less than 2 MB.
Allowed file types: png jpg jpeg.

Upload Document

Choose file No file chosen

Files must be less than 2 MB.
Allowed file types: pdf.



Enter the code from the image
(case sensitive) *

Preview

Cancel



Twitter has also becomes popular in bringing issues to the limelight.
You can send a tweet @CMOMaharashtra

FILING A CIVIL COMPLAINT

WITH THE BMC



Option 1: By calling the telephone number **1916**. (108 is a toll-free number to lodge water complaints and any disaster mentioned or emergency complaint.)



Option 2: By visiting the nearest **Citizen Facilitation Center (CFC)** established by the Municipal Corporation belonging to any of the 24 wards of MCGM.



Option 2: By filling in an online complaint registration form from any of the mobile/computers connected to the Internet, by visiting Citizen Portal.



<https://portal.mcgm.gov.in/irj/portal/anonymous/qlcomplaintreg>

The screenshot displays the MCGM Citizen Portal interface. At the top, there is a navigation bar with links for 'About BMC', 'Maps, Reports & Insights', 'For Tourists', 'For Citizens', 'For Businesses', 'For Partners', 'For Prospects', and 'For Employees'. Below this is a section titled 'Application to Lodge a Complaint'. The form includes a note: 'Note: Fields marked with * are Mandatory'. The form is divided into several sections: 'Define Nature Of Your Complaint' with dropdowns for 'Select complaint type' and 'Select complaint subtype', and a text field for 'PPO NO'; 'Specify Location of your Complaint' with fields for 'House No.', 'Street 1', 'Area 1', 'City' (pre-filled with 'MUMBAI'), 'Landmark', 'Ward', 'Connection Code', 'Binder Code', and 'Folio Code'; and 'Name of Complainant' with fields for 'First Name', 'Middle Name', and 'Last Name'. There is also a section for 'Address of Complainant' with fields for 'House No.', 'Street 1', 'Area 1', and 'City' (pre-filled with 'MUMBAI').

WITH THE TMC

1. Visit the ward office and the concerned department during working hours
2. Write an application and submit it to the concerned authority
3. Take a copy of the application with the required stamps and signature
4. Follow up with the complaint if not resolve

LIST OF CIVIC COMPLAINTS AND THEIR SUB TYPES:

Roads & Traffic	<ul style="list-style-type: none">• Bad Patches/potholes on roads• Repairs/re-surfacing of roads/footpaths• Unauthorised digging of road• Manhole• Street Lighting / Signals/ Speed Breakers• Unauthorised Stalls on Roads
Drainage	<ul style="list-style-type: none">• Drainage Chokes and Blockages• Overflowing drains of manholes• Replacement of Missing / Damaged Manhole• Odour (foul smell) from drains• Repairs to pipe sewers/main sewers
Solid Waste Management (SWM)	<ul style="list-style-type: none">• Garbage not lifted from House/Gully/Municipal Market/ Road/Authorized collection point• Removal of Debris• Garbage lorry not reported for service/ Lorry not covered• No attendance at Public Toilets• Providing/removing/replacing dustbins
Water Supply	<ul style="list-style-type: none">• Shortage of Water Supply• Leaks in Water Lines/ Burst in water main line• Unauthorized Tapping of Water Connection• Contaminated water supply
Health	<ul style="list-style-type: none">• Issue of Birth/ Death Certificate
Education	<ul style="list-style-type: none">• Short supply of water / Drinking water not available• No electricity/ Lamp, tube lights, etc. to be replaced• Toilet not cleaned• Door/Windows/Staircase/ Furniture found broken• No Teacher• Encroachment in the school premises
Repairs to Municipal Property	<ul style="list-style-type: none">• Maintenance of municipal property, schools, dispensaries, maternity home, gardens• Protection of municipal playgrounds/gardens

THE RIGHT TO INFORMATION ACT, 2005



What is the Right to Information Act?

The Right to Information Act (RTI Act) was passed in 2005 with the aim of making the government bodies accountable and making the working of these bodies transparent and corruption free. This Act allows a citizen to demand any government body to provide information and the government body has to do so within 30 days. If such information is not provided the government body will have to pay a penalty.

An RTI application can be filed offline or online (available only in a few states) for any Central or State government agency and extends to the Municipal Corporation, Judiciary, state funded educational establishments. However, government bodies related to the country's defence and intelligence don't come under the RTI Act.

Why is the RTI Act Important?

This act allows you solve problems you are facing or your community is facing. If there is a delay in any government service you applied for like getting a Voter ID, you can file an RTI Application to know its status. If in your community, you think the facilities are not as expected or you observe some government-maintained property in bad condition, you can use RTI to get the government working on it. The RTI Act is very important as it allows the citizens to know where the taxpayer's money is being spent.

Who Can File an RTI Application?

- All citizens of India can file an RTI Application
- In case of a minor (someone under 18 years of age), the guardian of a minor can file the application
- If an illiterate person wants to file an application, they can approach the Public Information Officer who is obliged to write down the application for the illiterate person and read it out before processing it
- An RTI Application can be filed online as well by visiting <https://rtionline.gov.in/request/request.php>
- However, RTI applications that relate to the MCGM cannot be filled online and need to be filled offline
- Offline applications in Maharashtra can be filled in Marathi and English. The format for the same is given on the next page

FORMAT OF AN RTI APPLICATION

To

The Public Information Officer/

Assistant Public Information Officer

1. Full Name of The Applicant : _____

2. Father Name/Spouse Name : _____

3. Permanent Address: _____

4. Correspondence Address : _____

5. Particulars of The Information Solicited

a) Subject Matter of Information (*) : _____

b) The period to which information relates (**): _____

c) Specific Details of Information required (***): _____

d) Whether information is required by Post or in person (the actual postal fees shall be included in additional fee in providing the information) : _____

e) In case by Post (ordinary/registered or speed post) : _____

6. Is this information not made available by public authority under voluntary disclosure? : _____

7. Do you agree to pay the required fee? : _____

8. Have you deposited application fee? : _____

(If Yes, Details of such deposit) : _____

9. Whether belongs to below Poverty Line category? : _____

(If yes, you furnished the proof of the same with application?): _____

Place:

Signature of Applicant

Date:

* Broad Category of the subject to be indicated (such as grant of government service matters/Licenses etc.)

** Relevant period for which information is required to be indicated.

*** Specific details of the information are required to be indicated.

QUIZ

1. What is the minimum age of voting in India?

- ☐ 25 Years
- ☐ 21 Years
- ☐ 18 Years
- ☐ 20 Years

2. Who is the head of the Municipal Corporation?

- ☐ Commissioner
- ☐ Chief Minister
- ☐ Secretary
- ☐ Mayor

3. Who elects the Mayor of the Municipal Corporation?

- ☐ Citizen of the city
- ☐ Tax-payers of the city
- ☐ Elected ward members
- ☐ Members of Legislative Assembly (MLA)

4. Who appoints the Municipal Commissioner?

- ☐ State Government
- ☐ Chief Justice of Supreme Court
- ☐ President
- ☐ Governor

5. Municipal/State/ General (Lok Sabha) elections happens after every ____ years.

- ☐ 3 years
- ☐ 10 years
- ☐ 5 years
- ☐ 10 years

6. The Lower House of the Indian Parliament is known as:

- ☐ Rajya Sabha
- ☐ Lok Sabha
- ☐ Vidhan Sabha
- ☐ Vidhan Bhavan

7. The tenure of the members of the Rajya Sabha is?

- ☐ 5 years
- ☐ 4 years
- ☐ 6 years
- ☐ 3 years

8. Members of Legislative Assembly (Aamdar) are elected by:

- ☐ The people
- ☐ Members of Parliament
- ☐ Governor
- ☐ President

9. Which amendment established the Urban Local Government System?

- ☐ 73rd
- ☐ 74th
- ☐ 91st
- ☐ 63rd

10. Municipal Corporation is divided into?

- ☐ Zones
- ☐ Wards
- ☐ Councils

11. The responsibility of installing street lights belongs to?

- ☐ Traffic Department
- ☐ Municipal Corporation
- ☐ Revenue Department
- ☐ Health and Education Department

12. Which of the following services are included in the urban local government bodies?

- ☐ Town Planning/ Providing Health & Education
- ☐ Pollution Control/Issuing shop licenses
- ☐ Water Supply/ Waste Management
- ☐ All of the above

13. What facilities does Municipal Corporations provide to children?

- ☐ Build schools, hospitals
- ☐ Carries various vaccination drives
- ☐ Construct parks, play grounds and maintains them
- ☐ All of the above

14. Which area is related to the Municipal Corporation?

- ☐ Collecting municipal tax
- ☐ Supply of water
- ☐ Controlling the diseases
- ☐ All of the above

15. Which department of the municipal corporation will you contact when the garbage is not being disposed properly?

- ☐ Health Department
- ☐ Solid Waste Management Department
- ☐ Sewerage Department
- ☐ All of the above

16. Which of the following document is an address proof?

- ☐ Ration Card
- ☐ Birth Certificate
- ☐ 10th Class Passing Certificate

18. Which department to contact to remove Paan shop from near the school?

- ☐ Health Department
- ☐ Water Works
- ☐ Maintenance Department
- ☐ Education Department

19. You may call and register a civic complaint with BMC on _____ number

- ☐ 1916
- ☐ 1991
- ☐ 1974
- ☐ 2008

ANSWERS:

1. 18 Years 2. Mayor 3. Elected ward members 4. State Government 5. 5 years 6. Lok Sabha 7. 6 years 8. The people 9. 74th 10. Wards
11. Municipal Corporation 12. All of the above 13. All of the above 14. All of the above 15. Solid Waste Management 17. Ration Card
18. Education Department 19. 1916

HELPLINE NUMBERS

Chief Minister's Helpline:

For any Information / Service / Scheme
related to State Govt.

1800 120 8040 (24x7)

BMC-related issues

Complaints:

1916

WhatsApp Number:

89992 28999

Social media:

@mybmc

TMC-related issues

TMC Grievances / Complaints:

022-25331590 /-25331211

Regional Disaster Management Cell

1800-222-108

Complaints Operator

7506946155

Abuse/Violence/Eve-teasing

Childline

1098

Police

100

Women helpline

1091 / 181 (24x7)

SNEHA One-Stop Centre (KEM Hospital)

022-24100511

Mental Health

TISS iCall:

022-25521111 (Mon-Sat; 10am - 8pm)

SNEHA (COVID-19 Mental Health)

89769 94777 (8am - 11pm)

Vandrevala Foundation

1860 2662 345

Services

Rationing Kruti Samiti

1800 1024 103

Ambulance Services

102

Fire Brigade

101





