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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THE CONSTITUTION OF INDIA

PREAMBLE
WE, THE PEOPLE OF INDIA,
having solemnly resolved to constitute India into a
SOVEREIGN SOCIALIST
SECULAR DEMOCRATIC REPUBLIC
and to secure to all its citizens:
JUSTICE, social, economic and political;
LIBERTY of thought, expression,
belief, faith and worship;
EQUALITY of status and of opportunity;
and to promote among them all
FRATERNITY assuring the dignity of the
individual and the unity and
integrity of the Nation;
IN OUR CONSTITUENT ASSEMBLY
this twenty-sixth day of November, 1949, do
HEREBY ADOPT, ENACT AND GIVE TO
OURSelves THIS CONSTITUTION.
भारत का संविधान

उद्देश्य

हम, भारत के लोग, भारत को एक समृद्ध समृद्ध समाजजातीय विकासकारी लोकतंत्रक सम्पत्ति बनाने के लिए, तथा उसके समस्त नागरिकों को:
- साक्षरता, आधिकारिक और राष्ट्रीय क्षेत्र,
- विद्यालय, अंतर्जातिक विद्या क्षेत्र,
- और उपासना का स्वास्थ्य,
- प्रशिक्षण और अन्य भाष ज्ञान की समता,
- प्रशिक्षण का लाभ करने के लिए,
- तथा उन सब से संबंधित
- व्यक्ति की गतिविधि और वार्ता की संबंधित
- और अलंकरण सम्बन्धि करने वाली संस्थान
- बदले के लिए

द्रोहसंपर्क होकर अपने इस संविधान सम्मेलन में आज तारीख 26 जनवरी, 1943 ई.
(जिन्हि खासगी दृष्टस्थल सम्मेलन, चर्चा दो रंजीत छं: क्रिकेट) को एकदम इस संविधान को अंग्रेज़ी, अर्थविद्वान और आलोचक करने है।
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 socialist, secular, democratic, and republican 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.

6 Fundamental Rights

Part III of the Constitution

- Right to Equality (Articles 14-18)
- Right to Freedom (Articles 19-22)
- Right against Exploitation (Articles 23-24)
- Right to freedom of Religion (Articles 25-28)
- Right to Culture & Education (Articles 29-30)
- Right to Constitutional Remedies (Article 32)
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 warranto (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 Amendment\(^5\) on the recommendation of the Swaran Singh Committee. The 11\(^{th}\) fundamental duty was added by the 86\(^{th}\) 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

\(^5\)A 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

1. LEGISLATURE
   Legislative is held responsible to the Parliament for its acts through debates and discussions. It also supervises the activities of the Executive.

2. EXECUTIVE (Government)
   Council of Ministers
   Prime Minister (Head)
   + Cabinet Ministers
   + Ministers of State (Independent)
   + Ministers of State

3. JUDICIAL
   Judiciary directs and monitors the function of the Executive and ensures that it acts within the law thus refrains it from arbitrary exercise of power.

4. MEDIA (4th pillar of democracy)
   Public departments responsible for implementing laws based on rules and regulations for day-to-day functioning of basic civil services.

Persons currently holding office: https://www.india.gov.in/my-government/whos-who/
Responsibilities of Elected Representatives

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.
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

An MP is responsible for the election of
- President and Vice-President of India
- Speaker and Deputy Speaker of respective House

Developmental Role

In addition to their role in the Parliament, MPs are supposed to take up development work in their constituency. The MP can fulfill 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 List\(^1\) (trade, commerce, public health and sanitation, irrigation, and agriculture) and the Concurrent List\(^2\) (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 bill\(^3\).

---

\(^1\) State List includes matters on which only the State Government can make or amend laws.
\(^2\) 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.
\(^3\) 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
• 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
• 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
• 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
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 up to 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](http://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](http://www.thanecity.gov.in)
Structure of BMC/TMC

Deliberative Wing

- Mayor
- Centralized Committee
- Ward Committee

Administrative Wing

- Municipal Commissioner
- Centralized Committee
- Ward Committee

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

<table>
<thead>
<tr>
<th></th>
<th>MCGM</th>
<th>TMC</th>
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<tbody>
<tr>
<td>The Chief</td>
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<tr>
<td>The Mayor</td>
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<tr>
<td>The Deputy Mayor</td>
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</table>
### 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 | | |

### Civic Engagement
- No. of Municipal Hospitals: 1
- No. of Municipal Maternity Homes
- No. of Municipal Dispensaries: 5
- No. of Municipal Health Posts
‘G/NORTH’ WARD

Harishchandra YewaleMarg, 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

<table>
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<td><a href="mailto:ac.rs@mcgm.gov.in">ac.rs@mcgm.gov.in</a></td>
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<tr>
<td>Medical Officer</td>
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<td></td>
<td><a href="mailto:mohrs.phd@mcgm.gov.in">mohrs.phd@mcgm.gov.in</a></td>
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<td>Dharavi</td>
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<td>Dadar</td>
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<td>2430 3654, 2430 1403</td>
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<tr>
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<td>2445 3833, 2444 9821</td>
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<td>Dr Babasaheb Ambedkar Hospital (Shatabdi Hospital)</td>
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<td>2864 7003 / 4</td>
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<td>Government</td>
<td>E S I S</td>
<td>85</td>
<td>2887 7501</td>
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<td>Private</td>
<td>Mangalmurti Hospital</td>
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<td>2869 1232, 2869 3958</td>
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<td>Private</td>
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Civic Engagement
<table>
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<tr>
<th>Urban Health Centre (UHC)</th>
<th>Name of Medical Officer</th>
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<tr>
<td>Transit Camp Health Centre</td>
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<td>Pila Bungla Health Centre</td>
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<th>No. of Municipal Hospitals</th>
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<th>No. of Municipal Maternity Homes</th>
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<td>No. of Municipal Dispensaries</td>
<td>9</td>
<td>No. of Municipal Health Posts</td>
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[Map Image of Urban Health Centres in the area]
## 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

<table>
<thead>
<tr>
<th>Designation</th>
<th>Name of Ward Officer</th>
<th>Contact Number (022)</th>
<th>Email ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistant Commissioner</td>
<td></td>
<td></td>
<td><a href="mailto:amckal@thanecity.gov.in">amckal@thanecity.gov.in</a></td>
</tr>
<tr>
<td>Complaint Officer</td>
<td></td>
<td></td>
<td><a href="mailto:co.gn@mcgm.gov.in">co.gn@mcgm.gov.in</a></td>
</tr>
<tr>
<td>Medical Officer</td>
<td></td>
<td></td>
<td><a href="mailto:mho@thanecity.gov.in">mho@thanecity.gov.in</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Designation / Area</th>
<th>Name of the Officer</th>
<th>Contact Number (022)</th>
<th>Mobile Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire Station Officer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sr. Police Inspector Kalwa</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sr. Police Inspector Kharegaon</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Type</th>
<th>Name of the Hospital</th>
<th>Bed Capacity</th>
<th>Contact Number (022)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Municipal</td>
<td>Chhatrapati Shivaji Maharaj</td>
<td></td>
<td>2534 7784/5/6</td>
</tr>
<tr>
<td>Municipal</td>
<td>Rajiv Gandhi Medical College</td>
<td></td>
<td>2537 2774/5/6/7/8/9</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Urban Health Centre (UHC)</th>
<th>Name of Medical Officer</th>
<th>Contact Number (022)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Antkoneshwar Nagar</td>
<td></td>
<td>2534 4704</td>
</tr>
<tr>
<td>Kalwa</td>
<td></td>
<td>2541 0470</td>
</tr>
<tr>
<td>Kharegaon</td>
<td></td>
<td>2530 9026</td>
</tr>
</tbody>
</table>
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.
Twitter has also become 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

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:

<table>
<thead>
<tr>
<th>Category</th>
<th>Sub Types</th>
</tr>
</thead>
<tbody>
<tr>
<td>Roads &amp; Traffic</td>
<td>• Bad Patches/potholes on roads</td>
</tr>
<tr>
<td></td>
<td>• Repairs/re-surfacing of roads/footpaths</td>
</tr>
<tr>
<td></td>
<td>• Unauthorised digging of road</td>
</tr>
<tr>
<td></td>
<td>• Manhole</td>
</tr>
<tr>
<td></td>
<td>• Street Lighting / Signals/ Speed Breakers</td>
</tr>
<tr>
<td></td>
<td>• Unauthorised Stalls on Roads</td>
</tr>
<tr>
<td>Drainage</td>
<td>• Drainage Chokes and Blockages</td>
</tr>
<tr>
<td></td>
<td>• Overflowing drains of manholes</td>
</tr>
<tr>
<td></td>
<td>• Replacement of Missing / Damaged Manhole</td>
</tr>
<tr>
<td></td>
<td>• Odour (foul smell) from drains</td>
</tr>
<tr>
<td></td>
<td>• Repairs to pipe sewers/main sewers</td>
</tr>
<tr>
<td>Solid Waste Management (SWM)</td>
<td>• Garbage not lifted from House/Gully/Municipal Market/ Road/Authorized collection point</td>
</tr>
<tr>
<td></td>
<td>• Removal of Debris</td>
</tr>
<tr>
<td></td>
<td>• Garbage lorry not reported for service/ Lorry not covered</td>
</tr>
<tr>
<td></td>
<td>• No attendance at Public Toilets</td>
</tr>
<tr>
<td></td>
<td>• Providing/removing/replacing dustbins</td>
</tr>
<tr>
<td>Water Supply</td>
<td>• Shortage of Water Supply</td>
</tr>
<tr>
<td></td>
<td>• Leaks in Water Lines/ Burst in water main line</td>
</tr>
<tr>
<td></td>
<td>• Unauthorized Tapping of Water Connection</td>
</tr>
<tr>
<td></td>
<td>• Contaminated water supply</td>
</tr>
<tr>
<td>Health</td>
<td>• Issue of Birth/ Death Certificate</td>
</tr>
<tr>
<td>Education</td>
<td>• Short supply of water / Drinking water not available</td>
</tr>
<tr>
<td></td>
<td>• No electricity/ Lamp, tube lights, etc. to be replaced</td>
</tr>
<tr>
<td></td>
<td>• Toilet not cleaned</td>
</tr>
<tr>
<td></td>
<td>• Door/Windows/Staircase/ Furniture found broken</td>
</tr>
<tr>
<td></td>
<td>• No Teacher</td>
</tr>
<tr>
<td></td>
<td>• Encroachment in the school premises</td>
</tr>
<tr>
<td>Repairs to Municipal Property</td>
<td>• Maintenance of municipal property, schools, dispensaries, maternity home, gardens</td>
</tr>
<tr>
<td></td>
<td>• Protection of municipal playgrounds/gardens</td>
</tr>
</tbody>
</table>
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 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
HELPLINE NUMBERS

Chief Minister’s Helpline: 1800 120 8040 (24x7)
For any Information / Service / Scheme related to State Govt.

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