

**GOVERNMENT OF INDIA  
HOME AFFAIRS  
LOK SABHA**

UNSTARRED QUESTION NO:3574  
ANSWERED ON:11.08.2015  
Registration of Complaints in MCD  
Giluwa Shri Laxman;Laguri Smt. Sakuntala

**Will the Minister of HOME AFFAIRS be pleased to state:**

- (a) whether a Central Control Room has been set up for registering complaints by the Municipal Corporation of Delhi (MCD);
- (b) if so, the details thereof along with the number and nature of complaints received during the last one year and the current year;
- (c) the number of complaints disposed of and pending till date;
- (d) the steps taken for disposal of such complaints in a time-bound manner along with the action taken against the guilty officials of MCD; and
- (e) the extent to which corruption has been checked as a result of the said measures along with the other measures taken to remove corruption in the MCD?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS  
(SHRI HARIBHAI PARATHIBHAI CHAUDHARY)

(a) & (b): A Central Control Room has been set up for North and South DMCs for registering complaints through toll free Phone No.1266 and 4 landline telephone Nos. i.e. 23220010, 23220016, 23220037 & 23222797.

Complaints received w.e.f. 01.01.2014 to 31.12.2014 = 28040

Complaints received w.e.f. 01.01.2015 to 03.08.2015 = 16944

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A Call Center has also been set up for East DMC for registering complaints through toll free Phone No.155303. 2617 complaints have been received during the period 01.01.2014 to 31.12.2014 and 1283 complaints have been received during the period 01.01.2015 to 05.08.2015.

The complaints received are generally related to public amenities such as sanitation, encroachments, unauthorized constructions, general complaints, stray animals, dead animals, cleaning of parks, collapse of building, fire, removal of fallen trees, water logging etc.

(c) & (d): In North DMC, 1707 number of complaints have been received during the period January, 2014 to 05.08.2015 and in East DMC, 2051 number of complaints have been received during the period January, 2014 to 05.08.2015. Most of these complaints were / are of general nature having no discernible vigilance angle and hence were referred to the concerned Dy. Commissioners of the concerned zone for necessary action. The complaints having vigilance angle were investigated/under investigation. During investigation by the Vigilance Department, 112 RDA Cases were initiated against 151 officials of North DMC and 18 RDA Cases were initiated against 33 officials of East DMC. The year-wise detail is attached as Annexure "A".

In South DMC, investigation has been conducted in respect of complaints where there were prima facie any substance in the allegations of malpractice and misconduct in the complaint on the part of employees of the SDMC. The Vigilance Department, after investigation, initiated major or minor penalty proceedings against 139 officers/officials w.e.f. 01.01.2014 to 05.08.2015. The details are given in the Annexure "A".

(e): The scope of corruption in North, South & East Delhi Municipal Corporations has been reduced/minimized by various measures such as online systems for building plans, issuance of birth certificate, renewal of licenses for various trades and manufacturing units, booking of community halls / parks etc. Inspections and surprise checking are also conducted regularly to remove corruption in North, South and East DMCs.

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