

Mayor, Ms. Arti Mehra today informed that the Municipal Corporation of Delhi has initiated the process of developing Comprehensive Master Plan for Management of Solid Waste in Delhi to work out a holistic approach to make Delhi a worthy, liveable, clean, eco-friendly world-class city. An Advisory Group consisting of eminent professionals, academicians, civic society groups and RWAs has been formed. This Group will develop a comprehensive plan for solid waste management to tackle all aspects including their collection and disposal alongwith related logistical requirements. An assessment of available and required manpower and machinery will be made. The administrative system of Environment Management Services would also be reassessed. It is expected that the Master Plan would be in place by November, 2007. The plan will be implemented on war-footing for efficient disposal of solid waste.

The Advisory Group comprises the following members :-

1. Mr. Subhash Arya, Leader of the House, MCD
2. Mr. Vijender Gupta, Chairman, Standing Committee, MCD
3. Mr. Jai Kishan Sharma, Leader of Opposition, MCD
4. Mr. Divya Jaiswal, Chairma, DEMS Committee, MCD
5. Mr. Ravi Dass, Engineer-in-Chief, MCD
6. Dr. S. Ramesh, Chief Architect, MCD
7. Mr. V. S. Seth, Director (DEMS), MCD
8. Ms. Kiran Wadhera, President & CEO, ACORD
9. Mr. Pankaj Agarwal, Secretary, Delhi RWA Jt. Front
10. Mr. Asit Nema, Foundation for Greentech Environmental Systems
11. Ms. Manorama Batra, Former Head, Environmental Services, ITC Hotels

12. Maj. Gen. H. C. Dua, President of Army, Air Force & Navy, Retired Officers' Association
13. Mr. M. C. Sood, AAN (Army, Air Force & Navy), The Action Group of Retired Defence Officers
14. Principal Gargi College
15. Prof. Urvashi Dhamija, Miranda House
16. Mr. Manik Thapar, CEO, ECO WISE
17. Mrs. Anuradha Chaudhry, Chairperson, Waste Management Committee
18. Ms. Deepali Narula, RWA Representative, SDA

All the NGOs represented in the Advisory Group, Mayor said, have different kind of specialized contribution to the cause of environment management. MCD would integrate the expertise and experiences of these members into the proposed Master Plan so that their models could be replicated all over the city as part of well-considered strategy.

Ms. Arti Mehra expressed concern that disposal of solid waste is now becoming acute problem in Delhi. If the generation of garbage is not checked, then generation of garbage will go up to 14300 metric tons per day by the year 2024 from 6000-7000 metric tons per day at present. It is imperative that we must develop strategies, which minimize generation of solid waste. A number of NGOs are working towards this end. The Master Plan would incorporate and extend the scope of their practices by adopting them on mass scale.

MCD would encourage RWAs who would lessen the burden on our overfilling landfill sites. The NGOs and RWAs will be encouraged to achieve this objective. Mayor said that an instance comes to her mind where foundation for Greentech Environmental Systems has developed Green Earth Machines (GEM), which promote composting by converting kitchen waste into compost without any

hastles in a convenient manner. The GEM is a container of 150 litre costing between Rs.1600/- to Rs.2000/- only and can convert kitchen waste of manifold quantity into compost. Another NGO ECO WISE is converting debris into cement. Every NGO has experience worth mention but space constraint forbid it.

The Mayor's Trophy would be awarded for achieving best Environment Management Standard and Practices. MCD would consider awarding NGOs and RWAs, which should show exemplary result in achieving zero garbage standard by adopting environment friendly practices. For instance, she said we would consider awarding GEM mentioned above to such RWAs and NGOs. We would also think of awarding other eco-friendly objects and items to such organizations.

Mayor said that her vision entails modernized system of garbage disposal. The Advisory Group would work towards this end. MCD would acquire trucks, JCBs, excavators, supersuction machines, mechanical sweepers etc. The practice of engaging jhota buggies, particularly in Trans-Yamuna areas would be abundant by their replacement with small mechanized vehicle in a phased manner.

It will be ensured that the present exploitation of rag pickers is put to an end by replacing it with an organized system, which is conducive to their health and well-being. A number of NGOs are working in the field. MCD would involve them in development of new policy and practices of organized system of rag picking for the benefit of rag pickers as well as environment.

The Advisory Group will adopt participatory approach for development of the Master Plan, said Mayor. The members of the Group had initial informal discussions and would continue to meet on regular basis. It has been felt that effective redressal grievance system as well as sensitive and responsive communication system is essential, pre-requisite for facilitating

and delivering efficient solid waste management services. Keeping this in view, it has been decided to give unique ID number to each and every dalao situated in the city. The process has already been initiated to display the ID number on every dalao. It would make convenient for citizens to file their complaints quoting this unique ID Number if they come across with mismanaged dalao.

Ms. Mehra said that the MCD has set-up communication and control system, which would also entail provision of an SMS service for information about unattended garbage dumps. The service provider has been asked to immediately activate the number. The number where citizens would be able to lodge their complaints will shortly be notified through public notice in newspapers. MCD has provided mobile phone facility to its officers under Common Users Group (C.U.G.), wherein the SMS facility is being upgraded for effective redressal of the complaints of serious nature.

The Central Control Room, Town Hall with voice logging facility and phone number 1266 has been provided with six lines for each incoming and outgoing calls. Citizens can lodge their complaints 24 x 7 round the clock. The voice of the complaint is being recorded in the voice logging system and the same is entered in the computer system. The complaints relating to zones are being subsequently forwarded to the respective zone through wireless or telephone system. Besides this number with voice logging facility, citizens can also lodge their complaint at the following Control Rooms working round-the-clock i.e. 24 x 7.

NAME OF ZONE	TELEPHONE NUMBER
City	23261527-28

Civil Lines	23942700
Central	29812700
Karol Bagh	25812700
Najafgarh	25321235
Narela	27708992
Rohini	27042700
Shahdara (North)	22822700
Shahdara (South)	22303700
Sadar Pahar Ganj	23512700
South	26522700
West	25422700

In case the phone number of the concerned zone is found busy, citizens can also lodge their complaint at the Town Hall Control Room :

Town Hall (HQ)	23962700
	23912700

All the Control Rooms have been directed to give Complaint Number to the complainant so that the officers as well as the complainant could both monitor the status of the redressal.

Citizens can also register their grievances relating to Solid Waste Management, Mayor, Ms. Arti Mehra said, by logging of internet to site www.mcdonline.gov.in. This site will register other types of grievances also. All the complainants shall be issued a tracking number, which shall enable him/her on the internet to find his/her status of the complaint. System will also provide messaging system between citizens and the MCD officials. Citizens can view the status report of all the complaints in graphical manner.

The status reports would be available City Wise, Ward Wise and MCD Department wise. The system has inbuilt auto-routing mechanism where complaints are automatically routed to the appropriate levels for redressal. Higher-level officers shall be able to monitor online the status of redressal of the complaints by the lower officers/officials.

According to Ms. Mehra, MCD is introducing Mayor's Complaint Boxes. All the zones and the Town Hall are being provided with complaint boxes, which may be used for redressal of grievances of the citizens. It will be mobilized and launched personally by the Mayor. The APROs posted at Town Hall and the Zones would be nodal officers.
