

**GOVERNMENT OF INDIA  
MINISTRY OF HOME AFFAIRS**

**LOK SABHA  
STARRED QUESTION NO. †\*389**

**TO BE ANSWERED ON THE 08<sup>TH</sup> JANUARY, 2019 / PAUSHA 18, 1940 (SAKA)**

**FUNCTIONING OF MCD**

**†\*389.      SHRIMATI RAMA DEVI:**

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

**(a) whether the toll free telephone number 1266 has been started for receiving more complaints to bring effective changes and reforms in the functioning of the Municipal Corporation of Delhi (MCD);**

**(b) if so, the complaints received during the last six months on this number, month-wise; and**

**(c) the number of complaints on the basis of which officers and employees have been found guilty after investigations and the number of such officials?**

**ANSWER**

**MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS  
(SHRI HANSRAJ GANGARAM AHIR)**

**(a) to (c):      A statement is laid on the Table of the House.**

**STATEMENT REFERRED TO IN LOK SABHA STARRED QUESTION NO.\*389 FOR 08.01.2019.**

**(a) & (b): With a view to usher in effective people centric reforms, toll free numbers have been operationalised in the three municipal corporations of Delhi (MCDs), viz. East, North and South. The North MCD has informed that they have been receiving complaints on toll free numbers 1266 and 155304. Similarly, South MCD was receiving complaints on 1266 till October, 2018 which is replaced by 155305 from November, 2018 whereas 1266 is not being used by East MCD since it is receiving its complaints only through toll free short code number 155303.**

**The details of complaints received during the last six months i.e. from June, 2018 to November, 2018 on toll free number 1266 and 155303(East MCD), 155304(North MCD) and 155305 (South MCD) are as under:**

(in numbers)

S. No	Month-wise	North MCD			South MCD			East MCD		
		Complaints received on 155304	Complaints received on 1266	Total	Complaints received on 155305	Complaints received on 1266	Total	Complaints received on 155303	Complaints received on 1266	Total
1	June 2018	Number 155304 became operational w.e.f. 22.11.2018	1030	1030	Complaints were started getting registered through Toll free number 155305 from Nov, 2018.	792	792	635	Toll free number 1266 was never used in East MCD	635
2	July 2018		1170	1170		893	893	724		724
3	August 2018		1199	1199		992	992	683		683
4	Sept. 2018		1434	1434		1079	1079	834		834
5	October, 2018		1523	1523		1160	1160	634		634
6	Nov. 2018	395	681	1076	196	1266 has been discontinued from Nov., 2018	196	190		190

**(c): No Such complaint is under investigation with Vigilance Department in any of the MCDs.**

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