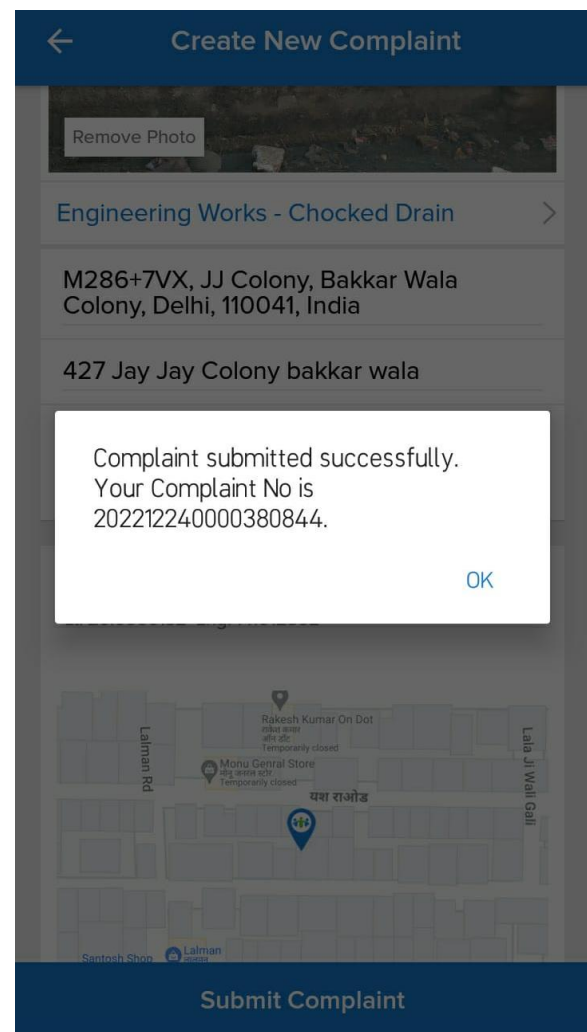


BACKGROUND

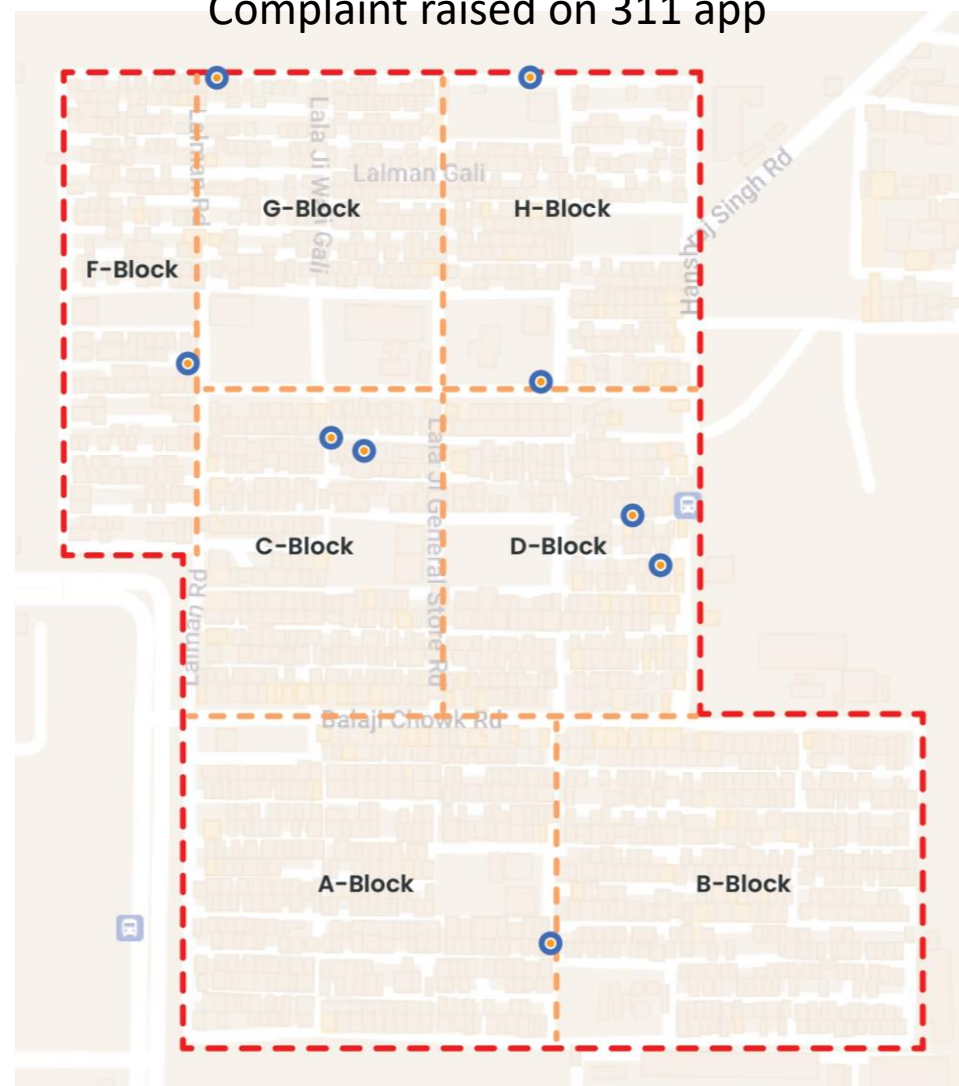
- Bakkarwala has been facing issues related to choked drains for a long time.
- Bakkarwala has open drains that often get choked. They overflow on the streets, causing water logging in the surrounding lanes.
- The logged water causes mosquito breeding, creating a surge in vector-borne diseases.
- It also hampers daily movement – especially for school-going children and persons with disability.

ACTION TAKEN

- The Bakkarwala CAG was trained to register complaints through the MCD 311 app by MHT during initial CAG trainings conducted in 2022.
- All Bakkarwala CAGs have been registering complaints for drain cleaning through the app since 2023.
- The requests usually get addressed in a period of 3 – 7 days.
- All drain cleaning & water logging requests were considered and drains were cleaned in a span of one week.
- **9 spots have been cleaned so far through the app, which accounts for about 350 m length of drains.**



Complaint raised on 311 app



Locations of choked drains and water logging spots cleaned through the MCD 311 app

RESULTS & WAY FORWARD

- This initiative has **benefitted more than 60 households** so far.
- The CAG can now raise complaints through the app on their own.
- The benefits observed here are two-fold – It is an efficient mechanism for the community, as it eliminates the need to approach government offices for applications and follow-ups.
- It also is time-effective. The requests get addressed in a short period of time.



On-going drain cleaning work in G-block, Bakkarwala

COMMUNITY TESTIMONIAL

Kiranben, a CAG member from D-block, Bakkarwala, who registered the complaint through the app and got the drain cleaned outside her home, said “The drains in our street overflowed, and there would be water logging in front of our homes. We learned in the training that we can complain about this on the MCD 311 app, and when we did, the MCD workers came and cleaned it in three days. I now understand that it is not necessary to go to government offices to solve many of our problems. They can be solved through online mediums as well”.



Kiranben from Bakkarwala