

Q1 What are the major types
of sources that users
reported?

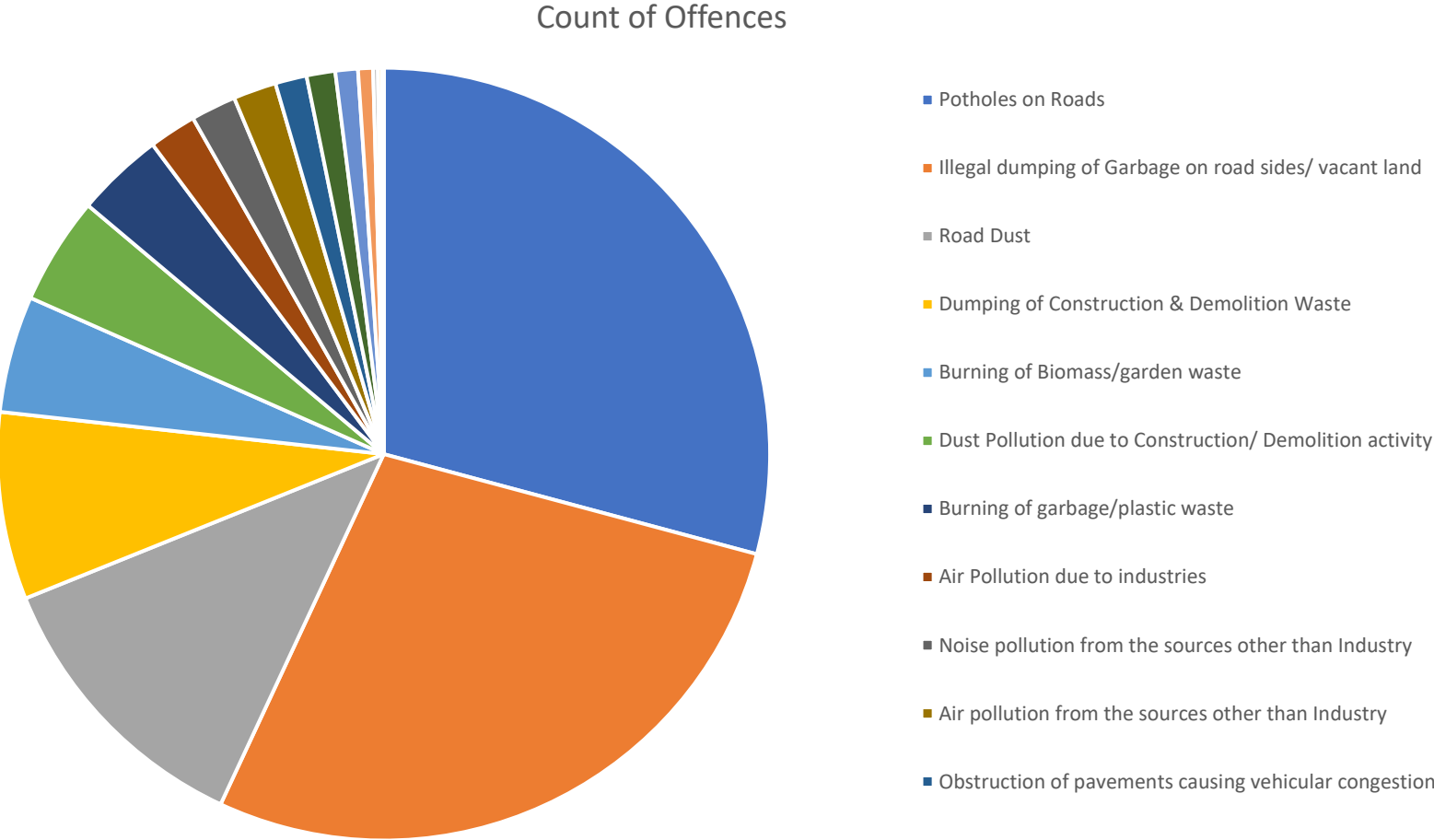
What are the major types of sources that users reported?

- The major reported problems are –
 - Potholes on Roads (29%)
 - Illegal dumping of Garbage on road sides/ vacant land (27%)
 - Road Dust (11%)
 - Dumping of Construction & Demolition Waste(7%)
- See Attached data and charts

What are the major types of sources that users reported?

Row Labels	Count of Offences	Count of Offences2
Potholes on Roads	5911	29.17%
Illegal dumping of Garbage on road sides/ vacant land	5627	27.77%
Road Dust	2425	11.97%
Dumping of Construction & Demolition Waste	1589	7.84%
Burning of Biomass/garden waste	989	4.88%
Dust Pollution due to Construction/ Demolition activity	912	4.50%
Burning of garbage/plastic waste	742	3.66%
Air Pollution due to industries	403	1.99%
Noise pollution from the sources other than Industry	384	1.89%
Air pollution from the sources other than Industry	365	1.80%
Obstruction of pavements causing vehicular congestion	267	1.32%
Violation of Graded Response Action Plan(GRAP) of CAQM	243	1.20%
Visible smoke from vehicle exhaust	191	0.94%
Old vehicles which have completed registered life [End of Life Vehicles]	127	0.63%
Sale and Storage of banned SUP items	40	0.20%
Mfg. of banned SUP items in non Industrial Area	33	0.16%
Mfg. of banned SUP items in Industrial Area	14	0.07%
Complaint related to manufacturing, storing, selling and bursting of firecrackers in NCT of Delhi	2	0.01%
Grand Total	20264	100.00%

What are the major types of sources that users reported?



Q2 How many sources have been resolved during this period,
and which type of sources have the most pendency?

How many sources have been resolved during this period, and which type of sources have the most pendency?

Number of pending sources – 10424

Most Pendency –

- By volume –
 - Potholes,
 - Garbage dumping,
 - road dust
- By percent of received complaints –
 - Potholes,
 - Mfg banned items,
 - Dumping construction and demolition waste

See attached table (next slide)

How many sources have been resolved during this period, and which type of sources have the most pendency?

Row Labels	Pending	Rejected	Resolved	Grand Total	Pending ratio	Resolution Ratio
Potholes on Roads	3669	40	2202	5911	62.07	37.93
Illegal dumping of Garbage on road sides/ vacant land	2356	12	3259	5627	41.87	58.13
Road Dust	1407	33	985	2425	58.02	41.98
Dumping of Construction & Demolition Waste	939	9	641	1589	59.09	40.91
Burning of Biomass/garden waste	546	6	437	989	55.21	44.79
Dust Pollution due to Construction/ Demolition activity	480	14	418	912	52.63	47.37
Burning of garbage/plastic waste	232	6	504	742	31.27	68.73
Air pollution from the sources other than Industry	218	19	127	364	59.89	40.11
Air Pollution due to industries	218	51	134	403	54.09	45.91
Obstruction of pavements causing vehicular congestion	131	5	131	267	49.06	50.94
Violation of Graded Response Action Plan(GRAP) of CAQM	84	6	153	243	34.57	65.43
Noise pollution from the sources other than Industry	72	16	295	383	18.80	81.20
Sale and Storage of banned SUP items	21	2	17	40	52.50	47.50
Mfg. of banned SUP items in non Industrial Area	20	2	11	33	60.61	39.39
Old vehicles which have completed registered life [End of Life Vehicles]	16		111	127	12.60	87.40
Mfg. of banned SUP items in Industrial Area	7	3	4	14	50.00	50.00
Visible smoke from vehicle exhaust	7		184	191	3.66	96.34
Complaint related to manufacturing, storing, selling and bursting of firecrackers in NCT of Delhi	1	1		2	50.00	50.00
Grand Total	10424	225	9613	20262	51.45	48.55

Q3 Highlight the departments and their
complaint resolution performance

Highlight the departments and their complaint resolution performance

- Comparing solely by volume, the winners are –
 - MCD
 - PWD
 - DJB

Comparing by resolution ratio –

- Delhi Fire services
- Transport Dept
- CPWD

See attached tables

Highlight the departments and their complaint resolution performance

Row Labels	Pending	Rejected	Resolved	Grand Total
Municipal Corporation of Delhi (MCD)	6486	39	5634	12159
Public Works Department (PWD)	3043	3	1026	4072
Delhi Jal Board (DJB)	23	16	606	645
Delhi Development Authority (DDA)	161	8	359	528
Revenue Department	231	18	327	576
Transport Department	1	0	281	282
New Delhi Municipal Council	10	1	269	280
Delhi Police. Control Room no.112	26	0	215	241
Delhi Fire Services. Control Room No.101	0	0	191	191
Delhi Metro Rail Corporation (DMRC)	38	0	160	198
Delhi Traffic Police	2	2	158	162
Irrigation & Flood Control (IFC)	181	3	129	313
Central Public Works Department (CPWD)	1	0	52	53
National Highway Authority of India (NHAI)	54	2	46	102
Delhi Pollution Control Committee (DPCC)	8	75	42	125
Delhi State Industrial and Infrastructure Development Corporation (DSIIDC)	101	0	28	129
Delhi Urban Shelter Improvement Board (DUSIB)	17	0	19	36
Northern Railway (NR)	5	0	19	24
Delhi Forest Department	12	0	15	27
Delhi Cantonment Board (DCB)	0	6	13	19
BSES Rajdhani Power Limited (BRPL)	5	0	7	12
Indraprastha Gas Limited (IGL)	2	0	5	7
Delhi Transport Corporation (DTC)	0	2	5	7
BSES Yamuna Power Limited (BYPL)	0	1	3	4
Don't know/ Not listed Department	10	47	2	59
Mahanagar Telephone Nigam Limited (MTNL)	0	0	1	1
Military Engineer Services (MES)	4	0	1	5
(blank)	0	0	0	0
Development Department of Delhi	3	1	0	4
Delhi Transport Infrastructure Development Corporation Limited (DTIDC)	0	1	0	1
Grand Total	10424	225	9613	20262

Highlight the departments and their complaint resolution performance

Row Labels	Pending	Rejected	Resolved	Grand Total	Resolved Ratio
Delhi Fire Services. Control Room No.101	0	0	191	191	1
Mahanagar Telephone Nigam Limited (MTNL)	0	0	1	1	1
Transport Department	1	0	281	282	0.996453901
Central Public Works Department (CPWD)	1	0	52	53	0.981132075
Delhi Traffic Police	2	2	158	162	0.975308642
New Delhi Municipal Council	10	1	269	280	0.960714286
Delhi Jal Board (DJB)	23	16	606	645	0.939534884
Delhi Police. Control Room no.112	26	0	215	241	0.892116183
Delhi Metro Rail Corporation (DMRC)	38	0	160	198	0.808080808
Northern Railway (NR)	5	0	19	24	0.791666667
BSES Yamuna Power Limited (BYPL)	0	1	3	4	0.75
Indraprastha Gas Limited (IGL)	2	0	5	7	0.714285714
Delhi Transport Corporation (DTC)	0	2	5	7	0.714285714
Delhi Cantonment Board (DCB)	0	6	13	19	0.684210526
Delhi Development Authority (DDA)	161	8	359	528	0.679924242
BSES Rajdhani Power Limited (BRPL)	5	0	7	12	0.583333333
Revenue Department	231	18	327	576	0.567708333
Delhi Forest Department	12	0	15	27	0.555555556
Delhi Urban Shelter Improvement Board (DUSIB)	17	0	19	36	0.527777778
Municipal Corporation of Delhi (MCD)	6486	39	5634	12159	0.463360474
National Highway Authority of India (NHAI)	54	2	46	102	0.450980392
Irrigation & Flood Control (IFC)	181	3	129	313	0.412140575
Delhi Pollution Control Committee (DPCC)	8	75	42	125	0.336
Public Works Department (PWD)	3043	3	1026	4072	0.251964637
Delhi State Industrial and Infrastructure Development Corporation (DSIIDC)	101	0	28	129	0.217054264
Military Engineer Services (MES)	4	0	1	5	0.2
Don't know/ Not listed Department	10	47	2	59	0.033898305
Development Department of Delhi	3	1	0	4	0
Delhi Transport Infrastructure Development Corporation Limited (DTIDC)	0	1	0	1	0
Grand Total	10424	225	9613	20262	0.474434903

Q4 Which region of Delhi reported the greatest number of complaints and which categories?

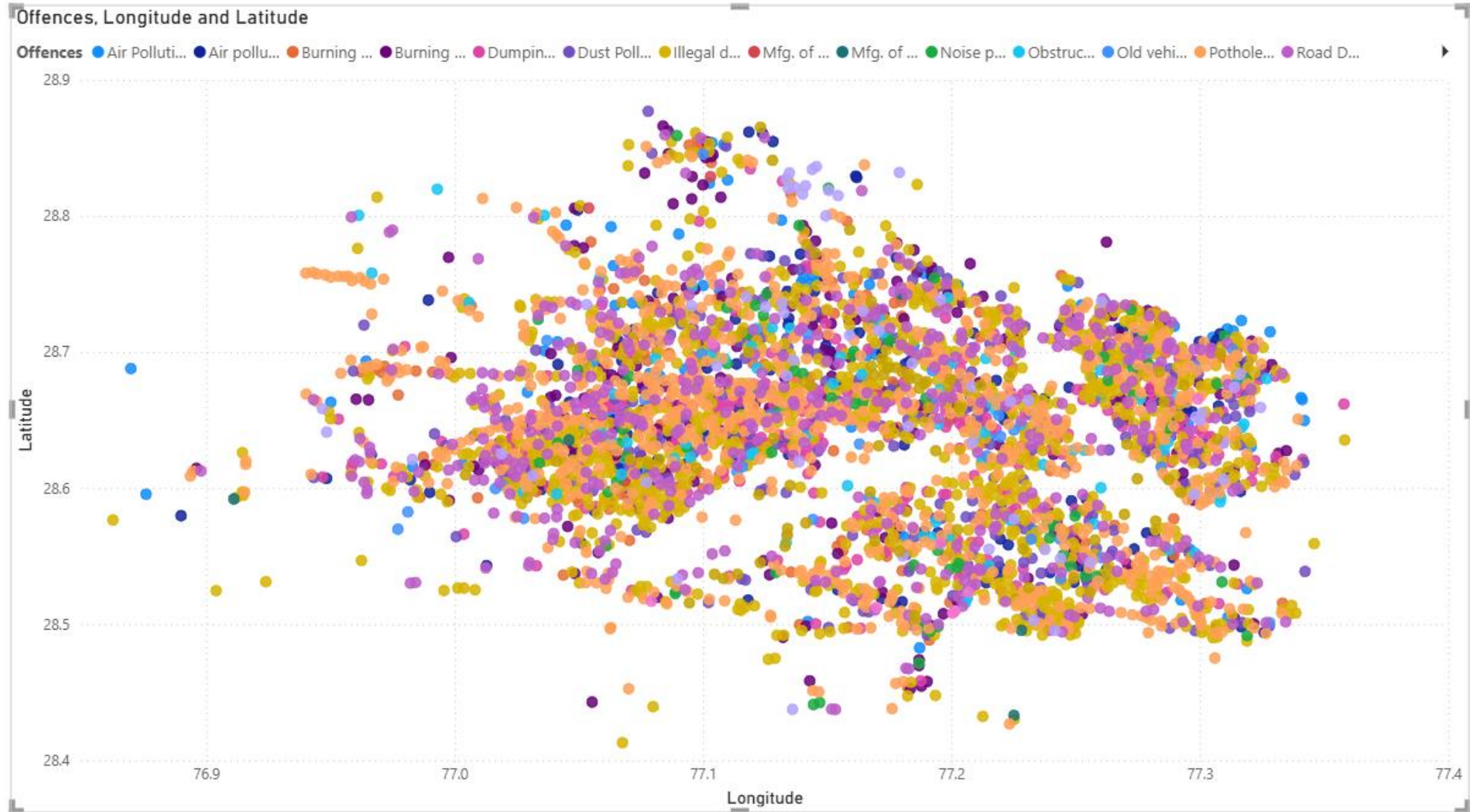
Which region of Delhi reported the greatest number of complaints and which categories?

- Places by number of complaints –
 - West Delhi (6.5k)
 - South Delhi (2.5k)
 - South West Delhi (2.5k)
- Most people seemed to be concerned about potholes, road dust.

Which region of Delhi reported the greatest number of complaints and which categories?

Row Labels	Air Pollution due to industries	Air pollution from the sources other than Industry	Burning of Biomass/garbage/waste	Burning of plastic waste	Complaint related to manufacturing, storing, selling and bursting of firecrackers in NCT of Delhi	Dumping of Construction & Demolition Waste	Dust Pollution due to Construction/ Demolition activity	Illegal dumping of Garbage on road sides/ vacant land	Mfg. of banned SUP items in Industrial Area	Mfg. of banned SUP items in non Industrial Area	Noise pollution from the sources other than Industry	Obstruction of pavement is causing vehicular congestion	Old vehicles which have completed registered life [End of Life Vehicles]	Potholes on Roads	Road Dust	Sale and Storage of banned SUP items	Violation of Graded Response Action Plan (GRAP) of CAQM	Visible smoke from vehicle exhaust	Grand Total
West Delhi	34	53	516	192		800	184	1283	1	8	61	32	14	2416	1017	5	7	33	6656
South Delhi	19	26	124	76		83	72	1063	3	4	114	18	10	681	158	14	13	10	2488
South West Delhi	60	69	103	118		141	124	749	1	2	88	45	24	537	237		24	8	2330
North West Delhi	94	41	94	151		61	150	394	2	6	27	30	24	423	210	8	20	17	1752
North Delhi	41	30	34	46		59	76	280	2	4	16	26	7	308	208	5	38	44	1224
Central Delhi	22	16	16	17		93	49	281	1		17	17	8	498	69	1	8	4	1117
North East Delhi	27	25	31	50	1	49	49	454		1	11	17	7	135	236	1	1	17	1112
East Delhi	29	36	19	26		108	80	255		2	15	39	4	261	80	3	9	9	975
South East Delhi	10	26	12	18		36	35	340		1	17	16	17	228	72	1	19	3	851
New Delhi	34	20	30	24		106	54	265	2	3	4	11	6	190	61	1	10	5	826
All	25	8	7	18	1	22	19	153	1	1	5	7	4	176	33		7	24	511
Shahdara	8	15	3	6		30	20	110	1	1	9	9		57	44	1	87	17	418
दक्षिण पश्चिम दिल्ली						1							2						3
पश्चिमी दिल्ली														1					1
Grand Total	403	365	989	742	2	1589	912	5627	14	33	384	267	127	5911	2425	40	243	191	20264

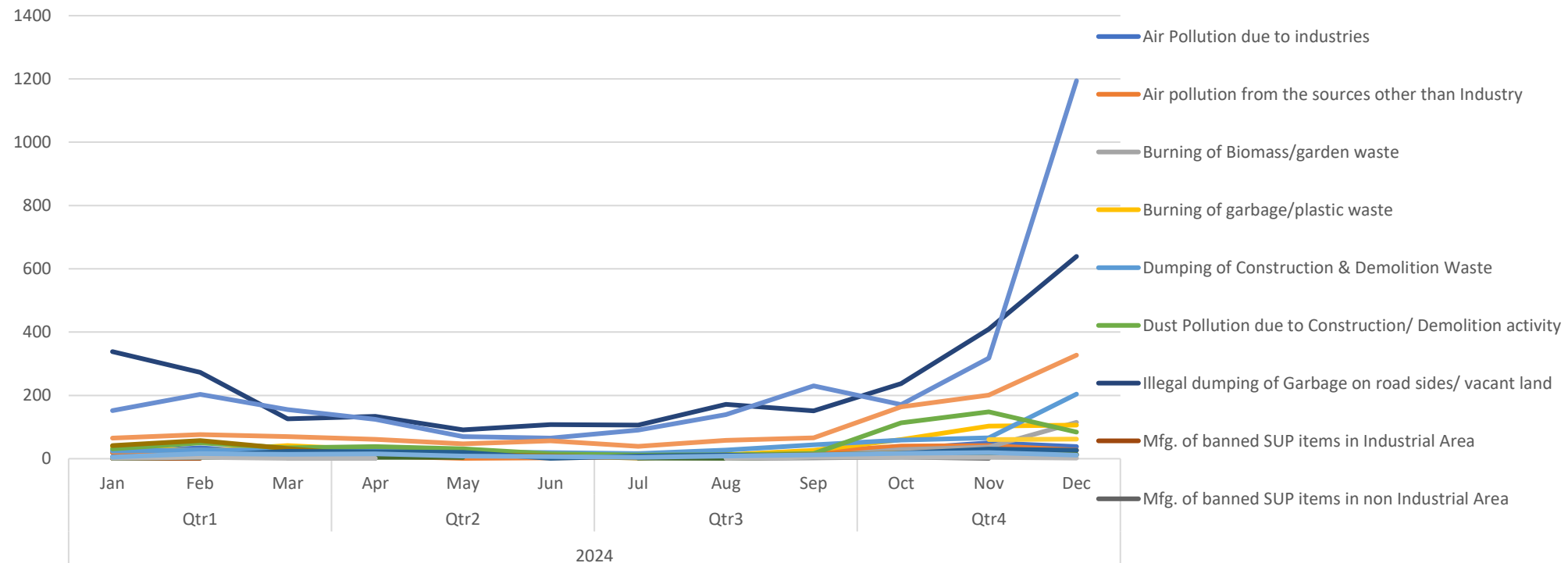
Which region of Delhi reported the greatest number of complaints and which categories? – Plotted by Lat/Long data



Present any seasonal or monthly inferences

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Pollution related reports increase pre-winters, in accordance to my personal hypothesis 😊



If you were the Secretary of the Environment Department, Government of NCT of Delhi, how would you use this data to guide Delhi's clean air strategy?

- **Optimized Garbage Collection:** Target areas with high illegal dumping and burning for prioritized collection and proper disposal, preventing open-air burning and improving air quality.
- **Staffing & Productivity Optimization:** Pending complaint analysis highlights the need for additional staff and measures to enhance current staff efficiency, reducing turnaround time for reported issues.
- **Pothole Prevention via Drainage Audits:** Potholes often form due to rain and waterlogging. Using complaint data, we can identify high-pothole roads and inspect drainage to prevent recurring damage.
- **Seasonal Preparedness:** Temporal data shows clear pre-winter spikes in pollution. We can proactively deploy smog guns, mechanical road sweepers, and water sprinklers in high-complaint regions, while simultaneously running mass awareness and mask-distribution drives to protect citizens before air quality deteriorates.

Thank You

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