

MUMBAI MERI JAAN

THE MONTHLY NEWSLETTER OF AGNI

Action for good
Governance &
Networking in
India

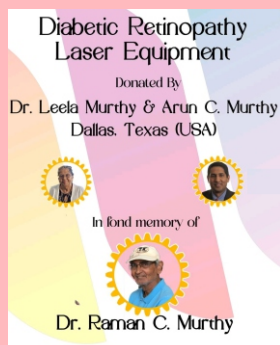
AGNI

Editorial

Magnanimous donations by NRIs to Bengaluru Eye Hospital and Matadi Hospital Navi Mumbai

NRI Dr. Leela Murthy and Arun Murthy Texas USA, in memory of her husband and his father Raman C. Murthy, have donated medical equipments to two hospitals one in Bengaluru and another in Navi Mumbai.

The one in Bengaluru is a Portable Diabetic Retinopathy laser equipment for the under-privileged to the Rajalakshmi Netralaya, Yelahanka, Bengaluru who have been treating in the rural areas of the city.



The one in Navi Mumbai is for the Mathadi Hospitals - an X-Ray Machine and Humacount-5D Five-part Haematology Analyser Human Diagnostic. Mathadi Hospital has been treating

hundreds of Mathadi families free of charge.

Both the donations have been through Rotary Clubs who are known for community service before self.

Congrats to both the donors. Hope this will be an inspiration to other NRIs to follow suit. **MMJ**

Generous donation to the needy: Equipment to Mathadi Hospital, Navi Mumbai

Philanthropy Dr Leela Murthy, Dallas, Texas (USA) made generous donations of X-Ray Machine and Humacount-



5D Five-part Haematology Analyser Human Diagnostic through Rotary Club of New Bombay Seaside to Mathadi



Hospital in Kopar Khairane in



memory of her dear husband Dr Raman C Murthy. Further, another equipment for

pathology

department

viz., Chem 7

S e m i -

Automated

Biochemistry

Analyzer was

donated by

Mr. Rajesh

Kumarji Rateria and Mrs

Sapnaji Rateria of Parel,

Mumbai in memory of his

beloved mother Late Smt.

Kanta Deviji



contd. on Page 2

RBI issues new order to help recovery of unclaimed deposits in banks

The Reserve Bank of India (RBI) has issued fresh instructions to banks to strengthen the ongoing efforts to reduce the quantum of unclaimed deposits in the banking system and return such deposits to their rightful owners or claimants.

As per the extant instructions, the credit deposit in any account maintained with the banks, which have not been operated upon for 10 years or more or any amount remaining unclaimed for 10 years or more are required to be transferred by the banks to the DEA Fund maintained by RBI.

Based on its latest review, the RBI has decided to issue comprehensive guidelines on the measures to be put in place by the banks covering various aspects of classifying accounts and deposits as inoperative accounts and unclaimed deposits, as the case may be, periodic review of such



accounts and deposits, measures to prevent fraud in such accounts/deposits, grievance redressal mechanism complaints, steps to be taken for tracing the customers of inoperative accounts/unclaimed deposits including their nominees / legal heirs for reactivation of accounts, settlements of claims or closure and the process to be followed by them. The revised instructions will come into effect from April 1, 2024. The bank shall contact the holder(s) of the inoperative accounts/unclaimed deposit through letters, email or sms (if the email or mobile number are registered with the bank). **MMJ**

Narishakthi continues in ISRO

Nigar Shaji, lady behind ISRO's Aditya L1 mission

Shankar Raj

No gender bias at ISRO, only talent matters: (S)hero

Like the sun which shines on everyone, there is no gender bias at the Indian Space Research Organisation (ISRO), according to Nigar Shaji, the project director of Aditya-L1 mission; only talent matters, gender plays no role.

She is a senior scientist at the UR Satellite Centre, part of ISRO, in Bengaluru and is the project director for Aditya-L1, India's first space-based solar observatory. She is one of many (s)heroes (women) who have led teams at the India space agency to make complex satellite missions. When it comes to exploring the Sun conquering the Moon or studying the mysteries of space, it was ISRO's women force at the forefront – M. Vanitha led the Chandrayaan-2 mission and Thenmozhi Selvi K. led the making of the Earth-imaging satellite. Recently, Kalpana K took charge as deputy project director of the highly successful ongoing



Chandrayaan-3 mission. Incidentally, like many chess women grandmasters, Shaji, Vanitha, Selvi and Kalpana all are from Tamil Nadu.

In an interview to NDTV, Shaji said, "There is no glass ceiling for women in ISRO."

On the shop floor and clean rooms of ISRO, men and women work shoulder-to-shoulder to bring glory for India. However, Shaji acknowledged that scientists considered her a "tough person."

She described Aditya-L1 as a "complex scientific satellite" and that it is a product of nine years of hard work. working with ISRO. **MMJ**

Each one forward this to all Mumbaikars on your email and whatsapp list

Generous donation to the needy: Equipment to Mathadi Hospital, Navi Mumbai

contd. from Page 1 Rateria.

It is expected around 250-300 X-rays per month and 250



blood samples will be tested on daily basis on each on the above 2 equipments donated by these generous donors. The project value of Rs. 10 lakhs was executed within a month by Rotary club of New Bombay



Seaside by a team consisting of Club Secretary Rtn. S. Sankaran, Rtn. M.N. Ramachandra, Rtn. Anil Kartha, Rtn. B.V. Raviprakash under the leadership of Club President Rtn. Ram Kumar Pandey.

Mathadi Hospital caters to

Mathadi workers and their families free of charge. They have over 190 bed hospital in Kopar Khairane. Around 500-600 OPD patients get treated on a daily basis and about 12 operations are being done daily.

The handing over of the equipment was held on the 29th December 2023 with family members of Donors Dr Leela Murthy and Rateria along with President, office bearers and Members of Rotary Club New Bombay Seaside. On behalf of Mathadi Hospital, CMO Dr Patil received the equipment and thanked the donors profusely, Rotary for the timely help. Mr Babasaheb Thorat from Mathadi Hospital welcomed the guests. Ms Manisha Bauskar, Pathology Department, spoke of the need of the machine and its importance to the hospital.

MMJ Editor Sharad Kumar, who is also brother of Dr. Leela Murthy was present and graced the function.

MMJ

Water woes in K-west ward

Zahida Banatwala, AGNI Trustee

Many issues ail the largest ward in suburban Mumbai. Since last year November when the Gokhale Bridge was considered unsafe for vehicular traffic and closed for repairs people have been spending hours in traffic jams to reach from West to East. That traffic itself is a huge problem is another issue altogether. Construction of buildings all going for re-development, metro work, road re-surfacing and coastal road work has resulted in so much pollution. Many of the issues are reported in the newspapers. What has not

been covered is the water contamination problems faced by the residents.

Water supply itself is a huge issue particularly in Juhu, since the month of May last year, residents complained about foul smell in the water supply received. Discoloration, muddy water, water with worms all became a part of the daily routine. With the non-availability of Corporators, complaints were sent to BMC Hydraulic department and of course the MLA of constituency 165 Andheri. He went all out to help, put pressure on BMC department /



Stories of Good Governance

Hospital Healthcare Delivery - Patient Discharge Day - Billing - 3

Shrikant Soman, AGNI Trustee

Unused medicines rightfully belong to the patient as he has paid for it. Generally, the patient is least bothered about it if his treatment plan has since changed by the Consultant. Moreover, the patient has no use of such medicines. These medicines are outside the hospital 'system' as they have already been charged to the patient. Generally, medicines used in the hospital are expensive.

The value of such unused medicine is quite substantial. These medicines in most of the hospitals get privately 'channelised' outside the hospital through ward boys and nursing staff. In our hospital we took extra care in reminding the patient to collect his unused medicines. He may donate it, if he wished, for use of the poor patients, for which separate arrangements were made. We also made it a strict rule that the medicines supplied by the Pharmacy should be through a transparent plastic bag which is sealed and which also contains the extra copy of the medicine bill. This sealed plastic bag should be opened by the nursing staff in the presence of the patient or his relative in his room and then the medicines should be kept in a special medicine box in the room itself. At the time of discharge all the medicines in this medicine box belong to the patient and our patient relations executive made it a point that they take it back with them (or donate to poor patients).

Generally, the hospital bill of a patient is very lengthy and complicated. Ordinary laymen find it difficult to understand. At the same time the amount easily runs into several lakhs of rupees. The item wise bill of

medicines and also itemise lab tests are sequentially listed in the bill making it very lengthy running into several pages.

We made a radical improvement in this system. All the medical bills were separately listed and the total thereof was mentioned in the main bill. Similarly, the pathology lab item wise bill was separately prepared and only the total included in the main bill. In the same way other charges were grouped into major heads like room charges, Consultant Fees, Diagnostic Department bills etc. This made the main bill very simple and easy to understand. Going ahead, we also prepared a colourful MIS report on his hospitalisation expenses with Pie Chart showing major heads of billing. This made it even a dummy to understand the complex medical bill.

Further, we took a major initiative which no other hospital in India has been doing. We encouraged the patient/his relative to have a one-to-one meeting with our billing staff at appointed time in a separate cabin to fully understand his bill and get clarified all his doubts about any charges in the bill. We had observed that most patients were not happy about what they thought as 'exorbitant' charges in the bill, but were shy of confronting the hospital in order not to spoil the relations. They nursed this ill feeling of being 'fleeced' by the hospital.

Our proactive initiative explaining to the last details the hospital charges went a long way in creating a trust with the patients. It also indirectly kept a check on our billing staff to have any errors corrected promptly so that the patient does not have to pay for their mistakes.

MMJ

Each one forward this to all Mumbaikars on your email and whatsapp list

Make deep cleaning a people's movement, Shinde appeal

BMC arranged additional manpower and machinery for the cleaning drive. Drive held on December 16, from 9 am to 2 pm

Taking the deep cleaning campaign forward, Chief Minister Eknath Shinde on Sunday took to Mumbai streets and extended a helping hand to the BMC sanitation workers involved in the Hygienic drive.



The exercise also witnessed the enthusiastic participation of school children and citizens.

Accompanied by Mumbai suburban guardian minister



Mangal Prabhat Lodha, MPs Manoj Kotak and Rahul Shewale, MLAs Ram Kadam, and Kalidas

Kolambakar, and BMC chief Iqbal Singh Chahal, Shinde visited four civic wards under phase 3 of the deep cleaning campaign. Underlining that pot holes have already



vanished from Mumbai roads, he said the aim of this drive is to make the city pollution-free.

The CM first aided the sanitary workers in the Amritnagar circle followed by Kamraj Nagar, Ghatkopar East



areas, Babasaheb Ambedkar Udyan, Tilak Nagar and Bhairavanath Mandir Marg, Wadala. Taking the deep clean activities to next level, around 2,000 cleanliness workers from



four-five wards are being roped in besides using advanced technology for optimum results. To prevent wastage of



portable water, Shinde said that recycled water is being used for scrubbing roads. "Deep cleaning of city's main and internal roads, colonies and public toilets is being done under the campaign. Areas have already begun sporting a cleaner look," he pointed out.

Underlining that the drive's primary objective is to resolve the city's pollution woes, the CM made a public appeal to turn the exercise into a people's movement. He felicitated the sanitary workers while hailing them as real heroes. "The campaign will definitely help to improve the health of the citizens. Mumbai is an international city and we must keep it clean, beautiful and green," he said.

MMJ

Mumbai Falters Again In Swachh Survekshan 2023;

The activists and former corporators blame the apathy of civic officials and lack of proper planning that has pulled down the city in the competition.

 **SHEFALI PARAB-PANDIT**

BMC's Garbage Woes Persist, Slum Cleanliness Efforts Fail To Shine.

Despite several cleanliness drives in the past few months, the city has once again failed to secure a higher rank in the National "Swachh Survekshan 2023". The BMC has set target to attain zero-garbage in Mumbai by 2030. However, it has been observed that the BMC has failed to achieve 100% segregation of dry and wet waste with garbage processing units in several societies shut down after the pandemic. Moreover, several drives have miserably failed to clean the slums in the city. The activists and former corporators blame the apathy of civic officials and lack of proper planning that has pulled down the city in the competition.

City's garbage situation

They fared poorly in source segregation of garbage with 65%, while it got only 49% in waste generation v/s processing. The city scored the poorest in remediation of dumpsites with 9%. In the first cleanliness survey conducted by the Union Ministry of Housing and Urban Affairs in 2014, Mumbai was ranked as low as 147. Two years later, it jumped up to the 10th rank in 2016. The city was also awarded as the 'Best performer' among mega cities.

In the same year, the Solid Waste Management Rules were formed that needed the BMC to achieve waste management at the source, reducing dependability on dumping grounds. However, even after eight years, the city is yet to achieve 100% garbage segregation at source, said civic sources.

The BMC's efforts to make all the housing societies and commercial establishments larger than 20,000 square metres or those producing more than 100 kilos of wet waste (bulk generators) to start segregating and composting waste in their premises failed badly post-covid. Currently, less than 50% of bulk generators are complying with the rule, said civic

sources. On the other hand, the waste segregated by the residents gets mixed in the compactor brought to collect the dry and wet waste in different bags. Thus, defeating the purpose of the exercise, complains former corporators.

Plans to introduce a new cleaning mechanism in slums to be implemented soon

"The Swachh Abhiyan implemented to maintain cleanliness in slums has failed. We have plans to introduce a new mechanism for cleaning in slums which will be implemented by next month. The city has a dense population with 60% in the slum area. Besides, the citizens should also contribute to keeping the city clean. We will appoint an agency in 24 administrative wards that will go door to door to create awareness of segregation. We will also send our team of officers to study the Indore pattern.

The bulk generators failing to segregate and process will have to face a penalty for which we are modifying the by-laws in the next 3 to 4 months. We are taking several efforts to keep the city clean, which will bear fruit soon," said a senior civic official. Sanjog Kabre, deputy municipal commissioner (Solid waste management) said, "We will check where we have scored less and will make efforts to secure higher ranks next time."

City produces daily 6,300 to 6,500 metric tonnes of waste

Number of bulk generators: 2,825

Number of societies processing waste: 1,424

Number of societies not processing waste: 1,401

Quantum of wet waste processed: 343.8 metric tonnes per day

BMC annually spends Rs.883 crores on transporting waste to the landfills.

The citizens' complaints related to solid waste management were 5519 in 2013 which went up to 12,351 in 2022.

MMJ

Each one forward this to all Mumbaikars on your email and whatsapp list

Water woes in K-west ward

contd. from Page 2 officials but to no avail. No one had any clue where the point of contamination was. Given various forms of technological knowledge including inserting cameras into pipelines, there was no respite. Every family had one person down with gastrointestinal infections, many were hospitalized. There was shortage of water, pressure issues and contamination. BMC did send water tankers at times free of cost, and at nominal cost too, however the uncertainty of demand and supply took a heavy toll on the local citizens. It took months to set the problem right and one could safely conclude that the reason for this was illegal water connections provided to slum dwellers and others. Now, for the last five days half of the suburbs, H- East and west, K east and west and many other wards have not got a drop of water due to the damage caused to the supply lines by the digging work for the metro. Citizens were seeking updates regarding the supply

timings etc, well into the night the MLA was available 24x7 and even spoke to the Municipal Commissioner. There were neither water tankers available nor safe bottled water available. Even till today the supply has not come to normal, as the reservoir must fill to a certain level to build the pressure required to supply at normal time and speed. What is ironic is BMC has fined the contractor a whopping 1.3crore for water wastage, damage to pipeline and other things. Amazing isn't it and what happens to the people who suffered, housing societies who paid for tankers, people who went through agony and hell? Every stratum of society suffered for no fault of theirs, is there any guarantee this won't happen again? Are there any plans, measures taken to ensure there is a no repeat of this kind of situation again? Is asking for clean and regular water supply a bit much for the richest municipal corporation in the country?

MMJ

Appeal to RWAs and other Civil Society associations, NGOs etc.

Each one of you have been doing excellent events/activities for the

development and betterment of the community. Unfortunately,

the local dailies do not have space to Contd. in column 4

To volunteer in AGNI or to form Advanced Locality Management (ALM) contact your respective Ward Coordinators below:-

WARD NAME	AREAS	AGNI COORDINATOR	PHONE	EMAIL
A	Churchgate, Colaba, Cuffe Parade, Fort, SCT	Jennifer Shetty	9867752771	jenniferagni@gmail.com
D	Malabar Hill, Mahalaxmi, Opera House, Girgaum	Theo D'Souza	9820303940	theomdsouza@gmail.com
F/North	Sion, Wadala, Matunga(E), Dadar(E), Antop Hill	Nikhil Desai	9819930405	n.c.desai2022@gmail.com
G/North	Mahim, Dadar(W), Matunga(W), Dharavi	Bulu Saldanha	9920323831	Bulu_saldanha@yahoo.com
H/East	Bandra(E), Khar(E), Santa Cruz(E), Kalina	Reuben Dias	9930569225	Reuben6947@gmail.com
K/East	Vile Parle(E), Andheri(E), Jogeshwari(E)	James John	9324086140	K_james_john@hotmail.com
K/West	Vile Parle(W), Andheri(W), Versova, Jogeshwari (W)	Sandra Alex	9820602521	sandraalex2357@gmail.com
L	Kurla, Nehru Nagar, Chandivli	Nutan Bhalla	9819171015	Nutsie59@gmail.com
N	Ghatkopar, Vikhroli	Kishor K. Chudasama	9821051346	Kishorkc_shantu@rediffmail.com
P/South	Goregaon(W)	Anthony Dias	9821291660	diasapvoice@gmail.com
R/South	Kandivli (East & West), Charkop	S. K. Nangia	9322258038	Sknangia2004@yahoo.com
R/North	Borivli, Dahisar (East & West), IC Colony	Willie Sirsat, Shrikant Soman, Glenda Almeida	9820213392, 9324228946, 9820291563	Shirshatwillie382@hotmail.com, Shrikant.soman@gmail.com, glenda301@gmail.com
M/West	Chembur	Krantikumar Sherkhane	7039030255	Krantikumars@gmail.com
S	Bhandul, Kanjurmarg, Powai	Pamela Cheema	9820150748	pamelacheema@gmail.com
T	Mulund	Laxmidas Thakkar	8080011966	l.thakkar@yahoo.co.in

NEWS IN PICTURES in Wadala

Wadala Sports IPL 5th Edition Box Cricket Tournament



Appeal to RWAs and other Civil Society associations, NGOs etc.

Contd. from Column 3 publicise them in their newspapers because these are not juicy news and further their coverage is much more than the areas covered by you. So please keep sending reports of activities along with photographs to mmj.agni@gmail.com Also please let us have the email and WhatsApp ids of your organisations and also request you to circulate the issues to all your members. You can send us their email ids if you prefer and we would ourselves send them the issues regularly.

MMJ