CITIZEN SURVEY QUESTIONNAIRE

A. GENERAL

1. NAME:

2. GENDER: Male/Female

Address
Telephone

3. AGE:

<table>
<thead>
<tr>
<th>a. 19 – 25yrs</th>
<th>a. Less than Rs. 5000</th>
</tr>
</thead>
<tbody>
<tr>
<td>b. 26 – 35yrs</td>
<td>b. Rs.5000 – 10000</td>
</tr>
<tr>
<td>c. 36 – 45yrs</td>
<td>c. Rs.10000 – 15000</td>
</tr>
<tr>
<td>d. 46 – 55yrs</td>
<td>d. Rs.15000 – 25000</td>
</tr>
<tr>
<td>e. 56 – 65yrs</td>
<td>e. More than Rs.25000</td>
</tr>
<tr>
<td>f. More than 65 yrs</td>
<td>f. No income</td>
</tr>
</tbody>
</table>

4. MONTHLY INCOME:

5. OCCUPATION:

<table>
<thead>
<tr>
<th>a. Government</th>
<th>f. Small trader</th>
</tr>
</thead>
<tbody>
<tr>
<td>b. Public Sector</td>
<td>g. Retired</td>
</tr>
<tr>
<td>c. Private Sector</td>
<td>h. Student</td>
</tr>
<tr>
<td>d. Business</td>
<td>i. Housewife</td>
</tr>
<tr>
<td>e. Self Employed</td>
<td>j. Others (specify)</td>
</tr>
</tbody>
</table>

6. QUALIFICATION

<table>
<thead>
<tr>
<th>a. School Primary</th>
<th>e. Doctorate</th>
</tr>
</thead>
<tbody>
<tr>
<td>b. School Secondary</td>
<td>f. Others (mention)</td>
</tr>
<tr>
<td>c. Graduate</td>
<td>g. Not educated</td>
</tr>
<tr>
<td>d. Postgraduate</td>
<td></td>
</tr>
</tbody>
</table>

B. YOU & CORPORATION

7. Other information:

a. Do you know Chennai Corporation:

<table>
<thead>
<tr>
<th>Mayor</th>
<th>Yes</th>
<th>No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commissioner</td>
<td>Yes</td>
<td>No.</td>
</tr>
<tr>
<td>Your Ward Name</td>
<td>Yes</td>
<td>No.</td>
</tr>
<tr>
<td>Your Ward No</td>
<td>Yes</td>
<td>No.</td>
</tr>
<tr>
<td>Your Ward Representative/Councilor’s Name</td>
<td>Yes</td>
<td>No.</td>
</tr>
<tr>
<td>How do you rate his/her work</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Very Poor</th>
<th>Poor</th>
<th>Okay</th>
<th>Good</th>
<th>Very Good</th>
</tr>
</thead>
</table>

b. Voting:

<table>
<thead>
<tr>
<th>1-Under Age</th>
<th>2-No voter ID</th>
<th>3-Name not in list</th>
<th>4 – Out of Station</th>
<th>5- Not bothered to vote</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Have you voted in Elections?</th>
<th>Yes</th>
<th>No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>If No why?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1-Under Age</th>
<th>2-No voter ID</th>
<th>3-Name not in list</th>
<th>4 – Out of Station</th>
<th>5- Not bothered to vote</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>This time did you vote or not?</th>
<th>Yes</th>
<th>No.</th>
</tr>
</thead>
</table>

216
iv. If No, why?

<table>
<thead>
<tr>
<th>1- Under Age</th>
<th>2- No voter ID</th>
<th>3- Name not in list</th>
<th>4 – Out of Station</th>
<th>5- Not bothered to vote</th>
</tr>
</thead>
</table>

c. Civil Society/resident association/local group

i. Are you member of any residents association or civil society?

<table>
<thead>
<tr>
<th>1- Flat owner or Resident Association</th>
<th>2- Street or Locality Association</th>
<th>3- Social Service organization</th>
<th>4 –</th>
<th>5- Not a member</th>
</tr>
</thead>
</table>

ii. Have you done any useful public work?

<table>
<thead>
<tr>
<th>1- Cleaning</th>
<th>2- Maintenance</th>
<th>3- Social Service/Campaigns</th>
<th>4 –</th>
<th>5- Not done any such work</th>
</tr>
</thead>
</table>

d. Political affiliation

<table>
<thead>
<tr>
<th>1- AIADMK</th>
<th>2- Congress</th>
<th>3- Communist</th>
<th>4 – DMK</th>
<th>5- DMDK</th>
</tr>
</thead>
<tbody>
<tr>
<td>6-MDMK</td>
<td>7- Lok Parivarthan</td>
<td>8-</td>
<td>9-</td>
<td>10 - NIL</td>
</tr>
</tbody>
</table>

8. PROPERTY TAX

a. Do you pay Property tax? ☐ Yes ☐ No
(If no, the questions below are not applicable)
b. Do you know how much you pay? ☐ Yes ☐ No ☐ NA
c. If yes how much per annum Rs. ☐ NA
d. Do you think the tax paid is high? ☐ Yes ☐ No ☐ Reasonable ☐ NA

9. How do you pay your Property Tax?

a. I go to Corporation office and pay
b. Tax collector comes and I pay
c. I pay through bank
d. Other methods
e. Not applicable

10. OTHER MUNICIPAL TAXES

a. Do you pay any other Municipal Taxes? ☐ Yes ☐ No
(If no, the questions below are not applicable)

<table>
<thead>
<tr>
<th>Tax</th>
<th>1- Professional Tax</th>
<th>2- Trade License</th>
<th>3- Others</th>
<th>4 – NOT APPLICABLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rs/annum</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

11. Online transactions:

a. Do you know the Corporation has got on-line facilities for payment of your taxes? ☐ Yes ☐ No
(If No, the questions below are not applicable)
b. Have you used the same? ☐ Yes ☐ No ☐ NA
c. If yes
i. Was it easy/simple to use? ☐ Yes ☐ No ☐ NA
ii. How was your experience? ☐ Good ☐ Bad ☐ Okay ☐ NA
d. Do you know you can apply for birth/death certifications, various licenses, clearances online?
☐ Yes ☐ No

12. Interface with Citizens:

a. Web-site:
   i. Do you know the Chennai Corporation has a web site? ☐ Yes ☐ No
   ii. Have you seen Corporation web site? ☐ Yes ☐ No ☐ NA
b. If yes
   i. Was it easy/simple to use? ☐ Yes ☐ No ☐ NA
   ii. How was your experience? ☐ Good ☐ Bad ☐ Okay ☐ NA
c. Citizens’ Charter:
   i. Do you know what a Citizen’s Charter is?  □ Yes □ No
   ii. Do you know there is one?  □ Yes □ No □ NA
   iii. Have you seen Citizen’s Charter?  □ Yes □ No □ NA

B. PERFORMANCE OF CORPORATION

13. Working of Corporation:
   a. According to you, is the Corporation of Chennai working fine?  □ Yes □ No
   b. Why do you say so? State reasons:
      i. 
      ii. 
      iii. 

14. Service Delivery
   a. Do you think there is proper delivery of various services by Corporation?  □ Yes □ No
      (If Yes, question (b) is not applicable)
   b. If No, what according to you are the reasons? Rank them.  □ NA
      (First record their responses. In case of difficulty, prompt one or two; then ask them to rank)
      | Response | Rank |
      |----------|------|
      | 1. Lack of leadership |
      | 2. Quality of people |
      | 3. Political influence |
      | 4. Corruption |
      | 5. Lack of systems and procedures |
      | 6. |

15. How do you rate the Infrastructure and Initiatives by the Corporation:

<table>
<thead>
<tr>
<th>Initiatives</th>
<th>Totally Unsatisfied</th>
<th>Unsatisfied</th>
<th>Undecided</th>
<th>Satisfied</th>
<th>Fully Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Roads</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Outcome (benefits)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Suitability (appropriate)</td>
<td></td>
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<td></td>
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<tr>
<td>c. Quality</td>
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</table>
### Initiatives

<p>| | | | | | | |</p>
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</thead>
<tbody>
<tr>
<td>2.</td>
<td><strong>Flyover</strong></td>
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<tr>
<td></td>
<td>a. Outcome (benefits)</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>b. Suitability (appropriate)</td>
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<td></td>
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<tr>
<td></td>
<td>c. Quality</td>
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<tr>
<td>3.</td>
<td><strong>Sub-ways</strong></td>
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<tr>
<td></td>
<td>a. Outcome (benefits)</td>
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<td></td>
<td>b. Suitability (appropriate)</td>
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<td></td>
<td>c. Quality</td>
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<tr>
<td>4.</td>
<td><strong>Pavements</strong></td>
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<tr>
<td></td>
<td>a. Outcome (benefits)</td>
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<tr>
<td></td>
<td>b. Suitability (appropriate)</td>
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<td></td>
<td>c. Quality</td>
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<tr>
<td>5.</td>
<td><strong>Parking (of vehicles)</strong></td>
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<td></td>
<td>a. Outcome (benefits)</td>
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<td></td>
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<tr>
<td></td>
<td>b. Suitability (appropriate)</td>
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<td></td>
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<tr>
<td></td>
<td>c. Quality</td>
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<tr>
<td>6.</td>
<td><strong>Drainage</strong></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>a. Outcome (benefits)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>b. Suitability (appropriate)</td>
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<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>c. Quality</td>
<td></td>
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<td></td>
<td></td>
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</tr>
<tr>
<td>7.</td>
<td><strong>Parks</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>a. Outcome (benefits)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>b. Suitability (appropriate)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>c. Quality</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td><strong>City beautification</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>a. Outcome (benefits)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>b. Suitability (appropriate)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>c. Quality</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td><strong>Online payments</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>a. Outcome (benefits)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>b. Suitability (appropriate)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>c. Quality</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 16. What according to you are the major issues for citizens: Prioritize them according to your experience or perception:

*First record their responses. In case of difficulty, prompt one or two; then ask them to rank*

<table>
<thead>
<tr>
<th>Response</th>
<th>Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Road maintenance not done</td>
<td></td>
</tr>
<tr>
<td>Drainage not cleaned up</td>
<td></td>
</tr>
<tr>
<td>Garbage not cleaned regularly</td>
<td></td>
</tr>
<tr>
<td>Platforms not laid properly and not usable</td>
<td></td>
</tr>
<tr>
<td>Inadequate parking facilities</td>
<td></td>
</tr>
<tr>
<td>Inadequate Parks</td>
<td></td>
</tr>
<tr>
<td>Inadequate greening (trees, plants)</td>
<td></td>
</tr>
</tbody>
</table>
17. What do you think that are needed to be done in order to improve the performance/quality of governance of the Corporation. Tick the appropriate.

**Inputs for Improvement**

| a. Have Strong Leadership | Tick |
| b. Improve Employee quality | |
| c. Involve citizens in planning and monitoring | |
| d. Involve participation of corporate (maintenance of infra) | |
| e. Privatize some activities | |
| f. Have strict audit mechanism | |
| g. Punish severely the wrong doers | |
| h. Public scrutiny/supervision of performance | |
| i. Professionalize the Management | |
| j. | |

C. **ACCOUNTABILITY**

18. Do you think Chennai Corporation is acting in an accountable manner towards citizens?  
☐ Yes  ☐ No

19. Who do you think is accountable in corporation? Rank them:

<table>
<thead>
<tr>
<th>Response</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mayor</td>
<td></td>
</tr>
<tr>
<td>Commissioner</td>
<td></td>
</tr>
<tr>
<td>Elected representative (MLC)</td>
<td></td>
</tr>
<tr>
<td>Employees of Corporation</td>
<td></td>
</tr>
</tbody>
</table>

20. In case you think they are generally not working properly, why do you think they behave so:

<table>
<thead>
<tr>
<th>Reasons</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Not bothered about the city or citizens</td>
<td></td>
</tr>
<tr>
<td>b. Bothered about their gains</td>
<td></td>
</tr>
<tr>
<td>c. Not properly instructed/trained</td>
<td></td>
</tr>
<tr>
<td>d. Not committed</td>
<td></td>
</tr>
<tr>
<td>e. They actually do not know what to do</td>
<td></td>
</tr>
<tr>
<td>f. Rules not strict to punish guilty</td>
<td></td>
</tr>
<tr>
<td>g. No public scrutiny of performance</td>
<td></td>
</tr>
</tbody>
</table>

21. Your overall impressions:

<table>
<thead>
<tr>
<th></th>
<th>Very Low</th>
<th>Low</th>
<th>Okay</th>
<th>Good</th>
<th>Very Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. To what extent do you think there is relationship between you and Corporation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Do you think there is a system by which the Corporation employees are able to explain their conduct and justify the same</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. To what extent you think you can pose questions on the performance of people</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. To what extent are the mechanism to pass judgement on the conduct of persons who do not perform</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. To what extent you think guilty or wrong doers may face the due consequences</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
D. TRANSPARENCY

22. Information Availability?
   a. Do you think you get information about the Schemes and Performance of the Corporation?  □ Yes  □ No

   (If Yes, question (c) is not applicable, If No, question (b) is not applicable)
   b. If Yes:  □ NA

<table>
<thead>
<tr>
<th>The information is</th>
<th>Totally Unsatisfied</th>
<th>Unsatisfied</th>
<th>Undecided</th>
<th>Satisfied</th>
<th>Fully Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessible</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Relevant</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reliable/Good Quality</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

   c. If No: Why do you say so?  □ NA

<table>
<thead>
<tr>
<th>Reasons</th>
<th>Tick</th>
</tr>
</thead>
<tbody>
<tr>
<td>i. Info not available</td>
<td></td>
</tr>
<tr>
<td>ii. No system for info to public</td>
<td></td>
</tr>
<tr>
<td>iii. No information provided by Corporation through Media (TV, Newspapers)</td>
<td></td>
</tr>
<tr>
<td>iv. I am not aware that info is available</td>
<td></td>
</tr>
<tr>
<td>v. I am not looking for info</td>
<td></td>
</tr>
</tbody>
</table>

23. Information requirement:
   a. Will you be interested in getting information about the working/performance of Corporation?  □ Yes  □ No

   b. What is the type of information you would like to get from the Corporation? *(They must respond, do not prompt)*

<table>
<thead>
<tr>
<th>Information Requirement</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Ward work Status</td>
<td></td>
</tr>
<tr>
<td>b. Financial information (how money has been spent)</td>
<td></td>
</tr>
<tr>
<td>c. Tax collection details</td>
<td></td>
</tr>
<tr>
<td>d. Budget to Actual information</td>
<td></td>
</tr>
<tr>
<td>e. Any other information (mention)</td>
<td></td>
</tr>
</tbody>
</table>

24. Finances of Corporation:
   a. Where does Corporation get its finances from? Do you know?  □ Yes  □ No.

   (If no, question (b) is not applicable)
   b. If yes, what are its sources? *(They must respond, do not prompt)*  □ NA

<table>
<thead>
<tr>
<th>Sources</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>i. Corporation tax</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ii. Parking charges</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>iii. Rent from Corporation buildings</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>iv. State Govt budget allocation</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>v. Central Govt budget allocation</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>vi. Birth/Death Certification</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>vii. Licenses</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>viii. Others (mention)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

   c. Do you know for what purposes the funds of Corporation are used for?  □ Yes  □ No.

   (If no, question (d) is not applicable)
   d. If yes, what do you think the Corporation spends for? *(They must respond, do not prompt)*  □ NA

<table>
<thead>
<tr>
<th>Expenses</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>i. Salaries</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ii. Infrastructure (roads, flyover, drain, etc.)</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>
iii. Maintenance (cleaning, etc.) □ Yes □ No
iv. Running corporation schools, hospitals, etc. □ Yes □ No
v. Others (mention)

E. VOICE/EXIT

25. What do you do in the following situations:

<table>
<thead>
<tr>
<th>Problem in following</th>
<th>Lodge Complaint</th>
<th>Look for Alternatives within Corporation (same place or locality)</th>
<th>Look for alternatives in private sector</th>
<th>Tolerate without dissent</th>
<th>Neglect</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Corpn Hospital</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Corpn School</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Roads</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Sewerage, Drainage</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Garbage removal</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Issue of birth/death certificate</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

26. Approachability/Complaint redressal mechanism – your experience

a. Do you know that the Corporation has a grievance redressal mechanism? □ Yes □ No
b. Have you lodged any complaint so far to the Corporation authorities? □ Yes □ No
c. If Yes,

<table>
<thead>
<tr>
<th>Nature of Complaint</th>
<th>When (Month/Year)</th>
<th>To Whom</th>
<th>How resolved</th>
<th>Satisfaction level (1 to 5)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

d. If No, Why?

1. No problem faced
2. Not aware of whom to contact
3. I feel Corporation will not take any action
4. Due to corruption I do not feel like contacting

F. ACTION-ABILITY

27. Management of Corporation. For efficient management of Corporation, which function you think is important? Prioritize them:

<table>
<thead>
<tr>
<th>Function</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Technical service delivery (Cleaning, Road, Drainage, Education, Hospital etc.)</td>
<td></td>
</tr>
<tr>
<td>b. Proper use of the tax money collected</td>
<td></td>
</tr>
<tr>
<td>c. Coordination, monitoring and follow-up of work</td>
<td></td>
</tr>
<tr>
<td>d. Public relations</td>
<td></td>
</tr>
<tr>
<td>e. Strong administration</td>
<td></td>
</tr>
</tbody>
</table>
28. Your impression/views on the Policies/Approach of the Corporation:

<table>
<thead>
<tr>
<th>Policy on</th>
<th>Totally Unsatisfied</th>
<th>Unsatisfied</th>
<th>Undecided</th>
<th>Satisfied</th>
<th>Fully Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Recruitment of employees</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Selection of contractors (construction, garbage cleaning, etc.)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Management of infrastructure</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Management of services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. Management of funds/money</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

29. Participation in Governance
(If Yes, question (c) is not applicable, If No, question (b) is not applicable)

a. In case the Corporation asks you to take part in some of the activities with regard to ward level work, will you be interested to take part?  □ Yes  □ No.

b. If yes, what activities

<table>
<thead>
<tr>
<th>i. Cleaning</th>
<th>iv. Tree planting</th>
</tr>
</thead>
<tbody>
<tr>
<td>ii. Maintenance</td>
<td>v. Supervision</td>
</tr>
<tr>
<td>iii. Education</td>
<td>vi. Spreading awareness</td>
</tr>
</tbody>
</table>

□ NA

c. If No, why?

| i. Preoccupation with work |
| ii. Did not know I can participate |
| iii. Not interested |

30. a. Are you satisfied with organizations like EXNORA working to improve the City?  □ Yes  □ No

b. If yes, how do you rate your level of satisfaction about their work?

<table>
<thead>
<tr>
<th>Totally Unsatisfied</th>
<th>Unsatisfied</th>
<th>Undecided</th>
<th>Satisfied</th>
<th>Fully Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleaning (roads, removing garbage)</td>
<td>Supervision of works done in wards</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance (roads, drains)</td>
<td>Spreading awareness (schemes, roles)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Environment (planting trees)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

c. Do you think Corporation should involve NGOs, Companies and public to improve the city conditions?  □ Yes  □ No

d. If yes, which are the areas you think they should be involved in?

| i. Cleaning (roads, removing garbage) | iv. Supervision of works done in wards |
| ii. Maintenance (roads, drains) | v. Spreading awareness (schemes, roles) |
| vi. Environment (planting trees) | |

31. What according to you are the three Dos and Don’ts for the Corporation

<table>
<thead>
<tr>
<th>DO</th>
<th>DON’T</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

32. Any other inputs/comments:
## Annex 2: Retest Results – Group #1 with Same Interviewer

**Tabulation of Retest Results: Sample Size: 25**

### Group #1: Same Interviewer

<table>
<thead>
<tr>
<th>S.No</th>
<th>Variable No</th>
<th>Matched cases</th>
<th>Matched %</th>
<th>Kappa Coefficient</th>
<th>Extent of Matching</th>
<th>Kendall's Coefficient</th>
<th>Extent of Matching</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Q7a i</td>
<td>21</td>
<td>84%</td>
<td>0.40476</td>
<td>Fair</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Q7a ii</td>
<td>23</td>
<td>92%</td>
<td>0.83766</td>
<td>V Good</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Q7a iii</td>
<td>23</td>
<td>92%</td>
<td>0.82639</td>
<td>V Good</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Q7a iv</td>
<td>25</td>
<td>100%</td>
<td>1.00000</td>
<td>V Good</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Q7a v</td>
<td>25</td>
<td>100%</td>
<td>1.00000</td>
<td>V Good</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Q7a vi</td>
<td>21</td>
<td>84%</td>
<td>N/A</td>
<td>0.93224</td>
<td>V Good</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Q7b i</td>
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<td>100%</td>
<td>N/A</td>
<td>1.00000</td>
<td>V Good</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Q7b ii</td>
<td>25</td>
<td>100%</td>
<td>N/A</td>
<td>1.00000</td>
<td>V Good</td>
<td></td>
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<tr>
<td>9</td>
<td>Q7b iii</td>
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<td>N/A</td>
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<tr>
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<td>Q7b iv</td>
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<td>100%</td>
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<td></td>
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<tr>
<td>11</td>
<td>Q7c i</td>
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<td>0.72163</td>
<td>Good</td>
<td></td>
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<tr>
<td>12</td>
<td>Q7 cii</td>
<td>25</td>
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<td>N/A</td>
<td>1.00000</td>
<td>V Good</td>
<td></td>
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<tr>
<td>13</td>
<td>Q7 d</td>
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<td>N/A</td>
<td>0.92675</td>
<td>V Good</td>
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<td>100%</td>
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<td>1.00000</td>
<td>V Good</td>
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</tr>
<tr>
<td>15</td>
<td>Q8b</td>
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<td>100%</td>
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<td>1.00000</td>
<td>V Good</td>
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<td>0.90611</td>
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<td>0.91511</td>
<td>V Good</td>
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<td></td>
</tr>
<tr>
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<td>Q11b</td>
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<td>100%</td>
<td>1.00000</td>
<td>V Good</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>22</td>
<td>Q11c i</td>
<td>25</td>
<td>100%</td>
<td>1.00000</td>
<td>V Good</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>23</td>
<td>Q11c ii</td>
<td>24</td>
<td>96%</td>
<td>0.88124</td>
<td>V Good</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>24</td>
<td>Q11d</td>
<td>25</td>
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<td>1.00000</td>
<td>V Good</td>
<td>N/A</td>
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</tr>
<tr>
<td>25</td>
<td>Q12 a i</td>
<td>24</td>
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<td>0.91949</td>
<td>V Good</td>
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<tr>
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<td>1.00000</td>
<td>V Good</td>
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<tr>
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<td>1.00000</td>
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</tr>
<tr>
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<tr>
<td>29</td>
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<td>V Good</td>
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<td>31</td>
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<td>100%</td>
<td>1.00000</td>
<td>V Good</td>
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</tr>
<tr>
<td>33</td>
<td>Q13 b</td>
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<td>N/A</td>
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<td>0.71429</td>
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</tr>
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<tr>
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<tr>
<td>38</td>
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<td>N/A</td>
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<td>V Good</td>
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<td>0.98166</td>
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<td>N/A</td>
<td>1.00000</td>
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<tr>
<td>48</td>
<td>Q15 1 c</td>
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<td>100%</td>
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<td>V Good</td>
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<td>25</td>
<td>100%</td>
<td>N/A</td>
<td>1.00000</td>
<td>V Good</td>
<td></td>
</tr>
</tbody>
</table>
## Tabulation of Retest Results: Sample Size: 25

### Group #1: Same Interviewer

<table>
<thead>
<tr>
<th>S.No</th>
<th>Variable No</th>
<th>Matched cases</th>
<th>Matched %</th>
<th>Kappa Coefficient</th>
<th>Extent of Matching</th>
<th>Kendall's Coefficient</th>
<th>Extent of Matching</th>
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<tr>
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<td>Q15 2 c</td>
<td>25</td>
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<tr>
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<td>Q15 3 b</td>
<td>22</td>
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<tr>
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<td>23</td>
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## Annex 3: Retest Results – Group #2 with Different Interviewer

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### Tabulation of Retest Results: Sample Size: 25

#### Group#2: Different Interviewer

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Annex 4: Retest Results – Sample 50 Repeat Respondents

Tabulation of Retested Samples: Sample Size - 50

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<td>Q27 a</td>
<td>48</td>
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<td>N/A</td>
<td>0.97426</td>
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<td>146</td>
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<td>0.98337</td>
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### Tabulation of Retested Samples: Sample Size - 50

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<th>S.No</th>
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<th>Matched cases</th>
<th>Matched %</th>
<th>Kappa Coefficient</th>
<th>Extent of Matching</th>
<th>Kendall's Coefficient</th>
<th>Extent of Matching</th>
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<td>154</td>
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<td>0.84779</td>
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<tr>
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<td>0.95920</td>
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<td>0.95710</td>
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<td>0.95866</td>
<td>V Good</td>
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<tr>
<td><strong>Average</strong></td>
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<td><strong>0.89328</strong></td>
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<td><strong>0.96255</strong></td>
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### Summary

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<tr>
<th>Kappa</th>
<th>Kendall</th>
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<td>Nos</td>
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<tr>
<td>Poor</td>
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</tr>
<tr>
<td>Fair</td>
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<td>Good</td>
<td>10</td>
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<td>V Good</td>
<td>61</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>72</strong></td>
</tr>
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</table>

The ratings for the above tests were based on Landis and Koch\(^\text{103}\) observations for dichotomous data (Yes/No); and Kendall and Smith\(^\text{104}\):

<table>
<thead>
<tr>
<th>Value</th>
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<td>&lt;0.20</td>
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<tr>
<td>0.21-0.40</td>
<td>Fair</td>
</tr>
<tr>
<td>0.41-0.60</td>
<td>Moderate</td>
</tr>
<tr>
<td>0.61-0.80</td>
<td>Good</td>
</tr>
<tr>
<td>0.81-1.00</td>
<td>V Good</td>
</tr>
</tbody>
</table>

While the above rating has been suggested mainly for the dichotomous variables, the same rating has been used for Kendall’s coefficient of concordance also to maintain uniformity.

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