APPENDIX
APPENDIX - 1

DISTRIBUTION OF URBAN SERVICES IN BARODA SLUMS: A STUDY OF POLITICO-ADMINISTRATIVE ASPECTS

(Questionnaire for the Household Survey)

<table>
<thead>
<tr>
<th>Location and Area Name</th>
<th>: __________________________________________</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Head of the Household</td>
<td>: __________________________________________</td>
</tr>
<tr>
<td>Address</td>
<td>: __________________________________________</td>
</tr>
</tbody>
</table>

PART I: GENERAL PARTICULARS OF THE RESPONDENT AND HIS FAMILY

1. Respondents Age : __________________________________________
2. Respondents Education : ______________________________________
3. Respondents Occupation, Service: ____________________________
   or Business
4. Respondents Monthly Income : Rs. ____________________________
5. Information about other members of the family:

<table>
<thead>
<tr>
<th>Sr.No.</th>
<th>Name and Relation with Respondent</th>
<th>Age</th>
<th>Occupation</th>
<th>If Earning Monthly Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1</td>
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<td>5.2</td>
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<td>5.3</td>
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<td>5.4</td>
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<td>5.5</td>
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<td>5.6</td>
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<td>5.7</td>
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</tr>
</tbody>
</table>

6. 6.1 What is your Mother Tongue?: ______________________________
6.2 How long have you been residing in Baroda: ___________________
7. (To be asked only if the respondent has been residing in Baroda since last five years)

7.1 Where is your native place?
(a) In Gujarat  (b) Outside Gujarat

7.1.1 For the answer of 7.1. give the following details
Village: ___________________  Town: ___________________
City: _____________________  State: _________________

8. How long have you stayed in this: ____________________________________________
particular locality?

9. 9.1 Is the present residence of yours:
(a) Own  (b) Rented

9.1.1 If owned, how long ago : _____________________________
was it constructed

9.2 If rented, what is the monthly: _____________________________
rent you pay

9.3 (Record the Type of House of the Respondent)
1. Kachacha structure with mud, thatched roof
2. Kachacha structure with cement, tiles roof
3. Kachacha structure with tin plate roof
4. Pucca structure (one storey)

9.4 Besides you, how many other members reside in the household?
1. Nobody else
2. One
3. Two
4. Three
5. Four
6. More than four

10. 10.1 Do you run any economic activity in your house?  Yes / No

10.1.1 If yes, give details : _____________________________________________

10.2 (Explain if, for such activity, water and electricity are required)

10.2.1 Water Required  :  Yes / No

10.2.2 Electricity Needed :  Yes / No
PART II: WATER SUPPLY

11. Do you have a municipal water connection in your Households? Yes / No
   (If yes, skip question 12 and go to question 13)

12. 12.1 If you do not have a water connection, then how do you get water?
   1. Public Stand Post
   2. Hand Pump
   3. Municipal Water from neighbour's house
   4. Others (specify):

12.2 At what distance is it located from your house?
   1. Less than 50 meters
   2. 51 to 100 meters
   3. 101 to 200 meters
   4. 201 to 500 meters
   5. 501 meter or more

12.3 Do you face any difficulty in fetching water from the public stand post?
   Yes / No

12.3.1 If yes, describe the difficulties
   1. _______________________________
   2. _______________________________
   3. _______________________________
   4. _______________________________

12.4 What arrangement you have for sharing the cost of water supply from the public stand post?
   ________________________________

12.5 Did you ever try to get a municipal connection for your house? Yes / No

12.5.1 If No, what were the main reasons:
   1. Financial
   2. Administrative (delays in processing of application etc.)
   3. Lack of information and help
   4. Others (specify):

12.6 If assistance, in form of payment of connection charges in instalments, would you like to have a municipal water connection? Yes / No
13.13.1 Is your connection Metered / Unmetered

13.2 Is this connection

1. Separate connection to your house
2. Common connection with separate tap in your house/hutment
3. Common connection and common tap
   (If the respondent is house owner, then ask about the arrangement made to share water with tenant)

14. During the non-supply hours of water, what arrangement do you have for its collection and storage?

1. Overhead tank with booster
2. Overhead tank without booster
3. Have containers, drums, buckets, carbos etc.
4. No facility/arrangement

15.1 Normally, what are the timings of municipal water supply in your locality?

<table>
<thead>
<tr>
<th>Sr.No.</th>
<th>Time</th>
<th>Summer</th>
<th>Winter</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Morning</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Evening</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

15.2 In your opinion, how adequate is the municipal water supply timings (i.e., without resorting to storage) to meet your needs in respect of:

<table>
<thead>
<tr>
<th>Sr.No.</th>
<th>Different Uses</th>
<th>Adequate</th>
<th>Adequate to some extent</th>
<th>Not Adequate</th>
<th>No Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Drinking, Cooking and bathing</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Cleaning utensils</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Washing clothes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Other requirements (If needed for households industry, specify)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

15.3 In your opinion, how adequate is the present timing of water supply?

1. Fully satisfactory
2. Adequate
3. Inadequate
4. Highly inadequate
5. Don’t know
15.4. If inadequate, what changes in timing do you suggest?

<table>
<thead>
<tr>
<th>Sr.No.</th>
<th>Time</th>
<th>Summer</th>
<th>Winter</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Morning</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Evening</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

15.5. Give reasons for your suggestions:
1. ______________________
2. ______________________
3. ______________________
4. ______________________

16. Do you get
1. Clean water
2. Dirty/Turbid water

17.1. Do you experience sudden decrease in the water pressure?
1. Yes
2. No

17.1.1 If yes, how frequently did it happen in last 2 years?

<table>
<thead>
<tr>
<th>Sr.No.</th>
<th>Time</th>
<th>Summer</th>
<th>Other Months</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Most of the days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Once in a week</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Once in a fortnight</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Once in a month</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Rarely</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

17.2 How often do you see the advertisement in the newspaper about the non-supply of water?
1. Regularly
2. Mostly
3. Sometimes
4. Rarely
5. Don’t see
6. Others _______________

17.3 In your view, what medium of announcement would be more effective in communicating the non-supply or stoppage of water supply in your locality?
1. Radio
2. Television
3. Phamplet/Leaflet
4. On rickshaw through microphone
5. Others
18. How far is the water supply and sewage disposal complaint office from your place of residence?
   1. Do not know
   2. Less than 500 meters
   3. Between 500 meters to 1 km.
   4. 1 km. to 3 km.
   5. 3 km. to 5 km.
   6. Above 5 km.

19. Whom do you approach in case of difficulty with regard to regular water supply?
   1. Nobody
   2. Written complaint to the corporation
   3. Directly approach, in person, the fault repair office
   4. Approach the fault repair office through a private plumber
   5. Approach officials of the water supply undertaking through the councillors.
   6. Directly approach to the officials of water supply department
   7. Others (specify): ____________________________

20.1 What amount do you have to pay monthly as water charges, if any? Rs. _____

20.1.1 Whom do you pay the charges
   1. Directly to the corporation
   2. To the landlord
   3. Slum leader
   4. No one

20.2 How are you intimated about your water dues?
   1. Through monthly bill
   2. Orally
   3. On a slip of paper
   4. Others (specify): ____________________________

21. Do you have any specific suggestions to improve the water supply in your locality?
   1. ____________________________
   2. ____________________________
   3. ____________________________
   4. ____________________________
   5. ____________________________
PART III: PUBLIC TRANSPORT SERVICE

22. 22.1 How far is your place of work from your residence?
   1. In the same House
   2. Less than 500 meters
   3. 500 m. to 1 km.
   4. 1 km. to 3 km.
   5. 3 km to 6 km.
   6. 6 km. to 10 km.
   7. 10 km. to 15 km.
   8. Above 15 km.

22.2 What mode of transport you generally use to commute to your place of employment?
   1. By walk
   2. Bicycle
   3. Moped/scooter
   4. Autorickshaw
   5. Public Bus
   6. Railway

22.3 How much time does it take to reach your place of work from your place of residence?
   1. 5 to 15 minutes
   2. 15 to 30 minutes
   3. 30 to 45 minutes
   4. 45 to 60 minutes
   5. 1 to 1½ hour
   6. 1½ to 2 hours
   7. Above 2 hours.

22.4 What is your monthly expenditure on Transport? Rs. ______

23. (Note the number and type of vehicles owned by respondent)

<table>
<thead>
<tr>
<th>Sr.No.</th>
<th>Type of Vehicle</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Bicycle</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Moped/Scooter</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Manual Rickshaw</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Auto Rickshaw</td>
<td></td>
</tr>
</tbody>
</table>
24. How far is the nearest bus stop from your residence?
   1. Less than 200 meters
   2. 200 to 500 meters
   3. 501 to 750 meters
   4. 751 m. to 1 km.
   5. 1 to 2 km.
   6. Above 2 km.

25. (Only to be asked if the respondent regularly uses public transport for commuting to place of work)
   25.1 How much time is taken for the following:
       1. Your residence to Bus Stop: ____________________________
       2. Bus journey/travel: ____________________________
       3. From bus stop to office: ____________________________

25.2. Do you use more than one Transport? Yes / No

25.3 Mode of transport used from residence and bus stop: ____________________________

25.4 Mode of transport used from bus stop and place of work: ____________________________

26. (Question No. 26 and 27 to be asked only if the respondent use public bus to go to their place of work)
   26.1 Is there any special bus from your locality to your place of work/employment? Yes / No

26.2 Do you have to use bus stop at some Other place than your locality Yes / No

26.2.1 If yes, state the major reasons for using bus stop available outside your locality?
       1. Bus fare is just half
       2. Frequency is better
       3. There are special buses
       4. Bus starts from there
       5. Facilities are better
       6. Timings are convenient
       7. Others (specify): ____________________________

26.3 Do you have to change buses for going to your place of work? Yes / No

26.4 If yes, at how many places do you change bus? ______
27. During the peak hours, how frequently following difficulties are faced?

27.1 Miss the bus as it did not halt at the bus stop:
   1. Most of the times
   2. Sometimes
   3. Many times
   4. Rarely

27.2 Miss the bus because of over-crowding:
   1. Usually/Generally
   2. Most of the times
   3. Many times
   4. Rarely

28. (To be asked to such respondents who commute on bicycles or walk to their place of work)
What prevents you from availing the public transport facility?
   1. Bus stop is far away from the residence
   2. Bus stop is far away from the office/place of work
   3. Buses are generally over crowded
   4. Buses generally do not halt at the locality bus stop
   5. Cannot afford the bus fare
   6. Timings are not appropriate
   7. Others (specify):

29. What mode of transport is generally used by the family for purposes like visiting relatives, friends etc?
   1. Public bus
   2. Autorickshaw
   3. Walk
   4. Bicycle
   5. Moped/Scooter
   6. Railway

30. What is the frequency of public buses from your locality bus stop? ______

31. Describe the journey the other family members undertake to the place of work, school

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Family Member</th>
<th>Distance (See Note 1)</th>
<th>Mode of Transport (See Note 2)</th>
<th>Time Duration (See Note 3)</th>
<th>Monthly Expenditure (See Note 4)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Other Earning Members</td>
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<tr>
<td>2.</td>
<td>Primary School going children</td>
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<tr>
<td>3.</td>
<td>Secondary School going children</td>
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<tr>
<td>4.</td>
<td>College going children</td>
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</tbody>
</table>
32. How will you rate your experience about travelling in public buses regarding:

32.1 Regularity
1. Always regular
2. Mostly regular
3. Fairly regular
4. Sometimes regular
5. Rarely regular
6. Don’t know

32.2 Over-Crowding
1. Extremely crowded
2. Over-crowded
3. Sometimes crowded
4. Don’t know

32.3 Behaviour and Attitude of the bus staff
1. Courteous
2. Average
3. Rude
4. Don’t know

33. To improve the public transport service in your locality, do you have specific suggestion?
1. __________________________
2. __________________________
3. __________________________
4. __________________________
5. __________________________

PART IV: CONSERVANCY SERVICES
(GARBAGE, SEWERAGE, TOILETS ETC.)

34. What type of toilet/lavatory arrangement you have in your locality?
1. In the same house
2. Between 3 to 4 houses one lavatory
3. Public lavatory provided and maintained by the corporation
4. Use open space as no arrangement
5. Sulabh Sauchalaya

35. What arrangement do you have for purposes like bathing, cleaning utensils in your locality?
1. Bathroom in the house
2. Between 3 to 4 houses one bathroom
3. Corporation’s public bath near the stand post
4. Women generally bath inside the dwellings, men and children bath in open
5. Make shift, temporary arrangement at the backside of the dwelling.
36. Does your locality has sewerage and drainage facility? Yes / No

37. Does your locality has storm water drains facility of disposal of water during monsoon? Yes / No

37.1 If No, then what efforts have been made, in last five years, to avail the sewerage and drainage facility?
1. Written application to the corporation
2. Made appeals to the councillors
3. Application is done but there is no response from the corporation
4. Nothing is attempted/done.

38. What arrangement does your locality has for the disposal of the garbage from the individual house?
1. Throw in the open spaces, as there are no arrangement
2. Use the nearest corporation garbage barrels, units.
3. Take help of garbage disposal activities of voluntary organizations.

39. What garbage disposal facility your locality has (for accumulated garbage of the locality)?
1. Corporation van collects garbage after 2-3 months duration
2. No arrangement - garbage keeps on accumulating
3. Locality people throw it away
4. Regular disposal by the corporation
5. Others (specify):__________________________________________

40. Do you have any suggestion to improve the conservancy services in your locality?
1. ____________________
2. ____________________
3. ____________________
4. ____________________
5. ____________________

PART V : COMMUNITY ACTION FOR IMPROVING THE URBAN SERVICES

41.1 In recent years, any effort has been made by your local association or groups or any other organization to improve water supply, public transport and conservancy services in your locality?
1. Yes
2. No
41.1.1 In which of the three services attempts were made (Tick ✓ the appropriate service or services)
1. Water Supply
2. Public Transport
3. Sewerage, Drainage and Garbage Disposal

41.1.2 Whom did you meet for redressing your grievance with respect to the three services?
1. Water Supply
2. Public Transport
3. Conservancy Services

41.1.3. What was the result of your efforts?
1. Water Supply
2. Public Transport
3. Conservancy Services

42. What is your perception about the behaviour and attitude of the authorities with respect to the improvement of the urban services in your locality?

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Particulars</th>
<th>Water Supply</th>
<th>Public Transport</th>
<th>Conservancy Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Very Helpful</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Helpful</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>3</td>
<td>Do not Care</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Do not Know</td>
<td></td>
<td></td>
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</tbody>
</table>