Annexure-I

Questionnaire for Citizens

Roads

1. Are you satisfied with the condition of roads in your locality?
   (a) Yes
   (b) No

   If no, Give reasons:

2. How often roads are repaired?
   (a) Quarterly
   (b) Half yearly
   (c) Yearly
   (d) On demand
   (c) Others

3. Are you satisfied with quality of material used for carpeting of roads?
   (a) Yes
   (b) No

4. Are you satisfied with quality of work?
   (a) Yes
   (b) No

   If No, give reasons:

5. Have you ever made a complaint regarding poor conditions of roads in your area?
   (a) Yes
   (b) No

   If yes, answer the questions from 6 to 9.

6. Was there any mechanism for lodging the complaint?
   (a) Yes
   (b) No

7. Are you satisfied with complaint redressal mechanism?
   (a) Yes
   (b) No
8. How was the behavior of dealing officials?
   (a) Courteous
   (b) Rude

9. Was your complaint redressed in time?
   (a) Yes
   (b) No

**Sanitation**

10. Are you satisfied with the cleanliness of your area?
    (a) Yes
    (b) No

11. How often sweepers come for cleaning of roads of your area?
    (a) Once in a week
    (b) Twice a week
    (c) Thrice a week
    (d) Daily

12. Are you satisfied with the frequency of visits?
    (a) Yes
    (b) No

13. How often garbage is being collected?
    (a) Once in a week
    (b) Twice in a week
    (c) Thrice in a week
    (d) Weekly

14. Are you satisfied with the frequency of garbage collection visits?
    (a) Yes
    (b) No

15. Do workers wear proper uniforms while collecting garbage?
    (a) Yes
    (b) No

16. Have you ever made a complaint regarding poor sanitation facilities?
    (a) Yes
    (b) No

    If yes answer the questions from 17 to 21
17. Was there any mechanism for lodging the complaint?
   (a) Yes
   (b) No

18. Are you satisfied with complaint redressal mechanism?
   (a) Yes
   (b) No

19. How was the behavior of officials dealing with complaints?
   (a) Courteous
   (b) Rude

20. Was your complaint redressed in time?
   (a) Yes
   (b) No

21. Are you satisfied with the sanitation facilities of your locality?
   (c) Yes
   (d) No

   If no, Give reasons:

22. Do you have any park in your area?
   (a) Yes
   (b) No

23. If yes, are you satisfied with the maintenance of park?
   (a) Yes
   (b) No

24. How often parks are cleaned?
   (a) Once in a week
   (b) Thrice in a week
   (c) Weekly
   (d) Every fortnight

25. How often trees are pruned?
   (a) Quarterly
   (b) Half yearly
   (c) Yearly
   (d) On demand

Parks

22. Do you have any park in your area?
   (a) Yes
   (b) No

23. If yes, are you satisfied with the maintenance of park?
   (a) Yes
   (b) No

24. How often parks are cleaned?
   (a) Once in a week
   (b) Thrice in a week
   (c) Weekly
   (d) Every fortnight

25. How often trees are pruned?
   (a) Quarterly
   (b) Half yearly
   (c) Yearly
   (d) On demand

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26. Are you satisfied with the number of benches in the park?
   (a) Yes
   (b) No

27. Are you satisfied with the quality of benches?
   (a) Yes
   (b) No

28. Are you satisfied with the number of swings in the park?
   (a) Yes
   (b) No

29. Are you satisfied with quality of material used in swings?
   (a) Yes
   (b) No

30. Are you satisfied with the lighting facilities of your park?
   (a) Yes
   (b) No

31. Did you ever report for poor maintenance of your parks?
   (a) Yes
   (b) No

   If yes answer the questions from 32 to 35

32. Was there any mechanism for lodging the complaint?
   (a) Yes
   (b) No

33. Are you satisfied with complaint redressal mechanism?
   (a) Yes
   (b) No

34. How was the behavior of dealing officials?
   (a) Courteous
   (b) Rude

35. Was your complaint redressed in time?
   (a) Yes
   (b) No
Street Lights

36. Are you satisfied with number of street lights in your area?
   (a) Yes
   (b) No

37. Are your street lights switched on and off timely?
   (a) Yes
   (b) No

38. Are you satisfied with the quality of light in your locality?
   (a) Yes
   (b) No
   If No, give reasons?

39. Have you ever lodged the complaint regarding poor quality of street light in your locality?
   (a) Yes
   (b) No
   If yes, answer the questions from 40 to 43

40. Was there any mechanism for lodging the complaint?
   (c) Yes
   (d) No

41. Are you satisfied with complaint redressal mechanism?
   (c) Yes
   (d) No

42. How was the behavior of dealing officials?
   (c) Courteous
   (d) Rude

43. Was your complaint redressed in time?
   (b) Yes
   (b) No

Paid Parking

44. Which vehicle do you have?
   (a) Cycle
   (b) Two wheeler
   (c) Four wheeler
   (d) Any other
45. How often you take paid parking?
   (a) Once in a week
   (b) Twice in a week
   (c) Thrice in a week
   (d) Daily

46. Are you satisfied with the parking facilities?
   (a) Yes
   (b) No

49. Are you satisfied with the number of personnel deployed by the contractor?
   (a) Yes
   (b) No

50. Are you satisfied with the behavior of personnel employed by contractor?
   (a) Yes
   (b) No

51. Have you ever been over charged by the contractor?
   (a) Yes
   (b) No

52. Do you think that vehicle is secured in paid parking?
   (a) Yes
   (b) No
   If No, why?

47. Have you ever lodged the complaint regarding poor parking facilities?
   (a) Yes
   (b) No

   If yes answer the questions from 48 to 52

48. Was there any mechanism for lodging the complaint?
   (a) Yes
   (b) No

49. Are you satisfied with complaint redressal mechanism?
   (a) Yes
   (b) No

50. How was the behavior of dealing officials?
   (a) Courteous
   (b) Rude
51. Was your complaint redressed in time?
   (a) Yes
   (b) No

52. Are you in favour of pass system for paid parking?
   (a) Yes
   (b) No

Other suggestions: ........................................................................................................
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Resident of Sector:

Age:

Sex:

Occupation:

Qualification:

Income: