Annexure-I

QUESTIONNAIRE FOR CITIZENS

1) How often the sweepers come for cleaning of roads of your area?
   i) Daily
   ii) Once in week
   iii) Twice in a week
   iv) Thrice in a week
   v) More than a week

2) Are you satisfied with this time period?
   i) YES ii) NO

3) How often the garbage is being collected from your area?
   i) Daily
   ii) Once in week
   iii) Twice in a week
   iv) Thrice in a week
   v) More than a week

4) Are you satisfied with this time period?
   i) YES ii) NO

   If NO why
   i) The garbage starts scattering on roads
   ii) Becomes feast ground for stray cattle and dogs
   iii) Turns nauseating
   iv) Jams vehicular traffic
   v) Any other (Please Specify)

5) Are you satisfied with the system of collection of garbage from your area?
   i) YES ii) NO
If NO why
i) Insufficient sanitary staff
ii) Insufficient dustbins
iii) Insufficient trollies to carry garbage
iv) Any other (please specify)

6) How often the Municipal Council initiates spraying of your area to prevent the spread of mosquitoes and flies?
   i) Once in a month
   ii) Once in three months
   iii) Once in six months
   iv) Once in a year

7) Are you satisfied with this time period?
   i) YES  ii) NO

8) Are you satisfied with the provision of roads spread all over the city?
   i) YES  ii) NO

   If NO why
   i) Roads are narrow
   ii) Parking zones are insufficient
   iii) Insufficient caution boards / speed breakers / signals
   iv) Insufficient lights on roads

9) Are you satisfied with the condition of roads of your city?
   i) YES  ii) NO

   If NO why
   i) Stray cattle and dogs move freely on roads
   ii) Heaps of garbage and pits on roads
   iii) Rehris on roadsides
   iv) Any other (Please Specify)
10) Are you satisfied with the efforts being made by the Municipal Council to improve the condition of roads of your city?
   i) YES   ii) NO
   If NO why
   i) Attention is given to external / main roads
   ii) Attention is given to posh areas
   iii) Shortage of staff
   iv) Any other (Please Specify)

11) Do you think that in matters of cleanliness and maintenance of roads some other areas are being preferred than your area?
   i) YES   ii) NO
   If YES why
   i) They have more politicians / leaders
   ii) The residents living are economically more affluent
   iii) The residents in such areas are highly placed officials
   iv) Any other (Please Specify)

12) What is the condition of roads and sanitation during monsoon?
   i) Roads are broken
   ii) Garbage is not collected regularly
   iii) Accumulated water breeds mosquitoes
   iv) Any other (Please Specify)

13) What efforts are being made by the Municipal Council to deal with the situation?

14) Are you satisfied with their efforts?
   i) YES   ii) NO
   If NO why
   Give suggestions
15) Are you satisfied with the conduct and services being provided by the private contractors relating to maintenance of roads and sanitation?

   i) YES                  ii) NO

   If NO why

   i) The behaviour of contractors and their men is rude
   ii) Insufficient staff
   iii) Any other (Please Specify)

16) Have you ever made any complaint to Municipal Council regarding the condition of roads or sanitation?

   i) YES                  ii) NO

   What type of complaint did you make?

   Was any step taken?

   Give some suggestions to improve the present system of dealing with the complaints of citizens.

17) How much time did it take to get water connection for your industry?

   i) Less than one week
   ii) Between 1-2 weeks
   iii) More than three weeks
   iv) More than a month

18) Are you satisfied with this time period?

   i) YES                  ii) NO

19) Did you face any difficulty due to official rules and regulations which are to be followed for getting water connection?

   i) YES                  ii) NO
If YES what kind of difficulty
i) It is difficulty to understand rules
ii) A number of forms have to be filled
iii) Many government officials have to be met
iv) Any other (Please Specify)

20) If you had to face any difficulty at which level did it occur?
   i) Higher level
   ii) Middle level
   iii) Lower level

21) What type of problem did you face?
   i) Unnecessary delays
   ii) Bribery
   iii) Nonavailability of concerned officials
   iv) Any other (Please Specify)

22) Then what do you suggest the Municipal Council should do-
   i) Procedure should be simplified
   ii) Availability of staff
   iii) More staff should be appointed
   iv) Any other (Please Specify)

23) Are you satisfied with water supply to your industry?
   i) YES  ii) NO
   If NO why
   i) Irregular supply
   ii) Low water pressure
   iii) Any other (Please Specify)
24) On the basis of your experience, please tell whether the behaviour of staff of Municipal Council is-
   i) Very helpful
   ii) Helpful
   iii) Satisfactory
   iv) Not helpful
   v) Not helpful at all

**Personal Information:**

Name: __________________________
Age: __________________________
Sex: __________________________
Educational Qualification: __________________________
Occupation: __________________________