Annexure-II

INTERVIEW SCHEDULE FOR OFFICIALS

Q.1 How often the sweepers come for cleaning of roads and collection of garbage?
   i) Daily
   ii) Once a week
   iii) Twice a week
   iv) Thrice a week

Q.2 When do the rules provide for cleaning of roads and collection of garbage?
   i) Daily
   ii) Once a week
   iii) Twice a week
   iv) Thrice a week

Q.3 What steps do you take to ensure regular cleaning of streets and collection of garbage by contractors?
   i) Visits
   ii) Sudden inspections
   iii) Any Other (Please Specify)

Q.4 What steps do you initiate against the contractor on finding any place of his zone filthy?
   i) Give verbal warning
   ii) Issue written notice
   iii) Blacklisting

Q.5 How often the Municipal Council initiates spraying 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

Q.6 Does Council initiate spraying on the request of residents or Welfare Associations of certain areas where problem is more acute? (Please tick)
i) Yes ii) No

Q.7 Does Council make any special effort for proper cleanliness and maintenance of roads before the onset of monsoon and during monsoon?
i) Yes ii) No

If yes what are the efforts?
i) Cleaning of road gullies/roads berms
ii) Spraying of insecticides
iii) Filling of pits
iv) Any other (Please specify)

Q.8 What steps are initiated by the Council to regulate the increasing traffic on roads?
i) Widening of roads
ii) Two laning/four laning of certain roads
ii) Installation of traffic lights
iii) Cutting of roadside trees
iv) Any other (Please specify)

Q.9 Is Council planning to widen the roads of the city in near future? (Please tick)
i) Yes ii) No

Q.10 What are the future plans in this regard?

Q.11 How often Municipal Council repair the roads in Mohali?
i) As and when need arises
ii) Periodic
iii) As and when funds are available
iv) On receiving citizens’ complaint

Q.12 How is the population of stray cattle and dogs in the city controlled?

i) Sterilization
ii) Transporting them to cattle pounds/outside towns
iii) Any other (Please specify)

Q.13 Do you agree that some preferential sectors/phases where most of the politicians and civil servants reside, get treatment in matters of cleanliness and maintenance of roads? (Please tick)

i) Yes ii) No

If yes give reasons

Q.14 Do you agree that getting of water connection for industry is a difficult and time consuming process? (Please tick)

i) Yes ii) No

If yes please suggest measures to overcome this problem

Q.15 Citizens are not satisfied with the low pressure of water to their industries. Please specify the causes?

i) Insufficient water sources
ii) Quantity of water received is insufficient
iii) Leakages in pipelines
iv) Old pumping machinery

Can you specify some suggestions to improve the pressure of water?

Q.16 Citizens complain that your staff is not helpful towards them in solving their difficulties. Give reasons.
i) Staff is overburdened with the functions
ii) Understaffing
iii) Consumer is very demanding
iv) Any Other (Please Specify)

Q.17 How often do you receive the complaints of citizens with regard to municipal services?

i) What kind of complaints do you receive?

ii) How do you resolve these complaints?

Q.18 Are you aware about Citizens’ Charter? (Please tick)

i) Yes    ii) No

Q.19 Is Mohali Council has developed Citizens’ Charter? (Please tick)

i) Yes    ii) No

Please give reasons in support of your answer.

Q.20 What are the sources of income of the Council?

Q.21 Are the financial resources of the Council adequate to meet various activities?

i) Yes    ii) No

If No what are the causes?

i) Insufficient tax revenue
ii) Insufficient non-tax revenue
iii) Insufficient grants
iv) Any other

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Q.22 What in your opinion are the areas where due/proper care is not being given due to paucity of funds?

Q.23 Are you in favour of Punjab Govt’s decision of abolishing Octroi as a source of revenue from your Council?

Please give reasons in support of your answer.

Q.24 What changes/improvements do you propose for augmenting the financial resources of the Council?
   i) Increase the rate of any existing tax
   ii) Impose new taxes
   iii) Reimpose any old tax
   iv) Any other

Q.25 Has the State Finance Commission helped to improve the financial condition of the Council?
   i)Yes  ii) No

If Yes how?

Q.26 What steps/initiatives should be taken by the State Finance Commission for financial strengthening of the Council?

Q.27 Do you agree that in matters of recruitment and promotion pulls and pressures are used?
   i) Strongly agree
   ii) Considerably
   iii) Moderately
   iv) Slightly
   iv) Strongly disagree
Q.28 Do you feel following functionaries intervene in the day to day working of the Council?

i) Civil Servants Yes/No

ii) Political Leaders Yes/No

If Yes how?

Q.29 Is the staff adequate for carrying out the developmental activities?

i) Total adequate

ii) Somewhat adequate

iii) Less adequate

iv) Too less adequate

If you are not satisfied with the adequacy of staff, which functional areas are suffering? (Rank them as 1st, 2nd and 3rd)

i) Roads

ii) Water supply

iii) Sanitation

iii) Revoke any old tax

iv) Any other

Personal Information

Name..............................

Designation........................