Annexure-III

INTERVIEW SCHEDULE FOR OFFICE-BEARERS

Q.1 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.2 How often the sweepers come for cleaning of roads and collection of garbage in your area?
   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) Regular visits
   ii) Sudden inspections
   iii) Any Other (Please specify)

Q.4 What steps do you recommend to the Council against the contractor on finding any place of your area filthy?
   i) Issuance of written notice
   ii) Blacklisting
   iii) Any Other (Please specify)

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 your demand, 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 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.17 Are you aware about Citizens’ Charter? (Please tick)
  i) Yes ii) No

Q.18 Is Mohali Council has developed Citizens’ Charter?
  i) Yes ii) No

Please give reasons in support of your answer.

Q.19 What are the sources of income of the Council?

Q.20 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

Q.21 What in your opinion are the areas where due/proper care is not being given due to paucity of funds?

Q.22 Are you in favour of Punjab Govt’s decision of abolishing Octroi as a source revenue from your Council?
  i) Yes ii) No

Please give reasons in support of your answer.
Q.23 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.24 Has the State Finance Commission helped to improve the financial condition of the Council?

i) Yes ii) No

If Yes how?

Q.25 What steps/initiatives should be taken by the State Finance Commission to strengthen the financial health of the Council?

Q.26 Do the Council have adequate staff strength to carry out its functions?

i) Fully adequate

ii) Somewhat adequate

iii) Less adequate

iv) Too less adequate

Can you please rank the services which suffer due to inadequacy of staff?

i) Roads

ii) Water supply

iii) Sanitation

iv) Any other

**Personal Information**

Name: ................................

Designation: .............................