

Preparation of City Development Plan for Bhubaneswar City

Demand Assessment Surveys

Category: **URBAN POOR**

Quesnr. No.

1.0 FIELD CONTROL INFORMATION

1.1 Sampling Monitor

Slum No.	Sample No.	Random	1	Interviewer
		Booster	2	Supervisor

1.2 Field Monitoring

Date of Interview		D	D	M	M	Y	Y	Y	Y	Team Code		
Interviewer	By Code					Signature						
Accompanier	By Code					Signature						
Supervisor	By Code					Signature						
Field Check	By Code					Signature						
Final Check	By Code					Signature						
Extent of Problem		No/Minor		1	Mild		2	Severe		3		

1.3 Contact Information of the Respondent

Name: _____ Age: _____ Years Phone: _____

Address: _____
(Residence)

Objective of the Survey

This survey is being undertaken to understand the perceptions of citizens of Bhubaneswar regarding the overall image of Bhubaneswar Municipal Corporation (BMC) and the services rendered by the BMC. This survey also intends to ascertain services provided by other service providers like PHE Organization, OWSDDB, etc. It also seeks to assess the willingness of citizens to pay user charges for existing and improved civic services and their willingness for community participation for managing civic / municipal services.

Eligibility Criteria for Interviews of Urban Poor

1. Male - Chief Wage Earner (CWE) / Head Woman of the Family
2. Landlord/ Owner (Staying in the Same House)
3. Any Socio-Economic Categories (SEC) Eligible (Up to E)

Certification

I declare that interview has been carried out strictly in accordance with your specifications and instructions, written and oral, with a person unknown to me, as per study requirements.

SIGNATURE _____

1.4 Socio-Economic Categorization Inputs (PLEASE TICK APPROPRIATE)

OCCUPATION	EDUCATION						
	Illiterate	Literate but not Formal School	School up to 9 Years	SSC/ HSC	Some College but Not Graduate	Graduate/ Postgraduate - General	Graduate/ Postgraduate - Profession
Unskilled Workers	E2	E2	E1	D	D	D	D
Skilled Workers	E2	E1	D	C	C	B2	B2
Petty Workers	E2	D	D	C	C	B2	B2
Shop Owners	D	D	C	B2	B1	A2	A2
Self-Employed Prof.	D	D	D	B2	B1	A2	A1
Clerical / Salesmen	D	D	D	C	B2	B1	B1
Supervisory Level	D	D	C	C	B2	B1	A2
Officers/ Executive - Junior	C	C	C	B2	B1	A2	A2
Officers/ Executive - Middle/Senior	B1	B1	B1	B1	A2	A1	A1
Businessmen / Industrialists with No. of Employees:							
Less than 3	D	C	B2	B1	A2	A2	A1
4 to 10	C	B2	B2	B1	A2	A2	A1
More than 10	B1	B1	A2	A2	A1	A1	A1

2.0 WATER SUPPLY - SOURCES AND QUANTITY

ASK ONLY TO CHIEF WAGE EARNER / HEAD WOMAN OF THE HOUSE

2.1 What are the sources of existing water supply in your house? (MULTIPLE CODING POSSIBLE)

- | | |
|--------------------------------------|----------------------------|
| 1 Individual (PHEO) Water Connection | 2 Own Hand-Pump |
| 3 Deep Bore Well with Pump | 4 Common Hand-Pump Outside |
| 5 Tap Water Stand Outside | 6 Water Tankers |
| 7 Open Well | 8 Others (specify): _____ |

2.2 What is your main source of your existing water supply? (PLEASE INDICATE THE MOST IMPORTANT SOURCE)

- | | |
|--------------------------------------|----------------------------|
| 1 Individual (PHEO) Water Connection | 2 Own Hand-Pump |
| 3 Deep Bore Well with Pump | 4 Common Hand-Pump Outside |
| 5 Tap Water Stand Outside | 6 Water Tankers |
| 7 Open Well | 8 Others (specify): _____ |

ASK ONLY IF CHOICE IS 4/5 IN QUESTION 2.2

2.3 How far is the common hand-pump/tap-water from your house?

- | | | | |
|---|----------------------|---|----------------|
| 1 | Less than 50 metres | 2 | 50-100 metres |
| 3 | 100-200 metres | 4 | 200-500 metres |
| 5 | More than 500 metres | 6 | Don't know |

ASK ONLY IF CHOICE IS 3 IN QUESTION 2.2

2.4 What is the horsepower of the pump?

- | | | | |
|---|----------------|---|-------------------------|
| 1 | Less than ½ hp | 2 | ½ - 1 hp |
| 3 | 1 - 2 hp | 4 | More than 2 hp |
| 5 | Don't know | 6 | Others (specify): _____ |

2.5 How long do you run the motorized pump everyday?

- | | | | |
|---|------------------|---|-------------------|
| 1 | Less than ½ hour | 2 | ½ - 1 hour |
| 3 | 1 - 2 hours | 4 | More than 2 hours |

ASK ONLY IF CHOICE IS 6 IN QUESTION 2.2

2.6 What is the average monthly expenditure on water tankers?

- | | | | |
|---|------------------|---|-------------------|
| 1 | Less than Rs. 50 | 2 | Rs. 51 - 100 |
| 3 | Rs. 101 - 150 | 4 | More than Rs. 150 |

ASK FOR ALL RESPONDENTS

2.7 How much of your total requirement of water is met?

- | | | | |
|---|--------------------------------|---|-----------------------------|
| 1 | Not at all met (Less than 25%) | 2 | Some what met (26% - 50%) |
| 3 | Mostly met (51% - 75%) | 4 | Completely met (76% - 100%) |

2.8 How much would you be willing to pay every month to have adequate water as required by you?

- | | | | |
|---|----------------------------|---|----------------------------|
| 1 | More than Rs. 250 | 2 | Between Rs. 200 to Rs. 250 |
| 3 | Between Rs. 150 to Rs. 200 | 4 | Between Rs. 100 to Rs. 150 |
| 5 | Between Rs. 50 to Rs. 100 | 6 | Less than Rs. 50 per month |
| 7 | Nothing | 8 | Not required |

2.9 Would you be willing to pay and take individual house service connection (PHEO)?

- | | | | |
|---|--------------|---|----------------------|
| 1 | Yes | 2 | No |
| 3 | Not required | 4 | Don't know/can't say |

3.0 WATER SUPPLY - QUALITY, PRESSURE & FREQUENCY

ASK FOR ALL SOURCES CODED IN QUESTION 2.1 AND RECORD SEPARATELY

3.1 How is the quality of water? (READ OUT OPTIONS AND RECORD SEPARATELY)

- | | |
|--|--|
| <p>1 Very Clean - Used for drinking without any cleaning</p> <p>3 Dirty - Unfit for drinking</p> | <p>2 Mostly Clean - Used for drinking after filtering</p> <p>4 Very Dirty - Unfit for bathing and drinking</p> |
|--|--|

<i>Tick appropriate based on above parameter</i>		1	2	3	4
3.1.1	Individual (PHEO) Water Connection				
3.1.2	Own Hand-Pump				
3.1.3	Deep Bore Well with Pump				
3.1.4	Common Hand-Pump Outside				
3.1.5	Tap Water Stand Outside				
3.1.6	Water Tankers				
3.1.7	Open Well				
3.1.8	Others (specify): _____				

ASK ONLY IF CHOICE IS 1 IN QUESTION 2.2

CONTINUE IF CHOICE IS 1 OR 2 IN QUESTION 3.1.1 OR ELSE GO TO QUESTION 3.8

3.2 Do you feel the water supplied by PHEO is safe for your consumption?

- | | |
|--|--------------------|
| <p>1 Yes</p> <p>3 Don't know/can't say</p> | <p>2 No</p> |
|--|--------------------|

3.3 Do you have an additional device setup in your house to purify water? If yes, what type of additional device you have to purify water?

- | | |
|---|---|
| <p>1 No additional device</p> <p>3 Water purifier (electrical)</p> <p>5 Boil water</p> | <p>2 Water filter (manual, candle system)</p> <p>4 Tap filter</p> <p>6 Others (specify): _____</p> |
|---|---|

3.4 How is the pressure of water supply? (READ OUT OPTIONS)

- | | |
|---|--|
| <p>1 Good - Enough to complete daily needs on all days</p> <p>3 Poor - Not enough to complete daily needs on most of the days</p> | <p>2 Average - Enough to complete daily needs on some of the days</p> <p>4 No Comments</p> |
|---|--|

3.5 What is the frequency of water supply? (SUMMER)

- | | | | |
|---|---------------------------------|---|------------------------|
| 1 | Less frequently than once a day | 2 | Less than 1 hour a day |
| 3 | 1 - 2 hours a day | 4 | 2 - 4 hours a day |
| 5 | More than 4 hours a day | 6 | Continuous |

3.6 What is the frequency of water supply? (WINTER)

- | | | | |
|---|---------------------------------|---|------------------------|
| 1 | Less frequently than once a day | 2 | Less than 1 hour a day |
| 3 | 1 - 2 hours a day | 4 | 2 - 4 hours a day |
| 5 | More than 4 hours a day | 6 | Continuous |

3.7 (INSTRUCTION TO THE INTERVIEWER: IDENTIFY TYPE OF HOUSE AND CODE BELOW)

- | | | | |
|---|--------------|---|------------------|
| 1 | Pucca House | 2 | Semi-Pucca House |
| 3 | Kutcha House | | |

ASK ONLY TO HOUSE OWNER

3.8 When does water come in your house?

- | | | | |
|---|------------------------------|---|------------------------------|
| 1 | Only in the morning | 2 | Only in the evening |
| 3 | Morning and evening | 4 | Continuous |
| | If morning: What time? _____ | | If evening: What time? _____ |

3.9 What is the most preferred time when you need water? (TICK MORE THAN ONE IF NECESSARY) (READ OUT OPTIONS)

- | | | | |
|---|---------------------|---|------------------------|
| 1 | Continuous | 2 | 5.00 am to 8.00 am |
| 3 | 7.00 am to 10 am | 4 | 3.00 pm to 6.00 pm |
| 5 | 6.00 pm to 10.00 pm | 6 | Current timing is fine |

4.0 WATER SUPPLY - PREFERENCES AND WILLINGNESS-TO-PAY

CONTINUE WITH THE CHIEF WAGE EARNER / HEAD WOMAN OF THE HOUSE

4.1 What is the current average monthly bill for water and sewerage?

- | | | | |
|---|------------------------|---|------------------------|
| 1 | Less than Rs. 50 | 2 | Between Rs. 51 to 100 |
| 3 | Between Rs. 101 to 200 | 4 | Between Rs. 201 to 250 |
| 5 | Above Rs. 250 | 6 | Don't know |

4.2 Would you like to get your existing water supply connection metered?

- | | | | |
|---|-----|---|----|
| 1 | Yes | 2 | No |
|---|-----|---|----|

ASK QUESTION 4.3 ONLY IF THE CHOICE IS 2 IN QUESTION 4.2

4.3 Why would you not like to get your connection metered?

- | | |
|-------------------------------------|---|
| 1 The bill will increase | 2 Meters are normally faulty |
| 3 Cost of meter is high | 4 It will lead to greater harassment from the officials |
| 5 Any other reason (specify): _____ | |

ASK THIS QUESTION ONLY IF THE EXISTING SUPPLY IS LESS THAN 4 HOURS PER DAY (ASK ONLY IF CHOICES ARE NOT 5 OR 6 IN QUESTION 3.5)

4.4 How much more would you be willing to pay monthly for running water at very good pressure for 4 hours each day?

- | | |
|------------------------------------|------------------------------------|
| 1 Less than Rs. 50 per month | 2 Between Rs. 51 to 100 per month |
| 3 Between Rs. 101 to 200 per month | 4 Between Rs. 201 to 250 per month |
| 5 Above Rs. 250 per month | 6 Nothing more |

4.5 How much more would you be willing to pay monthly for running water at very good pressure for 8 hours each day?

- | | |
|------------------------------------|------------------------------------|
| 1 Less than Rs. 50 per month | 2 Between Rs. 51 to 100 per month |
| 3 Between Rs. 101 to 200 per month | 4 Between Rs. 201 to 250 per month |
| 5 Above Rs. 250 per month | 6 Nothing more |

5.0 SEWERAGE AND DRAINAGE

CONTINUE WITH THE CHIEF WAGE EARNER / HEAD WOMAN OF THE HOUSE

5.1 What kind of sanitation facility do you have?

- | | |
|---|------------------------------------|
| 1 Individual sewer connection | 2 Dry pit latrine |
| 3 Septic tank | 4 Municipal toilet / public toilet |
| 5 Use 'Sulabh Sauchalaya/Pay-Use Toilet | 6 Defecate in open |
| 7 Connected to drain | 8 Others (specify): _____ |

IF CHOICE IS 5 IN QUESTION 5.1, GO TO QUESTION 5.2 OR ELSE GO TO QUESTION 5.3

5.2 How long do you have to wait on an average before being able to use the toilet?

- | | |
|----------------------------|----------------------------|
| 1 No waiting | 2 Less than 10 minutes |
| 3 Between 10 to 15 minutes | 4 Between 15 to 20 minutes |
| 5 Between 20 to 30 minutes | 6 More than 30 minutes |

5.3 Do you need a Sulabh Sauchalaya facility near your house?

- | | |
|-------|------|
| 1 Yes | 2 No |
|-------|------|

6.3 How far is the waste bin from your house?

- | | |
|------------|--------------------------|
| 1 Very far | 2 Some what far |
| 3 Close by | 4 Don't know / can't say |

6.4 Do you know where the sweeper/contractor disposes off the garbage?

- | | |
|--|--|
| 1 Puts in a nearby waste bin | 2 Puts in a garbage dump nearby |
| 3 Puts in a transport vehicle directly | 4 Throws it on the road or in the drains |
| 5 Don't know / can't say | 6 Not applicable |

6.5 How often is the road outside your house swept?

- | | |
|----------------|------------------------------------|
| 1 Daily | 2 Alternative days |
| 3 Twice a week | 4 Weekly/fewer than once in a week |
| 5 Never | 6 Don't know / can't say |

ASK ONLY TO HOUSE OWNER

6.6 How frequently is the garbage collected from the waste bin near your house?

- | | |
|----------------|------------------------------------|
| 1 Daily | 2 Alternative days |
| 3 Twice a week | 4 Weekly/fewer than once in a week |
| 5 Never | 6 Don't know / can't say |

6.7 Who sweeps the roads/bylanes outside your house?

- | | |
|----------------------------|-------------------------------------|
| 1 Municipal (BMC) sweepers | 2 Private sweepers appointed by BMC |
| 3 No one | 4 Don't know / can't say |

IF CHOICE IS OTHER THAN 1 & 2 IN QUESTION 6.7, GO TO QUESTION 6.8 OR ELSE GO TO QUESTION 7.1

6.8 Do you need to pay the municipal (BMC) staff for cleaning the road?

- | | |
|------------------|---------------------------|
| 1 Yes | 2 No |
| 3 Not applicable | 4 Others (specify): _____ |

7.0 ROAD NETWORK AND TRANSPORTATION

CONTINUE WITH THE CHIEF WAGE EARNER / HEAD WOMAN OF THE HOUSE

7.1 What type of road you have in front of your house?

- | | |
|-------------------|-----------------------------|
| 1 Cement Concrete | 2 Blacktop (Asphalted) Road |
| 3 Metalled Road | 4 Gravelled Road |
| 5 Kutcha Road | Others (specify): _____ |

7.2 How is the surface of the road in front of your house?

- | | |
|--|--|
| 1 Very Good - Surfaced regularly every year and maintained properly | 2 Good - Surfaced regularly every year and maintained properly but potholes are left unattended |
| 3 Average - Surfaced occasionally but maintained properly | 4 Poor - Neither surfaced regularly nor maintained properly |
| 5 No Comments | 6 Don't know / can't say |

7.3 How is the surface of the main roads in the city as a whole?

- | | |
|--|--|
| 1 Very Good - Surfaced regularly every year and maintained properly | 2 Good - Surfaced regularly every year and maintained properly but potholes are left unattended |
| 3 Average - Surfaced occasionally but maintained properly | 4 Poor - Neither surfaced regularly nor maintained properly |
| 5 No Comments | 6 Don't know / can't say |

7.4 Are you satisfied with the existing public transport facility in the city?

- | | |
|-------|------|
| 1 Yes | 2 No |
|-------|------|

7.5 Do you use public transport for commuting within the city?

- | | |
|-------|------|
| 1 Yes | 2 No |
|-------|------|

IF CHOICE IS 2 IN QUESTION 7.5, GO TO QUESTION 7.6 OR ELSE GO TO 7.7

7.6 Why you are not using the public transport? (MULTIPLE CODING POSSIBLE)

- | | |
|---------------------------------------|------------------------------------|
| 1 Public transport is not available | 2 Public transport is inconvenient |
| 3 Poor quality and expensive | 4 Use personal vehicle |
| 5 Do not want to use public transport | 6 Don't know / can't say |

7.7 What are the types of public transport you use? (MULTIPLE CODING POSSIBLE)

- | | |
|---------------------------|------------------------|
| 1 Bus / Mini-Bus (Tempo) | 2 Shared Auto Rickshaw |
| 3 Auto Rickshaw | 4 Cycle Rickshaw |
| 5 Others (specify): _____ | |

7.8 What is the main/largely used type of public transport? (PLEASE INDICATE THE MOST IMPORTANT TYPE)

- | | |
|---------------------------|------------------------|
| 1 Bus / Mini-Bus (Tempo) | 2 Shared Auto Rickshaw |
| 3 Auto Rickshaw | 4 Cycle Rickshaw |
| 5 Others (specify): _____ | |

7.9 What are the common problems you face in the city related to traffic and transportation? (MULTIPLE CODING POSSIBLE) (READ OUT OPTIONS)

- | | |
|---|--|
| 1 Heavy traffic jam everywhere during peak hours | 2 Heavy traffic jam only on the main roads and intersections |
| 3 Faulty traffic signals and poor synchronization | 4 Poor road network and one-way problems |
| 5 Harassment by traffic police | 6 Poor visibility and heavy pollution |
| 7 Nothing | 8 Others (specify): _____ |

8.0 PARKING FACILITIES

8.1 Do you have adequate and well managed parking facilities in the public places/commercial areas in the city? (READ OUT OPTIONS)

- | | |
|---|---|
| 1 Yes, adequate parking facilities are available and are managed properly | 2 Yes, adequate parking facilities are available but not managed properly |
| 3 No, parking facilities are inadequate but parking spaces are managed properly | 4 No, neither parking facilities are adequate nor maintained properly |
| 5 No Comments | 6 Don't know / can't say |

8.2 Do you pay for the parking facilities in the public places/commercial areas in the city?

- | | |
|-------|------|
| 1 Yes | 2 No |
|-------|------|

IF CHOICE IS 1 IN QUESTION 8.2, GO TO QUESTION 8.3 OR ELSE GO TO 8.5

8.3 How much you are paying for parking your vehicle? (4-WHEELERS)

- | | |
|----------|----------------------------|
| 1 Rs. 10 | 2 Rs. 5 |
| 3 Rs. 2 | 4 Nothing / not applicable |

8.4 How much you are paying for parking your vehicle? (2-WHEELERS)

- | | |
|---------|----------------------------|
| 1 Rs. 5 | 2 Rs. 2-3 |
| 3 Rs. 1 | 4 Nothing / not applicable |

8.5 Are you willing to pay for the parking facilities if adequate and well managed parking facilities are provided in the public places/commercial areas in the city?

- | | |
|-------|------|
| 1 Yes | 2 No |
|-------|------|

IF CHOICE IS 1 IN QUESTION 8.5, GO TO QUESTION 8.6 OR ELSE GO TO 9.1

8.6 How much you are willing to pay for adequate and well managed parking facilities? (4-WHEELERS)

- | | |
|-----------|---------------------------|
| 1 Rs. 15 | 2 Rs. 10 |
| 3 Rs. 5 | 4 Rs. 2 |
| 5 Nothing | 6 Others (specify): _____ |

8.7 How much you are willing to pay for adequate and well managed parking facilities? (2-WHEELERS)

- | | | | |
|---|---------|---|-------------------------|
| 1 | Rs. 10 | 2 | Rs. 5 |
| 3 | Rs. 2 | 4 | Rs. 1 |
| 5 | Nothing | 6 | Others (specify): _____ |

9.0 STREET LIGHTING

CONTINUE WITH THE CHIEF WAGE EARNER / HEAD WOMAN OF THE HOUSE

9.1 Is there provision for street lights in the lane in and around your house?

- | | | | |
|---|-----|---|----|
| 1 | Yes | 2 | No |
|---|-----|---|----|

IF CHOICE IS 1 IN QUESTION 9.1, GO TO QUESTION 9.2 OR ELSE GO TO QUESTION 9.7

9.2 What kind of street-lights are there in the lane in and around your house?

- | | | | |
|---|--------------------------------|---|---------------------------|
| 1 | Sodium Vapor / High Mast Lamps | 2 | Tube (Fluorescent) Lights |
| 3 | Incandescent (Bulb) Lamps | 4 | Don't know / can't say |

9.3 Are streetlights that are in and around your house functioning properly?

- | | | | |
|---|----------------------------------|---|------------------------------|
| 1 | All of them are functioning well | 2 | Most of them function well |
| 3 | Most of them don't function | 4 | None of them are functioning |

9.4 How quickly are the streetlights repaired?

- | | | | |
|---|----------------------------------|---|----------------------------|
| 1 | 1-2 days | 2 | Within a week |
| 3 | 10-15 days | 4 | About a month |
| 5 | Stays unrepaired for a long time | 6 | Never/can't say/don't know |

9.5 Do you find rationality in provision of right type of streetlights on roads and junctions?

- | | | | |
|---|----------------------|---|----|
| 1 | Yes | 2 | No |
| 3 | Don't know/can't say | | |

9.6 Are you satisfied with the timings of the street lighting?

- | | | | |
|---|----------------------|---|----|
| 1 | Yes | 2 | No |
| 3 | Don't know/can't say | | |

9.7 What action / follow-up you have taken to install streetlights in the lane in and around your house?

- | | | | |
|---|------------------------------------|---|--------------------------------------|
| 1 | Already informed/complained to BMC | 2 | Informed/complained to Citizen Forum |
| 3 | Yet to take action | 4 | Do not want to take action |
| 5 | Others (specify): _____ | | |

10.0 SOCIAL INFRASTRUCTURE / COMMUNITY FACILITIES

CONTINUE WITH THE CHIEF WAGE EARNER / HEAD WOMAN OF THE HOUSE

10.1 How much time you require to access/reach the following community facilities located nearest to your house? (READ OUT OPTIONS)

		< 15 minutes	15-30 minutes	30-45 minutes	45-60 minutes	> 1 hour
10.1.1	Clinic/Hospital/Nursing Home					
10.1.2	School/College					
10.1.3	Parks/Play Grounds					
10.1.4	Police Station					
10.1.5	Post Office					
10.1.6	Banks					

10.2 Please indicate your responses as YES or NO? (READ OUT OPTIONS)

		Yes	No
10.2.1	Any cases of theft / burglary since last <u>one</u> year?		
10.2.2	Any incidences of fire since last <u>three</u> years?		
10.2.3	Do you have any health facilities within the slum?		
10.2.4	Any incidences of major waterborne/airborne diseases in the family since last <u>one</u> year?		
10.2.5	Do you have any education facilities within the slum?		

IF CHOICE IS YES IN QUESTION 10.2.1 & 10.2.4, GO TO QUESTION 10.3 OR ELSE GO TO QUESTION 11.1

10.3 What is the frequency of theft / burglary?

- | | |
|---------------------|-------------------|
| 1 Daily | 2 Alternative day |
| 3 Twice a week | 4 Once a week |
| 5 Once in fortnight | 6 Once a month |
| 7 Occasionally | 8 Very rarely |

10.4 What are the major waterborne/airborne diseases in the family since last one year?

- | | |
|-------------|---------------------------|
| 1 Typhoid | 2 Cholera |
| 3 Dengue | 4 Jaundice |
| 5 Diaherria | 6 Others (specify): _____ |

12.2 What is the annual property tax/house tax that is levied on your property?

- | | |
|--------------------------------------|--------------------------------|
| 1 Less than Rs. 100 | 2 Between Rs. 100 and Rs. 250 |
| 3 Between Rs. 250 and Rs. 500 | 4 Between Rs. 500 and Rs. 1000 |
| 5 Between Rs. 1000 and Rs. 2000 | 6 Greater than Rs. 2000 |
| 7 No tax | 8 Don't know / can't say |
| 9 Under litigation (specify reasons) | |

12.3 Have you ever lodged any complaint / approached BMC on property tax complaints/ assessment discrepancies?

- | | |
|-------|------|
| 1 Yes | 2 No |
|-------|------|

12.4 What has been the response from Bhubaneswar Municipal Corporation (BMC)?

- | | |
|----------------------------------|--|
| 1 Resolved immediately | 2 Problem was attended within 2-3 days |
| 3 Problem was attended in a week | 4 Problem was attended in 10-15 days |
| 5 The response was very delayed | 6 The problem was never attended |

12.5 Are you willing to pay property tax / get your property assessed for property tax?

- | | |
|-------|------|
| 1 Yes | 2 No |
|-------|------|

12.6 How much you are willing to pay as annual property tax?

- | | |
|-------------------------------|-------------------------------|
| 1 Less than Rs. 50 | 2 Between Rs. 50 and Rs. 100 |
| 3 Between Rs. 100 and Rs. 250 | 4 Between Rs. 250 and Rs. 500 |
| 5 More than Rs. 500 | 6 Nothing |
| 7 As assessed by the BMC | 8 Don't know / can't say |

13.0 PUBLIC AWARENESS

CONTINUE WITH THE CHIEF WAGE EARNER / HEAD WOMAN OF THE HOUSE

13.1 Are you aware about the name of the agency/agencies responsible providing different civic services? (INSTRUCTIONS TO INTERVIEWER: READ OUT EACH OF THE SERVICES LISTED UNDER 'A'; IF THE RESPONDENT MENTIONS THE NAME OF THE AGENCY INDICATED UNDER 'B', TICK UNDER 'YES' OR ELSE 'NO'; Interviewer not to read out the names of the agencies mentioned under 'B')

	A	B	Yes	No
13.1.1	Water Supply	PHE		
13.1.2	Sewerage	PHE		
13.1.3	Solid Waste Management	BMC		
13.1.4	Drainage (Storm Water Drains)	BMC		
13.1.5	Major Roads	R&B		
13.1.6	Internal Roads	BMC		

	A	B	Yes	No
13.1.7	Streetlights	BMC		
13.1.8	City Planning and Building Approvals	BDA		
13.1.9	Slum Improvement	BMC		

13.2 What is the most often reported information about the Municipal Corporation? (TICK MORE THAN ONE IF NECESSARY) (READ OUT OPTIONS)

- | | | | |
|---|---|---|--|
| 1 | Political activities related to the Municipal Corporation | 2 | Issues relating to services and activities of the BMC - Property tax, etc. |
| 3 | Corruption, employee strikes, agitation, etc. | 4 | New projects and activities being taken up by the BMC |
| 5 | Others (specify): _____ | | |

13.3 Are you aware of the name of the Mayor of Bhubaneswar?

- | | | | |
|--|-----|---|----|
| 1 | Yes | 2 | No |
| If yes , please mention the name: _____ | | | |

13.4 Are you aware of the name of the Municipal Commissioner of Bhubaneswar?

- | | | | |
|--|-----|---|----|
| 1 | Yes | 2 | No |
| If yes , please mention the name: _____ | | | |

13.5 Are you aware of the name of your Municipal Councilor?

- | | | | |
|--|-----|---|----|
| 1 | Yes | 2 | No |
| If yes , please mention the name: _____ | | | |

14.0 PUBLIC OPINION

CONTINUE WITH THE CHIEF WAGE EARNER / HEAD WOMAN OF THE HOUSE

14.1 How would you rate the services of the Municipal Corporation?

- | | | | |
|---|-----------------------|---|---------------------|
| 1 | Very Good / Excellent | 2 | Good / Satisfactory |
| 3 | Poor | 4 | Very bad |
| 5 | Can't say | 6 | No response |

14.2 Are you satisfied with the services provided by different service providers in the city? (INSTRUCTIONS TO INTERVIEWER: READ OUT EACH OF THE SERVICES LISTED WITH NAME OF THE AGENCY PROVIDING THE SERVICE AND RECORD)

		Yes	No	Can't Say
14.2.1	Water Supply by PHE			
14.2.2	Sewerage by PHE			
14.2.3	Solid Waste Management by BMC			
14.2.4	Drainage (Storm Water Drains) by BMC			

15.0 WILLINGNESS TO ASSOCIATE

CONTINUE WITH THE CHIEF WAGE EARNER / HEAD WOMAN OF THE HOUSE

15.1 Is there a Resident Welfare Association, Community Based Organization in your area?

- | | |
|--------------|-------------|
| 1 Yes | 2 No |
| 3 Don't know | 4 Can't say |

15.2 Are you a member / willing to be a member of a Resident Welfare Association (RWA) or a Community Based Organization (CBO)?

- | | |
|-------|------|
| 1 Yes | 2 No |
|-------|------|

15.3 What kind of activities are taken up/ in your opinion could be taken up by the RWA or a CBO (TICK MORE THAN ONE IF NECESSARY) (READ OUT OPTIONS)

- | | |
|---|--|
| 1 Street cleaning and garbage collection | 2 Neighborhood security |
| 3 Drain cleaning | 4 Maintenance of streetlights |
| 5 Maintenance of parks | 6 Organizing social and religious events |
| 7 Collection of property tax, water charges, etc. | 8 Any other (specify): _____ |

15.4 How much do you contribute / are you willing to contribute as part of the RWA, CBO to avail the above services monthly?

- | | |
|---------------------|---------------------------|
| 1 Less than Rs. 10 | 2 Rs. 10 to Rs. 25 |
| 3 Rs. 26 to Rs. 50 | 4 Rs. 51 to Rs. 75 |
| 5 Rs. 76 to Rs. 100 | 6 More than Rs. 100 |
| 7 Nothing | 8 Not willing for RWA/CBO |

15.5 What kind of involvement do you / are you willing to make as part of a RWA, CBO?

- | | |
|---|--|
| 1 Willing to spend significant time and effort on organizing its activities | 2 Willing to participate in regular meetings and not beyond that |
| 3 Willing to participate in occasional meetings | 4 Willing to be a nominal member |
| 5 Nothing | 6 Not willing for RWA/CBO |

15.6 Are you willing to use/pay if the service is provided by a Private Service Provider?

- | | |
|-------|------|
| 1 Yes | 2 No |
|-------|------|

15.7 What are the areas you expect to be privatized for improving the services? (INSTRUCTIONS TO INTERVIEWER: READ OUT EACH OF THE SERVICES AND TICK UNDER 'YES' OR ELSE 'NO')

		Yes	No
15.7.1	Water Supply		
15.7.2	Sewerage		

		Yes	No
15.7.3	Solid Waste Management		
15.7.4	Drainage (Storm Water Drains)		
15.7.5	Major Roads		
15.7.6	Internal Roads		
15.7.7	Streetlights		
15.7.8	City Planning and Building Approvals		
15.7.9	Slum Improvement		

15.8 How much are you willing to pay for every month (RECORD SEPARATELY)?

- | | | | |
|---|-----------------------------|---|--|
| 1 | Road sweeping: Rs. _____ | 2 | Drain cleaning: Rs. _____ |
| 3 | Garbage clearing: Rs. _____ | 4 | Streetlights: Rs. _____ |
| 5 | Nothing | 6 | Not willing for private service provider |

15.9 How much are you willing to pay for every month? (INSTRUCTIONS TO INTERVIEWER: ADD UP ALL ABOVE IN QUESTION 15.9 AND TICK OPTION)

- | | | | |
|---|-------------------|---|--|
| 1 | Less than Rs. 10 | 2 | Rs. 10 to Rs. 25 |
| 3 | Rs. 26 to Rs. 50 | 4 | Rs. 51 to Rs. 75 |
| 5 | Rs. 76 to Rs. 100 | 6 | More than Rs. 100 |
| 7 | Nothing | 8 | Not willing for private service provider |

16.0 PERSONAL INFORMATION

CONTINUE WITH THE CHIEF WAGE EARNER / HEAD WOMAN OF THE HOUSE

16.1 How many number of rooms are there in your house?

- | | | | |
|---|---|---|-------------|
| 1 | 1 | 2 | 2 |
| 3 | 3 | 4 | More than 4 |

16.2 Number of individuals in the household? (Include children also but exclude servants)

- | | | | |
|---|-----|---|-------------|
| 1 | 1-3 | 2 | 4-6 |
| 3 | 7-9 | 4 | More than 9 |

16.3 Number of earning members in the household?

- | | | | |
|---|-------------|---|------------------------------------|
| 1 | 1 | 2 | 2 |
| 3 | More than 2 | 4 | None / Retired Person (On pension) |

16.4 What is the monthly household income? (FROM ALL SOURCES)

- | | | | |
|---|-------------------------------|---|-------------------------------|
| 1 | Less than Rs. 1000 | 2 | Between Rs. 1000 and Rs. 1500 |
| 3 | Between Rs. 1500 and Rs. 2500 | 4 | Between Rs. 2500 and Rs. 3000 |
| 5 | Between Rs. 3000 and Rs. 5000 | 6 | More than Rs. 5000 |

16.5 Consumer durables that you own? (TICK MORE THAN ONE IF NECESSARY) (READ OUT OPTIONS)

- | | | | |
|---|-----------------------------|---|--------------------------------|
| 1 | Color TV | 2 | Fridge |
| 3 | Washing Machine | 4 | Electric Water Heater / Geyser |
| 5 | Any others (specify): _____ | | |

16.6 Vehicles that you own for your personal use? (TICK MORE THAN ONE IF NECESSARY) (READ OUT OPTIONS)

- | | | | |
|---|-----------|---|-----------------------------|
| 1 | Bicycle | 2 | Scooter / Motorbike |
| 3 | Motor car | 4 | Any others (specify): _____ |

16.7 According to you, what are the problems that are existing regarding the services rendered by the Bhubaneswar Municipal Corporation?

- 1
- 2
- 3
- 4
- 5

16.8 What would be your suggestion to Bhubaneswar Municipal Corporation so that they can improve on their service?

- 1
- 2
- 3
- 4
- 5