

Preparation of City Development Plan for Bhubaneswar City

Demand Assessment Surveys

Category: **SMALL COMRCL**

Quesnr. No.

1.0 FIELD CONTROL INFORMATION

1.1 Sampling Monitor

Pocket 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: _____
(Office/Shop)

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, OWSDB, 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

1. Owner
2. Manager

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 Nature of Establishment (PLEASE TICK APPROPRIATE)

- | | |
|--|--|
| 1 Small Shop - Grocery, Retail Outlet | 2 Dhaba/restaurant |
| 3 Private Office | 4 Hotel including boarding and lodging |
| 5 Small manufacturing unit (leather, etc.) | 6 Others (specify): _____ |

2.0 WATER SUPPLY - SOURCES AND QUANTITY

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

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

ASK ONLY IF CHOICE IS 2 IN QUESTION 2.2

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

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

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 2 - 3 hp |
| 5 More than 3 hp | 6 Don't know |

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 4 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. 2500 | 2 Between Rs. 2000 to Rs. 2500 |
| 3 Between Rs. 1500 to Rs. 2000 | 4 Between Rs. 1000 to Rs. 1500 |
| 5 Between Rs. 500 to Rs. 1000 | 6 Less than Rs. 500 per month |
| 7 Nothing | 8 Not required |

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 RECOD SEPARATELY)

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

<i>Tick appropriate based on above parameter</i>		1	2	3	4
3.1.1	Individual (PHEO) Water Connection				
3.1.2	Hand-Pump Outside				
3.1.3	Deep Bore Well with Pump				
3.1.4	Water Tankers				
3.1.5	Tap Water Stand Outside				
3.1.6	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 3.6

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

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

3.3 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 |

3.4 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 |

3.5 When does water come in your establishment?

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

3.6 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

4.1 What is the current average monthly bill for water and water tax (if any)?

- | | | | |
|---|------------------------------|---|------------------------------|
| 1 | Less than Rs. 250 | 2 | Between Rs. 251 to Rs. 500 |
| 3 | Between Rs. 501 to Rs. 1000 | 4 | Between Rs. 1001 to Rs. 1500 |
| 5 | Between Rs. 1501 to Rs. 2000 | 6 | Above Rs. 2000 |
| 7 | None | 8 | Don't know / can't say |

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 More than Rs. 2500 | 2 Between Rs. 2000 to Rs. 2500 |
| 3 Between Rs. 1500 to Rs. 2000 | 4 Between Rs. 1000 to Rs. 1500 |
| 5 Between Rs. 500 to Rs. 1000 | 6 Less than Rs. 500 per month |
| 7 None | 8 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 More than Rs. 2500 | 2 Between Rs. 2000 to Rs. 2500 |
| 3 Between Rs. 1500 to Rs. 2000 | 4 Between Rs. 1000 to Rs. 1500 |
| 5 Between Rs. 500 to Rs. 1000 | 6 Less than Rs. 500 per month |
| 7 None | 8 Nothing more |

5.0 SEWERAGE AND DRAINAGE

5.1 What kind of toilet facility do you have?

- | | |
|---|---------------------------|
| 1 None | 2 Individual toilet |
| 3 Use 'Sulabh Sauchalaya/Pay-Use Toilet | 4 Use public conveniences |

IF CHOICE IS 4 IN QUESTION 5.1, GO TO QUESTION 5.2 OR ELSE GO TO QUESTION 5.5

5.2 How far away from your establishment is the public convenience?

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

5.3 Is the facility clean and well maintained?

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

5.4 How much would you be willing to pay for a facility that is near your establishment and is well maintained?

- | | |
|-----------------|-----------------|
| 1 Re. 1 per use | 2 Rs. 2 per use |
| 3 Rs. 3 per use | 4 Nothing |

**ASK ONLY IF CHOICE IS 2 OR 4 IN QUESTION 1.4
(HOTELS, RESTAURANTS, DABHAS AND EATERIES)**

5.5 How much would you be willing to pay one-time for an individual sewer connection?

- | | |
|---------------------------------|--------------------------------|
| 1 Less than Rs. 5000 | 2 Between Rs. 5000 to Rs. 7500 |
| 3 Between Rs. 7500 to Rs. 10000 | 4 More than Rs. 10000 |
| 5 Nothing | 6 Not required |

5.6 How much you are paying currently as sewer charges every month?

- | | |
|--------------------------|--------------------------|
| 1 Less than Rs. 50 | 2 Between Rs. 51 to 100 |
| 3 Between Rs. 101 to 150 | 4 Between Rs. 151 to 200 |
| 5 Above Rs. 200 | 6 Nothing |

5.7 How much you are willing to pay monthly as sewer charges for improved services?

- | | |
|--------------------------|--------------------------|
| 1 Above Rs. 500 | 2 Between Rs. 401 to 500 |
| 3 Between Rs. 301 to 400 | 4 Between Rs. 201 to 300 |
| 5 Between Rs. 101 to 200 | 6 Less than Rs. 100 |
| 7 Nothing | 8 Nothing more |

ASK ALL RESPONDENTS

5.8 What is the status of the drains outside your establishment?

- | | |
|---|---|
| 1 Cleaned on a regular basis | 2 Cleaned before and after rainy season |
| 3 Cleaned as and when there is clogging | 4 Not cleaned at all |

6.0 SOLID WASTE MANAGEMENT

6.1 How do you dispose the garbage?

- | | |
|---|--------------------------------|
| 1 Collected daily by BMC sweeper/
private contractor | 2 Put it in a waste bin nearby |
| 3 Throw it on the road or in the drains | 4 Others (specify): _____ |

6.2 How much do you pay / would be willing to pay per month for getting the garbage collected from your doorstep?

- | | |
|--------------------|-----------|
| 1 Rs. 100 | 2 Rs. 75 |
| 3 Rs. 50 | 4 Rs. 25 |
| 5 Less than Rs. 25 | 6 Nothing |

6.3 How far is the waste bin from your establishment?

- | | |
|------------|--------------------------|
| 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 establishment 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 |

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

- | | |
|----------------|------------------------------------|
| 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 establishment?

- | | |
|----------------------------|-------------------------------------|
| 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

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

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

- | | |
|-------------------|-----------------------------|
| 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 establishment?

- | | |
|--|--|
| 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 parking facilities in front of your establishment?

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

8.2 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 available 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 |

8.3 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 8.3, GO TO QUESTION 8.4 OR ELSE GO TO 8.6

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

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

8.5 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 |

8.6 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 8.6, GO TO QUESTION 8.7

8.7 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): _____ |

8.8 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

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

- | | | | |
|---|-----|---|----|
| 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 establishment?

- | | | | |
|---|--------------------------------|---|---------------------------|
| 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 establishment 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 establishment?

- | | | | |
|---|------------------------------------|---|--------------------------------------|
| 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 ENCROACHMENTS

10.1 Are there encroachment by other shopkeepers/establishments in your area?

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

IF CHOICE IS 1 IN QUESTION 10.1, GO TO QUESTION 10.2

10.2 Do encroachment affect your business?

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

10.3 What has been the response of the BMC / BDA regarding such encroachments?

- | | |
|--|---|
| 1 Yes Action taken - significant improvement | 2 Action taken - but no significant improvement |
| 3 No action taken | 4 Don't know / can't say |

11.0 COMPLAINT REDRESSAL SYSTEM

11.1 How are you informed about any changes in the supply time, stoppage for repair of pipelines due to which supply would be affected?

- | | |
|---|--|
| 1 Through notice in newspapers | 2 Through messages on local radio/cable TV |
| 3 Through public notices displayed or distributed throughout the city | 4 From local municipal and AJS staff |
| 5 Not informed directly by the authorities | 6 Not applicable |

11.2 Are you aware of the location where complaint could be registered for water supply, sewer lines, etc.? (PHE Organization)

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

11.3 Are you aware of the location where complaint could be registered for garbage, streetlights, storm water drains, internal roads, etc.? (BMC)

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

11.4 Have you ever lodged any complaint?

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

11.5 With which agency have you lodged a complaint?

- | | |
|---|--|
| 1 BMC (Ask Question 11.6) | 2 PHE Organization (Ask Question 11.7) |
| 3 Both BMC and PHE (Ask Question 11.6 & 11.7) | 4 None of them |

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

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

11.7 What has been the response from PHE Organization of Government of Orissa?

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

12.0 PROPERTY TAX

ASK ONLY TO THE PROPERTY / ESTABLISHMENT OWNER

12.1 What is the annual property tax/building tax that is levied on your property?

- | | |
|---------------------------------|--------------------------------------|
| 1 Less than Rs. 500 | 2 Between Rs. 500 and Rs. 1000 |
| 3 Between Rs. 1000 and Rs. 2500 | 4 Between Rs. 2500 and Rs. 5000 |
| 5 Greater than Rs. 5000 | 6 No tax |
| 7 Don't know / can't say | 8 Under litigation (specify reasons) |

12.2 Are you aware of the proposed changeover to self-assessment system of property tax?

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

12.3 Do you think your liability would go up under the proposed self-assessment system?

- | | |
|---------------|----------------|
| 1 Yes | 2 No |
| 3 Do not know | 4 Not bothered |

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

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

12.5 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 |

13.0 PUBLIC AWARENESS

- 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		
13.1.7	Streetlights	BMC		
13.1.8	City Planning and Building Approvals	BDA		
13.1.9	Slum Improvement	BMC		

- 13.2 How often do you read about the activities of the Municipal Corporation in the newspaper?**

- | | |
|------------------|-----------------------------|
| 1 Every day | 2 Once in two to three days |
| 3 Once in a week | 4 Fewer than once in a week |
| 5 Never | 6 Don't know / can't say |

- 13.3 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 Other (specify): _____ | |

- 13.4 Are the bills for property tax and water delivered well in advance before the payment due date?**

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

- 13.5 Are you aware of the name of the Mayor of Bhubaneswar?**

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

If yes, please mention the name: _____

		Yes	No	Can't Say
14.4.5	Telecom services			
14.4.6	Recreation facilities			
14.4.7	Police services			
14.4.8	Open spaces (parks/play grounds)			

14.5 What do you think about the foot-path vendors in the city?

- | | |
|---|--|
| 1 They are useful for the common masses and hence should continue | 2 They block the path and create nuisance and hence should be thrown out |
| 3 They may be allowed but in an organized manner | 4 Can't say/no comments |

14.6 Do you feel that the city is getting congested and hence needs more open spaces (parks, lakes etc.)?

- | | |
|-------------|---------------------------|
| 1 Yes | 2 No |
| 3 Can't say | 4 Others (specify): _____ |

14.7 What you are proud of in your city? (MULTIPLE CODING POSSIBLE)

- | | |
|-------------------------------------|-----------------------------|
| 1 State Capital with Administration | 2 Temple and heritage areas |
| 3 City planning and services | 4 City environment |
| 5 Tourism related activities | 6 Employment opportunities |
| 7 Education and health facilities | 8 Safety and security |
| 9 Others (specify): _____ | |

14.8 What is the most important area that if improved/developed will have the highest impact on the quality of life in Bhubaneswar? (SINGLE CHOICE ONLY)

- | | |
|---|---|
| 1 Economic & urban development | 2 Environment improvement |
| 3 Infrastructure development (provision & delivery) | 4 Urban management and sectoral reforms |
| 5 Urban governance | 6 Others (specify): _____ |

14.9 The most important urban/civic service that if improved will have the highest impact on the quality of life in Bhubaneswar? (SINGLE CHOICE ONLY)

- | | |
|--|-----------------------------------|
| 1 Water supply | 2 Management of drains and sewers |
| 3 Garbage clearance and disposal | 4 Removal of encroachment |
| 5 Maintenance of roads and minimizing traffic congestion | 6 Street lighting |
| 7 Others (specify): _____ | |

15.0 WILLINGNESS TO ASSOCIATE / SHARE COSTS

15.1 Is there a Shopkeepers' 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 Shopkeepers' Association (SKA) 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 SKA or a CBO (Tick More Than One If Necessary) (READ OUT OPTIONS)

- | | |
|--|---|
| 1 Street cleaning and garbage collection | 2 Security for shops |
| 3 Drain cleaning | 4 Maintenance of streetlights |
| 5 Representation on matters of sales tax and other business related issues | 6 Collection of property tax, water charges, etc. |
| 7 Organizing social and religious events | 8 Monitoring encroachments |
| 9 Any other (please specify): _____ | |

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

- | | |
|----------------------|---------------------------|
| 1 Less than Rs. 50 | 2 Rs. 51 to Rs. 100 |
| 3 Rs. 101 to Rs. 150 | 4 Rs. 151 to Rs. 250 |
| 5 Rs. 251 to Rs. 500 | 6 More than Rs. 500 |
| 7 Nothing | 8 Not willing for SKA/CBO |

15.5 What kind of involvement do you / are you willing to make as part of a SKA, 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 15.8 AND TICK OPTION)

- | | | | |
|---|--------------------|---|--|
| 1 | Less than Rs. 25 | 2 | Rs. 26 to Rs. 50 |
| 3 | Rs. 51 to Rs. 100 | 4 | Rs. 101 to Rs. 250 |
| 5 | Rs. 251 to Rs. 500 | 6 | More than Rs. 500 |
| 7 | Nothing | 8 | Not willing for private service provider |

16.0 SUGGESTIONS

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

- 1
- 2
- 3
- 4
- 5

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

- 1
- 2
- 3
- 4
- 5