

## Preparation of City Development Plan for Bhubaneswar City

### Demand Assessment Surveys

Category: **LARGE COMRCL**

Quesnr. No.

## 1.0 FIELD CONTROL INFORMATION

### 1.1 Sampling Monitor

<b>Pocket No.</b>	<b>Sample No.</b>	<b>Random</b>	<b>1</b>	<b>Interviewer</b>
		<b>Booster</b>	<b>2</b>	<b>Supervisor</b>

### 1.2 Field Monitoring

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

### 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

1. Many Persons / Officials / Department (Accounts, Administration, General Management, etc.)

#### 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 Hotel (Boarding and Lodging)       | 2 Marriage Hall    |
| 3 Hospital / Nursing Home            | 4 School / College |
| 5 Govt. Undertakings (State/Central) | 6 Others (specify) |

**1.5 How many people use the establishment everyday (Ask for average figures from hospitals, hotels, marriage halls, etc. strength of school, college, etc.)**

- |                       |                      |
|-----------------------|----------------------|
| 1 Less than 50        | 2 Between 51 to 100  |
| 3 Between 101 to 250  | 4 Between 251 to 500 |
| 5 Between 501 to 1000 | 6 More than 1000     |

**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 Deep Bore Well with Pump |
| 3 Private Water Tankers              | 4 Others (specify): _____  |

**ASK ONLY IF ONE OF THE CHOICES IS 1 IN QUESTION 2.1**

**2.2 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%) |

**2.3 Is the water supply reliable?**

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

**2.4 What is the average water consumption per day?**

- |                                       |                                      |
|---------------------------------------|--------------------------------------|
| 1 Less than 50,000 litres             | 2 Between 50,000 to 2.5 lakhs litres |
| 3 Between 2.5 lakhs to 5 lakhs litres | 4 More than 5 lakhs litres           |

**ASK ONLY IF ONE OF THE CHOICES IS 2 IN QUESTION 2.1**

**2.5 What is the horsepower of the pump?**

- |                   |                              |
|-------------------|------------------------------|
| 1 Less than 2 hp  | 2 2 - 3 hp                   |
| 3 3 - 5 hp        | 4 5 - 10 hp                  |
| 5 More than 10 hp | 6 Others (specify): _____ hp |

**2.6 How long do you run the motorized pump everyday?**

- |   |                    |   |                               |
|---|--------------------|---|-------------------------------|
| 1 | Less than 2 hours  | 2 | 2 - 4 hours                   |
| 3 | 4 - 8 hours        | 4 | 8 - 12 hours                  |
| 5 | More than 12 hours | 6 | Others (specify): _____ hours |

**ASK ONLY IF ONE OF THE CHOICES IS 3 IN QUESTION 2.1**

**2.7 What is the average number of water tankers required every day?**

- |   |             |   |              |
|---|-------------|---|--------------|
| 1 | Less than 3 | 2 | 3 - 5        |
| 3 | 5 - 10      | 4 | More than 10 |

**2.8 What is the average monthly expenditure on water tankers?**

- |   |                          |   |                         |
|---|--------------------------|---|-------------------------|
| 1 | Less than Rs. 10000      | 2 | Rs. 10001 to Rs. 15,000 |
| 3 | Rs. 15,001 to Rs. 25,000 | 4 | More than Rs. 25,000    |

**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)**

- |   |  |   |   |
|---|--|---|---|
| 1 | <b>Very Clean</b> - Used for drinking without any cleaning | 2 | <b>Mostly Clean</b> - Used for drinking after filtering |
| 3 | <b>Dirty</b> - Unfit for drinking                          | 4 | <b>Very Dirty</b> - 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	Deep Bore Well with Pump				
3.1.3	Water Tankers				
3.1.4	Others (specify): _____				

**ASK ONLY IF ONE OF THE CHOICES IS 1 IN QUESTION 2.1**

**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?**

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

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

- |                        |                                  |
|------------------------|----------------------------------|
| 1 No additional device | 2 Water purifier (electrical)    |
| 3 Tap filter           | 4 Separate water treatment plant |
| 5 Boil water           | 6 Others (specify): _____        |

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

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

**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 When does water come in your establishment?**

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

**3.8 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 sewerage, payable to PHEO?**

- |                                    |                                    |
|------------------------------------|------------------------------------|
| 1 Less than Rs. 10,000             | 2 Between Rs. 10,001 to Rs. 15,000 |
| 3 Between Rs. 15,001 to Rs. 25,000 | 4 Between Rs. 25,001 to Rs. 50,000 |
| 5 More than Rs. 50,000             | 6 Don't know                       |



**ASK QUESTION 5.4 ONLY IF THE CHOICE IS OTHER THAN 1 IN QUESTION 5.1**

**5.4 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                 |

**ASK ALL RESPONDENTS**

**5.5 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                    |

**5.6 Does your area get flooded during rains?**

- |               |                                   |
|---------------|-----------------------------------|
| 1 Yes, always | 2 Yes, only during heavy rainfall |
| 3 Very rarely | 4 No flooding problems            |

**5.7 What actions are taken by the BMC or concerned authorities in solving the flooding problems?**

- |   |  |
|---|--|
| 1 Cleared immediately without complaints            | 2 Cleared immediately after reporting complaints |
| 3 Cleared after 2-3 days after reporting complaints | 4 Not cleared at all / no action                 |

**6.0 SOLID WASTE MANAGEMENT**

**6.1 How do you dispose the garbage that is generated? (TICK MORE THAN ONE IF NECESSARY)**

- |   |   |
|---|---|
| 1 Dispose in nearest waste bin                  | 2 Transport it to the nearest landfill site   |
| 3 Sell part of the waste to private contractors | 4 Collected directly by municipal corporation |
| 5 Incinerator                                   | 6 Any other please specify                    |

**6.2 How much garbage is generated everyday?**

- |                             |                              |
|-----------------------------|------------------------------|
| 1 Less than 10 kg           | 2 Between 10 kg and 25 kg    |
| 3 Between 25 kg and 50 kg   | 4 Between 50 kg and 100 kg   |
| 5 Between 100 kg and 500 kg | 6 Between 500 kg and 1 MT    |
| 7 Between 1 MT to 2 MT      | 8 Others (Specify): _____ MT |

**6.3 Please indicate YES or NO for the following queries? (PLEASE TICK APPROPRIATE)**

**YES NO CS/DK**

- 6.3.1** Is the road outside your establishment swept on a regular basis by BMC staff?
- 6.3.2** Do you employ your own staff or private sweeper to ensure cleanliness?
- 6.3.3** Do you undertake waste segregation in your establishment?
- 6.3.4** Do you undertake any waste processing within your establishment?
- 6.3.5** Would you be willing to pay a fee so that all your waste is collected by BMC?

**6.4 How much do you pay to the private sweeper or your own staff for the work per month?**

- |   |  |
|---|--|
| <b>1</b> More than Rs. 10,000           | <b>2</b> Between Rs. 5,000 to Rs. 10,000 |
| <b>3</b> Between Rs. 2,500 to Rs. 5,000 | <b>4</b> Between Rs. 1,000 to Rs. 2,500  |
| <b>5</b> Less than Rs. 1,000            | <b>6</b> Others (Specify): Rs. _____     |

**6.5 How often is the waste disposed/ collected by the BMC?**

- |                           |                                    |
|---------------------------|------------------------------------|
| <b>1</b> Daily twice      | <b>2</b> Daily once                |
| <b>3</b> Alternative days | <b>4</b> Twice a week              |
| <b>5</b> Weekly           | <b>6</b> Fewer than once in a week |
| <b>7</b> Never            | <b>8</b> Don't know / can't say    |

**6.6 How much would you be willing to pay monthly for such a service, if all worth collected by the BMC?**

- |                                       |   |
|---------------------------------------|---|
| <b>1</b> More than Rs. 2,000          | <b>2</b> Between Rs. 1,000 to Rs. 2,000 |
| <b>3</b> Between Rs. 500 to Rs. 1,000 | <b>4</b> Between Rs. 250 to Rs. 500     |
| <b>5</b> Between Rs. 250 to Rs. 100   | <b>6</b> Less than Rs. 100              |
| <b>7</b> Nothing                      | <b>8</b> Not required                   |

**6.7 How often do you want the waste to be collected?**

- |                           |                           |
|---------------------------|---------------------------|
| <b>1</b> Daily twice      | <b>2</b> Daily once       |
| <b>3</b> Alternative days | <b>4</b> Twice a week     |
| <b>5</b> Weekly           | <b>6</b> Others (specify) |



**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 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  |

**8.2 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**

**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. 25,000                | 2 | Between Rs. 25,001 and Rs. 50,000  |
| 3 | Between Rs. 50,001 and Rs. 1 lakh   | 4 | Between Rs. 1 lakh and Rs. 2 lakhs |
| 5 | Between Rs. 2 lakhs and Rs. 5 lakhs | 6 | Greater than Rs. 5 lakhs           |
| 7 | No tax / exempted                   | 8 | Don't know / can't say             |
| 9 | Under litigation (specify reasons)  |   | Specify amount: Rs. _____          |

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		

	A	B	Yes	No
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: \_\_\_\_\_

**13.6 Are you aware of the name of the Municipal Commissioner of Bhubaneswar?**

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

If **yes**, please mention the name: \_\_\_\_\_

**13.7 Are you aware of the name of your Municipal Councillor?**

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

If **yes**, please mention the name: \_\_\_\_\_

## 14.0 PUBLIC OPINION

**14.1 How would the 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 How would the rate the services of the PHE (for Water Supply & Sewerage)?**

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

**14.3 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
14.3.1	Water Supply by PHE			
14.3.2	Sewerage by PHE			
14.3.3	Solid Waste Management by BMC			
14.3.4	Drainage (Storm Water Drains) by BMC			
14.3.5	Major Roads by R&B			
14.3.6	Internal Roads by BMC			
14.3.7	Streetlights by BMC			
14.3.8	City Planning and Building Approvals by BDA			

**14.4 Are you satisfied with the following facilities? (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
14.4.1	Education facilities			
14.4.2	Health facilities			
14.4.3	Community facilities			
14.4.4	Electricity services			
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 Are you satisfied with the approach to your establishment?**

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

**15.2 How much are you willing contribute towards improvement of the approach to your establishment - roads, drain clearing, etc.? (ASK AMOUNT, ALSO ASCERTAIN COST SHARING)?**

- |                                  |                                   |
|----------------------------------|-----------------------------------|
| 1 More than Rs. 10,000           | 2 Between Rs. 5,000 to Rs. 10,000 |
| 3 Between Rs. 2,500 to Rs. 5,000 | 4 Between Rs. 1,000 to Rs. 2,500  |
| 5 Less than Rs. 1,000            | 6 Nothing                         |

**Please specify the amount:** Rs. \_\_\_\_\_

**15.3 Are you willing to undertake upkeep of any services?**

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

**15.4 Which are the services that you are willing to maintain on your own?**

- |                             |                               |
|-----------------------------|-------------------------------|
| 1 Street cleaning           | 2 Road maintenance            |
| 3 Upkeep/cleaning of drains | 4 Maintenance of streetlights |
| 5 Not required              | 6 Any other (please specify)  |

**15.5 What is your requirement for taking up maintenance of the above services?**

- |  |                                     |
|--|-------------------------------------|
| 1 Advertising rights for signboards on road dividers | 2 Advertising rights for signboards |
| 3 Any other Please specify: _____                    |                                     |

**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