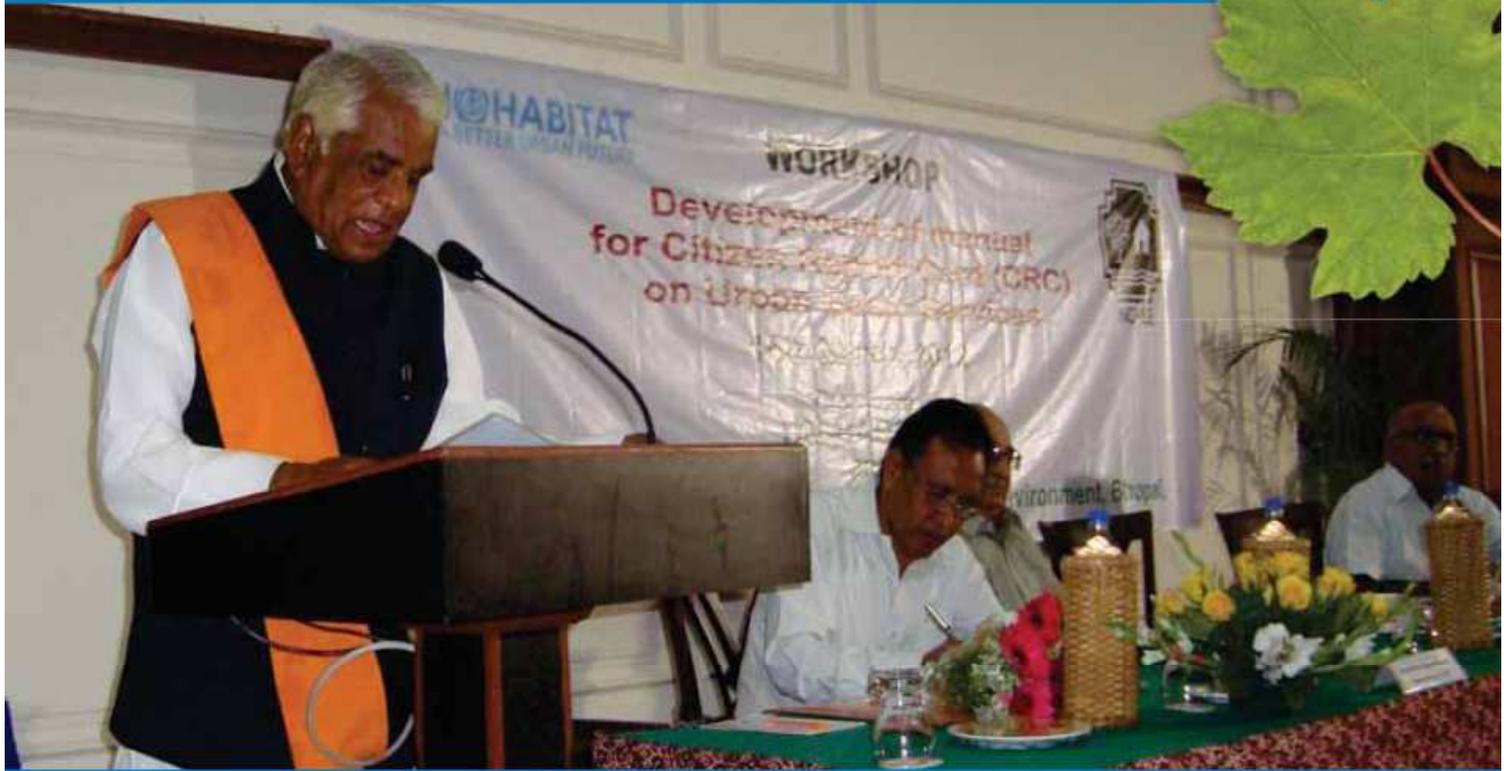


Manual on



Developing Citizen Report Card on Urban Basic Services



Citizen Report Card

A democratic monitoring tool to facilitate delivery of urban services to assess Quality, Efficiency and Adequacy



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Chapter I

Introduction

City life depends upon the delivery of urban basic services. With the increasing population, as being the trend for decades, urban areas are experiencing tremendous pressure to provide quality services to its citizens. Despite increasing pressure on urban basic services people's expectations are increasing with the changing world. It calls for appraisal of the services provided by the Urban Local Bodies (ULBs) by none other than people itself. One of the alternatives to do so is Citizens Report Card (CRC).

Citizen Report Card (CRC) is in real sense a democratic monitoring tool to facilitate delivery of urban services to assess quality, efficiency and adequacy. CRC can be understood as a process to offer insights to provide citizen friendly urban government to the state and municipal authorities.

Citizen Report Cards are used in situations where demand side data, such as user perceptions on quality and satisfaction with public services, is absent. A beginning with CRC in India started in late 90's in three cities namely Bangalore, Ahmedabad and Pune. Later on, the other cities – Delhi, Mumbai, Chennai, Kolkata and Bhubaneswar carried out this exercise. Not only in India, CRC being realized as a very useful and powerful tool to get feedback from citizen's regarding urban basic services at the international level also. The countries which have made use of CRC are – Ukraine, China, Bangladesh, Nepal, Sri Lanka, Vietnam, Philippines and Indonesia in the Asian continent; Ethiopia, Gambia, Ghana, Nigeria, Rwanda And Uganda in Africa and Peru and Argentina in South America.

Some of the actual applications include (i) using CRCs as a basis for performance based budget allocations to pro-poor services (Philippines), (ii) cross-state comparisons on access, use, reliability and satisfaction with public services (India), (iii) supplementing national service delivery surveys (Uganda), and (iv) governance reform projects (Ukraine and Bangladesh).

The success of these initiatives has varied, depending in large part on the ability to negotiate change, the degree of participation, and the presence (or absence) of a political champion. In general, an effective CRC undertaking requires

a skilled combination of four things: i) an understanding of the socio-political context of governance and the structure of public finance, ii) technical competence to scientifically execute and analyze the survey, iii) a media and advocacy campaign to bring out the findings into the public domain, and iv) steps aimed at institutionalizing the practice for iterative civic actions.

The application of CRC lays emphasis on peoples' satisfaction levels as delivery of urban basic services needs to be people's centric within a possible frame work. Therefore, CRCs can be used as a facilitator tool to achieve improvement in the delivery of services in any one or more ways as given below:

S.No.	Utility of CRC as a	Purpose
1.	Diagnostic tool	<ul style="list-style-type: none"> To have qualitative and quantitative information To measure the level of public awareness about the citizen's rights and responsibilities.
2.	Accountability tool	<ul style="list-style-type: none"> To achieve mandated or expected service standards.
3.	Benchmarking tool	<ul style="list-style-type: none"> To track changes in service delivery over time.
4.	To reveal hidden costs	<ul style="list-style-type: none"> To expose extra costs beyond mandated fees.

CRC initiative in Madhya Pradesh:

UN-HABITAT, as part of its Water for Asian Cities Programme (a collaborative initiative between United Nations Human Settlements Programme, the Asian Development Bank and Governments of Asia), with the National Centre for Human Settlements and Environment (a civil society organization functioning since 1984) undertook the initiative of CRC.

First CRC (CRC I, 2007):

UN-HABITAT and NCHSE have combined to devise a means of ascertaining the views of citizens about how their city government is functioning. A beginning to it has been made in the cities of Bhopal, Indore, Jabalpur and Gwalior in the year 2007 with the following main objectives:

- Undertake survey on people's responses regarding quality of basic service delivery by the Municipal Corporations in the cities of Bhopal, Indore, Jabalpur

and Gwalior after developing questionnaire finalized in consultation with the stakeholders for the survey and sharing the same with various stakeholders of the study.

- Develop citizen report cards for the four cities.

A well-defined approach was adopted during the previous study (CRC I) in which a sample of 4,000 households was chosen in four cities of Madhya Pradesh and the following steps were taken to arrive at the requisite sample of each town:-

- Division of the city into four clusters of wards (geographically),
- Selection of three wards in each cluster based on predominance of:
 - High income group (HIG)
 - Middle income group (MIG)
 - Low income group (LIG)/slums
- Finalization of 12 wards in each city as per dominance of income groups

Ward-wise sample size in 12 wards of the city was based on geographical and economic considerations using stratified and purposive sampling techniques.

Major outputs of CRC I

1. Development of a well structured questionnaire (1. After having deliberations with the officials of UN-HABITAT and project Udai, service providers, citizens. 2. Assessment of local conditions. 3. Pre-testing of schedules.)
2. Stakeholders workshop on 15th October, 2007 at hotel Jehan Numa, Bhopal.
3. Report on proceedings on stakeholders workshop for the development of CRC.
4. Report on assessment of people's satisfaction levels in four cities.
5. City level stakeholders consultation on the draft CRCs.

Name of the city	Place of workshop	Date	Number of participants
Jabalpur	Hotel Kalchuri Residency	22-4-2008	35
Gwalior	Hotel Tansen	29-4-2008	66
Indore	Hotel Sri Maya	16-5-2008	49
Bhopal	Hotel Residency	23-5-2008	66

6. Dissemination of findings.

CRC I (2007) got whole hearted support of the city corporations, the civic authorities treated CRC I as the knowledge sharing exercise despite apprehension of criticism from the local people. In fact, the whole process of CRC I was to provide municipal authorities to:

- make best use of such initiatives,
- apply necessary policy corrective,
- improve the delivery of services to citizens, and
- provide citizen friendly urban government.

Second CRC (CRC II, 2010):

Citizen Report Card is not an one time exercise, in fact, the system of citizens performance appraisal is to achieve efficiency in delivery of services. With this view, NCHSE and UN-HABITAT initiated CRC II, 2010 to look into the delivery of services of – water supply, sanitation and solid waste disposal in four cities of Madhya Pradesh. As adopted for CRC I, a five point rating scale (very good, good, average, poor, very poor) has been used for quantifying citizens satisfaction level in respect of services provided by the local bodies and others for the in CRC II as well. However, a sample size of 25 per cent of the sample size of CRC I (2007) in each city with respect to delivery of services – water supply, sanitation and solid waste disposal was considered for the CRC II survey.

Sample size of households

Name of the Municipal Corporation	Population (Census of India, 2001)	Sample size for CRC I study	Population (Census of India, 2011)	Sample size for CRC II study
Bhopal	1,437,364	1231	17,95,648	308
Gwalior	827,026	708	10,53,505	177
Indore	1,474,968	1263	19,91,645	316
Jabalpur	932,484	798	10,80,336	200

Activities undertaken:

- Assessment of people's satisfaction levels in four cities (draft CRC) – for water supply, sanitation and solid waste disposal and develop CRC II.
- Conducting City level stakeholders consultation on the draft CRCs to finalise CRC II. Compare the finding with respect to CRC I.
- Constitute an advisory committee for the development of manual on development of CRC.
- Prepare draft manual and obtain the views of the Advisory Committee.
- National consultation workshop on the manual.

Chapter II

Methodology and instruments for the development of manual

The basic objectives of the development of manual are to facilitate the process of preparing CRCs in urban areas in the country. The experiences of CRCs (CRC I & II) undertaken are the basis for developing the manual. In the preparation of such an important assignment, CRCs importance as an effective and powerful monitoring tool is to be adhered so as to get maximum improvement in delivery of urban basic services, thereby, benefiting the public at large.

For carrying out CRC in an urban area, ten major steps are required as part of its methodology. A description of these suggested steps is given below:

1. Identification of basic services and its service providers in the urban centre.

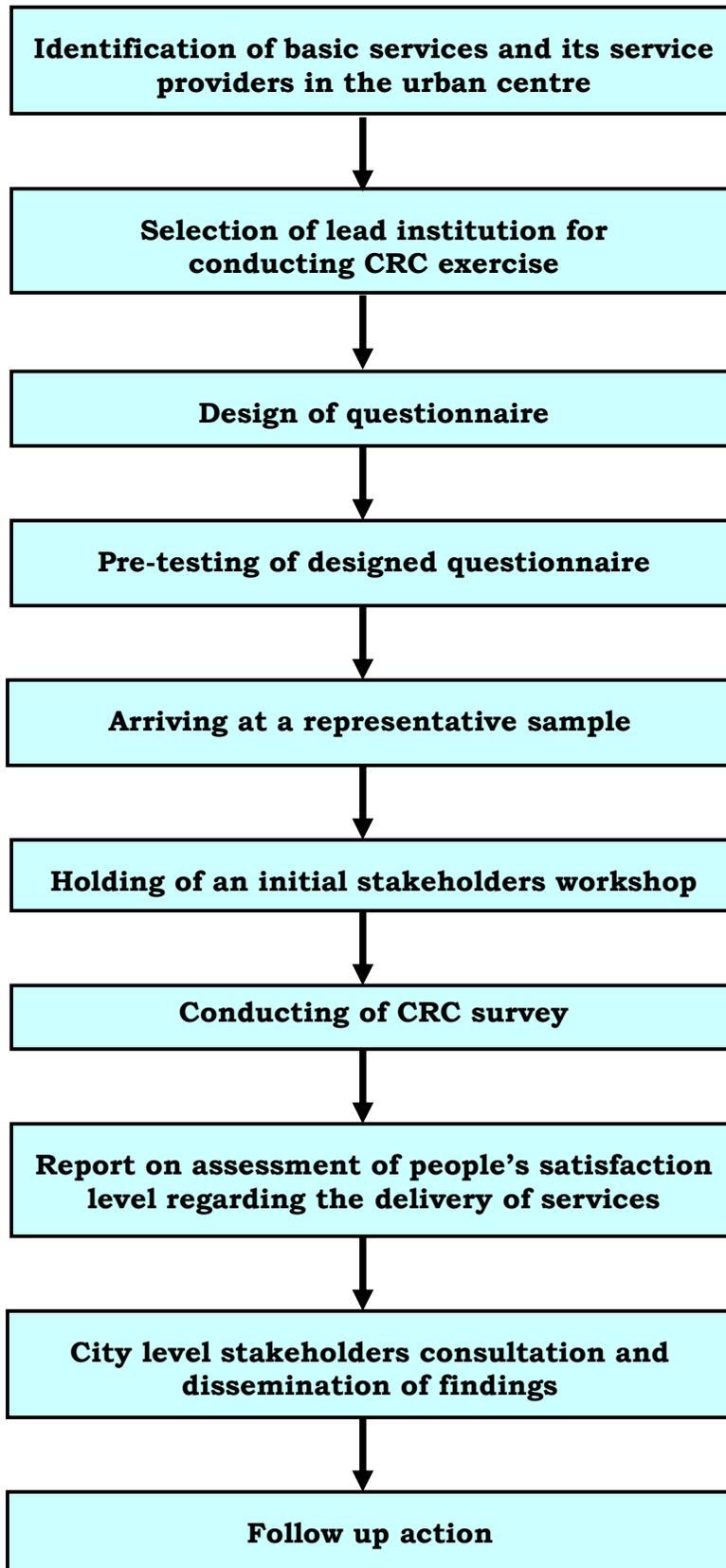
For example the urban basic services of water supply, sanitation and solid waste disposal are mainly provided by Municipal Corporation/ Municipality. In some parts of the city coming under the jurisdiction of Municipal Corporation/ Municipality, these services are provided by some other agency in the private sector, community or civil society.

2. Selection of lead institution for conducting the CRC exercise

Lead institution may be civil society organization / government department/ independent consortium (group) represented by the members from the government, civil society, academicians and media.

Lead institution having competence to collect, analyse, interpret and disseminate the feedback would carry out CRC without any bias for the results of the findings. Lead institution also acts politically neutral and committed to a goal of improvement in services.

Flow chart indicating major steps for CRC



3. Design of questionnaire

Development of an appropriate questionnaire is an integral part of CRC process on which further course of action rests, therefore, extreme care and caution is to be taken by the lead agency while making use of the services of experts. If need be several rounds of discussion can be had while preparing questionnaire. A good understanding of the services would help in the preparation of questionnaire suitable to get desired results.

4. Pre-testing of designed questionnaire.

Pre-testing is an equally important aspect of developing a survey instrument. Based on field assessment coming from respondents regarding the services which households are getting, fine tuning of questionnaire can be made.

5. Arriving at a representative sample.

In any urban settlement, the features of its population and area are not homogeneous, people from different locations based on socio-economic considerations have varying perceptions about the particular delivery of service. Therefore, arriving at representative sample is the key to find out a practically feasible solution. To cover the entire population would be extremely costly and time consuming, and therefore, not advisable.

Depending upon the spread of any urban settlement, city may be divided into clusters (say four or five) in which the wards of city are coming. This exercise of geographical division may be carried out in cities whether Municipal Corporations or Municipalities to have CRC.

The next step is the income categorization of wards based on pre-dominance of high income group (HIG), Middle income group (MIG), Low income group (LIG) and Slums falling under respective clusters.

From each cluster four wards may be taken up to arrive at the requisite sample. This exercise has helped to draw a representative sample from the population by applying stratified sampling technique.

The requisite sample as being the case or determined can be arrived by resorting to any of the techniques of sampling (random/purposive).

Once the sample size is decided for a town, the ward-wise sample size may be derived on pro-rata basis.

6. Holding of an initial stakeholders workshop.

Lead agency responsible for carrying out CRC in a city may organize a workshop to be attended by the stakeholders including the representatives from the sample. In case of a Municipal Corporation / Municipality being a service provider, the members from Municipal Corporation/ Municipality, ward members, departments/ senior officials responsible for the delivery of the services, media (electronic/print) and distinguished members, planners, academicians of the city may give their valuable inputs for CRC. This kind of initiative, in fact, would be a step to strengthen the process of CRC including survey.

7. Conducting of CRC survey

Survey about the delivery of selected services the most important part of CRC process on which rests the further course of action for improvement in delivery of services. Therefore, lead agency is advised to move to field and canvass the schedules after full preparedness.

Selection and training of a cadre of survey personnel :

It may organize an in-house orientation workshop to the team members who will be entrusted the task of CRC survey. These members need to be imparted training about the questionnaire which will be canvassed by them and will be the key data source. In the orientation workshop one or two resource persons from the side of service providers may also be invited for sharing of knowledge and experience about the selected services. The field experience of these resource persons would be helpful in understanding and developing even the complex situations related to the concerned services.

The survey work may be taken up by deputing teams to the different locations. Each of the team is headed by a supervisor who would be responsible for the management of entire survey process, carrying out the requisite sample and quality checks. It is important to mention that the CRCs true basis is on the collection of quality data and, therefore, team engaged in CRC survey has to give its best having full regard to the emotions of selected households. There

may be a few of the aspects which are not included in the survey schedule or beyond the scope of the study, such points if addressed by the respondents may be noted and can be taken up separately with the service providers.

Survey:

To ensure that recording of household information is being done accurately, spot monitoring of interviews at random should be undertaken in phases after a proportion of interviews are complete. Then, after completing each interview, enumerators should go over the information collected and identify inconsistencies. Once the record is deemed satisfactory, it is inputted into standardized data tables.

8. Report on assessment of people's satisfaction level regarding the delivery of services.

People's opinion about the delivery of services can be arrived on the basis of survey being completed by the lead agency. Prior to preparation of report, data collected from the field need to be thoroughly examined only thereafter the process of data entry and analysis is to be carried out. Whilst sample checks have been carried out at the time of field survey, inconsistent information may be collected again depending upon its need.

Based on the analysis, assessment report may include presentations by way of tables, bar charts, pie diagrams and other analytical but simple methods such as average, range, percentage, etc.

As mentioned earlier, urban settlement is not a homogeneous entity, people living in different locations have varying perceptions based on their socio-economic considerations. People's perceptions are also varying from city to city. Even the people living in the same colony with an equal delivery of service may give a different opinion to regarding the grading of a particular service. Nevertheless, it is the trend that is visible from the responses of the people living in the different locations with socio-economic background and helpful to attain improvement in delivery of services as part of CRC process.

CRC assessment report may highlight its findings area wise, as being taken at the time of arriving at the requisite sample and economic status-wise. A

comparison from the earlier CRC may also be carried out, in case, it is taken earlier.

9. City level stakeholders consultation and dissemination of findings.

City level stakeholders consultation is, in fact, an exposition of the status of delivery of services. All such key stakeholders need to be part of such an important consultation who can play an important role to bring an improvement in the services or influence the policy level decisions.

The findings of the CRC are to be presented in a simple manner, easy to understand and logical. The power point presentations can be made. During the course of presentation, views of participants and their suggestions need to be incorporated. As a whole this exercise is to be carried out as an interactive to get better results.

The consultation is to be covered by media (electronic/ print) so as to provide CRC process a transparent footage of the delivery system.

10. Follow up action.

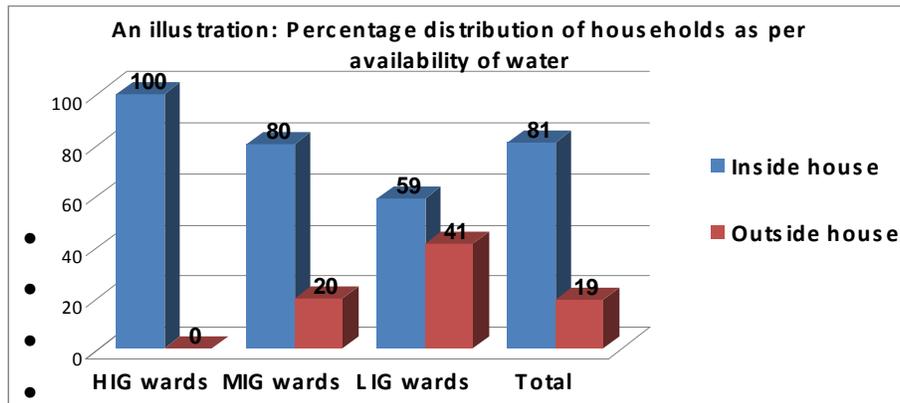
Based on CRC report and city level stakeholders consultation lead agency may prepare future course of action to be instrumental in improving delivery of services. As the end users of the urban basic services are the citizens, fulfillment of their expectations depend upon continuing the process without stop.

Chapter III

Major points to be covered for water supply with expected outputs

1. Availability of water

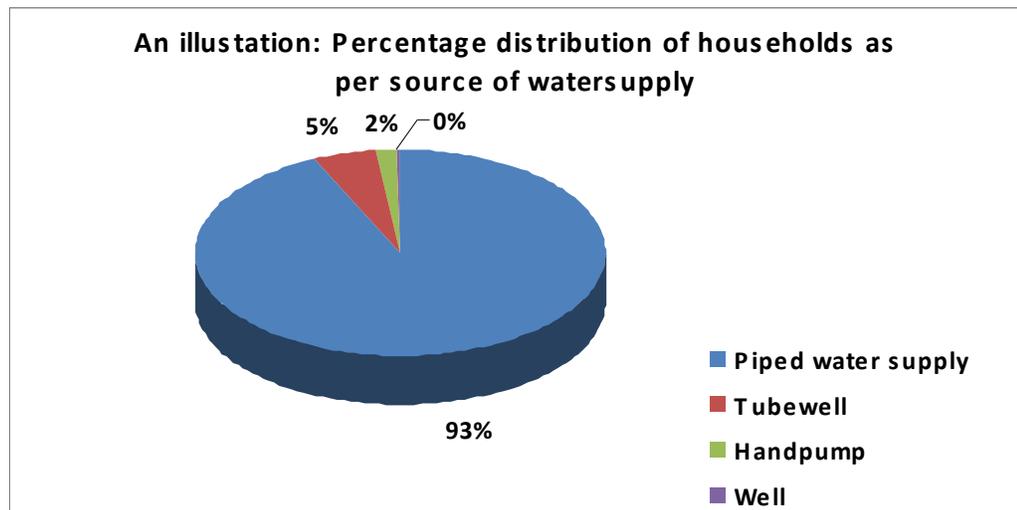
- Whether the water is available inside the house.
- Water availability according to income classification.



- A comparative picture from earlier CRC.

2. Source of water supply

- Enlisting all possible sources of water supply based on income-wise classification of wards along with agency responsible for providing water supply.



Income-wise classification of the source of water supply

Income –wise classification of wards	Piped water supply	Hand pump	Well	Tube well	Total
HIG	112 (98%) (85 Govt., 27 Pvt.)	0	0	2 (2%) (1 own, 1 Pvt.)	114 (100%)
MIG	91 (91%) (86 Govt., 5 Pvt.)	0	0	9 (9%) (6 own, 1 Govt., 2 Pvt.)	100 (100%)
LIG/slums	84 (90%) (83 Govt., 1 Pvt.)	5 (5%) (5 Govt.)	0	5 (5%) (1 own, 4 govt.)	94 (100%)
Total	287 (93%) (254 Govt., 33 Pvt.)	5 (2%) (5 Govt.)	0	16 (5%) (8 own, 5 Govt., 3 Pvt.)	308 (100%)

- In case water is being made available through piped water supply, the duration for which it is available and when.

3. Security of water source

- Whether water source is secured.

4. Quality of water

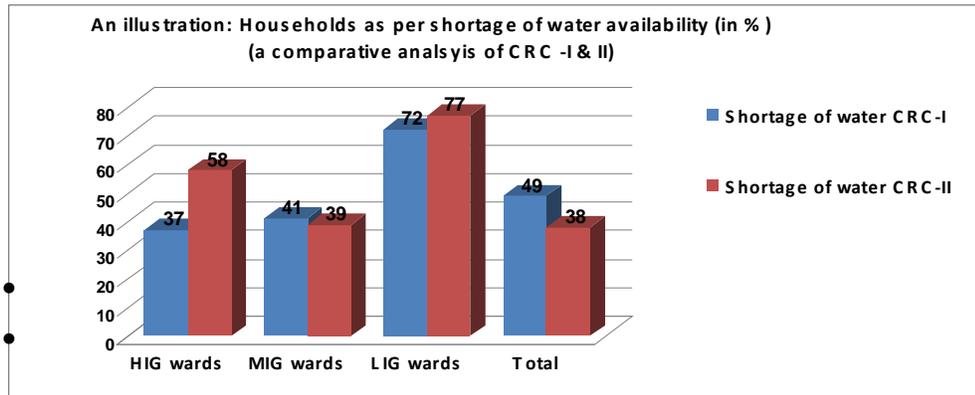
- Whether the quality of water is - good, bad, average and harmful.
- Whether any complaint regarding quality of water
- Whether any testing has been carried out.
- Any health problem.
- Whether any individual initiatives to get potable water.

5. Shortage of water availability.

- Income-wise classification as per shortage of water availability.

Income-wise classification of wards	No. of households as per shortage of water availability (in days)			
	Less than 7	8 to 15	16 To 30	Total
HIG	20	45	1	66 (58%)
MIG	7	29	3	39 (39%)
LIG/slums	13	57	2	72 (77%)
Total	40	131	6	177 (38%)

- Whether any improvement in service is being achieved presently from the earlier position (A comparison from earlier CRC).



- Time and money spent in the arrangement of water to meet domestic requirement.
- Quality of water from external source.
- Extent of water availability from external sources.

6. Payment of water bills.

- Whether payment of water bills is regularly made and its amount.

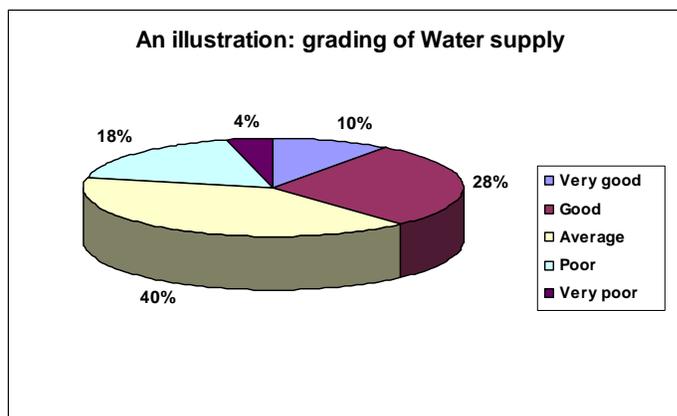
7. Willingness to contribute

- For improved water supply, the contribution from the users.

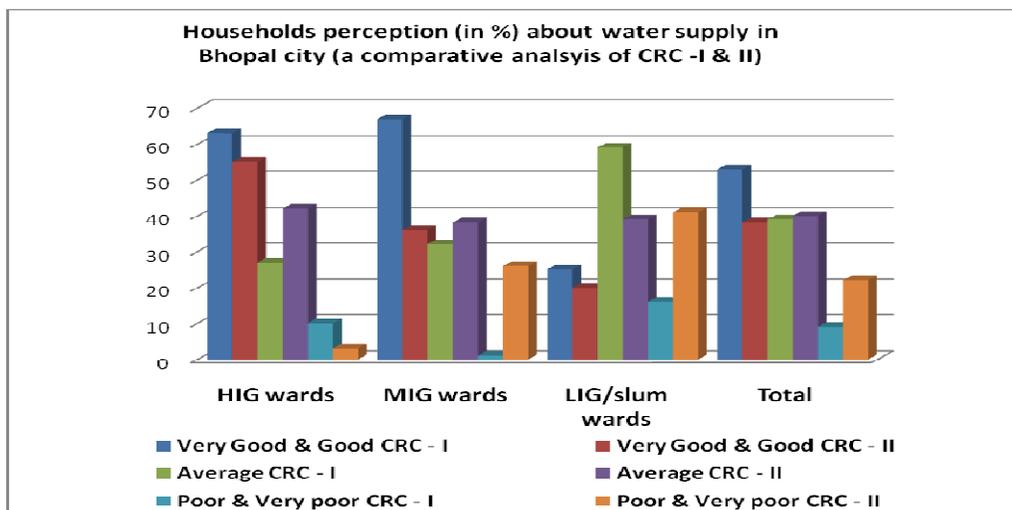
8. Views regarding practical knowledge about water supply.

9. Grading of water supply.

- An overall view about the delivery of the service as very good, good, average, poor and very poor.



- A comparative picture about water supply from the earlier CRC of the city.



Income-wise classification of households	Percentage of households with their opinion about water supply									
	Very good		Good		Average		Poor		Very poor	
	CRC I	CRC II	CRC I	CRC II	CRC I	CRC II	CRC I	CRC II	CRC I	CRC II
HIG	18	12	46	43	27	42	3	3	6	0
MIG	7	10	60	26	32	38	1	22	0	4
LIG/slums	2	7	23	13	59	39	14	32	2	9
Total	9	10	43	28	39	40	6	18	3	4

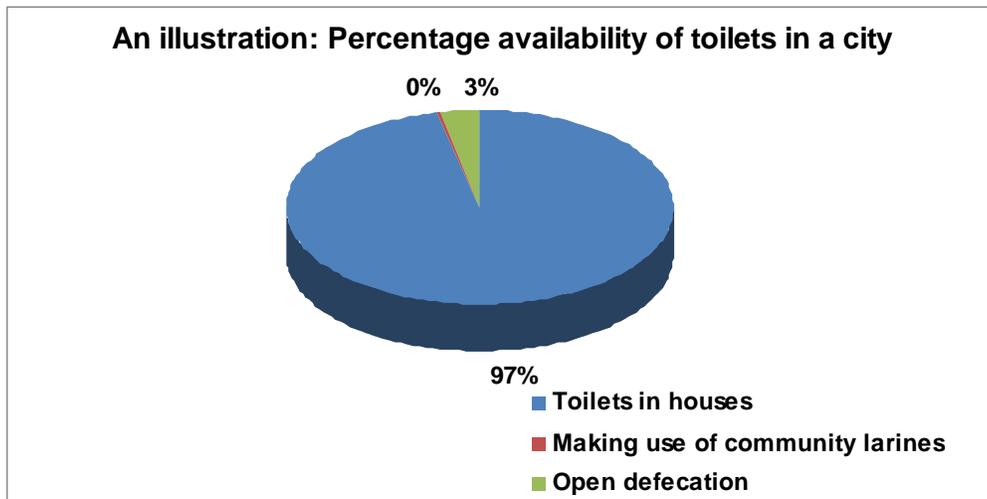
These points have been covered in the form of a schedule as annexure-I.

Chapter IV

Major points to be covered for sanitation with expected outputs

1. Availability of toilets

- A classification of income-wise, ward wise houses with toilets.



2. Where ever toilets are not in houses how do people manage it – community latrines, open defecation.

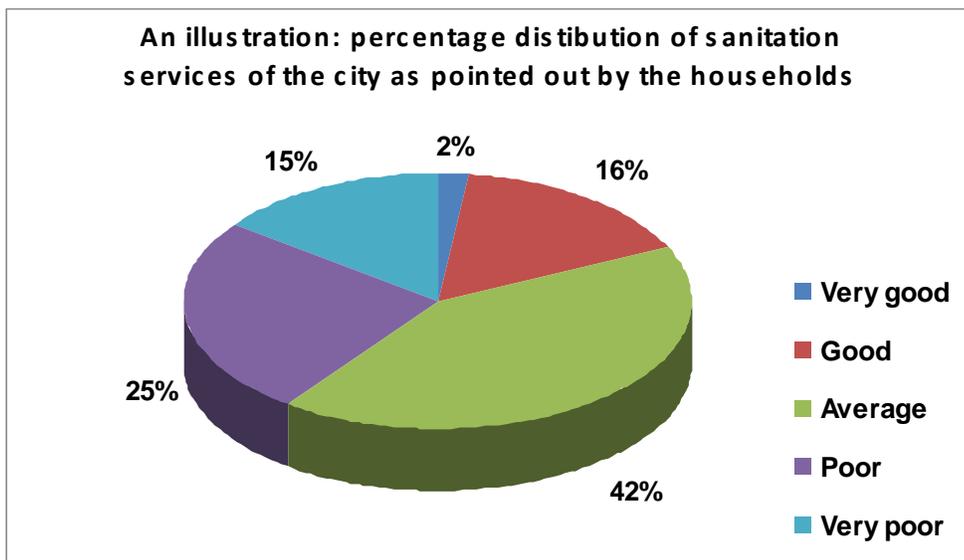
Income-wise classification of wards	No. of households with percentage			
	With toilets	Without toilets		Total
		Community latrines	Open defecation	
HIG	114 (100%)	0	0	114 (100%)
MIG	100 (100%)	0	0	100 (100%)
LIG/ slums	83 (88%)	1 (1%)	10 (11%)	94 (100%)
Total	297 (97%)	1 (0%)	10 (3%)	308 (100%)

- Whether any improvement in availability of toilets – A comparative picture.

3. Community latrines.

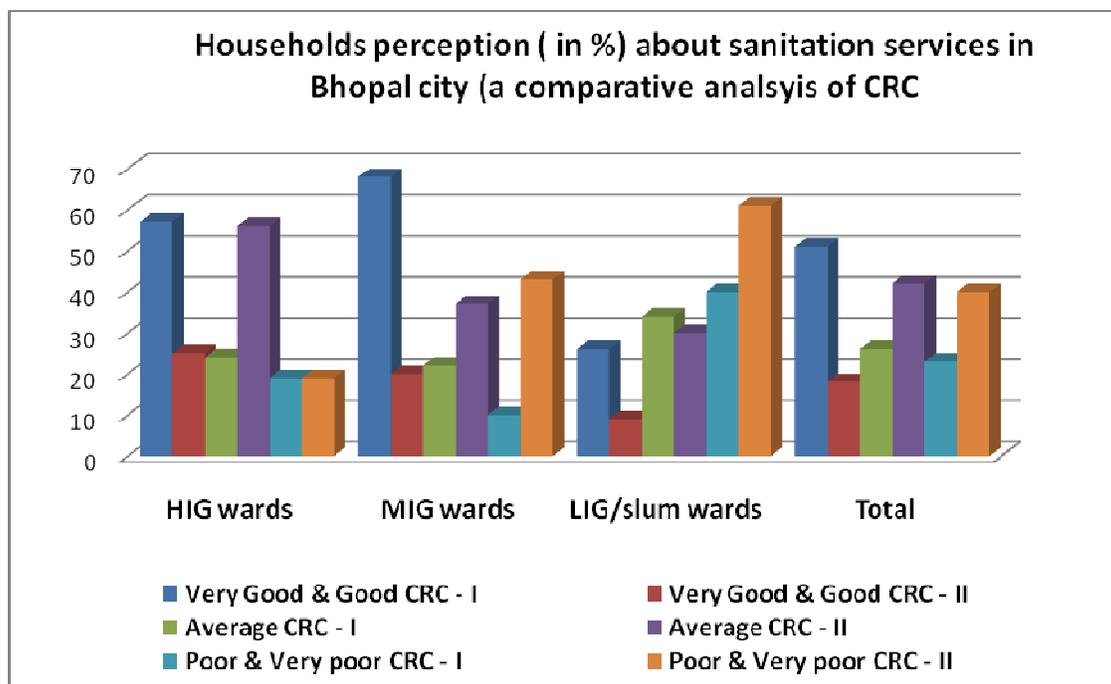
- Maintenance of toilets - Very good, good, average, very poor.

- Whether satisfied with the community latrines if not reasons there for.
4. Sewerage system.
 - Connectivity of toilets with the sewerage system.
 - Condition of sewerage system.
 - Time taken to improve the system.
 - Payment for the maintenance of sewerage.
 - Grading of sewerage system.
 5. Drainage lines.
 - Whether drainage lines are being provided.
 - Type of drainage lines, whether covered /not covered/ semi covered.
 - No. of times drainage lines are choked annually.
 - Initiatives for the maintenance of drainage lines – by the service providers/ community / individuals.
 - People’s contribution in the maintenance of drainage lines.
 - Present condition of drainage lines.
 6. Peoples willingness for contribution to have improved sanitation (sewerage lines, drainage lines and community toilets)
 7. Awareness amongst people.
 - Whether awareness initiatives may help to bring an improvement in sanitation services.
 8. Grading of sanitation services.



9. An overall view about services.

- A comparative picture indicating changes in these services based on peoples perception.



Income-wise classification of households	Percentage of households with their opinion about Sanitation									
	Very good		Good		Average		Poor		Very poor	
	CRC I	CRC II	CRC I	CRC II	CRC I	CRC II	CRC I	CRC II	CRC I	CRC II
HIG	15	3	42	22	24	56	4	17	15	2
MIG	5	3	63	17	22	37	8	26	2	17
LIG/slums	6	0	21	9	34	30	23	34	16	27
Total	9	2	42	16	26	42	12	25	11	15

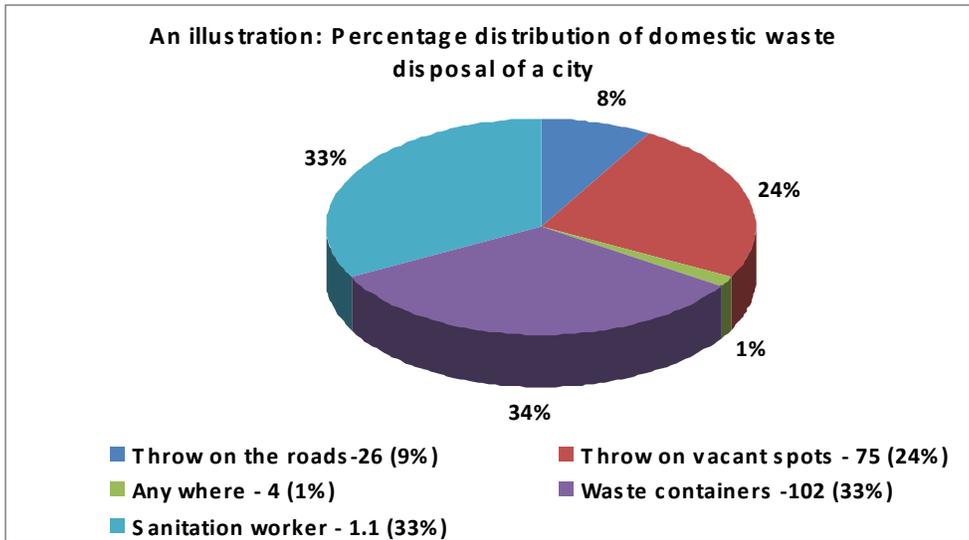
These points have been covered in the form of a schedule as annexure-I.

Chapter V

Major points to be covered for solid waste disposal with expected outputs

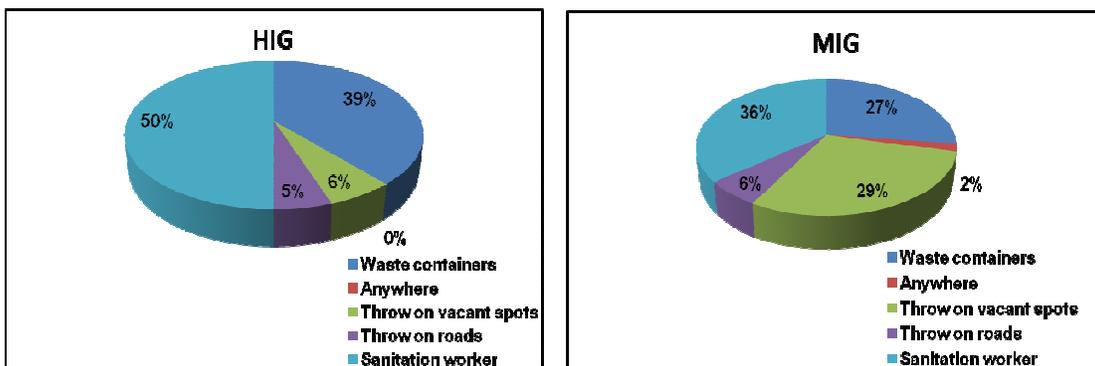
1. Solid waste disposal

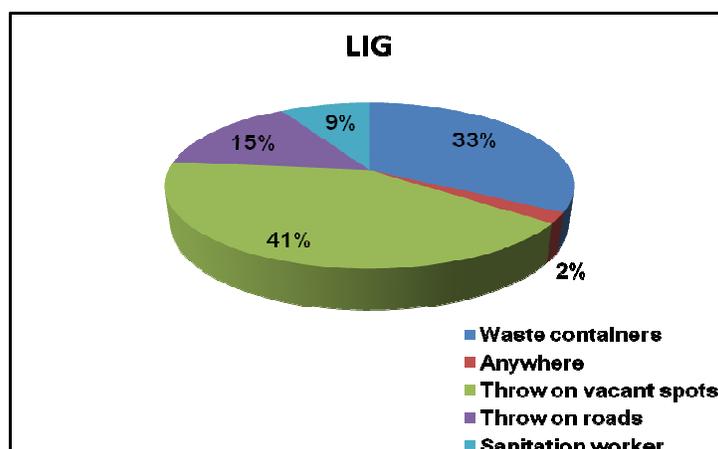
- How the domestic waste of the city is disposed of



- Income-wise classification of households regarding domestic waste disposal.
- Organised / unorganized waste disposal.

An illustration: Income-wise classification of households regarding domestic waste disposal





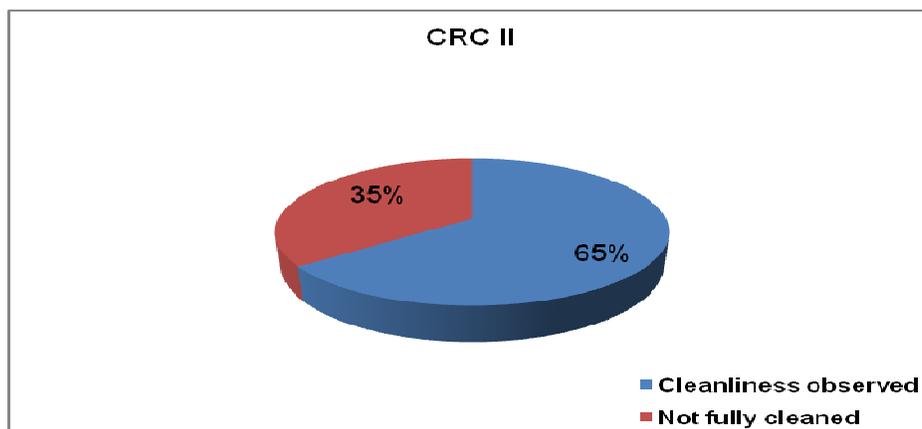
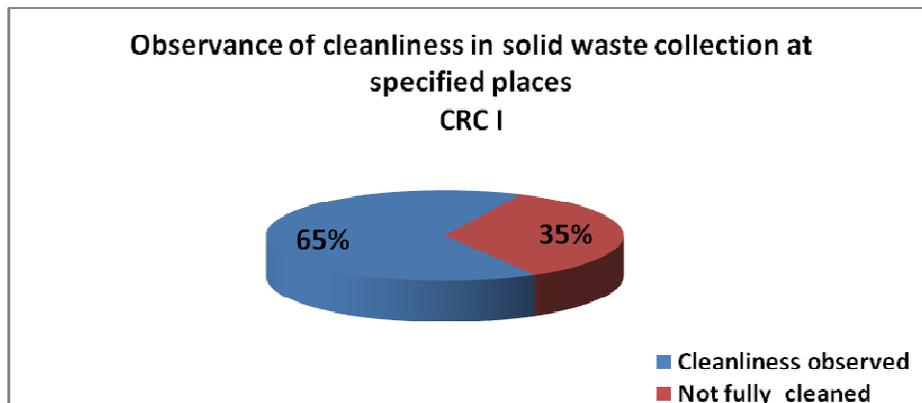
Waste disposal	Percentage of households and their rankings		
	HIG	MIG	LIG/slums
Anywhere	0	2 (5)	2 (5)
Throw on vacant spots	6 (3)	29 (2)	41 (1)
Throw on roads	5 (4)	6 (4)	15 (3)
Unorganised waste disposal	11	37	68
Waste containers	39 (2)	27 (3)	33 (2)
Sanitation worker	50 (1)	36 (1)	9 (4)
Total	100	100	100

- A comparison of CRC findings.
2. Whether the domestic waste collection is regular, incase no at what intervals.
 3. Availability of specified places.
 - Income-wise classification of specified/unspecified places.
 - Periodicity of waste collection from specified places.

An illustration:

Income –wise classification of wards	No. of households								
	With specified places							Without specified places	Total
	Daily	Alternate	Weekly	Fortnightly	Monthly	More than a month	Total		
HIG wards	19	28	30	3	0	0	80 (70%)	34 (30%)	114 (100%)
MIG wards	6	19	8	2	2	2	39 (39%)	61 (61%)	100 (100%)
LIG/ slum wards	4	16	24	2	1	1	48 (51%)	46 (49%)	94 (100%)
Total	29	63	62	7	3	3	167 (54%)	141 (46%)	308 (100%)

- Observance of cleanliness at specified places.
- A comparison of the status of cleanliness at specified places.

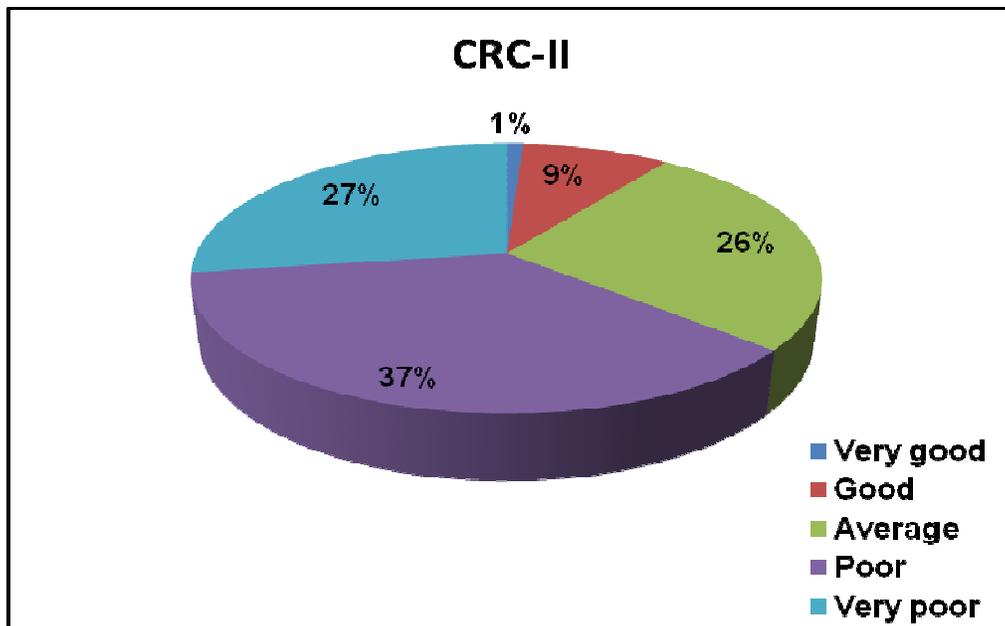
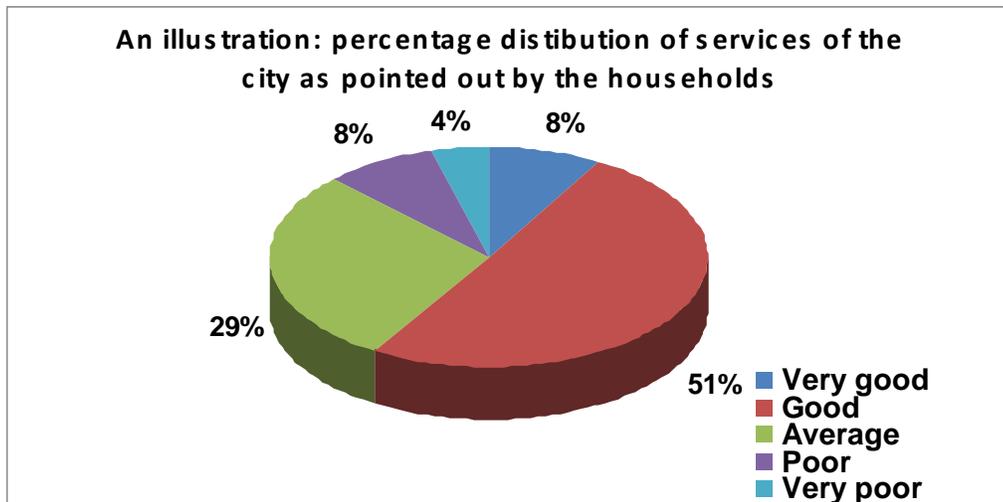


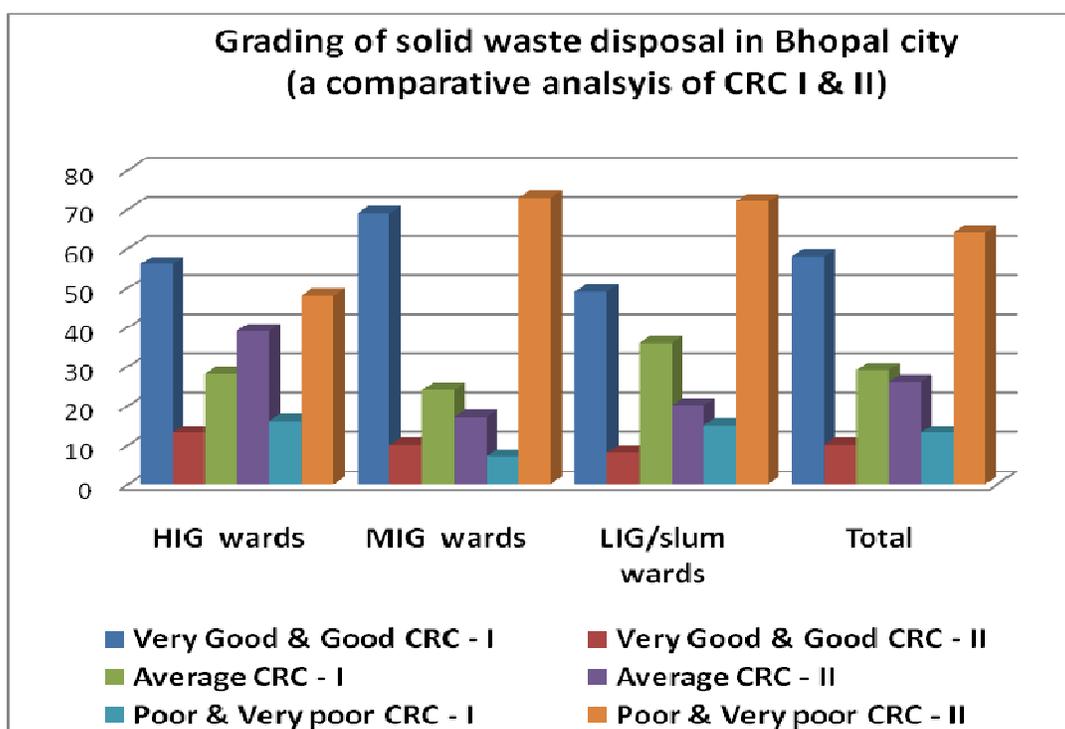
- Whether specified place is fully cleaned after waste removal.
- Whether specified place is medically treated after waste removal.
- Whether waste removal is regular during rainy season.

4. Domestic waste disposal from unspecified places

- Agency responsible for waste removal for un specified places – Govt./ private/ community/ none.
- Duration of waste removal.

5. Overall opinion about solid waste disposal.





Income-wise classification of households	Percentage of households with their opinion about Solid waste disposal									
	Very good		Good		Average		Poor		Very poor	
	CRC I	CRC II	CRC I	CRC II	CRC I	CRC II	CRC I	CRC II	CRC I	CRC II
HIG	13	1	43	11	28	39	7	38	9	11
MIG	6	1	63	9	24	17	6	36	1	37
LIG/slums	5	1	45	6	36	20	13	35	1	38
Total	8	1	50	9	29	26	9	37	4	27

These points have been covered in the form of a schedule as annexure-I.

Questionnaire for Collection of Data

(A) Water supply

1. Whether water is availability to your family? **Yes/No**
 If Yes, its availability **Inside house / Outside house**
2. Details of water supply source

Sources	Own	Government	Private
• Piped water supply			
• Hand pump			
• Well			
• Tubewell			
• Other (Specify)			
3. Whether water source is secured **Yes/No**
4. Duration of piped water supply
 - Less than 10 min.
 - 10 to 20 min.
 - 20 to 30 min.
 - 30 to 40 min.
 - 40 to 60 min.
 - More than one hour.
5. Periodicity of piped water supply

Description	Morning	Noon	Evening
• Daily			
• Alternate day			
• Thrice a day			
• Weekly			
• Other (Specify)			
6. Quality of water **Good/Bad/Average/Harmful**
7. Whether any complaint regarding the quality of water **Yes/No**
 If yes, then details -----
8. Whether water quality is tested **Yes/No**
9. Health problems related to drinking water **Yes/No**
 If yes, then details -----

10. Measures to have clean drinking water.

- Storage filter (Chemical parchment, U.V. etc.)
- Online
- Filtration
- Use of fitkari
- Chlorine tablets
- Boiling
- Any other, please specify

11. Whether water is available as per requirement

Yes/No

12. Water scarcity period

S.No.	Month	Days	Service provider			
			Self	Corporation	Society	Builder

13. Amount incurred to meet out water scarcity in a year

Yes/No

If yes, then specify the amount

- Less than Rs. 100
- Rs. 100 – Rs. 500
- Rs. 500 - Rs.1000
- Rs. 1000-Rs. 1500
- Rs. 1500 – Rs. 2000
- More than Rs. 2000

14. Time taken to get water

- 1 - 2 hours
- 2 – 5 hours
- Full day
- More than a day

15. Quality of water from the external source

- Pure and potable water
- Clean but not safe water
- Impure water
- Not potable

- Untreated water
 - Any other (please specify)
16. Whether the inadequacy of water is being met through external sources **Yes/No**
 If yes, to what extent
- 100%
 - 75-100%
 - 50-75%
 - 25-50%
 - Less than 25%
17. Whether water bill is paid regularly **Yes/No**
 If yes, specify amount Rs. -----
18. Willingness to contribute for an improved water supply **Yes/No**
19. Grading of water supply **1/2/3/4/5¹**
20. Whether people need to be given any practical knowledge for the usage of water **Yes/No**
21. Suggestions -----

¹ 1. Very good, 2. Good 3. Average 4. Bad 5. Very bad

(B) Sanitation

- | | |
|---|---------------------|
| 1. Availability of toilet in the house | Yes/No |
| 2. Whether all family members use toilet | Yes/No/ NA |
| 3. If toilet is not available in the house where do members of the family go for toilet | |
| a. Community latrine | b. Open defecation. |

Community latrines

4. **Community latrines**
- Distance from the house (in mts.) -----
 - Its maintenance by **Corporation/Society/Private/Community**
 - Condition of maintenance **1/2/3/4/5**
 - Whether expenditure is made for its maintenance **Yes/No**
 - Whether satisfied with the community latrines **Yes/No**
- If no, reasons there for:
- Inadequacy of water.
 - Improper septic tank.
 - Improper maintenance.
 - Feeling of insecurity.
 - Crowdedness during morning and evening times.
 - Any other

Sewerage system

- | | |
|---|--|
| 5. Whether the toilet is connected with the sewerage system | Yes/No |
| 6. Whether sewerage system gets chocked | Yes/No |
| ➤ If yes, how many times in a year ----- | |
| ➤ Who attends repairs of sewerage system Corporation/Builder/Society/Own | |
| ➤ Time taken to improve it | Immediately/1-2 days/one week/
15 days/ one month/ 2 months/
6 months/ one year |
| 7. Payment for its maintenance | Yes/No |
| If yes, then annual amount ----- | |
| 8. Whether sewerage line is adequate | Yes/No |
| 9. Present condition of sewerage system | 1/2/3/4/5^{*2} |

Drainage lines

² 1. Very good, 2. Good 3. Average 4. Bad 5. Very bad

- | | |
|--|---|
| 10. Whether drainage lines are provided | Yes/No |
| 11. Type of drainage lines | Pucca/Katcha/Semi pucca |
| 12. Coverage of drainage lines | |
| ➤ Fully covered | |
| ➤ Partially covered | |
| ➤ Open | |
| 13. Whether drainage lines are cleared prior to monsoon | Yes/No |
| 14. Number of times drainage lines chocked in a year | |
| | 1-2 times/2-5 times/ more than 5 times |
| 15. Efforts to carryout repair and maintenance of drainage lines | Yes/No |
| 16. Whether complaints are attended | Yes/No |
| 17. Maintenance of drainage lines | Corporation/Builder/Society/Own |
| 18. Present condition of drainage lines | 1/2/3/4/5³ |
| 19. Whether would like to contribute for improved sanitation (sewerage, drainage lines, community toilets) | Yes/No |
| 20. Grading of sanitation services as a whole | 1/2/3/4/5 |
| 21. Whether awareness can bring improvement in sanitation services | Yes/No |

³ 1. Very good, 2. Good 3. Average 4. Bad 5. Very bad

(C) Solid waste disposal

1. Domestic waste disposal
 - Throw on road
 - Throw on vacant spots
 - Any where
 - Waste container
 - Sanitation worker
 - Use it for manure
2. Whether domestic waste is regularly collected **Y/ N**
 - If Yes **inside the house/ out side the house**
 - If No, at what intervals
 - Alternate day
 - After a gap of two days
 - With in a week
 - More than a week
3. Whether colony has a specified place **Y/N**
 - If Yes, by whom
 - Municipal Corporation
 - Builder
 - Society
 - Self
4. Distance of specified place (in mts.)-----
5. Whether specified place is adequate **Y/N**
6. Periodicity of waste removal from specified place
 - Daily
 - Alternate day
 - Weekly
 - Fortnightly
 - Monthly
 - More than a month.
7. Whether specified place is fully cleaned after waste removal. **Y/N**
8. Specified place is medically treated after waste removal. **Y/N**
9. Whether waste removal is regular during rainy season **Y/N**

If No, how frequently

- Weekly
- Fortnightly
- Monthly
- Quarterly
- After rainy season

10. Agency responsible for waste removal from unspecified places

- Corporation
- Private
- Community
- None

11. Duration of waste removal from unspecified places

- Daily
- Twice a day
- Weekly
- Fortnightly
- Monthly
- More than a month

12. Grading of solid waste disposal

1/ 2/ 3/ 4/ 5⁴

13. Any suggestions

⁴ 1. Very good, 2. Good 3. Average 4. Bad 5. Very bad



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