DT1-5

Service Delivery Survey Format (SDSF)

1. General Questions About the Citizen Charter and Service Del	livery (Indicative)	
1.Awareness level Are you aware about the Municipal cooperation/Municipality services?	Aware Somewha	O at aware Not aware
2. Pro-activeness	0) O
Are the ULBs proactive in resolving your complaints/ issuing documents?	Yes Somew	mat NO
3 Transparency	O Excellent G	O Satisfie
How would you rate the Transparency of the ULB activities?	Excellent	
4 Approachability	0	0
How approachable are the Staff for your queries and complaints?	Approachable Mode	rate Unapproachable
5 Overall Satisfactions with the Service Delivery? Please rate your overall satisfaction with the Authority's service delivery. (1- dissatisfied, 2-somewhat dissatisfied, 3-moderately satisfied, 4-satisfied, 5-very satisfied)		
2. Quessionaire on Water supply and Sanitation		
Was the application process for new water supply connection s	mooth?	Yes / No
2. Was new connection commissioned within the stipulated time fi	rame?	Yes / No
3. Did you face any quality issues with the new water supplied?		Yes / No
4. Do you face interruptions in water supply?		Yes / No
5. Do you face any issue with the supply pressure?	The state of the s	Yes / No
6. The complaints regarding the non receipt of water resolved within frame?	n the stipulated time	Yes / No
7. The defects or burst in the pipe line are resolved within the time	frame?	Yes / No
8. Did you face any challenge with respect to the quality of service	s?	Yes / No
9. Did you get water supply through lorry for interrupted supply or or during the pumping failure due to technical reason within the stip	weddings/functions oulated time?	Yes
10. Public toilets and community toilets are maintained hygienically	?	Yes / No
11. Whether the corporation helps to have sullage Lorries for removences from the individual house hold septic tanks periodically?	val of human	Yes / No
12. Overflow in the machine holes are attended immediately after t	he complaint?	Yes / No

3. Fogging in the town carried out periodically to control the Mosquito breading?	Yes / No
4. Waste water disposal is properly done by the corporation	Yes / No
5. Dengue, malarial control measures taken regularly by the corporation	Yes / No
2. Quessionaire on Solid waste management	
Door to Door collection done on daily basis?	Yes / No
2. Segregation of waste is imposed	Yes / No
3. Whether dumping of garbage near the road side is prevented?	Yes / No
4. Dead animals are removed immediately after receiving the complaint?	Yes / No
5. Debris in the open drain is periodically removed?	Yes/ No
6. Dumping of garbage in the open drain or water bodies is banned?	Yes / No
7. Burning Garbage by the worker on road side is practiced?	Yes / No
B. Public gathering places are sweeping by the worker on daily basis?	Yes / No
Awareness campaign is being conducted periodically in your area?	Yes / No
10. Ban on Plastic bags is in practice in your area?	Yes / No
3.Quessionaire on Street lighting facility	
The street lights are provided in your area is adequate?	Yes / No
2. The illumination of the Street light in your area is convenient?	Yes / No
3. Street light Non burning complaints are attended on accuse to	Yes / No
4. Street lights are provided with adequate illumination at the junctions or intersection points of more than one road?	
5. Any unauthorized street lighting is in practice in very	Yes / No
desdonnaire on Licenses and Certificates (Issuance/renowel/accord	Yes / No
sharter?	Yes / No
2. Was the process of application smooth?	1
s.Did you face any difficulties in gathering information about the process to avail /	Yes / No
4. Was there delay in processing your application?	Yes / No
5. Did you face any issue with the staff's behavior	Yes / No
o. Assessment of Property Tax/ Name Transfer Orders	Yes / No
Assessment or name transfer of a property is done within the time frame as in the	
Did you face any difficulties in gathering in a	Yes / No
2. Did you face any difficulties in gathering information about the process?3. Aware on self tax calculation on your property?	Yes / No
on your property?	Yes / No

Electronic or on line facility to pay the property tax is sufficient?	
Demand notice is being raised by the ULB periodically >	Yes/No
	Yes/No •

Service Delivery Survey Format (SDSF)

.Awareness level	Aware Somewhat	aware Not aware
re you aware about the Municipal cooperation/Municipality ervices?		* 1
Pro-activeness Are the ULBs proactive in resolving your complaints/ issuing documents?	Yes Somewh	nat No
Transparency How would you rate the Transparency of the ULB activities?	Excellent Go	ood Satisfie
Approachability How approachable are the Staff for your queries and complaints?	Approachable Moder	ate Unapproachabl
5 Overall Satisfactions with the Service Delivery? Please rate your overall satisfaction with the Authority's service delivery. (1- dissatisfied, 2-somewhat dissatisfied, 3-moderately satisfied, 4-satisfied, 5-very satisfied)	0 0 0	
2. Quessionaire on Water supply and Sanitation		
. Was the application process for new water supply connection s	mooth?	Yes / No
2. Was new connection commissioned within the stipulated time fi	rame?	Yes/No
3. Did you face any quality issues with the new water supplied?		Yes/No
Do you face interruptions in water supply?		Yes / No
5. Do you face any issue with the supply pressure?		Yes / No
6. The complaints regarding the non receipt of water resolved within the stipulated time frame?		Yes / No
7. The defects or burst in the pipe line are resolved within the time frame?		✓es / No
8. Did you face any challenge with respect to the quality of services?		Yes / No
Did you get water supply through lorry for interrupted supply or or during the pumping failure due to technical reason within the sti	weddings/functions pulated time?	
10. Public toilets and community toilets are maintained hygienicall		Yes / No
11. Whether the corporation helps to have sullage Lorries for remo	oval of human	Xes / No
excreta from the individual house hold septic tanks periodically?		Yes7No

13. Fogging in the town carried out periodically to control the Mosquito breading?	Yes / No
14. Waste water disposal is properly done by the corporation	Yes/No
15. Dengue, malarial control measures taken regularly by the corporation	Yes / No
2. Quessionaire on Solid waste management	The state of the
Door to Door collection done on daily basis?	Yes / No
2. Segregation of waste is imposed	Yes / No
3. Whether dumping of garbage near the road side is prevented?	Yes / No
Dead animals are removed immediately after receiving the complaint?	Yes / No-
5. Debris in the open drain is periodically removed?	Yes / No
5. Dumping of garbage in the open drain or water bodies is banned?	Yes / No
Burning Garbage by the worker on road side is practiced?	Yes/No
B. Public gathering places are sweeping by the worker on daily basis?	Yes / No
Awareness campaign is being conducted periodically in your area?	Yes / No
0. Ban on Plastic bags is in practice in your area?	Yes / No _
3.Quessionaire on Street lighting facility	
. The street lights are provided in your area is adequate?	Yes / No
The illumination of the Street light in your area is convenient?	Yes / No
Street light Non burning complaints are attended as per the timeline?	Yes / No
Street lights are provided with adequate illumination at the junctions or intersection points of more than one road?	Xes / No
5. Any unauthorized street lighting is in practice in your area?	Yes / No
Questionnaire on Licenses and Certificates (Issuance/ renewal/ rectification)	
The process of issuing Public health license, Birth/death certificate, renewal of D&O pplication, Building license, etc. is being done as per the time frame in the Citizen	Yes / No -
2. Was the process of application smooth?	Yes / No
B.Did you face any difficulties in gathering information about the process to avail / enew rectify the errors in Licenses and Certificates	_¥eś / No
4. Was there delay in processing your application?	Yes / No
5. Did you face any issue with the staff's behavior?	Yes / No
. Assessment of Property Tax/ Name Transfer Orders	7 140
Assessment or name transfer of a property is done within the time frame as in the Citizen charter?	Y00 (A)=
Did you face any difficulties in gathering information about the process?	Yes / No
Aware on self tax calculation on your property?	Yes / No
y-a. Property!	Yest No

Yes/No /

4. Electronic or on line facility to pay the property tax is sufficient?5. Demand notice is being raised by the ULB periodically >

Service Delivery Survey Format (SDSF)

General Questions About the Citizen Charter and Service Deli	very (Indicative)	
A.Awareness level Are you aware about the Municipal cooperation/Municipality services?	Aware Somewhat a	O ware Not aware
2. Pro-activeness Are the ULBs proactive in resolving your complaints/ issuing documents?	Yes Somewha	t No
3 Transparency How would you rate the Transparency of the ULB activities?	Excellent Goo	d Satisfie
4 Approachability How approachable are the Staff for your queries and complaints?	Approachable Moderat	e Unapproachable
5 Overall Satisfactions with the Service Delivery? Please rate your overall satisfaction with the Authority's service delivery. (1- dissatisfied, 2-somewhat dissatisfied, 3-moderately satisfied, 4-satisfied, 5-very satisfied)	$ \bigcirc_{1} \bigcirc_{2} \bigcirc_{3} $	0 0 5
2. Quessionaire on Water supply and Sanitation		
 Was the application process for new water supply connection s. 	mooth?	Yes / No
Was new connection commissioned within the stipulated time from the stipulated time from	rame?	Yes / No
3. Did you face any quality issues with the new water supplied?		Yes / No
4. Do you face interruptions in water supply?		Yes / No
5. Do you face any issue with the supply pressure?		Yes / No
6. The complaints regarding the non receipt of water resolved within the stipulated time frame?		Yes / No
7. The defects or burst in the pipe line are resolved within the time frame?		Yes/No
8. Did you face any challenge with respect to the quality of services?		Yes / No
9. Did you get water supply through lorry for interrupted supply or or during the pumping failure due to technical reason within the sti		Yes
10. Public toilets and community toilets are maintained hygienically		Yes / No
11. Whether the corporation helps to have sullage Lorries for removereta from the individual house hold septic tanks periodically?	oval of human	Yes / No
12. Overflow in the machine holes are attended immediately after	the complaint?	Yes / No-

13. Fogging in the town carried out periodically to control the Mosquito breading?	Yes / No
14. Waste water disposal is properly done by the corporation	Yes / No
15. Dengue, malarial control measures taken regularly by the corporation	Yes / No
2. Quessionaire on Solid waste management	
Door to Door collection done on daily basis?	Yes / No
2. Segregation of waste is imposed	Yes / No
3. Whether dumping of garbage near the road side is prevented?	Yes / No
4. Dead animals are removed immediately after receiving the complaint?	Yes / No
5. Debris in the open drain is periodically removed?	Yes / No
5. Dumping of garbage in the open drain or water bodies is banned?	Yes / No
7. Burning Garbage by the worker on road side is practiced?	_Yes / No
Public gathering places are sweeping by the worker on daily basis?	Yes / No
Awareness campaign is being conducted periodically in your area?	Yes / Na
10. Ban on Plastic bags is in practice in your area?	Yes / No
3.Quessionaire on Street lighting facility	
The street lights are provided in your area is adequate?	Yes / No
2. The illumination of the Street light in your area is convenient?	Yes / No
3. Street light Non burning complaints are attended as per the timeline?	Yes / No
4. Street lights are provided with adequate illumination at the junctions or intersection points of more than one road?	Yes / No
5. Any unauthorized street lighting is in practice in your area?	✓Yes / No
t. Questionnaire on Licenses and Certificates (Issuance/ renewal/ rectification)	
1. The process of issuing Public health license, Birth/death certificate, renewal of D&O application, Building license, etc. is being done as per the time frame in the Citizen charter?	Yes / No
2. Was the process of application smooth?	Yes/No
B. Did you face any difficulties in gathering information about the process to avail / renew rectify the errors in Licenses and Certificates	Yes / No
4. Was there delay in processing your application?	Yes / No
5. Did you face any issue with the staff's behavior?	Yes/No
Assessment of Property Tax/ Name Transfer Orders	
Assessment or name transfer of a property is done within the time frame as in the Citizen charter?	Yes/No
2. Did you face any difficulties in gathering information about the process?	Yes / No
Aware on self tax calculation on your property?	_Xes / No

4. Electronic or on line facility to pay the property tax is sufficient?

5. Demand notice is being raised by the ULB periodically >

Xes/No

Yes/No

Service Delivery Survey Format (SDSF)

1 General Questions About the Citizen Charter and Service Deli	very (Indicative)	
1.Awareness level Are you aware about the Municipal cooperation/Municipality services?	Aware Somewhat as	O ware Not aware
2. Pro-activeness Are the ULBs proactive in resolving your complaints/ issuing documents?	Yes Somewhat	O No
3 Transparency How would you rate the Transparency of the ULB activities?	Excellent Good	d Satisfie
4 Approachability How approachable are the Staff for your queries and complaints?	Approachable Moderate	Unapproachable
5 Overall Satisfactions with the Service Delivery? Please rate your overall satisfaction with the Authority's service delivery. (1- dissatisfied, 2-somewhat dissatisfied, 3-moderately satisfied, 4-satisfied, 5-very satisfied)	$ \bigcirc_{1} \bigcirc_{2} \bigcirc_{3} $	0 0 5
2. Quessionaire on Water supply and Sanitation		To the state of th
1. Was the application process for new water supply connection s	mooth?	Yes / No
2. Was new connection commissioned within the stipulated time fi	rame?	Yes / No
3. Did you face any quality issues with the new water supplied?		Yes / No
4. Do you face interruptions in water supply?		Yes / No
5. Do you face any issue with the supply pressure?	many vigo desperation of the same of	Yes / No
6. The complaints regarding the non receipt of water resolved within the stipulated time frame?		Yes / No
7. The defects or burst in the pipe line are resolved within the time frame?		Yes / No
8. Did you face any challenge with respect to the quality of services?		Yes / No/
9. Did you get water supply through lorry for interrupted supply or or during the pumping failure due to technical reason within the sti	weddings/functions	7es
10. Public toilets and community toilets are maintained hygienically		Yes / No
11. Whether the corporation helps to have sullage Lorries for removenest from the individual house hold septic tanks periodically?		yes / No
12. Overflow in the machine holes are attended immediately after	the complaint?	Yes / No

13. Fogging in the town carried out periodically to control the Mosquito breading?	Yes / No
14. Waste water disposal is properly done by the corporation	Yes / No
15. Dengue, malarial control measures taken regularly by the corporation	Yes / No /
2. Quessionaire on Solid waste management	Little day
Door to Door collection done on daily basis?	Yes / No
2. Segregation of waste is imposed	Yes / No
3. Whether dumping of garbage near the road side is prevented?	Yes / No
4. Dead animals are removed immediately after receiving the complaint?	Yes / No
5. Debris in the open drain is periodically removed?	Yes / No
6. Dumping of garbage in the open drain or water bodies is banned?	Yes / No
7. Burning Garbage by the worker on road side is practiced?	Yes / No
8. Public gathering places are sweeping by the worker on daily basis?	Yes / No
9. Awareness campaign is being conducted periodically in your area?	Yes / No
10. Ban on Plastic bags is in practice in your area?	Yes / No
3.Quessionaire on Street lighting facility	15
1. The street lights are provided in your area is adequate?	Yes / No
2. The illumination of the Street light in your area is convenient?	Yes / No
3. Street light Non burning complaints are attended as per the timeline?	Yes / No
4. Street lights are provided with adequate illumination at the junctions or intersection points of more than one road?	Yés / No
5. Any unauthorized street lighting is in practice in your area ?	Yes / No
Questionnaire on Licenses and Certificates (Issuance/ renewal/ rectification)	
1. The process of issuing Public health license, Birth/death certificate, renewal of D&O application, Building license, etc. is being done as per the time frame in the Citizen charter?	Yes / No
2. Was the process of application smooth?	Yes / No
3.Did you face any difficulties in gathering information about the process to avail / renew rectify the errors in Licenses and Certificates	Yes / No
4. Was there delay in processing your application?	Yes / No
5. Did you face any issue with the staff's behavior?	Yes / No
5. Assessment of Property Tax/ Name Transfer Orders	
1. Assessment or name transfer of a property is done within the time frame as in the Citizen charter?	Yes / No
2. Did you face any difficulties in gathering information about the process?	Yes / No
3. Aware on self tax calculation on your property?	Yes / No

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4. Electronic or on line facility to pay the property tax is sufficient?	Yes/No
5. Demand notice is being raised by the ULB periodically >	Yes/No