

DIL-5  
PL-5

### Service Delivery Survey Format (SDSF)

The questionnaire and feedback form

1. General Questions About the Citizen Charter and Service Delivery (Indicative)	
<b>1. Awareness level</b> Are you aware about the Municipal cooperation/Municipality services?	<input checked="" type="radio"/> Aware <input type="radio"/> Somewhat aware <input type="radio"/> Not aware
<b>2. Pro-activeness</b> Are the ULBs proactive in resolving your complaints/ issuing documents?	<input checked="" type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
<b>3 Transparency</b> How would you rate the Transparency of the ULB activities ?	<input type="radio"/> Excellent <input checked="" type="radio"/> Good <input type="radio"/> Satisfie
<b>4 Approachability</b> How approachable are the Staff for your queries and complaints?	<input checked="" type="radio"/> Approachable <input type="radio"/> Moderate <input type="radio"/> Unapproachable
<b>5 Overall Satisfactions with the Service Delivery?</b> Please rate your overall satisfaction with the Authority's service delivery. (1- dissatisfied, 2-somewhat dissatisfied, 3-moderately satisfied, 4-satisfied, 5-very satisfied)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input checked="" type="radio"/> 5
2. Questionnaire on Water supply and Sanitation	
1. Was the application process for new water supply connection smooth?	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
2. Was new connection commissioned within the stipulated time frame?	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
3. Did you face any quality issues with the new water supplied?	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
4. Do you face interruptions in water supply?	<input type="checkbox"/> Yes / <input checked="" type="checkbox"/> No
5. Do you face any issue with the supply pressure?	<input type="checkbox"/> Yes / <input checked="" type="checkbox"/> No
6. The complaints regarding the non receipt of water resolved within the stipulated time frame?	<input type="checkbox"/> Yes / <input checked="" type="checkbox"/> No
7. The defects or burst in the pipe line are resolved within the time frame?	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
8. Did you face any challenge with respect to the quality of services?	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
9. Did you get water supply through lorry for interrupted supply or weddings/functions or during the pumping failure due to technical reason within the stipulated time?	<input checked="" type="checkbox"/> Yes
10. Public toilets and community toilets are maintained hygienically?	<input type="checkbox"/> Yes / <input checked="" type="checkbox"/> No
11. Whether the corporation helps to have sullage Lorries for removal of human excreta from the individual house hold septic tanks periodically?	<input type="checkbox"/> Yes / <input checked="" type="checkbox"/> No
12. Overflow in the machine holes are attended immediatly after the complaint?	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No

13. Fogging in the town carried out periodically to control the Mosquito breeding?	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
<b>2. Questionnaire on Solid waste management</b>	
1. 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
<b>3. Questionnaire on Street lighting facility</b>	
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?	Yes / No
5. Any unauthorized street lighting is in practice in your area ?	Yes / No
<b>4. Questionnaire on Licenses and Certificates (Issuance/ renewal/ rectification)</b>	
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
<b>5. Assessment of Property Tax/ Name Transfer Orders</b>	
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

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

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<b>1. Awareness level</b> Are you aware about the Municipal cooperation/Municipality services?	<input checked="" type="radio"/> Aware <input type="radio"/> Somewhat aware <input type="radio"/> Not aware
<b>2. Pro-activeness</b> Are the ULBs proactive in resolving your complaints/ issuing documents?	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
<b>3. Transparency</b> How would you rate the Transparency of the ULB activities ?	<input checked="" type="radio"/> Excellent <input type="radio"/> Good <input type="radio"/> Satisfie
<b>4. Approachability</b> How approachable are the Staff for your queries and complaints?	<input checked="" type="radio"/> Approachable <input type="radio"/> Moderate <input type="radio"/> Unapproachable
<b>5 Overall Satisfactions with the Service Delivery?</b> Please rate your overall satisfaction with the Authority's service delivery. (1- dissatisfied, 2-somewhat dissatisfied, 3-moderately satisfied, 4-satisfied, 5-very satisfied)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input checked="" type="radio"/> 4 <input type="radio"/> 5
2. Questionnaire on Water supply and Sanitation	
1. Was the application process for new water supply connection smooth?	<input checked="" type="checkbox"/> Yes / No
2. Was new connection commissioned within the stipulated time frame?	<input checked="" type="checkbox"/> Yes / No
3. Did you face any quality issues with the new water supplied?	<input checked="" type="checkbox"/> Yes / No
4. Do you face interruptions in water supply?	<input checked="" type="checkbox"/> Yes / No
5. Do you face any issue with the supply pressure?	<input checked="" type="checkbox"/> Yes / No
6. The complaints regarding the non receipt of water resolved within the stipulated time frame?	<input checked="" type="checkbox"/> Yes / No
7. The defects or burst in the pipe line are resolved within the time frame?	<input checked="" type="checkbox"/> Yes / No
8. Did you face any challenge with respect to the quality of services?	<input checked="" type="checkbox"/> Yes / No
9. Did you get water supply through lorry for interrupted supply or weddings/functions or during the pumping failure due to technical reason within the stipulated time?	<input checked="" type="checkbox"/> Yes.
10. Public toilets and community toilets are maintained hygienically?	<input checked="" type="checkbox"/> Yes / No
11. Whether the corporation helps to have sullage Lorries for removal of human excreta from the individual house hold septic tanks periodically?	<input checked="" type="checkbox"/> Yes / No
12. Overflow in the machine holes are attended immediately after the complaint?	<input checked="" type="checkbox"/> Yes / No

13. Fogging in the town carried out periodically to control the Mosquito breeding?	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 ✓
<b>2. Questionnaire on Solid waste management</b>	
1. 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 ✓
<b>3. Questionnaire on Street lighting facility</b>	
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?	Yes / No ✓
5. Any unauthorized street lighting is in practice in your area ?	Yes / No ✓
<b>4. Questionnaire on Licenses and Certificates (Issuance/ renewal/ rectification)</b>	
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 ✓
<b>5. Assessment of Property Tax/ Name Transfer Orders</b>	
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 ✓

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 ✓

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<b>3 Transparency</b> How would you rate the Transparency of the ULB activities ?	<input checked="" type="radio"/> Excellent <input type="radio"/> Good <input type="radio"/> Satisfie
<b>4 Approachability</b> How approachable are the Staff for your queries and complaints?	<input type="radio"/> Approachable <input type="radio"/> Moderate <input type="radio"/> Unapproachable
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2. Questionnaire on Water supply and Sanitation	
1. Was the application process for new water supply connection smooth?	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
2. Was new connection commissioned within the stipulated time frame?	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
3. Did you face any quality issues with the new water supplied?	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
4. Do you face interruptions in water supply?	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
5. Do you face any issue with the supply pressure?	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
6. The complaints regarding the non receipt of water resolved within the stipulated time frame?	<input type="checkbox"/> Yes / <input checked="" type="checkbox"/> No
7. The defects or burst in the pipe line are resolved within the time frame?	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
8. Did you face any challenge with respect to the quality of services?	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
9. Did you get water supply through lorry for interrupted supply or weddings/functions or during the pumping failure due to technical reason within the stipulated time?	<input checked="" type="checkbox"/> Yes
10. Public toilets and community toilets are maintained hygienically?	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
11. Whether the corporation helps to have sullage Lorries for removal of human excreta from the individual house hold septic tanks periodically?	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
12. Overflow in the machine holes are attended immediately after the complaint?	<input type="checkbox"/> Yes / <input checked="" type="checkbox"/> No

13. Fogging in the town carried out periodically to control the Mosquito breeding?	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
14. Waste water disposal is properly done by the corporation	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
15. Dengue, malarial control measures taken regularly by the corporation	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
<b>2. Questionnaire on Solid waste management</b>	
1. Door to Door collection done on daily basis?	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
2. Segregation of waste is imposed	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
3. Whether dumping of garbage near the road side is prevented?	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
4. Dead animals are removed immediately after receiving the complaint?	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
5. Debris in the open drain is periodically removed?	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
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9. Awareness campaign is being conducted periodically in your area?	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
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