

BUILDING HEALTHY CITIES



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Annex Supplement: Assessment Report on Citizen Reporting Systems in Indore City



February 2020

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Building Healthy Cities

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Annex 1

Departments Covered by Chief Minister Helpline

No.	Department
1	Accounts
2	Atal Indore City Transport Service, Ltd.
3	Birth and Death Registration
4	Building Permission
5	Cattle Pen
6	Colony Cell
7	Cow Shed
8	Automatic Building Plan Approval
9	Doss House
10	Drainage
11	Drainage Cleaning/Malaria Control
12	Education
13	Electric
14	Establishment
15	Garden
16	Garden Public Works
17	Health Control Room (stray dog-related)
18	Health Control Room (stray pig-related)
19	Information Technology Cell
20	Jawaharlal Nehru National Urban Renewal Mission
21	Lease
22	License
23	Market
24	Meat
25	Mayor in Council Office
26	Naala Tapping
27	Other
28	Planning/Bridge Cell
29	Prime Minister Awas Yojna (Housing Scheme)
30	Public Works
31	Rural Development
32	Removal
33	Revenue (property tax)
34	Road
35	Septic Tank
36	Smart City
37	Solid Waste Management
38	Sulabh (dealing with public toilets)

No.	Department
39	Transport
40	Tube Well
41	Urban Poverty Alleviation Cell
42	Water Supply
43	Workshop
44	Yashwant Sagar (reservoir providing water to Indore District)
45	Zoo

Annex 2

Departments Covered by 311 Application

No.	Department
1	Health
2	Stray Animal
3	Electricity
4	Water Supply
5	Sewage & Drainage
6	Consumer Charges
7	Gardens
8	Splitting Related
9	Compost plant
10	Prime Minister Housing scheme
11	Jal Shakti Abhiyan (water conservation campaign)

Annex 3

Sampling Strategy

The study was conducted in Indore Municipal Corporation boundaries consisting of 19 zones and 85 wards using a stratified multi-stage random sampling technique. Two percent of complaints registered between April and June 2019 on the Chief Minister (CM) Helpline and 311 Application (app) were included in the study. All the complaints were classified into one of three groups: health-related, environment/sanitation-related, and other. The sample of the complaints included in the study was proportionate to the total number of complaints in each category to ensure representativeness.

Complaints were also classified by zones and arranged in descending order based on the number of complaints registered. One zone was randomly selected from each of the top-third, middle-third, and bottom-third zones. In the second stage, number of complaints were arranged by ward from the three selected zones.

The three randomly selected zones for the 311 App were 12, 11, and 2. The number of complaints registered in these three zones during April–June 2019 were 2,047, 3,524 and 1,622 respectively. The randomly selected zones for CM Helpline were 16, 14, and 2, and the number of complaints registered in these zones were 737, 427, and 300 respectively. The total number of complaints registered in these zones during April–June 2019 was 8,657. The sample size taken for the study, at 2 percent of the complaints, was estimated to be 172. Interviews were conducted with 40 respondents for CM Helpline and 132 respondents for the 311 App.

Annex 4

CM Helpline Interview Tool

INTERVIEW SCHEDULE: ASSESMENT OF CM HELPLINE

(With the special reference to people of Indore city)

General information of complaint

1. Complaint number _____ 2. Date of complaint _____
3. Status of the complaint _____ 4. Level _____
5. Department and attribute to which the complaint pertains _____
6. What is your complaint? Please specify _____

General information of complainant

7. Name _____ 8. Gender _____ 9. Age _____
10. Address _____
11. Ward no. _____ 12. Zone _____ 13. Type of settlement: Slum/Non-slum
14. Qualification of the complainant
a) Illiterate b) Primary c) Middle d) Secondary e) Graduate f) Post-graduate
15. Occupation of the complainant
a) Unorganized Laborer b) Service c) Business d) Housewife e) Student f) other
16. Monthly family income of the complainant
a) Below 10,000 b) 10,001–15,000 c) 15,001–20,000 d) More than 20,000

Knowledge about the uses of CM Helpline and response of CM Helpline Executive

17. How did you come to know about the CM Helpline?
a) Newspaper b) Electronic media c) Friend d) Govt. officers e) other (specify)
18. How many times have you used CM Helpline?
a) Once only b) Two times c) Three times d) More than 3
- 19 (I). Do you know that you can use CM Helpline online also?
a) Yes b) No
- 19 (II). If yes, do you have online app of CM Helpline and are you using it?
a) Yes b) No

19 (III). Did you face any problem during the downloading the app?

a) Yes b) No If yes, please specify the problems _____

20. What is the response of the CM Helpline executive?

a) Excellent b) Good c) Average d) Poor

Explain why you selected that option _____

21. Do you find it easy and convenient?

a) Yes b) No If no, specify the reason: _____

Time, action, and response of the officer during the solution of problems

22. How much time did it take to resolve your complaint?

a) ___ day b) ___ week c) ___ months d) not resolved yet

23. Are you satisfied with the action?

a) Fully satisfied b) Satisfied c) Partially satisfied d) Not satisfied

Explain why you selected that option _____

24. How was the behavior of the officer?

a) Excellent b) Good c) Average d) Poor

Explain why you selected that option _____

25. When your complaint was in process, did you get regular updates?

a) Yes b) No

Views of complainant about the CM Helpline and suggestions

26. Will you suggest someone to use CM Helpline?

a) Yes b) No

Give reason why you selected that option _____

27. What is your suggestion for improving the use of CM Helpline?

You can use my information and name _____

You can use my information but not my name _____

Annex 5.

311 App Interview Tool

INTERVIEW SCHEDULE: ASSESMENT OF 311 APP

General information of complaint

1. Complaint number _____ 2. Date of complaint _____

3. Status of the complaint _____

4. Department and attribute to which the complaint pertains _____

5. What is your complaint? Please specify _____

General information of complainant

6. Name _____ 7. Gender _____ 8. Age _____

9. Address _____

10. Ward no. _____ 11. Zone _____ 12. Type of settlement: Slum/Non-slum

13. Qualification of the complainant

a) Illiterate b) Primary c) Middle d) Secondary e) Graduate f) Post-graduate

14. Occupation of the complainant

a) Unorganized Laborer b) Service c) Business d) Housewife e) Student f) other

15. Monthly family income of the complainant

a) Below 10,000 b) 10,001–15,000 c) 15,001–20,000 d) More than 20,000

Knowledge about the uses of 311 App and response of 311 Helpline Executive

16. How did you come to know about the 311 helpline?

a) Newspaper b) Electronic media c) Friend d) Govt. officers e) other (specify)

17. How many times have you used 311 App?

a) Once only b) Two times c) Three times d) More than 3

18 (I). Do you know that you can use 311 App online also?

a) Yes b) No

18 (II). Did you face any problem during the downloading the app?

a) Yes b) No If yes, please specify the problems _____

19. What is the response of the 311 executive?

a) Excellent b) Good c) Average d) Poor

Explain why you selected that option _____

20. Do you find it easy and convenient?

a) Yes b) No If no, specify the reason: _____

Time, action, and response of the officer during the solution of problems

21. How much time did it take to resolve your complaint?

a) ___ day b) ___ week c) ___ months d) not resolved yet

22. Are you satisfied with the action?

a) Fully satisfied b) Satisfied c) Partially satisfied d) Not satisfied

Explain why you selected that option _____

23. How was the behavior of the officer?

a) Excellent b) Good c) Average d) Poor

Explain why you selected that option _____

24. When your complaint was in process, did you get regular updates?

a) Yes b) No

Views of complainant about the 311 App and suggestions

25. Will you suggest someone to use 311 App?

a) Yes b) No

Give reason why you selected that option _____

26. What is your suggestion for improving the use of 311 helpline?

You can use my information and name _____

You can use my information but not my name _____

Annex 6

Special Officers Interview Tool

INTERVIEW SCHEDULE

ASSESSMENT OF CM HELPLINE AND 311 APP

(With special reference to officer of Indore city)

General information

1. Name of the officer _____

2. Designation of the officer _____

3. Department/organization _____

To know about the status of complaint in Indore.

4. Please tell me about average number of complaints registered in CM Helpline/311 App per day/month

5. Which major departments/subjects receive high number of complaints? (Top five)

6. Which area/ward registers high number of complaints?

To know how much time taken to redress the problems

7. On average, how much time does it take to resolve problems?

8. How many meetings are conducted in a month for CM Helpline/Indore 311 App?

9. Do you consider complaints problematic or supportive for your work?

10. Have you visited any areas to check the status of complaint?

11. Have you faced any problems in dealing with the complaints from registration to final disposal?

To know the suggestion, recommendation, and feedback of the officers.

12. Please give your suggestions for improving CM Helpline/Indore 311 App

13. Please share your feedback on the solution of a problem

Please give your permission to use this data in my research

You can use my name and information _____

You cannot use my name but you can use my information _____

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