

CHAPTER FIVE

PEOPLE AND DEVELOPMENT : SILIGURI MUNICIPAL CORPORATION AREA

Participation of a city-citizen in development of a city/town majorly imply five aspects – (a) duty to comprehensively avail the existing rights laid down by constitutional provisions, acts, laws, bye-laws and government notifications; (b) duty to press for more justified rights; (c) duty to practice and follow the urban rules and regulations; (d) duty to lodge protest against undutiful behavior of others in public life and (e) duty to vision and initiate newer ideas of development.

Let us begin with a unique example of participation of Siliguri dwellers unheard of, perhaps, in any other ULB of the country. **It was in Siliguri and first time in India, perhaps, that a formal referendum was used by any ULB to decide the fate of an important municipal project** (The Update 2003 : 2). Its history can be traced to the visit of the Municipal Affairs and Urban Development Minister of the State, Shri Ashok Bhattacharya to the United States in June, 2002 to gain knowledge about better urban environmental management, solid waste management policy and technology options that could benefit ULBs of West Bengal. The tour was sponsored by the US-AEP. There the Minister was introduced to the system of ‘referendum’ employed by many U.S. States. Such system allows the public to vote on specific initiatives requiring more immediate resolution outside the traditional election periods. This system forced the Minister to comment it as ‘real democracy at the grassroots’ which was in contrast to what prevailed in India where urban planning decisions are usually not open to public discussion at all, except for electing representatives based on a five-year election system.

On returning back, the Minister advised the then Mayor of SMC (Siliguri happens to be the Minister’s local constituency) to use the system of referendum for arriving at decisions on upcoming urban planning issues. The Mayor, as such, held a public referendum on 4th January, 2003 to decide “whether or not old trees (122 nos.) should be felled in order to widen Siliguri’s main thoroughfare (Sevoke Road) to ease traffic congestion”. Such effort on the part of SMC is truly commendable as it solemnly tantamount to make the citizens genuinely participative.

However, the sad part of the story was that the percentage of turnout in the referendum (conducted in 4 Wards surrounding the said road) by the citizens eligible to vote was an abysmal 15% (The Update 2003 : 2). Nonetheless, the majority (2754 out of about 3000) voted in favour of removal of trees in order to widen the thoroughfare. Boosted by the success of this experiment, the Minister indicated to formalize the system into an official policy by West Bengal's municipal administration.

Two things come out of this event with respect to people's participation in urban affairs of Siliguri. One, the low turnout at the referendum; and two, non-implementation of the indication of formalizing the referendum system into an official policy in municipal administration in West Bengal.

There may be three broad interpretations of low turnout. Firstly, there might have been some lack of effort on the part of the SMC authority to convince people believe in the importance of the referendum system. Secondly, the fast and changing lifestyle of the Siliguri dwellers might have desisted a vast majority of them from taking their some time out and participate in the public and civic issues concerning their own city. Finally, one derivative may be that the people of Siliguri are too conscious of their surrounding environment to volunteer to participate in the referendum which involved felling of trees. The researcher feels that the first interpretation may be ruled out for the simple reason that this was the first of its kind and unique experiment in Indian municipal history and possibly the SMC authority would not have left any stone unturned to aware citizens through various communicative means and through its own channels like, Ward committees, Community Development Societies, NGOs, and the like. The last one is also not plausible with the attitude of 'who cares' of the majority of citizens which is perceptible in all spheres of public life of Siliguri to demonstrate their anger towards civic authority by voluntarily not casting vote on an environmental issue involving felling of trees. Thus then, the second reason seems to the researcher to be most acceptable. It is the lack of dutifulness of the majority of the people towards civic activities of Siliguri that resulted in the low turnout.

As for non-implementation of making the referendum system into an official policy, there may be a mix of reasons, such as, political; municipal authority's apathy towards the system; loss of time, energy and money in carrying out the system; and the like.

On the whole, this event may force one to believe that majority of the citizens of Siliguri are not too much concerned about their duties as citizens (dutiful in their own behavior in civic life and dutiful to participate in their demanding rights for better civic services) which would help make the tasks of the SMC authority much easier. There is a need of mental revolution in the attitude of public towards civic activities. However, it is easily said than achieved but by no means impossible. The question is from where to start. The onus for making people aware of their duties in public life lies at the base with the SMC authority. No doubt, there are different mechanisms at the disposal of the SMC to elicit people's participation, such as participation through Ward Committees and Area Committees, participation through Community Development Societies, participation through Citizens' Convention held every year and participation through Ward Conventions. But more often than not, these become politically motivated than a platform for genuine participation involving all sections of the society. Besides, there are a host of NGOs operating in Siliguri involved in its developmental aspects. Positive role is being played by the local print and visual media but more space and coverage need to be given by them concerning developmental aspects of Siliguri by judiciously striking a balance between their business considerations and social responsibilities. Again, several citizens' forum, clubs, etc. are there which serves Siliguri in their own way. Despite these, the physical and environmental ambience of Siliguri, in particular, the interior parts of the city would make one come to the conclusion that a lot need to be done in creating awareness of the majority of the citizens with regard to the performance of their civic duties and eliciting their public participation. It would require proper and effective planning; untiring zeal, urge and endeavour; and change in attitude of those who are running formal institutions of governance. Besides, the SMC authority must exemplify explicit boldness wherever necessary to give veiled threat of punitive action for non-compliance of rules and regulations of civic life. No doubt, the task is stupendous and involves gradual process in this regard. It is then only that there would be gradual increase in the population of dutiful and participative citizens in Siliguri and resolution of 'participative development' reverberated in different documents of the SMC can be genuinely achieved.

5.1 Why low level of Direct Participation when Opportunity provided for Referendum by SMC?

It may be noted that the referendum on felling of trees to widen an arterial road (namely, Sevoke Road) was partially done and it involved those wards which lay on the sides of the said road. It may be further noted that the literacy of those wards are relatively higher than those of the other wards of the city. The researcher sought to go into deep to find out the reason behind this low turn-out. In such effort, he took the help of method applied by Edward Krupart (1985 : 39) in his research on understanding the peoples' feelings and experiences regarding the general environment of the city of varied sizes. Krupart adopted social climate approach, generally used by personality psychologists. The researcher has tried to adapt it as far as possible with regard to this case concerning Siliguri. Instead of preparing any pre-existing questionnaire, the researcher directly conversed informally with the residents of the related wards to extract their opinion on such poor turn-out at the referendum. The people approached (about 25 of them) included old-aged and those between 30 to 50 years of age and was conducted in the last month of 2005. Though few of them avoided talking on the issue, others showed their general agreement that it was paucity of polling booths (referendum conducted only at only one polling station located within the P.C.Mittal Bus Stand) that desisted people from casting their vote. However, another very important reason that came out from the conversations on low turn-out was the substantial change in the attributes of the city of Siliguri in contemporary times compared to those which were evident when it a small town two or three decades back.

The issue of change in attributes of the city from the days when it was a small-sized town provided a clue to the researcher to expand the horizon of conversation with a proper questionnaire and schedule. In this regard, the researcher took help from Krupart as far as attributes are concerned. Two wards from each borough were chosen for the purpose and an exact 80 citizens formed the sample size. This was undertaken in the early months of 2006 to understand the feelings of the people about Siliguri that guide their behavior in their everyday interactions within the city which, in turn, helped in understanding the level of their participation in public issues. The broad facts which came out from such exercise is enumerated in Table 5.1. From the table, one may discern, even though the sample size being less with respect to the total population, the perception of the

people of Siliguri, at large, about various attributes of city life. These do indicate, in a way, as to what is the expected level of participation of people in public life and do provide a base as to how to increase their participation so that the overall environment of Siliguri may be improved upon.

Table 5.1. : Perception of People about Siliguri

Particulars (1)		Town in the 1980s		City as at Present		
		People above 40 yrs. in Non- slum Areas (2)	People above 40 yrs. in slum areas (3)	People above 40 yrs. in Non- slum areas (4)	People above 40 yrs. in slum areas (5)	Students (6)
Population Characteristics	Heterogeneous	Y	Y	Y	Y	Y
	Dense	Y	Y	Y	Y	Y
	Crowded	N	N	Y	Y	Y
	Large	N	N	Y	Y	Y
Town Atmosphere	Competitive	N	Y	Y	Y	Y
	Much Entertainment	N	N	Y	N	Y
	Modern & allows choice of lifestyle	Y	-	Y	C	Y
	Much Activity	N	N	Y	Y	Y
	Fast Pace	N	N	Y	Y	Y
	Has Atmosphere of Culture	Y	C	N	-	C
	Makes one feel anonymous	N	N	Y	-	N
	Makes one feel isolated	N	N	Y	N	N
Peaceful (in terms of noise)	Y	Y	-	-	-	

	Dirty & Unhealthy	N	Y	-	Y	-
	Safe	N	N	Y	Y	Y
	Close-knit	Y	Y	N	Y	C
	Relaxed	Y	Y	N	N	N
	Sense of Intimacy	Y	Y	N	Y	Y
Attributes of the People	Have Integrity	Y	Y	N	N	C
	Sentimental	-	-	-	-	-
	Friendly	Y	Y	-	-	-
	Law Abiding	Y	-	-	-	-
	Don't have problems with Outsiders	N	N	N	N	N
	Helpful	Y	Y	-	-	-
	Are Untrusting	N	N	-	-	C
	Are Often Lonely	N	N	Y	C	N
	Don't Interfere in Others' Affairs	-	-	-	-	-
	Participative in Public Affairs	Y	Y	C	Y	N

'Y' signifies 50% or more Agreement

'N' signifies 50% or more Disagreement

'C' signifies 50% or more Can't Say

'-' signifies a mix of 'Y', 'N' & 'C', i.e., no reply secured majority

5.2 Theoretical Framework of Participation of People in Public Life in Siliguri

It is well-known that in a democracy, the purpose of the administration is to serve the people. However, common people as client seem to have been kept out of the purview of administration, even in case of local administration despite constitutional promulgations to that effect. A huge gap is observed with regard to prescription and description in local governance, in particular, in urban local governance. The structural lacunae is seen when a comparison is made between rural local governance and urban local governance with respect to proximity of people with their political representatives. The average citizen:political representative ratio laid down in Box 5.1 (the details of which are laid down in the First Chapter) amply exemplifies the structural deficiencies and lack of effort on the part of law makers to provide space of genuine participation to the urban populace.



• Rural India	= 1:260
• Urban India	= 1:4087
• Rural West Bengal	= 1:982
• Urban West Bengal	= 1:7973
• Rural Siliguri	= 1:122
• Urban Siliguri	= 1:1050

It may, however, be noted that the Rajiv Gandhi government did propose formation of neighbourhood committees with elected members, parallel to the village panchayats. So, an effort was made to set up multi-tier structure for municipal governance. However, the elective principle had to be given up, as the Congress party itself feared this might not be easily digestible to the party. Accordingly in the first version of the Amendment Bill, it was proposed that committees for each ward should be set up in cities with more than 300,000 people. The Municipal Councillor elected from the ward would be the Chairman of each ward committee but its composition was left to be determined by the State governments (Sivaramkrishnan 2004 : 11). For various reasons the Amendments initiated by the Rajiv Gandhi could not be passed in the Parliament. Three years later in July 1992, when the Amendment initiative was revived a Joint Parliamentary Committee examining the draft observed as follows:

“There is a growing feeling that in the larger municipal bodies the citizens do not have easy access to the elected representatives since the ward-sizes become very large. The Committee therefore is of the view that within the

territorial area of Municipalities having a population of three lakhs or more Wards Committees should be constituted. The details relating to the composition and the territorial area of the Wards Committee and the manner of filling seats in such Committees can be left to the state legislatures” (Sivaramkrishnan 2004 : 11).

The Amendments eventually enacted in 1993 provided for committees to be set up for one or more municipal wards for cities with a population of 300,000 or more. As before the composition was left to be determined by the States through their conformity laws.

Despite the fact that constitution of Ward Committee were given formal recognition and have been complied with by most of the State Governments, including West Bengal, the doubt remains to the efficacy of such Committee, given the method of composition followed in this respect. It is necessary, therefore, that urban people are accepted as actors in urban administration and development by bringing about structural changes not only in case of ward committees but also in case of area committees. The same reformation applies for cities of West Bengal, including Siliguri.

Participation in Siliguri can be classified at several levels. At one level, it may be categorised into ‘popular participation’ and ‘community participation’. The former relates to applying one’s mandate through periodical elections held after every five years. Theoretically, this is to be exercised on the subjective evaluation of people regarding the city governance of Siliguri. However, more often than not, in practice, the political ideology comes in to prominence lest there is a strong anti-incumbency factor. By contrast, community participation connotes direct involvement of the people in the developmental affairs of Siliguri, in particular by the poorer and disadvantaged section of the population.

At another level, participation in Siliguri has been observed to be ‘pseudo’ rather than ‘authentic’. The former limits community participation and involvement to mere implementation and ratification of decisions already taken by external agencies. The composition and functioning of Ward Committees and Areas Committees/Sabhas in Siliguri, to a large extent, confirms this type of participation. Authentic participation is, by and large, lacking in case of Siliguri where the community as a whole is involved in all the processes of local development decisions in an autonomous fashion. This, however, may be primarily attributed to the structural limitations whereby the proximity and access of people

in a Ward with the Ward Councillor is difficult to maintain. It is appropriate to quote Paulo Friere (1978) in this regard, though he wrote it in another context : “Policies carried out by a rigid bureaucracy in the name of the masses to whom they are transmitted in as order are one thing; policies carried out with the masses are quite another thing with their critically conscious participation in the reconstruction of society, in which the necessary directions never become slogans”.

Yet another level of classification may be on the basis of motive force behind participation. In this case, it may be either coercive or induced or spontaneous. Coercive participation is one where people are forced to participate in spite of opposition or lack of willingness. Induced participation take place due to some kind of allurements and inducements like money or payment in kind. On the contrary, spontaneous participation gets characterized by peoples’ voluntary and autonomous action unaided by government or any other external agencies. With coercive or induced types of participation is not the scope of the study as these are generally witnessed in political rallies, spontaneous participation, too, can be regarded as an ideal type. Experiences of social workers show that communities, in particular deprived section, rarely function autonomously, and their capacity for collective action needs, at least initially, the leadership push from an external agent, be it a social worker or a political leader. Robert Chambers (1983) has said bluntly in this regard, though with regard to rural area but quite apt for urban place also : “However much the rhetoric changes to ‘participation’, ‘participatory research’, ‘community involvement’ and the like, at the end of the day there is still an outsider seeking to change things”.

5.3 Popular Participation in Siliguri

As far popular participation is concerned, the percentage of people exercising their voting rights in the elections of the Siliguri Municipal Corporation can be regarded as quite high. Table 5.2 on peoples’ turnout in the last election to the SMC held in September, 2009 is a pointer to the fact.

Table 5.2. : Percentage of Popular Participation in SMC Election, 2009

Ward No.	Total Electors	Votes Polled	Percentage of Votes Polled to Total Electors
(1)	(2)	(3)	(4)
Ward No. 1	7255	5542	76.3887
Ward No. 2	7651	6002	78.4476
Ward No. 3	6564	4883	74.39062
Ward No. 4	9051	7705	85.12872
Ward No. 5	6374	5118	80.29495
Ward No. 6	4916	3695	75.16273
Ward No. 7	5081	4105	80.79118
Ward No. 8	4707	3353	71.23433
Ward No. 9	4650	3551	76.36559
Ward No. 10	3189	2561	80.30731
Ward No. 11	2544	1950	76.65094
Ward No. 12	2569	2010	78.24056
Ward No. 13	2743	2095	76.37623
Ward No. 14	4725	3622	76.65608
Ward No. 15	6091	4512	74.07651
Ward No. 16	3797	2915	76.77114
Ward No. 17	4002	2910	72.71364
Ward No. 18	4494	3563	79.28349
Ward No. 19	2349	1876	79.86377
Ward No. 20	4911	3812	77.62167
Ward No. 21	4005	3272	81.69788
Ward No. 22	7536	6128	81.31635
Ward No. 23	4634	3991	86.1243
Ward No. 24	6804	5683	83.5244
Ward No. 25	6006	4371	72.77722
Ward No. 26	3367	2425	72.02257
Ward No. 27	5121	3593	70.16208
Ward No. 28	4754	3815	80.24821
Ward No. 29	4033	3201	79.3702
Ward No. 30	5258	4066	77.32978
Ward No. 31	9125	7464	81.79726
Ward No. 32	6210	4538	73.07568
Ward No. 33	9758	7199	73.77536
Ward No. 34	9381	7484	79.77828
Ward No. 35	7500	5882	78.42667
Ward No. 36	7313	6369	87.09148
Ward No. 37	9233	7635	82.69252
Ward No. 38	8496	6423	75.60028

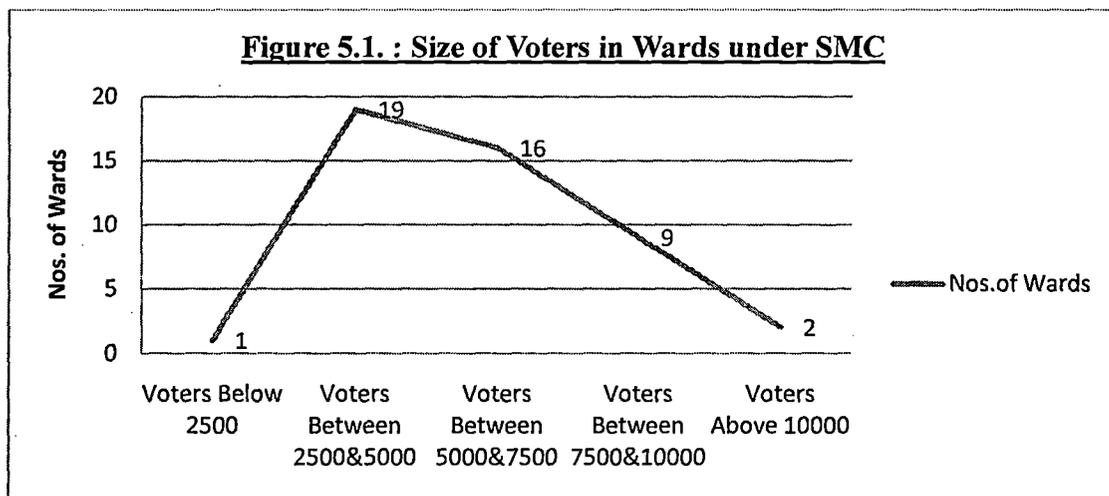
Ward No. 39	7456	5825	78.125
Ward No. 40	11660	9030	77.44425
Ward No. 41	8869	6592	74.32631
Ward No. 42	7979	6224	78.00476
Ward No. 43	7020	5257	74.88604
Ward No. 44	7630	6237	81.74312
Ward No. 45	3923	3315	84.50166
Ward No. 46	11653	9479	81.34386
Ward No. 47	5148	4420	85.85859
TOTAL	287535	225698	78.29382

Source : State Election Commission, West Bengal

From the above table, it is clear that the average participation of 78.29% in SMC election, 2009 has been phenomenal. However, one may come across few points on making analysis of the figures. A vast majority of those Wards which do not have any slum pocket have registered low turnout in comparison to those which own large share of slum population. For instance, out of the total of 14 Wards where there is no notified slum existing, only two of them (Ward Nos. 21 and 22) have registered marginally above 80% turnout. In the remaining 12 Wards without any slum pocket, the turnout hovers between 70% in Ward No. 27 and 78% in Ward No. 12. As such, the average turnout in these 14 Wards comes out to 75.5 percent. Contrary to this, those Wards having a sizeable number of slum population have registered far better turnout than the so called better-off Wards. Can it be concluded, then, with regard to Siliguri that poorer section are more concerned and conscious about exercising their rights despite facing odds in day-to-day life. Or it is the hardships in their life that have made them more conscious. Or it is the hardships in their life that have compelled them to become induced or coerced participant under the banner of one or the other political ideology in order to sustain their livelihood as well as settlements. It is important to note in this regard that out of the total of 154 notified slums in Siliguri, only in 92 slums, dwellers have land title. In the remaining ones, residents have been illegally occupying the lands, the majority of them belonging to the railways. Whatever may be the reason, the better-off Wards seem to be less motivated in exercising their due and very important right of franchise.

Another significant point which needs mention is the huge variation among Wards as far as proximity of citizens to their political representatives is concerned. While Ward No. 19 has only 2,349 voters, Ward No. 40 has a huge number of

11,660 valid voters. This amounts to injustice and undue stress on those Ward Councillors in whose Wards the population figure is too high as limitations are bound to arise in provision of basic public services. Thus, there is need for a matching proportion and should be seriously looked into by the concerned authority.



5.4 Community Participation in Siliguri

Community participation in Siliguri is observed both at the formal and non-formal level. The formal structure at the Ward level is the Ward Committee catering to overall development of the Ward. Besides, there are Area Sabhas within a Ward constituted at the booth level for the purpose of involving more people in the developmental process of the Ward. Along with the Ward Committees and Area Sabhas, there is presence of Community Development Societies for involving poorer section of people residing in the slum pockets with focus on urban poverty alleviation. At the non-formal level, a host of Non-Governmental Organizations, Welfare Organizations and Social and Cultural Clubs are present who not only participate in various aspects of development of Siliguri but at the same time seek to create awareness among the common populace and elicit their participation.

5.4.1 Ward Committees and Area Sabhas under Siliguri Municipal Corporation - Section 23 (1) of the West Bengal Municipal Corporation Act, 2006 lay down that there shall be a Ward Committee for each Ward of the

Corporation. Further, the Act also maintains that the Ward Councillor elected from the Ward shall act as the Chairperson of the Ward Committee [Section 23(3)]. However, the Act does not detail out as to the composition and functions of the Ward Committee.

In a Ward Committee in Siliguri, beside the Ward Councillor as the Chairperson, there are 9 to 11 members (depending on the size of the Ward) nominated by the Ward Councillor and 3 members nominated by the Siliguri Municipal Corporation. As such, the total number of members in a Ward Committee ranges between 12 and 14. The meetings of the Ward Committee are held once every month, though emergency meetings may be convened by the Councillor if need be. On a whole, 14 to 15 meetings are held in a year. Besides, there is an Annual General Meeting and Ward Committee Convention conducted once in a year. The AGM is open to all citizens of the Ward. Citizens are also duly invited in any special programmes organized by the Ward Committee, such as, cultural programmes, observance of special days, inauguration of any park, unveiling of statues, and the like.

The participation level in the meetings of the Ward Committee is very positive with presence being on an average 70-75%. The functions of the Ward Committee mainly are : (i) monitoring of municipal works and services within the Ward; (ii) monitoring unlawful construction; (iii) redressal of public grievances; (iv) monitoring of literacy expansion programmes and urban poverty alleviation programme; and (v) maintenance of sanitation, public health, parks, etc.

As far as the financial allocation to the Ward Councillor is concerned for carrying out Ward level activities, it has not been very encouraging. The Ward Councillor Local Area Development allotment is Rs. 3.25 lakhs which may be regarded miniscule considering the enormity of development task in the Ward. Moreover, a Ward Councillor is required to spend Rs. 1.25 lakhs for organizing sports and cultural activities; Rs 1 lakh for treatment, education and purchase of sports equipment for the Ward; and the remaining amount of Rs. 1 lakh are to be utilized for development works as per recommendation of the Ward Committee. However, it may be noted that the Budget, 2010-2011 has proposed the increase in the amount by Rs. 25,000/- for those Wards falling under the district of Jalpaiguri, i.e., Ward Nos. 31 to 44.

Apart from the Ward Committee, there is formal provision of the constitution of the Area Sabhas within a Ward with the objective of

institutionalizing citizen participation. It may be noted that the Legislative Assembly of West Bengal has made necessary amendments in the related Acts in 2008 to incorporate the provision related to the constitution of Area Sabhas in the ULBs. This has been done in order to fulfil one of the agenda of reforms under JNNURM, i.e., Enactment of Community Participation Law. With regard to Siliguri, Area Sabhas have been constituted at the booth level within a Ward.

5.4.2 Can Ward Committee and Area Sabha in Siliguri be termed as 'Participatory Structure'?

If the composition of the Ward Committee is considered, one finds that all the members are nominated. There is no element of election procedure with regards to its composition. As such, selection of majority of the members in the Ward Committee depends primarily on the personal choice of the Ward Councillor. Herein lay the problem in genuine participation at the root level in urban democracy of Siliguri. Such Ward Committee, more often than not, become motivation ground for a particular political agenda and in the process overall development of the Ward gets hampered. Table 5.3 lay down in this regard, the percentage of votes polled by the Ward Councillors and the margin of votes between the winning candidate and the first runner up candidate. This goes on to show that in actual numbers, in most cases, the Ward Councillor has the support of about 50 percent of the eligible voters. In this context, the method of nominations by Ward Councillors in their respective Ward Committees lack grass root democratic values. It may be rightly argued that conducting elections for choosing members of the Ward Committees would be an expensive affair. Thus, one of the most viable options with regard to the formation of a Ward Committee would be to adopt some kind of proportional representation mechanism whereby, the candidates in the fray for the SMC elections would get opportunity to nominate members in the Ward Committee proportional to the votes polled by them. However, some kind of 'threshold number of votes polled' may be kept to minimize complexities. In this way, participation may find its true meaning at the Ward level in Siliguri.

Table 5.3. : Status of Winning Candidates at the SMC Election, 2009

Ward No.	Total No. of Voters	Total Nos. of Votes Polled	Nos. of Votes Secured by the Winning Candidate	% of Votes Secured by the Winning Candidate to the Total Nos. of Voters in the Ward	% of Votes Secured by the Winning Candidate to the Total Nos. of Votes Polled in the Ward	Margin of Votes between the Winning Candidate and 1 st Runner Up Candidate
(1)	(2)	(3)	(4)	(5)	(6)	(7)
Ward No. 1	7255	5542	2985	41.44	53.86	566
Ward No. 2	7651	6002	3466	47.77	57.75	1109
Ward No. 3	6564	4883	2841	43.28	58.18	1149
Ward No. 4	9051	7705	3741	41.33	48.55	340
Ward No. 5	6374	5118	3247	50.94	63.44	1894
Ward No. 6	4916	3695	2034	41.37	55.05	373
Ward No. 7	5081	4105	1544	30.39	37.61	24
Ward No. 8	4707	3353	1655	35.37	49.66	281
Ward No. 9	4650	3551	1805	38.82	50.83	152
Ward No. 10	3189	2561	1520	47.66	59.35	479
Ward No. 11	2544	1950	1497	58.04	76.77	1044
Ward No. 12	2569	2010	1286	0.06	63.98	562
Ward No. 13	2743	2095	726	27.78	36.37	73
Ward No. 14	4725	3622	2315	48.99	63.91	1008
Ward No. 15	6091	4512	2954	48.50	65.47	1396
Ward No. 16	3797	2915	1493	39.32	51.22	71
Ward No. 17	4002	2910	1784	44.58	61.31	658
Ward No. 18	4494	3563	2112	46.96	59.28	661
Ward No. 19	2349	1876	985	41.93	52.51	94
Ward No. 20	4911	3812	1957	39.85	51.34	102
Ward No. 21	4005	3272	1846	46.09	56.42	529
Ward No. 22	7536	6128	3602	47.80	58.78	1292
Ward No. 23	4634	3991	2278	49.16	57.08	752
Ward No. 24	6804	5683	3045	44.75	53.58	634
Ward No. 25	6006	4371	2060	34.30	47.13	528
Ward No. 26	3367	2425	1233	36.62	50.85	199
Ward No. 27	5121	3593	1837	35.87	51.13	81
Ward No. 28	4754	3815	2367	49.79	62.04	1040
Ward No. 29	4033	3201	1937	48.03	60.51	713
Ward No. 30	5258	4066	2404	45.72	59.12	742
Ward No. 31	9125	7464	3768	41.30	50.48	72
Ward No. 32	6210	4538	2284	36.78	50.33	30

Ward No. 33	9758	7199	3531	36.19	49.05	126
Ward No. 34	9381	7484	3978	42.40	53.15	472
Ward No. 35	7500	5882	2403	32.04	40.85	122
Ward No. 36	7313	6369	4114	56.26	64.59	2170
Ward No. 37	9233	7635	3153	34.15	41.30	665
Ward No. 38	8496	6423	4396	51.72	68.44	2539
Ward No. 39	7456	5825	3157	42.34	54.20	618
Ward No. 40	11660	9030	4566	39.16	50.56	487
Ward No. 41	8869	6592	3548	40.00	53.82	725
Ward No. 42	7979	6224	3660	45.87	58.80	1700
Ward No. 43	7020	5257	2884	41.08	54.86	511
Ward No. 44	7630	6237	3443	45.12	55.20	649
Ward No. 45	3923	3315	2219	56.56	66.94	1123
Ward No. 46	11653	9479	5013	43.02	52.89	846
Ward No. 47	5148	4420	3099	60.20	70.11	1778
TNoW*	TV#	TVP**	AVP-WC##	%AVP-WC to TV***	%AVP-WC to TVP####	AM bet. WC and FRUC^
47	287535	225698	123818	43.56	55.50	705.94

*Total Nos. of Wards; #Total Nos. of Voters; **Total Nos. of Votes Polled;

Average Nos. of Votes Polled by Winning Candidates; ***Percentage of Average Nos. of Votes Polled by the Winning Candidates to the Total Nos. of Voters;

Percentage of Average Nos. of Votes Polled by the Winning Candidates to the Total Nos. of Votes Polled; ^Average Margin between Winning Candidates and First Runners Up Candidates

Source : Constructed from Siliguri Municipal Corporation Election Results, 2009, State Election Commission, West Bengal.

Another problem facing Ward Committees presently in Siliguri, as has been highlighted by several Ward Councillors during conversation, is the delay in the formation of several Ward Committees due to the failure on the part of SMC to nominate their quota of three members in each of the several Wards. As a result, development activities in such Wards are suffering as the old Ward Committees continue to monitor the developmental activities of the Wards without any legal sanctity.

On the financial front, the first problem, as has been laid down earlier, is the poor allocation with regard to Ward Councillor LAD Fund. Besides, there is no such formal arrangement or process under which the vision, inputs or proposals from the Ward Committees are used in formulation of the budgets of the SMC. It is observed that like any other city, the budget in Siliguri is laid down very much like

a national budget with lots of promises without considering the real ground situation. The process of budget is simply not participative. Under the circumstance, it is unthinkable, as of now, that the citizens of Siliguri will have a role to play in Corporation's financial governance through Ward Committees. Further, there is no provision of devolution of financial powers or the sharing of different types of taxes, rates, fees, etc. between the SMC and the Borough Committees, between the Borough Committee and Ward Committees and between the Ward Committee and Area Sabhas. As such, even if the vision and strategies for development of local area may be present among participative citizens, there is no scope for them to make those a reality.

The Area Sabhas within a Ward is constituted on a booth level basis. As such, the number of Area Sabhas is different in different Wards depending upon the number of eligible voters in a Ward. Its constitution, too, is the responsibility of the Ward Councillor and there is no provision of any kind of formal popular voting with respect to the selection of the President and the Secretary. However, what came out from the conversation with some of the Councillors is that generally, one of the senior eligible voter of the booth is selected as the President. Moreover, it was observed that in several Wards, Area Sabhas were not constituted for all the booths. The functions of the Area Sabhas, too, are not specifically carried out. On the whole, one may say that Area Sabhas in Siliguri is more of a symbolic nature.

5.4.3 Neighbourhood Groups, Neighbourhood Committees and Community Development Societies in Siliguri

The roots of NHGs, NHCs and CDSs lay in the launch of Swarna Jayanti Sahari Rozgar Yojana in 1997. This programme seeks active participation of the women from BPL families in the formulation, implementation and supervision of the schemes under SJSRY. For the purpose of this, a three tier structure, consisting of NHG, NHC and CDS, has been formed. It is proposed that a NHG would be the lowest tier in the structure, consisting of 25 to 40 families in a slum and one woman among them would be elected as Resident Corps Volunteer (RCV). The intermediate tier would be NHC which would be constituted of 10 to 15 RCVs. Finally, the topmost tier is the CDS. It would consist of one representative from each NHC and would cater to the needs of about 2000 families. Under the scheme of SJSRY, the CDSs share the prime responsibility for the identification of

beneficiaries, preparation of applications, monitoring of recovery, identification of suitable projects for that particular area as well as other necessary support. In Siliguri, at present there are 15 nos. of CDS, 154 nos. of NHC and 1216 nos. of NHG/RCV. Each CDS in Siliguri has a Chairperson, a Secretary and a Treasurer. On similar lines, each NHC is presided over by the President and has a Secretary and a Treasurer. Each of the 15 CDSs in Siliguri is a registered body under Society Act. For the maintenance of liaison between the CDSs and the UPE Cell of the SMC, there are 15 Community Organisers appointed. These 15 COs act as the Secretaries of the 15 CDSs. The suggestions put forward by the CDSs reach the UPE Cell through the COs. The various suggestions are discussed and prioritized keeping in consideration the financial aspect by the MMICs under the Chairmanship of the Mayor and in presence of the MMIC, UPE, IPP-VIII & Mother and Child Care and associated officials. The problems encountered by CDSs, NHCs and RCVs in Siliguri in promoting involvement of the slum dwellers in urban poverty alleviation under SJSRY are discussed subsequently in another section.

5.4.4 Non-Governmental Organizations, Welfare Organizations, Social and Cultural Clubs

As long as there are manpower, financial and motivational constraints in the formal structure of urban and municipal governance, there is always room for these non-formal organizations. Way back in September, 2002 (The Telegraph), around 50 nos. of NGOs of Siliguri formed an umbrella body/apex organization with the purpose of helping the authorities, like SMC, SJDA and UBUP in their developmental efforts in the region. Besides, there were also other logics put forward by the NGOs behind such formation. These were : (i) joining hands would strengthen their efforts and movement; (ii) joining hands would help keep check on the access of foreign players with little or no knowledge about local affairs; (iii) joining hands would help the nodal representative body to act as a watchdog over various developmental programmes of the government by virtue of its strength in number; and (iv) joining hands would help develop new idea pools which would act as a bridge between various government institutions and agencies. It was also expected that such nodal body would also help in keeping strict vigil on the activities of its members, thereby reducing the allegations of dubious functioning

of some of the NGOs. To name a few of them who are doing commendable job with regard to creating awareness on different aspects of development of Siliguri are Himalayan Nature and Adventure Foundation, Siliguri Welfare Organization, North Bengal Council for the Disabled, Lion's Service Foundation, North Bengal Rehabilitation Society, Rotary Club of Siliguri, Rashtriya Viklang Seva Kendra (Artificial Limb Centre), Siliguri Child Welfare Society, Siliguri Unemployed Welfare Organization, Siliguri Horticultural Society, Association for the Protection of Democratic Right, Animal Link and Siliguri Chapter of the People for Animals. Besides, there are about 25 such voluntary organizations in Siliguri who are associated under NGO Partnership System, Planning Commission. Some of these and there are areas of activity are laid down in the following Table 5.4. Moreover, there are a host of sports, social and cultural clubs in Siliguri who are involved in some way or the other in social service.

Table 5.4 : Major NGOs in Siliguri under NGO Partnership System, Planning Commission

Name of the NGO under NGO Partnership System	Areas of Activity
North Bengal Handicapped Rehabilitation Society	Differently Aabled
Siliguri Child Welfare Society	Child Welfare
Siliguri Bodhi Bharti Vocational Institute	Vocational Training
Indian Development Centre	Drinking Water, Education, Literacy, Vocational Training
Social Infrastructure for Proper Living and Education	Education, Literacy, Poverty Alleviation
Kanchanjungha Uddhar Kendra Welfare Society	Women's Development and Empowerment
East India Cooperative Agro-farming and Marketing	Micro-finance to SHGs
Babupara Prachesta	Aged, Children, Right to Information and Advocacy, Vocational Training, Micro-finance
Trinity Foundation Trust	Education, Literacy
Siliguri Aranyak	Environment, Education, Literacy, Drinking Water
Binapani Seva Chakra	Micro-finance
Association for Conservation and Tourism	Environment, Literacy, Poverty Alleviation, Vocational Training
Medichek Welfare Society	Aged, Children, Education, RTI and Advocacy, Vocational Training
Purvaja Educational Foundation	Education, Literacy

Source : Planning Commission

5.5 Sanitation and Participation in Siliguri

It was in the financial year 2008-09 that the Government of West Bengal announced that it had no dry latrines, implying that manual scavenging has effectively been abolished in Siliguri. However, it is to contend that though there is no existence of manual scavenging in Siliguri, open defecation, particularly on the riverbeds of the river Mahananda, continues unabated, thereby contributing immensely in the increase in water pollution of the river. Survey done under NUSP in early months of 2010 in Siliguri confirms prevalence of such practice. It goes to the credit of the SMC which got 4 out of 4 marks with regard to elimination of manual scavenging in the survey conducted. However, the general populace, in particular those residing in slum pockets let the efforts of SMC down in terms of use of toilets and not defecating in the open. In this category, Siliguri was awarded a poor 0.92 points out of the total of 8 points. Thus, the onus falls majorly on the shoulders of the common people to improve the sanitation scenario of the city with respect to use of individual and community toilets and avoid defecating in the open. Table 5.5 lay down the report card of Siliguri of the survey conducted on sanitation under NUSP.

Table 5.5 : Scoring Sheet of Siliguri Under NUSP

No. (1)	Indicators (2)	Points (3)	Points Scored by Siliguri (4)
1	OUTPUT -RELATED	50	17.17
1A	No open defecation	16	6.42
1Ai	Access and use of toilets by urban poor and other un-served households (including slums) – individual and community sanitation facilities	4	0
1Aii	Access and use of toilets for floating and institutional population – adequate public sanitation facilities	4	1.5
1Aiii	No open defecation visible	4	0.92
1Aiv	Eliminate Manual Scavenging and provide personnel protection equipment to sanitary workers	4	4
1B	Proportion of total human excreta generation that is safely collected (6 points for 100%)	6	4
1C	Proportion of total black waste water generation that is	6	0

	treated and safely disposed off (6 points for 100%)		
1D	Proportion of total grey waste water generation that is treated and safely disposed off (3 points for 100%)	3	0
1E	Proportion of treated waste water that is recycled and reused for non-potable applications	3	0
1F	Proportion of total storm-water and drainage that is efficiently and safely managed (3 points for 100%)	3	2
1G	Proportion of total solid waste generation that is regularly collected (4 points for 100%)	4	0.75
1H	Proportion of total solid waste generation that is treated and safely disposed off (4 points for 100%)	4	0
1I	City wastes cause no adverse impacts on surrounding areas outside city limits (5 points for 100%)	5	0
2	PROCESS - RELATED	30	19.83
2A	M&E systems are in place to track incidences of open defecation	4	0
2B	All sewerage systems in the city are working properly and there is no ex-filtration (Not applicable for cities without sewerage systems)	5	0
2C	Septage/sludge is regularly cleaned, safely transported and disposed after treatment from on-site systems in the city (Maximum 10 marks for cities without sewerage systems)	5	8
2D	Underground and Surface drainage systems are functioning and well-maintained	4	4
2E	Solid waste management (collection and treatment) systems are efficient (and in conformity with the MSW Rules, 2000)	5	2.83
2F	There is clear institutional responsibility assigned; and there are documented operational systems in practice for (B)/(C) to (E) above	4	3
2G	Sanctions for deviance on part of polluters and institutions is clearly laid out and followed in practice	3	2
3	OUTCOME - RELATED	20	5.6
3A	Improved quality of drinking water in city compared to baseline	7	4.2
3B	Improved water quality in water bodies in and around city compared to baseline	7	1.4
3C	Reduction in water-borne disease incidence amongst city population compared to baseline	6	0*
TOTAL POINTS		100	42.6

*As data not available

The score of Siliguri with regard to sanitation as has been laid down above has put the city in 'black category' signifying requirement of considerable improvement. The question may be asked as to who owes greater responsibility for this performance – the personnel of SMC associated with sanitation or the citizens at large. The glance at the scores in the three categories may one lead to believe that it is majorly the citizens who have let Siliguri down. It is basically so because the city has fared far better in the category of 'process-related' indicators which confirms the efficacy of the personnel of SMC to a large extent. The fairly efficient system of cesspool services helped the SMC to bag 8 out of 10 points. About 85% of the human excreta is safely collected and disposed of in Siliguri. However, in absence of any kind of sewerage system, there is always the possibility of contamination of ground water. Steps are needed in this regard and the SMC has also laid down positive indication in this regard in the present budget of 2010-11. Besides, full score was secured with regard to the pre-monsoon and other cleanings of the drains as well as for the presence of centralized database maps of the drainage system. Only at one place out of the 12 instances, drain overflow was observed. It is truly commendable on the part of the authority that about 90% of roads are covered with drainage system. However, one may find a nuisance with regard to the method applied in the cleaning of drains. In almost every Ward, it has been observed that the sludge from the drains is kept on the road side before being lifted away. Thus, the sludge gets strewed all over the road by the passing vehicles, thereby making the place dirty and filthy and the sight unpleasant. The opinion of the majority of respondents during field survey laid down subsequently confirms this. This method needs to be rectified. Another major problem facing several drains in Siliguri, in particular in interior lanes, is their loss of capacities due to the irresponsible behavior of common public like throwing garbage, plastics, etc. in the drains instead of specified garbage collection bins.

It has been observed in the survey that 88% area coverage is present as far as door-to-door collection of MSW is concerned and 90% area coverage in case of street sweeping. No doubt, it is a feather in the cap of SMC but it falters when the question of cost recovery comes. The gap between annual total operating revenue and annual total operating cost has been huge enough to garner any point in this aspect. As a result, under indicator number 2(e), it failed to secure points as it could have been. The need on the part of SMC is to be bold enough to give up

populist thinking and devise measures for cost recovery in this respect so as to provide far better sanitation services to the citizens. However, before pondering over increase in charges, people are to be taken into confidence by highlighting before them the financial position in this sector and create awareness so that they spontaneously participate in augmenting the finances of the SMC with regard to sanitation sector. It may be further noted that despite such coverage with regard to household garbage collection, one of the major negativities observed in the survey under NUSP is the littering of MSW on the road sides and in drains at several places. This behaviour of the people has to be tapped urgently as this practice may lead to harmful consequences. It may astonish one that on record though there are rules and regulations framed and duly implemented with respect to littering of garbage, there is no instance yet of fining people on this ground. The Sanitary Inspectors and Conservancy Inspectors must lead from the front in fining the errant householders which would definitely act as a deterrent to other nuisance makers. However, it may be contended that there are households where no one is available at the time when sanitary workers arrive to collect garbage. Those households genuinely face problem as to where to deposit the garbage as road side MSW Containers are very few and far away. Thus, onus lies on the SMC to provide at least one such Container (Vat Bin) at every street intersection. Another concern is the general social and psychological stigma with regard to garbage. It has been observed that even where there are vat bins available, people in general have the tendency to throw garbage from a distance which cause the waste get strewn all over the place. Awareness need to be created in this regard, too. Besides, the general non-compliance of segregating compostable organic waste and recyclable inorganic waste has been a major bottleneck in producing good quality compost, thereby effecting marketability of the compost produced.

As has already been mentioned that open defecation was found being practiced. It was found in the NUSP survey that on an average 15% of the people were seen practicing open defecation in four of the sample slums. This is truly a blot on the sanitation scenario of Siliguri. In stopping such practice, the Siliguri Municipal Corporation does not have any monitoring mechanism to track open defecation. Besides, no monthly data is collected on such practice Ward-wise. Thus, in this respect, it is a failure not only on the part of the citizens but also a failure on the part of SMC. Monitoring and Evaluation mechanism need to be devised urgently as well as some kind of incentives or awards must be incorporated

to stop open defecation. In the absence of such M&E mechanism, there are no instances yet for fining people practicing open defecation despite having rules and regulations framed by the SMC and containing such punitive action.

Another nuisance of the public is open urination. No doubt, there are paucity of public toilets in Siliguri and need to be looked into but people have been observed urinating even on those sites which are nearby to the public toilets. On several instances, it was observed by the writer people urinating in open even at those sites where signboards or writings on the wall have been displayed requesting people not to urinate. Thus, some citizens show awareness and participation by displaying such notices, while others defy them with impunity.

Another area which needs attention is the strict enforcement of the construction debris to be kept within one's own premises till its transportation and disposal by the SMC. It has been observed by the writer at several places that construction debris as well as construction materials are heaped by the households on the side of the road which not only block the road but also make the road dusty, thereby causing harm to health and the environment.

The above discussion highlighted the sanitation scenario of Siliguri as have been observed during survey under NUSP. The writer, too, conducted a brief field survey on the perception of Siliguri dwellers in various Wards about the sanitation services provided by the SMC as well as on their own awareness with respect to sanitation. The outcome of survey is detailed out in Table 5.6 .

It seems that both the urban officials and the city dwellers are at fault for average sanitation scenario in the city. However, the initiative and leadership role has to be played by the SMC through various mechanism at its disposal to create awareness among the masses about the harmful consequences of not keeping the city clean. At the same time, proper infrastructure should be created to desist people from littering on the roads and in the drains. It is hoped that if the administration leads the way, the general public would gradually get into a habit of maintaining these standards thereby help to make the city cleaner. For instance, the general habit of people to throw away the empty sachets, packets, envelopes, etc. on the road side after emptying its contents could change if road side bins and vats are provided and are regularly cleaned.

5.6 Role of the SMC to Promote Participation of People in Proper Management of MSW

The official website of the SMC very rightly highlights the value of self sustainable system of conservancy in the form of 3R, that is, Resource Conservation, Recycling and Reuse with regard to municipal solid waste. The objectives, thus, laid down can be successfully achieved only if the SMC personnel associated with sanitation and the Ward SWM Committee of each and every Ward considers participation not as a 'means' but as an 'end'. Participation as an end views participation as a process that unfolds over time and strengthens and develops the capabilities of the local people to deal development activities on a permanent basis. This would require on the part of the SMC and the Ward SWM Committees to adopt three-pronged strategy – (i) providing enough infrastructural facilities and regular training and satisfactory incentives to the sanitary workers; (ii) eliciting participation; and (iii) supporting and promoting volunteered participation.

It has already been laid down in the preceding Chapter that the numbers of roadside vat bin are too few and far away to cater to the requirements of the people at large and those citizens in particular who for various reasons fail to avail the facility of door-to-door collection. As such, for the fruitful management of the MSW, the pre-requisite is to place at least one vat bin at every street intersection. Secondly, strict directives should be given to the sanitary workers not to accept non-segregated garbage from the households. Thirdly, it has been found out from the field survey that almost all the sanitary workers do not maintain sanitary precautionary measures in terms of wearing of gumboot, gloves, nose covers, etc. Fourthly, a general resentment that came out from conversations with several sanitary workers is the abysmally low wages for carrying out this vital work. Majority of them felt that they do not find urge in requesting people to follow norms of SWM. Many of them even gave inkling to leave the job. While talking to a sanitary inspector, it was found that the exodus rate was rather quite high. However, he maintained that as primary collection of household garbage is the sole responsibility of the respective Ward Solid Waste Management Committee, so it is their concern as to how to improve upon the collection aspect. On conversation with some of the members of Ward SWM Committee in some of the Wards, it was revealed that the problem lay in the poor monthly charges that are levied upon the

households. As such, there is need to give due consideration to this aspect, too. Methods should be devised to judiciously increase the monthly charges of Rs. 10/- per month and provide a better wage structure to the sanitary workers to imbibe in them the urge to get involved not only in the proper primary collection but also in the maintenance of norms while depositing the garbage at the secondary disposal site.

With regard to eliciting participation of the people in following guidelines of the SWM, the SMC may take two steps. The first step is organize awareness campaigns through various means at its disposal , such as, Ward Solid Waste Management Committees, CDSs, NGOs/CBOs/Welfare Organizations / Youth Clubs, Regional Television, Local Newsprints, Roadside Hoardings, etc. One of the suggestions give by several respondents in this regard is the visit of households by well-known personalities of the locality on an awareness campaign mission. Many persons felt that this would lay more impact on the people than advertisements through regional television, local newsprints and roadside hoardings. Whatever may be the mode of creating awareness, it would be advisable to disseminate some vital statistical data to the citizens in this regard to generate positive impact upon them, such as, the extra cost the Corporation bears for not segregating the organic and inorganic waste; the poor marketability of the low quality compost produced due to non-segregation and the amount of loss in cost recovery; the number of trees one can save by adopting the habit of recyclable materials; the adverse effect of using plastic carry bags; the health cost for littering and maintaining unhygienic conditions, and the like. Besides, NGOs / CBOs / Welfare Organizations / Youth Clubs may be involved by the SMC for promotion of awareness and participation through street plays, puppetry, folk music, procession and rallies, slide shows, exhibition and mobile exhibition showcasing good practices and bad practices of garbage disposal, and the like.

The awareness campaigns, after initially highlighting on the negative environmental impacts of the improper disposal of household garbage, should demonstrate among public as to what to store in two types of poly bags which have been provided by the SMC. It should be clearly explained that in the green poly bag, food waste/bio-degradable waste should be stored and in the black one, other recyclable waste such as paper, plastic, metal, glass rags, and the like should be kept. In case of hazardous household waste, if any, should be separately kept. The

Corporation should make arrangement for a separate community bin for hazardous waste storage so that this waste can be carefully disposed off there.

In case of solid wastes from shops, offices, institutions, workshops, etc., there is the need to make them aware and direct them to collect their waste in containers that may be cleared by the municipal sanitary workers. In case the establishments are located in multi- storey buildings, they may be pursued to form association for managing the collection and transportation of garbage to a centrally located community vat. With regard to restaurants and hotels, instructions should be issued to store waste in closed containers which may be cleared daily by the scheduled visit of the locality's sanitary workers. The shopkeepers in the vegetable, fruit, fish and meat markets should not be allowed to throw in front of or around the shops. Awareness should be created among the vendors about the harmful effects of littering and pursue them to store the day's waste in closed containers to be collected by the sanitary workers or put them in large size container if there is any near the market. Further, the street food vendors must be enforced to maintain a bag or a container in their handcarts for storage of the waste. At the end of the day, they may be disposed off in the municipal garbage bins. The same should apply for social gatherings, like marriages, etc.

If, even after carrying out vigorous awareness campaign, non-compliance of the solid waste management guidelines is observed, the second step may be put into place in the form of legal enforcement like fines on the errant householders, etc. and in extreme circumstance, calling of all types of sanitation services from the locality as a community punitive action. It may be expected that the SMC may not have to resort to any legal course if awareness campaign is carried out properly following boost up measures of Information, Education and Communication (IEC).

More often than not it is seen that a Project is started with massive capital investment and much fanfare but sooner than later, the urge of continuous monitoring of the operation and maintenance of the Project, to rectify the problems observed, and to augment upon the existing infrastructure gets lost. As a result, the whole exercise suffers from staticism. The SWM Project of SMC is no exception to this rule. Thus, these limitations have to be overcome and leakages in the system need to be filled up lest this noble effort to minimize the environmental concerns will fail to produce the expected result in times to come.

The third strategy on the part of SMC would be to extend helping hand to those persons who volunteer participation. Any interested person seeking to know

about the Acts, Rules, Regulations, Laws, Bye-laws, etc. related to sanitation and, in particular, about solid waste management should be warmly welcomed and materials should be made available for their perusal. In case, anybody seeks to gather any information, the verbal response should be in a polite and hospitable manner. If SMC succeeds in developing in their work culture such human relations approach in dealing with the common public, it would surely generate spontaneous participation among the public towards keeping their city clean. Experiences and researches have shown that such approach makes common people feel elated and creates a positive impression among the people towards the authority. However, for this to happen, necessary infrastructure needs to be established first. The proposal for setting up a library within the SMC premises is a welcome step forward. It may also be noted that it would ease the burden of the SMC a lot if dissemination of information on various Acts, Rules, etc. as well the various activities being pursued by the SMC is done through the six government libraries present in the city. It, possibly, would not require much pain in distributing a copy of materials related to SMC to the libraries. While on a visit to the Additional District Library, the oldest one in the city, the writer failed to find any material related to SMC. The librarian, too, lamented on this sorry state of affairs. The conversation with him revealed that once they thought of carrying out research on the sanitation situation of the city but retraced their step as they were not very hopeful of getting cooperation of the Corporation in the endeavour. This situation needs to be urgently rectified if true meaning is to be given to the terms 'participative governance'.

5.7 The Field Survey

A brief sample survey was conducted to get a feeling of the city dwellers about how they rate sanitation services in Siliguri as well as to get an indication of their level of participation with regard to sanitation scenario of the city. The total sample size was categorized into two categories – (a) people residing in non-slum areas; and (b) people residing in slum areas. 400 persons constituted the sample size – 300 from non-slum areas and 100 from slum areas. The questionnaire was prepared in English for the non-slum sample and in Bengali for the slum sample.

For the purpose of survey in the non-slum areas, 15 nos. of Wards were selected, namely, 2, 4, 12, 16, 17, 18, 19, 20, 21, 22, 29, 32, 33, 37 and 38.

However, one limitation confronted while distributing the questionnaire was that several of them were not well acquainted with the English language. As a result, 66 nos. of people were surveyed through schedule method. Another limitation of the survey was that it was initially decided to distribute 20 questionnaires each in the selected 15 nos. of Wards, but in several cases such strictness could not be maintained. As such, variations in the distribution of the questionnaire did crop up to some extent. Yet another limitation of the sample survey was that out of the 234 nos. of questionnaires distributed, a huge number of 94 people did not return them duly filled. However, 47 of them returned them only after analysis of the received data got completed. Due to paucity of time, those were not incorporated. Nonetheless, the general analysis would have been more or less similar had those questionnaires, too, would have been included.

With regard to the slum pockets, it was initially decided to cover slums in 10 nos. of Wards and the total sample size was kept at 100. However, it feels sad that it was stopped mid way. Some Councillors reportedly raised objections to such kind of survey and the officials from the UPE Cell requested the writer to consider conducting such survey under the ensuing circumstances. The writer relented to their call and put an end to the sample surveying of the slum areas. However, the silver lining was that 67 slum dwellers were already surveyed by that time. Out of these, a huge number of 36 respondents filled these in on their own. In other cases, it was done through schedule method as several of them were either not literates or were non-Bengali. The Wards covered in this respect were 2, 3, 4, 5, 28, 33 and 45. Three other Wards which were also chosen for survey but could not be done were 1, 40 and 46. However, the striking part is that none of the slum dwellers defaulted in returning back the questionnaires duly filled.

Besides, interviews and discussions were conducted with several COs, Chairpersons of the CDSs, RCVs as well as municipal officials associated with sanitation, conservancy, environment water supply and UPE.

5.7.1 People and Sanitation : Findings of the Survey

Findings of the Sample Survey in Non-Slum Areas – The findings reveal that a vast majority of the respondents seemed to be satisfied with the primary collection of household garbage through door-to-door collection system. However, only about 55% of them felt that the drainage service in Siliguri was satisfactory.

As has also been observed by the writer that though the maintenance of storm water drains along the main arterial roads are well maintained, such attention is lacking in case of such drains passing through the interior lanes. More often than not, they are choked with different sorts of garbage. No doubt, the surface drains in various localities are cleaned up on a regular basis as has been revealed by the field survey.

About two-third of the respondents seemed to have no knowledge of the Municipal Solid Waste (Management and Handling) Rules, 2000. The SMC may adopt IEC measures in this regard through various NGOs/CBOs and the members of Ward SWM Committee. However, though not aware of the contents of the Rules, a huge 92% had the knowledge as to which type of waste is to keep in which poly bag. But the failure on their part is that only 57% of the respondents confirmed using both the poly bags regularly. This situation may be substantially improved if, besides organizing awareness campaigns, proper training is provided and strict directives are given to the sanitary workers engaged in door-to-door collection as to not to accept non-segregated garbage. One grievance which was highlighted by few of the respondents during informal conversations was that there is no provision at present to get those replaced in case of breakage.

The field survey revealed that though a huge majority availed the services of the door-to-door collection on cycle-vans, there were several of them who get compelled to dispose of the garbage by the side of the road or in the drains, primarily due to the mismatch of timing of the arrival of sanitary workers. This gap needs to be fulfilled. One way out in this regard is the provision of road side vat bins at every street intersection in order to restrain people from littering. 104 respondents did confirm having road side vat bins in their locality, but 50% of them maintained that those were placed too far from their house to avail their benefits. However, it may be pointed out that only provision of vat bins would not suffice the purpose. Necessary measures must be taken regarding its placements so that they do not encroach upon the roads and also that those are regularly washed with disinfectants in order to minimize foul smell emanating from them.

Another area of concern is the health hazards likely to be caused to the sanitary workers (*safai karmacharis*) due to the almost complete absence of use of any kind of protective equipments by them. About 80% of the respondents confirmed that they never saw them wearing equipments like gumboots, gloves, nose guard, etc. Even people, in general, do not show concern towards the health

of this hapless section who are engaged in great service to the society. The survey reveals that about 80% of the respondents never enquired as to why they are not using safety devices. Moreover, 9 respondents maintained that it is not their responsibility to aware the sanitary workers in this regard.

As far as awareness campaign programmes are concerned, it seems that it is the least concerned area of the authorities concerned. A total of 161 respondents maintained that no representative of the Corporation visited their house on an awareness campaign mission. One may also lament to the fact that 91% of the respondents, too, never approached any concerned authority to know much about sanitation and solid waste management.

Besides, awareness needs to be created with regards to cost-benefit analysis of segregation and non-segregation as most of the respondents were not aware of the fact that non-segregation of the wastes results in low quality compost and recyclable materials, thereby ultimately affecting their marketability.

The field survey further revealed that though most of the drains are cleaned up on a regular basis, the sludge are kept, initially, on the side of the roads in most of the cases. The striking feature in this respect is that one finds an element of spontaneous participation of people against such nuisance. If the result of the field survey is believed, then 65% of the respondents seem to have lodged protests against this nuisance. The SMC authority should welcome this rare gesture by the common people by urgently looking into the matter in order create among the people urge to be more participative.

The details of the responses of the people with regard to sanitation scenario of Siliguri are laid down in Table 5.6 .

Findings of the Sample Survey on Sanitation in Slum Areas – One very striking aspect came out from the field survey of the slum areas. Not a single respondent rated garbage disposal service as poor. Over 61% have affirmed satisfaction with the service. With regard to drainage service, too, similar trend has been observed. In comparison to only 21.36% in the non-slum areas, a substantial number of 45% have rated the drainage facility as good. However, such assessment goes in contradiction to the answer given to the query, “Whether or not waste water overflow from the drains during rainy seasons?” Over 60% maintained that they do flow during rainy seasons. The gap in their assessment of the service in the context of the above two response can lead one to a possible conclusion that

majority of the slum dwellers seemed to be happy because they, at least, have the drainage system in their locality.

The level of awareness seemed to be higher in slum areas as far as the basic rules of SWM is concerned. Even if, they may not know the details of SWM Rules, the fact is that all the respondents were aware of storage of household organic waste in the green poly bag. At least, the field survey reveals that. However, a sizeable number of respondents accepted not using both the poly bags regularly. Another important point noted in this regard was that only 67.16% of the people availed the services of the SWM door to door garbage collection through cycle vans despite 81.54% have been provided with the poly bags for the purpose. As such, a substantial 32% of them resorted to mixed steps for the disposal of the garbage. They responded using either drains or roadsides or sometimes vat bins for the purpose. Thus, there is a need for vigorous campaigns to make this section of people understand about the harmful effects of improper household wastes. The survey revealed that the physical status of the roadside vat bins is far from satisfactory in slum areas. More so, 71.43% of among those who responded having one in their locality, confirmed that those were too far away from their houses to avail.

The field survey also highlighted the point that the SMC is more concerned and rightly so, in paying more attention to the slum pockets as far as generating awareness is concerned. This get reflected when about 63% of the people confirmed having received representatives of the Corporation on campaign missions. If the finding is to be believed, the awareness to know about the civic services available is much higher among the people of the slums than those residing in better off localities. However, on one count they vented their displeasure and that was the irregular visits by the sanitary workers engaged in door-to-door collection of household garbage.

5.7.2 People and Water Supply : Findings of the Field Survey

In case of water supply service, while about 33% of the respondents in non slum areas affirmed it as being good, only 10.45% of the respondents in the slum areas felt so. The findings revealed that, on the whole, the service is satisfactory for the residents of both the slum and non slum area. The response seemed unusual to the researcher in the context that the water supply service is provided to the city

dwellers only for four hours in a day in two sessions of two hours each. Moreover, the supply has been observed to be erratic at times due to several of the reasons. One plausible conclusion from the responses may be that more credit lies in the abundant availability of ground water rather than the efficiency of the water supply department of the SMC and the PHED. People, in general, seemed to be using municipal water supply for the purpose of drinking and for other household works, they preferred motorized water pumps or ring wells or tube wells.

Taking the case of household municipal water supply connection, it was found that such number was abysmally low in the slum areas. The reason may be attributed to the very high connection charges as well as the burden of paying annual rates. This obviously is one of the reasons as to why the people, specially belonging to the poor section, are generally averse to the idea of such individual connections. Moreover, it is also failure on the part of the concerned authority to highlight the need for going for individual municipal water supply connection whose source is surface water as well as failure to create awareness among the populace to conserve ground water as much as possible. One another reason for less desire for such connection is the easy availability of water from street stand posts which comes free of cost.

One very interesting aspect which got highlighted in the survey is that though less number of people in non slum areas have access to the individual municipal water supply system, but they are quite aware of the importance of water. About 85% of the respondents in the non slum areas provided favourable response towards making individual municipal water supply connection compulsory. Besides, a large majority were also in favour of disconnection of water supply from street stand posts in the non slum areas. It was further revealed that many of the street stand posts do not have stop corks, thereby resulting in loss of huge amount of water.

The details of the responses of the people with regard to water supply scenario of Siliguri are laid down in Table 5.7.

5.7.3 People and City Transportation, Pollution and Urban Social Forestry : Findings of the Field Survey

With regards to the condition of the roads, majority in the non slum area felt them to be either satisfactory or in good condition. However, a marginally higher

percentage of slum population felt them to be in poor condition than the respondents of the better of localities. On the whole, it can be said that not many citizens have complaints about the surface condition of the roads within the town. As far as intra city transportation (city bus or auto service) is concerned, there was general unanimity among both the slum and non slum dwellers that it was far below the average. Their general opinion was in favour of increasing the routes of public transportation service as far as possible.

A major area of concern which got highlighted from the survey was the utter lack of presence of road side trees. Though about 47% of the people in non slum areas seemed to be have no problem with the general environmental conditions (air and noise pollution) in their localities, but a huge 74.61 percent of the respondents were critical of the local authorities for neglecting the important aspect of planting road side trees. However, in the slum areas, the opinion was divided with about half of them showing satisfaction and about similar percentage showing their dissatisfaction with respect to the condition of the urban social forestry in the city. However, if the citizens are critical of the authorities concerned, on several developmental issues of Siliguri, as has been revealed earlier with respect to sanitation, solid waste management, water supply, etc. and here in terms of urban social forestry, the citizens, too, are to be blamed for the sorry state of affairs of important environmental issues. Level of awareness can be calculated from the fact that a huge 65% of the respondents submitted of having no knowledge about the very significant Environment Protection Act. Besides, even the efforts of the SMC to generate environmental awareness among masses through a huge Billboard, at one of the main thoroughfares of the city, has skipped the eyes of a substantially large 71% of the respondents. The responses detail of the sample survey are laid down in Table 5.8.

5.7.4 People in Slums : Findings of the Survey

It was revealed during field survey that over ninety percent of the respondents were averse to calling their settlements '*bustee*', i.e., slum. Instead, a vast majority preferred to call their place either a locality developed out of the efforts of theirs or to call it a colony where all basic services of the city are available as these are in other areas. On the question of policy of the government towards the slums, a substantial number of people wanted the government to

recognize their livelihood by providing them the '*patta*' or the title deed of land free of cost. However, few of them were also of the opinion that such title deed should be given in lieu of a nominal charge. Regarding whether slums should be relocated or slums should be developed without relocating it to some other place, none of them responded in favour of the former. In the similar vein, no one sought to move to a better locality as they gave a feeling of belongingness to the place. One very interesting thing which came out of the survey was that the people residing in slums were more informed about the developmental activities being pursued by the Siliguri Municipal Corporation than those residing in non slum areas. As to their increased level of awareness and participation, credit should go to presence of formal community structure in the slum areas in the form of CDSs, NHCs and RCVs. The organizational involvement in Siliguri slums has been instrumental in increasing community awareness about the welfare programmes. Almost all of the residents had the knowledge of programmes like SJSRY, NSAP, social assistance programme run by the SMC out of its own sources. Thus, one may term RCVs as the silent harbingers of development. This is so because most of RCVs in Siliguri do the great social service of generating awareness without any kind of remuneration. However, some are paid a miniscule amount of Rs. 20/- per month which by no standards can be called remuneration.

Some of the general interesting facts which came out of the survey are (i) baring only 7 out of the total sample of 273 (both slums and non slum areas), all rated performance of their respective Ward Councillor as 'good' or 'satisfactory'. On the contrary, on several occasions they have highlighted the problems encountered in availing municipal services; (ii) the general lack of urge to participate in the developmental process of the city or lay out the vision of development when opportunity provided. This is so because out of the total number of 273 respondents, 257 left the column completely blank which sought to know their opinion as to how to eradicate poverty alleviation or as to how to make them more participative; (iii) over ninety percent of the respondents were in favour of structuring Area Sabhas on the basis of popular representation.

5.8 Role of the Centre, State and ULB in eliciting participation

The Central Government has instituted a number of awards like, 'National Urban Water Awards', 'Nirmal Shahar Puraskar' under NUSP, etc. to elicit

participation of the urban people. The awards are given to the ULBs in different categories and on the basis of performance on several parameters. However, though these are conferred upon the ULBs, it is ultimately the people's participation which makes an ULB bag the award. In similar vein, the Government of West Bengal, too, has adopted different methods of promoting public participation. At the formal level, they are participation through Ward Committees, participation through CDS, participation through Community Contracting, and the like. Besides, it has also instituted awards under Clean City Campaign Mission.

However, it may be lamented that while such incentives and awards are provided for ULBs by the governments at the central and state levels, it never percolated in a formal way below the ULB level. If ULBs, too, can formalize giving awards for best borough in the city, the boroughs adopts giving awards still down to the best ward in a borough, people's participation will take a turn for the better in order to outweigh other wards or boroughs, as the case may be. In this way, a whole lot of people would get an urge and motivation to keep the environs of their respective locality clean. Let Siliguri Municipal Corporation take the lead in this regard, too, as it has to its credit two firsts in the country with respect to promoting participation of the people – first ULB to hold a referendum on an important municipal project and perhaps first ULB to have constituted Ward Committees.

Table 5.6 : Responses of Siliguri Dwellers on Sanitation

Serial No. (1)	Particulars (2)		Response (Non Slum Area)		Remarks (5)	Response (Slum Areas)		Remarks (8)
			Nos. (3)	%* (4)		Nos. (6)	%* (7)	
1	Garbage disposal services in your locality	Poor	32	15.53				
		Satisfactory	117	70.80		41	61.19	
		Good	57	27.67		26	38.81	
2	Drainage services in your locality	Poor	48	23.30		5	7.46	
		Satisfactory	114	55.34		32	47.76	
		Good	44	21.36		30	44.78	
3	Are you aware of Municipal Solid Wastes (Management and Handling) Rules, 2000	Yes	67	32.52		36	60.00	7 left blank
		No	139	67.48		24	40.00	
4	Are you provided with plastic bins (two nos.) for the disposal of household wastes by the Siliguri Municipal Corporation	Yes	153	74.27		53	81.54	2 left blank
		No	53	25.73		12	18.46	
5	If Yes, what do you keep in the green bin?	Organic waste	133	91.72	8 respondent blank	49	100.00	4 left blank
		Inorganic waste	12	8.28				
6	Do you regularly use both the bins by segregating organic and inorganic wastes following norms?	Yes	77	57.89	20 respondent left blank	33	62.26	5 left blank
		No	20	15.04		20	37.74	
		Not possible everyday	36	27.07				
7	If no/not possible every day, has the sanitary worker (safai karmachari) ever made you aware of this?	Yes	12	23.08	4 respondent left blank			This question was not there
		No	40	76.92				
8	Where do you dispose of	In the cycle-van	145	70.38		45	67.16	

Table 5.6 : Responses of Siliguri Dwellers on Sanitation

	household wastes like food waste, paper waste, etc.?	In the Container (Vat Bins) placed on the side of the street	36	17.48	Respondent of 'in the drain' not provided with bins. Many without bins availed cycle van			
		Sometimes in the cycle-van and sometimes in the container						
		On the side of the street	9	4.37				
		In the drain	5	2.43				
		Mixed	11	5.34		22	32.84	
9	Is there 'Solid Waste Management Container' provided in your locality for disposal of waste by the Siliguri municipal Corporation?	Yes	104	50.48		21	32.31	2 left blank
		No	86	41.75		44	67.69	
		Don't Know	16	7.77				
10	If Yes, the location of such container from your house	Near	52	50		15	71.43	
		Far	52	50		6	28.57	
11	Does the sanitary worker (safai karmachari) wear safety equipments like the hand gloves, nose guard, etc.	Yes	18	8.74	Respondent of 'yes' in w20&21			This question was not put in slum area
		No	171	83.01				
		Sometimes	17	8.25				
12	If the answer is no or sometimes, have you ever made them understand about the ill-effects of not using them	Yes	28	15.30	5 respondent left blank			This question was not put in slum area
		No	146	79.78				
		Not my responsibility	9	4.92				
13	Has the Sanitary Inspector or any other representative of the Corporation ever came to your house on an awareness campaign on household solid waste?	Yes	28	13.60		42	62.69	
		No	161	78.15		25	37.31	
		Don't know	17	8.25				
14	If no / don't know, have you ever approached the local leadership or the Sanitary Inspector to get knowledge on solid waste management?	Yes	15	8.98	11 respondent s left blank.	12	70.59	8 left blank
		No	152	91.02		5	29.41	

Table 5.6 : Responses of Siliguri Dwellers on Sanitation

15	Are you aware that by not segregating wastes, you are putting nearly 30 percent extra cost burden on the Corporation?	Yes	100	54.64	23 respondent s left blank			This question was not put in slum area
		No	83	45.36				
16	Are you aware that by not segregating wastes, you are reducing the quality of both recyclable waste as well as compost which is produced?	Yes	42	22.95	23 respondent s left blank			This question was not put in slum area
		No	141	77.05				
17	What is the frequency of cleaning of drains in your locality?	Daily			48 left blank			7 left blank
		Weekly	60	37.97		50	83.33	
		Fortnightly	13	8.23				
		Monthly	62	39.24		10	16.67	
		Cannot Say	23	14.56				
18	What is the method adopted in cleaning the drains?	By keeping the sludge on the road	154	77.78	8 left blank Mostly from w20,21,33 opting for 2 nd choice			This question was not put in slum area
		By keeping the sludge directly in the van	44	22.22				
19	If the sludge is kept on the road side, have you ever lodged a protest to the concerned authority about this nuisance?	Yes	97	65.10	5 respondent left blank			This question was not put in slum area
		No	52	34.90				
20	What is the frequency of sweeping of streets in your locality?	Daily	112	54.37				This question was not put in slum area
		Every Alternate Day	3	1.46				
		Weekly	67	32.52				
		Cannot Say	24	11.66				
21	Your own rating as a participative and good citizen in public life with respect to disposal of	1 mark			4 left blank			
		2 mark						

Table 5.6 : Responses of Siliguri Dwellers on Sanitation

household waste (out of 10 marks)	3 mark	5	2.47			
	4 mark	6	2.97			
	5 mark	45	22.28			
	6 mark	48	23.76			
	7 mark	52	25.74			
	8 mark	23	11.39			
	9 mark	16	7.92			
	10 mark	7	3.47			

*Percentage of those respondents have not been included who had not responded

Questions exclusively put to slum dwellers

Serial No.	Particulars	Response		Remarks	
		Nos.	%*		
1	The frequency of the visit of sanitary worker for door-to-door collection	Daily	24	35.82	
		Alternate Day	9	13.43	
		Irregular	34	50.75	
2	Drain type in your locality	More Pucca	63	94.03	
		More Kutcha	4	5.97	
		No drainage system			
3	Does waste water overflow during rainy seasons from the drains	Yes	40	59.70	
		No	27	40.30	
4	Do you bring to the notice of the concerned official if the drain cleaning is irregular	Yes	55	83.33	1 left blank
		No	11	16.67	
5	Kind of toilet you use	Own	57	85.07	
		Community	10	14.93	
		No provision of toilet			

*Percentage of those respondents have not been included who had not responded

Table 5.7 : Responses of Siliguri Dwellers on Water Supply

Serial No.	Particulars		Response (Non Slum Area)		Remarks	Response (Slum Areas)		Remarks	
			Nos.	%*		Nos.	%*		
1	Water Supply services in your locality.		Poor	34	16.50		13	19.40	
			Satisfactory	104	50.49		47	70.15	
			Good	68	33.01		7	10.45	
2	What is the source of water in your house?		Individual**	31	15.05		60	89.55	
			municipal water supply	84	40.78				
			both	91	44.17		7	10.45	
3	If the answer is (a), the reason for not going for municipal water supply.		the connection charge is high	4	14.29	3 left blank			This question was not put in slum areas.
			ground water is easily available	20	71.43				
			No supply	4	14.28				
4	If the answer is (b), the problem that you face.		less hours of water supply	36	56.25	20 respondent left blank			This question was not put in slum areas.
			erratic water supply	4	6.25				
			Both	23	35.94				
			none	1	1.56				
5	With per capita revenue income of the Corporation being less than per capita revenue expenditure on water supply, do you think the Corporation should make water supply connection compulsory for each household?		Yes	176	85.44				This question was not put in slum areas.
			No	30	14.56				
6	Would you support disconnecting free water supply through street stand posts (except slum areas) as it is a huge loss to the exchequer?		Yes	171	83.01				This question was not put in slum areas.
			No	35	16.99				
7	Is the street stand post for public supply of water has cock fitted to it?*		Yes			This question was not	35	52.24	
			No				32	47.76	

Table 5.7 : Responses of Siliguri Dwellers on Water Supply

					put in non-slum areas.			
8	Have you ever brought to the notice of the Area Committee or Ward Committee or Councillor about loss of valuable water from the cock less street water stand post in your locality?	Yes	96	50.00	14 respondent left blank	19	67.86	4 left blank
		No	96	50.00		9	32.14	
9	Your own rating as a participative and good citizen in public life with respect to conservation of water (out of 10 marks).	1 Mark	-	-	6 respondent left blank			This question was not put in slum areas.
		2 Mark	4	2.00				
		3 Mark	15	7.50				
		4 Mark	24	12.00				
		5 Mark	52	26.00				
		6 Mark	41	20.50				
		7 Mark	33	16.50				
		8 Mark	16	8.00				
		9 Mark	12	6.00				
	10 Mark	3	1.50					

Table 5.8 : Responses of the City Dwellers of Siliguri on City Transportation, Pollution and Urban Social Forestry

Serial No.	Particulars		Response (Non Slum Area)		Remarks	Response (Slum Areas)		Remarks
			Nos.	%		Nos.	%	
1	Roads condition in your locality	Poor	48	23.30		23	34.32	
		Satisfactory	79	38.35		28	41.80	
		Good	79	38.35		16	23.88	
2	Transport Services(City Autos&City Buses)in your locality	Poor	94	45.63		56	83.58	
		Satisfactory	85	41.26		9	13.43	
		Good	27	13.11		2	2.99	
3	Condition of street side social forestry in your locality	Poor	147	74.61	9 left blank	30	44.78	
		Satisfactory	37	18.79		30	44.78	
		Good	13	6.60		7	10.44	
4	Condition of general environment (air & noise pollution) in your locality	Poor	96	47.52	4 left blank	12	17.91	
		Satisfactory	64	31.68		50	74.63	
		Good	42	20.80		5	7.46	
5	Are you aware of the Environment (Protection) Act, 1986	Yes	72	34.95				This question was not put in slum areas.
		No	134	65.05				
6	Are you associated with any NGO or any other organization engaged in the promotion of environment	Yes	9	4.37				This question was not put in slum areas.
		No	197	95.63				
7	Have you ever taken note of the billboard on	Yes	56	28.72	11 left			This

	environment protection of Siliguri put up by the Corporation on the intersection of Hashmi Chowk	No	139	71.28	blank		question was not put in slum areas.
8	Your own rating as a participative and good citizen in public life with respect to following traffic and parking rules in the town	1 Mark	8	4.10	11 left blank		This question was not put in slum areas.
		2 Mark	8	4.10			
		3 Mark	8	4.10			
		4 Mark	36	18.46			
		5 Mark	77	39.49			
		6 Mark	24	12.31			
		7 Mark	21	10.77			
		8 Mark	9	4.62			
		9 Mark	3	1.54			
		10 Mark	1	0.51			
		9	Your own rating as a participative and good citizen in public life with respect to environment protection by planting trees in your locality as well as in your house (out of 10 marks)	1 Mark		8	
2 Mark	8			4.10			
3 Mark	9			4.62			
4 Mark	27			13.85			
5 Mark	70			35.90			
6 Mark	32			16.41			
7 Mark	9			4.62			
8 Mark	16			8.21			
9 Mark	8			4.10			
10 Mark	8			4.10			

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