

CHAPTER SIX

PEOPLE, GOVERNANCE AND DEVELOPMENT IN SILIGURI **MUNICIPAL CORPORATION AREA: SUMMARY OF FINDINGS AND** **CONCLUDING OBSERVATIONS**

The city of Siliguri is both attracting and frustrating. It presents a series of paradoxes – growth and decay, slums and mansions, illiteracy and educational excellence, parochial groups and universalistic associations, hope and despair. On the governance side, if there are some unique credentials to be proud of, there are some serious lapses, too, to make one feel dejected. The same holds true for the citizens of this city.

Two striking positivities of the municipal governance in Siliguri are : (a) the holding of a referendum on a very sensitive but an important municipal project and (b) the constitution of Ward Committees for furthering peoples' participation in developmental process. Siliguri is perhaps the first city in India where a formal referendum was held in four Wards 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 was truly commendable as it solemnly tantamount to make the citizens genuinely participative. The unfortunate side of the story is that such method of opinion seeking was never applied thereafter in Siliguri. Moreover, the announcement by the Minister-in-Charge of the Municipal Affairs Department, Government of West Bengal to formalize such exercise by incorporating it in the municipal governance policy of the State was also never implemented. The citizen, on their part, failed to understand the value and efficacy of such great opportunity which is evident from the abysmally low turnout on the stipulated day.

The second feather in the cap of municipal governance in Siliguri is related to the Ward Committees. Presently, the theme may not appear surprising as most of the urbanites in India, including Siliguri, are well aware of it. But many may not know that well before the passage of the Constitution 74th (Amendment) Act, 1992, such Committees were efficiently functioning in Siliguri. Such system of participative governance was in vogue in this city when urban local governance got streamlined in the State in the early years of 1980s. To surprise one, more, even the citizens of the State Capital, Kolkata, were devoid of such participation which was exemplified in this city. Perhaps, it was the first ULB in the country, as felt by one

of the great luminaries on municipal governance, K.C.Sivaramkrishnan, to have such participative structure.

While these two instances may provide the reason to the municipal officials and citizens alike to feel proud of their city Siliguri, there are lapses, too, in the kitty of Siliguri Municipal Corporation. The West Bengal Information Commission has bracketed SMC as one of the sixteen defaulting departments in West Bengal under the Right to Information Act (The Indian Express, 8th January, 2010). It has been indicted by the WBIC for allegedly harassing people seeking information under the Act. One of the main reasons attributed for this sorry state of affair is the poor state of record keeping which renders furnishing of information nearly impossible. With the archaic fashion of record keeping without any methodical categorization and indexing, the proposal of provision of e-governance would be a far cry for SMC. The writer personally experienced that the official website of Siliguri Municipal Corporation are not regularly updated. The materials which he downloaded some two years back for the purpose of this work have still not left the place for newer information to come in, except for the names of the new political and administrative heads, and of course, the Budget Speech of the Mayor, 2010-2011. Moreover, the writer cannot help but mention that the information are too few and too basic to be of any help to an academician or any other interested citizens in acquainting himself with the details of the activities being pursued by the SMC. The case of irregular updating of data on the official website may land one in an embarrassing situation. Here is a brief extract of an encounter between the writer and an municipal official of SMC :

Writer : "Hello Sir, I am, and I am lecturer in a college. I need your help in pursuing my research (and put forwards the formal application) "

Municipal Official : "(after going through the application) Mr...., You have come to a wrong person. The person whom you have addressed in the application is not me".

Writer : "But Sir, the designation and name displayed in the website....(interrupted by the urban official) "

Municipal Official : "(a bit annoyed) Have a look at the names displayed on the board behind you. Is this me? (showing the application to the writer) "

Writer : “(after looking at the names of the officials displayed on the board) Sorry Sir....Very sorry....extremely sorry (the person who was addressed in the application was already transferred some eight months back.....a completely embarrassing moment for the writer)”.

Municipal Official : “Anyway, its okay”

Writer : “If you could provide me the last Annual Report of the SMC”

Municipal Official : “ahhh.....I will ‘try’ to find it out. You visit me some other day.”

The crux of the encounter is that there is an urgent need on the part of the Corporation to keep its official website as updated and as enriched as possible so that the interested people do not have to frequent the office. Further, the inability of the municipal official to provide even the latest Annual Report on spot for perusal of the public completely goes against the principle of ‘participative governance’, reverberated every now and then by the SMC. Having said so, there is also a silver lining in this inaccurate method of maintenance of records. In the words of the Mayor, “We have taken initiative for setting up of a library of the Corporation where Books, Journals will be available for use of Councillors, officers & employees of the Corporation and other interested persons and I have no doubt that all of us would be much benefitted after setting up the same”. Besides, some other positive commitments laid down by the Mayor in her last Budget Speech which may go a long way in promoting participative governance are :

- Opening of a citizen-friendly Public Grievance Cell;
- Implementation of e-governance to ensure transparent, time bound and more improved municipal services;
- Decentralisation of municipal functioning by giving more powers to the Borough Committees;
- Implementation of demand-driven schemes as expressed by the community, such as, CDSs, NHGs, Resident Welfare Organizations, Youth Clubs, Market Committees, etc. through Community Participation Fund;
- Consideration of making rain water harvesting compulsory while passing the new building plans;

- Adoption of resolution for plantation of at least two trees at the time of sanction of building plan;
- Commitment to solicit active participation of educated and conscious people in developmental process;

One thing which clearly emanates from the Budget Speech, 2010-11 of the Mayor is that the 'vision' of the SMC reflects dynamism. On the contrary, the 'structure' to make such vision a reality mirrors 'static' image or to put it in an improved connotation – not as dynamic as the vision. The problems with the SMC are abound – paucity of manpower, dearth of own finances, lack of proper and regular training sessions, lack of incentives and awards to promote better work culture, and so on and so forth. On the whole, somewhere that urge and motivation is lacking among the personnel of the SMC as a result of which despite having vision, no one seems to be in 'hurry' when it comes to implementation.

Again, one may find data discrepancies on SMC between documents of different governmental agencies, such as, District Statistical Handbook, Municipal Statistics of Bureau of Applied Economics and Statistics as well in its own documents. To make matter worse, a lot of after publication corrections have been noticed in several reports of the SMC, which raises doubt on the authenticity of the reports. One such example is the Booklet on Slum Improvement and UPE (2006-07) where innumerable post publication corrections have been made in the data originally published.

It has also been witnessed that there has been delay on several occasions in the timely constitution of the various standing committees and other committees as well as in the constitution of ward committees which limits the activities of development. There have been occasional complaints, too, by some of the members of the Board of Council that minutes of the proceedings are not regularly noted down.

Of late, allegations and counter allegations have been witnessed between the Siliguri Municipal Corporation and the Siliguri Jalpaiguri Development Authority over several issues of development and governance. All these results in the mutual distrust and should be avoided at all cost for the sake of development of Siliguri.

Development in true sense demands blending of infrastructure development, uniform development, sustainable development and development with social justice in a judicious manner by the Siliguri Municipal Corporation with tacit

cooperation and participation from the common masses of Siliguri. It may be understood that each of the above aspects of development works like a 'cog in the wheel'. If any of the above is neglected and left behind, the ride of the city of Siliguri towards development would not be smooth.

In the above context, then, one needs to summarize as to where Siliguri stands in terms of sanitation and solid waste management, water supply system, transportation and urban social forestry, and slum improvement and poverty alleviation efforts. The infrastructure development with respect to sanitation has been primarily confined to the street sweeping and cleaning of drains. No doubt, one can notice modern method being applied with regard to the sweeping of main arterial roads. One can even notice sanitary workers sweeping the main arterial roads on a regular basis. But when it comes to the inner lanes of the city, such application of modern method and regularity is conspicuous by its absence. The field survey reveals that uniformity is not maintained with regard to sweeping of streets in all the lanes of the city. There is no denying the fact that drains are cleaned up on a regular basis but it is also a fact that the method applied in most of the cases goes against the norms of sanitation. More often than not, the sludge from the drains are kept alongside the road before being transported to the trenching ground, which is not only a nuisance but also makes the whole stretch of road dirty as well as the sight is unpleasing to the passer by. Though there has been declaration that there are no dry latrines in Siliguri but people are seen defecating in the open, in particular alongside the River Mahananda. In this respect, there is lack of any kind of Maintenance and Evaluation infrastructure to deal with such practice. Laws are present for fining people for defecating in the open, but there is no instance as yet of it being applied. Such practice also goes against sustainability of the city as it contributes in the pollution of the river.

Another major problem facing most of the drains in Siliguri 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.

Yet, another major shortage of infrastructure is with regard to public toilets. ✓ As a result of which, people are often seen urinating at different places making foul smell to emanate. Being a major business hub, thousands of people from the nearby settlements visit the city for different purposes. In absence of abundant numbers public urinals, they are compelled to adopt such practice. The worst sufferers in this regard are the womenfolk.

It may be noted that a large share of revenue of the SMC goes in the maintenance expenditure on conservancy. Despite this, the overall sanitation scenario in the city cannot be termed as more than satisfactory. This, however, may be primarily attributed to the quite high enrolment of sweepers in the municipal registers, but the administration fail to make them work. Field survey reveals this fact where several respondents were unhappy with the irregularity maintained by the sanitary workers, not only with respect to street sweeping but even with regards to door to door collection of garbage.

Further, though the prescription about MSW laid down in the official website of the SMC calls for the promotion of 3 Rs – Reduce, Reuse and Recycle, any well defined policy to implement such noble vision seems to be lacking. It has been observed through field survey that the prescriptions laid down in Municipal Solid Waste (Management and Handling) Rules are more often not complied with. Right from the collection to the final disposal, dysfunction is present.

Presently, the city of Siliguri does not have any kind of sewerage system, though this is being contemplated by the SMC. However, one credit worthy work in order to deal with sewage is the initiation of the Mahananda River Conservation Plan (MRCP) by the SJDA, which includes not only treatment of affluents by setting up three Sewage Treatment Plants in a phased manner, but also the river front development which is expected to go a long way in improving the environment of the city as far as sanitation scenario is concerned.

On a glance, one may not find much problem with the water supply system of the city and survey has revealed that majority of the people are satisfied with the water supply despite low hours of supply in a day. However, much credit for this should go to the abundant availability of ground water rather than on the efficient management of the authorities concerned. This seems to be the discredit of the SMC that only about one sixth of the households of the city have access to individual water supply connection which not only leads to cost recovery gap, but also has the adverse affect on the precious ground water. Besides, the populist measure to supply water through street stand posts even in areas of affluence has made matter worse for the SMC. However, the initiative by the SMC to make individual household water supply connection compulsory for any new building coming up and the proposal to make rainwater harvesting compulsory in times to come are welcome signs in this regard.

The traffic volume within SMC area is significantly high and though measures are being taken to widen the existing roads and constructing new roads, but they are not commensurate with the vehicle demand. As such, these measures cannot be the only viable way out for solving capacity problems in the long run. The concerned authorities should promote 'public transport system' in such a way that people would voluntarily prefer that in lieu of private mode of transport. Measures need to be worked out for providing incentives to the public transport system and disincentives to the private mode. This would definitely help, not only in easing the congestion and traffic snarls on major arterial roads, but would also help in lowering down the level of harmful vehicular pollution. At the same time, the authorities should not lose sight of the social justice aspect of development which holds true even while contemplating any policy on better management of traffic system. It has often been seen that the rickshaw and cart pullers, majority of who are poor, bear the maximum brunt whenever traffic management plans are carried out on major arterials of the city. This leads to paradox in the position of the authorities who, on the one hand, seeks to extend helping hand towards the poor through several social assistance programmes, and on the other hand, deprive them from their source of income in the name of controlling traffic. Measures need to be devised in this regard too as true development demands caring for the needs of all sections of society in a judicious manner. One should not lose sight that these modes of transport substantially contribute in lessening the pollution level of the city.

No doubt, promotion of public transport system in the cities, adoption of appropriate and cleaner vehicular emission technologies, and special consideration in designing pedestrian and non-motorized transport (NMT) facilities along the roads will go a long way in reducing urban pollution caused by vehicles, but these alone are not sufficient unless and until urban social forestry is given due space in the overall planning process. It is so because it provides one of the most significant environmental and material benefits to the urban dwellers. However, it may be noted that this area has been subjected to utter neglect by the SMC despite having tremendous environmental and sustainable benefits. The field survey is a pointer in this regard. It suffers from ad hoc measures and tree saplings are generally planted to mark important occasions like observance of forest weeks, World Environment Day, etc. Thus, as of now, urban social forestry in Siliguri falls far short of being called planned, integrated and systematic.

One may definitely give credit to the SMC with regard to urban slum improvement and urban poverty alleviation efforts. There is no denying the fact that there are limitations of Siliguri Municipal Corporation to carry out these works. One problem is that it has to carry out the welfare programmes announced by higher level authorities. This causes extra pressure on the existing administrative manpower. Any addition of responsibility without the necessary organizational flexibility adversely affects the quality of service. Despite such limitations, the SMC has seriously tried to involve itself to the maximum extent possible in carrying out the pro-poor programmes of the Central and State Governments. Not only these, the SMC itself is running several social assistance programmes out of its own resources.

Thus, one may say that the functioning of SMC evidences a mix of both the positivities and the negativities. Given the circumstances, it seems a long journey for the Siliguri Municipal Corporation before anomalies are bridged up and finances are made sound in order to go near to the prescription of judicious blending of infrastructure development, uniform development, sustainable development and development tinged with social justice. Borrowing from what has been laid out in Chapter One, there is the need for “good governance”, which also includes eliciting public participation and cooperation, calls for such system where those selected for operating the system should be endowed with character and competence and are motivated by the spirit of service to the people.

Good governance which will open up the path for required development with respect to the issues laid down include clarity in respect of the following :

1. Vision : where we want to go
2. Objective : the new desirable situation
3. Mission : our work guide to approach the vision
4. Doctrine : our professional code of ethics
5. Leadership : the directing force
6. Setting : our operating environment
7. Strategy : our general measures to approach the vision

All these again call for the need for ‘capacity building’ of the municipal institutions for good governance and requisite development. This becomes all more important considering the tremendous urban growth of the city which is likely to further at a fast pace in the backdrop of recently held treaty on border trade between India and China by opening up new trade route through Nathu-La Pass.

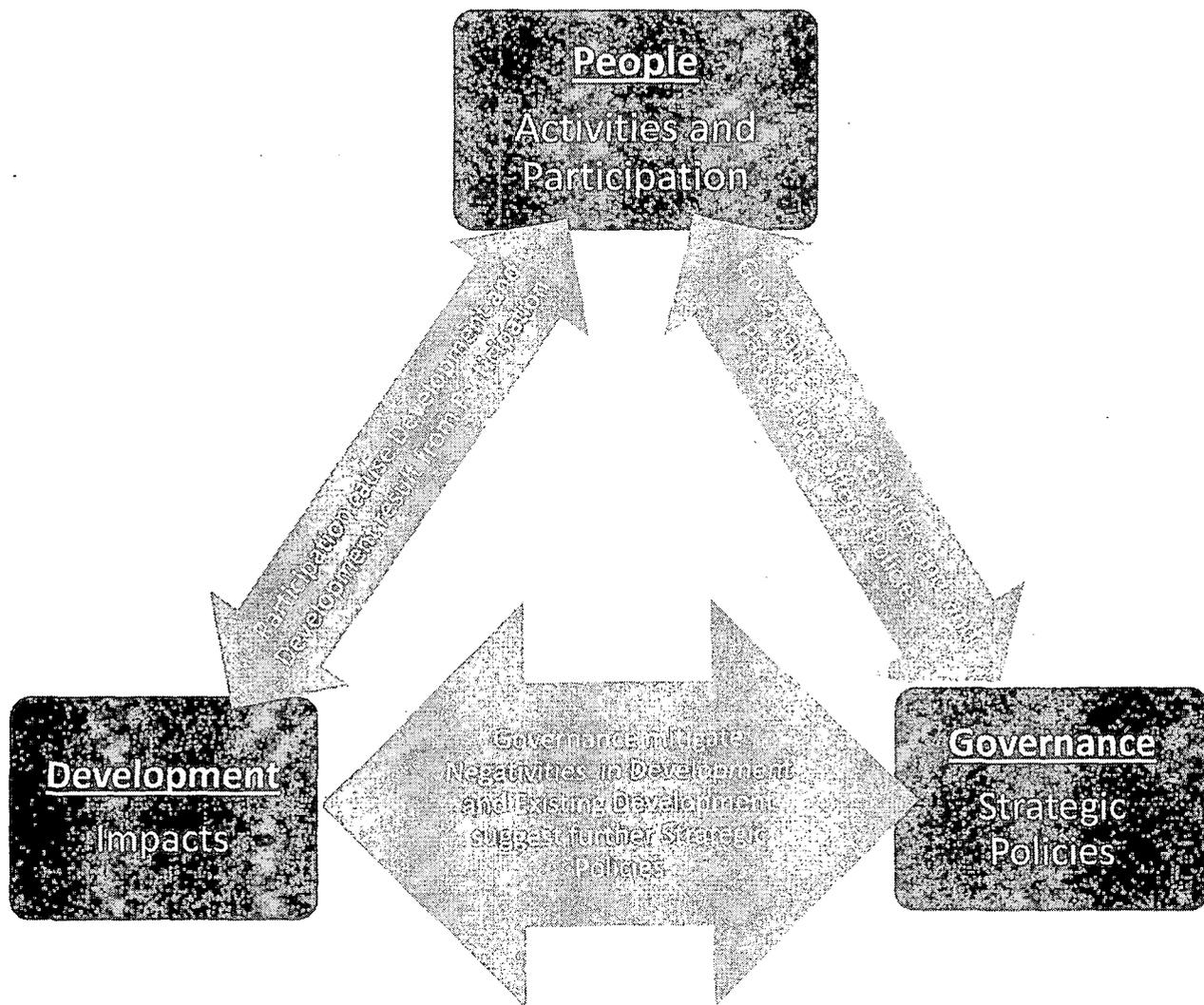
Thus, SMC along with SJDA need to tone up its administrative set up to meet the tougher challenges of good urban governance.

Any strategy for ‘capacity building’ and good urban governance need to address the following :

1. Institution of systemic capacity : implementation of the constitutional provisions regarding establishment of the institutional framework for urban service delivery- defining functions, finances and the framework for responsive service delivery for local government institutions;
2. Designing an enabling framework for making the system operational : internal municipal organization – balancing of political and executive power;
3. Technological and procedural capacity building : adoption of appropriate technology for the production and distribution of services and procedures to facilitate efficiency and accountability;
4. Manpower capacity building : up gradation of manpower for improving service planning, production and delivery – research and training;
5. Establishment of checks and balances : ensuring that municipal institutions and officials are faced with appropriate incentives to deliver results and do not deviate from the mandated tasks.

Destiny has provided the city of Siliguri with the advantage of a unique location which gets evident in its tremendous growth within a very short time space. This urban growth is likely to continue further and with that more urban challenges are to be confronted by the urban officials and common citizens alike. As such, it is the solemn responsibility of all stakeholders of Siliguri to work towards a perfect blending between infrastructure development, uniform development, sustainable development and development with social justice. No amount of administrative directives can make Siliguri a ‘DREAM CITY’ unless there is spontaneous participation of the citizens in the developmental process. Lack of genuine belongingness may ‘GRIND’ Siliguri down and concerted effort may ‘POLISH’ it up. The choice, then, remains before all those who love this great city as to which path to tread upon. The writer takes this opportunity to sum up with the quote of the great Winston Churchill, “We make a living by what we get, we make a life (in this case Siliguri) by what we give”.

Figure 6.1 : The Cycle Between Governance, People and Development



Adapted from

Bartone, Carl et al (1994 : 39) : *Toward Environmental Strategies for Cities : Policy Considerations for Urban Environmental Management in Developing Countries*, Urban Management Program, The World Bank,

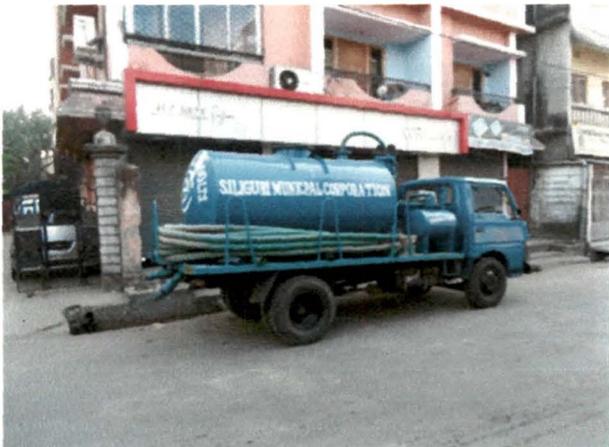
POSITIVITIES OF SILIGURI



Promoting Environmental Concerns



Managing Solid Waste



Cess Pool Service in Siliguri

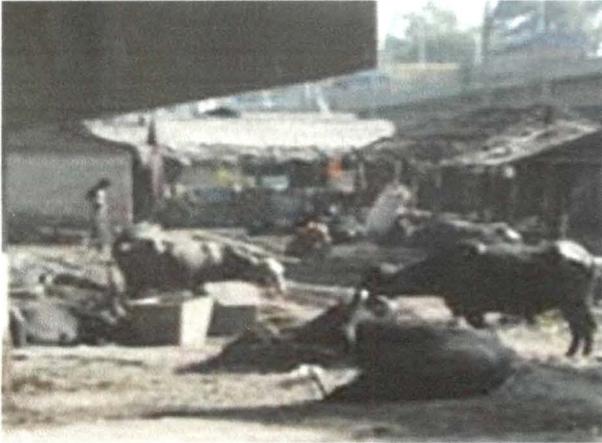


CDS at Work



Cleaning Garbage

NEGATIVITIES OF SILIGURI



Illegal Khatala



Littering on the Road Side



Drain Sludge on the Road Side



Lack of awareness

NEGATIVITIES OF SILIGURI



Slums on the Bank of River Mahananda



Improper disposal at Land fill site



No fencing at the land fill site

SAMPLE SURVEY, WARD NO.....

1. Name –

2. Language spoken in the house – Bengali / Hindi / Nepali / Others

3. Family Profile

Sl.No.	Age	Sex	Education	Marital Status	Occupation	Income (Rs. per month)
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

4. Type of family – Joint / Nuclear

5. Where do you hail from – West Bengal / Outside West Bengal

6. When did you come to settle in Siliguri (Year) -

7. When did you come to settle in this Ward (Year) -.....

8. Type of House – Own / Rented

9. You own in your house (Tick which are applicable) – Cycle / Two-wheeler / Three-wheeler / Four-wheeler

10. Garbage disposal services in your locality – Poor / Satisfactory / Good

11. Drainage services in your locality - Poor / Satisfactory / Good

12. Water Supply services in your locality – Poor / Satisfactory / Good

13. Roads condition in your locality - Poor / Satisfactory / Good

14. Transport Services(City Autos&City Buses)in your locality – Poor/ Satisfactory/ Good

15. Condition of street side social forestry in your locality - Poor / Satisfactory / Good

16. Condition of general environment (air & noise pollution) in your locality – Poor / Satisfactory / Good

- 17. Efforts of Ward Councillor with respect to overall development of your locality - Poor / Satisfactory / Good**
- 18. Are you a member of Ward Committee or Area Committee? – Yes / No**
- 19. If the answer is ‘No’, your communication with the Ward Councillor – Rare / Occasional / Frequently / Never**
- 20. Are you aware of Municipal Solid Wastes (Management and Handling) Rules, 2000? – Yes / No**
- 21. Are you provided with poly bags (two nos.) for the disposal of household wastes by the Siliguri Municipal Corporation – Yes / No**
- 22. If the answer is ‘Yes’, what do you keep in the green bin? – Organic waste(food waste) / Inorganic waste (paper waste)**
- 23. Do you regularly use both the bins by segregating organic and inorganic wastes following norms? – Yes / No / Not possible everyday**
- 24. If the answer is ‘no’, has the sanitary worker(safai karmachari) has ever made you aware of this? -Yes/No**
- 25. Where do you dispose of household wastes like food waste, paper waste, etc.? – In the cycle-van used for door-to-door collection / In the Container (Vat Bins) placed on the side of the street / Sometimes in the cycle-van and sometimes in the container / On the side of the street / In the drain / Mixed**
- 26. Is there ‘Solid Waste Management Container’ provided in your locality for disposal of waste by the Siliguri municipal Corporation? – Yes / No / Don’t Know**
- 27. If the answer is ‘Yes’, the location of such container from your house – Near / Far**
- 28. Does the sanitary worker (safai karmachari) wear safety equipments like the gumboots, hand gloves, nose guard, etc. – Yes / No / Sometimes**
- 29. If the answer is ‘No’ or ‘Sometimes’, have you ever made them understand about the ill-effects of not using them – Yes / No / Not my responsibility**
- 30. Has the Sanitary Inspector or any other representative of the Corporation ever come to your house on an awareness campaign on household solid waste?–Yes / No / Don’t know**
- 31. If the answer is ‘No’ or ‘Sometimes’, have you ever approached the local leadership or the Sanitary Inspector to get knowledge on solid waste management? – Yes / No**

- 32. Are you aware that by not segregating wastes, you are putting nearly 30 percent extra cost burden on the Corporation? – Yes / No**
- 33. 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 / No**
- 34. What is the frequency of cleaning of drains in your locality? Daily / Weekly / Fortnightly / Monthly / Cannot Say**
- 35. What is the method adopted in cleaning the drains? – By keeping the sludge on the road / By keeping the sludge directly in the van**
- 36. If the sludge is kept on the road side, have you ever lodged a protest to the concerned authority about this nuisance? – Yes / No**
- 37. What is the frequency of sweeping of streets in your locality? – Daily / Every Alternate Day / Weekly / Cannot Say**
- 38. What is the source of water in your house? – (a) individual / (b) municipal water supply / (c) both**
- 39. If the answer is (a), the reason for not going for municipal water supply – the connection charge is high / ground water is easily available**
- 40. If the answer is (b), the problem that you face – less hours of water supply / erratic water supply / both / none**
- 41. 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 / No**
- 42. Would you support disconnecting free water supply through street stand posts (except slum areas) as it is a huge loss to the exchequer – Yes / No**
- 43. 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 / No**
- 44. Are you aware of the Environment (Protection) Act, 1986 – Yes / No**
- 45. Are you associated with any NGO or any other organization engaged in the promotion of environment – Yes / No**
- 46. Have you ever taken note of the billboard on environment protection of Siliguri put up by the Corporation on the intersection of Hashmi Chowk – Yes / No**

47. Your own rating (out of 10 marks for each category) as a participative and good citizen in public life :

(a) With respect to disposal of household waste -marks

(b) With respect to conservation of water -marks

(c) With respect to social service through individual effort or through any community organization -marks

(d) With respect to environment protection by planting trees in your locality as well as in your house -marks

(e) With respect to following traffic and parking rules in the town -marks

(f) With respect to attending Ward conventions, programmes, etc. -marks

48. “The citizen : political representative ratio in the Corporation area is 1:10005. On the other hand, this ratio is only 1:1122 in rural Siliguri under Siliguri Mahakuma Parishad.” Thus, it is not possible for the citizens of Siliguri to directly participate in the meetings on the developmental aspects of the respective Ward and lay down their views. In this context, would you support any kind of directly elected Area Councillor (working under the supervision of Ward Councillor) on the booth-wise basis so that it becomes much more easier for you to directly participate in the developmental issues – Yes / No

49. Your valuable suggestions as to how to make you more ‘participative’ citizen of Siliguri in public life (Use page if needed).

Sample Survey[#], Ward No.

- ১। আপনার নাম -
- ২। আপনার জাতি - সাধারণ / তপশিলী জাতি / তপশিলী উপজাতি / অন্ননত শ্রেণি
- ৩। আপনি বাড়িতে ভাষা ব্যবহার করেন - বাংলা / হিন্দী / নেপালী / অন্যান্য
- ৪। আপনার বাড়ির সদস্য সংখ্যা -
- ৫। আপনার বাড়ির রোজগার - (ক) পুরুষ - স্বনির্ভর / স্থায়ী / অস্থায়ী
(খ) মহিলা - স্বনির্ভর / স্থায়ী / অস্থায়ী
- ৬। পরিবারের মাসিক আয় (প্রায়) -
- ৭। আপনি কত বছর ধরে এখানে বসবাস করছেন -.....
- ৮। আপনার বাড়ি হল - (ক) নিজস্ব / ভাড়া ; (খ) পাকা / কাঁচা / পাকা-কাঁচা মিশ্রিত
- ৯। আপনার বাড়ি নির্মাণ হয়েছে - নিজস্ব অর্থে / সরকারি সাহায্য প্রাপ্ত অর্থে
- ১০। আপনার বাড়িতে রয়েছে - সাইকেল / মোটর-সাইকেল / টি. ভি. / ফ্রিজ
- ১১। আপনি আপনার এলাকাকে কি ভাবে বর্ণনা করবেন - (ক) মানুষের উদ্যোগে গড়ে ওঠা একটি এলাকা ; (খ) একটি কলোনি যেখানে শহরের সব পরিষেবা রয়েছে ; (গ) একটি বস্তি ; (ঘ) অন্যান্য
- ১২। আপনি এই স্থানে ভবিষ্যতেও বসবাস করতে চাইবেন - হ্যাঁ / না
- ১৩। আপনার মতে বস্তি উন্নয়নের ক্ষেত্রে সরকারের কি নীতি হওয়া উচিত - (ক) বস্তি ভেঙ্গে অন্য জায়গায় পুনর্বাসন / (খ) বস্তি না ভেঙ্গে মূল পরিষেবা আরো উন্নত করা / (গ) বিনা মূল্যে জমির পাট্টা দিয়ে বাড়িগুলি স্থায়িকরণ করা / (ঘ) স্বল্প মূল্যের বিনিময়ে জমির পাট্টা দিয়ে বাড়িগুলি স্থায়িকরণ করা
- ১৪। আপনার এলাকায় জঞ্জাল পরিষেবা - খারাপ / সাধারণ / উন্নত
- ১৫। আপনার এলাকায় নর্দমা ও নিকাশী পরিষেবা - খারাপ / সাধারণ / উন্নত
- ১৬। আপনার এলাকায় পানীয় জলের পরিষেবা - খারাপ / সাধারণ / উন্নত
- ১৭। আপনার এলাকায় রাস্তা-ঘাটের পরিষেবা - খারাপ / সাধারণ / উন্নত
- ১৮। আপনার এলাকায় বাজারের পরিষেবা - খারাপ / সাধারণ / উন্নত
- ১৯। আপনার এলাকায় রেশন পরিষেবা - খারাপ / সাধারণ / উন্নত
- ২০। আপনার এলাকায় শিক্ষা পরিষেবা - খারাপ / সাধারণ / উন্নত
- ২১। আপনার এলাকায় জনস্বাস্থ্য পরিষেবা - খারাপ / সাধারণ / উন্নত
- ২২। আপনার এলাকায় পরিবহন (সিটি অটো / সিটি বাস) পরিষেবা - খারাপ / সাধারণ / উন্নত
- ২৩। আপনার এলাকায় পৌর নিগমের বৃক্ষরোপণের পরিষেবা - খারাপ / সাধারণ / উন্নত
- ২৪। আপনার এলাকায় পরিবেশের (বায়ু ও শব্দ দূষণ) অবস্থা - খারাপ / সাধারণ / উন্নত
- ২৫। আপনার এলাকায় উন্নয়নের জন্য ওয়ার্ড কাউন্সিলারের উদ্যোগ - খারাপ / সাধারণ / উন্নত
- ২৬। আপনার সঙ্গে স্থানীয় আর.সি.ভি-র যোগাযোগ - নেই / কম / বেশি / খুব বেশি

- ২৭। আপনি কি ‘সলিড ওয়েষ্ট ম্যানেজমেন্ট’ -এর ব্যাপারে অবগত? - হ্যাঁ / না
- ৩০। আপনাকে কি বাড়ির বর্জ্য পদার্থ ফেলার জন্য পৌর নিগমের তরফে দুটি প্লাস্টিকের বুরি (বিন) দেওয়া হয়েছে - হ্যাঁ / না
- ৩১। যদি হ্যাঁ, তাহলে আপনি সবুজ বুড়িতে কি রাখেন - পচনশীল পদার্থ / অপচনশীল পদার্থ
- ৩২। আপনি কালো বুড়িতে কি রাখেন - পচনশীল পদার্থ / অপচনশীল পদার্থ
- ৩৩। আপনি কি দুটি বুড়ি নিয়ম মেনে নিয়মিত ব্যবহার করেন - হ্যাঁ / না
- ৩৪। আপনি বাড়ির বর্জ্য পদার্থ কথায় ফেলেন - সাফাই কর্মচারীর সাইকেল ভ্যানে / রাস্তার ধারে / রাস্তার ধারে রাখা কন্টেনারে / নর্দমায় / মিশ্রিত
- ৩৫। আপনার এলাকায় বাড়ির বর্জ্য পদার্থ ফেলার জন্য পৌড় নিগমের কন্টেনার রয়েছে - হ্যাঁ / না
- ৩৬। আপনার বাড়ি থেকে পৌর নিগমের কন্টেনারের দূরত্ব - কাছে / দূরে
- ৩৭। আপনাকে পৌর নিগমের তরফে পচনশীল ও অপচনশীল বর্জ্য পদার্থ মিশ্রিত করলে কি-কি অসুবিধা হয়, তা বোঝানো হয়েছে - হ্যাঁ / না
- ৩৮। যদি না, তাহলে আপনি নিজেই কি বুঝতে চেয়েছেন - হ্যাঁ / না
- ৩৯। আপনার এলাকায় সাফাই কর্মচারী আসেন - দৈনিক / এক দিন অন্তরে / নিয়মিত আসেন না
- ৩৯। আপনার এলাকায় নর্দমা রয়েছে - বেশি ভাগ পাকা / বেশি ভাগ কাঁচা / নেই বললেই চলে
- ৪০। বর্ষায় নর্দমার জল রাস্তায় উপচে পরে - হ্যাঁ / না
- ৪১। নর্দমা পরিষ্কার করা হয় - দৈনিক / সাপ্তাহিক / মাসিক / অন্যান্য
- ৪২। নর্দমা যদি অনেক দিন বাদে-বাদে পরিষ্কার করা হয়, তাহলে আপনি কি এলাকার স্যানিটারি ইম্পেঙ্কটারের নজরে আনেন - হ্যাঁ / না
- ৪৩। আপনার বাড়িতে জলের উৎস - নিজস্ব মোটর পাম্প / নিজস্ব হ্যান্ড পাম্প / নিজস্ব রিঞ্জ ওয়েল / পৌড় নিগমের আবাসিক জল সরবরাহ / পৌড় নিগমের রাস্তার ধারে স্ট্যান্ড পোস্ট
- ৪৪। আপনার বাড়ির পাশে জলের স্ট্যান্ড পোস্টে ট্যাপ লাগানো রয়েছে - হ্যাঁ / না
- ৪৫। যদি না, তাহলে কি আপনি জল নষ্ট হচ্ছে বলে কাউন্সিলার বা নিগমের কাছে আবেদন/প্রতিবাদ জানিয়েছেন - হ্যাঁ / না
- ৪৬। আপনার বাড়িতে পায়খানার ব্যবস্থা - নিজস্ব / সাধারণ (কমিউনিটি পায়খানা) / কোন স্থায়ী ব্যবস্থা নেই
- ৪৭। আপনার এলাকায় রাস্তার ধারে গাছের সংখ্যা - যথেষ্ট / যথেষ্ট নেই
- ৪৮। আপনার এলাকায় পৌর নিগম, এন.জি.ও., ইত্যাদি গাছ লাগানোর উদ্যোগ গ্রহণ করেছেন - হ্যাঁ / না
- ৪৯। আপনি কি সরকারের রোজগার যোজনা (এস.জে.এস.আর.ওয়াই) বা সামাজিক সুরক্ষা যোজনা (এন.এস.এ.পি.) সম্পর্কে অবগত - হ্যাঁ / না
- ৫০। দারিদ্র্য দূরীকরণের ক্ষেত্রে আপনার সংক্ষিপ্ত মূল্যবান মতামত -

৫১। পরিষ্কার-পরিচ্ছন্নতার দিক থেকে দেশের প্রায় ৪৩০ টি বড় শহরের মধ্যে (ক্লাস ১ শহরগুলি) আমাদের স্বপ্নের শহর শিলিগুড়ি স্থান ১৩৩। মোট ১০০ নম্বরে আমাদের শহর মাত্র ৩৮ শতাংশ পেয়েছে। এই ফল আমাদের জন্য দুঃখ জনক এবং উদ্বেগ জনক। ফলে, শিলিগুড়ির পরিবেশকে আরো বেশি উন্নত করার জন্য আপনার মূল্যবান সুপারিশগুলি -

Note : The term “Slum” was not incorporated for obvious reason. However, this questionnaire in Bengali version was meant for people living in slums.