



Bengaluru Citizen Perception Survey 2022

September 2022

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Our thanks to Bangalore Apartment Federation (BAF) for helping us reach an important stakeholder in our survey through their apartment resident community. We would like to thank *Synergos Tech Consulting Services Pvt. Ltd.*, for the designs and creatives.

Executive Summary

Bengaluru Citizen Perception Survey 2022 conducted by B.PAC from February to June 2022 in order to understand Citizens' priorities for Civic Services and their perception about quality of services delivery in their ward and Bengaluru city.

8405 responses were recorded covering 8 zones of BBMP (198 wards). The survey was conducted with the help of a questionnaire, which was designed by Bangalore Political Action Committee. Response collection was facilitated using online form, volunteers undertook the exercise of collecting responses from citizens.

The respondents for the survey were citizens from their respective wards. The survey was conducted both online and offline. The online respondents received the online link via various social media platforms and resident groups.

Offline survey was conducted via on ground volunteers – with the services of auto drivers, volunteers consisting of students, milk delivery staff for administering the questionnaire and collecting data.

The survey questionnaire includes information of citizens, their participation and awareness about their ward, satisfaction level of governance and service delivery and BBMP elections.

The survey had the following sections with a total of 23 Questions:

Demographic Details & Profile of the Respondents

Section 1: Citizen Awareness and Participation (BBMP ward related)

Section 2: Satisfaction Level of Governance and Civic Amenities

Section 3: BBMP Election

Further the survey conducted across 186 wards of Bengaluru city with 8405 responses have been analyzed at Bengaluru City Level, the zone wise analysis of the survey captures the respondents from each zone and their respective responses for their zones have been analyzed at Zonal Level and the responses

have been analyzed at Ward Level with their respective responses for their ward.

Satisfaction level is considered if more than 50% of the respondents rated 4&5 as Most Satisfied and if more than 50% of the respondents rated 1&2 as Most Unsatisfied

Key insights at a glance

Section 1: Citizen Awareness and Participation

1. Aware of the previous Corporator of your BBMP Ward during 2015-2020

Bengaluru City Level

85% of the respondents were aware of their previous ex corporator and 15% said they were not aware.

2. Satisfaction with the overall work done by Ex Corporator during his/her term 2015-2020

Bengaluru City Level

35% of the total respondents have opined that they were satisfied with the overall work done by the ex-corporator during the term in 2015-2020 Whereas 23% respondents have expressed dissatisfaction with the overall work done.

42% respondents were moderately satisfied with the overall work done

3. Instances where their EX Corporator has proactively identified problems and helped in resolving them

Bengaluru City Level

57% of the respondents have said that they have experienced instances where the corporator proactively helped solve the problems. 43% respondents have said they have not had any such instances where the ex-corporator proactive in solving problems

Ward Committee meetings

4. Effectiveness of Ward Committee meetings

Bengaluru City Level

70% of the respondents in Bengaluru were of the opinion that ward committees will be effective in addressing various civic issues

5. Ward committee meetings happen regularly

Bengaluru City Level

47% of the respondents were not even aware of the ward committee meetings. Only 30% said ward committee meetings happen regularly, 23% of the respondents said that ward committee meetings do not happen or are erratic in conduct.

6. Attend Ward Committee meetings

Bengaluru City Level

63% of the respondents informed that they have not attended the Ward Committee meetings in their Wards whereas 37% respondents said they have attended the meetings in their respective wards.

Section 2: Satisfaction Level of Governance and Civic Amenities

7. Overall governance of Bengaluru city

57% of the respondents of Bengaluru said that the overall governance of the city is not satisfactory

Only 14% were satisfied with the governance and balance 29% were somewhat satisfied.

8. The top 5 issues that need attention in the wards in order of priority

1. Construction and Maintenance Roads - roads & potholes
2. Drinking water,
3. Garbage Removal & Solid Waste management,
4. Sewage management
5. Public toilets

9. Satisfaction level of Services in Bengaluru

Roads and Mobility are the services citizens were most dis-satisfied with in Bengaluru. Lake Development and Rejuvenation was a service where citizens were comparatively more satisfied, possibly because of the efforts made in the last few years towards rejuvenating lakes and the citizens' active involvement in the same.

10. On Satisfaction level with the Mobility conditions in their Ward (scale of 1 - 5, 5 being highest and 1 being lowest)

Bengaluru City Level

Only 34% of the respondents across the city were satisfied with the mobility conditions in their ward, 39% were either moderately satisfied and 27% were dissatisfied.

Zonal Level

However, 63% (473/746) of the respondents of Mahadevapura Zone were dissatisfied with the mobility conditions in their respective wards whereas 60% (434/728) of the respondents of Rajarajeshwari Nagar Zone were satisfied.

Ward Level

8 out of 10 wards in Rajarajeshwari Nagar Zone had more than 50% of the respondents saying they were most satisfied with mobility conditions in their ward. 9 out of 17 wards in Mahadevapura zone had more than 50% respondents saying they were most dissatisfied with the mobility condition of their ward.

11. On Satisfaction level with the Road condition in their Ward (scale of 1 - 5, 5 being highest and 1 being lowest)

Bengaluru City Level

31% of the respondents were dissatisfied with the road conditions in their ward, 39% were somewhat satisfied and 30% were satisfied.

Zonal Level

64% (479/746) of the respondents of Mahadevapura Zone were most dissatisfied with the road conditions in their respective wards, whereas 55% (401/728) of respondents from Rajarajeshwari Nagar Zone were most satisfied.

Ward Level

9 out of 10 wards in the Rajarajeshwari Nagar Zone had more than 50% of the respondents saying they were most satisfied with the road condition of their ward. 10 out of 17 wards in Mahadevapura Zone had more than 50% respondents saying they were most dissatisfied.

12. On Satisfaction level with the lighting and other safety condition of their ward (scale of 1 - 5, 5 being highest and 1 being lowest)

Bengaluru City Level

31% of the respondents were dissatisfied with the lighting and safety conditions in their wards, 39% were somewhat satisfied and 30% were most satisfied.

Zonal Level

60% (434/728) of the respondents of Rajarajeshwari Nagar Zone were most satisfied with the lighting and other safety conditions in their ward while 46.51% (212/746) of the respondents of Mahadevapura Zone were dissatisfied.

Ward Level

11 out of 16 wards in Bommanahalli zone and 9 out of 14 wards in Rajarajeshwari Nagar zone had more than 50% of the respondents saying they were most satisfied. 3 out of 17 wards in Mahadevapura zone had more than 50% respondents saying they were most dissatisfied with the lighting and other safety conditions in their ward.

13. On Satisfaction level with the work done by BBMP on Garbage removal & Waste Management in their Ward (scale of 1 - 5, 5 being highest and 1 being lowest)

Bengaluru City Level

31% of the respondents were dissatisfied with the work done by BBMP on Garbage removal & Waste Management in their ward, 39% were somewhat satisfied and 30% were satisfied.

Zonal Level

57% (414/728) respondents of the Rajarajeshwari Nagar Zone were most satisfied and 45% (81/181) Yelahanka were most dissatisfied.

Ward Level

13 out of 16 wards in Bommanahalli zone and 9 out of 14 wards in Rajarajeshwari Nagar zone had more than 50% of the respondents saying they were most satisfied with work done by BBMP on Garbage removal & Waste Management. 2 out of 14 wards in RR Nagar zone had more than 50% respondents saying they were most dissatisfied.

14. Satisfaction level with the work done by BBMP in development and maintenance of Parks and Playgrounds in their Ward (scale of 1 - 5, 5 being highest and 1 being lowest).

Bengaluru City Level

37% of the respondents were satisfied with the work done by BBMP in development and maintenance of Parks and Playgrounds in their ward and 40% of the respondents were somewhat satisfied, and 23% were dissatisfied.

Zonal Level

62% (452/728) respondents of the Rajarajeshwari Nagar Zone were most satisfied with the development of parks and playgrounds whereas 56% (417/746) of the respondents of Mahadevapura were dissatisfied.

Ward Level

13 out of 16 wards in Bommanahalli Zone and 11 out of 14 wards in Rajarajeshwari Nagar Zone had more than 50% of the respondents saying they were most satisfied with the work done by BBMP in development and maintenance of Parks and Playgrounds. 3 out of 17 wards in Mahadevapura Zone had more than 50% respondents saying they were most dissatisfied.

15. On Satisfaction level with the work done by BBMP Lake Development and Rejuvenation in their Ward (scale of 1 - 5, 5 being highest and 1 being lowest)

Bengaluru City Level

46% of the respondents of Bengaluru are satisfied with the work done by BBMP Lake Development and Rejuvenation in their ward, 26 % of the respondents were somewhat satisfied and 28 % were dissatisfied.

Zonal Level

57% (414/728) respondents of the Rajarajeshwari nagar zone were most satisfied and 47% (354/746) of Mahadevapura were most dissatisfied.

Section 3: BBMP Election

16. Voting during 2010 BBMP Election

88% of the respondent Bengalureans had cast their votes in last BBMP elections.

17. Reason for not voting

The two major reasons for citizens not casting vote in the last elections were:

40% of the respondent Bengalureans did not have voter ID to vote in the last elections and another 40% were residing outside or traveling out of Bengaluru during elections.

18. Vote in the upcoming BBMP elections

93% of the respondent Bengalureans said they are going to vote in the next election.

Context

Bengaluru has been facing critical issues like the global pandemic and urban flooding and several other issues in the past 2 years. The critical aspect of Urban governance is to have a democratically elected council that is representative of the people and their priorities.

In the history of the Bengaluru city corporation, we have had administrative led governance for a second time. The absence of elected representatives has made it more difficult for bringing in accountability in governance. Ward committees have been the only platform for citizens to voice their issues and concerns.

The stress on the infrastructure and the public service delivery has been intense for all the stakeholders.

An exercise to understand the needs of the citizens has been the need of the hour. The Bengaluru Citizen Perception Survey 2022 has been designed to capture the current state of affairs and sentiments of the citizens of Bengaluru.

About the Survey

The aim of this study is to understand the current on ground situation in Bengaluru city.

Bengaluru Citizen Perception Survey 2022 was conducted to give a platform to the various sections of citizens across the city covering 8 zones to understand Citizens' priorities for Civic Services and their perception about quality of services delivery in their ward and Bengaluru city.

With the city not having a directly elected BBMP council for the past two years the aim of the study was to understand the current situation on ground with respect to the governance and issues not getting the required priority through the administration.

Through the survey we hope to highlight the priority issues for the eight zones of Bengaluru. The insights will be helpful in trying to improve the quality of life in the coming months until we have the BBMP elections for a new council.

Methodology

8405 responses were recorded covering 8 zones of BBMP (186 wards). The survey was conducted with the help of a questionnaire, which was designed by Bangalore Political Action Committee. Response collection was facilitated using online form, volunteers undertook the exercise of collecting responses from citizens.

The respondents for the survey were citizens from their respective wards. The survey was conducted both online and offline. The online respondents received the online link via various social media platforms and resident groups. Offline survey was conducted via on ground volunteers - B.PAC used the services of auto drivers, volunteers consisting of students, milk delivery staff for administering the questionnaire and collecting data.

The survey questionnaire includes basic information of citizens, their participation and awareness about their ward, satisfaction level of governance and service delivery and BBMP elections.

The survey had the following sections with a total of 23 Questions:

Demographic Details & Profile of the Respondents

Section 1: **Citizen Awareness and Participation** (BBMP ward related)

Section 2: **Satisfaction Level of Governance and Civic Amenities**

Section 3: **BBMP Election**

Further the survey conducted across 186 wards of Bengaluru city with 8405 responses have been analyzed at **Bengaluru City Level**, the zone wise analysis of the survey captures the respondents from each zone and their respective responses for their zones have been analyzed at **Zonal Level** and the responses have been analyzed at **Ward Level** with their respective responses for their ward.

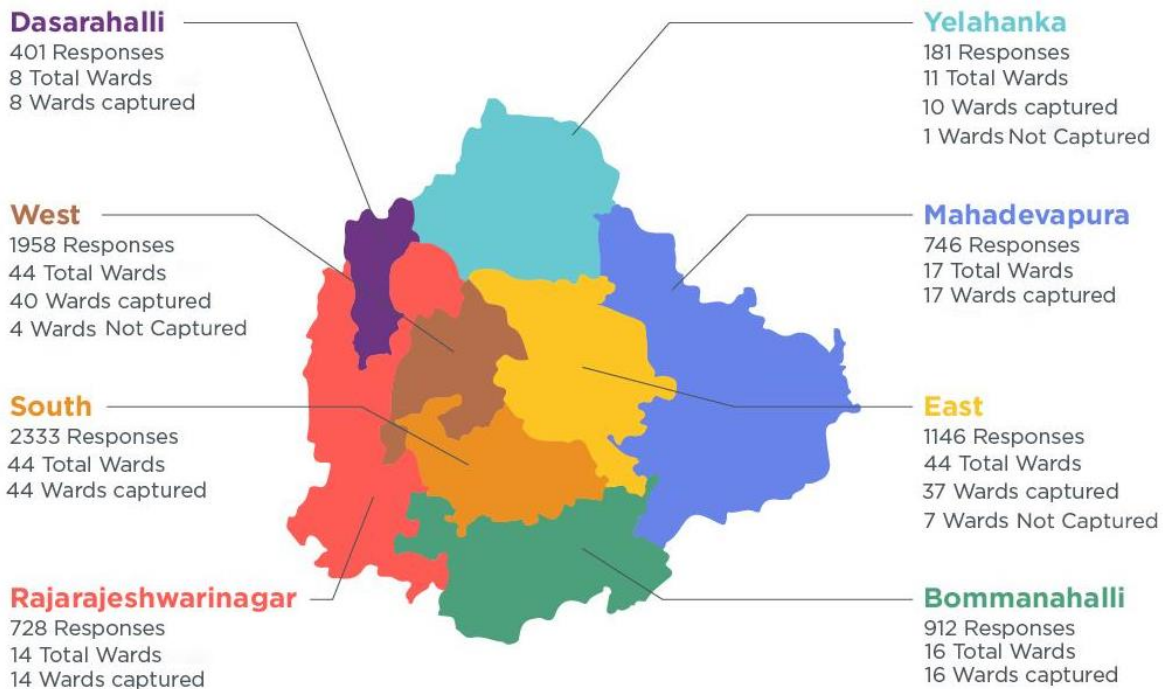
*Satisfaction level is considered if more than 50% of the respondents rated **4&5** as **Most Satisfied** and if more than 50% of the respondents rated **1&2** as **Most Unsatisfied** and **3** as **moderately satisfied**.*

Demographic and Profile of Respondents

8405 responses were recorded covering 8 zones of BBMP (186 wards).

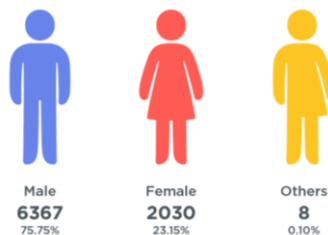
Bommanahalli, Dasarahalli, Mahadevpura, Rajarajeshwarinagar, South zones had responses from all wards. East, West and Yelahanka zones had a few wards with no response.

The below image captures the responses received from each zone.

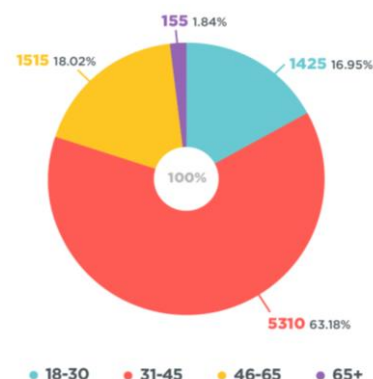


The profile of 8405 respondents is summarized below:

Gender break-up of the respondents



Age break-up of the respondents

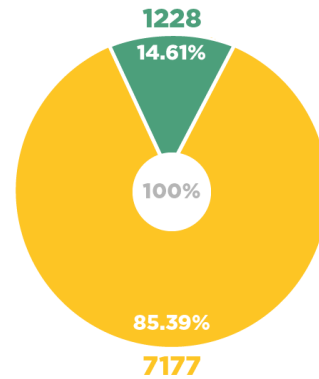


Section 1: Citizen Awareness and Participation

1. Aware of the previous Corporator of your BBMP Ward during 2015-2020

Bengaluru City Level

85% of the respondents were aware of their previous ex-corporator and 15% said they were not aware.

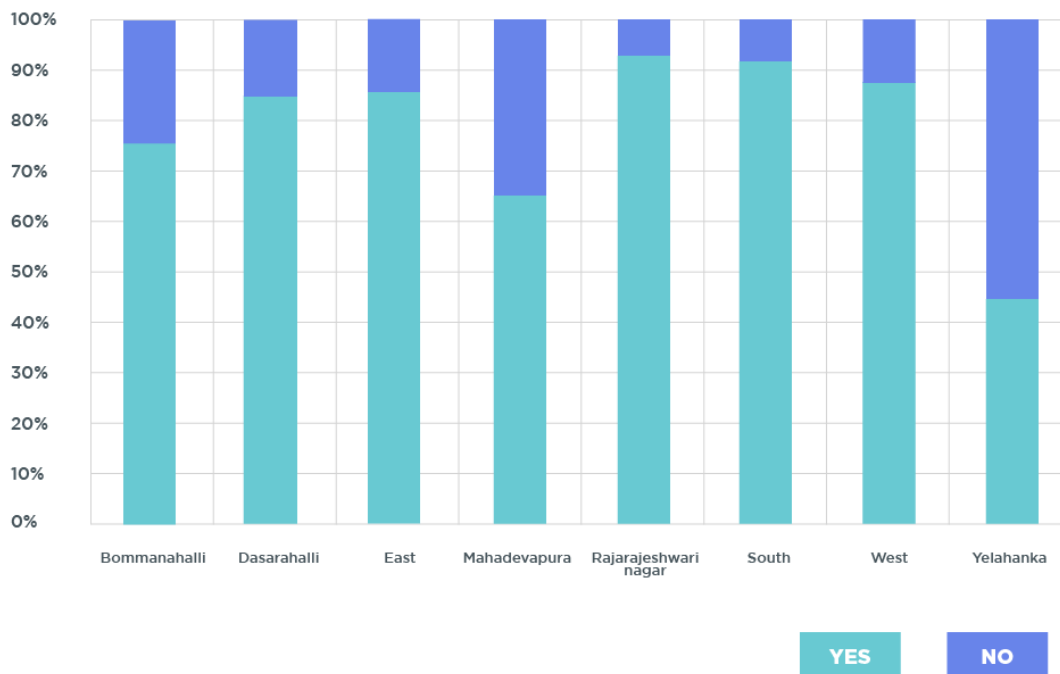


Zonal Level

● YES ● NO

The respondents from Rajarajeshwarinagar zone (93%- 680/728) and South zone (92%- 2162/2333) have responded that they were aware of the previous corporators of their respective wards during the 2015-2020 term.

Whereas respondents from Yalahanka zone (52% - 95/181) & Mahadevapura zone (35%- 262/746) said that they were not aware.



2. Satisfaction with the overall work done by Ex-Corporator during his/her term 2015-2020

Bengaluru city level

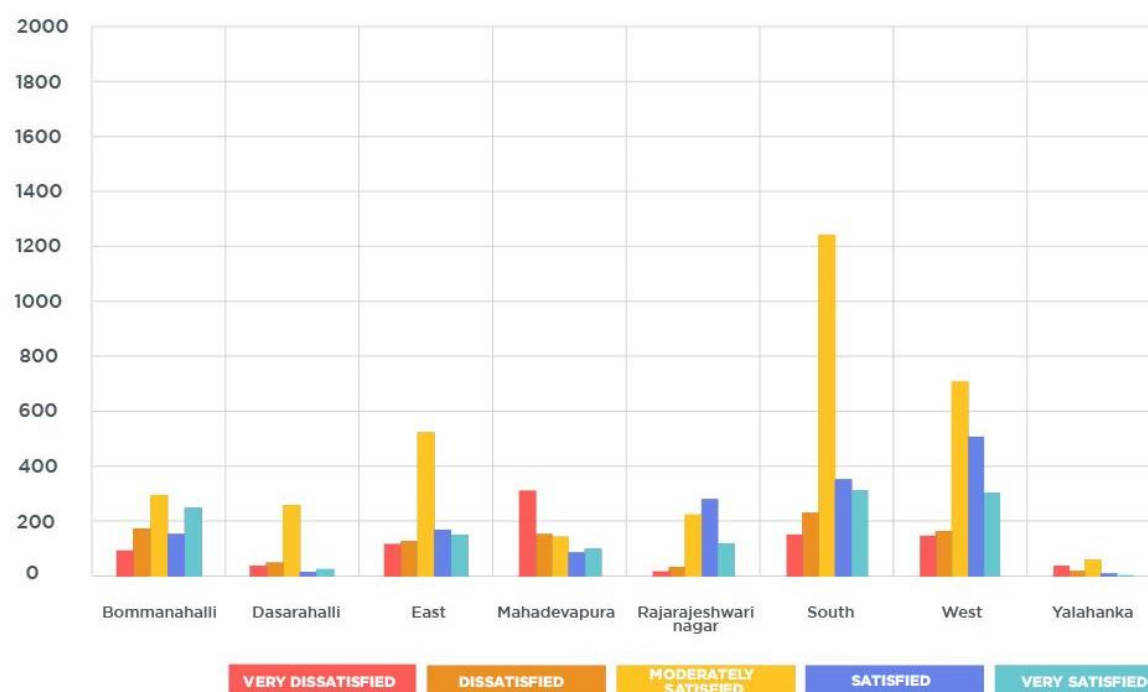
35% of the total respondents have opined that they were satisfied with the overall work done by the ex-corporator during the term in 2015-2020. Whereas 23% respondents have expressed dissatisfaction with the overall work done. 42% respondents were moderately satisfied with the overall work done.



Zonal Level

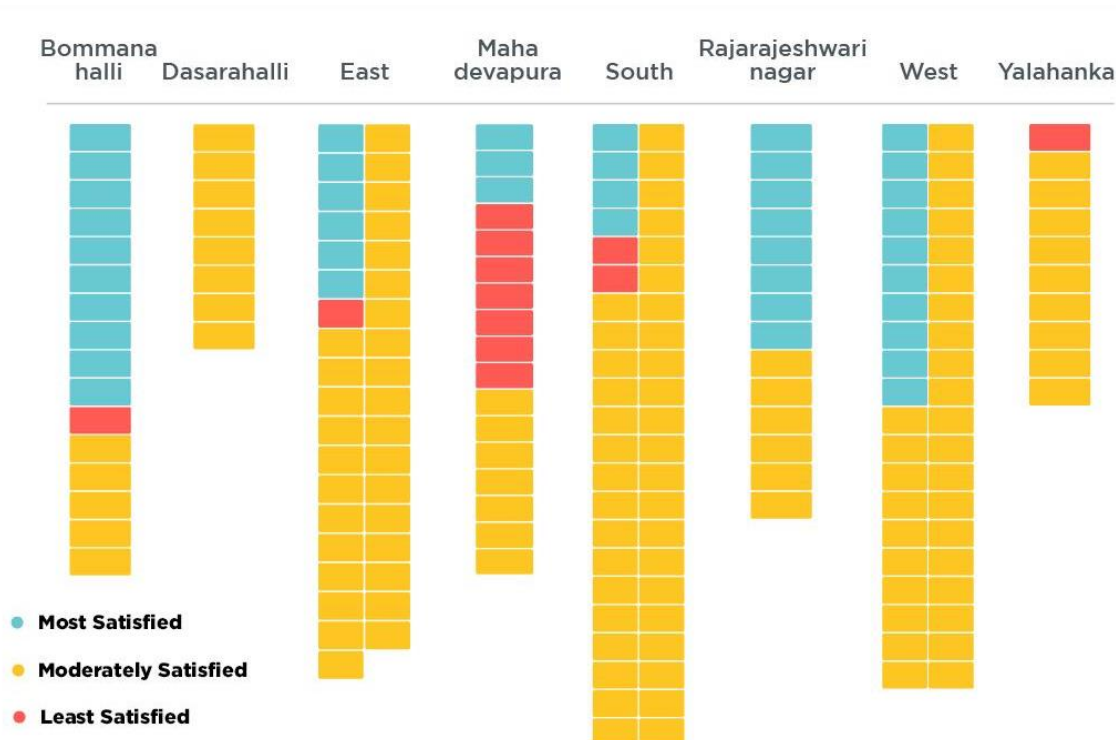
57% respondents from Rajarajeshwarinagar (413/728) and 44% Bommanahalli zone (404/912) have opined that the overall work done by their previous corporator was up to their expectations/satisfaction.

Whereas 55% respondents from Mahadevapura zone (413/746) and 46% Yalahanka zone (84/181) said that they were not satisfied.



Ward Level

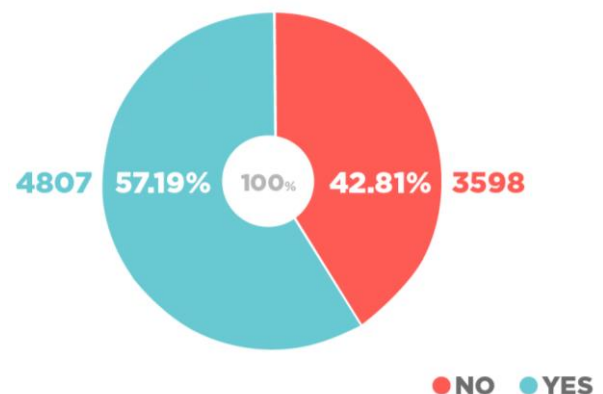
10 out of 16 wards in Bommanahalli zone had more than 50% of the respondents saying they were most satisfied with the work done by their respective ex-corporators. 7 out of 17 wards in Mahadevapura Zone had more than 50% respondents saying they were most dissatisfied with the overall work done by their respective ex-corporators.



3. Instances where their Ex-Corporator has proactively identified problems and helped in resolving them

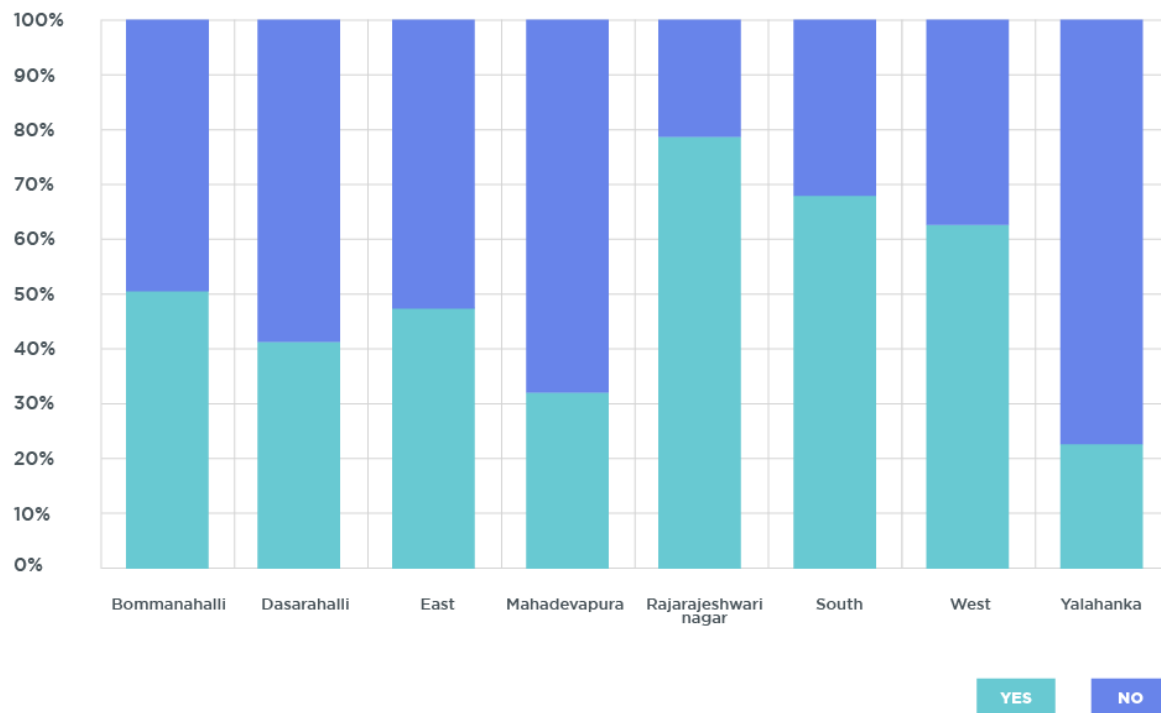
Bengaluru city level

57% of the respondents have said that they have experienced instances where the corporator proactively helped solve the problems. 43% respondents have said they have not had any such instances where the ex-corporator was proactive in solving problems.



Zonal Level

Respondents from Rajarajeshwari nagar zone (79% - 576/728) and West zone (61% - 1197/1958) have come across instances where their respective ex-corporators have proactively identified problems and helped in resolving them. Whereas respondents from Yalahanka zone (77% - 140/181) and Mahadevapura zone (68% - 509/746) said they have not had instances of proactive engagement from the ex-corporators.



4. Experience with the BBMP Ward Office after the term of the Council ended in 2020

Bengaluru city level

42% (3577/8405) of the respondents have said that there is no change in the experience of interaction with the Ward office. Whereas 32% (2681/8405) respondents have experienced positive responses in their interactions with Ward offices. 26% (2147/8405) of the respondents have experienced negative experiences while interacting with the ward offices.

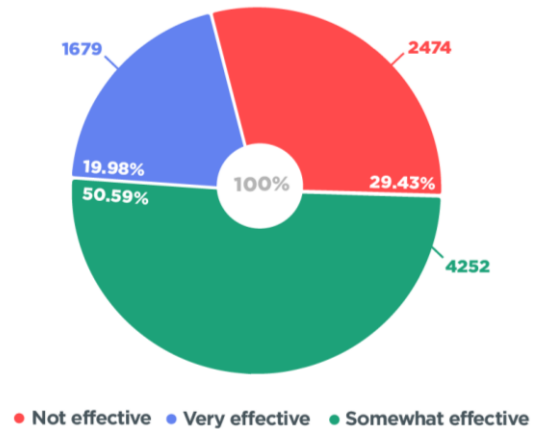


Ward Committee meetings

5. Effectiveness of Ward Committee Meetings

Bengaluru city level

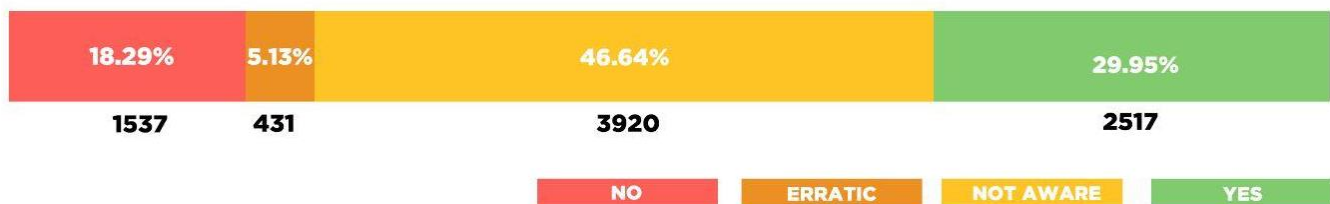
70% of the respondents in Bengaluru were of the opinion that ward committees will be effective in addressing various civic issues out of which 20% of them were of the opinion that the ward committees will be very effective. 30% of them opined that ward committees are not effective.



6. Ward Committee meetings happen regularly

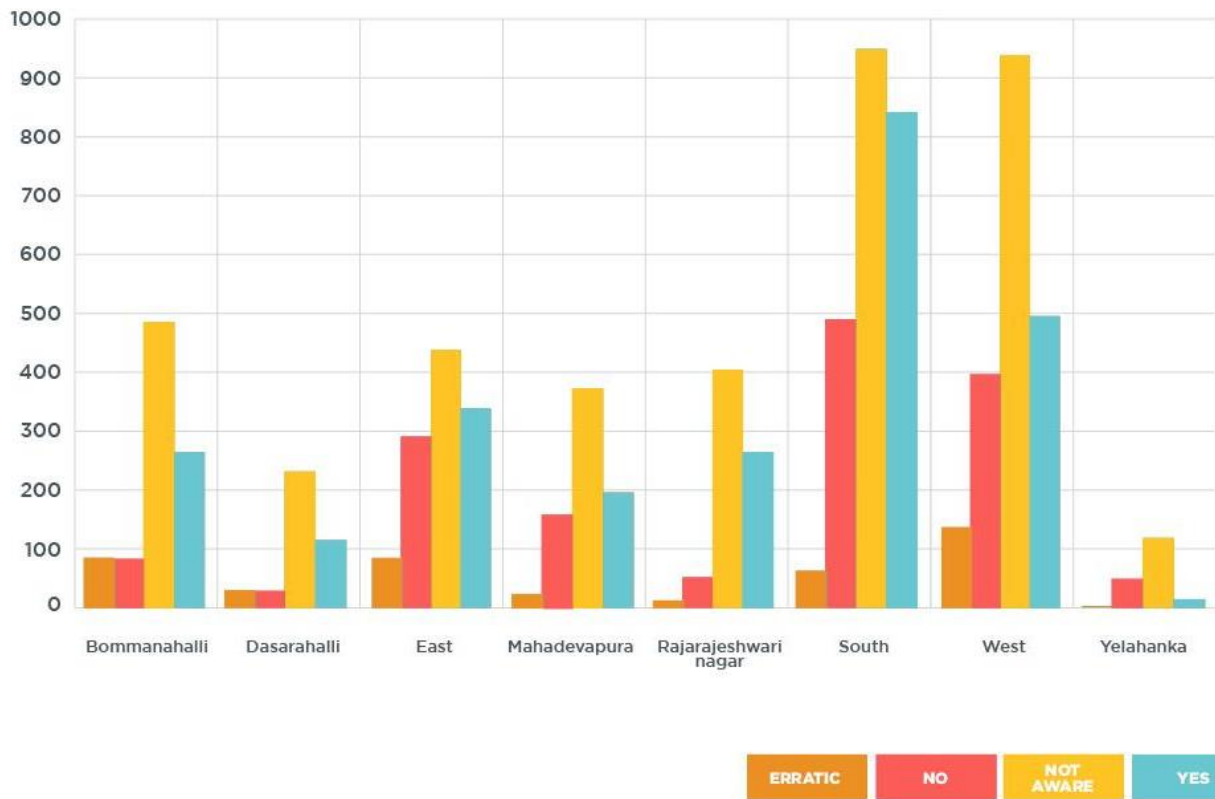
Bengaluru city level

47% of the respondents were not even aware of the ward committee meetings. Only 30% said ward committee meetings happen regularly, 23% of the respondents said that ward committee meetings do not happen or are erratic in conduct.



Zonal Level

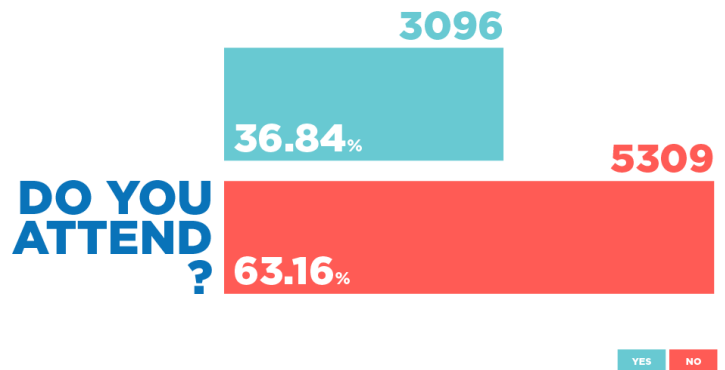
36% (263/729) respondents in Rajarajeshwarinagar Nagar zone and 36% (838/2333) respondents from South zone said that ward committee meetings happen regularly.



7. Attend Ward Committee meetings

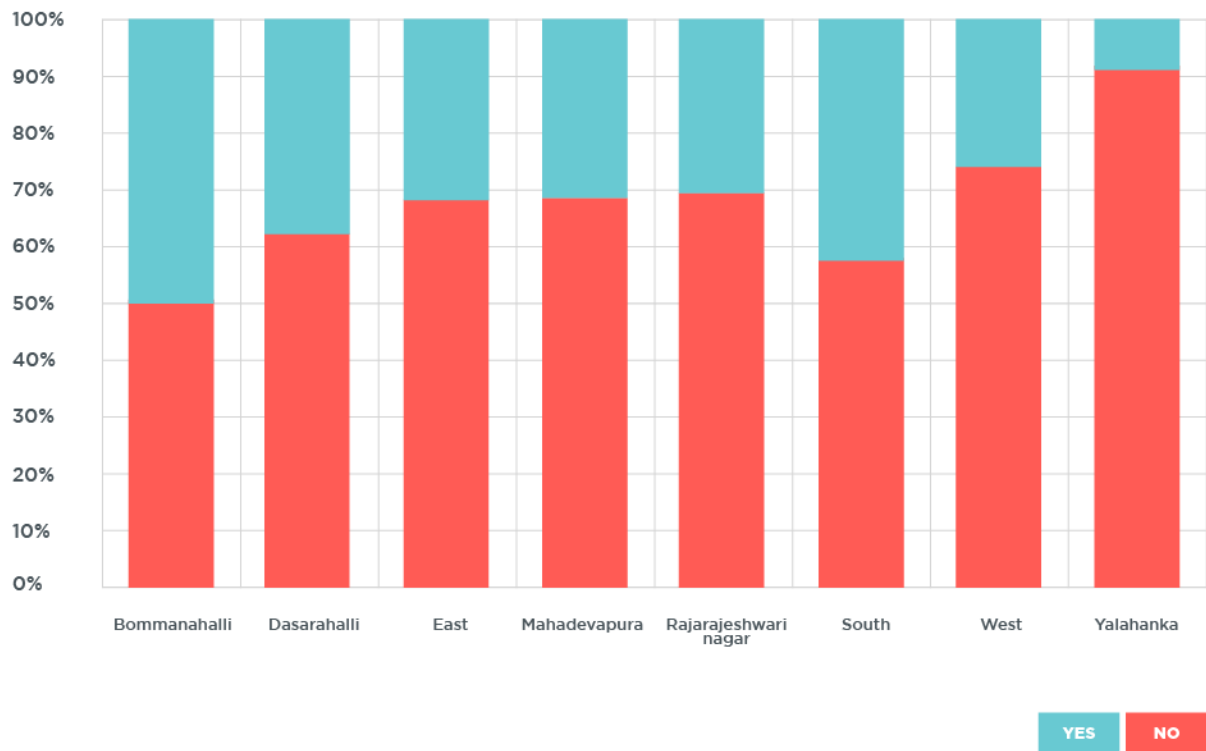
Bengaluru city level

63% of the respondents informed that they have not attended the Ward Committee meetings in their Wards whereas 37% respondents said they have attended the meetings in their respective wards.



Zonal Level

Respondents from Rajarajeshwarinagar (57% - 417/728) and Bommanahalli (50% - 456/912) have said they attend Ward Committee meetings. Respondents from West zone (74% - 1454/1958) and Mahadevapura zone (69% - 517/746) have said that they do not attend ward committee meetings.



Section 2: Satisfaction Level of Governance and Civic Amenities

8. Overall governance of Bengaluru city

Bengaluru city level

57% of the respondents of Bengaluru said that the overall governance of the city is not satisfactory.

Only 14% were satisfied with the governance and balance 29% were somewhat satisfied.



9. The top 5 issues that need attention in the wards in order of priority

For overall Bengaluru following are the top five issues that need attention in the wards in order of priority.

1. Construction and Maintenance Roads - roads & potholes
2. Drinking Water,
3. Garbage Removal & Solid Waste Management,
4. Sewage Management
5. Public Toilets

For each zone following are the top five issues that need attention in the wards in order of priority.

	RANK 1	RANK 2	RANK 3	RANK 4	RANK 5
Bommanahalli	 Construction and Maintenance Roads - roads & pothole	 Stray Animal Control	 Garbage Removal & Solid Waste management	 Drinking water	 Primary and Maternity Health Centres
Dasarahalli	 Drinking water	 Primary and Maternity Health Centres	 Garbage Removal & Solid Waste management	 Construction and Maintenance Roads - roads & pothole	 Primary and Maternity Health Centres
East	 Construction and Maintenance Roads - roads & pothole	 Drinking water	 Garbage Removal & Solid Waste management	 Sewage management	 Primary and Maternity Health Centres
Mahadevapura	 Construction and Maintenance Roads - roads & pothole	 Drinking water	 Garbage Removal & Solid Waste management	 Sewage management	 Street Lights & Public safety
Rajarajeshwari nagar	 Drinking water	 Sewage management	 Garbage Removal & Solid Waste management	 Drinking water	 Primary and Maternity Health Centres
South	 Drinking water	 Sewage management	 Garbage Removal & Solid Waste management	 Drinking water	 Primary and Maternity Health Centres
West	 Construction and Maintenance Roads - roads & pothole	 Garbage Removal & Solid Waste management	 Sewage management	 Public Toilets	 Stray Animal Control
Yelahankha	 Construction and Maintenance Roads - roads & pothole	 Garbage Removal & Solid Waste management	 Sewage management	 Public Toilets	 Lake Development & Maintenance

10. Satisfaction level of Services in Bengaluru

Roads and Mobility are the services citizens were most dis-satisfied with in Bengaluru. Lake Development and Rejuvenation was a service citizen were comparatively more satisfied possibly because of the efforts made in the last few years towards rejuvenating lakes and the citizens' active involvement in the same.

Mobility



Roads



Lighting & other Safety



Garbage & Waste



Parks & Play Grounds



Lake Development



11. On Satisfaction level with the Mobility conditions in their Ward (scale of 1 - 5, 5 being highest and 1 being lowest)

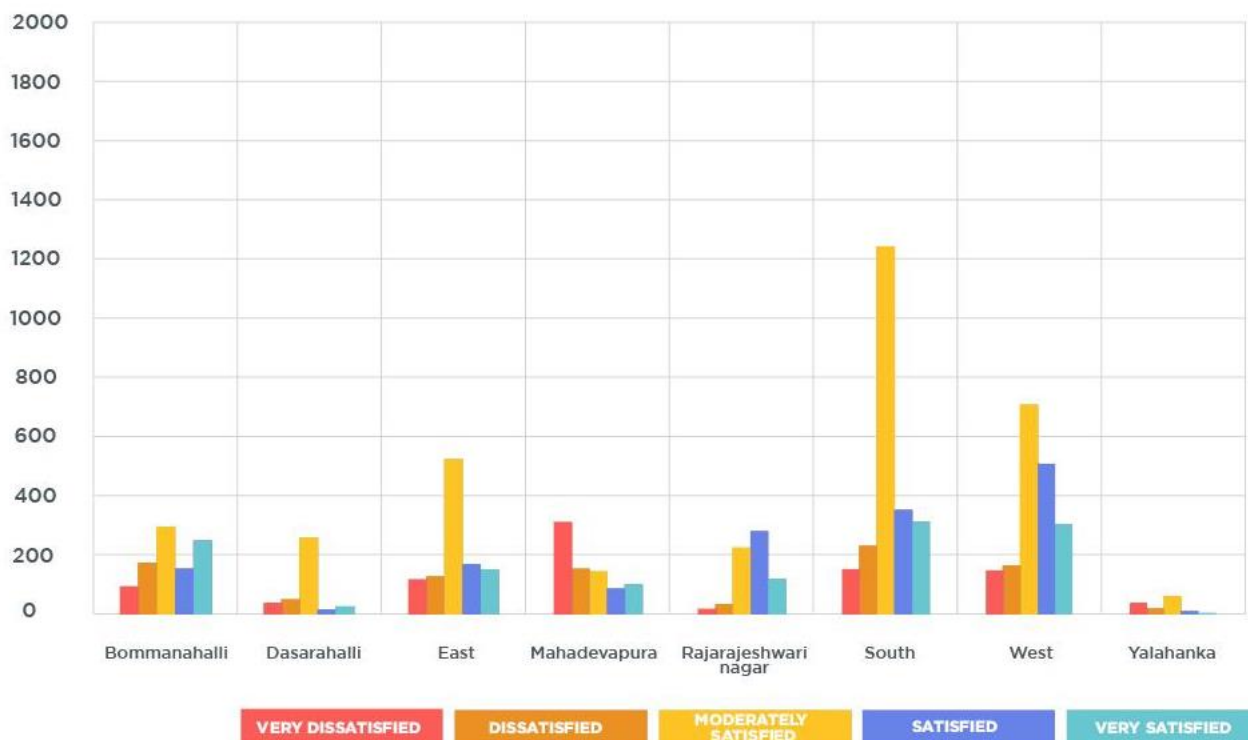
Bengaluru city level

On Satisfaction level with the Mobility conditions in their Ward (scale of 1 - 5, 5 being highest and 1 being lowest). Only 34% of the respondents across the city were satisfied with the mobility conditions in their ward , 39% were either moderately satisfied and 27% were dissatisfied .



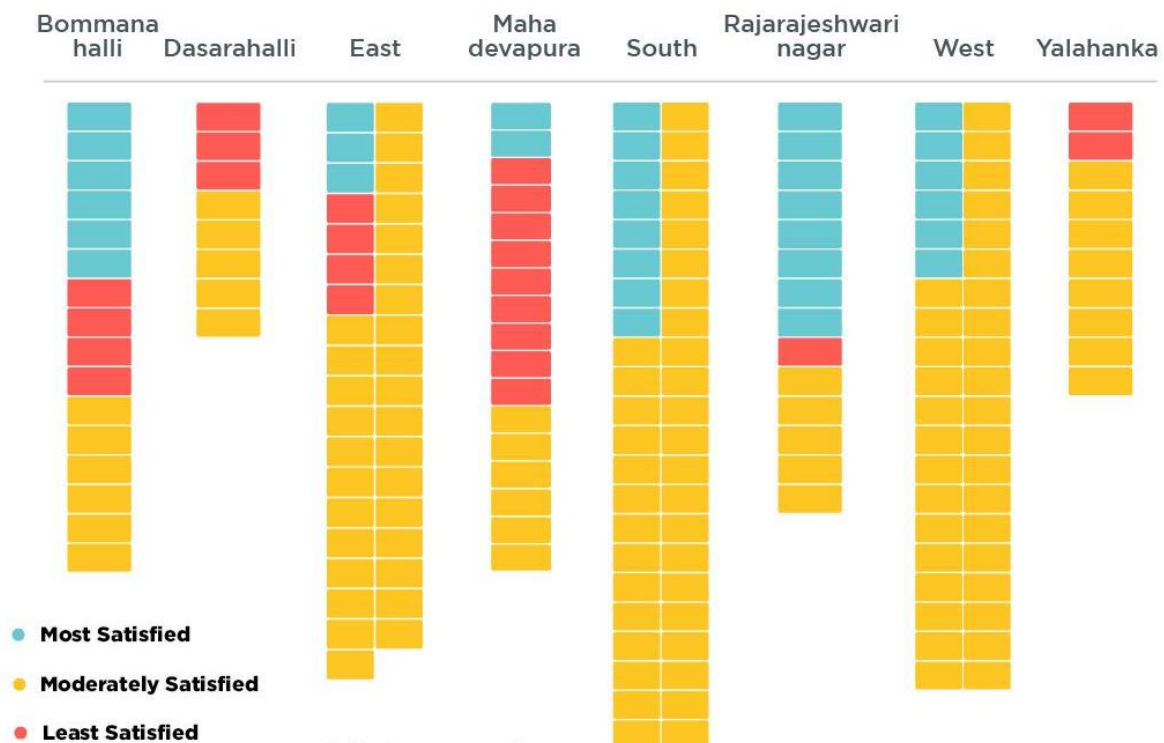
Zonal Level

63% (473/746) of the respondents of Mahadevapura Zone were dissatisfied with the mobility conditions in their respective wards whereas 60% (434/728) of the respondents of Rajarajeshwari Nagar Zone were satisfied.



Ward Level

8 out of 10 wards in Rajarajeshwari Nagar Zone had more than 50% of the respondents saying they were most satisfied with mobility conditions in their ward. 9 out of 17 wards in Mahadevapura zone had more than 50% respondents saying they were most dissatisfied with the mobility condition of their ward



12. On Satisfaction level with the Road conditions in their Ward (scale of 1 - 5, 5 being highest and 1 being lowest)

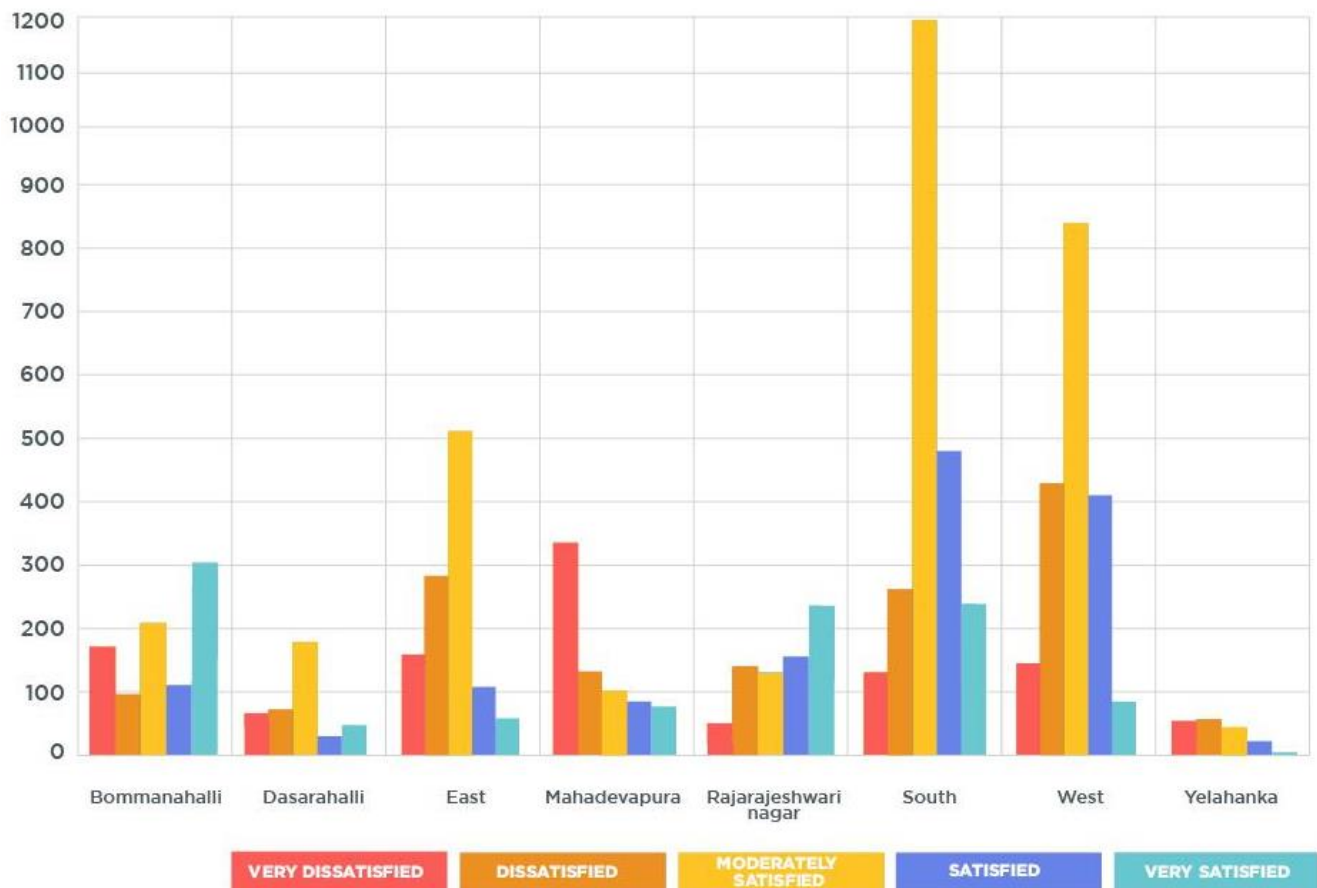
Bengaluru city level

31% of the respondents were dissatisfied with the road conditions in their ward, 39% were somewhat satisfied and 30% were satisfied.



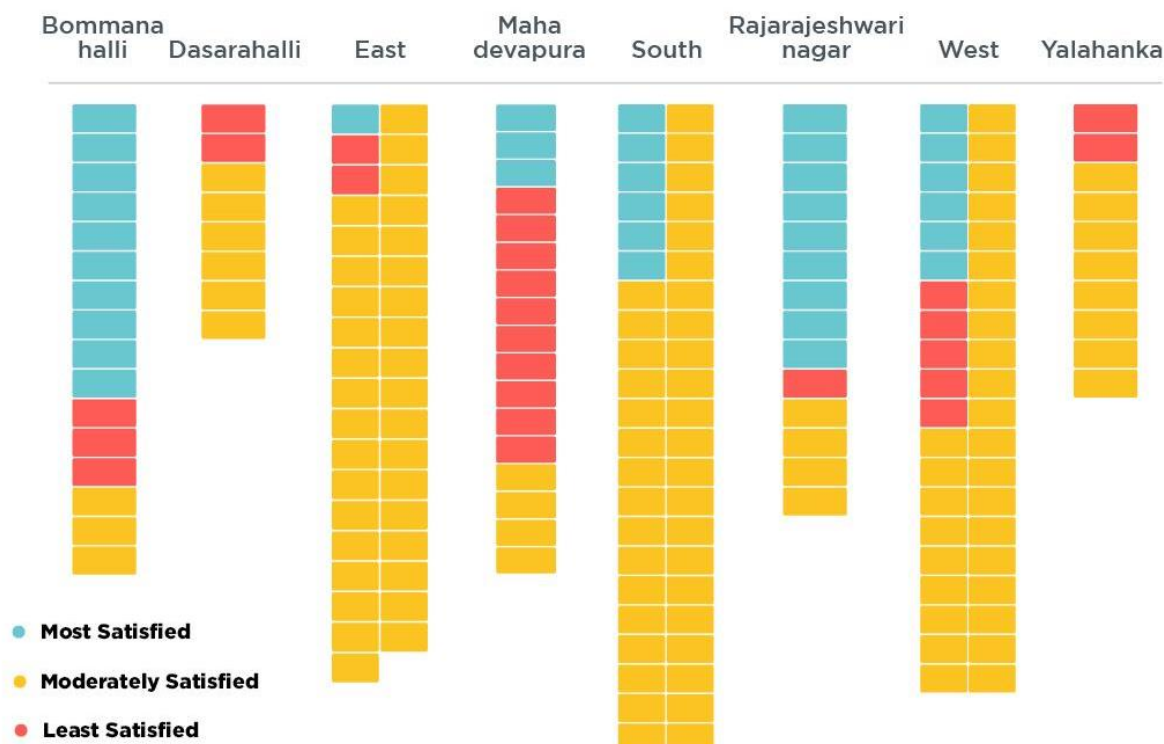
Zonal Level

64% (479/746) of the respondents of Mahadevapura Zone were most dissatisfied with the road conditions in their respective wards, whereas 55% (401/728) of respondents from Rajarajeshwari Nagar Zone were most satisfied



Ward Level

9 out of 10 wards in the Rajarajeshwari Nagar Zone had more than 50% of the respondents saying they were most satisfied with the road condition of their ward. 10 out of 17 wards in Mahadevapura Zone had more than 50% respondents saying they were most dissatisfied.



13. On Satisfaction level with the lighting and other safety condition of their ward (scale of 1 - 5, 5 being highest and 1 being lowest)

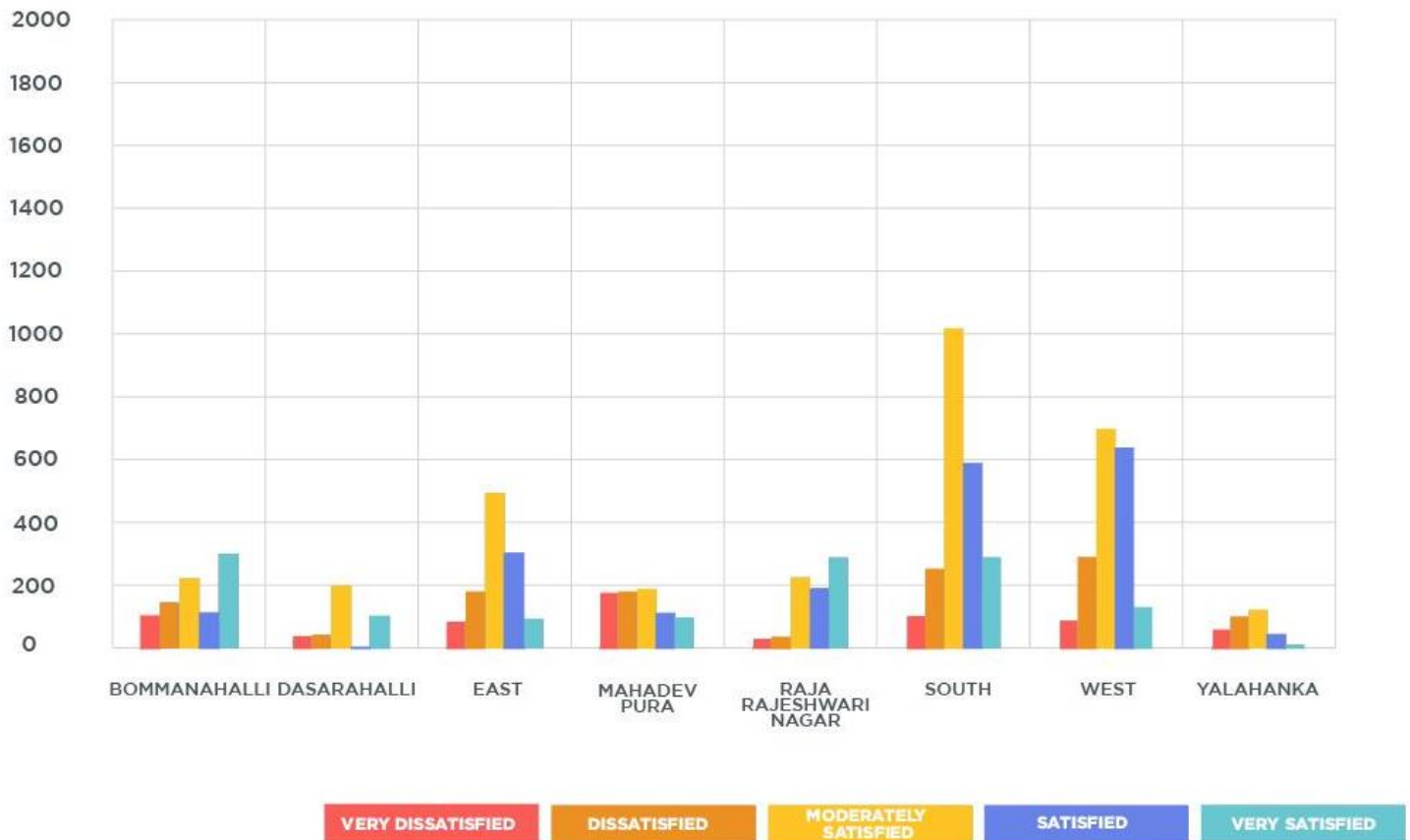
Bengaluru city level

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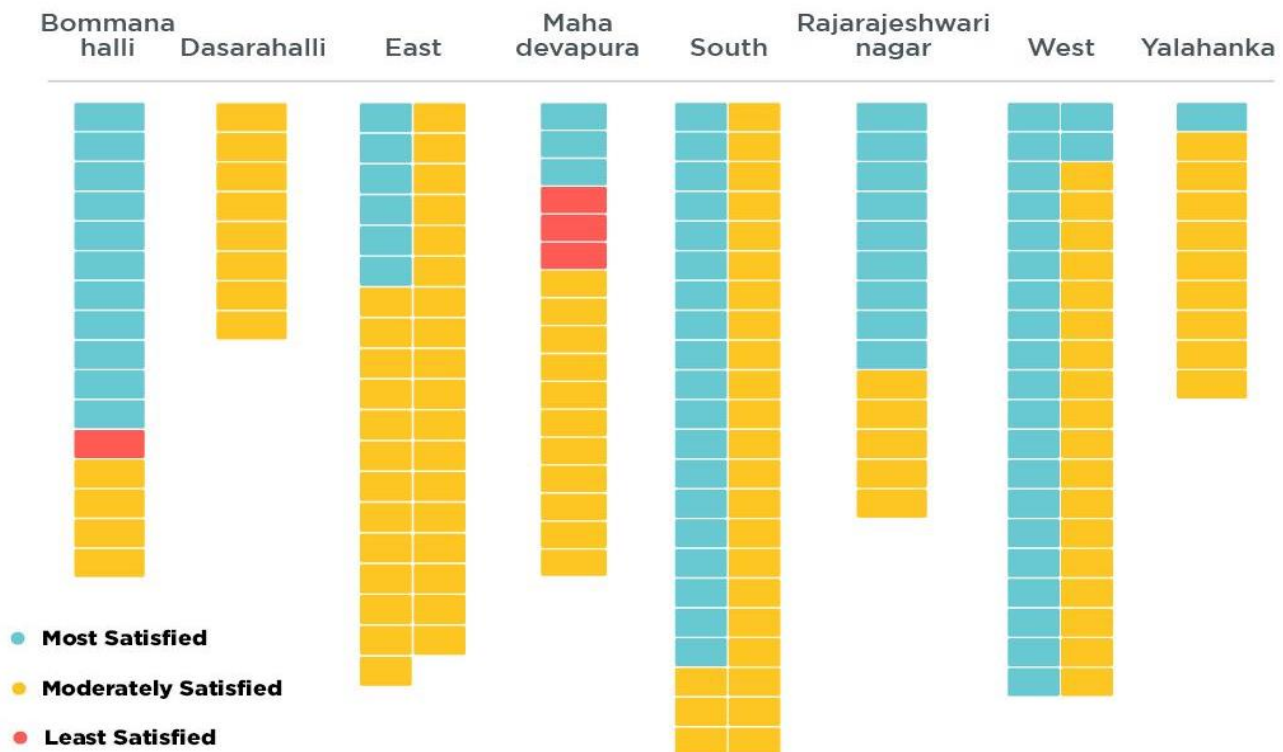
Zonal Level

60% (434/728) of the respondents of Rajarajeshwari Nagar Zone were most satisfied with the lighting and other safety conditions in their ward while 46.51% (212/746) of the respondents of Mahadevapura Zone were dissatisfied.



Ward Level

11 out of 16 wards in Bommanahalli zone and 9 out of 14 wards in Rajarajeshwari Nagar zone had more than 50% of the respondents saying they were most satisfied. 3 out of 17 wards in Mahadevapura zone had more than 50% respondents saying they were most dissatisfied with the lighting and other safety conditions in their ward.



14. On Satisfaction level with the work done by BBMP on Garbage removal & Waste Management in their Ward (scale of 1 - 5, 5 being highest and 1 being lowest)

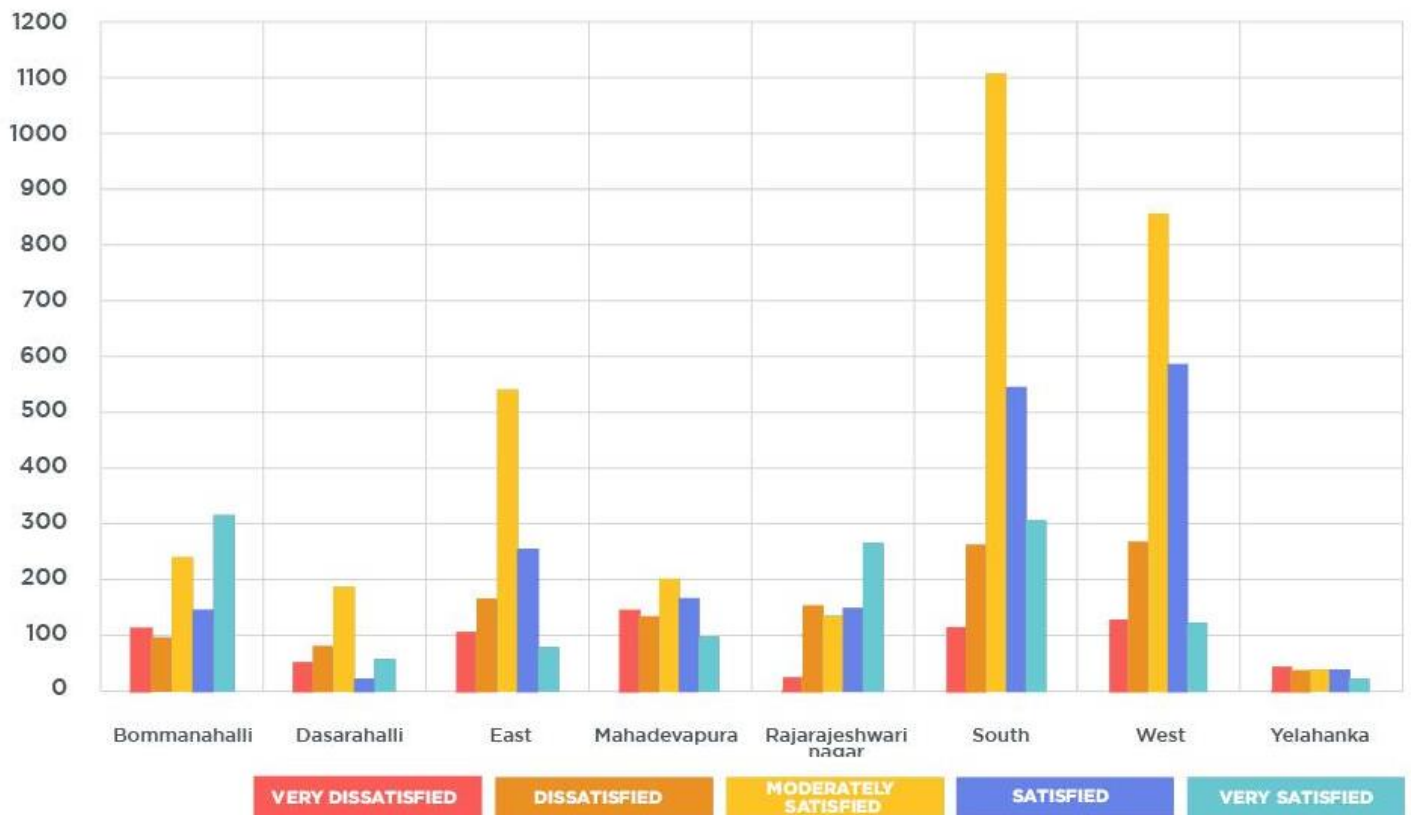
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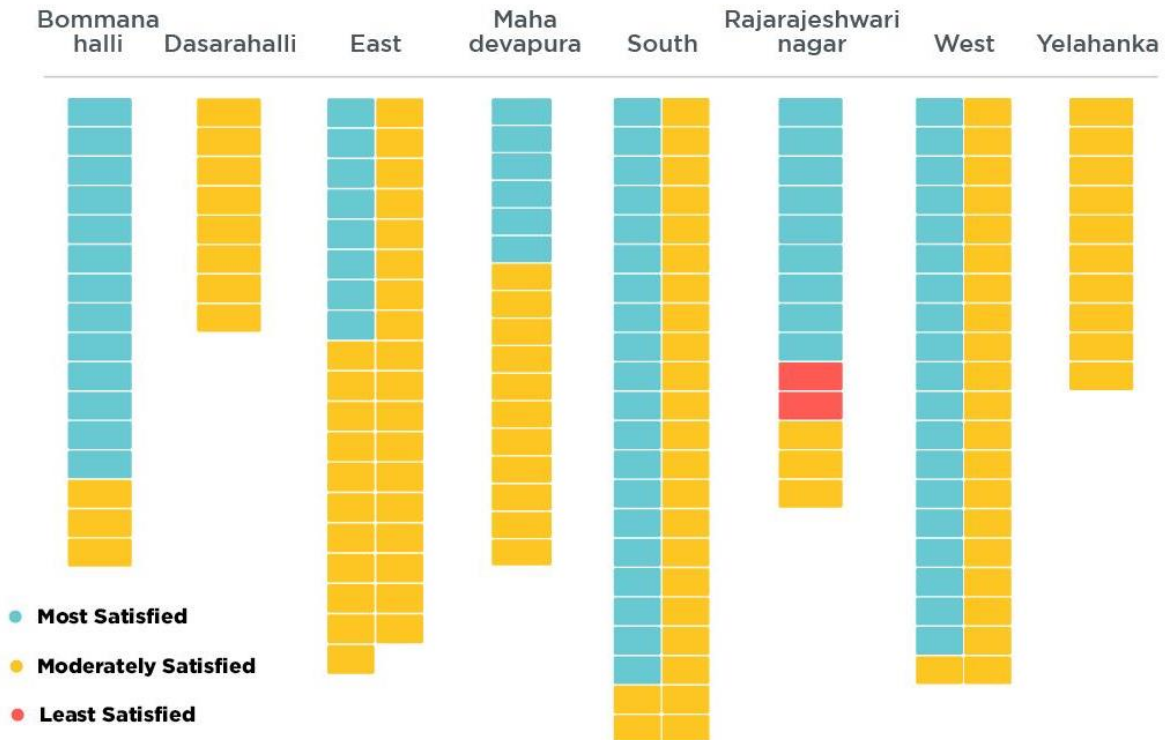
Zonal Level

57% (414/728) respondents of the Rajarajeshwari Nagar Zone were most satisfied and 45% (81/181) Yelahanka were most dissatisfied with the work done by BBMP on Garbage removal & Waste Management in their ward.



Ward Level

13 out of 16 wards in Bommanahalli zone and 9 out of 14 wards in Rajarajeshwari Nagar zone had more than 50% of the respondents saying they were most satisfied with work done by BBMP on Garbage removal & Waste Management. 2 out of 14 wards in RR Nagar zone had more than 50% respondents saying they were most dissatisfied



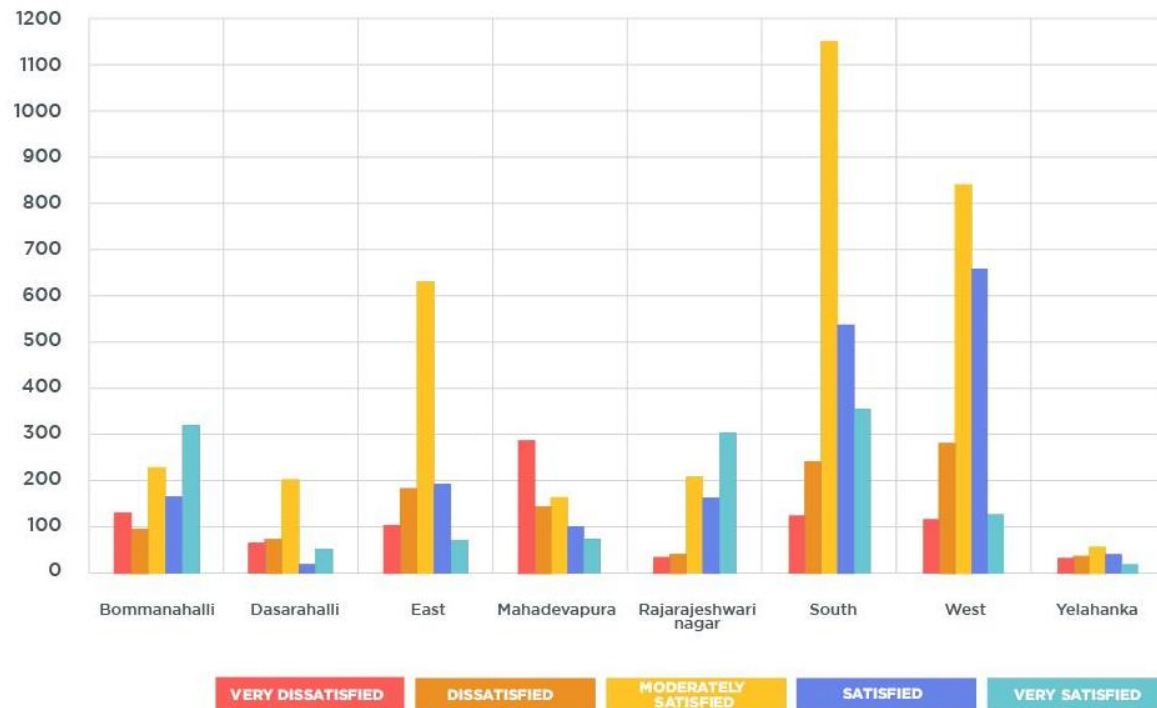
15. Satisfaction level with the work done by BBMP in development and maintenance of Parks and Playgrounds in their Ward (scale of 1 - 5, 5 being highest and 1 being lowest).

Bengaluru city level

37% of the respondents were satisfied with the work done by BBMP in development and maintenance of Parks and Playgrounds in their ward and 40% of the respondents were somewhat satisfied, and 23% were dissatisfied.



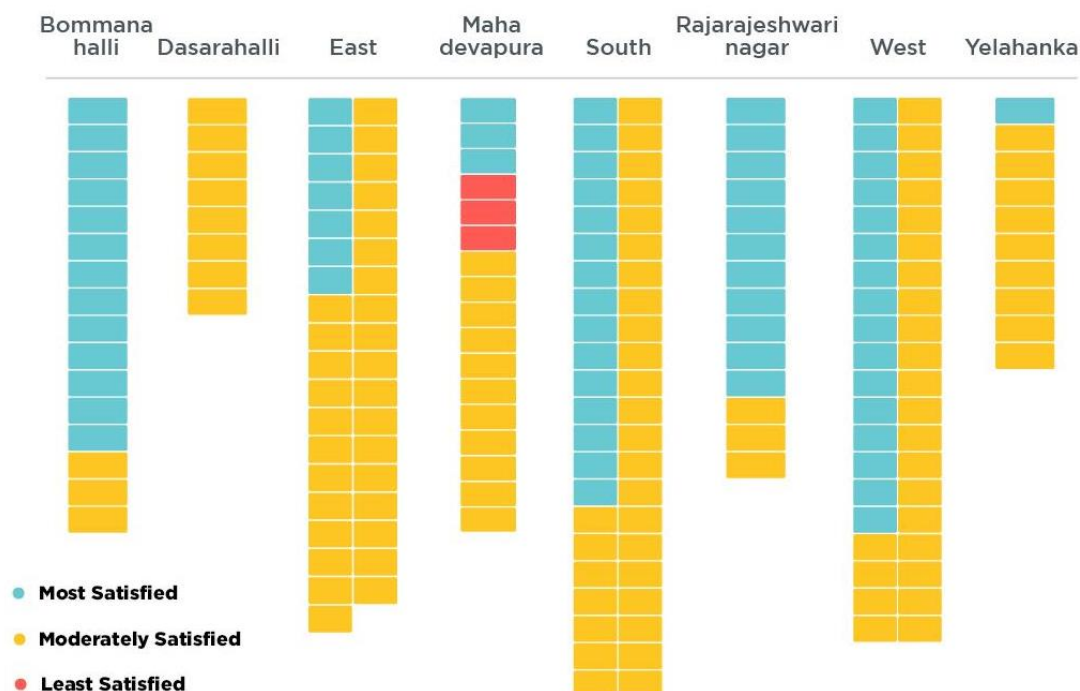
Zonal Level



62% (452/728) respondents of the Rajarajeshwari Nagar Zone were most satisfied on development of parks and playgrounds whereas 56% (417/746) of the respondents of Mahadevapura were dissatisfied

Ward Level

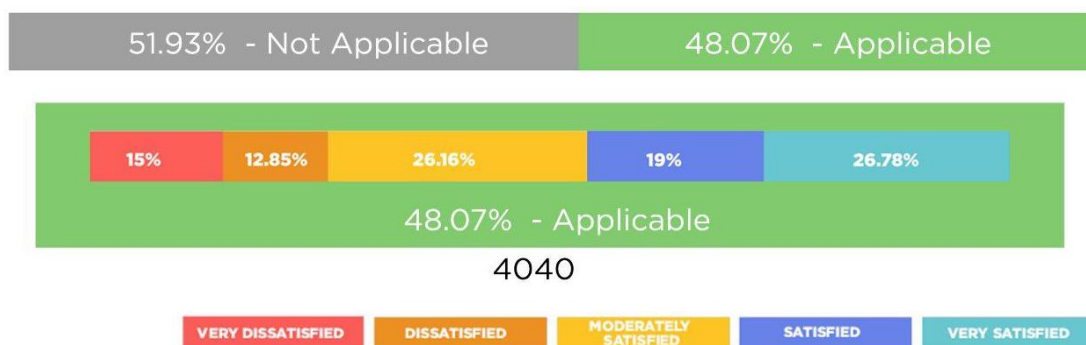
13 out of 16 wards in Bommanahalli Zone and 11 out of 14 wards in Rajarajeshwari Nagar Zone had more than 50% of the respondents saying they were most satisfied with the work done by BBMP in development and maintenance of Parks and Playgrounds. 3 out of 17 wards in Mahadevapura Zone had more than 50% respondents saying they were most dissatisfied.



16. On Satisfaction level with the work done by BBMP Lake Development and Rejuvenation in their Ward (scale of 1 - 5, 5 being highest and 1 being lowest)

Bengaluru City Level

46% of the respondents of Bengaluru are satisfied with the work done by BBMP Lake Development and Rejuvenation in their ward, 26 % of the respondents were somewhat satisfied and 28 % were dissatisfied.



Zonal Level

57% (414/728) respondents of the Rajarajeshwari nagar zone were most satisfied and 47% (354/746) of Mahadevapura were most dissatisfied with the work done by BBMP Lake Development and Rejuvenation in their ward.

Section 3: BBMP Election

17. Vote during the last BBMP elections in 2015

Bengaluru city level 88% of the respondent Bangaloreans had cast their votes in the last BBMP elections.

DID YOU VOTE ?

87.72%

7372

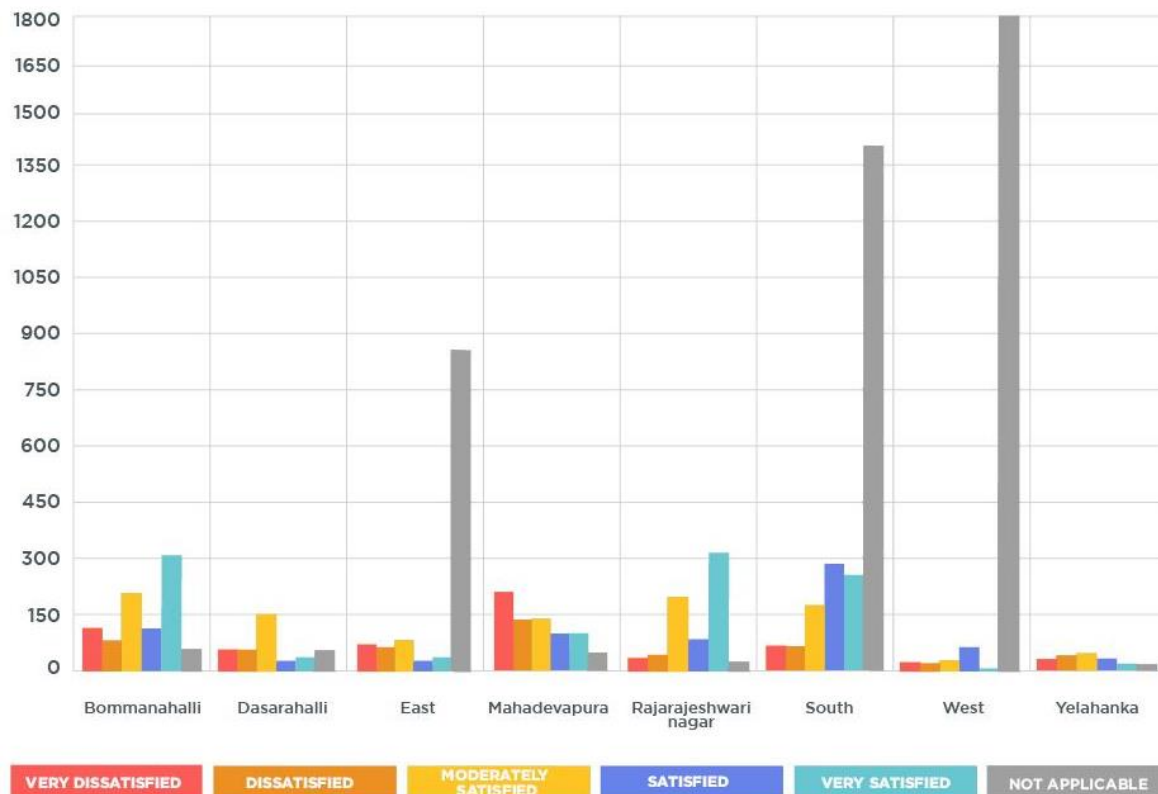
12.28%

1032

YES NO

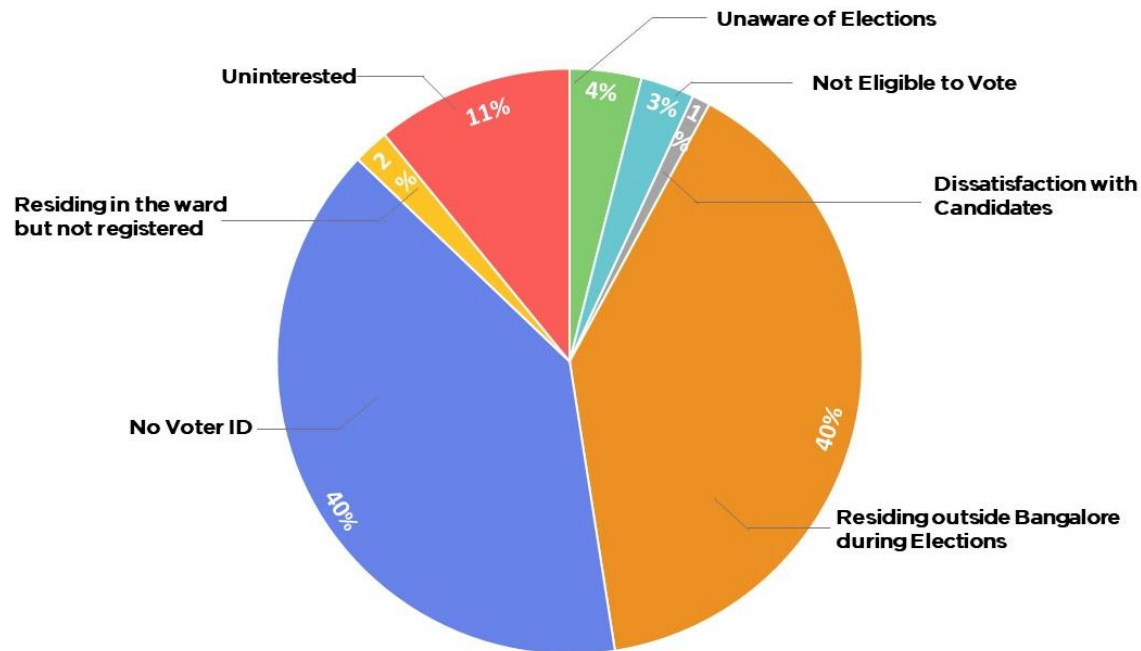
18. If No, Reason for not voting

Bengaluru city level



The two major reasons for citizens not casting vote in the last elections were :

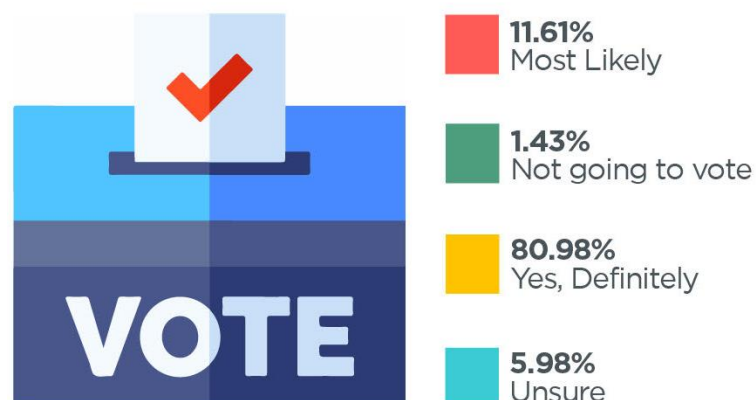
40% of the respondent Bengalureans did not have voter ID to vote in the last elections and another 40% were residing outside or traveling out of Bengaluru during elections.



19. Vote in the upcoming BBMP elections

Bengaluru city level

93% of the respondent Bengalureans said they are going to vote in the next election.



Annexure : Survey Questionnaire

The survey had the following questions:

Section 1: BBMP ward related | ಭಾಗ 1: ಬಿಬಿಎಂಪಿ ವಾರ್ಡ್‌ಗೆ ಸಂಬಂಧಿಸಿದ ವಿಷಯ

1. Which BBMP ward do you belong to? / ನೀವು ಯಾವ ಬಿಬಿಎಂಪಿ ವಾರ್ಡ್‌ನಲ್ಲಿ ವಾಸಿಸುತ್ತೀರಿ?

2. Please indicate your area/layout/locality you reside in (ex: Near Telephone exchange, 4th block, Koramangala) / ವಾರ್ಡ್ ನಲ್ಲಿ ನೀವು ನೆಲೆಸಿರುವ ಪ್ರದೇಶ/ಲೇಔಟ್/ಸ್ಥಳದ ಬಗ್ಗೆ ತಿಳಿಸಿ (ಉದಾಹರಣೆ: ಟೆಲಿಫೋನ್ ಎಕ್ಸ್ಚೇಂಜ್, 4ನೇ ಬ್ಲಾಕ್, ಕೋರಮಂಗಲ)

3. Are you aware of the previous Corporator of your BBMP Ward during 2015-2020? / 2015-2020ರಲ್ಲಿ ನಿಮ್ಮ ವಾರ್ಡ್ ನಿಂದ ಆಯ್ಕೆಯಾಗಿದ್ದ ಬಿಬಿಎಂಪಿ ಕಾರ್ಪೊರೇಟರ್ ಯಾರು ಎಂದು ನಿಮಗೆ ತಿಳಿದಿದೆಯೇ?

4. How satisfied are you with the overall work done by Ex Corporator during his/her term 2015-2020? 5 being most satisfied, 1 being most dissatisfied / 2015-2020 ರ ಅವಧಿಯಲ್ಲಿ ಆಯ್ಕೆಯಾಗಿದ್ದ ಪಾಲಿಕೆಯ ಸದಸ್ಯರು ಕೈಗೊಂಡ ವಾರ್ಡ್ ಅಭಿವೃದ್ಧಿ ಯೋಜನೆಗಳ ಬಗ್ಗೆ ನಿಮಗೆ ಎಷ್ಟು ತೃಪ್ತಿಯಿದೆ? (ಅತಿ ಹೆಚ್ಚು ತೃಪ್ತಿ ಎಂದರೆ 5, ಅತಿ ಕಡಿಮೆ ತೃಪ್ತಿ ಎಂದರೆ 1)

5. Have you come across instances where your EX Corporator has proactively identified problems and helped in resolving them? / ನಿಮ್ಮ ವಾರ್ಡ್ ನ ಮಾಜಿ ಪಾಲಿಕೆ ಸದಸ್ಯರು ಸ್ವಯಂಪ್ರೇರಿತವಾಗಿ ವಾರ್ಡ್ ನಲ್ಲಿ ಕಂಡುಬರುವ ಸಮಸ್ಯೆಗಳನ್ನು ಗುರುತಿಸಿ ಅವುಗಳಿಗೆ ಪರಿಹಾರ ಸೃಷ್ಟಿಸುವ ಪ್ರಯತ್ನ ಮಾಡಿರುವ ನಿದರ್ಶನಗಳನ್ನು ಕಂಡಿದ್ದೀರಾ?

6. What was your experience with the BBMP Ward Office after the term of the Council ended in 2020. / 2020ರಲ್ಲಿ ಪಾಲಿಕೆ ಸದಸ್ಯರ ಅವಧಿ ಮುಗಿದ ನಂತರ ನೀವು ನೀವು ವಾರ್ಡ್ ಕಚೇರಿಗೆ ಕೆಲಸ ನಿಮಿತ್ತ ಬೇಟಿಕೊಟ್ಟಾಗ ಸಿಗುವ ಪ್ರತ್ಯುತ್ತರದ ಬಗ್ಗೆ ನಿಮ್ಮ ಅಭಿಪ್ರಾಯ ತಿಳಿಸಿ

7. As on today, Do your Ward Committee meetings happen regularly? / ನಿಮ್ಮ ವಾರ್ಡ್ ನಲ್ಲಿ ವಾರ್ಡ್ ಸಲಹಾ ಸಮಿತಿಯ ಮಾಸಿಕ ಸಭೆಗಳು ನಿಯಮಿತವಾಗಿ ನಡೆಯುತ್ತವೆಯೇ?

8. Do you attend the Ward committee in your Ward, currently? / ನಿಮ್ಮ ವಾರ್ಡ್ ನಲ್ಲಿ ನಡೆಯುವ ವಾರ್ಡ್ ಸಲಹಾ ಸಮಿತಿಯಲ್ಲಿ ನೀವು ಭಾಗವಹಿಸುತ್ತೀರಾ?

9. Do you think Ward Committees are effective to address issues in your Ward? / ವಾರ್ಡ್ ಮಟ್ಟದ ಸಮಸ್ಯೆಗಳಿಗೆ ಪರಿಹಾರ ಸೂಚಿಸುವಲ್ಲಿ ವಾರ್ಡ್ ಸಲಹಾ ಸಮಿತಿ ಎಷ್ಟು ಪರಿಣಾಮಕಾರಿಯಾಗಿ ಕೆಲಸ ನಿರ್ವಹಿಸುತ್ತದೆ ಎಂದು ತಿಳಿಸಿ?

Section 2: Governance & Civic Amenities | ಭಾಗ 2: ನಗರಾಡಳಿತ ಮತ್ತು ಮೂಲಸೌಕರ್ಯಗಳ ವಿಷಯ

10. Are you satisfied with the overall governance of Bengaluru city? / ಪುಸಕ್ತ ಪರಿಸ್ಥಿತಿಯಲ್ಲಿ ಬೆಂಗಳೂರು ನಗರದ ಸಮಗ್ರ ಆಡಳಿತ ನಿರ್ವಹಣೆಯ ಬಗ್ಗೆ ನಿಮಗೆ ತೃಪ್ತಿ ಇದೆಯೇ?

11. What are the top 5 issues that need attention in your Ward? Rank in order of priority (do not select two priority issues for same rank, select only 5 issues) / ನಿಮ್ಮ ವಾರ್ಡ್‌ನಲ್ಲಿ ಗಮನಹರಿಸಬೇಕಾದ 5 ಪ್ರಮುಖ ಸಮಸ್ಯೆಗಳು ಯಾವುವು? (ಒಂದೇ ಶ್ರೇಣಿಗೆ ಎರಡು ಸಮಸ್ಯೆಗಳನ್ನು ಆಯ್ಕೆ ಮಾಡಬೇಡಿ)

12. How satisfied are you with the Mobility conditions in your Ward? Are the Footpaths, Bus stops and cycle lanes maintained well? 5 being most satisfied, 1 being most dissatisfied. / ನಿಮ್ಮ ವಾರ್ಡ್‌ನಲ್ಲಿ ಸಾರ್ವಜನಿಕ ಸಾರಿಗೆ ಸಂಚಾರ ವ್ಯವಸ್ಥೆಯ ಕುರಿತು ನೀವು ಎಷ್ಟು ತೃಪ್ತರಾಗಿದ್ದೀರಿ? ಪಾದಚಾರಿಮಾರ್ಗಗಳು, ಬಸ್ ನಿಲ್ದಾಣಗಳು ಮತ್ತು ಸೈಕಲ್ ಲೇನ್‌ಗಳನ್ನು ಉತ್ತಮವಾಗಿ ನಿರ್ವಹಿಸಲಾಗಿದೆಯೇ? (ಅತಿ ಹೆಚ್ಚು ತೃಪ್ತಿ ಎಂದರೆ 5, ಅತಿ ಕಡಿಮೆ ತೃಪ್ತಿ ಎಂದರೆ 1)

13. How satisfied are you with the condition of the Roads in your Ward? 5 being most satisfied, 1 being most dissatisfied / ನಿಮ್ಮ ವಾರ್ಡ್‌ನಲ್ಲಿರುವ ರಸ್ತೆಗಳ ಸ್ಥಿತಿಯ ಬಗ್ಗೆ ನಿಮಗೆಷ್ಟು ತೃಪ್ತಿ ಇದೆ ಎಂದು ತಿಳಿಸಿ? (ಅತಿ ಹೆಚ್ಚು ತೃಪ್ತಿ ಎಂದರೆ 5, ಅತಿ ಕಡಿಮೆ ತೃಪ್ತಿ ಎಂದರೆ 1)

14. How satisfied are you with the lighting & other safety conditions in your Ward? 5 being most satisfied, 1 being most dissatisfied / ನಿಮ್ಮ ವಾರ್ಡ್‌ನಲ್ಲಿನ ಬೀದಿ ದೀಪಗಳು ಮತ್ತು ಇತರ ಸುರಕ್ಷತಾ ಪರಿಸ್ಥಿತಿಗಳ ಕುರಿತು ನೀವು ಎಷ್ಟು ತೃಪ್ತರಾಗಿದ್ದೀರಿ ಎಂದು ತಿಳಿಸಿ? (ಅತಿ ಹೆಚ್ಚು ತೃಪ್ತಿ ಎಂದರೆ 5, ಅತಿ ಕಡಿಮೆ ತೃಪ್ತಿ ಎಂದರೆ 1)

15. How satisfied are you with the work done by BBMP on Garbage removal & Waste Management in your Ward? 5 being most satisfied, 1 being most dissatisfied / ನಿಮ್ಮ ವಾರ್ಡ್‌ನಲ್ಲಿ ಕಸ ಹಾಗೂ ಘನ ತ್ಯಾಜ್ಯ ನಿರ್ವಹಣೆ ಕುರಿತು ಬಿಬಿಎಂಪಿ ಮಾಡಿದ ಕೆಲಸದ ಬಗ್ಗೆ ನೀವು ಎಷ್ಟು ತೃಪ್ತಿ ಹೊಂದಿದ್ದೀರಿ ಎಂದು ತಿಳಿಸಿ? (ಅತಿ ಹೆಚ್ಚು ತೃಪ್ತಿ ಎಂದರೆ 5, ಅತಿ ಕಡಿಮೆ ತೃಪ್ತಿ ಎಂದರೆ 1)

16. How satisfied are you with the work done by BBMP in development and maintenance of Parks and Playgrounds? 5 being most satisfied, 1 being most dissatisfied / ನಿಮ್ಮ ವಾರ್ಡ್‌ನಲ್ಲಿ ಉದ್ಯಾನವನಗಳು ಮತ್ತು ಆಟದ ಮೈದಾನಗಳ ಅಭಿವೃದ್ಧಿ ಮತ್ತು ನಿರ್ವಹಣೆಯಲ್ಲಿ ಬಿಬಿಎಂಪಿ ಮಾಡಿದ ಕೆಲಸದ ಬಗ್ಗೆ ನೀವು ಎಷ್ಟು ತೃಪ್ತಿ ಹೊಂದಿದ್ದೀರಿ ಎಂದು ತಿಳಿಸಿ? (ಅತಿ ಹೆಚ್ಚು ತೃಪ್ತಿ ಎಂದರೆ 5, ಅತಿ ಕಡಿಮೆ ತೃಪ್ತಿ ಎಂದರೆ 1)

17. How satisfied are you with the work done by BBMP Lake Development and Rejuvenation? (If there is a lake in your Ward) 5 being most satisfied, 1 being most

dissatisfied / ನಿಮ್ಮ ವಾರ್ಡ್ ನಲ್ಲಿ ಬಿಬಿಎಂಪಿ ಕೆರೆ ಅಭಿವೃದ್ಧಿ ಮತ್ತು ಪುನರುಜ್ಜೀವನಕ್ಕೆ ಕೈಗೊಂಡ ಕ್ರಮಗಳ ಬಗ್ಗೆ ನೀವು ಎಷ್ಟು ತೃಪ್ತಿ ಹೊಂದಿದ್ದೀರಿ ಎಂದು ತಿಳಿಸಿ ? (ನಿಮ್ಮ ವಾರ್ಡ್‌ನಲ್ಲಿ ಕೆರೆ ಇದ್ದರೆ ಮಾತ್ರ ಅನ್ವಯವಾಗುತ್ತದೆ) (ಅತಿ ಹೆಚ್ಚು ತೃಪ್ತಿ ಎಂದರೆ 5, ಅತಿ ಕಡಿಮೆ ತೃಪ್ತಿ ಎಂದರೆ 1)

Section 3: BBMP Election & Respondent details | ಭಾಗ 3: ಬೆಂಗಳೂರು ಮಹಾನಗರ ಪಾಲಿಕೆ ಚುನಾವಣೆ ಮತ್ತು ಪ್ರತಿಕ್ರಿಯಿಸಿದವರ ವಿವರ

18. Did you vote during the last BBMP elections in 2015? / 2015ರಲ್ಲಿ ಬೆಂಗಳೂರು ಮಹಾನಗರ ಪಾಲಿಕೆಗೆ ನಡೆದ ಚುನಾವಣೆಯಲ್ಲಿ ನೀವು ಮತ ಚಲಾಯಿಸಿದ್ದೀರಾ?

19. If No, Reason for not voting / ಇಲ್ಲದಿದ್ದರೆ, ಮತದಾನ ಮಾಡದಿರಲು ಕಾರಣ ತಿಳಿಸಿ

20. If BBMP elections were to be held during 2022, how are you likely to vote? / 2022ರಲ್ಲಿ ಮಹಾನಗರ ಪಾಲಿಕೆಗೆ ಚುನಾವಣೆ ನಡೆದರೆ ನೀವು ಮತದಾನ ಪ್ರಕ್ರಿಯೆಯಲ್ಲಿ ಪಾಲ್ಗೊಳ್ಳುವ ಸಂಭವ ಏನೆಂದು ತಿಳಿಸಿ?

21. What age bracket do you belong to? / ನೀವು ಯಾವ ವಯಸ್ಸಿನ ಗುಂಪಿಗೆ ಸೇರಿದವರು?

22. Please select the gender you identify as? / ನೀವು ಯಾವ ಲಿಂಗಕ್ಕೆ ಸೇರಿದವರು?

23. How did you know about this survey? / ಈ ಸಮೀಕ್ಷೆಯ ಬಗ್ಗೆ ನಿಮಗೆ ಹೇಗೆ ಗೊತ್ತಾಯಿತು?