

Government foremost responsibilities:**Government Public Services-1**

The total district area is divided into 'sub (splitted/small) district units' (SDU) each having approximately 2 sq km area and assessment done for each SDU. The SDU score is the sum of all SDUs of the district. The SDU index is the total sum of score of all SDUs

government actions	Does COG makes government accountable to provide public services to citizen and define the services	Yes=100; No=(-)200
	Has the government identified and placed on public domain the public services it committ to render to the citizen	Yes=100; No=(-)150
	Has government ensured and notified to public the concerned 'public service delivery offices/units' with contact details	Yes=100; No=(-)150
	Has government notified its 'true representative' (only one person) and monitor to 'watch and uplift' the public services in total	Yes=150; No=(-)150
	Has government ensured and notified to public the 'owner of service to people' of concerned 'public service delivery offices/units'	Yes=100; No=(-)150
	Has the government prepared and notified publicly the standards and codes for the quality and assurance for all the services	Yes=100; No=(-)150
	Has the government prepared and notified publicly the parameters/ measurements and procedures and specify 'the guaranteed levels' of quality	Yes=100; No=(-)150
	Has the government prepared the scheme/plan for the CMOGE map technique	Yes=100; No=(-)250
	Do the DH publish CMOGE maps of each public service but not less than including sewage, drainage, drinking water supply, roads, garbage disposal, electricity supply, flood management, government education system, , government health services, irrigation canals(for farming area), cost of living vis-a-vis earning of average citizen	Yes=100each; No=(-)150each item
	Has government notified that provisions of POMIE are fully applicable in case government depute a non-government entity for providing public services	Yes=200; No=(-)400
	Is there a law enforced that furnishing/presentation of, wrong information by a GPP shall be treated as cheating and act of corruption and employment shall be discontinued	Yes=400; No=(-)400
	Has government instituted rule that the map showing/confirming that the 'standard development index of the system is minimum 1.5 at all levels, should be presented on public domain for all 'development indicators' for each government public service	Yes=150; No=(-)250

Sewage	Has government made a rule and procedure that a complaint shall be attended to by the unit/office within 48 hrs in normal course and within 6 hrs in case of urgency	Yes=100; No=(-)150
	Are details as to when the complaint got attended and work done, notified on public domain by the department/unit/office	Yes=100; No=(-)150
	For new works or repair/maintenance works expected to last for more than two days, once started, has government instituted a procedure to display name and government position with contact details, of the person responsible for the completion of activity	Yes=100; No=(-)150
	Is there a procedure that the date of commencement, expected date of completion, the cost of work/expenditure, and summary of works/activities to be carried out, are placed on public domain and displayed at site of work	Yes=100; No=(-)150
	If any existing public service is damaged/effected (like dismantling of road for sewer pipe etc) does responsible person certifies that the public service damaged has been recovered as original	Yes=100; No=(-)150
	Underground Sewage disposal system SDS (including household waste water)	
	Do the government/ DH publish/notify CMOGE maps of sewage system public service	Yes=150; No=(-)200
	Has government/DH published/notified the 'standard development index' map of public service specifying SDI at each level	Yes=150; No=(-)200 100%=150;
	Total area of the SDU and Availability of covered underground sewage system in the area in sq mt- what % of area has SDS	<100%=(-)5 for each % less 100%=150;
	Number of houses and % of total houses in SDU connected to underground sewage disposal system	<100%=(-)5 for each % less
	Is there a system to report mal functioning on public domain or on telephone with auto registration of complaint and confirmation to complaintant	Yes=100; No=(-)150
	Total number of complaints registered each month; statistics published on public domain	Yes=100; No=(-)150
	Are details of sewage connection in houses available individual house number wise placed on government public domain	Yes=100; No=(-)150
	Has government defined and detailed the system design of sewage system both for human waste and household waste water including pipes, underground connections, sewage treatment plant size including physical size and capacity to handle sewage/waste	Yes=100; No=(-)150

Has government placed sewage system details on public domain shown on District geographical map	Yes=100; No=(-)150
Is the map showing/confirming that the 'standard development index of the system is minimum 1.5 at all levels, presented on public domain	Yes=200; No=(-)250
Are norms defined regarding population density vs size of sewage disposal system pipes and underground passages	Yes=100; No=(-)150
Does government confirm on public domain every six months that sewage disposal system size is at least 20% higher than the required as per population requirement	Yes=100; No=(-)150
Does government places details on public domain regarding deficient sewage disposal system if not adequate against the population	Yes=100; No=(-)150
The SDU index is the total sum of score of all SDUs	
Has government defined and detailed the population for which SDS treatment plant has been designed	Yes=100; No=(-)150
Has government defined, detailed and documented the area both in writing and on district map earmarking the area for which sewage plant is designed -SPDA	Yes=100; No=(-)150
Has government defined, detailed and documented the area both in writing and on district map earmarking the area the sewage plant is working for-SPWA	Yes=100; No=(-)150
Does government confirm every six months that SPDA=1.2xSPWA or more	Yes=100; No=(-)150
Has government made a rule and procedure that a complaint shall be attended to by the unit/office within 48 hrs in normal course and within 6 hrs in case of urgency	Yes=100; No=(-)150
Are details as to when the complaint got attended and work done, notified on public domain by the department/unit/office	Yes=100; No=(-)150
For new works or repair/maintenance works expected to last for more than two days, once started, has government instituted a procedure to display name and government position with contact details, of the person responsible for the completion of activity	Yes=100; No=(-)150
Is there a procedure that the date of commencement, expected date of completion, the cost of work/expenditure, and summary of works/activities to be carried out, are placed on public domain and displayed at site of work	Yes=100; No=(-)150
If any existing public service is damaged/effected (like dismantling of road for sewer pipe etc) does responsible person certifies that the public service damaged has been recovered as original	Yes=100; No=(-)150

In case of routine maintenance effecting/obstructing normal public life, like cleaning/repair of roads, cleaning of sewer pipes and drains etc, does the rule in place that these activities shall be carried out between 23 hrs to 6 hrs during night	Yes=100; No=(-) 150
Rain water and Waste water Disposal system- RAWWD	
Do the government/ DH publish/notify CMOGE maps of this public service	Yes=150; No=(-)200
Has government/DH published/notified the 'standard development index' map of public service specifying SDI at each level	Yes=150; No=(-)200
Has government prepared standards and code for RAWWD system and placed on public domain	Yes=100; No=(-) 150
Has government covered the amount of water of rain fall which can be drained out within 30 minutes after the rains	Yes=100; No=(-) 150
Has government/ DH confirmed that the RAWWD provided in the district is designed as per the code/standards	Yes=100; No=(-) 150
Total area of the SDUs and availability of covered underground RAWWD system in the area in sq mt- what % of area has RAWWD	100%=150; <100%=(-)5 for each % less
Is there a system to report problem on public domain or on telephone with auto registration of complaint and confirmation to complainant	Yes=100; No=(-) 150
Total number of complaints registered each month; statistics published on public domain	Yes=100; No=(-) 150
Is there a provision at supply point for continuous auto-recording of water being supplied or water being drained	Yes=100; No=(-) 250
Number of hours the full water supply was available in SDU during last 30 days based upon recordings	100%=150; <100%=(-)5 for each % less
Number of houses and % of total houses in SDU connected to underground RAWWD	100%=150; <100%=(-)5 for each % less
Are details of RAWWD connection in houses available individual house number wise placed on government public domain	Yes=100; No=(-) 150
Has government defined and detailed the system design of RAWWD system including pipes, underground connections, pumping stations size including physical size and capacity to handle water which can be drained	Yes=100; No=(-) 150
Has government placed RAWWD system details on public domain shown on District geographical map	Yes=100; No=(-) 150
Total area of the SDUs and availability of open RAWWD (OPRAWWD) system in the area in sq mt- what % of area has OPRAWWD	100%=150; <100%=(-)5 for each % less

Has government designed OPRAWWD so that the drains are dry and free of water within 30 minutes after a rain fall	Yes=100; No=(-)150
Number of houses and % of total houses in SDU connected to OPRAWWD	
Are details of OPRAWWD connection in houses available individual house number wise placed on government public domain	Yes=100; No=(-)150
Has government defined and detailed the system design of OPRAWWD system including drain size, sumps, pumping stations size including physical size and capacity to handle water which can be drained	Yes=100; No=(-)150
Has government placed OPRAWWD system details on public domain shown on District geographical map	Yes=100; No=(-)150
Has government identified and details placed on public domain, the locations where water remained logged after 30 minutes of a rain fall, 1 inch or deeper. Area of 1 sq mt shall be counted as one place/location	Yes=100; No=(-)150
Does government	
Does government confirm on public domain every six months that OPRAWWD system size is at least 20% higher than the required	Yes=100; No=(-)150
Does government places details on public domain regarding deficient OPRAWWD system if not adequate against the standards/code	Yes=100; No=(-)150
Has government confirmed on public domain that the water with rain fall of 1.2xthe average one time rain fall of last 10 years can be drained out within 30 minutes with existing OPRAWWD	Yes=100; No=(-)150
Has government defined and detailed the polpulation/area for which rain water pumping plant has been designed	Yes=100; No=(-)150
Has government defined, detailed and documented the area both in writing and on district map earmarking the area for which water pumping plant is designed -SPDA	Yes=100; No=(-)150
Has government defined, detailed and documented the area both in writing and on district map earmarking the area the water pumping plant is working for-SPWA	Yes=100; No=(-)150
Does government confirm every six months that SPDA=1.2xSPWA or more	Yes=100; No=(-)150
Has government made a rule and procedure that a complaint shall be attended to by the unit/office within 48 hrs in normal course and within 6 hrs in case of urgency	Yes=100; No=(-)150
Are details as to when the complaint got attended and work done, notified on public domain by the department/unit/office	Yes=100; No=(-)150

For new works or repair/maintenance works expected to last for more than two days, once started, has government instituted a procedure to display name and government position with contact details, of the person responsible for the completion of activity	Yes=100; No=(-)150
Is there a procedure that the date of commencement, expected date of completion, the cost of work/expenditure, and summary of works/activities to be carried out, are placed on public domain and displayed at site of work	Yes=100; No=(-)150
If any existing public service is damaged/effected (like dismantling of road for sewer pipe etc) does responsible person certifies that the public service damaged has been recovered as original	Yes=100; No=(-)150
In case of routine maintenance effecting/obstructing normal public life, like cleaning/repair of roads, cleaning of sewer pipes and drains etc, does the rule in place that these activities shall be carried out between 23 hrs to 6 hrs during night	Yes=100; No=(-)150
Electricity distribution system EDS	
Do the government/ DH publish/notify CMOGE maps of electricity supply public service	Yes=150; No=(-)200
Has government/DH published/notified the 'standard development index' map of public service specifying SDI at each level	Yes=150; No=(-)200 100%=100;
Total area of the SDU and Availability of government electrical supply in the area in sq mt- what % of area has SDS	<100%=(-)20 each % less 100%=100;
Number of houses and % of total houses in SDU connected to government electrical supply	<100%=(-)20 each % less
Is there a system to report non availability of electricity on public domain or on telephone with auto registration of complaint and confirmation to complainant	Yes=100; No=(-)150
Total number of complaints registered each month; statistics published on public domain	Yes=100; No=(-)150
Is there a provision at electrical power supply point for continuous auto-recording of electrical power being supplied	Yes=100; No=(-)250 100%=100;
Number of hours the full electrical power was supplied in SDU during last 30 days based upon recordings	<100%=(-)20 each % less
Are details of electricity connection in houses available individual house number wise placed on government public domain	Yes=100; No=(-)150
Has government defined and detailed the system design of electrical distribution system including overhead conductors, cables, transformers etc	Yes=100; No=(-)150

Has government placed electricity distribution system details on public domain shown on District geographical map	Yes=100; No=(-)150
Are norms defined regarding population density vs electricity requirements for specified area	Yes=100; No=(-)150
Does government confirm on public domain every six months that electricity distribution system size is at least 20% higher than the required as per population requirement	Yes=100; No=(-)150
Does government places details on public domain regarding deficient sewage disposal system if not adequate against the population	Yes=100; No=(-)150
Has government defined and detailed the population for which SDS treatment plant has been designed	Yes=100; No=(-)150
Has government defined, detailed and documented the area both in writing and on district map earmarking the area for which sewage plant is designed -SPDA	Yes=100; No=(-)150
Has government defined, detailed and documented the area both in writing and on district map earmarking the area the sewage plant is working for-SPWA	Yes=100; No=(-)150
Does government confirm every six months that SPDA=1.2xSPWA or more	Yes=100; No=(-)150
Has government made a rule and procedure that a complaint shall be attended to by the unit/office within 48 hrs in normal course and within 6 hrs in case of urgency	Yes=100; No=(-)150
Are details as to when the complaint got attended and work done, notified on public domain by the department/unit/office	Yes=100; No=(-)150
For new works or repair/maintenance works expected to last for more than two days, once started, has government instituted a procedure to display name and government position with contact details, of the person responsible for the completion of activity	Yes=100; No=(-)150
Is there a procedure that the date of commencement, expected date of completion, the cost of work/expenditure, and summary of works/activities to be carried out, are placed on public domain and displayed at site of work	Yes=100; No=(-)150
If any existing public service is damaged/effected (like dismantling of road for sewer pipe etc) does responsible person certifies that the public service damaged has been recovered as original	Yes=100; No=(-)150
In case of routine maintenance effecting/obstructing normal public life, like cleaning/repair of roads, cleaning of sewer pipes and drains etc, does the rule in place that these activities shall be carried out between 23 hrs to 6 hrs during night	Yes=100; No=(-)150

Drinking house water supply

Do the government/ DH publish/notify CMOGE maps of drinking water supply system public service	Yes=150; No=(-)200
Has government/DH published/notified the 'standard development index' map of public service specifying SDI at each level	Yes=150; No=(-)200 open pond-(-) 250 ; well-(-) 250; canal- (-) 200 ; manual hand pump-(-) 150; treated disinfected water with pipe+tap-150 open pond-(-) 250 ; well-(-) 250; canal- (-) 200 ; manual hand pump-(-) 50; treated disinfected water with pipe+tap-150
Type of water supply source for drinking- category A (treated disinfected water with pipe+tap); category Z- all others	
Type of water supply source for non-drinking house hold use; category A (treated disinfected water with pipe+tap); category Z- all others	
Total population x 100 litre is total minimum requirement of water=W(min)	
Total capacity of water treatment plant in litre per month=W(cap)	one=0; >1=100; <one=(-)150 each 0.1 less than one
Ratio =W1; Compare W(min) and W(cap)	
Water supply quality- zero bacteria- DH would drink in public at least five tap points min. 4Km apart, in a month	Yes=100; No=(-) 150 Yes=100; No=(-) 150
Water supply through taps and water supply system available	Yes=100; No=(-) 150
3 monthly water quality checks done by expert of agency without government influence and published	Yes=100; No=(-) 150
Is there a system to report mal functioning on public domain or on telephone with auto registration of complaint and confirmation to complaintant	Yes=100; No=(-) 150
Total number of complaints registered each month; statistics published on public domain	Yes=100; No=(-) 150
Is there a provision at supply point for continuous auto-recording of water being supplied	Yes=100; No=(-) 250 100%=100; <100%=(-)20 each % less
Number of hours the full water needed was supplied in SDU during last 30 days based upon recordings	

Total area of the SDU and Availability of category A water supply system in the area in sq mt- what % of area has Cat-A	100%=100; <100%=($-$)20 each % less
Number of houses and % of total houses in SDU connected to Category A	100%=100; <100%=($-$)20 each % less
Are details of Category A connection in houses available individual house number wise placed on government public domain	Yes=100; No=($-$)150
Has government defined and detailed the system design of Cat-A water supply including pipes, underground connections, water treatment plant size including physical size and capacity to supply water	Yes=100; No=($-$)150
Has government placed Cat-A water supply system details and area on public domain shown on District geographical map	Yes=100; No=($-$)150
Are norms defined regarding population density vs size of Cat-A water supply system pipes and water treatment plant	Yes=100; No=($-$)150
Does government confirm on public domain every six months that Cat-A water supply system size is at least 20% higher than the required as per population requirement	Yes=100; No=($-$)150
Does government places details on public domain regarding deficient Cat-A water supply system if not adequate against the population	Yes=100; No=($-$)150
The SDU index is the total sum of score of all SDUs	
Has government defined and detailed the polpulation for which Cat-A water treatment plant has been designed	Yes=100; No=($-$)150
Has government defined, detailed and documented the area both in writing and on district map earmarking the area for which Cat-A water treatment plant is designed -WSAD	Yes=100; No=($-$)150
Has government defined, detailed and documented the area both in writing and on district map earmarking the area the Cat-A water supply plant is working for-WSAW	Yes=100; No=($-$)150
Does government confirm every six months that WSAD=1.2xWSAW or more	Yes=100; No=($-$)150
Has government appointed internationally certified test laboratories to carry random checks regarding Cat-A water supply quality every three months and publish report on public domain	Yes=100; No=($-$)150
Has government instituted procedures for sample collection by people and testing suitability of drinking water whatever in use by people with free testing anytime within one hour	Yes=100; No=($-$)150
Has government made it mandatory for testing of minimum one sample of drinking water of all type of sources in a month in each SDU	Yes=100; No=($-$)150
Are there water filters for houses being sold in market for last three years or more	Yes=($-$)100

% Number of houses having water filters if water filters are being sold in market <5%=0; >5%=(
)10 each % more

% number of houses using packed water supplied by water treatment company <5%=0; >5%=(
)10 each % more

Has government made a rule and procedure that a complaint shall be attended to by the unit/office within 48 hrs in normal course and within 6 hrs in case of urgency Yes=100; No=(
)150

Are details as to when the complaint got attended and work done, notified on public domain by the department/unit/office Yes=100; No=(
)150

For new works or repair/maintenance works expected to last for more than two days, once started, has government instituted a procedure to display name and government position with contact details, of the person responsible for the completion of activity Yes=100; No=(
)150

Is there a procedure that the date of commencement, expected date of completion, the cost of work/expenditure, and summary of works/activities to be carried out, are placed on public domain and displayed at site of work Yes=100; No=(
)150

If any existing public service is damaged/effected (like dismantling of road for sewer pipe etc) does responsible person certifies that the public service damaged has been recovered as original Yes=100; No=(
)150

In case of routine maintenance effecting/obstructing normal public life, like cleaning/repair of roads, cleaning of sewer pipes and drains etc, does the rule in place that these activities shall be carried out between 23 hrs to 6 hrs during night Yes=100; No=(
)150

Garbage disposal

Has government made standards and code for garbage handling and disposal Yes=100; No=(
)150

Has government made and placed on public domain-procedures for garbage handling and disposal Yes=100; No=(
)150

has government defined and detailed the government people with contact details, responsible for cleanliness in public areas roads, streets, parks, garden, bus stands, railway stations, schools, hospitals, etc Yes=100; No=(
)150

has the government made standards for cleanliness at various public places and placed on public domain Yes=100; No=(
)150

has government earmarked the items causing major bottleneck for cleanliness Yes=100; No=(
)150

has government identified and made public the major constituents to garbage Yes=100; No=(
)150

has government declared the program to eliminate major constituents of garbage on timeline within one year	Yes=100; No=(-)150
Do government places details on public domain every six months regarding elimination of any major constituent of garbage	Yes=150; No=(-)250
has government identified and declared the SDU generating major garbage and placed details on public domain	Yes=100; No=(-)150
Has government made a rule and procedure that a complaint shall be attended to by the unit/office within 48 hrs in normal course and within 6 hrs in case of urgency	Yes=100; No=(-)150
Are details as to when the complaint got attended and work done, notified on public domain by the department/unit/office	Yes=100; No=(-)150
For new works or repair/maintenance works expected to last for more than two days, once started, has government instituted a procedure to display name and government position with contact details, of the person responsible for the completion of activity	Yes=100; No=(-)150
Is there a procedure that the date of commencement, expected date of completion, the cost of work/expenditure, and summary of works/activities to be carried out, are placed on public domain and displayed at site of work	Yes=100; No=(-)150
If any existing public service is damaged/effected (like dismantling of road for sewer pipe etc) does responsible person certifies that the public service damaged has been recovered as original	Yes=100; No=(-)150
Do the government/ DH publish/notify CMOGE maps of public service	Yes=150; No=(-)200
Has government/DH published/notified the 'standard development index' map of public service specifying SDI at each level	Yes=150; No=(-)200
In case of routine maintenance effecting/obstructing normal public life, like cleaning/repair of roads, cleaning of sewer pipes and drains etc, does the rule in place that these activities shall be carried out between 23 hrs to 6 hrs during night	Yes=100; No=(-)150
City public transport CPT	
Has government categorized different cities in different categories Major big city, medium city, smallcity	Yes=100; No=(-)150
Has government made standards and codes regarding type of transport system to be provided in a city based upon population and area	Yes=400; No=(-)500
Has government standardized the transport vehicles to be used for public transport CPT, including/covering every vehicle/ moving object on the road	Yes=100; No=(-)150

Has government defined different lanes for different vehicle movement if the maximum speed differential is varying by more than 25% between two vehicles.	Yes=100; No=(-)150	
Has government standardized that number of lanes should not be less than three one way wherever motorized/powered vehicles permitted	Yes=100; No=(-)150	
Has government defined the width of the road for one direction of traffic vis-à-vis traffic density (number of vehicles moving in one hour at most occupied stretch of 100 mtrs)	Yes=100; No=(-)150	
has government defined designed number of vehicles which can be permitted on the road, each section of 250 mtrs	Yes=100; No=(-)150	number of vehicles x moving safe area/250 each lane
Are there vehicles (anything permitted to move on the road is vehicle') with differential of maximum speed more than 40% from the fastest	Yes=(-)150; No=100	
Are there animal driven carts moving on roads	Yes=(-)250; No=100	
Are there human manually driven cart/ vehicle on the roads	Yes=(-)150; No=100	
Has government standardized the mode of transportation systems with type of vehicles for different type of cities	Yes=100; No=(-)50	
Is there government railways public transport system (local trains) for the metropolitan/ big city	Yes=100; No=(-)50	
Is there non-government railways public transport system (local trains) for the metropolitan/big city	Yes=100; No=(-)50	
Does government cover at least 40% of transit requirements with government CPT	Yes=100; No=(-)150	
Is the fare of non-government CPT is comparable, $\pm 10\%$ of the government system	Yes=100; No=(-)150	
Has government placed a rule that anything moving on roads where motorized powered vehicles are moving, shall be called a vehicle wheather motorized or not	Yes=100; No=(-)150	
Do government has its road public transport system in the city	Yes=100; No=(-)150	
Is there non-government road public transport system for the city	Yes=100; No=(-)50	
Does government cover at least 40% of transit requirements with government road CPT	Yes=100; No=(-)100	
Is the fare of non-government CPT is comparable, $\pm 10\%$ of the government system	Yes=100; No=(-)150	
Is there government railways public transport system MRTS Metro system for the city	Yes=100; No=(-)50	
Is there non-government MRTS public transport system for the city	Yes=100; No=(-)50	

Is the fare of non-government CPT is comparable, $\pm 10\%$ of the government system	Yes=100; No=(-)50
Type of road vehicles plying on roads for public transport: Regular/standard motor vehicle, animal pulled non-motorized vehicle, manually pulled non-motorized vehicle,	
Number of types of vehicle plying on roads	upto 4=100; (-)25 each type more
maximum speed differential between fastest (maximum horse powered) and slowest (minimum powered or manually pulled)	
Are separate lanes on road designated for different vehicles with speed differential of 40% or more	Yes=100; No=(-)50
Are there minimum four lanes for five different type of vehicles motorized or manually pulled with different speed if all type of vehicles plying on same road	Yes=100; No=(-)50
Are the vehicles of government transport system look good and without scratch, dent, body cut, paint abrasion	Yes=100; No=(-)50
Are the vehicles of non-government transport system look good and without scratch, dent, body cut, paint abrasion	Yes=100; No=(-)50
Do government certify that the vehicles of government transport system are safe for women, children and handicaps	Yes=100; No=(-)150
Do the government presents the statistics as regards to the number and type of vehicles in use for public road transport within city	Yes=100; No=(-)150
Does the statistics cover every type of vehicle, mororized, powered, non-powered, cycled, manually pulled, animal pulled	Yes=100; No=(-)400
Do government has rule and system to register the people engaged in the road CPT	Yes=100; No=(-)150
Do government has rule and system to register the people engaged in the CPT other than road CPT	Yes=100; No=(-)150
Do the people engaged in public transport road CPT wear the assigned dress/uniform	Yes=100; No=(-)150
Do the people engaged in public transport , other than road CPT, wear the assigned dress/uniform	Yes=100; No=(-)150
Is the system of registering complaint against un-social/irresponsible behaviour of people engaged in public transport system, other than road CPT well defined with free humanfree access	Yes=100; No=(-)150
Is the system of registering complaint against un-social/irresponsible behaviour of people (including owner, driver, assistant or others) engaged in public road transport system, road CPT, on government public domain	Yes=150; No=(-)200

Do the government has system of generating behavioural pattern and index of people engaged in road CPT automatically with registered complaints	Yes=250; No=(-)250	
Is the data and behavioural index of people engaged in road CPT accessible and visible to anyone on web domain	Yes=100; No=(-)150	
Has government made a rule and procedure that a complaint shall be attended to by the unit/office within 48 hrs in normal course and within 6 hrs in case of urgency	Yes=100; No=(-)150	Value of roads score in the region /district area
Are details as to when the complaint got attended and work done, notified on public domain by the department/unit/office	Yes=100; No=(-)150	
For new works or repair/maintenance works expected to last for more than two days, once started, has government instituted a procedure to display name and government position with contact details, of the person responsible for the completion of activity	Yes=100; No=(-)150	
Is there a procedure that the date of commencement, expected date of completion, the cost of work/expenditure, and summary of works/activities to be carried out, are placed on public domain and displayed at site of work	Yes=100; No=(-)150	
If any existing public service is damaged/effected (like dismantling of road for sewer pipe etc) does responsible person certifies that the public service damaged has been recovered as original	Yes=100; No=(-)150	
In case of routine maintenance effecting/obstructing normal public life, like cleaning/repair of roads, cleaning of sewer pipes and drains, garbage removal etc, does the rule in place that these activities shall be carried out between 23 hrs to 6 hrs during night	Yes=100; No=(-)150	
Housing		
has the government prepared and notified publicly the safe design of small, medium, large and multistoried buildings	Yes=100; No=(-)150	
Does the government publish statistics 'dwelling unit/house wise' with details of the type of construction every year	Yes=100; No=(-)150	
percentage of houses not conforming to government published 'safe design'	0%=150; (-)5 each % more >4 mtrs=0;	
Are there rules, codal provisions that the minimum distance between an open drain and a house would be (=D)	<4mtr=(-)100 each mtr less >4 mtrs=0;	
Nearest existing distance between open drains and residence/ houses at any place (=d)	<4mtr=(-)100 each mtr less	

		(+) value=100; (-) value=(-)100 each mtr
	Value of d-D	
	Are there rules, codal provisions that the minimum distance between an open (not 100% fully covered) garbage and a house would be (=D1)	>50 mtrs=0; <50mtr=(-)100 each mtr less >50 mtrs=0;
	Nearest existing distance between open (not 100% fully covered) garbage and residence/ houses at any place (=d1)	<50mtr=(-)100 each mtr less (+) value=100; (-) value=(-)100 each mtr
	Value of d1-D1	
	Are there rules, codal provisions that the maximum size/area of an open (not 100% fully covered) garbage (=A)	<1.5sq mt=0; >1.5sq mt=(-)100 each sq mt more
	How long open drain at any point <D mtr from a house continuing	(-)100 each year more
	How long open garbage collection at any point <D1 mtr from a house continuing	(-)100 each year more
	How long open garbage collection point >1.5sq mt at any point continuing	(-)100 each year more
	Out of seven days of a any week, is there any instance of garbage not being cleared for more than a day	No=150; Yes=(-) 100 each day more
	Is the internet based Public services citizen feed back system instituted by government rule/law in which feedback, complaint can be registered with photograph from any location without visiting government office	Yes=200; No=(-) 250
	Number of days the feedback system is non-functional	(-)50 each day
	Do the government/ DH publish/notify CMOGE maps of roads/streets public service	Yes=150; No=(-)200
	Has government/DH published/notified the 'standard development index' map of public service specifying SDI at each level	Yes=150; No=(-)200
	Is there a norm that roads inside colonies should not be less than 3 lanes	
	Are standards of the road construction defined and notified for each type of road in the city	
	Has government/DH notified the 'road index' of each road in the city	
Roads	Has government assessed and notified the government education system index/score and notify	Yes=100; No=(-) 250
	Has government assessed and notified the government health system index/score and notify	Yes=100; No=(-) 250

Has government assessed the citizen security index/anti-crime index/ Caalee index and notify

Yes=100; No=(-
)250

Grievances

Has government ensured that all 'public services delivery offices/units' PSDU have notified publicly that any complaint grievances shall be attended/resolved within 1 days if confined to office and within 2 days if action required in the field/at site

Yes=100; No=(-
)150

Does the 'public service delivery office' notified the complaint registration procedure to lodge complaint 'on web domain'

Yes=100; No=(-
)150

Does the 'public service delivery office' notify the statistics on real time basis showing 'complaintwise' status with date of registration and 'attended' or not

Yes=100; No=(-
)150

Bhanoo P Verma

How long it is continuing.

Peoples state of mind index.

People living right index.