

**DECENTRALISATION AND URBAN DEVELOPMENT:  
PEOPLE'S AWARENESS AND EXPECTATIONS ON MUNICIPAL COUNCIL  
IN AIZAWL**

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*Decentralisation and Urban Development:  
People's Awareness and Expectations on Municipal Council in Aizawl*

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**Declaration**

I, Lalruatkimi, hereby declare that the subject matter of this thesis is the record of work done by me, that the contents of this thesis did not form basis of the award of any previous degree to me or to do the best of my knowledge to anybody else, and that the thesis has not been submitted by me for any research degree in any other University/Institute.

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## LIST OF ABBREVIATIONS

AAY	:	Antyodaya Anna Yojna
ADB	:	Asia Development Bank
AMC	:	Aizawl Municipal Council
APL	:	Above Poverty Line
BPL	:	Below Poverty Line
CAFRAD	:	Africain de Formation et de Recherche Administratives pour le Développement
CRC	:	Citizens Report Card
GOM	:	Government of Mizoram
HDC	:	High Development Community
KTP	:	Kristian Thalai Pawl
LATP&H	:	Local Administrative Town Planning and Housing
LDC	:	Low Development Community
MHIP	:	Mizo Hmeichhe Insuihkhawm Pawl
MUP	:	Mizoram Upa Pawl
NFHS	:	National Family Health Survey
PAC	:	Public Affairs Centre
PDS	:	Public Distribution Service
PHED	:	Public Health Engineering Department
PWD	:	Public Works Department
T.V.	:	Television
UBS	:	Urban Basic Service
UD&PA	:	Urban Development and Poverty Alleviation
UN	:	United Nations
UNPFA	:	United Nation Population Fund
VC	:	Village Council
YMA	:	Young Mizo Association

# CHAPTER I

## INTRODUCTION

The present study attempts to assess the people's awareness and expectations on the newly formed Municipality Council in Aizawl, Mizoram.

The world is inexorably becoming urban. In the next 20 years, Homo sapiens, "the wise human", will become Homo sapiens urbanus in virtually all regions of the planet (UN HABITAT, 2008). At the outset of the 21st century, 47 per cent of world's population was urban: 74 per cent in the More Developed Regions and 41 per cent in the Less Developed Regions. In 2008, we have achieved a turning point in the human history when the number of people living in cities has exceeded those in the country side. It has been projected that urbanization in Africa and Asia will be 52 per cent and 54 per cent respectively by the year 2030 (UNFPA, 2007).

Between 2009 and 2050, the world population is expected to increase by 2.3 billion, passing from 6.8 billion to 9.1 billion. At the same time, the population living in urban areas is projected to gain 2.9 billion, passing from 3.4 billion in 2009 to 6.3 billion 2050. Thus, the urban areas of the world are expected to absorb all the population growth expected over the next four decades while at the same time drawing in some of the rural population. As a result, the world rural population is projected to start decreasing in about a decade and there will likely be 0.5 billion fewer rural inhabitants in 2050 than today (UN, 2010).

Furthermore, most of the population growth expected in urban areas will be concentrated in the cities and towns of the less developed regions. Asia, in particular, is projected to see its urban population increased by 1.7 billion, Africa by 0.8 billion, and Latin America and the Caribbean by 0.2 billion. Population growth is therefore becoming largely an urban phenomenon concentrated in the developing world (UN, 2010).

Like other developing countries, India has undergone rapid urbanization over the past fifty years. From 1951 to 2001, India's urban population grew almost fivefold, from around 62 million in 1951 to around 286 million in 2001(NFHS-3). According to the medium range projections of the United Nations, 41percent of India's population will live in urban areas by 2030 (UN, 2005).

India is at acceleration stage of the process of urbanisation. Number of urban agglomerations /towns has grown from 1827 in 1901 to 5161 in 2001. Number of total population has increased from 23.84 crores in 1901 to 102.7 crores in 2001 whereas number of population residing in urban areas has increased from 2.58 crores in 1901 to 28.53 crore in 2001.

Urbanisation in India is a part of the global trend towards growing urbanisation. At present India is among the countries at the lowest level of urbanization. According to 2001 census, only about 28 percent of the population lives in urban areas (Singh, 2002). Despite this trend, India has the second largest urban population in the world next to China (NFHS-3).

### **1.1. Magnitude and Challenges Urban Management**

The problems of urban management have been increasing manifold due to the continuing process of rapid urbanisation in India. The main problems of urbanization are lack of urban basic services in terms of physical services and civic amenities, low economic growth rate, deterioration in quality of life, problems of urban amenities delivery system, complexities of environmental problems, ecology and conservation concerns, natural disaster mitigation (Misra and Mathur, 1997).

Decentralisation of powers is considered as the major policy initiative for urban development by the state. Urban decentralisation – devolving powers and responsibilities to municipal bodies (city governments) – was a result of the increasing pace of

urbanisation, particularly in larger cities (Bagchi and Chattopadhyay, 2004). Urban local government institutions (municipalities) were constituted for the maintenance and planned development of urban areas. The main objective is to ensure that infrastructure development and delivery of basic services to the citizens. In many parts of India, the quality of life in urban areas is miserable and the citizens lead a difficult life. To overcome this problem, a series of reforms have been initiated by the Indian government to strengthen local-level governance (Aijaz, 2007).

An important opportunity to face the challenge of rapid urbanisation is presented by the surge towards decentralisation adopted by the government. The government took a very significant step in 1992, by passing the 73rd and 74th Constitutional Amendment Acts thereby transferring many administrative and financial powers to Local Bodies. This makes Urban the Local Bodies the most important functionary in the provision of the urban services (Jain, 2011). The 74th Constitutional Amendment Act 1992 marks a significant set of initiatives in India to establish urban local bodies as institution of self governance. The amendment seeks to redefine the relationship between the state and the local bodies and lay the foundations of a new approach to governance and management. Current decentralisation processes resulting from the 74th Constitutional Amendment have created a new context for urban development. It reinforces the role of the municipalities with development processes involving all sections of society including the poor and marginalized (Rao, 2006).

## **1.2. Historical Development of Urban Administration in Mizoram**

Mizoram is one of the states having higher levels of urbanization in the country. Over one third of its population of the state is housed by its capital city Aizawl. In place of urban local bodies its urban areas were governed by Village Councils, constituted under the Lushai Hills District (Village Council Affairs). This was still in practice even

when Aizawl town attained city size population with an area of 128.98 sq. km. where there are 63 Village Councils. The Directorate of Local Administrative Town Planning and Housing (LATP&H now Local Administration Department) was set up in the state in 1972. Since its creation until now the local administration department in conjunction with different Village Councils was responsible for Village town/City area administration in the district of Aizawl. Yet, the Village Councils had no legal authority or financial powers to impose urban planning and administration in Aizawl city (Mehta, 2006). Until now, all the 12th Schedule functions were held by the parastatal agencies like the UD&PA, PHED, PWD, Aizawl Development Authority (ADA) and so forth (ADB, 2009).

Municipalisation process has commenced in Aizawl with the establishment of Aizawl Municipal Council (AMC) in June 2008 within the framework of Mizoram Municipalities Act, 2007(ADB, 2009) .The State Government has notified 76 villages under the jurisdiction of the Aizawl Municipal Council. The Act was amended in 2009 and two years after the Act was passed, the first Aizawl Municipal Election was held on 3rd November 2010. At present the Aizawl Municipal Council consists of 19 elected councillors of whom 13 are men and 6 are women. In this context, the major questions that arise in the minds of academics, policy makers alike are that how far people aware of the functions of municipal council and what do they expect from the newly constituted urban local body. The present study attempts to probe into these questions.

### **1.3. Decentralisation and Urban Development: An Overview of Literature**

Review of literature forms the foundation of social research of quantitative variety. Social work research is no exception to this. Review of literature helps to understand the theoretical background of the research problems and helps in formulating the research problem. This section reviews and identifies the literature which is relevant to the present study and observed a few research gaps.

There is copious literature on decentralisation and governance in the global context as the challenges of urbanization is widely recognised. The challenges and opportunities of decentralisation had been studied (UNPF, 2000; Linder, 2004). There are studies which concentrate on decentralisation and development policy implementation in developing countries (Cheema and Rondinelli, 1984). Citizen's perspective on decentralisation had been probed into (Hagberg, 2010) and the limits of decentralisation (Rivera, 2001) had also been studied. Urban governance and development had also been widely studied by different people. Some works attempt to explain the concept of urban local governance (Lange, 2010; Rashid et. al., 2009; Chan and Hu, 2004). On the other hand there are works which attempts on a critique of the concept of governance as networks (Davies, 2002).

The role of citizen's evaluation of local government services has been the topic of significantly growing body of literature (see Fitzgerald and Durant, 1980). Various attempts have been made on the study of urban governance and development in the international and Indian context. Studies on expectations, performance and citizen's satisfaction with urban services had also probed into by different people (Douglas, 2012; James, 2011; James, 2007; Roch and Poister, 2006; Blaug et. al., 2002; Deichmann and Lall, 2003; 2002; Zaidi, 1996). Citizens Feedback on Delivery of Services through Citizens Report Card had also been probed into (Akther et al. 2009; Mc Neal et. al., 2009; Paul and Sekhar, 2000). There are studies which focus on citizen's perception and evaluation on urban service urban service delivery (CAFRAD, 1998; Yang and Holzer, 2006). Some studies focus on the citizens perception of local government performance (Goharipour and Karimi, 2011; Arif et. al., 2010; Bratton, 2010; Moinuddin, 2010; Saich, 2007; PricewaterhouseCoopers, 2007; Kelly and Swindell, 2003; Hajnal, 2001; Swianiewicz, 2001).

In the Indian context, there are some works using citizen's opinion as a tool for measuring urban government's performance. Citizen's evaluation and assessment of public services through Citizens Report Card survey had been probed into (Ravindra, 2004; Paul et al, 2004). Studies had been conducted on municipal awareness, interest and participation of citizens (Mohanty, 1993). The challenges for urban local government institutions in the light of recent urban sector reforms had also been probed into. On the other hand, there are works which re-examines the deficiencies that prompted enactment of the 74<sup>th</sup> Constitution Amendment Act (Vidyarthi, 2004).

In North-East India also there are a few studies. They focus on the problems and prospects of urban Local Government (Medhi, 2006; Singh and Kumar, 2006), and municipal personnel management (Mukhoppadhyay, 2006). Attempts had also been made to trace the historical development of Urban Local Government in the North-Eastern states, the various provisions of Municipal laws enacted and practiced in the post 74<sup>th</sup> Constitutional Amendment Act era, the trend of urbanisation and urban problems and the law governing autonomous areas (U.B. Singh, 1999).

There are also some studies attempted on urban local governance and development in the context of Mizoram though the municipal council act was passed recently. They focus on urban administration and its challenges (Doungel, 2010; Singh, 2010; Lianzela, 2006; Prasad 2006), prospects of municipal government (Chakraborty, 2006) or the relevance of the 74th Constitutional Amendment Act, 1992 to Mizoram (ADB, 2009; Prasad 2006; Satapathy 2006) and also on Aizawl Municipal Council prospects and problems ( L.H.Chhuanawma 2011)

The overview of literature suggests that the field of urban governance and development is very fertile as a few significant research gaps could be noted. Firstly, there are a few empirical studies on the working of urban local bodies using people's

perception in the Indian context. Secondly, in the north eastern region very few empirical studies have been conducted on urban local bodies as such and among them perceptibly there is no study on citizens' perception of the role of urban local bodies. Thirdly, people's awareness on local bodies has not been adequately probed into. The present study tries to fill these research gaps by way of surveying households in representative urban localities in Aizawl city.

#### **1.4. Statement of the Problem**

The present study probes into the awareness and expectations of people from the urban local government which has commenced its functioning recently in Aizawl, the capital of Mizoram. The awareness of the people on the composition, functions and powers of the municipal council and their determinants will be probed into. The people's expectations from the urban local body in improving the delivery of urban basic services and meeting the growing urban challenges will also be probed into. As prelude to the study of awareness and expectations it will try to identify the challenges to urban communities and the people's priorities of the same.

The results of the present study will be useful to urban policy makers, planners, administrators, civil society organizations and social workers. The policy makers, planners and administrators will find necessary inputs for making effective policies, programmes and schemes for achieving the goals of urban development and good governance. The civil society organisations and social workers at multi level would find necessary inputs for their advocacy in the field of urban development.

#### **1.5. Objectives**

The objectives of the present study are as follows.

1. To assess the people's awareness on municipal council and determine the factors affecting the same.

2. To probe into the peoples satisfaction over the delivery of urban basic services at community level.
3. To assess the expectations of people from the Aizawl municipal council in addressing the emerging socio economic challenges and improving the delivery of urban basic services.
4. To suggest measures for social work intervention to promote urban local governance and urban development.

### **1.6. Chapter Scheme**

The study is organised into the following five chapters.

1. Introduction
2. Review of Literature
3. Methodology
4. Results and Discussion
5. Conclusions

## **CHAPTER II**

### **REVIEW OF LITERATURE**

Review of literature helps in identifying substantive, theoretical, methodological, conceptual issues and addressing them appropriately in the context of the present study. Hence, in this chapter a critical review of available studies on urban local governance and urban development is presented.

There is copious literature on urban governance in the global and national context as a major policy response to the challenges of urbanization. These studies are either nationwide reports on service delivery or those attempted at household and community levels. The present chapter presents a critical review of literature on various aspects of Decentralisation and Urban Development and Governance (Awareness of urban local government, citizens expectations on public service delivery, citizens feedback on delivery of services through Citizens Report Card, citizens perception and evaluation on service delivery and citizens perception of local government performance).

#### **2.1. Decentralisation**

In Hagberg (2010) article attempt was made to develop some general remark on decentralisation practices, leading to a conceptual reflection of how the local is currently invested and mobilised. The purpose of the study is to understand the everyday practices of decentralisation in West Africa by reflecting on the different ways in which the local is transformed. The argument was drawn upon the long term field work conducted Burkina Faso and short term fieldwork conducted in Mali.

According to Linder (2004) the political aspects of decentralisation are threefold. Decentralisation is first a policy, a program designed to reform government as well as governance. Second, decentralisation leads to new institutions of government - another polity. Thirdly, decentralisation is politics- it has its proponents and opponents. It leads to

shifts of power. Once implemented, decentralisation implies different processes of politics and policy outcomes. The paper focuses on the problems and questions of developing countries. He discussed the problem of the structural divide between tradition and modernity. The author is convinced that this is not a detour but a key issue on which decentralisation can become to successful or fail.

Rivera (2001) opines that there is an invisible frontier that delimits the concept of decentralisation and more importantly, the practices of decentralization and privatization. It is the way in which these concepts are interpreted and consequently the way they are carried out. To visualize this frontier, the meaning of decentralization and privatization must be revisited.

According to a study conducted by UNPF (2000), decentralization has emerged as a result of a global trend to local autonomy and self determination, and as a result of a trend to reduce reliance on centralized planning of economies and be more responsive to market forces as well as local needs and characteristics. Countries receiving international assistance have also been pressured by donors to improve the delivery of public services in terms of responsiveness, effectiveness and efficiency through decentralization. There are different forms of decentralization that are often recognized in the literature. These include deconcentration, delegation, devolution, and privatization. Decentralization is an evolving political and administrative process rather than a particular form of organizational structure or institutional arrangement. As such, the characteristics of decentralization in any particular country are dynamic and are subject to rapid change depending on the current government in power and popular trends. Because decentralization is such a new concept in many countries, it becomes a learning process and hence, structures may be tried and discarded as unworkable.

According to Cheema and Rondinelli (1983) as the concept of governance became more inclusive, decentralization took on new meanings and new forms. The transformation and evolution of concepts and practices of decentralization from the transfer of authority within government to the sharing of power, authority, and responsibilities among broader governance institutions was traced. Assessment of the emerging concepts of decentralization; the political, economic, social, and technological forces driving them; and new approaches to decentralizing both government and governance was made. The study explores the objectives of decentralization within this changing paradigm and the potential benefits of and difficulties in achieving them. Each of the chapters offers lessons of experience from countries around the world where attempts have been made to decentralize government or governance and the implications for public policy in the future.

## **2.2. Urban Governance and Development**

According to Lange (2010) Governance has become a dictum in the scientific world. Still mostly being used in political theory and related arenas, the conception has found its way into a variety of disciplines such as economics (e.g. corporate governance) or life sciences (e.g. climate governance) by now. Since its emergence in the 1990s, the concept expanded into the international development arena just as the scholarly world ever since and culminated in the idea of good governance, defining principles for a sustainable political process. However, as definitions and approaches abound, there is a broad consensus that governance in contrast to government incorporates the aggregate array of actors partaking in decision making and decision taking. It refers to the relationship between civil society and the state the processes and structures arising from this relationship. While the concept initially tended to the national level, it has now been adopted at others as well: Global governance, denoting world trade regimes or

international agreements like the Kyoto protocol are present in scientific debates just as regional or local governance is. Yet the latter, local governance has its correspondent at the city level in the concept of urban governance. Recognizing the massive challenges (e.g. migration from the countryside, poverty, inefficient health care etc.) that especially cities in the developing world are facing today, sound urban governance is believed to hold the key to these problems. It is of utmost importance how cities are governed who is involved in the decision making process and how this process functions. The study highlights the interrelation between (good) urban governance and city development on the one hand and introduces two indexes depicting these concepts on the other. In doing so, essential development challenges in third world cities shall be identified and correlated with the respective processes and structures shaping their context.

Rashid et al. (2009) discuss the preliminary study on the concept of efficient urban governance in marginalization, globalization, and regional and local responses towards enhancing competitiveness of the city economy. According to them the main challenge of enhancing city competitiveness in city-region is efficient urban governance. The world today needs a new, comprehensive and holistic model of urban governance that involves all sectors (government, business and the civil society) as equal partners in development. Urban governance integrates all sectors including public, private and other social organisations in participatory decision making. Efficient urban governance is characterized by sustainability, subsidiarity, equity, efficiency, transparency and accountability, civic engagement and citizenship and security.

Aijaz (2006) opines that urban local government institutions/municipalities are constituted for the maintenance and planned development of urban areas. The objective is to ensure that suitable levels of infrastructure and services are available to the citizens. In many parts of India, the quality of life in urban areas is miserable and the citizens lead a

difficult life. To overcome this problem, a series of reforms have been initiated by the Indian government to strengthen local-level governance. The main purpose of the working paper is to describe the major issues of governance at the local level and to identify some important challenges for urban local government institutions in India in the light of recent urban sector reforms. This assessment is based on data collected from six urban centres situated in three northern/north-western states (namely Haryana, Rajasthan and Uttaranchal) of India on key urban local government characteristics – constitution and governance, duties, composition, management and finance practices, state/local-level initiatives and problems. The findings of this study show that urban local governments in India continue to remain plagued by numerous problems, which affect their performance in the efficient discharge of their duties. These problems relate to the extent of participation and rule of law in the municipal decision-making process, transparency in the planning and implementation of infrastructure projects, and level of efficiency in various municipal management and finance practices. It is concluded that fresh thinking is necessary to resolve the problems confronting urban local governments in India.

Chan and Hu (2004) discussed the definitions and application of urban governance in their paper. It first reviews the economic, political and social background of urban governance, the theoretical roots and their explanations. They examine the application of urban governance in a transitional economy. Increasing attention is being paid to the process of decentralization and delegation of decision-making power to the lower tiers of the government bureaucracy. With the emergence of new stakeholders, there is a need to appreciate the rise of the civil society consequential upon of the evolving urban dynamics. The third part of the paper is a case study of the Guangdong Luoxi Bridge with particular reference to the controversy over the levying of toll charge, and the role and dynamics of the stakeholders involved in it. The paper concludes with

further directions for future research with a view to improving urban governance and municipal management in Chinese cities. The growing acceptance of “governance” as an organizing concept for public management reform reflects a wide spread, though not universal, belief that the focus of administrative practice is shifting from hierarchical government toward greater reliance on horizontal, hybridized, and associational forms of governance. Recent arguments, however, make limited recourse to the body of empirical evidence that might shed light on the actual extent of this transformation. In conclusion, they proposed additional research that might confirm or refute this inference and that could fill the gaps of our understanding of public governance.

On the other hand, Vidyarathi (2004), re-examines the deficiencies that prompted enactment of the 74<sup>th</sup> Constitution Amendment Act and hypothesizes on some of the probable impediments that have blocked the 74<sup>th</sup> Amendment’s implementation. The author argues that the present “system” has failed to implement the 74<sup>th</sup> problems and this failure is more deep-rooted than the commonly perceived procedural problems and administrative apathy. The article hypothesizes that the present spectacular growth of the Indian economy and the ensuing economic development and the 74<sup>th</sup> CAA has far more potentials to influence and catalyze the processes of urban improvement / development.

Davies (2002) paper offers a critique of the concept of governance as networks. Using the complementary concept of regime governance, it argues that networks are not the primary mode of governance in the politics of urban regeneration in the UK. Drawing on primary and secondary material, it is argued that hierarchy and network, hierarchy is more pervasive than network. It is therefore argued that partnerships should be treated as a distinct mode of governance. These conclusions demonstrate that despite the fashion for copying urban policies from the USA, local politics in the UK remain very different. Ironically, the transfer of policies developed in the USA has tended to entrench divergent

practices and outcomes. The UK does not, therefore, appear to be moving toward the US model of regime politics. It is concluded that the partnership and network/regime models of governance should be subjected to rigorous comparative studies.

According to U.B. Singh (2010) the Municipal Act has been enacted and emphasis on urban administration and development and people's empowerment has also been ensured. The paper discusses the trend of urbanization in Mizoram and the challenges and perspective of initiating urban governance based on the constitutional provisions. Focus on local administration and economic independence may be help in further paving the pace of development of the people and the state.

According to U.B. Singh (1999), Urban Local Government had gradually gained importance with the increase in urban population since 1961. But it attracted attention only after National Commission on Urbanization studied all aspects of urban management. In this context the Parliament passed a bill in 1992, which became the 74<sup>th</sup> Constitutional Amendment which is a landmark in the history of urban governance in the country. The act not only constitutionalised the urban local government but it also provides stability in addition to facilitating democratic decentralisation and revitalizes grassroot institutions. According to him no work had been done to present a comparative picture of the urban governance in scheduled areas which have been given special status in the Indian Constitution. In the book attempt was made to trace the historical development of Urban Local Government in the North-Eastern states. It also studies the various provisions of Municipal laws enacted and practiced in the post 74<sup>th</sup> Constitutional Amendment Act era. The articles in the book also attempts to study the trend of urbanisation and urban problems and the law governing autonomous areas have also been made.

According to Medhi (2006) Urban Local Self governments has many problems both in the districts of Assam and the North-Eastern states. However he was of the opinion that these challenges are our own creation and can be taken as a opportunity. According to him the most common problems are absence of elections and undue government interference which result in the lack of participation, lack of timely support by the government and problems in budget and release of fund, and lack of training of the elected leaders, loss of priorities by the leaders, lack of initiation for amendment of the Act to suit local condition and lack of awareness of taxpayers. He also suggested a number of suggestions to overcome these problems.

Singh and Kumar (2006) had also probed on the problems and prospects of urban local self government in North east India with special reference to Silchar Municipality. Silchar municipality faced many challenges because of the unprecedented annual growth rate of population, unchecked refugee influx from Bangladesh and parts of North-Eastern region due to social unrest and economic harassment. The problems of illegal cross border immigration, water logging of roads, traffic congestion, poor drainage system and the growth of population in Silchar. He also suggested a number of measures for the improvement of the situation.

Mukhopadhyay (2006) conducted a study on the personnel management of Agartala municipality. According to him the autonomy of municipal bodies would be meaningless unless the elected municipal leadership had control over the municipal personnel. The unified and integrated municipal personnel systems facilitate state control over municipalities. On the other hand separate municipal personnel system scores better in achieving locality of the staff to the elected leadership and their involvement in local affair is deeper. He opines that proper training and personnel development policy would improve the calibre of the municipal staff.

Doungel (2010) analyse the role of municipality/ Town Committee i.n Council Area of Mizoram state with a perspective on the constitutional provisions in the sixth schedule. The paper deals with municipality in the District Council areas of Mizoram and how it is not fully enforced. He emphasise on the need of appropriate and corrective measures to be taken up for facilitating the people of the District Council areas with the benefit of urban local self government. The provision of Municipality in the Sixth Schedule of the Constitution of India was discussed and how Municipality in the form of Town Committee has been incorporated in the original Sixth Schedule of the Constitution before the enactment of the 74<sup>th</sup> Amendment of the Constitution in 1992. He also stressed on the provision for the establishment of Town Committee and how the applicability and enforcement of the Town Committee depend upon the enactment of laws by the District Council. According to him Municipality is not a new theory to District Councils but it remains as a dead letter in many District Council areas of the North-East India which is because of the fact that District Councils are not taking appropriate steps in law-making. Therefore the Sixth Schedule provision cannot be fully utilized unless appropriate and effective law is not enacted. He discusses the role and status of Town Committees in the three District Councils of Mizoram. In the last part the objective analysis of the District Council with respect to Municipality is discussed. Here he pointed out the failure of the District Councils to establish laws for creating Town Committees for the administration of the urban areas. He opines that main reason for this is due to the fact that appropriate laws had not been enacted by the District Councils. Moreover the District Councils cannot effectively utilise their power as laid down by the Sixth Schedule of the Constitution due to the lack of law-making power. He also stressed that it is not only the District Councils but the Government of Mizoram who failed to initiate steps for the establishment of Municipality in Aizawl despite the enactment of Mizoram

Municipality Act in 2007. This shows that the state government and the District Councils neglect the empowerment of the two Local Bodies namely Municipalities and Town Committee.

Prasad (2006) article described the perspective of decentralised governance in Mizoram. He stressed the need to set up a Municipal Council in the notified towns of Mizoram under the provision of the Constitution (74<sup>th</sup> Amendment) Act 1992 to tackle the problem which arises out of the process of urbanisation. He described the historical development of the administrative system of Mizoram from 1952 and the formation of Village Councils in 1953 which functions both in the rural and urban areas under the Sixth Schedule of the Indian Constitution and how these Village Councils do not form a local self government as regards to the concept. He highlighted that the Village Councils meant for the rural governance was allowed to function in the 23 notified towns which was contrary to the principles of Urban Local Self Government. He stressed that the government of Mizoram could have adapted the Mizo District (Administration of Town Committee) Act, 1955 to carry out the urban administration till the application of the Constitution (74<sup>th</sup> Amendment) Act 1992 which relates to the municipalities to the state of Mizoram for the administration of the 23 notified urban areas. He highlighted the 74<sup>th</sup> Constitutional provisions to make political leaders and legislators of the state to understand the significance, utility and advantage to legislate and constitute democratic urban administrative machinery which will ensure participation and cooperation in the management of urban affairs.

Chakraborty (2006) and Satapathy (2006) discussed the perspective and prospects of Municipal Government in Mizoram within the context of the 74<sup>th</sup> Constitutional Amendment Act, 1992. Chakraborty's article described how the only law to create urban units of local self government till 1972 was the Mizo District (Administration of Town

Committee) Act 1955. It also list down the 21 subjects contained in the Act which was similar to that of a town municipality. After Mizoram was upgraded to a Union Territory in 1972, the Act was continued to be adapted as a state law. However, in 1992 the Constitution (74<sup>th</sup> Amendment) Act came into force. He held the view that the prospect on Municipal government will largely depend on the on the political will and the political interference and convenience. If corruption and conflict of interest is not allowed between the state government and those in municipalities there is a bright prospect of municipal government in Mizoram. Satapathy article traced the historical development of the 74<sup>th</sup> Constitutional Amendment and describe the main features of the Act. He stresses that though it is mandatory for every state to adopt the municipal system in urban areas Mizoram did not implement it. He opines that the system of Village Council in both rural and urban areas cannot cater the needs of the urban areas and how people's participation and role in deciding their own affairs is denied except casting their vote in elections. He also points out the defective composition of the Village Council, their limited powers and financial constraints. He concludes that though the Village Council is a better substitute for the traditional 'Lal System', in the age of functional decentralisation it cannot serve the interest of the urban rural people and the urgency of the need to transfer power at the grassroot level through the adoption of the 74<sup>th</sup> Constitutional Amendment Act in place of the Lushai District (Village Council's Act) 1955 through revisions.

According to Lianzela (2006) immediate steps are necessary for the notification of municipal bodies in all the urban areas of Mizoram. Since Aizawl city is one of the most prone urban settlements in the country due to the rapid uncontrolled growth. He mentioned that the Bill for establishment of Town Committee was initiated and examined by the state government in 1992 with no outcome. He was of the opinion that there is a need for a new department exclusively for urban development and urban structure for the

towns of Mizoram and said that if the Panchayati Raj Institution was needed to set up the state should not oppose to it.

Technical Assistance Consultant's Report of Asia Development Bank (2009) provided assistance to the State Government of Mizoram towards municipalisation reforms in Aizawl through accomplishment of a number of tasks. They include review of existing situation including provisions of Mizoram Municipalities Act, 2007 and Rules framed there under in the context of the implementation of 74<sup>th</sup> Constitutional Amendment Act, role of AMC in urban service delivery, structure of executive wing including functions performed; and identification of gaps in reform implementation; drafting of amendments, notifications, resolutions to roll out the reform process; and drafting of reform action plans and timelines for implementation.

L.H.Chhuanawma (2011) paper also attempt trace the origin of the Aizawl Municipal Council (AMC), and outline the composition and powers of the AMC. The problems faced by the AMC and its future prospects are also analyzed. He discussed the existence of Village Councils despite the fact that Aizawl had become an urban settlement in the post-Independence period. Despite the people's demand for establishing Municipality in Aizawl in line with the 74th Constitutional Amendment (1992) no political party or state government took the initiative of establishing one. He points out that Aizawl Municipal Council owed its origin to the central government for the implementation of Jawaharlal Nehru National Urban Renewal Mission (JNNURM).

He then describes the composition of Aizawl Municipal Council and discussed the reservation of seats for women, the Board of Councillors, Executive Council of AMC and Ward Committee and the roles and functions of Aizawl Municipal Council within the context the Mizoram Municipalities Act, 2007. He also discussed the eight powers transferred to the Aizawl Municipal Council. He also discussed the financial sources for

AMC. He opines that Aizawl Municipal Council is set for a very crucial and challenging road ahead. Despite the late start, he held a very optimistic future for the Council the people of Aizawl are by and large enthusiastic about the newly formed Aizawl Municipal Council and they seem to see an effective Municipal Council in Aizawl.

He then probe into the problems faced by the Aizawl Municipal Council such as the lack of political will in which the state government is reluctant to hand over power to the AMC, various state government departments are reluctant to hand over responsibilities to the AMC, and moreover the AMC staff, Councillors and the public are still in the dark about the actual functions and role the AMC. He concludes by pointing out the need to spread awareness about the AMC and its current problems especially by the media so that political pressure is exerted on the state government to make the AMC a truly democratic and efficient ULB.

## **2.2. Awareness of Urban Local Government**

Mohanty (1996) studied the municipal awareness, interest, participation of deals with Bhubaneswar municipality in the context of municipal government and administration in Orissa. Bhubaneswar had been selected for the purpose of the study as it is the most important city in the state of Orissa from political, economic, industrial, religious, geographic and cultural angles. The main objective of the study is to analyse the functioning of Bhubaneswar municipality in terms of environmental culture and performance. Attempt has been made to study the awareness and interest of the citizens for the sake of environmental culture of Bhubaneswar municipality. Performances have been interpreted in terms of extractive, regulative and distributive fractions and citizen's participation has been studied in terms of municipal or government records. The study use survey method. Data are collected from both primary and secondary sources. The secondary sources of data are available published books on urban local self government

and on democratic process. Published governmental and non-governmental reports, unpublished documents are also used as secondary sources of data. Data from primary sources are collected through the technique of interview schedule of survey research. The questions were prepared to find out the personal socio-economic data of the respondents, their attitudes, awareness and interest in municipal system, their participation in municipal governmental processes and evaluation of Bhubaneswar Municipality. For the sample size a random number of three hundred has been used to cover the sample universe. Then, ten sample respondent from the 30 municipal wards so that each ward is covered as a sample respondent. An attempt has also been made to take down the number of each household of the ward and to choose the sample household from the list. The eldest member of the household was interviewed and the next eldest was interviewed if not available. If the selected household was not available, the nearby one was taken as a sample in place of the previous household. The study reveals that the level of municipal awareness among the sample respondents is good. None has been recorded as 'unaware citizens'. The socio-economic status was based on four components which comprises of education, income, occupation, native or migrant to the Bhubaneswar municipal area. The awareness level of the females had been at par with the males. The literacy rate of Bhubaneswar, migration of educated families to the city, and present woman chairperson in the municipal council all reveals the satisfactory municipal awareness of the families to the city, and present woman chairperson in municipal council all reveal the satisfactory municipal awareness of the females. However, the gap among the men and woman is narrow due to higher status of people in the sample. Women in Bhubaneswar are almost as much aware of municipal affairs to that of men. The awareness on age basis is related with education. Higher level of awareness is shown among the highly educated persons which comprises of university groups as compared to that of primary, under matric, and

college groups. Higher grade of awareness is also shown among the respondents from higher income groups. However, awareness among the highest economic group shows a decline. This may be due to the busy life schedule and economically engaged sophisticated class of the society. With reference to occupation, higher level of awareness is shown among businessmen, private service and independent service holders than that of unemployed respondents. However, the government servants who come within this study show higher levels of awareness. Moreover, permanent resident are more aware than the non-permanent residents.

### **2.3. Citizens Expectations on Public Service Delivery**

Douglas (2012) examines the role of culture in the local urban development process through a case study of recent proposals in Davis, California. The author argues that community cultural expectations—of environmental leadership and the preservation of local character—had an important impact on project proposals and the political campaigns including the ability of an unlikely corporate developer to win public approval from this town with a vocal and usually powerful anti-corporate character. While on the surface the local growth coalition came together as expected in the literature, this study demonstrates that development organizations operate within cultural contexts that are more complex than the existing discourse has accounted for. Factors that the author calls “cultural sensitivity” and “cultural sincerity” both play a role.

According to a study by James (2011) citizens' expectations of public service performance influence their attitudes and behaviour towards services, including satisfaction, choice of service and political voice about them. In the paper he assessed the effects of prior service performance and information about prior performance on positive expectations of what performance will be and normative expectations of what performance should be. It uses findings from an observational study of the performance

of local government as assessed by auditors and a survey using a randomly selected group of 9,500 internet users from a data bank run by the survey firm YouGov. In addition, the study undertook field experiments, recruiting participants from passers-by within urban communities. The article discusses expectations about public services, and describes the research methodology, analysis and findings. The results showed that providing information about excellent performance raised positive expectations and providing information about poor performance lowered positive expectations. The article suggests that if performance fluctuates over time, prior excellent performance will increase the proportion of citizens with high normative expectations, but poor prior performance will not lower the proportion, and that poor performance will trigger dissatisfaction and citizen response rather than lowering expectations.

According to James (2007) expectations disconfirmation and expectations anchoring are two increasingly influential approaches to understanding individuals' satisfaction and dissatisfaction with public services. This article assesses hypotheses from these approaches for two local public services in England provided by local authorities: overall public services from the authority and house hold refuse collection services. Consistent with the expectations disconfirmation hypothesis, performance minus expectations is positively related to the predicted probability of satisfy action and negatively related to predicted probability of dissatisfaction for both types of service. However, the relationship is not symmetric between satisfaction and dissatisfaction, the predicted probability of dissatisfaction falls more rapidly than the predicted probability of satisfaction rises as performance increasingly meets expectations.

The expectations anchoring hypotheses receive support for dissatisfaction and partial support for satisfaction, with a general expectations relationship evident for overall services but only evident in the case of very high expectations for waste services. The

finding suggest that expectations need to be taken into account alongside more conventionally understood factors in using satisfaction surveys as a performance measure, especially if performance is not potentially to be overestimated in areas with low expectations or underestimated in areas with high expectations. Managing expectations, as well as perceived performance, may be an effective strategy for local authorities to raise satisfaction, although this may not be seen as desirable.

According to a study by Roch and Poister (2006), understanding how citizen-consumer forms evaluation of public services is critical to understanding accountability in democratic governance. The task of using citizen's assessment of service quality as an accountability mechanism may be more complex than is commonly understood. In particular, little research has examined how citizen's expectation about the quality of services may influence their levels of satisfaction with public services. This article empirically examine the relationship between perceived performance, expectations, and satisfaction across three service areas such as trash, police and schools relying on survey data from state wide survey of Georgia residents. The result suggests higher subjective assessments of service quality are positively related to satisfaction. They also suggest however, that an "A" service is not always associated with the same level of satisfaction; holding citizens assessments of service quality constant, positive, disconfirmation of expectations increases citizens-consumers levels of satisfaction with services. The empirical study was based on a state wide telephone survey of 18 adults and older living in Georgia, called the Georgia Poll, conducted by the Applied Research Centre at Georgia State University in 2002. For the poll 774 residents were randomly selected and interviewed from 18 April to June 14, on a variety of policy issues that included citizen's experiences with local services. The response rate was 29%. All adults living in Georgia with a working telephone (including new and unlisted numbers) were eligible for the poll.

In the results of the study, the gap between expectation and performance varies across the three different service areas. The research has explored the relationship between perceived service quality, expectations, and satisfaction across three service areas: trash service, police and school. The result demonstrate the important role that disconfirmation of expectation play in determining citizens level of satisfaction with services they perceive to be of similar quality. They also suggest however, that an “A” service is not always associated with the same level of service satisfaction; holding citizens assessments of service quality constant, positive, disconfirmation of expectations increases citizens-consumers levels of satisfaction with services. The relationship between the perceived quality of a service and a pre existing point figures prominently in determining citizens satisfaction with services. Services that are perceived as high in quality are clearly are likely to lead to a higher levels of satisfaction than those that are perceived poorly. High expectations and lower services appear much less likely to lead to a higher level of citizen consumer satisfaction. Thus this research emphasises the importance of considering the disconfirmation of satisfaction, perceived service quality and service satisfaction not simply as measures of a single underlying construct. Expectations and perceived service quality clearly have a significant and independent influence on satisfaction. The research also suggest that past research that relies on satisfaction as an indicator of perceived service quality may observe a greater variation in satisfaction that is in part due to the variation in expectations among citizens. Since the overall effect of expectations appears to attenuate the distribution of satisfaction, studies that rely on mean levels of satisfaction may not be subject to a systematic error at this aggregate level. However expectations are influenced by factors such as institutional arrangements governing the delivery of services that are of interest to scholars in the area, systematic variation of satisfaction may express difference in expectations rather than variation in service quality or in the match

between service-tax bundle and citizen-consumer preference. They also suggest the factors underlie the formation of citizen's expectation or public services for future research. The limitation of the research was that the study was based on an analysis of a single state. Thus the finding may differ across states and metropolitan areas. Moreover the findings are limited to only to a subset of service area which may differ for other types of service or services. In sum the research attempts to the understanding of a key issue in governance, how citizens form judgement about the quality of public services. The findings suggest that understanding the role of disconfirmation of expectation is central to this process.

According to Van Ryzin (2004) the expectancy disconfirmation model has dominated private-sector research on customer satisfaction for several decades, yet it has not been applied to citizen satisfaction with urban services. The model views satisfaction judgments as determined not just by product or service performance but by a process in which consumers compare performance with their prior expectations. Using data from a New York City citizen survey, this study finds that citizen expectation, and especially the disconfirmation of expectations factors that previously have not been considered in empirical studies of the determinants of citizen satisfaction play a fundamental role in the formation of satisfaction judgments regarding the quality of urban services. Interestingly, the modelling results suggest that urban managers should seek to promote not only high quality services, but also high expectations among citizens. Additional implications for research and public management practice are discussed.

Deichmann and Lall (2003) investigate the questions of citizen's satisfaction with service delivery and do scorecards or report cards improvements in the household's or do personal and community characteristics have a significant impact on residents' assessment of service quality. They use a newly available household survey data on access to and

satisfaction with selected public services in two Indian cities-Bangalore and Jaipur. They develop a framework where actual levels of services received, as well as expectations about service performance, influence household's satisfaction with service delivery a finding that supports the use of scorecard initiatives. They suggest that a household's satisfaction is influenced by how service quality compares with that of its neighbours or peers and by household level characteristics such as welfare and tenure status. This implies that responses in satisfaction surveys are at least in part determined by factors that are unrelated to the service performance experienced by the household.

Blaug et al., (2002) in their paper reviews the existing evidence on user satisfaction with and citizen expectations of public services. It highlights the so- called 'delivery paradox', where satisfaction with services is not rising in line with delivery improvements. The paper explains why the delivery paradox exists across many services before concluding with an analysis of how a public value approach can help policymakers and public managers overcome it. According to them, where a policy initiative or service is oriented to the creation of public value, the goal is to be responsive to what the public values. One of the problems with using satisfaction as an indicator of what the public values is that it occurs ex post – after the fact – of service delivery. They attempt to respond to what the public values, surely then service providers must also shape the agenda and take care about what they are responding to. What the public demands of services is therefore of significant importance.

Zaidi (1996) paper examines the developmentalist performance of urban local government in Pakistan and shows how, over time, democratically elected local governments have been made impotent by democratically elected members to the higher, provincial and national assemblies. While extensive legislation exists which could permit the effective role of local government in development, severe financial constraints faced

by these governments have meant that they are no longer involved in the process of development. Unless substantial structural measures are taken, in which the role of local government is redefined, it is unlikely that development at the local level will take place.

### **2.5. Citizens Feedback on Delivery of Services through Citizens Report Card**

Akther et al. (2009) conducted a study using Citizen Report Card to measure the performance of civic services provided by urban government. This study used this method to measure the performance of waste management, mosquito control and certification service offered by Dhaka City Corporation in some selected wards of Dhaka City. The performance of each of these services is ranked using The Urban Governance Indicator value. The study concluded that citizen of Dhaka ranked the waste management and certification service as fair while mosquito control service was identified as poor. The paper ended with a discussion on possible improvement of quality of services.

Mc Neal et. al. (2009) conducted a study which focused on improving local government capacity to respond to citizens' demands for improved service delivery and local governance using a community scorecard and a citizen report card, dissemination workshop and a series of stakeholder feedback meetings. The objective of the citizen review in Bosnia and Herzegovina was to engage citizens, service users, local governments, and service providers in a meaningful assessment and debate on the quality of services and governance at the local level. The methodology combined the use of community scorecards (CSCs) with a citizen report card (CRC). CSCs capture qualitative information through focus group discussions with a range of stakeholders. In contrast, CRCs capture quantitative information through household surveys built around specific indicators. In this exercise, qualitative findings from the CSC exercise were fed into the design of the CRC, which took the form of a household survey questionnaire. The findings of the CRC were then discussed with four stakeholder groups in representative

municipalities in which the CRC was implemented. Qualitative information was collected from citizens, civil society organizations, local government, community representatives, and local service providers using focus group discussions, complemented by face-to-face, in-depth interviews in which 122 individuals participated. A sample of four underdeveloped municipalities was chosen to participate in the scorecard based on a number of attributes: less and more affected by the war, less and more developed, rural or urban, and with and without experience with non-transparent authority. Three focus groups were organized in each municipality. A total of 18 in-depth interviews were used to obtain additional information about the services. Interviews were also used when a person who had pertinent information about the service could not participate in the group discussion. The quantitative CRC comprised a household survey and a subsequent series of stakeholder feedback meetings. First, drawing on the results of the community scorecard exercise, the team developed and tested a public survey questionnaire covering the main services devolved to local government, as well as issues of public participation, access to information, rule of law, and accountability. For service provision, the CRC focused on access/usage, quality/reliability, incidence of problems, responsiveness of service providers, and citizens' suggestions for improvements. On local governance, it covered voice, accountability, political stability, public security, government effectiveness, regulatory burden, rule of law, and corruption. The survey was conducted in 20 municipalities throughout BiH that were identified as representing a broad variation in service delivery and local governance across both entities, as well as urban and rural areas. Finally, the study also selected the municipalities associated with three of the largest cities outside of Sarajevo: Banja Luka, Mostar, and Tuzla. About 100 households were interviewed in each of the 20 municipalities, for a total of 1,997 households. Intra municipality sampling was based on settlement clusters. In each of the 20 municipalities,

settlements were selected through random-number generation. On average, 17 settlements were selected per municipality for inclusion in the sample. On average, six interviews were conducted in each settlement, for a total of 343 settlements and 1,997 interviews. Data collection used face-to-face interviews in the respondents' household. Households were selected using a random walk technique to ensure equal representation of all types of households. The findings suggest that citizen participation in local decision making and policy making is weak because of citizens' attitudes toward, and limited knowledge of, government. Even though a large number of citizens are not satisfied with their representation in municipal activities, only 20 percent are willing to participate in such activities. Their participation in local government is limited largely because citizens do not believe they can influence local decision making. Citizens believe decisions are ad hoc and made without requesting or responding to citizen input. Most citizens (70 percent of those surveyed) believe that local government decisions never or almost never reflect citizens' priorities. Two-thirds of respondents state that local government's decisions are driven by political party interests. As a result, citizen participation is more reactive than proactive. Citizens contact local officials only when they have a problem. Municipalities lack mechanisms for including citizens in consultations, obtaining feedback on their priorities, and including their input in decision making. A majority of adults (75 percent) had not participated in or attended any meeting or activity organized by any local government actor (community council, municipal assembly, and so forth) in the past 12 months. More than half (58 percent) of respondents had not contacted a local government representative in the past 12 months.

Ravindra (2004) provides an independent assessment of the contribution of the first two CRCs (1994 and 1999) of Bangalore based on interviews with a sample of agency heads, senior state officials, citizen action groups and the media in Bangalore. The

purpose of this study was to independently assess the contribution of these Citizen Report Cards to the following five potential outcomes viz. improved quality of services, increased civic activism concerning public services, increased public awareness of the quality of services and the fact that citizens have the right and the power to demand better services, increased client orientation on the part of public service agencies, replication of the CRC in other cities and countries. The sample size consists of 31 out of which 19 heads and officials of PSAs, 5 state official (4 of them also figured in the list of PSAs), 7 representatives of citizen groups, and 4 from the media. All of them supported the concept behind the Report Card, a substantial majority generally agreed with the findings, and some of them expressed reservations about the methodology used by PAC. They also offered suggestions to improve the design and use of Report Cards. Following the findings, many of the agencies initiated reform measures; some senior agency officials perceived, however, that the CRCs did not reflect their achievements and the constraints on their performance. They helped to increase public awareness of the quality of services and stimulated citizen groups to demand better services. They influenced key officials in understanding the perceptions of ordinary citizens and the role of civil society in city governance.

Public Affairs Centre (PAC) instituted a citizen report card system on Bangalore's public service providers, in which citizens provide a feed back on the quality, efficiency and adequacy of services and the problems they face in their . A good summary of the experiment, outcomes and its influence can be found in Paul and Sekhar (2000). This involves drawing a number of large samples and conducting surveys based on questionnaires. The assessment was done with the objectives of demonstrating that citizen feedback on services could be used to rate the performance of public service providers and highlighting the aspects of their services that needed improvement and sensitising the

public at large about the state of public services and exerting pressure on government and service providers to improve the quality of services and public accountability in general. Moreover, it could also act as a benchmarking device when it is carried out periodically. All of them reported a widespread public dissatisfaction with public service providers with only one of them receiving satisfaction by over 50% of the people. Majority of them reported the bureaucratic delays and hurdles, and also the prevalence of corruption. The report card was an eye opener and the service providers came under public scrutiny through such system, which pressurized them to undertake measures to improve the performance.

## **2.6. Citizens Perception and Evaluation on Service Delivery**

According to Africain de Formation et de Recherche Administratives pour le Développement (CAFRAD) (1998) citizens perception of the role of public administration and their assessment of public services can provide valuable information for improving service delivery. This is because citizens have direct experience of public services in terms of their efficiency, adequacy, accessibility and reliability. Perception of citizens matters, especially, as Paul and Sekhar argues, when clear patterns emerge from an analysis of the experiences of large numbers of people. When citizens identify specific factors of service as problematic, and they are able to articulate them as feed back through either appropriate government channels or the mass media, it offers the government the opportunity to investigate and resolve the problems, if they are real, or, if they are not to take step to change public opinion if the perceptions are based on misunderstanding.

Yang and Holzer (2006) argues that although the link between government performance and citizen trust in government seems intuitive, the relationship is not supported in some of the literature. Their article argues that the difficulty of empirically demonstrating this link is rooted in the difficulty of defining and measuring government

performance meaningfully. Performance measurement can improve citizen trust in government directly through citizen participation in the evaluation process or indirectly by improving citizens' perceptions of government performance. To achieve this potential, current performance-measurement practice must be improved: to measure what citizens really care about, to be more systematic and integrated across agencies, to include other governing entities, and to become an ongoing participatory process in which governments and citizens are both transformed.

Paul et. al (2004) assesses the state of public services in India from a user perspective and offers a set of benchmarks for future comparisons. Five services, namely, drinking water, health care, PDS, public transport and primary education are covered by the study. Each service is assessed in terms of four dimensions, viz, access, use, reliability and user satisfaction. State level data are used to compare the performance of different states with reference to these attributes. The paper also examines the experience of poor households and the less developed states with these services.

The primary data for the study was collected using household surveys, independent observation of selected public facilities, village profiles for the selected villages, and case studies. The design and methodology were jointly designed by PAC and ORGMarg. The study is primarily based on the sample survey of households. However, the information common to all households in a sample village on access to services such as health care, road transport, fair price shop and primary school were not collected from households. The information on access to services was collected from sample villages as part of the village profiles through discussions with knowledgeable local people. To highlight the condition of the service facilities and document unique characteristics of a few sample villages as well as the problems faced by villagers in the access and use of public services, a qualitative approach was adopted through the

observation of facilities and a limited number of case studies. The household survey covered 36,542 households selected from rural and urban areas of 24 states. The rural component of the sample consisted of 26,796 households selected from 2,502 villages spread over 148 districts of the 22 states. A multistage stratified random sampling procedure was adopted to select rural and urban households.

The findings suggest that access to reliable drinking water supply is a problem for a significant proportion of households as only 55 per cent of the total household have access within distance of 100 metres from home. One-fourth of the users of public sources of water have reported frequent breakdowns of supply. Public health facilities are accessible to over 40 per cent of the households within a distance of one kilometre. The presence of private health facilities makes up for this limited access to some extent. Of the households that use health facilities, a larger proportion use public health services rather than private facilities was reported by nearly 60 per cent of all households do not have pucca roads in their village. Both public and private buses are available in many states however government buses are rated quite low on punctuality and frequency. PDS has wide coverage across the country, with over 80 per cent of the households owning ration cards and 72 per cent using fair price shops at least once every two months. But only one-fourth of the cardholders reported regular availability of food grains in the shops. Display of prices was reported by less than 50 per cent. There is a high degree of unreliability and non-transparency associated with the service. Government owned or supported primary schools are available to nearly 80 per cent of the households within one kilometre of their homes. The dependence on government schools is significantly high, especially in rural areas. Awareness about the mid-day meal programme is high among households and most are beneficiaries of the scheme. Anganwadis are accessible to over two-thirds of the eligible households, but only 30 per cent are regular users of the

service. A major reason for low use is the time and cost of transporting children back and forth to avail of the service. The user feedback analysed has strong messages or policy-makers. Even when people give high marks for access to a service, they signal that reliability and public satisfaction leave much to be desired. Nearly three fourths of households consider PDS unreliable and their full satisfaction rating for this important service is low. One-third of people attest to the irregular availability of doctors in public health care facilities. Other services do not fare much better. The findings of the survey reveal that access alone does not bring satisfaction to the users of services. People want effective services with some assurance of quality. Reliability is a major problem area in public services. This study clearly brings out the fact that this is a systemic issue across all the services. The benchmarks we have created through this survey offer a basis for judging governmental performance in this regard over time. Though levels of full satisfaction with all services are rather low, it is notable that of the five public services, drinking water has done better than all others in terms of user satisfaction. PDS and primary education, on the other hand, rank the lowest in terms of satisfaction, though in terms of the access measures used in the study, they have done better than others. Whether public services are reaching the poor and other disadvantaged groups is a matter of great concern to most policymakers. Here again, one sees a mixed picture. Primary education and drinking water are two services that have done reasonably well in terms of access for the poor. The poor are worse off in terms of access with respect to the other three services. Despite the barriers to access, a larger proportion of the poor use most of the services rather than other households, the singular exception being public transport. In terms of reliability and satisfaction, the poor give lower ratings to almost all the services across the country compared to non-poor households.

## **2.7. Citizens perception of Local Government Performance**

According to Goharipour and Karimi (2011), performance improvement to increase efficiency and effectiveness is considered as a main goal in different management levels. Performance improvement causes massive force and support for development programs and services. One of the most important performance evaluation criteria, especially in the scale of neighborhood units, is citizen satisfaction with municipal services. Urban management in broad sense contains a wide range of activities and the most important component is provision of urban public services. So, citizen satisfaction with public services is an important factor attracting people to participate in improving the quality of urban environment. The main purpose of this study is assessing the citizen satisfaction with municipal services and also evaluating factors affecting it in two districts of Tehran (one in high level income area and other in low level income area). A model for measuring citizen satisfaction with municipal services has been designed and implemented, based on literature review and examination of other countries' experiences. The results indicate that citizen satisfaction level in both areas (north and south of Tehran) is close to average (in south is lower), But the reality is that the level of public satisfaction, can relatively, not absolutely, represent the overall quality of living environment. In fact, in a country like Iran, several indicators such as cultural factors and beliefs can affect citizen satisfaction with living environment. So, results obtained from citizen satisfaction reports in some countries and considered in concepts such as happy living or quality of life can't be generalized everywhere.

According to Arif et al. (2010) since the 2008 elections, there has been a lively debate in Pakistan on the reform of local government. Initially, this debate involved stakeholders from many government levels. Later, other voices joined—academics and policy analysts, columnists and media commentators, and representatives of civil society

organizations. What was missing was a voice for citizens. This report presents the results of an opinion survey on citizens' views of local government in Pakistan, carried out in October 2008, by the Urban Institute (UI) and AC Nielsen (Nielsen). The survey was carried out at a moment in which all of the provinces in Pakistan were reviewing and reforming their local government systems to improve the delivery of services. The survey is intended to solicit and present the citizens' voice—which needs to be taken into account as provinces and the federal government move forward.

Bratton (2010) examined the local government performance from the users perspective, with special attention to questions of responsiveness, representation and accountability. The results both confirm and challenge conventional wisdom. The study verifies that popular assessments of political accountability at the local level are driven by instrumental attitudes about government performance. The people in Africa judge the quality of local government primarily in terms of whether they think elected leaders “deliver the goods.” On the other hand, while citizen activism boosts the popular perception that local leaders are responsive, they discovered that tax compliance is only weakly connected to responsiveness, and thus to representation and accountability. And, contrary to expectations, a citizen's experience as a victim of corruption leads to perceptions of more, not less, responsive leadership.

Moinuddin (2010) paper attempts to explore and review the potential role of a metropolitan government in promoting sustainable urban community through improved governance i.e, delivery and management; of urban basic services to explore the present status of service provisioning and its mechanisms. It aims to explore the problem areas of governing urban basic services and the context that influenced the emergence of a general purpose metropolitan government as a solution in this connection. It also attempts to device an operational mechanism for the proposed governance arrangement needed for

ensuring better municipal service delivery and its subsequent management. Four services, namely water supply and sewerage, power supply, telecommunication (fixed line govt. service) and different categories of road that are under the jurisdiction of Dhaka City Corporation are

Saich (2007) article presents three main findings from a purposive stratified survey of urban and rural residents. First, Chinese citizens “disaggregate” the state with high levels of satisfaction for Central government that fall dramatically as government gets closer to the people. Satisfaction levels are noticeably lower for those in rural China. Second, attitudes about the way policy is implemented by local governments raise concerns. Irrespective of place of residence, respondents feel that when implementing policy local officials and governments are mainly concerned with their own interests, are more receptive to the views of their superiors rather than those of ordinary people, favour those with money, and are formalistic in implementing policy rather than dealing with actual problems. Third, the areas of work that citizens would really like government to concentrate on are job creation and providing basic guarantees to protect against the shocks of the transition to a market economy.

PricewaterhouseCoopers (2007) also conducted a survey which was carried out in Bangalore to capture citizens' perceptions on issues pertaining to democracy in urban institutions, quality of urban governance and participation across a demographic cross-section of citizens. The report highlights strategic implications for the city of Bangalore, and the reform processes it needs to undertake, especially in the area of Public Participation Laws, Disclosure Law and implementation of the 74th Constitutional Amendment as mandated under the ongoing Jawaharlal Nehru National Renewal Mission (JNNURM - India's flagship urban development and reforms programme, of which Bangalore is one of the 63 focus cities).

However, Kelly and Swindell (2003) opined that most citizen satisfaction surveys use filter questions to limit satisfaction responses to only those citizens with direct, personal experience with the service. Borrowing a theoretical framework from the consumer satisfaction literature, this article identifies differences in the mean service satisfaction between inexperienced and experienced users of four common local government services (police, fire, emergency medical, and parks). The authors conclude that both experienced and inexperienced users have important information about service quality for local policy makers, especially when the satisfaction results can be disaggregated by neighbourhood. Recommendations for modifying common citizen survey practice follow from the findings.

Hajnal (2001) surveys the problem areas of public opinion on local government relationships in Hungary during the period of 1990 to 2000. The paper surveys the problem area along four main dimensions namely, the general citizen assessment of local governments' performance; public opinion and its influence on the macro level institutional/legal setup of the local government system, and an assessment of to what extent, and by what means local policy makers try to learn about their constituencies' policy preferences. The paper seeks to identify, evaluate, and explain possible trends. It also attempts to describe and to provide some explanations for the existing state of affairs by analyzing interrelations among the above phenomena and some explanatory variables. The analysis relies on quantitative data analysis. The most important of these constraints were that conclusions had to be based on the secondary analysis of already existing and available data. The findings reveal that there are two main features which characterize the initial attitude towards the new local government system. The first characteristic is that the overall attitude towards the new system can be described as being somewhere between benevolent neutrality and uncertain scepticism. This attitude was found to be

largely homogenous throughout the entire population with regards to social status indicators (i.e., personal incomes, educational levels), and certain settlement characteristics (i.e., types of settlement). Another characteristic is that citizens of smaller communities have distinctly more favourable opinions on the local government system there is one recognizable pattern in the initial attitude of the public that deserves further study. This can be attributed to higher expectations that the new system would “liberate” these settlements from the long-suffered dominance of higher levels of administrative hierarchy. These were most often regarded as county-level tiers of local- territorial administration, or, even more often, the larger and more influential townships that were often the centres of joint council administrations of neighbouring villages. This “inter-community democracy/equity” was an important legitimizing factor of the newly established local government system.

Swianiewicz (2001) opines that local governments vary significantly from one another. There is a very clear pattern of differences between rural communities and small towns on the one hand, and large cities on the other. Citizens in small communities hold much better overall opinions about their local governments—they generally trust them, and are more often satisfied with their activities. They also feel better informed and are more widely involved in local public issues (this includes more frequent participation in local elections). But on the other hand, public opinion in larger cities supports further decentralization much more often than people in small communities. This finding has been confirmed by several analysis inhabitants of bigger communities more frequently support transfer of new functions to local governments, they also supported introduction of powiat and regional self-governments much more widely than people from small towns and rural areas. In issues on which we have regional variation data available—i.e., turnout in local elections; turnover of mayors; opinions on corruption in local government,

opinions on the way customers have been treated by city hall, etc.—better results have been noted in regions with more civic traditions and better developed civic society (south-eastern and mid-western Poland) than in those in central, eastern, or northern Poland. It is worth noticing that regional variation in citizens' attitudes is very close to regional variations in the actual performance of local government administration. Public opinion also differs depending on the level of education. In general, those with university education are of a much better opinion on local government activity. They trust local authorities more and they support further decentralization of the state more often. But they are also more critical as they more often are aware (or afraid of) corruption on a local level. (They also more often suspect that not all councillors always try to act in the interest of the general public.) The dominant pattern of change in public opinion regarding local governments during the last decade is that first, there was a dramatic improvement in the level of trust and in the level of satisfaction with local governments' activities shortly after the radical decentralization reforms of 1990. The pattern of public opinion has remained relatively stable since then. However, they identify some issues on which we have observed slow, stable improvement in public opinion throughout the whole decade. People in Poland trust local government relatively often, and are relatively satisfied with its overall activities. At the same time, they do not think local government is very important for their everyday lives. They are not very interested in learning about local government activities, and are also not very willing to be active in local public issues. Positive answers were given by respondents with higher education much more often (43%) than by those with primary education only (12%). Taking the risk of some oversimplification, this picture is summarized as a sympathetic disengagement that most people like decentralization, but do not care very much about local governments, do not think of it as very important for their everyday lives, and prefer to stay almost entirely

uninvolved .Citizens' opinions, although fluctuating, and have usually been in favour of reforms. But with very few concrete examples of how these might work, there was no strong grassroots pressure demanding changes in the local government system.

According to Fitzgerald & Durant (1980), the role of citizen evaluations of local government services has been the topic of a significantly growing body of literature. Indeed, such evaluations are increasingly incorporated into empirical work in this area of urban government. While some have recently questioned their practical utility to decision makers, the relative position of citizen evaluations in the service delivery constellation remains an open and important question. The significance of citizen evaluations in resolving "the central issue of urban politics," the delivery of essential municipal services, has yet to be determined. This study offers a model of the citizen evaluation and response process and provides a preliminary mapping of the service delivery constellation and the position within it of citizen evaluations. The model is tested by surveying a random sample of urban citizens of Tennessee to their satisfaction and desire for more influence across a spectrum of five essential municipal services such as police, fire, sanitation, education, streets. The practical implications of this study for those responsible for the provision of essential services are then delineated. The results showed that urban residents differed substantially as to their overall satisfaction with essential municipal services and in their desire for additional influence over the provision of such services. Systematic analysis revealed that the key factor in explaining differences in citizen satisfaction ratings was the extent to which an individual felt that city government was providing a fair level of benefits for the tax costs it imposed. The primary determinant of citizen desire for additional influence in service delivery proved to be level of service satisfaction.

In this chapter an attempt has been made to present critical review of literature on household water management in seven sections. The review points out a few research gaps. Firstly, there are there are a few empirical studies on the working of urban local bodies using people's perception in the Indian context. Secondly, in the north eastern region very few empirical studies have been conducted on urban local bodies as such and among them perceptibly there is no study on citizens' perception of the role of urban local bodies. Thirdly, in Mizoram many of the studies in the context of the 74<sup>th</sup> Constitutional Amendment Act are rather conjectural than the empirical in nature. Lastly, people's awareness on local bodies has not been adequately probed into (see except Mohanty, 1993). The only study available lacks rigour in conceptualisation, operationalisation and analysis. The present study tries to fill these research gaps by way of surveying households in representative urban localities in Aizawl city.

In the light of the review the next chapter presents the methodological aspects and the setting of the present study.

## **CHAPTER III**

### **METHODOLOGY**

The earlier chapter presented a critical review of literature and the major research gaps therein. In this chapter the setting of the present study and methodology are presented. This chapter has been structured into two major sections. The first section deals with profile of the study areas including the profile of the High and the Low Development Communities. The second section deals with the methodological aspects of the present study including its objectives and hypotheses, research design, sampling, tools of data collection, data processing and analysis of the present study.

#### **3.1. The Setting: Profile of the Study Area**

The present study was conducted in the urban localities of Aizawl city, the capital of the state of Mizoram. The profile of the studied areas is presented in two subsections viz., the Aizawl Town and the localities.

##### **3.1.1. The Aizawl Town**

As of 2011 Indian Population Census, Aizawl had a population of 404,054. Males constitute 49.8 per cent of the population and female constitute 50.2 per cent. Aizawl is located north of the Tropic of Cancer in the northern part of Mizoram. It is situated on a ridge of 1132 meters (3715 ft) above sea level, with the Tlawng river valley to its west and the Tuirial river valley to its east. Thirty seven per cent of the population of Mizoram resides in Aizawl town. It is also the storehouse of all important Government offices, State assembly house and civil secretariat. Aizawl has a mild, sub-tropical climate due to its location and elevation. Under the Koppen climate classification, Aizawl features a humid subtropical climate albeit a more moderate version of the climate. In the summer the temperature ranges from 20-30 degrees Celsius, and in the winter 11-21 degrees Celsius.

When Mizoram became a state in 1987 the Village Councils were responsible for the local administrative system. However, after the formation of Aizawl Municipal Council in 2010 it took the charge of Civic Administration of Aizawl City. There are 19 Members out of which 13 are male and 6 are female. The Congress ZNP party Coalition was voted to power with 10 members and is being administered by one Council Chairman, Vice Chairman and three Executive members. The Municipal Council area is divided into 19 wards which consist of 76 localities under its jurisdiction.



Figure 3.1. Aizawl Town Map

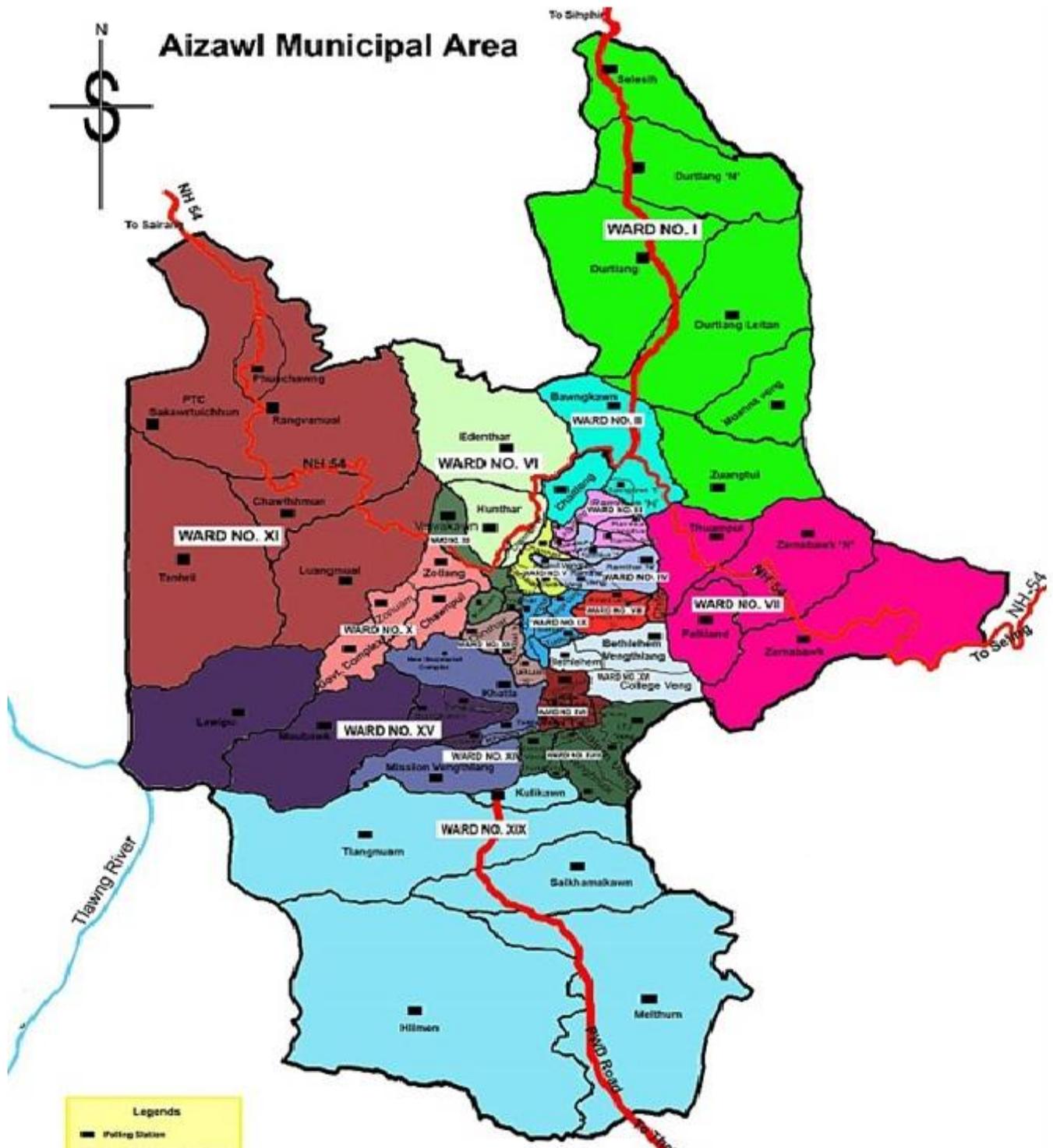


Figure 3.2. Aizawl Municipal Area

### **3.1.2. The Localities Studied**

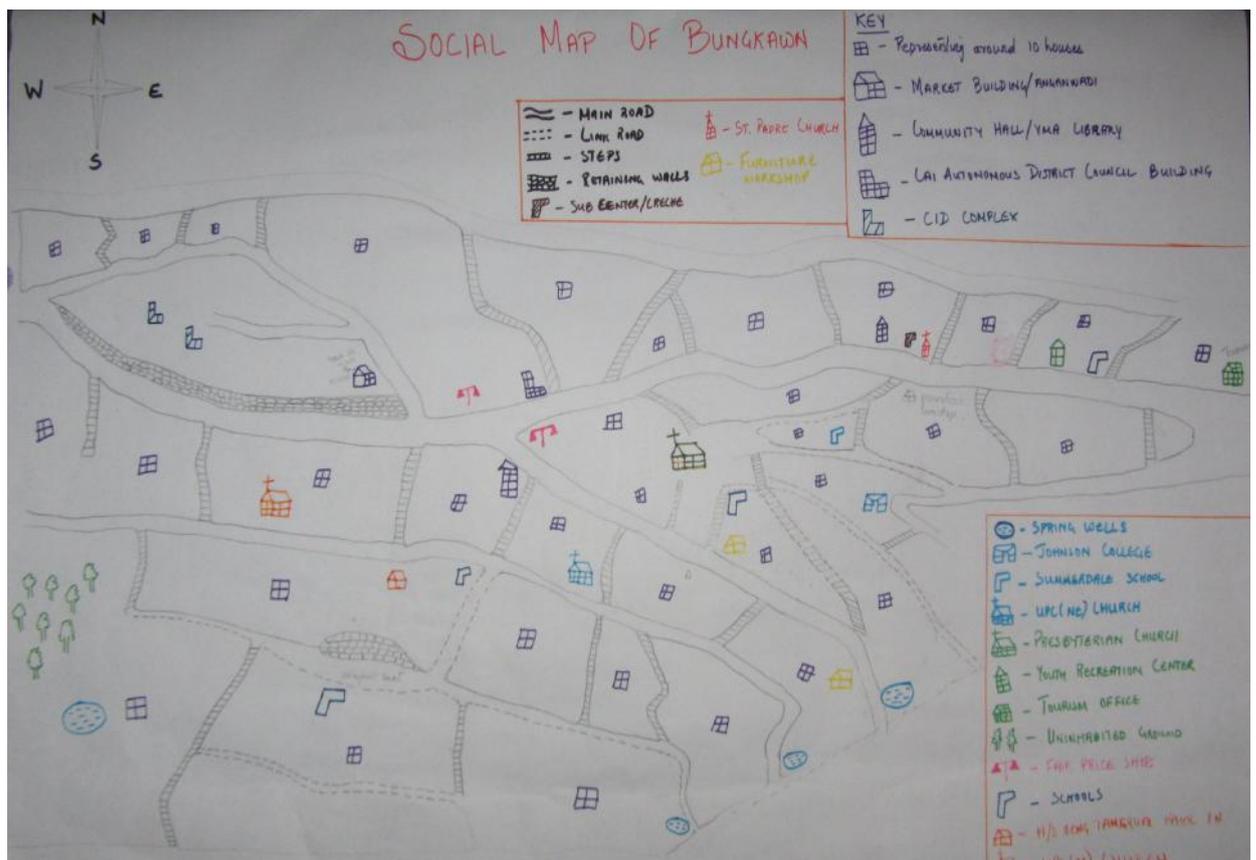
The present research was carried out in two localities of Aizawl. Bungkawn Veng represents the High Development Community and the Zemabawk North represents the Low Development Community. For better understanding of the community, participatory approach was adopted by conducting Social map, Timeline and Services and Opportunities Map in the two communities in which the participants were the members of these two communities itself. The detailed descriptions of the two communities were discussed below.

#### **3.1.2.1. Bungkawn Veng**

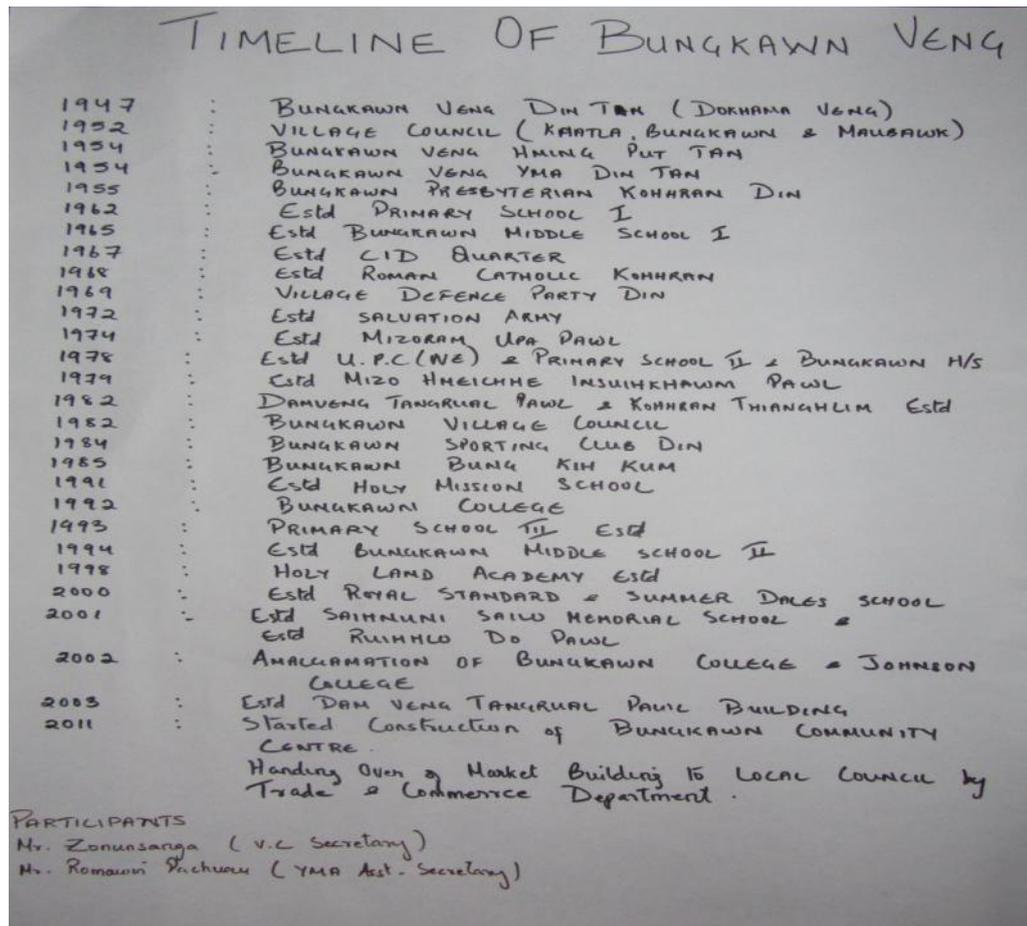
Bungkawn represents the High Development Community. It is the XVth ward in the Municipal Council of Aizawl and their ward councillor is the Chairman of AMC Mr. C.T. Zakhuma. It is difficult to trace when people started living in Bungkawn area, but it is popularly believed that people inhabited this area before the 1800s. Sailo chief, Dokhuma Sailo established a village around the present Crime Investigation Department (CID) quarter areas before the 1890s and was called 'Dokhuma Village'. After the abolition of Chieftainship in Mizoram, Bungkawn area was inhabited by the armies and they were believed to have been in the area till 1940s. From 1947, Mizo people started moving in the area with other army pensioners, they started building a community and in 1954, they named their community "Bungkawn Veng" after the big Banyan tree standing at the center of the village. The population of Bungkawn as per the Village Council record was 5084 out of which 2461 are male and 2623 are female. There are 1200 families and 550 households. There are 50 BPL, 28 AAY, 2 Annapurna families in the locality. The locality is divided into six veng's and five YMA sections.

As mentioned earlier, for better understanding of the community, participatory methods of Social Map, Timeline and Services and Opportunities Map was employed and

conducted in the community. From the Social Map (see figure 3.3), we can see that in Bungkawng area there are four Churches of various denominations, various educational institutions; both private and governmental, Johnson college, Aganwadi Center and crèche also located in the area. There are also four spring wells, two furniture workshops, two fair price shops and one health sub-center. The community also has a big Community Hall where they opened YMA library in one of its floor, a large market building where Aganwadi Center is also opened in the same building. Regarding governmental offices, there is LAI autonomous District Council building, Tourism Department office and CID office and quarters within Bungkawng area.



**Figure 3.3 Social Map of Bungkawng Veng**



**Figure 3.4 Timeline of Bungkawn Veng**

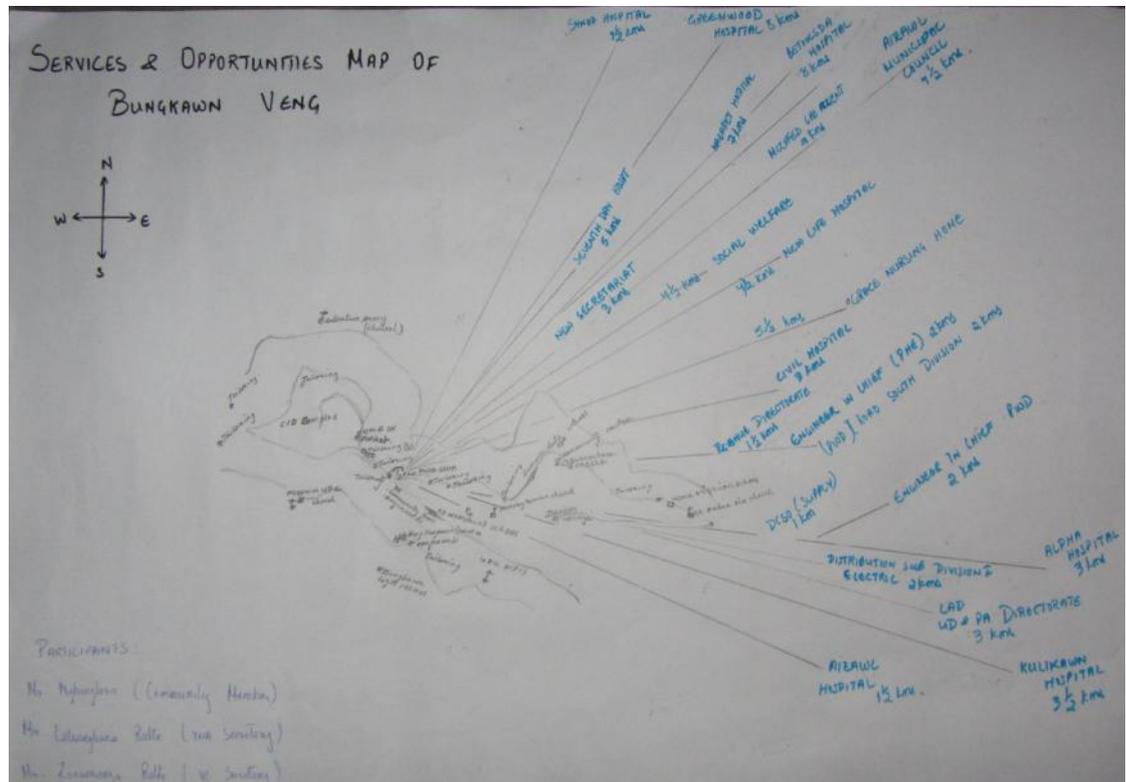
From the time line (see figure 3.4), we can see that Bungkawn Veng was called Dokhuma Veng since the Sailo chief started his village at Bungkawn during the 1940s. With the dissolution of chieftainship in Mizoram and the inception of Village Council under the District Council, a Village Council was also set up in 1952 where Bungkawn, Maubawk and Khatla community were under the same council area. During those times Bungkawn was called by different names ‘Dokhuma Veng’, ‘Maubawk Vaiveng’, ‘Mojader Veng’ and sometimes ‘Bungkawn’ was also used by some people. In 1954, some men of the community met at Mr Vanlalthanga’s house and decided to call their community “Bungkawn Veng” after the big Banyan tree standing at the center of their village and the community carried its name till today. In 1954, Young Mizo Association (YMA) was formed at Bungkawn with only 35 members whom grew up to more than

2000 members today. As time passes, the population increases and different churches and educational institutions were set up in Bungkawn. In 1955, Presbyterian Church was established with only 157 members. In 1962, Bungkawn Primary School-I was started which was the first educational institution in Bungkawn. And in 1965, Bungkawn Middle School-I was started which was closed in 1966 due to the insurgency, but it was reopened in 1967. Again, in 1967 Central Intelligence Department office was set up and quarters were established therein. In the year 1968, Roman Catholic members started to come up in the community without having their own church at that time. Village Defence Party (VDP) was started in July 18<sup>th</sup>, 1969 to maintain peace and social order and to fight against drugs and alcohol in the community and also to unite the community members more closely. Different denominations also came up in the community like the Salvation Army in 1972, United Pentecostal Church (NE) in 1978 where UPC (M) was separated from it in 1995. Other Grassroots organizations were also established in the community such as Mizoram Upa Pawl in 1974, Mizo Hmeichhe Insuihkhawm Pawl in 1979, Damveng Tangraul Pawl in 1982, Ruihhlo Do Pawl in 2001 and Bungkawn Sporting Club in 1984. And in the year 1978, Bungkawn Primary School-II and Bungkawn High School were also established. In 1982, the famous Kohhran Thianghlim which was one of the largest local born denominations in Mizoram was started in Bungkawn. In the same year, Bungkawn Village Council was separated from being united with Khatla and Maubawk Village Council. In the year 1985, the Banyan Tree which the community got its name from was cut down. Several private educational institutions also came into existence such as Holy Mission School in 1991, Holy Land Academy in 1998, Royal Standard School and Summer Dales School in 2000 and Saihnuni Sailo Memorial School in 2001. In 1992, Bungkawn College was established which was amalgamated with Johnson College in 2002 and was called Johnson College since then. Again in 1993 and

1994, Bungkawn Primary School-III and Bungkawn Middle School-II were established respectively. In the year 2003, Youth Recreation Center was built by Dam Veng Tangrual Pawl. In 2011, the Local Council and YMA started building the Bungkawn Community Center with the support of the community members and in the same year, Trade & Commerce Department, Government of Mizoram handed over its market building which was located at Bungkawn area to the Bungkawn Local Council.

From the Services and Opportunities Map (see figure 3.5), we can see that Bungkawn is not very far from the main business area of the city. The important governmental offices and main market were easily accessible from Bungkawn and also different hospitals were not very far from the locality. Most of these places are located in the north east and south east side from Bungkawn Veng. The new Secretariat Complex was located 3kms on the north east side of Bungkawn and on the that same side many hospitals are located such as Seventh Day Hospital, Greenwood Hospital, Nazareth Hospital, Bethesda Hospital and Synod Hospital which were located 5 kilometers, 8 kms, 7 kms 8 kms and 9 and half kilometers respectively away from Bungkawn. Also Directorate of Social Welfare and the new Aizawl Municipal Council Office were located on the north east side of Bungkawn which was around 5 kms and 10 kms away respectively. New Life Hospital, Grace Nursing Home and Aizawl Civil Hospital were also located on the same side of the city which were around 3-5 kms from Bungkawn. On its east side, various governmental offices were located such as Office of Revenue Directorate, Engineer in Chief (PHE) office, DCSO (Supply) Office, Engineer in Chief (PWD), PWD Road South Division, Distribution Sub Division (Electric), Directorate of Local Administration Department and Directorate of Urban Development and Rural Alleviation Department which were around 1-3 kilometers from Bungkawn Veng. Both

Aizawl Hospital & Research Center and Kulikawn Hospital were also located on the south east side from Bungkawn Veng.



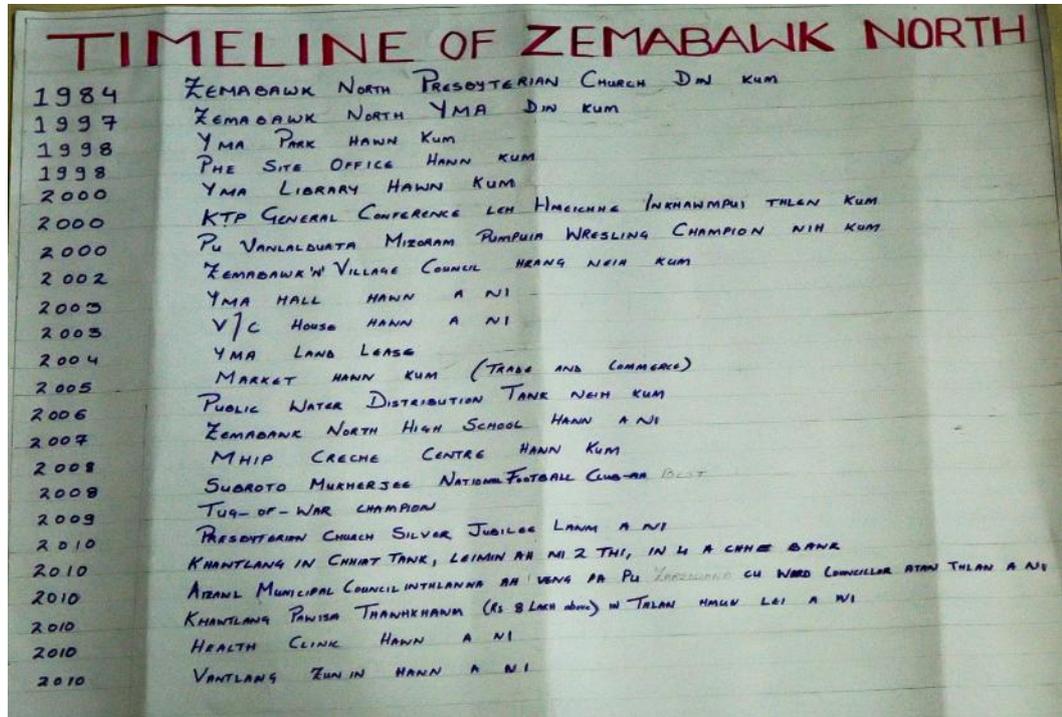
**Figure 3.5. Services and Opportunities Map of Bungkawn**

### 3.1.2.2 Zemabawk North

Zemabawk North represents the Low Development Community. It is the VIIth Ward in the Municipal Council of Aizawl. It is situated on the outskirts of Aizawl town. Social Map, Timeline and Services and Opportunities Map were conducted in this community. Secondary information was also collected for better understanding of the community. From the secondary information the population of Zemabawk as per 2009 record by the Village Council was 3197 out of which 1579 are male and 1618 are female. There are 510 houses and 646 families. The main occupation of the community is agricultural farming and daily waged. There are 50 University Graduates, 144 Graduates, 281 Senior Secondary, and 514 Matric passed.



tanky, public toilet, Health Centre, market, Fair Price Shop, and one playground. The map also shows that there is a Sericulture Complex and one Gas Agency in the locality.



**Figure 3.7. Timeline of Zemabawk North**

From the Timeline (see figure 3.7) Zemabawk North was established in 2002 with the set up a separate Village Council from Zemabawk. However before the locality had a Village Council the locality was under Zemabawk but a separate Presbyterian Church was established in 1984. In the same manner a separate Young Mizo Association (YMA) was established in 1997. The YMA Park was opened in 1998. In the same year the P.H.E. Site Office was opened. In 2000 the YMA Library was opened and in the same year the Presbyterian Church hosted the K.T.P. General Conference and Kohhran Hmeichhia General Conference. In 2003, the Young Mizo Association (YMA) Hall was opened. At the same year, the Village Council (V/C) House was also opened. In 2004 YMA got a land lease which was of 1.5. bigah. In 2005 the market which was constructed by the Trade and Commerce Department was opened. In 2006 public water distribution tank was

set up. In 2007, community had a High School opened. In 2008 the Crèche Centre was established which was undertaken by Mizo MHIP In 2009, the Silver Jubilee of the Presbyterian Church was celebrated and the Aganwadi Centre was opened. 2010 was a historic year for the community as the first ever Municipal election was held and the Councilor Zarzoliana from the community was elected and held the post of Vice-Chairman. In the same year, the community was faced with a tragic landslide. Four houses were destroyed and two people lost their lives. Moreover, the public cemetery land was purchased the same year from the money raised by the community people. The Health Clinic and Public Urinal was opened. The community had high achievements in sports at the state and national and international levels. In 2000 they won the Mizoram Wrestling Championship title. They were also champions in Judo National and International Level in 2010-2011. They were champions in YMA Tug-of War from 2009 till 2011. In 2008 they won the Best of the Tournament in Subroto Mukherjee National Football Club.

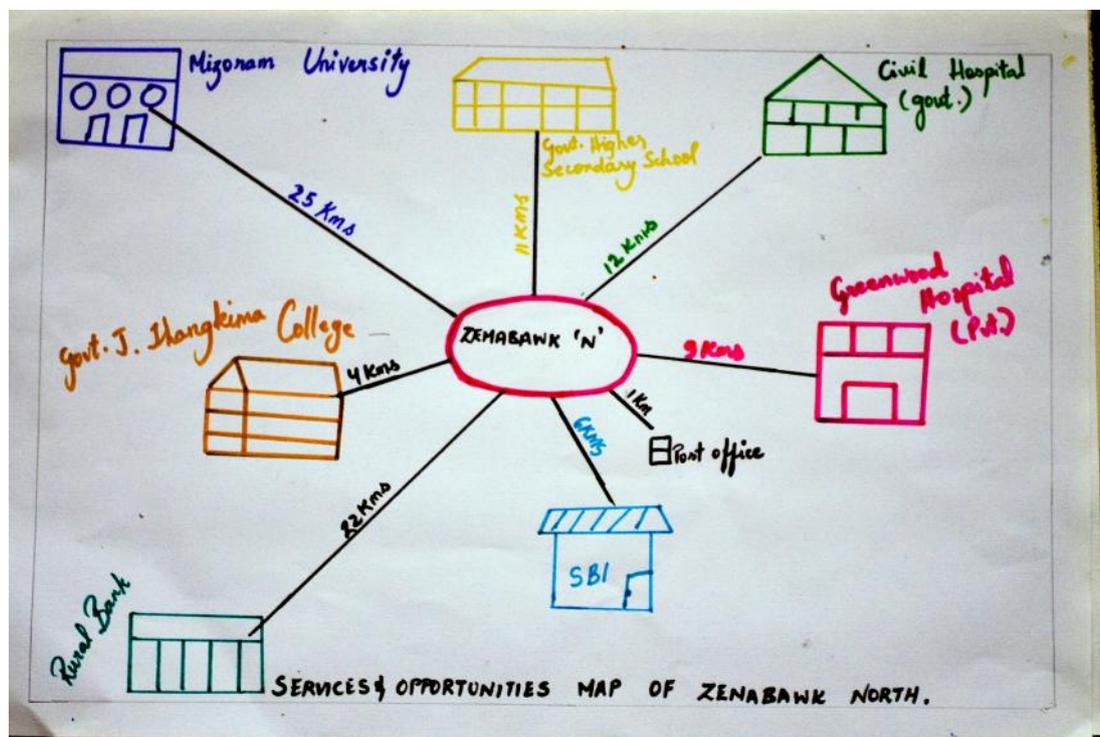


Figure 3.8. Services and Opportunities Map of Zemabawk North

The Services and opportunities Map (see figure 3.8) showed that the Post office was 1 kilometer which was quite near and had an easy accessibility to the community since it was located quite near. Access to government bank was easy as the nearest bank which was the State Bank of India was six kilometers. However many of the community people also accessed the Mizoram Rural Bank which was twenty-two kilometers and was very far from the locality. In order to get Higher Secondary education, majority of the students were enrolled in Govt. Mizo Higher Secondary School which was eleven kilometers away from the locality. This showed that the students have to travel around twenty minutes by bus in order to receive higher education. With respect to the college education, Govt. J. Thankima College was four kilometers and it was the nearest College facility available. However the students studying in the university had to travel a distance of twenty-five kilometers to Tanhril. For health care facilities, the community people had to travel a distance of nine kilometers to Greenwood Hospital which was located in Bawngkawn to get health care facility. Civil Hospital was quite far and was twelve kilometers.

### **3.2. Methodology**

The present study is descriptive in design and cross sectional in nature. The study is based on primary data collected mainly through field survey with structured pretested household interview schedule from the sample households. The unit of study is household while respondents are any adult member of the household. However, participatory methods such as social map, services and opportunities map, time line is used to understand the context of urban communities.

#### **3.2.1. Sampling**

The study used a multi stage sampling procedure to select the urban area, locality, and households. Firstly, the study is conducted in Aizawl city purposively as it houses 59

percent of urban population in the state among 8 urban areas in Mizoram (GOM, 2008). Secondly, the 79 localities of Aizawl city were classified into high and low levels of socio economic development on the basis of three household indicators viz., proportion of poor households, proportion of households with telephone, and proportion of households having LPG connection (GOM, 2004). One representative locality was chosen from each of the category i.e. to represent the High Development Community Bungkawn Veng was chosen and to represent Low Development Community Zemabawk North was selected. Thirdly, in the two selected localities, the list of poor and non-poor households was collected from the Village Council President. Lastly, in each of the category, using systematic random sampling households were selected. The sample was proportionately distributed across poor and non-poor categories collected from the Village Council and low and high level of development. Systematically households were selected with an interval of 10 in the HDC and with an interval of 8 in the LDC. From the total population of 66883 households in Aizawl, the sample size was 0.2 percent which was 134 in total (57 in HDC and 77 in LDC).

### **3.2.2. Tools of Data Collection**

Structured household interview schedule was used for collection of data for the present study. The interview schedule contains nine sections with a number of sub-sections. The major sections are demographic profile, socio-economic profile, source of information, participation, general and composition awareness, awareness of the functions of the council (obligatory and discretionary), socio-economic challenges, perception of Aizawl Municipal Council, access, quality and satisfaction over basic services, socio economic challenges, and perceived problems and functions (see appendix). Pilot study was firstly conducted in one community and in the light of that a structured interview schedule was framed. It was pre-tested in a community and in the light of the pre test

modifications were made in the interview schedule (see appendix). Then final survey was conducted on the sample of households selected.

### **3.2.3. Data Processing and Analysis**

The quantitative data collected through field survey will be processed with computer packages of MS excel and SPSS. To analyse data, in addition simple statistical methods of averages, percentages, ratios and proportions, Karl Pearson's product moment correlation was used.

This chapter has presented the setting and methodological aspects of the present study. The next chapter presents results and discussion of the study.

## **CHAPTER III**

### **METHODOLOGY**

The earlier chapter presented a critical review of literature and the major research gaps therein. In this chapter the setting of the present study and methodology are presented. This chapter has been structured into two major sections. The first section deals with profile of the study areas including the profile of the High and the Low Development Communities. The second section deals with the methodological aspects of the present study including its objectives and hypotheses, research design, sampling, tools of data collection, data processing and analysis of the present study.

#### **3.1. The Setting: Profile of the Study Area**

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##### **3.1.1. The Aizawl Town**

As of 2011 Indian Population Census, Aizawl had a population of 404,054. Males constitute 49.8 per cent of the population and female constitute 50.2 per cent. Aizawl is located north of the Tropic of Cancer in the northern part of Mizoram. It is situated on a ridge of 1132 meters (3715 ft) above sea level, with the Tlawng river valley to its west and the Tuirial river valley to its east. Thirty seven per cent of the population of Mizoram resides in Aizawl town. It is also the storehouse of all important Government offices, State assembly house and civil secretariat. Aizawl has a mild, sub-tropical climate due to its location and elevation. Under the Koppen climate classification, Aizawl features a humid subtropical climate albeit a more moderate version of the climate. In the summer the temperature ranges from 20-30 degrees Celsius, and in the winter 11-21 degrees Celsius.

When Mizoram became a state in 1987 the Village Councils were responsible for the local administrative system. However, after the formation of Aizawl Municipal Council in 2010 it took the charge of Civic Administration of Aizawl City. There are 19 Members out of which 13 are male and 6 are female. The Congress ZNP party Coalition was voted to power with 10 members and is being administered by one Council Chairman, Vice Chairman and three Executive members. The Municipal Council area is divided into 19 wards which consist of 76 localities under its jurisdiction.



Figure 3.1. Aizawl Town Map



### **3.1.2. The Localities Studied**

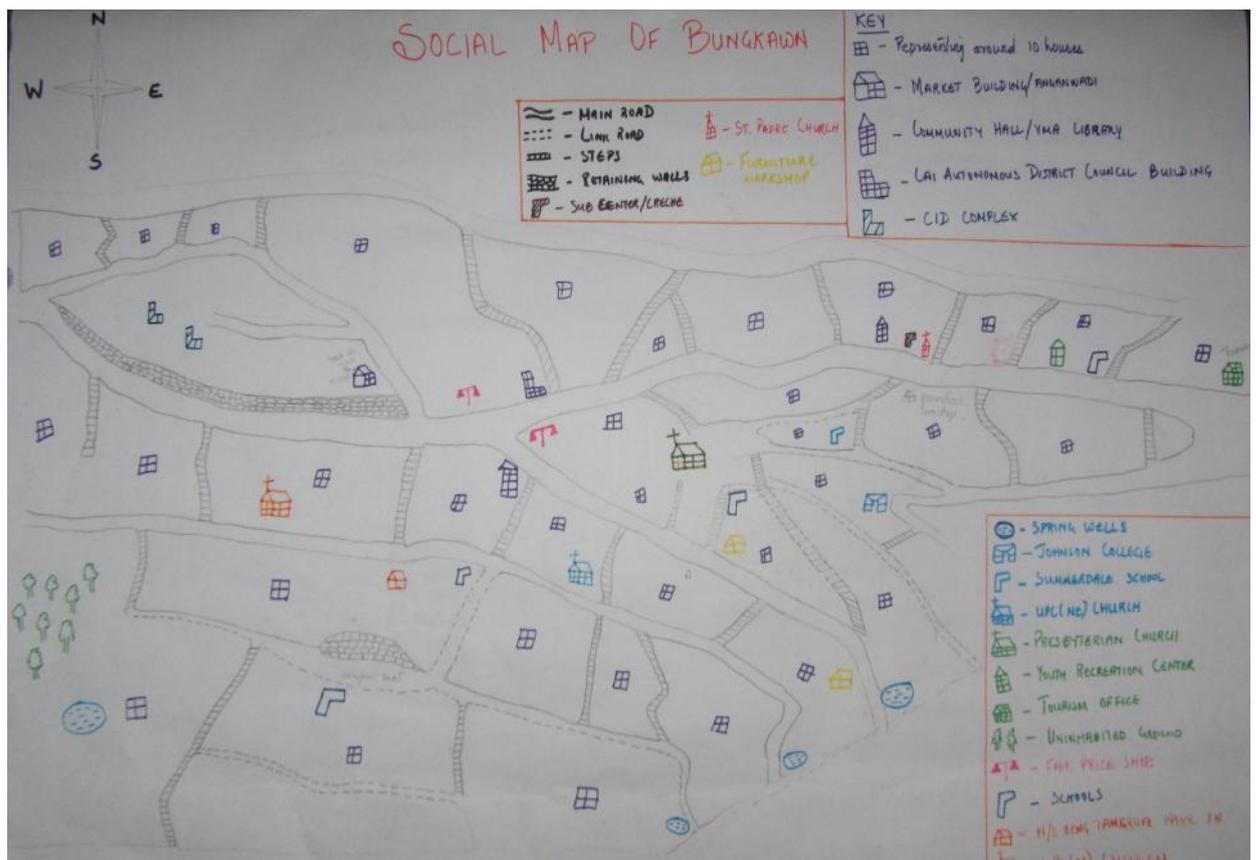
The present research was carried out in two localities of Aizawl. Bungkawn Veng represents the High Development Community and the Zemabawk North represents the Low Development Community. For better understanding of the community, participatory approach was adopted by conducting Social map, Timeline and Services and Opportunities Map in the two communities in which the participants were the members of these two communities itself. The detailed descriptions of the two communities were discussed below.

#### **3.1.2.1. Bungkawn Veng**

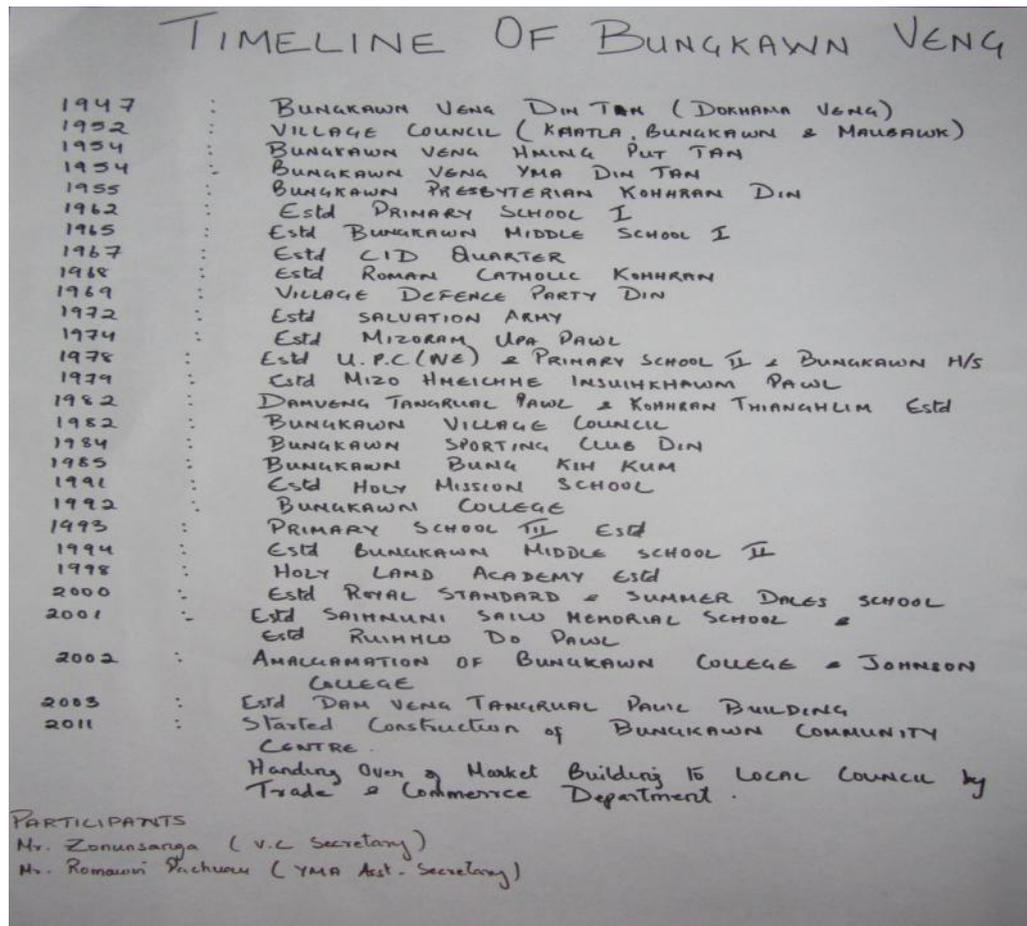
Bungkawn represents the High Development Community. It is the XVth ward in the Municipal Council of Aizawl and their ward councillor is the Chairman of AMC Mr. C.T. Zakhuma. It is difficult to trace when people started living in Bungkawn area, but it is popularly believed that people inhabited this area before the 1800s. Sailo chief, Dokhuma Sailo established a village around the present Crime Investigation Department (CID) quarter areas before the 1890s and was called 'Dokhuma Village'. After the abolition of Chieftainship in Mizoram, Bungkawn area was inhabited by the armies and they were believed to have been in the area till 1940s. From 1947, Mizo people started moving in the area with other army pensioners, they started building a community and in 1954, they named their community "Bungkawn Veng" after the big Banyan tree standing at the center of the village. The population of Bungkawn as per the Village Council record was 5084 out of which 2461 are male and 2623 are female. There are 1200 families and 550 households. There are 50 BPL, 28 AAY, 2 Annapurna families in the locality. The locality is divided into six veng's and five YMA sections.

As mentioned earlier, for better understanding of the community, participatory methods of Social Map, Timeline and Services and Opportunities Map was employed and

conducted in the community. From the Social Map (see figure 3.3), we can see that in Bungkawng area there are four Churches of various denominations, various educational institutions; both private and governmental, Johnson college, Aganwadi Center and crèche also located in the area. There are also four spring wells, two furniture workshops, two fair price shops and one health sub-center. The community also has a big Community Hall where they opened YMA library in one of its floor, a large market building where Aganwadi Center is also opened in the same building. Regarding governmental offices, there is LAI autonomous District Council building, Tourism Department office and CID office and quarters within Bungkawng area.



**Figure 3.3 Social Map of Bungkawng Veng**



**Figure 3.4 Timeline of Bungkawn Veng**

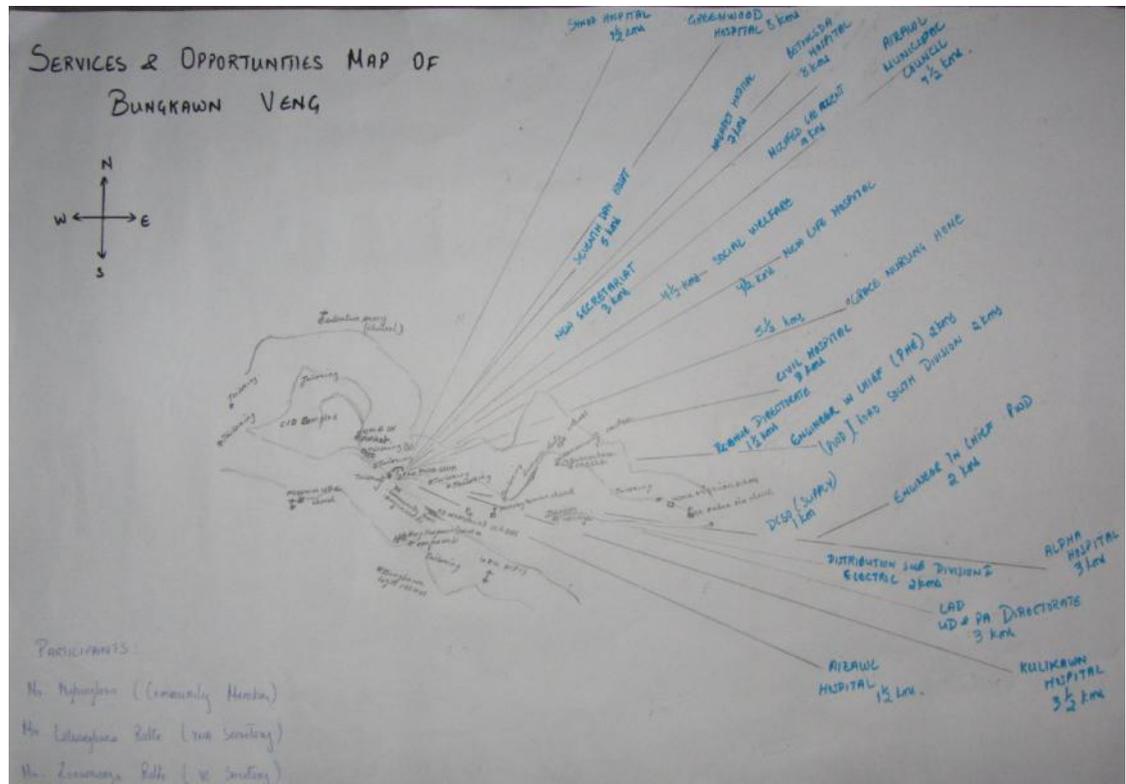
From the time line (see figure 3.4), we can see that Bungkawn Veng was called Dokhuma Veng since the Sailo chief started his village at Bungkawn during the 1940s. With the dissolution of chieftainship in Mizoram and the inception of Village Council under the District Council, a Village Council was also set up in 1952 where Bungkawn, Maubawk and Khatla community were under the same council area. During those times Bungkawn was called by different names ‘Dokhuma Veng’, ‘Maubawk Vaiveng’, ‘Mojader Veng’ and sometimes ‘Bungkawn’ was also used by some people. In 1954, some men of the community met at Mr Vanlalthanga’s house and decided to call their community “Bungkawn Veng” after the big Banyan tree standing at the center of their village and the community carried its name till today. In 1954, Young Mizo Association (YMA) was formed at Bungkawn with only 35 members whom grew up to more than

2000 members today. As time passes, the population increases and different churches and educational institutions were set up in Bungkawn. In 1955, Presbyterian Church was established with only 157 members. In 1962, Bungkawn Primary School-I was started which was the first educational institution in Bungkawn. And in 1965, Bungkawn Middle School-I was started which was closed in 1966 due to the insurgency, but it was reopened in 1967. Again, in 1967 Central Intelligence Department office was set up and quarters were established therein. In the year 1968, Roman Catholic members started to come up in the community without having their own church at that time. Village Defence Party (VDP) was started in July 18<sup>th</sup>, 1969 to maintain peace and social order and to fight against drugs and alcohol in the community and also to unite the community members more closely. Different denominations also came up in the community like the Salvation Army in 1972, United Pentecostal Church (NE) in 1978 where UPC (M) was separated from it in 1995. Other Grassroots organizations were also established in the community such as Mizoram Upa Pawl in 1974, Mizo Hmeichhe Insuihkhawm Pawl in 1979, Damveng Tangraul Pawl in 1982, Ruihhlo Do Pawl in 2001 and Bungkawn Sporting Club in 1984. And in the year 1978, Bungkawn Primary School-II and Bungkawn High School were also established. In 1982, the famous Kohhran Thianghlim which was one of the largest local born denominations in Mizoram was started in Bungkawn. In the same year, Bungkawn Village Council was separated from being united with Khatla and Maubawk Village Council. In the year 1985, the Banyan Tree which the community got its name from was cut down. Several private educational institutions also came into existence such as Holy Mission School in 1991, Holy Land Academy in 1998, Royal Standard School and Summer Dales School in 2000 and Saihnuni Sailo Memorial School in 2001. In 1992, Bungkawn College was established which was amalgamated with Johnson College in 2002 and was called Johnson College since then. Again in 1993 and

1994, Bungkawn Primary School-III and Bungkawn Middle School-II were established respectively. In the year 2003, Youth Recreation Center was built by Dam Veng Tangrual Pawl. In 2011, the Local Council and YMA started building the Bungkawn Community Center with the support of the community members and in the same year, Trade & Commerce Department, Government of Mizoram handed over its market building which was located at Bungkawn area to the Bungkawn Local Council.

From the Services and Opportunities Map (see figure 3.5), we can see that Bungkawn is not very far from the main business area of the city. The important governmental offices and main market were easily accessible from Bungkawn and also different hospitals were not very far from the locality. Most of these places are located in the north east and south east side from Bungkawn Veng. The new Secretariat Complex was located 3kms on the north east side of Bungkawn and on the that same side many hospitals are located such as Seventh Day Hospital, Greenwood Hospital, Nazareth Hospital, Bethesda Hospital and Synod Hospital which were located 5 kilometers, 8 kms, 7 kms 8 kms and 9 and half kilometers respectively away from Bungkawn. Also Directorate of Social Welfare and the new Aizawl Municipal Council Office were located on the north east side of Bungkawn which was around 5 kms and 10 kms away respectively. New Life Hospital, Grace Nursing Home and Aizawl Civil Hospital were also located on the same side of the city which were around 3-5 kms from Bungkawn. On its east side, various governmental offices were located such as Office of Revenue Directorate, Engineer in Chief (PHE) office, DCSO (Supply) Office, Engineer in Chief (PWD), PWD Road South Division, Distribution Sub Division (Electric), Directorate of Local Administration Department and Directorate of Urban Development and Rural Alleviation Department which were around 1-3 kilometers from Bungkawn Veng. Both

Aizawl Hospital & Research Center and Kulikawn Hospital were also located on the south east side from Bungkawn Veng.



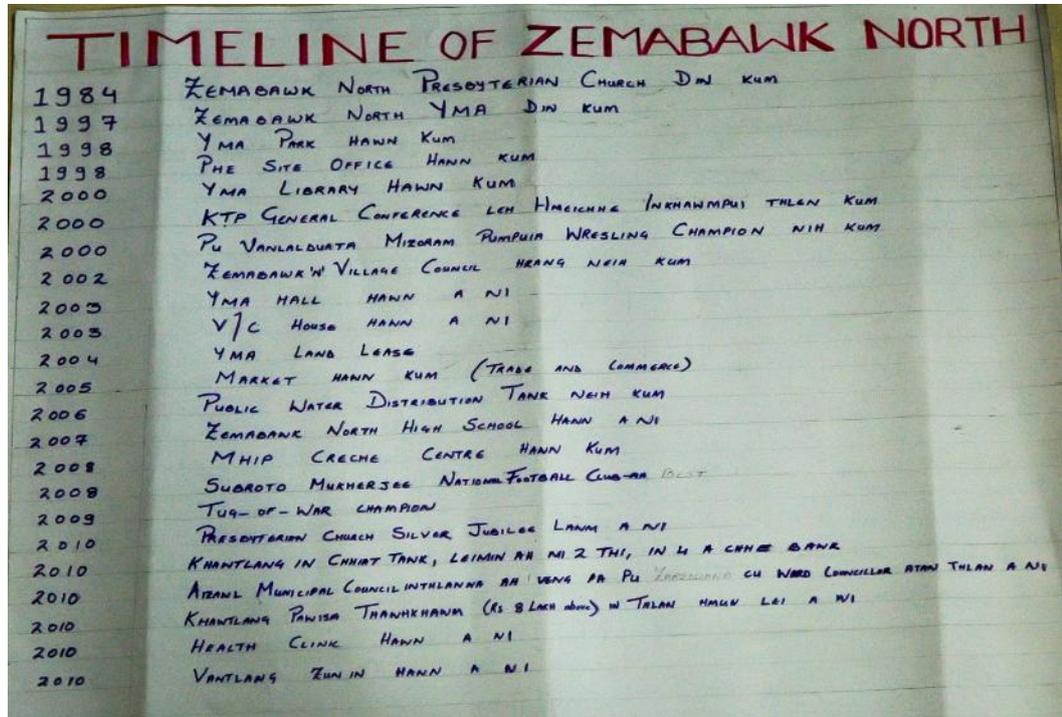
**Figure 3.5. Services and Opportunities Map of Bungkawn**

### 3.1.2.2 Zemabawk North

Zemabawk North represents the Low Development Community. It is the VIIth Ward in the Municipal Council of Aizawl. It is situated on the outskirts of Aizawl town. Social Map, Timeline and Services and Opportunities Map were conducted in this community. Secondary information was also collected for better understanding of the community. From the secondary information the population of Zemabawk as per 2009 record by the Village Council was 3197 out of which 1579 are male and 1618 are female. There are 510 houses and 646 families. The main occupation of the community is agricultural farming and daily waged. There are 50 University Graduates, 144 Graduates, 281 Senior Secondary, and 514 Matric passed.



tanky, public toilet, Health Centre, market, Fair Price Shop, and one playground. The map also shows that there is a Sericulture Complex and one Gas Agency in the locality.



**Figure 3.7. Timeline of Zemabawk North**

From the Timeline (see figure 3.7) Zemabawk North was established in 2002 with the set up a separate Village Council from Zemabawk. However before the locality had a Village Council the locality was under Zemabawk but a separate Presbyterian Church was established in 1984. In the same manner a separate Young Mizo Association (YMA) was established in 1997. The YMA Park was opened in 1998. In the same year the P.H.E. Site Office was opened. In 2000 the YMA Library was opened and in the same year the Presbyterian Church hosted the K.T.P. General Conference and Kohhran Hmeichhia General Conference. In 2003, the Young Mizo Association (YMA) Hall was opened. At the same year, the Village Council (V/C) House was also opened. In 2004 YMA got a land lease which was of 1.5. bigah. In 2005 the market which was constructed by the Trade and Commerce Department was opened. In 2006 public water distribution tank was

set up. In 2007, community had a High School opened. In 2008 the Crèche Centre was established which was undertaken by Mizo MHIP In 2009, the Silver Jubilee of the Presbyterian Church was celebrated and the Aganwadi Centre was opened. 2010 was a historic year for the community as the first ever Municipal election was held and the Councilor Zarzoliana from the community was elected and held the post of Vice-Chairman. In the same year, the community was faced with a tragic landslide. Four houses were destroyed and two people lost their lives. Moreover, the public cemetery land was purchased the same year from the money raised by the community people. The Health Clinic and Public Urinal was opened. The community had high achievements in sports at the state and national and international levels. In 2000 they won the Mizoram Wrestling Championship title. They were also champions in Judo National and International Level in 2010-2011. They were champions in YMA Tug-of War from 2009 till 2011. In 2008 they won the Best of the Tournament in Subroto Mukherjee National Football Club.

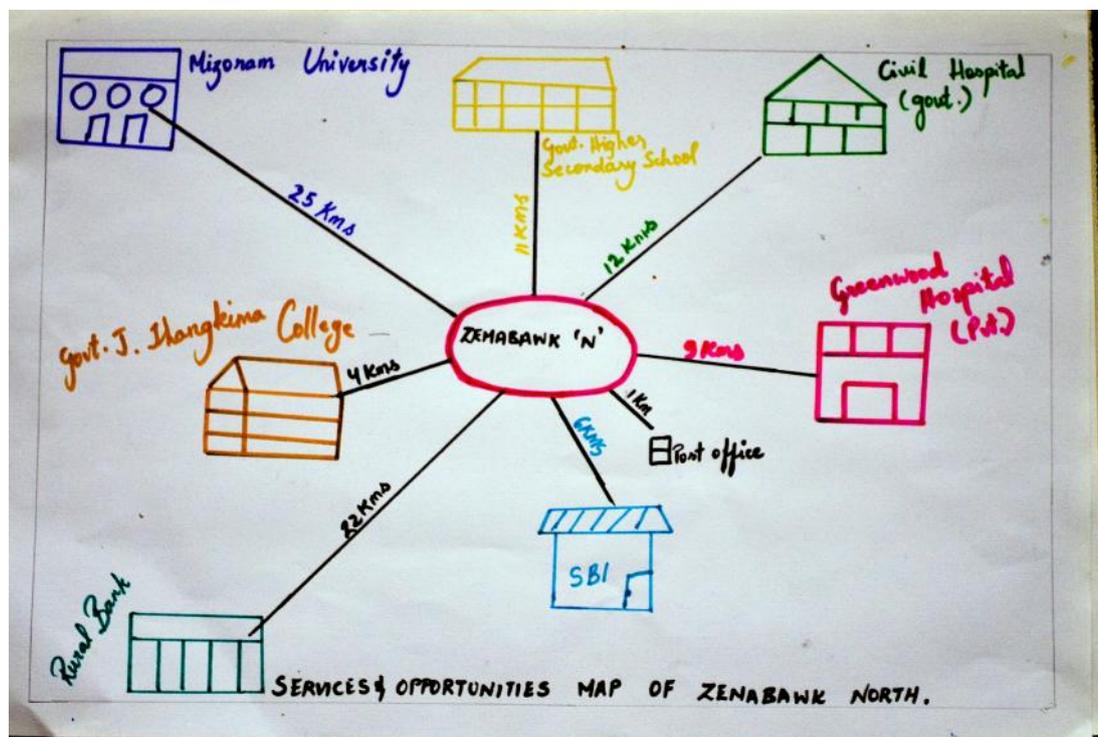


Figure 3.8. Services and Opportunities Map of Zemabawk North

The Services and opportunities Map (see figure 3.8) showed that the Post office was 1 kilometer which was quite near and had an easy accessibility to the community since it was located quite near. Access to government bank was easy as the nearest bank which was the State Bank of India was six kilometers. However many of the community people also accessed the Mizoram Rural Bank which was twenty-two kilometers and was very far from the locality. In order to get Higher Secondary education, majority of the students were enrolled in Govt. Mizo Higher Secondary School which was eleven kilometers away from the locality. This showed that the students have to travel around twenty minutes by bus in order to receive higher education. With respect to the college education, Govt. J. Thankima College was four kilometers and it was the nearest College facility available. However the students studying in the university had to travel a distance of twenty-five kilometers to Tanhril. For health care facilities, the community people had to travel a distance of nine kilometers to Greenwood Hospital which was located in Bawngkawn to get health care facility. Civil Hospital was quite far and was twelve kilometers.

### **3.2. Methodology**

The present study is descriptive in design and cross sectional in nature. The study is based on primary data collected mainly through field survey with structured pretested household interview schedule from the sample households. The unit of study is household while respondents are any adult member of the household. However, participatory methods such as social map, services and opportunities map, time line is used to understand the context of urban communities.

#### **3.2.1. Sampling**

The study used a multi stage sampling procedure to select the urban area, locality, and households. Firstly, the study is conducted in Aizawl city purposively as it houses 59

percent of urban population in the state among 8 urban areas in Mizoram (GOM, 2008). Secondly, the 79 localities of Aizawl city were classified into high and low levels of socio economic development on the basis of three household indicators viz., proportion of poor households, proportion of households with telephone, and proportion of households having LPG connection (GOM, 2004). One representative locality was chosen from each of the category i.e. to represent the High Development Community Bungkawn Veng was chosen and to represent Low Development Community Zemabawk North was selected. Thirdly, in the two selected localities, the list of poor and non-poor households was collected from the Village Council President. Lastly, in each of the category, using systematic random sampling households were selected. The sample was proportionately distributed across poor and non-poor categories collected from the Village Council and low and high level of development. Systematically households were selected with an interval of 10 in the HDC and with an interval of 8 in the LDC. From the total population of 66883 households in Aizawl, the sample size was 0.2 percent which was 134 in total (57 in HDC and 77 in LDC).

### **3.2.2. Tools of Data Collection**

Structured household interview schedule was used for collection of data for the present study. The interview schedule contains nine sections with a number of sub-sections. The major sections are demographic profile, socio-economic profile, source of information, participation, general and composition awareness, awareness of the functions of the council (obligatory and discretionary), socio-economic challenges, perception of Aizawl Municipal Council, access, quality and satisfaction over basic services, socio economic challenges, and perceived problems and functions (see appendix). Pilot study was firstly conducted in one community and in the light of that a structured interview schedule was framed. It was pre-tested in a community and in the light of the pre test

modifications were made in the interview schedule (see appendix). Then final survey was conducted on the sample of households selected.

### **3.2.3. Data Processing and Analysis**

The quantitative data collected through field survey will be processed with computer packages of MS excel and SPSS. To analyse data, in addition simple statistical methods of averages, percentages, ratios and proportions, Karl Pearson's product moment correlation was used.

This chapter has presented the setting and methodological aspects of the present study. The next chapter presents results and discussion of the study.

## CHAPTER IV

### RESULTS AND DISCUSSION

In the present chapter an attempt has been made to present the results of the analysis of data collected through field survey in two urban localities of Aizawl. This chapter has been presented in five major sections each with sub-sections. The first section presents the demographic, social and economic profile is discussed. In the second section the source of information of Aizawl Municipal council is presented. The third section presents people's participation in Municipal Administration. A discussion on the results of people's awareness on municipal council, differences in perception and their determinants is presented in the fourth section. The fifth section presents the respondent's perception of the quality of urban basic services in Mizoram, satisfaction over UBS and expectation on the improvement in the quality after the advent of AMC and their differences and determinants. The sixth section discussed the people's perception of urban challenges in Aizawl and people's expectation on AMC in addressing the urban challenges. The last section is devoted to discuss the constraints to municipal councils effective functioning and suggestions offered by the respondents.

#### **4.1. Profile of the Respondents**

The profile of the respondents is presented into four sections viz. demographic profile of the respondents, family structure, social structural bases of respondents and economic and political characteristics which are discussed below.

##### **4.1.1. Demographic Profile of the Respondents**

The demographic profile of the respondents is presented in terms of gender, age group and educational status of the studied communities (see table 4.1).

Most of the respondents were male in both the localities. More than three-fifth (67.16 %) of the total respondents were male while a little more than two-fifth (32.84%) were

female in both the communities. Similar findings were found in the municipal awareness, interest and participation in Bhubaneswar (see Mohanty, 1993). The male respondent in the locality with low development was more than three-fifth (76.62%) and female respondent constitute only one-fifth (23.38%). Male respondent in the locality with high development was lower than the locality with low development and constitute a little more than two-fifth (54.39%) and female respondent constitute two-fifth (45.61%). Similar findings were reported by a study on solid waste management in Aizawl (see V.L.Diki, 2012). However, the percentage of the total female was lower than the present study as it comprises of only one-tenth of the respondents in both the communities.

The age group was classified into Young (below 35 years), Middle (35-60 years) and Old (60 years and above). From the findings, middle age constitutes a higher percentage in both the communities. More than half of the population constitute Middle Age category (51.49%) in both the communities. The old age category constitutes the second highest and it constitute a little more than one-fifth (35.82%) and the lowest is the young age group which constitute less than one-fifth (12.69%) of the population. In the locality with low development middle age was the highest and constitutes more than half (53.25%). The old age category was second and consists of one-fifth (36.36 %). The young category consist the lowest percentage which was less than one-fifth (10.39 %). In the locality with high development middle age category constitute one-third (49.12%) which is lower than the locality with high development, old constitute more than one-fifth (35.09%) and young category constitute less than one-fifth (15.79 %). The mean age was higher in the locality with low development with a mean age of 54.9 as compares to the mean age of 51.6 in the locality with high development. The overall mean age was 53.5 in both the communities. Thus the mean age of the total respondent falls under the middle

age category. Similar finding was reported in the earlier urban study (see Chhangte, 2011).

The educational status of the respondents was classified six levels viz., into illiterate, Primary (1-4), Middle (5-7), High School (8-10), Higher Secondary (11-12), Under Graduation and above. The highest educational level attained by the respondents in both the communities was Primary which constitute more than two-fifth (26.1 %), followed by Middle and Under Graduation and above with two-fifth (22.4%). Higher Secondary constitutes only one-fifth (16.4 %) and the lowest is High School which constitute less than one-fifth (12.7%). However, in the study of municipal awareness, interest and participation in Bhubaneswar the collegiate were the majority of the respondents (see Mohanty, 1993). In the locality with low level of development, most of the respondent have studied Middle School (23.4 %) or below (37.7 %). However in the locality with higher level of development, the educational level was mostly Higher Secondary (22.8 %) or Under Graduation and above (31.6 %). A similar finding was also evident in an earlier urban study in Aizawl (see Chhangte, 2011; VL Diki, 2012).

#### **4.1.2 Family Structure**

Family is one of the subsystems of society .The structural attributes of family such as type of family, size of family, form of family and gender of the head of household are included in this section(see table 4.2).

With reference to type of family, nuclear family constitutes the higher percentage in both the communities. Similar findings were found in the earlier urban study (see Chhangte, 2011, VL Diki, 2012). It constitutes more than three-fifth (64.18%) and joint family constitute only one-fifth (35.82%) in both the localities. However, nuclear family constitute four fifth (79.22 %) in the locality with low development while joint family constitute only one fifth (20.78%) in the locality with high development. The percentage

of nuclear family is lower in the locality with high development. It constitute of only two-fifth (43.86%). Joint family constitute a higher percentage in the locality with high development and constitute more than half (56.14%). Similar observation was also made in the higher level of nuclear family in locality with low development by an urban study in Aizawl (see VL.Diki, 2012).

The size of family was divided into three categories viz. small (1-3), medium (4-6), large (7 and above). The medium size of family was a dominant size and constitute more than half (58.21 %) in the two communities. This is followed by large size family which constitute only one fifth (26.12%). Small size family constitute the lowest (15.67%). The medium size of family constitute more than half (59.74% and 56.14%) in both the localities. The large size family constitute only one fifth in both the communities (27.27% and 24.56%). The small size family is the lowest and it constitutes only one-tenth in both the Communities (12.99% and 19.30%). The mean size of family in the locality with high development was 5.4 and in the locality with low development it was 5.6. The total mean family size is 5.5. This shows that there is a very little variation in the mean size of the family. However the results showed that the locality with low development has slightly larger family size. Similar observations were also made in an urban study in Aizawl (see Chhangte, 2011).

Stable form of family was dominant in both the communities. More than four-fifth (96.27%) in both the communities have a stable form of family. It was slightly higher in the locality with high development as it constitutes more than four-fifth (98.25%). Reconstituted family constitute less than one-fourth (2.24%) and it was higher in the locality with low development. Likewise broken form of family constitute less than one-fifth (2.60%) in the locality with low development while it was nil in the locality with high development.

With reference to the gender of head of the family, male headed households was dominant in both the communities. Male member as the head of family represents four-fifth (71.64%) while Female headed households comprises of only one-fifth (28.36%) in both the communities. However female headed households were higher in the locality with high development while male headed household was higher in the locality with low development. Similar findings were made by an earlier urban study in Aizawl (see Chhangte, 2011).

#### **4.1.3. Social Structural Bases of Respondents**

The social structural characteristics such as ethnicity, sub-tribe and denomination are discussed below (see table 4.3).

Mizo constitute the ethnic majority and constitutes more than four-fifth (97.76 %) of the total respondents. The number of Non-Mizo respondents was relatively low in both the communities and constitutes less than one-tenth (2.24 %). In the locality with Low Level of development Mizo constitute a very high percentage (97.40 %) which was more than four fifth of the total respondent. However, Non-Mizo constitutes less than one-fifth (2.60 %). In the locality with locality with high development, Mizo constitute more than four-fifth (98.25 %) while Non – Mizo constitute less than one-fifth (1.75 %). The same pattern was found in the locality with low development where more than four-fifth (97.40%) of the respondents were Mizo while Non – Mizo constitute less than one-fifth (2.60%).

In respect to sub-tribe the respondents' households belonged to Non-Mizo, Lusei, Paihte, Ralte, Hmar and Lai. Lusei is the predominant tribe in both the communities and constitutes four- fifth (85.82 %). In the locality with low development Lusei constitute more than four-fifth (98.70 %) of the respondents. The percentage of Lusei in the locality with high development was lower than the locality with high development and constitutes

three-fifth (68.42 %). Similar observations were made by urban studies in Aizawl (see Chhangte, 2011; VL Diki, 2012). This is followed by Hmar (12.28 %) and Ralte (10.53 %) which constitutes one-tenth, Paihte (5.26 %), Non Mizo and Mara (1.75 %) constitute less than one-fifth of the respondents.

With reference to religious denomination, Presbyterian was the dominant denomination in both the localities and it constitutes four-fifth (83.58 %). Similar observation was also made by other urban studies in Aizawl (see Chhangte, 2012; V.L. Diki 2012). This was followed by UP.C. (N.E.) (5.97%), UPC (M) (4.48%), Baptist (2.24%), Salvation Army (1.49%) which constitute less than one-tenth of the total population. In the locality with low development four-fifth (80.52%) of the respondents belongs to Presbyterian Church. A higher percentage of the same denomination was found in the locality with high development (87.72 %). The rest of the denominations in both the communities consists of less than one-tenth of the population viz. Baptist (1.75% in locality with high development and 2.60 in locality with low development), Salvation Army (3.51% locality with high development and 2.60 in locality with low development), UPC (M) (1.75% locality with high development and 6.49% in locality with low development), UPC (N.E.) (3.51% locality with high development and 7.79% in locality with low development). However 2.24 % of the total respondents do not belong to any denomination as the respondents belonged to other religion.

#### **4.1.4. Economic and Political Characteristics**

The discussion on economic and political characteristic bases is presented in terms of socio-economic category, primary occupation and political party affiliation (see table 4.4).

The respondents are classified into three socio-economic category viz. Very Poor (AAY), Poor (BPL) and Non-Poor (APL). AAY consists of less than one-tenth (8.21%) of the total respondents in both the communities. However the number was relatively higher in the locality with low development and they constitute one-tenth (11.69%) as compared to the locality with high development where it was almost nil (3.51%). The total Poor (BPL) consist of more than one-tenth (17.91%) and the number was again higher in the locality with low development where they constitute almost two-tenth (19.48%) than the locality with high development where they constitute more than one-tenth (15.79%). The number of non-poor (APL) was the highest and the total consists of seven-tenth (73.88%) of the total respondents. In this category, the number was higher in the locality with high development and they constitute eight-tenth (80.70%) while the number was more than six-tenth (68.83%) in the locality with low development.

With reference to primary occupation, dependents were less than one-tenth (5.22%) in both the communities. However there were no dependents from the respondents from the Low Development whereas one-tenth (12.28%) of the respondents from the locality with high development were dependents. One-tenth (10.45%) of the total respondents from both the communities were engaged in agriculture out of which more than one-tenth (15.58%) were from the locality with low development and less than one-tenth (3.51%) were from the locality with high development. Daily labourer constitute a very small percentage as less than one-tenth (5.22%) of the respondents from both the communities were engage in this activity. Less than one-tenth (5.97%) of the total respondents were self-employed. More than one-tenth (17.16%) earn their

living through petty business. The percentage was higher in the locality with low development where they constitute almost two-tenth (19.48%) whereas in the locality with high development a little more than one-tenth (14.04%) were engaged in the activity. Government workers constitute the highest and half (50.00%) of the total respondents were engaged in the occupation. However the number was higher in the locality with high development where more than half (52.63%) were government workers while the number was two-third (48.05 %) in the locality with low development. It was also found that there were some private employee which constitute less than one-tenth (5.95%) of the total respondents from both the communities.

Political party affiliation consists of four types viz. none, supporter, member and office bearer. More than three-fifth (70.15%) of the total respondents were neutral and does not affiliate themselves to any political party. Here more than three-fifth (71.43%) of the respondents in the locality with low development and three-fifth (68.42%) of the respondents in the locality with high development said that they do not have affiliation with any political parties. Almost two-tenth (19.40%) of the total respondents was supporters. There were more supporters in the locality with low development (22.08%) as compared to the locality with high development (15.79%). Less than one-tenth (6.72%) were members in political parties. There was a huge variation in the membership in political parties in the locality with high development and they constitute one-tenth (10.79%) whereas less than one-tenth (3.90%). In both the communities, there were very less number of office bearers as only less than one-tenth (3.73%).

#### **4.2. Source of Information on Aizawl Municipal Council**

The main source of information of Aizawl Municipal Council was T.V. Local Cable Network (3.01 mean score) followed by Mizo local Newspaper (2.35 mean score). This finding reminds of the study of the public perception of local government in Poland

(see Swianiewicz, 2001). In the locality with high development the main source of information was T.V. local Cable Network (2.47 mean score). The mean score is higher in the locality with low development (3.40 mean score). This was followed by newspaper Mizo (2.90 mean score) in the Low development Community and T.V. Doordarshan (1.74), political discussions with friends (1.03). Likewise in the locality with low development the main source of information is the main source of information is T.V. Local Cable Network This is followed by newspaper Mizo (2.90 mean score) and T.V. Doordarshan (1.14) (see table 4.5).

From the results it can be seen that mass media played a very significant role in creating civic awareness of the people in Aizawl. The findings are similar to the study in Bhubaneswar (see Mohanty, 1993). However political discussions with friends, all India radio, political discussion with neighbours, meetings of community organisations, political discussion within family, political party meetings, news paper English, FM radio and internet plays very little role so far as the sample respondents of Aizawl are concerned.

#### **4.3. People's Participation in Municipal Administration**

Local government is essentially a manifestation of popular participation in the process of governance at the grass-root level. The strongest argument for local government as a democratic institution is on the ground of participation. Popular participation and involvement in civic affairs have been viewed as the essence of the success of municipal government. Awareness and interest of citizens lead to their participation in municipal affairs. Participation and local government is considered as a civic duty and political participation symbolises political legitimacy and stability of the political system (see Mohanty, 1993). In this study, participation in municipal administration consists of two forms, namely, electoral participation and non-electoral

participation. The indicator for electoral participation is voting. The indicator for non-electoral participation are attending electoral campaigns, meeting members of AMC, and submitting petitions to Office Bearers.

The study reveals that the main mode of participation is through voting which constitutes more than nine-tenth (98.5%) of the total population. This shows that almost all the respondents exercise voting rights in municipal election. The response showed that people exhibit significant involvement in electoral participation. Thus the democratic objective is achieved by the voting of municipal citizens. The ballot box, despite its number of limitations, is the single most important mechanism open for most of the citizens to express their participation. Similar results were also found in a study on municipal awareness, interest and participation in Bhubaneswar (see Mohanty, 1993). Election to the Municipal Council is regarded as the most effective channel of expression as a sense of belongingness, allegiance and support for the city government (Mohanty, 1993). The mode of participation through voting is higher in the locality with low development as all the respondents took part through voting (100%). The locality with high development showed less participation as four-fifth (96.5%) of the total respondents took part in voting (see Table 4.6).

However there is no significant involvement of the people in the non-electoral participation. Attending electoral campaigns constitutes only one-tenth (14.2 %). Meeting members of AMC also constitutes one-tenth (11.9 %) and submitting petitions to Office Bearers (1.5 %) is negligible. However in the case of Bhubaneswar almost half of the respondents submitted petitions on local grievances (see Mohanty, 1993).

There is little or no variation of participation through attending electoral campaigns in both the communities (14.3% in locality with low development and 14.0% in locality with high development). However, there is a high variation of participation

through meeting the members of Aizawl Municipal Council as the High development Community (17.5%) and locality with low development (7.8%). Submitting petitions to Office bearers is negligible as less than one-tenth (3.5%) of the respondents in the locality with high development and none (0%) of the respondents in the locality with low development took part through it (see table 4.6).

#### **4.4. Peoples Awareness on AMC**

As the core of the relationship between municipal system and the citizen lies the awareness which can influence those in authority in administering the municipal system in best possible manner, it is important that citizens in this system be aware of the reality of the urban environment they live in and the part played by the government. Citizens must be knowledgeable about local government, if they are to participate in local affairs and serve as a check on those who wield power in the name. If participation is to be “meaningful” the citizen must be informed and critical and it must be the result of political awareness (see Mohanty, 1992).

In order to assess the awareness of the people on AMC, the respondent’s knowledge about the composition and membership of Aizawl Municipal Council was asked. The people’s awareness on AMC is conceptualised in terms of five components viz. the respondent’s knowledge of the composition, tenure, powers of the Chairman, names of the councillors and their political party affiliation (see table 4.7).

##### **4.4.1. Composition of AMC**

The awareness in respect to the composition of Aizawl Municipal Council is quite low and it constitute only one-fifth (26.32%) in both the communities. However the locality with high development shows higher awareness (26.32%) than the locality with low development (23.38%). However in the case of Bhubaneswar the awareness on the composition on the municipality was found to be good (see Mohanty, 1993).

#### **4.4.2. Tenure of Aizawl Municipal Council (AMC)**

The awareness of the tenure of Aizawl Municipal Council was low as it constitutes only three-tenth (35.07%) in both the communities. However, the locality with high development showed higher awareness as four-tenth (49.12%) of the respondents knew the tenure of Aizawl Municipal Council while only two-tenth (24.68%) of the respondents from the locality with low development knew the tenure of the Council.

#### **4.4.3. Powers of the Chairman**

The awareness of the powers of the Chairman is quite low. Less than one-tenth (6.72%) of the respondents in both the communities knew the powers of the Chairman. Here the locality with high development had higher awareness (8.77%) as compared to the locality with low development (5.19%).

#### **4.4.4. Names of Aizawl Municipal Councillors**

The awareness of the name of Aizawl Municipal Councillors consists of the name of the Chairman, Vice- Chairman, three Executive Councillors and the members. More than half of the respondents (58.21%) knew the name of the respondent in both the communities. However, there is a high variation as eight-tenth (80.70%) of the respondents in the locality with high development and only four-tenth (41.56%) in the locality with low development are aware of the name of the Chairman. This was due to the fact that the Chairman was the elected Municipal Ward Councillor of the locality with high development. The awareness of the name of the Vice-Chairman was slightly higher than the Chairman and it constitutes more than one half (59.70%) of the total respondents in both the communities. There was a very high variation in the awareness of the name of the Vice-Chairman as nine-tenth (93.51%) of the respondents in the locality with low development and only one-tenth (14.04%) of the respondents in the locality with high development knew the name of the Vice-Chairman of Aizawl Municipal Council. The

reason being the Vice-Chairman was from the same locality of the locality with low development. The awareness of the three executive Councillors was quite low as only one-tenth (14.93%, 14.18%, 15.67% respectively) of the total respondents knew their names. Here the respondents from the locality with low development are more aware as two-tenth (22.08%, 20.78%, and 23.38% respectively) while less than one-tenth (5.26%, 5.26% and 5.26% respectively) knew the name of the three executive Councillors. None of the respondents knew all the names of the Councillors and also does not exceed more than seven .Among the fourteen Councillors two of them are well known by the respondents in both the communities as they constitute more than half (55.97%) and three-tenth (31.34%) knew the names of these two Councillors. These two Councillors are well known as one of them had worked for a local cable channel and the other was a renowned journalist and had also worked at the local cable channel. The names of the other members constitute only one-tenth (14.93%) and less than one-tenth (5.95%, 1.49 and 1.49%) respectively in both the communities.

#### **4.4.5. Party Affiliation of Aizawl Municipal Councillors**

The awareness of the political party affiliation of the Chairman in both the localities constitutes more than half (56.72%) of the total respondents in both the communities. A higher percentage was shown in the locality with high development (75.44%) as compared to the locality with low development (42.86%). However more than nine-tenth (94.81%) of the respondents were aware of the party affiliation of the Vice-Chairman while only one-tenth (10.53%) of the respondents from the locality with low development were aware of the party affiliation of the Vice-Chairman. The locality with low development showed higher awareness in respect to the three executive member's political party affiliation (22.08%, 20.78%, and 25.97% respectively) as compared to the locality with high development (7.02%, 7.02%, and 7.02% respectively). The total

awareness of the three executive Councillors was one-tenth (15.67%, 14.93%, and 17.91% respectively). The awareness of the member's party affiliation was high with one member and it constitute four-tenth (48.51%) while the other members constitute only two-tenth (29.10%), one –tenth (13.43%), and less than one-tenth (4.48% and 2.24%). The locality with high development showed higher awareness with respect to the awareness of the member's party affiliation and it constitutes more than half (52.63%), two-tenth (29.82%), one-tenth (15.43%) and less than one-tenth (1.75%) as compared to the locality with low development (45.45%, 28.57%, 11.69%, 3.90%, and 2.60%).

#### **4.4.6. People's Awareness on Aizawl Municipal Council: Obligatory Functions**

In order to assess the awareness of AMC, the sample respondents were specifically asked what obligatory functions they knew. The obligatory functions comprise of ten categories viz. Solid waste management, drainage and sewerage, water supply, communication systems, transport system accessories, community health and protection of environment, preparation of plan for economic development and social justice, promotion of educational. Sport and cultural activities, market and slaughter house and aesthetic environment. The study reveals that the overall awareness of the obligatory function of Aizawl Municipal Council is low (see table 4.8).

The awareness on solid waste management was quite low and it constitutes only two-tenth (24.63%) in both the communities. The locality with high development had higher awareness as three-tenth (33.33%) and only one-tenth (18.18%) knew the function of Aizawl Municipal Council in regard to solid waste management.

With respect to drainage and sewerage only two-tenth (20.15%) of the respondents in both the communities was aware of this function. There was a high variation as the locality with high development was more aware of the function with more than three-

tenth (38.60%) and in the locality with low development which was less than one-tenth (6.45%).

The awareness with respect to water supply was relatively low in both the communities and only one-tenth (11.94%) of the respondents knew the function in both the communities. However the locality with high development showed higher awareness as two-tenth (22.81%) knew the function while not even one-tenth (3.90%) in the locality with low development were aware of it.

The respondents in both the communities awareness with respect to the function of Aizawl Municipal Council towards communication system was relatively low in both the communities. It constitutes less than one-tenth (9.70%). Here the locality with high development showed higher awareness as more than one-fifth (15.79%) and only very few i.e. less than one-tenth (5.19%) in the locality with low development knew the function.

Awareness with regard to transport system accessories was again relatively low in both the communities. Not even one-tenth (8.96%) knew about the function in the studied communities. Here the same pattern was found as the locality with high development were more aware as almost two-tenth (17.54%) and less than one-tenth (2.60%) in the locality with low development of the Aizawl Municipal Council function towards communication system.

The awareness of the people towards Aizawl Municipal Council in community health and protection of environment was very low as not even one-tenth (5.97%) were aware of it. The locality with high development showed higher awareness as almost one-tenth (8.77%) and not even one-tenth (3.90%) in the locality with low development knew the function.

The awareness of the function of Aizawl Municipal Council in preparation of plan for economic and social justice was also very low in both the communities. Only less than one-tenth (5.22%) of the total respondents were aware of the function. The locality with high development again showed higher awareness as one-tenth (10.53%) knew the function and less than one-tenth (1.30%) in the locality with low development were aware of the function.

With regards to the awareness on the promotion of educational, sport and cultural activities it was very low in both the communities. Not even one-tenth (2.24%) of the respondents in both the communities knew the function. A slight higher awareness was shown in the locality with high development (3.51%) than the locality with low development (1.30%).

The function of Aizawl Municipal Council towards market and slaughter house awareness was again relatively low in both the communities. Only 1.49% of the total respondents knew the function. Moreover the awareness was nil (0.00%) in the locality with low development and less than one-tenth (3.51%) were aware of the function in the locality with high development.

The function in aesthetic environment was the lowest in regards to the awareness of the people on the obligatory functions of Aizawl Municipal Council. The awareness was almost nil (0.75%) and in the locality with high development only one respondent (1.75%) and no respondent (0.00%) in the locality with low development knew the function.

The overall mean score in the obligatory function was 0.09 which was indeed low. There was a variation in the mean score between the High development Community and the Low Development community. The mean score in the High development Community was 0.16 while the mean score in the Low development Community was only 0.04.

#### **4.4.7 People's Awareness on AMC: Discretionary Functions**

In order to assess people's awareness on AMC, the sample respondents were again specifically asked type of discretionary functions they knew. People's awareness on the discretionary functions of Aizawl Municipal Council consists of three main functions which were again divided into three different categories viz. town planning, urban development and development of commercial infrastructure, protection of environment, education and culture (see table 4.9). This section includes a number of sub-functions.

With reference to town planning, urban development and infrastructure development, the overall awareness towards the measures for beautification of the municipal area was high. It constitute more than half (51.49%) in both the communities. The locality with low development had higher awareness as more than half (54.55%) knew the function while two-third (47.37%) knew this function in the locality with high development. Awareness of planned development of new areas constitute only one-tenth (11.19%) in both the communities. Here the locality with high development showed higher awareness (21.05%) and the awareness was quite low in the low Development Community (3.90%). Collection of statistics and data significant to the community constitute less than one-tenth (1.49%) and the locality with high development had no awareness (0.00%) while the locality with low development had less than one-tenth (2.60%) awareness. The awareness of the integration of municipal plans with the district plans was also very low in both the communities. The overall awareness was not even one-tenth (1.49%) and the locality with high development had less than one-tenth (3.51%) while the locality with low development had no awareness (0.00%) of this function.

With reference to protection of environment, the overall awareness of both the communities was very low in all the sub-categories. Promotion of greenery through mass participation was not even one-tenth (6.72%). The locality with high development

showed higher awareness as more than one-tenth (14.04%) were aware of it. However the awareness level was very low in the locality with low development and was almost nil (1.30%). The awareness in reclamation of wastelands, promotion of social forestry etc. was also very low in both the communities and it was not not even one-tenth (5.97%). There was a higher score in the locality with high development as more than one-tenth (14.04%) knew the function while the score was nil in the locality with low development. The same pattern was found in the awareness of establishment and maintenance of nurseries for plants etc. Less than one-tenth (2.99%) of people were aware in both the localities. The awareness on the construction and maintenance of cattle pounds, measures for eradication of addiction of all kinds, promotion of measures for abatement of all forms of pollution and advancement of civic consciousness of public health and general welfare was again very low. The awareness was almost nil in all these categories. However the overall awareness showed that it was almost nil (0.75%) in both the communities. The locality with high development showed higher awareness in measures for eradication of addiction of all kind and promotion of measures for abatement of all forms of pollution comprises of less than one-tenth (1.75%) and the awareness was nil in the locality with low development (0.00%) in both the categories. Likewise, the locality with low development had higher awareness in construction and maintenance of cattle pounds and it was almost nil (1.30%) and advancement of civic consciousness of public health and general welfare (1.30%) which was less than one-tenth. However, in regards to the organisation of flower-show and promotion of flower growing and provision for unfiltered water supply for non-domestic uses was nil (0.00%) in both the communities.

With reference to the awareness on education and culture and adult education etc. the awareness was very low in both the communities. Promotion of civic education constitute less than one-tenth (5.97%) and the locality with high development had higher

awareness with more than one-tenth (12.28%) while the locality with low development was almost nil (1.30%). Promotion of culture activities, music, sports and theatres and awareness on the advancement of science and technology in urban life again constitute less than one-tenth (2.99% and 2.24%). Maintenance of monuments and places of importance was almost nil (0.75%) in both the communities.

The awareness on advancement of science and technology in urban life, publication of municipal journals, periodicals and souvenirs etc., installation of statues, portraits and pictures in appropriate manner, Organization, establishment and maintenance of art galleries etc., maintenance of monuments and places of importance was all nil (0.00%) in both the communities.

The overall mean score on the people's awareness on the discretionary functions of Aizawl Municipal Council was 0.05 which means that the awareness was negligible. The locality with high development had higher mean score (0.07) than the locality with low development (0.03).

#### **4.4.8. Differences in People's Participation and Awareness on AMC**

In the previous section the patterns of people's participation and awareness on AMC was discussed. In this section the differences between the localities at two levels have been discussed. The significance of mean differences in people's participation in AMC and the components of peoples awareness on AMC have been analysed with the help of two tailed t test (see table 4.10).

The results show that there is no significant difference in people's participation in Municipal Council between the localities of low and high levels of development. Both are having low level of participation.

As regards peoples awareness on AMC there is no significant difference between the localities in the composition, tenure and powers of AMC, and name of members. On

the other hand the people's awareness on AMC member's party, obligatory and discretionary functions. Though people's awareness is low level significant difference between the localities at high and low levels of development in member's party, obligatory and discretionary functions, in all the three components, the respondents from locality with low development have slightly greater awareness in member's party. While in the obligatory and discretionary functions, respondents of locality with high development have greater awareness.

#### **4.4.9. Determinants of People's Awareness on AMC**

Identification of the factors affecting awareness of people would help in identifying the target groups of intervention and the aspects of knowledge need to be imparted. To accomplish this Karl Pearson's product moment correlation has been used the independent variables were demographic, social, economic and political characteristics of the respondents viz., age group, gender, education status, gender of head of household, size of family, socio-economic category, political party affiliation while the dependent variables were the various components of awareness viz., composition, tenure and powers of Chairman, names of members, members party, obligatory functions and discretionary functions (see table 4.11)

The correlation analysis reveals that all the components of people's awareness viz., powers of chairman, name of AMC members, AMC member's party, obligatory functions, and discretionary functions of AMC have significant positive relationship with each other as expected.

It also shows that gender, educational status, political party affiliation is significantly related to people's awareness while age group has no effect on awareness. Members of different age groups have similar levels of awareness in all the components. Gender had a negative impact on awareness. The female respondents have lower

awareness as compared to their male counterparts in terms names of members and members political party affiliation. But there is significant gender difference in the awareness on powers of chairman, obligatory and discretionary functions.

There is a direct relationship between respondent's educational status and awareness of AMC on all its components except AMC member's party affiliation. The respondents awareness on the powers of chairman, names of members, obligatory and discretionary functions have all increase with increasing levels of education.

The socio-economic category has significant effect on only the awareness on the composition, tenure of AMC and powers of chairman. There is no significant difference in the people's awareness on among the very poor, poor and non-poor categories of respondents in awareness on name of members, member's party and obligatory and discretionary functions of AMC. Higher the socio economic category greater is the people's awareness on composition, tenure, and powers of chairman.

Political party affiliation has positive effect on the people's awareness in most of its components. The higher the respondents political affiliation greater is the peoples awareness on powers of chairman, name of members, and members party. On the other hand political party affiliation has no significant effect on the people's awareness on the obligatory and discretionary functions.

#### **4.5. Urban Basic Services and AMC**

Urban Basic Services consists of people's perceived quality, satisfaction and expectation of improvement in the delivery of UBS after AMC which are discussed as under.

#### **4.5.1. People's Perceived Quality of Urban Basic Services in Aizawl**

The urban basic services consist of twenty-one services and the respondents were asked to rate the quality of these services based on a four point scale (very poor = 1, poor = 2, good =3 and very good = 4) (see table 4.12).

The study reveals that the quality of public information service, anganwadi centres, primary school, PHE water supply, sub-centres, public transport, public distribution system, solid waste collection, steps, street lights, link road were found to be good in both the communities. However none of the services were rated as very good in both the communities.

The perceived quality of public information service was the highest among the twenty-one urban basic service with a mean score of 3.3 in both the localities. The perception was significantly higher in the locality with low development (3.4. mean score) than the locality with high development (3.1. mean score). Anganwadi Centre was second best with an average score of 3.1. The perceived quality was a bit higher in the locality with low development (3.1) than the locality with high development (3.0).

Quality of Primary School ranked third with an average score of 2.9. Here the perception of the locality with low development was again higher with a score of 3.0 than the locality with high development score of 2.7. Next was the PHE water supply with a mean score of 2.8. A similar mean score of 2.8 was found in both the communities. However the nationwide assessment of public service in India and the study on citizen's review on service delivery in Bosnia and Herzegovina showed opposite result where the citizens rate the quality of water supply as low (see Paul et. al., 2004; Mc. Neal et. al., 2009).

Sub-Centre, public transportation, and public distribution system scored 2.7 in both the communities. However the score was higher in the locality with high development

(2.9, 2.8 and 2.9) than the locality with low development (2.6, 2.6 and 2.5) in all these three categories. There was a variation in the quality of solid waste collection as the mean score in the locality with high development was 3.1 and the locality with low development score was only 2.4. The overall score was 2.6 which was high in both the localities. A similar finding could be observed in earlier studies of citizen's review of service delivery and local governance where the quality of solid waste collection was found to be good (see Mc. Neal et al., 2009).

With reference to the quality of steps, street lights, link roads the overall score of the locality with high development was poorer in all the categories (2.4, 2.4, and 2.2 mean score) than the locality with low development whose score was good (2.8, 2.7 and 2.7 mean score). Overall quality was found to be poor in all services. However the findings from the citizens survey in Bosnia and Herzegovina suggests that the quality of local roads was also high (see Mc Neal et al., 2009).

The overall quality of public urinals (2.4 mean score), middle school (2.3 mean score), Tuikhur (spring well) (2.3 mean score), vegetable market (2.2 mean score), community halls (2.0 mean score), drainage and sewerage (1.8 mean score), public toilets (1.7 mean score), main road (1.6 mean score), play grounds and sports centres (1.5 mean score), parks (1.5 mean score) are all found to be poor in both the communities. However the quality of public urinal was found to be good in the locality with high development with a score of 2.8 and the quality of Middle School was relatively higher in the locality with low development with a mean score of 3.1.

#### **4.5.2. People's Satisfaction over the Delivery of Urban Basic Services in Aizawl**

Urban management in broad sense contains a wide range of activities and the most important component is provision of urban public services. So, citizen satisfaction with

public services is an important factor attracting people to participate in improving the quality of urban environment (Goharipour and Karimi , 2011).

People's satisfaction over the delivery of the twenty-one urban basic services in Aizawl was based on a five point scale (very low = 1, low = 2, medium = 3, high = 4 and very high = 5) and the sample respondents were asked to rate their satisfaction based on this scale (see table 4.13).

The findings showed that the overall satisfaction score was medium over the services of public information service, Anganwadi Centres, Primary School, PHE water supply, sub-centres, public transport, public distribution system, solid waste collection, steps, and street lights.

The satisfaction was highest on Public Information Service with a mean score of 3.4 in both the localities. The satisfaction score was 3.5 in the locality with low development which was very high and the locality with high development had a mean score of 3.2 which was also high.

Anganwadi Centre's had a medium satisfaction score of 3.1 in both the communities. The locality with low development had a higher score of 3.2 in this category while the locality with high development had little lower score of 3.0. The nationwide study on the state of public services in India also showed that satisfaction with Anganwadi Centres was better as compared to drinking water, health facilities, road transport, PDS and primary school education (see Paul et. al., 2004).

With reference to Primary School the overall score was 2.9 which was medium and the locality with low development had a higher score of 3.1 as compared to the locality with high development score of 2.7. However the nationwide study on the state of public services in India showed that satisfaction with Primary School was low (see Paul et. al., 2004).

Similar scores were found in the category of PHE water supply where the overall average score was medium with a score of 2.8 in both the localities. However the study of satisfaction and feedback of urban basic service in Bangalore and Jaipur reveals that citizens satisfaction over water supply was high (see Diechman and Lall, 2003).

The total score on Sub-Centre's, public transport, solid waste collection, public distribution system was 2.7 which was good. However the findings of the state of public services in India from a user perspective in India showed opposite result showed that satisfaction with Public Distribution Service is poor (see Paul *et.al.* 2004). The locality with high development had higher score than the locality with low development in all these categories. Moreover the total score on the satisfaction of steps and street lights were the same with a score of 2.6. Here the locality with low development had a higher score of 2.7 and 2.6 respectively as compared to the locality with high development score of 2.4 and 2.5.

The satisfaction on link road, public urinals, Middle School, Tuikhur (Spring Well), vegetable market, community halls, drainage and sewerage, public toilets, main road, playground and sports centre and parks was low in both the communities. However the satisfaction on Middle School was found to be medium in the locality with low development with a score of 3.2.

#### **4.5.3. People's Expectation of Improvement in the Delivery of UBS after AMC**

Expectations are extensively researched as an influence on satisfaction with goods and services in the private sector but have been much less analyzed for public services until very recently (Roch and Poister 2006; Van Ryzin 2004). The role of expectations is potentially important because satisfaction measures are used in evaluating services and informing managerial decision making, including setting budget allocations, changing staff or operating procedures, and altering services. Citizens and users' satisfaction also

influences their political ‘voice,’ including lobbying and voting behaviour, and choice of public services, such as through movement between different local jurisdictions.

Citizens' expectations of public service performance influence their attitudes and behaviour towards services, including satisfaction, choice of service and political voice about them (James, 2011). Influence on satisfaction with goods and services in the private sector but have been much less analyzed for public services until very recently (Roch and Poister 2006; Van Ryzin 2004). Therefore attempt have been made in this study to assess the expectation over the improvement in the delivery of UBS after AMC which was also one of the objectives of the study.

The people's expectation over the improvement in the delivery of the twenty-one urban basic services after the formation of Aizawl Municipal Council was measured on a five point scale (very low = 1, low = 2, moderate = 3, high = 4, very high = 5) and the respondents were asked to rate their expectation based on this scale (see table 4.14).

The overall improvement expectation over improvement in the delivery of Urban Basic Service after AMC was found to be moderate. Out of the twenty-one services, twenty services people were found to have moderate improvement expectations. Only one service namely the improvement of main road was found to be low.

Expectation of improvement on services such as Anganwadi Centres, solid waste collection, PHE water supply, Primary School, Middle School, steps, sub-centres, public-transport and street-light was relatively high as compared to the other basic services with a score of 3.1. Public Information Service and Public Distribution System had an overall score of 3.0 followed by Public urinal and public toilet with both score of 2.8., vegetable market and Community Hall scored 2.7, drainage with 2.6 mean score, parks and playground and sports centre scored 2.5. The lowest score was the expectation over the improvement of main road which constitute only 2.3 the overall mean score.

However a huge variation was found as the expectations of the locality with high development was relatively higher in all the categories as compared to the locality with low development. The mean score in the locality with high development on Aganwadi Centres was 3.4 while the score in the locality with low development was 2.9 which mean that both are at the medium category. With regards to solid waste collection, the locality with high development score was 3.6 which was very high while the score of the locality with low development was 2.7 which was medium. Again the expectation of improvement on PHE water supply was very high in the locality with high development with a score of 3.5 while the score was 2.8 which moderate in the Low Development community. Though, the locality with high development had a higher score on the improvement of Primary School and Middle School both the communities had a moderate expectation score of 3.4 in the locality with high development and 2.9 in the locality with low development. The mean score on the improvement of steps in the locality with high development was 3.5 which were high and the locality with low development had a moderate expectation score of 2.8. Both the communities had a moderate expectation score of 3.4 in the locality with high development and 2.8 in the locality with low development on sub-centre. Public transport had a high expectation score of 3.5 in the locality with high development while it a lower in the locality with low development with a score of 2.8. Street light had a medium score of 3.4 in the locality with high development as compared to the medium score of 2.8 in the locality with low development. Improvement of Public Information Service was high with a score of 3.5 in locality with high development while the score was 2.7 which was moderate in the locality with low development. Link road had moderate improvement expectation score in both the communities i.e. 3.4. in the locality with high development and 2.7 in the locality with low development. Public Distribution System and Public Urinal had a high score of

3.5 in both the locality with high development and 2.5 score in the locality with low development which means that the improvement expectation was higher in the high Development community. With respect to the service of public toilet and tuikhur (Spring well), the improvement expectation was again higher in the locality with high development and the score was 3.4 as compared to the moderate score of 2.4 in the locality with low development in both the categories. Likewise, the expectation on improvement of vegetable market and community halls was both high in the locality with high development with a score of 3.5 while the locality with low development had a low score of 2.1. Drainage and sewerage had a moderate score of 3.4 in the locality with high development while it was relatively low in the locality with low development with a score of only 2.0. Parks and playground and sports centres had a medium score in the locality with high development. This is higher than the low score of 2.0 and 1.9 in the locality with low development. The improvement expectation on main road was the lowest in the locality with low development with a score of only 1.5. A variation was found in this category as the score of 3.5 which was relatively high in the locality with high development.

#### **4.5.4. Difference in People's Perception, Satisfaction and Expectation**

In the previous sub-sections the patterns of people's perception of quality of UBS, satisfaction over the delivery of UBS and expectation of improvement in the UBC after AMC were discussed. In this subsection the differences between the localities at low and high levels of development are discussed.

The significance of mean differences in people's perception of quality of urban basic services, people's satisfaction over urban basic service, expectation of improvement in delivery of urban basic services after AMC, and the perception on the ability of

Aizawl Municipal Council to address socio-economic challenges between the two localities are assessed with the help of t test (see table 4.15).

People's perception of quality of urban basic services significantly differed in the quality of UBS between the localities. The locality with low development had a slightly better perception (2.34) than the locality with high development (2.26). Yet there is no significant difference in people's satisfaction over urban basic services between them.

With reference to the expectation of improvement in delivery of urban basic services after AMC and the perception that Aizawl Municipal Council to address socio-economic challenges, the respondents of the locality with high development have significantly greater expectations.

#### **4.5.5. Determinants of People's Perception, Satisfaction and Expectation from AMC**

To identify the determinants of people's perception, satisfaction and expectation from Aizawl Municipal Council the dependent variables viz. people's perception of the quality of urban basic services, people's satisfaction over urban basic service, expectation of improvement in delivery of urban basic service and addressing the socio economic challenges were correlated with the respondents socio economic structural bases such as age group, gender, education status, gender of the head of household, socio-economic category, political party affiliation, and people's participation in municipal administration (see table 4.16).

People's perception of the quality of UBS and people's satisfaction over UBS are positively and significantly related. Higher the perceived quality of UBS people's satisfaction over UBS is also greater.

People's expectation of improvement is significantly and positively related to people's satisfaction over UBS. Higher the people's satisfaction over UBS higher is their

expectation that after AMC the quality of UBS would improve. But the people's perception of the quality of UBS is not significantly related to expectation of UBS.

People's expectation of improvement is positively related to AMC addressing the socio-economic challenges. Addressing the socio-economic challenges is not related to people's perception of the quality of UBS and people's satisfaction over UBS.

However, it is disheartening to note that people's participation in municipal administration does not have any significant effect on people's perception of quality of UBS, satisfaction over UBS, expectation of improvement after AMC, and AMC would address socio economic challenges.

Age group does not have any significant effect on the perception of quality of UBS, satisfaction over UBS or expectation of improvement in the delivery of UBS after AMC. However, it has significant negative effect on the perception that AMC would be able address the socio economic challenges in Aizawl. It could be observed that higher the age lesser is the expectation of improvement in the delivery of urban basic services (UBS).

Gender and education status have no significant effect on the perception of quality of UBS, satisfaction over UBS and people's expectation of improvement in the delivery of UBS after AMC. But the perception that AMC would be able to successfully address the socio economic challenges are positively influenced by gender and educational status. As compared to women men respondents have better expectation of improvement in the delivery of UBS and perception that AMCs ability to address the urban challenges. Further, it could be observed that higher the education of the respondent greater is the respondents expectation of improvement in the delivery of urban basic services and perception that AMCs ability to address the urban challenges

Among the economic and political factors only socio economic category has significant positive effect on the perception of quality of UBS, satisfaction over UBS and

people's expectation of improvement in the delivery of UBS after AMC. Higher the socio economic category greater is the perception of quality of UBS, satisfaction over UBS and expectation of improvement due to AMCs involvement. But socio economic category of the respondent did not have any significant effect on the perception that AMC would be able to address the socio economic challenges of Aizawl as an urban area.

#### **4.6. AMC and Urban Challenges**

To find out the urban challenges in Aizawl, attempt was made to identify people's perception of urban challenges in Aizawl and people's expectation on AMC in addressing the urban challenges which is discussed as below.

##### **4.6.1. People's Perception of Urban Challenges in Aizawl**

To identify the socio economic challenges in Aizawl nine major problems viz., housing/shelter, poor quality of health care system, drop-out, irregular source of income, drug and alcohol abuse, poverty, lack of employment opportunities, increasing inequality and low income were listed. The respondents were asked whether they perceived the different categories as a challenge or not (see table 4.17).

The most prominent urban challenge in Aizawl as perceived by the people was the problem of housing/shelter. More than four-fifth (94.03%) of the respondents in both the communities agree that the problem of housing/shelter is a big urban challenge in Aizawl. The perception of this challenge was higher in the locality with low development where more than four-fifth (94.81%) of the respondents perceived this as a challenge. It was a little lower in the locality with high development with more than four-fifth (92.98%).

Second was the problem of poor quality of health care system where more than four-fifth (82.84%) of the total respondents agree to it. This problem was again higher in the locality with low development where more than four-fifth (92.98%) perceived the

challenge while three-third (66.67%) perceives the problem in the locality with high development.

Drop-out was perceived to be a problem by more than three-third (79.10%) of the total respondents. However this problem was perceived higher in the locality with high development and it constitutes more than four-fifth (92.98%) of the respondents and three-fifth (68.83%) in the locality with low development.

Irregular source of income was perceived to be a problem by more than three-fifth (79.95%) of the total respondents. Amazingly this problem was perceived higher in the locality with high development (78.95%) than the locality with low development (76.62%). Drugs and alcohol abuse constitute more than three-fifth (76.12 %) and this problem was perceived higher in the locality with high development as it constitute four-fifth (80.70%) and in the locality with low development it constitute more than three-fifth (72.73%).

The overall perception of the problem of poverty was more than three-fifth (69.40 %). However this problem was perceived higher in the locality with high development and it constitutes four-fifth (82.46%) than the locality with low development which constitutes almost three-fifth (59.74%). With reference to the challenge of lack of employment, the overall perception was found to be more than three-third (67.91%) and the locality with high development had higher perception of the problem with more than four-fifth (62.69%) than the locality with low development which constitute almost three-fifth (49.35%). Increasing inequality constitute three-fifth (62.69%). In this category a huge variation was found as cent-percent (100%) of the respondents in the locality with high development and a little more than one-fifth (35.06%) in the locality with low development. More than half (55.97%) of the total respondents in both the communities perceived the challenge of low income. The locality with high development had higher

perception of the problem and it constitutes more than three-third (68.42%) as compared to the locality with low development.

#### **4.6. 2. People's Expectation on AMC in Addressing the Urban Challenges**

Assessment of people's expectation on AMC was one of the objectives of the study. Therefore in order to find out the expectation of the people on the ability of Aizawl Municipal Council to address the urban challenge the sample respondents were asked to rate their expectation on a five point scale (strongly agree = 2, agree = 1, neutral = 0, disagree = -1, and strongly disagree = -2) on the challenges of hygiene and sanitation, public health, increase public awareness and education level, poverty, unemployment and reduce substance abuse (see table 4.18).

The findings reveal that both the communities have neutral expectation score of on the ability of Aizawl Municipal Council in addressing the challenge of hygiene and sanitation -0.2, public health -0.3, and increase in public awareness and education level -0.4 . However, the respondents from the locality with high development agree on the challenge of hygiene and sanitation with a mean score of 0.7 as well as public health with a score of 0.6. The respondents from the locality with low development do not agree and the mean score was -0.8 and -0.9 respectively in both the categories. The overall expectation with respect to increase in public awareness and education level was neutral with an expectation mean score of -0.4. A variation was found in this category as the responses in the locality with high development was 0.3 which means that it was neutral while the response from the locality with low development was negative as they do not agree with a mean score of -1.0.

The responses were also negative in the category of poverty, unemployment and reduction of substance abuse as the mean scores are -0.7, -0.7 and -0.8 respectively. However, the response was found to be neutral in the category of the challenge of poverty

with a mean score of -0.2 in the locality with high development. The rest of the expectation score in both the communities was negative and they do not agree that Aizawl Municipal Council will be able to address the three urban challenges in Aizawl.

#### **4.7. Constraints to AMC's Working of AMC and Suggestions for Improvement**

The respondents were asked their perception on the constraints to the working of AMC and their suggestion for improvement which are discussed as under.

##### **4.7.1. Constraints to AMC's Working**

The list of perceived constraints are broadly divided into six categories namely lack of co-ordination among members of AMC, lack role clarity among members of AMC, lack of awareness among people, inadequate funds, very few works undertaken by AMC, and inadequate decentralisation of powers (see table 4.19).

From the results it could be observed that lack of co-ordination among members of AMC was perceived as a constraint by almost all the respondents (98.51%). Second highest was then lack role clarity among members of AMC where more than four-fifth (97.76%) of the total respondent perceived this constraint. Lack of Awareness among people (96.27 %) was the third highest perceived constraints. The fourth constraint was inadequate funds where more than four-fifth (91.79%) of the people perceived the constraint. More than four-fifth (90.30%) of the respondents perceived that only very few works are undertaken by AMC. The last constraint perceived by the people was the perception that of inadequate decentralisation of powers. Four-fifth (81.34%) of the people in both the communities felt that the state government does not give authority to the Council therefore they were not able to perform most of their functions.

##### **4.7.2 Suggestions for Improvement**

There were ten suggestions given by the respondents. They were mostly on the pattern of municipal administration, finance, function and awareness, and participation of

the people. 99.25 % of the respondents felt that it was necessary to create awareness among the people through periodical dissemination of information on AMC's works, capacity building among the AMC members, proper delineation of responsibilities of state government and AMC, devolution of taxation powers to AMC, and that the people must demand the govt. to give AMC its due. 98.51% felt that AMC must win the people's trust and Councillors must pay attention to their respective wards. 97.01% suggest that Better Co-Ordination and co-operation among the members was needed. 96.27% also suggests awareness generation among the people and 86.57% suggest that the state government must give power/department to AMC (see Table 4.19).

In this chapter an attempt has been made to present a discussion of the results of analysis of primary data collected with structured interview schedule. The conclusions drawn from these discussions will be presented in the next chapter.

**Table 4.1. Demographic Profile of Respondents**

Sl.No	Characteristic	Locality Development		Total N = 134
		Low n = 77	High n = 57	
<b>I</b>	<b>Gender</b>			
	Male	59 (76.62)	31 (54.39)	90 (67.16)
	Female	18 (23.38)	26 (45.61)	44 (32.84)
<b>II</b>	<b>Age Group</b>			
	Young(Below 35)	8 (10.39)	9 (15.79)	17 (12.69)
	Middle(35-60 Years)	41 (53.25)	28 (49.12)	69 (51.49)
	Old(60 Years and Above)	28 (36.36)	20 (35.09)	48 (35.82)
	<i>Mean Age</i>	54.9 ± 14.6	51.6 ± 17.2	53.5 ± 15.8
<b>III</b>	<b>Education Status</b>			
	Primary(1-4)	29 (37.7)	6 (10.5)	35 (26.1)
	Middle(5-7)	18 (23.4)	12 (21.1)	30 (22.4)
	High School(8-10)	9 (11.7)	8 (14.0)	17 (12.7)
	Higher Secondary(11-12)	9 (11.7)	13 (22.8)	22 (16.4)
	Under graduation and Above	12 (15.6)	18 (31.6)	30 (22.4)

Source: Computed

Figures in parentheses are percentages

**Table 4. 2. Respondents Family Structure**

SI.No	Characteristic	Locality Development		Total N = 134
		Low n = 77	High n = 57	
<b>I</b>	<b>Type of Family</b>			
	Nuclear	61 (79.22)	25 (43.86)	86 (64.18)
	Joint	16 (20.78)	32 (56.14)	48 (35.82)
<b>II</b>	<b>Size of Family</b>			
	Small(1-3)	10 (12.99)	11 (19.30)	21 (15.67)
	Medium(4 -6)	46 (59.74)	32 (56.14)	78 (58.21)
	Large(7 and Above)	21 (27.27)	14 (24.56)	35 (26.12)
	<i>Mean Family Size</i>	5.6 ± 2.3	5.4 ± 2.3	5.5 ± 2.3
<b>III</b>	<b>Form of Family</b>			
	Stable	73 (94.81)	56 (98.25)	129 (96.27)
	Broken	2 (2.60)	0 (0.00)	2 (1.49)
	Reconstituted	2 (2.60)	1 (1.75)	3 (2.24)
<b>IV</b>	<b>Gender of Head of Household</b>			
	Male	59 (76.62)	37 (64.91)	96 (71.64)
	Female	18 (23.38)	20 (35.09)	38 (28.36)

Source: Computed

Figures in parentheses are percentages

**Table 4.3 Social Structural Bases of Respondents**

SI.No	Characteristic	Locality Development		Total N = 134
		Low n = 77	High n = 57	
<b>I</b>	<b>Ethnicity</b>			
	Non-Mizo	2 (2.60)	1 (1.75)	3 (2.24)
	Mizo	75 (97.40)	56 (98.25)	131 (97.76)
<b>II</b>	<b>Sub-tribe</b>			
	Non-Mizo	0 (0.00)	1 (1.75)	1 (0.75)
	Lusei	76 (98.70)	39 (68.42)	115 (85.82)
	Paihte	1 (1.30)	3 (5.26)	4 (2.99)
	Ralte	0 (0.00)	6 (10.53)	6 (4.48)
	Hmar	0 (0.00)	7 (12.28)	7 (5.22)
	Mara	0 (0.00)	1 (1.75)	1 (0.75)
<b>III</b>	<b>Denomination</b>			
	None	2 (2.60)	1 (1.75)	3 (2.24)
	Presbyterian	62 (80.52)	50 (87.72)	112 (83.58)
	Baptist	2 (2.60)	1 (1.75)	3 (2.24)
	The Salvation Army	0 (0.00)	2 (3.51)	2 (1.49)
	UPC (M)	5 (6.49)	1 (1.75)	6 (4.48)
	UPC (N.E.)	6 (7.79)	2 (3.51)	8 (5.97)

Source: Computed

Figures in parentheses are percentages

#### 4.4. Economic and Political Characteristics

Sl.No	Characteristic	Locality Development		Total N = 134
		Low n = 77	High n = 57	
<b>I</b>	<b>Socio-Economic category</b>			
	Very Poor(AAY)	9 (11.69)	2 (3.51)	11 (8.21)
	Poor(BPL)	15 (19.48)	9 (15.79)	24 (17.91)
	Non-poor(APL)	53 (68.83)	46 (80.70)	99 (73.88)
<b>II</b>	<b>Primary Occupation</b>			
	Dependent	0 (0.00 )	7 (12.28)	7 (5.22)
	Agriculture	12 (15.58)	2 (3.51)	14 (10.45)
	Daily Labour	3 (3.90)	4 (7.02)	7 (5.22)
	Self Employed	5 (6.49)	3 (5.26)	8 (5.97)
	Petty Business	15 (19.48)	8 (14.04)	23 (17.16)
	Government Service	37 (48.05)	30 (52.63)	67 (50.00)
	Private Employee	5 (6.49)	3 (5.26)	8 (5.97)
<b>III</b>	<b>Political Party Affiliation</b>			
	None	55 (71.43)	39 (68.42)	94 (70.15)
	Supporter	17 (22.08)	9 (15.79)	26 (19.40)
	Member	3 (3.90)	6 (10.53)	9 (6.72)
	Office Bearer	2 (2.60)	3 (5.26)	5 (3.73)

Source: Computed

Figures in parentheses are percentages

**Table 4.5 Sources of Information on Aizawl Municipal Corporation**

Sl. No	Source	Locality Development				Total N = 134	
		Low n = 77		High n = 57			
		Mean	S.D	Mean	S.D	Mean	S.D
1	TV: Local Cable Network	3.40	1.13	2.47	1.54	3.01	1.39
2	News Paper Mizo	2.90	1.36	2.04	1.71	2.53	1.57
3	T.V. Door Darshan	1.74	1.14	1.14	1.57	1.49	1.37
4	Political Discussion with Friends	1.03	0.46	0.49	0.80	0.80	0.68
5	All India Radio	0.94	0.68	0.33	1.04	0.68	0.90
6	Political Discussion with Neighbors	1.00	0.49	0.21	0.56	0.66	0.65
7	Meetings of Community Organisations	0.94	0.25	0.14	0.67	0.60	0.61
8	Political Discussion within Family	0.69	0.49	0.12	0.33	0.45	0.51
9	Political Party Meetings	0.48	0.64	0.19	0.79	0.36	0.72
10	News Paper English	0.26	0.71	0.47	1.15	0.35	0.93
11	FM Radio	0.42	0.64	0.25	0.93	0.34	0.78
12	Internet	0.12	0.51	0.02	0.13	0.07	0.40
		1.16	0.71	0.66	0.94	0.94	0.88

Source: Computed

**Table 4.6. People's Participation in Municipal Administration**

Sl.No	Mode	Locality Development		Total N = 134
		Low n = 77	High n = 57	
1	Voting	77 (100)	55 (96.5)	132 (98.5)
2	Attending Electoral Campaigns	11 (14.3)	8 (14.0)	19 (14.2)
3	Meeting the Members of AMC	6 (7.8)	10 (17.5)	16 (11.9)
4	Submitting Petitions to Office Bearers	0 (0.0)	2 (3.5)	2 (1.5)

Source: Computed

**Table 4. 7. People's Awareness on AMC: Composition and Membership**

Sl. No	Component	Locality Development		Total N = 134
		Low n = 77	High n = 57	
<b>I</b>	Composition of AMC	18 (23.38)	15 (26.32)	33 (24.63)
<b>II</b>	Tenure of AMC	19 (24.68)	28 (49.12)	47 (35.07)
<b>III</b>	Powers of Chairman	4 (5.19)	5 (8.77)	9 (6.72)
<b>IV</b>	<b>Name of Member</b>			
	Chairman	32 (41.56)	46 (80.70)	78 (58.21)
	Vice Chairman	72 (93.51)	8 (14.04)	80 (59.70)
	Exe. Councilor	17 (22.08)	3 (5.26)	20 (14.93)
	Exe. Councilor	16 (20.78)	3 (5.26)	19 (14.18)
	Exe. Councilor	18 (23.38)	3 (5.26)	21 (15.67)
	Member	42 (54.55)	33 (57.89)	75 (55.97)
	Member	22 (28.57)	20 (35.09)	42 (31.34)
	Member	9 (11.69)	11 (19.30)	20 (14.93)
	Member	3 (3.90)	5 (8.77)	8 (5.97)
	Member	2 (2.60)	0 (0.00)	2 (1.49)
	Member	1 (1.30)	1 (1.75)	2 (1.49)
<b>V</b>	<b>Party Affiliation of Member</b>			
	Chairman	33 (42.86)	43 (75.44)	76 (56.72)
	Vice Chairman	73 (94.81)	6 (10.53)	79 (58.96)
	Exe. Councilor	17 (22.08)	4 (7.02)	21 (15.67)
	Exe. Councilor	16 (20.78)	4 (7.02)	20 (14.93)
	Exe. Councilor	20 (25.97)	4 (7.02)	24 (17.91)
	Member I	35 (45.45)	30 (52.63)	65 (48.51)
	Member II	22 (28.57)	17 (29.82)	39 (29.10)
	Member III	9 (11.69)	9 (15.79)	18 (13.43)
	Member IV	3 (3.90)	3 (5.26)	6 (4.48)
	Member V	2 (2.60)	1 (1.75)	3 (2.24)
	Member VI	0 (0.00)	0 (0.00)	0 (0.00)

Source: Computed

Figures in parentheses are percentages

**Table 4.8. People's Awareness on Aizawl Municipal Council: Obligatory Functions**

SI. No	Function	Locality Development		Total N = 134
		Low n = 77	High n = 57	
1	Solid Waste Management	14 (18.18)	19 (33.33)	33 (24.63)
2	Drainage And Sewerage	5 (6.49)	22 (38.60)	27 (20.15)
3	Water Supply	3 (3.90)	13 (22.81)	16 (11.94)
4	Communication Systems	4 (5.19)	9 (15.79)	13 (9.70)
5	Transport System Accessories	2 (2.60)	10 (17.54)	12 (8.96)
6	Community Health And Protection Of Environment	3 (3.90)	5 (8.77)	8 (5.97)
7	Preparation Of Plan-For Economic Development and Social Justice	1 (1.30)	6 (10.53)	7 (5.22)
8	Promotion Of Educational, Sport and Cultural Activities	1 (1.30)	2 (3.51)	3 (2.24)
9	Markets and Slaughter House	0 (0.00)	2 (3.51)	2 (1.49)
10	Aesthetic Environment	0 (0.00)	1 (1.75)	1 (0.75)

Source: Computed

Figures in parentheses are percentages

Note: Mean  $\pm$  S.D.

**Table 4.9 People's Awareness on Aizawl Municipal Council: Discretionary Functions**

Sl. No		Locality Development		Total N = 134
		Low n = 77	High n = 57	
<b>I</b>	<b>Town Planning, Urban Development and Infrastructure Development</b>			
	Measures For Beautification Of The Municipal Area	42 (54.55)	27 (47.37)	69 (51.49)
	Planned Development of New Areas for Human Settlement	3 (3.90)	12 (21.05)	15 (11.19)
	Collection Of Statistics And Data, Significant To The Community	2 (2.60)	0 (0.00)	2 (1.49)
	Integration Of Municipal Plans With The District Or Regional Plan	0 (0.00)	2 (3.51)	2 (1.49)
<b>II</b>	<b>Protection of Environment</b>			
	Promotion of greenery through mass participation	1 (1.30)	8 (14.04)	9 (6.72)
	Reclamation of wastelands, promotion of social forestry etc	0 (0.00)	8 (14.04)	8 (5.97)
	Establishment and maintenance of nurseries for plants etc.	0 (0.00)	4 (7.02)	4 (2.99)
	Construction and maintenance of cattle pounds	1 (1.30)	0 (0.00)	1 (0.75)
	Measures for eradication of addiction of all kinds	0 (0.00)	1 (1.75)	1 (0.75)
	Promotion of measures for abatement of all forms of pollution	0 (0.00)	1 (1.75)	1 (0.75)
	Advancement of civic consciousness of public health and general welfare	1 (1.30)	0 (0.00)	1 (0.75)
	Organization of flower-show and promotion of flower-growing	0 (0.00)	0 (0.00)	0 (0.00)
	Provision for unfiltered water supply for non-domestic uses	0 (0.00)	0 (0.00)	0 (0.00)
<b>III</b>	<b>Education and Culture</b>			
	Promotion of civic education, adult education etc.	1 (1.30)	7 (12.28)	8 (5.97)
	Promotion of culture activities music, sports and theaters	0 (0.00)	4 (7.02)	4 (2.99)
	Advancement of science and technology in Urban Life	0 (0.00)	3 (5.26)	3 (2.24)
	Maintenance of monuments and places of Importance	0 (0.00)	1 (1.75)	1 (0.75)
	Publication of municipal journals, periodicals and souvenirs, etc.	0 (0.00)	0 (0.00)	0 (0.00)
	Installation of statues, portraits and pictures in appropriate manner	0 (0.00)	0 (0.00)	0 (0.00)
	Organization, establishment and maintenance of art galleries etc.	0 (0.00)	0 (0.00)	0 (0.00)

Source: Computed

Figures in parentheses are percentages

**Table 4. 10. Differences in People’s Participation and Awareness on AMC**

Sl. No		Locality Development				Total N = 134		t
		Low n = 77		High n = 57		Mean	S.D.	
		Mean	S.D.	Mean	S.D.			
1	People's Participation in Municipal Administration	0.31	0.13	0.33	0.18	0.32	0.16	0.87
2	Composition, Tenure and Powers of Chairman	0.18	0.30	0.28	0.35	0.22	0.33	1.82
3	Name of Members	0.28	0.23	0.21	0.17	0.25	0.20	1.81
4	Members Party	0.27	0.23	0.19	0.16	0.24	0.21	2.21*
5	Obligatory Functions	0.04	0.09	0.16	0.16	0.09	0.14	5.23**
6	Discretionary Functions	0.03	0.04	0.07	0.10	0.05	0.07	2.98**

Source: Computed                      \*\*P<0.01                      \*P<0.05

**Table 4.11 Determinants of People’s Awareness on Aizawl Municipal Council: Pearson r**

Variable	People’s Awareness on AMC				
	PA01	PA02	PA03	PA04	PA05
Age Group	-0.09	-0.08	-0.01	-0.08	0.08
Gender	-0.08	-0.20*	-0.23*	0.00	-0.11
Education Status	0.16*	0.19*	0.12	0.19*	0.15*
Gender of Head of Household	-0.05	-0.18*	-0.20*	0.00	-0.04
Socio-Economic category	0.16*	0.10	0.07	0.00	0.09
Political Party Affiliation	0.28**	0.34**	0.34**	0.11	0.08
Composition, Tenure and Powers of Chairman	1	0.41*	0.40*	0.34*	0.24*
Name of Members	0.41*	1	0.90**	0.17*	0.16*
Members Party	0.40*	0.90**	1.0	0.16	0.12
Obligatory Functions	0.34*	0.17*	0.16*	1	0.44*
Discretionary Functions	0.24*	0.16*	0.12	0.44*	1

Source: Computed      Figures in parentheses are percentages                      \*\*P<0.01  
\*P<0.05

Composition, Tenure and Powers of Chairman	Name of Members	Members Party	Obligatory Functions	Discretionary Functions
<b>PA01</b>	<b>PA02</b>	<b>PA03</b>	<b>PA04</b>	<b>PA05</b>

**Table 4. 12 People's Perceived Quality of Urban Basic Services in Aizawl**

Sl.No	Urban Basic Service	Locality Development				Total N = 134	
		Low n = 77		High n = 57			
		Mean	S.D	Mean	S.D	Mean	S.D
1	Public Information Service	3.4	0.5	3.1	0.4	3.3	0.5
2	Anganwadi Centres	3.1	0.3	3.0	0.2	3.1	0.3
3	Primary School	3.0	0.4	2.7	0.6	2.9	0.5
4	PHE Water Supply	2.8	0.4	2.8	0.5	2.8	0.5
5	Sub-Centres	2.6	0.5	2.9	0.3	2.7	0.5
6	Public Transport	2.6	0.6	2.8	0.5	2.7	0.5
7	Public Distribution System	2.5	0.6	2.9	0.3	2.7	0.5
8	Solid Waste Collection	2.4	0.6	3.1	0.4	2.6	0.7
9	Steps	2.8	0.4	2.4	0.6	2.6	0.5
10	Street Lights	2.7	0.5	2.4	0.6	2.6	0.6
11	Link Road	2.7	0.5	2.2	0.5	2.5	0.5
12	Public Urinals	2.1	0.4	2.8	0.5	2.4	0.6
13	Middle School	3.1	0.2	1.2	0.6	2.3	1.0
14	Tuikhur (Spring Well)	2.4	0.5	2.1	0.6	2.3	0.6
15	Vegetable Market	1.9	0.4	2.7	0.5	2.2	0.6
16	Community Halls	1.8	0.4	2.2	0.6	2.0	0.5
17	Drainage and Sewerage	1.6	0.5	2.1	0.6	1.8	0.6
18	Public Toilets	2.2	0.5	1.0	0.1	1.7	0.7
19	Main Road	1.3	0.5	2.0	0.6	1.6	0.6
20	Play Grounds and Sports Centres	1.6	0.7	1.3	0.6	1.5	0.7
21	Parks	1.8	0.5	1.0	0.0	1.5	0.6

Source: Computed

**Table 4.13. People's Satisfaction over the Delivery of Urban Basic Services in Aizawl**

SI.No	Urban Basic Service	Locality Development				Total N = 134	
		Low n = 77		High n = 57			
		Mean	S.D	Mean	S.D	Mean	S.D
1	Public Information Service	3.5	0.6	3.2	0.5	3.4	0.6
2	Anganwadi Centres	3.2	0.4	3.0	0.4	3.1	0.4
3	Primary School	3.1	0.4	2.7	0.6	2.9	0.5
4	PHE Water Supply	2.8	0.4	2.8	0.5	2.8	0.5
5	Sub-Centres	2.6	0.5	2.9	0.4	2.7	0.5
6	Public Transport	2.6	0.7	2.9	0.6	2.7	0.6
7	Solid Waste Collection	2.3	0.8	3.1	0.7	2.7	0.8
8	Public Distribution System	2.4	0.6	2.9	0.3	2.7	0.6
9	Steps	2.7	0.5	2.4	0.6	2.6	0.6
10	Street Lights	2.6	0.5	2.5	0.7	2.6	0.6
11	Link Road	2.6	0.6	2.2	0.5	2.4	0.6
12	Public Urinals	2.1	0.4	2.8	0.5	2.4	0.6
13	Middle School	3.2	0.4	1.3	0.6	2.4	1.1
14	Tuikhur (Spring Well)	2.5	0.5	2.1	0.6	2.3	0.6
15	Vegetable Market	1.9	0.5	2.7	0.6	2.3	0.7
16	Community Halls	1.8	0.5	2.3	0.6	2.0	0.6
17	Drainage and Sewerage	1.7	0.7	2.2	0.6	1.9	0.7
18	Public Toilets	2.2	0.5	1.1	0.3	1.7	0.7
19	Main Road	1.3	0.5	2.0	0.6	1.6	0.7
20	Play Grounds and Sports Centres	1.6	0.6	1.3	0.7	1.5	0.7
21	Parks	1.8	0.5	1.1	0.2	1.5	0.6

Source: Computed

**Table 4.14. People's Expectation over Improvement in the Delivery of Urban Basic Services after AMC**

SI.No	Urban Basic Service	Locality Development				Total N = 134	
		Low n = 77		High n = 57			
		Mean	S.D	Mean	S.D	Mean	S.D
1	Anganwadi Centres	2.9	0.5	3.4	0.7	3.1	0.6
2	Solid Waste Collection	2.7	0.8	3.6	0.7	3.1	0.9
3	PHE Water Supply	2.8	0.5	3.5	0.7	3.1	0.7
4	Primary School	2.9	0.5	3.4	0.7	3.1	0.6
5	Middle School	2.9	0.5	3.4	0.7	3.1	0.6
6	Steps	2.8	0.7	3.5	0.7	3.1	0.8
7	Sub-Centres	2.8	0.6	3.4	0.8	3.1	0.7
8	Public Transport	2.8	0.8	3.5	0.7	3.1	0.8
9	Street Lights	2.8	0.8	3.4	0.8	3.1	0.8
10	Public Information Service	2.7	0.6	3.5	0.7	3.0	0.8
11	Link Road	2.7	0.7	3.4	0.8	3.0	0.8
12	Public Distribution System	2.5	0.7	3.5	0.7	2.9	0.9
13	Public Urinals	2.5	0.6	3.5	0.7	2.9	0.8
14	Public Toilets	2.4	0.6	3.4	0.8	2.8	0.8
15	Tuikhur (Spring Well)	2.4	0.6	3.4	0.8	2.8	0.9
16	Vegetable Market	2.1	0.7	3.5	0.6	2.7	0.9
17	Community Halls	2.1	0.8	3.5	0.7	2.7	1.0
18	Drainage and Sewerage	2.0	0.9	3.4	0.8	2.6	1.1
19	Parks	2.0	0.6	3.3	0.9	2.5	1.0
20	Play Grounds and Sports Centres	1.9	0.8	3.3	0.8	2.5	1.1
21	Main Road	1.5	0.9	3.5	0.7	2.3	1.3

Source: Computed

**Table 4.15. Differences in People's Perception, Satisfaction and Expectation from AMC**

	Locality Development				Total		t
	Low		High		Mean	S.D.	
	Mean	S.D.	Mean	S.D.			
People's Perception of Quality of UBS	2.34	0.18	2.26	0.16	2.31	0.17	3.01**
People's Satisfaction over UBS	2.36	0.20	2.31	0.18	2.34	0.20	1.66
Expectation of Improvement in Delivery of UBS	2.45	0.41	3.43	0.64	2.87	0.71	10.78**
Address Socio Economic Challenges	-0.95	0.59	0.05	0.78	-0.52	0.84	8.44**

Source: Computed      \*\*P<0.01      \*P<0.05

**Table 4.16. Determinants of People's Perception, Satisfaction and Expectation from AMC**

Variable	PPQ	PS	Eximp	Adress
Age Group	0.08	0.12	-0.08	-0.18*
Gender	-0.05	-0.11	0.15*	0.21*
Education Status	0.04	0.07	0.31*	0.17*
Gender of Head of Household	-0.06	-0.11	0.04	0.19*
Socio-Economic category	0.24*	0.27*	0.29*	0.00
Political Party Affiliation	-0.06	0.01	0.01	-0.08
People's Participation in Municipal Administration	-0.08	-0.03	0.11	0.10
People's Perception of Quality of UBS	1	0.73**	0.07	-0.06
People's Satisfaction over UBS	0.73**	1	0.12*	0.00
Expectation of Improvement in Delivery of UBS	0.07	0.12*	1	0.39*
Address Socio Economic Challenges	-0.06	0.00	0.39*	1

Source: Computed      \*\*P<0.01      \*P<0.05

PPQ	PS	Eximp	Adress
People's Perception of Quality of UBS	People's Satisfaction over UBS	Expectation of Improvement	Address Socio-Economic Challenges

**Table 4. 17. People’s Perception on Urban Challenges in Aizawl**

Sl. No	Urban Challenge	Locality Development		Total N = 134
		Low n = 77	High n = 57	
1	Housing / Shelter	73 (94.81)	53 (92.98)	126 (94.03)
2	Poor Quality of Health Care system	73 (94.81)	38 (66.67)	111 (82.84)
3	Dropout	53 (68.83)	53 (92.98)	106 (79.10)
4	Irregular Sources of Income	59 (76.62)	45 (78.95)	104 (77.61)
5	Drug and Alcohol Abuse	56 (72.73)	46 (80.70)	102 (76.12)
6	Poverty	46 (59.74)	47 (82.46)	93 (69.40)
7	Lack of employment	38 (49.35)	53 (92.98)	91 (67.91)
8	Increasing Inequality	27 (35.06)	57 (100)	84 (62.69)
9	Low Income	36 (46.75)	39 (68.42)	75 (55.97)

Source: Computed

Figures in parentheses are percentages

**Table 4. 18. People’s Expectation on AMC Addressing the Urban Challenges in Aizawl**

Urban Challenge	Locality Development				Total N = 134	
	Low n = 77		High n = 57		Mean	S.D.
	Mean	S.D.	Mean	S.D.		
Hygiene & Sanitation	-0.8	1.0	0.7	0.9	-0.2	1.3
Public health	-0.9	1.0	0.6	1.0	-0.3	1.2
Increase Public Awareness & Education Level	-1.0	0.9	0.3	1.1	-0.4	1.2
Poverty	-1.1	0.6	-0.2	1.4	-0.7	1.1
Unemployment	-0.9	0.6	-0.5	1.4	-0.7	1.0
Reduce Substance Abuse	-1.0	0.4	-0.6	1.4	-0.8	1.0

Source: Computed

**Table 4.19. People's Perceived Constraints in the Working of AMC and Suggestions**

Sl. No		Locality Development		Total N = 134
		Low n = 77	High n = 57	
<b>I</b>	<b>Constraints</b>			
	Lack of Co-ordination among members of AMC	77 (100)	55 (96.49)	132 (98.51)
	Lack Role Clarity among members of AMC	76 (98.70)	55 (96.49)	131 (97.76)
	Lack of Awareness among people	73 (94.81)	56 (98.25)	129 (96.27)
	Inadequate Funds	77 (100)	46 (80.70)	123 (91.79)
	Very Few Works Undertaken by AMC	67 (87.01)	54 (94.74)	121 (90.30)
	Inadequate decentralisation of powers	72 (93.51)	37 (64.91)	109 (81.34)
<b>II</b>	<b>Suggestions</b>			
	Periodical Dissemination of information on AMC's works	76 (98.70)	57 (100)	133 (99.25)
	Capacity Building among the AMC members	76 (98.70)	57 (100)	133 (99.25)
	Proper delineation of responsibilities of state government and AMC	76 (98.70)	57 (100)	133 (99.25)
	Devolution of Taxation powers to AMC	76 (98.70)	57 (100)	133 (99.25)
	The people must demand the govt. to give AMC its due	77 (100)	56 (98.25)	133 (99.25)
	AMC must win the people's trust	76 (98.70)	56 (98.25)	132 (98.51)
	Councilors must pay attention to their respective wards	77 (100)	55 (96.49)	132 (98.51)
	Better Co-Ordination and co-operation among the members	76 (98.70)	54 (94.74)	130 (97.01)
	Awareness Generation among the people	73 (94.81)	56 (98.25)	129 (96.27)
	State government must give power/ departments to AMC	76 (98.70)	40 (70.18)	116 (86.57)

Source: Computed

Figures in parentheses are percentages

## **CHAPTER V**

### **CONCLUSIONS**

In this chapter an attempt has been made to present the salient conclusions, policy implications and suggestions for social work intervention. They are presented in three sections with its sub-sections.

#### **5.1. Conclusions**

The present section presents the salient conclusions of the present study in six section viz. source of information of Aizawl Municipal Council, people's participation, people's awareness on Municipal Council, people's perception, satisfaction and expectation from Aizawl municipal council, and Aizawl Municipal Council addressing the socio-economic challenges and people's perceived constraints in the working of AMC and suggestions for improvement as below.

##### **5.1.1. Source of Information of Aizawl Municipal Council**

The main source of information of Aizawl Municipal Council in locality with low level of development is T.V. Local Cable Network and Mizo local Newspaper. In the locality with high level of development the main source of information is T.V. local Cable Network and Mizo newspaper.

##### **5.1.2. People's Participation**

In this study, participation in municipal administration consists of two forms, namely, electoral participation and non-electoral participation. The main mode of people's participation is through voting. The response showed that people exhibit significant involvement in electoral participation. Thus the democratic objective is achieved by the voting of municipal citizens. Attending electoral campaigns, meeting members of AMC and submitting petitions to Office Bearers are negligible. There is no

difference between people's participation between the two localities at different levels of urban development.

### **5.1.3. Peoples Awareness on Municipal Council**

The awareness of Aizawl Municipal Council was measured in terms of general awareness, composition and obligatory and discretionary functions of AMC. The general awareness comprises of knowledge of the composition, tenure, and powers of the Chairman of AMC. The composition comprises of the names of AMC Councillors and their political party affiliation.

The study reveals that the awareness of AMC is low in both the localities on Composition of AMC, names and party of members, obligatory and discretionary functions of AMC. Yet there is significant difference in awareness on member's party, obligatory functions and discretionary functions. There is no difference in composition and names of members. The people's awareness on member's party, obligatory and discretionary functions is significantly higher in High Development Community.

The findings reveal that gender, educational status, political party affiliations are significantly related to people's awareness. Age Group has no relationship with awareness. Female respondents have lower awareness as compared to their male counterparts. There is a direct relationship between respondent's educational status and awareness of AMC especially in the awareness of the powers of chairman, names of members, obligatory and discretionary functions. Socio-economic category has significant effect as only the awareness on the composition and powers of chairman. All the components of people's awareness have significant relationship.

### **5.1.4. Peoples Perception, Satisfaction and Expectation from AMC**

People perceive the quality of Urban Basic Service as poor in both the localities. As compared to locality with high level of development the quality is perceived as

significantly better in the locality with low level of development. People's satisfaction over UBS was low in both the localities and there is no significant difference. Respondents of both localities have moderate expectation in delivery of UBS. Yet the locality with low level of development has slightly higher/greater expectation.

People's perception of the quality and satisfaction of UBS are significantly related to socio-economic category. People's expectation in the delivery of UBS is significantly related to gender, education status and socio-economic category. Male respondents have greater expectation of improvement as compared to female respondents. Higher the education status of the respondent higher is the expectation of improvement in delivery of UBS. Higher the socio-economic status higher is the expectation. People's perception of the quality of UBS and people's satisfaction over UBS are positively related. People's satisfaction over UBS is also significantly related with expectation of improvement. Expectation of improvement in service delivery of UBS is significantly related with people's perception that AMC will address the socio-economic challenge. Expectation in the improvement in delivery of UBS is not related to people's perception of the quality of UBS. Expectation that AMC will be able to address to the socio-economic challenges is neither significantly related with people's perception of quality of UBS nor people's satisfaction over UBS.

#### **5.1.5. Aizawl Municipal Council Addressing the Urban Challenges**

The study reveals that AMC would address the urban socio-economic challenges. However most of the respondents in the locality with high level of development are neutral while most of the respondents in the locality with low level of development disagree with this.

### **5.1.6. People's Perceived Constraints in the Working of AMC and Suggestions for Improvement**

There were six constraint perceived by the people such as lack of co-ordination among members of AMC, lack role clarity among members of AMC, lack of awareness among people, inadequate funds, very few works undertaken by AMC, and inadequate decentralisation of powers.

Suggestions for improvements by the respondents were mostly on the pattern of municipal administration, finance, function and awareness, and participation of the people. The respondents felt that it was necessary to create awareness through periodical dissemination of information on AMC's works. Suggestions such as capacity building among the AMC members, proper delineation of responsibilities of state government and AMC, devolution of taxation powers to AMC, and that the people must demand the government to give AMC its due were given by the respondents. They also suggest that AMC must win the people's trust and Councillors must pay attention to their respective wards. They also suggest better co-ordination and co-operation among the members and awareness generation among the people suggest that the state government must give power/department to AMC.

### **5.2. Policy Implication**

As most respondents felt there is need for better decentralisation of administrative and financial powers to urban local bodies so as to empower it as good local government and clear delineation of the responsibilities between the state government and municipal council. As the awareness of the people on AMC is very low, awareness generation through Mizo cable channels and newspaper networks will help the people become more aware of urban governance. Periodical dissemination of information on AMC will also help the people to become more aware and it will ensure transparency and accountability

in the works undertaken by AMC. The quality of urban basic services needs to be enhanced manifold. Assessment of quality, satisfaction and expectation through Citizens Report Card or Community Scorecard will also help in benchmarking the current urban basic services in Mizoram. This will be helpful in creating voice for the people on the state of urban basic services and will further be helpful for the government to take positive measures in improving quality of the delivery of basic services. There is also need for enhancing the knowledge and capacity of the members of AMC regarding their role in urban development especially addressing the socio economic challenges of Aizawl urban area.

### **5.2.1 Suggestions for Social Work Intervention**

Social workers need to advocate for empowerment of municipal council with adequate administrative powers and functions. They can also advocate for introduction of urban local government in all the major urban areas of Mizoram so as to promote good urban local governance in Mizoram. The professional social workers can work towards awareness generation among the people. They need to organise awareness campaigns so as to people's awareness on municipal council especially its role in addressing the socio economic challenges, providing quality basic services and the powers and functions of the same. The professional social workers can involve in the capacity building and leadership development of AMC.

## DECENTRALISATION AND URBAN DEVELOPMENT:

### PEOPLE'S AWARENESS AND EXPECTATIONS ON MUNICIPAL COUNCIL IN AIZAWL

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#### Household Interview Schedule

(Confidential)

#### Identification Information.

Schedule No: \_\_\_\_\_ Date of Interview: \_\_\_\_\_  
 Locality: \_\_\_\_\_ Investigator: \_\_\_\_\_

#### I. Kindly furnish details about yourself:

1	Name:	
2	Age	
3	Sex	0 Male; 1 Female
4	Education	0. Illiterate; 1. Primary; 2. Middle; 3. High School; 4. Higher Secondary; 5. Higher Secondary; 6 B.A.; 7 M.A
5	Ethnicity/Tribe	0. Non-Mizo; 1. Mizo
6	Sub-Tribe	0. Non-Mizo; 1 Lusei; 2 Paite; 3 Ralte; 4 Hmar
7	Type of Clan(Specify Clan)	1. Ruling ; 2 Commoner
8	Religion	1 Christian; 2 Hindu; 3 Buddhist
9	Denomination	1. Presbyterian; 2. Baptist; 3.Salvation Army; 4.UPC (M); 5. UPC (N.E.); 6. Others
10	Head of Household	Male/Female
11	Type of Family	0 Nuclear; 1 Joint
12	Form of Family	1. Stable; 2. Broken; 3. Reconstituted
13	Size of Family	
14	Socio-economic Category	0 AAY; 1 BPL; 2 APL
15	Political Party Affiliation	None/ Supporter/ Member/ Office bearer / Officer
16	Political Party	Congress(I)/ MNF/M PC/ZNP/None
17	Position in Community Organisations	None/Others(Specify)
18	Primary Occupation	
19	Secondary Occupation	

#### II. How frequently you are exposing to the following sources of information?

	Daily	Weekly	Fortnightly	Sometimes	Never
All India Radio	4	3	2	1	0
FM Radio	4	3	2	1	0
News Paper Mizo	4	3	2	1	0
News Paper English	4	3	2	1	0
T.V. Door Darshan	4	3	2	1	0
TV: Local Cable Network	4	3	2	1	0
Political Party Meetings	4	3	2	1	0
Meetings of Community Organisations	4	3	2	1	0
Political Discussion within Family	4	3	2	1	0
Political Discussion with Friends	4	3	2	1	0
Political Discussion with Neighbors	4	3	2	1	0
Internet	4	3	2	1	0

**III. Have you participated in the following?**

Participation	Yes
Voting	
Attending Electoral Campaigns	
Submitting Petitions to Office Bearers	
Meeting the Members of AMC	
Other(Specify)	

**IV. Awareness of Aizawl Municipal Council:**

**IV. (1). General**

	Known
Composition of AMC	
Tenure of AMC	
Powers of Chairman	

**IV. (2). Composition**

Sl. No	Name	Position	Known	Party	Known
1	CT Zakhuma	Chairman		INC	
2	Zarzoliana	Vice Chairman		ZNP	
3	Lalzirliana	Exe. Councillor		INC	
4	Hmingthanzami	Exe. Councillor		ZNP	
5	F. Lalhuthangi	Exe. Councillor		INC	
6		Member			
7		Member			
8		Member			
9		Member			
10		Member			

**IV. (3) Functions of Council:**

**IV. (3) (i) Obligatory Functions: Which of the following functions do you know?**

Functions	Known
Water supply for domestic, industrial, and commercial purposes	
Drainage and sewerage	
Solid waste management	
Preparation of plan-for economic development and social justice	
Communication systems including construction and maintenance of roads	
Transport system accessories (street lighting, parking areas and bus stops etc)	
Community health and protection of environment	
Markets and slaughter house	
Promotion of educational, sport and cultural activities	
Aesthetic environment	

**IV. (3). (ii). Discretionary Functions:**

**IV. (3).(ii). (a) .Town planning, urban development and development of commercial infrastructure:**

Functions	Known
Planned Development of new areas for human settlement	
Measures for beautification of the municipal area	
Collection of statistics and data, significant to the community	
Integration of the plans and schemes of the municipal area with the district or regional plan	

**IV. (3) .(ii) .(b). Protection of environment**

Functions	Known
Reclamation of wastelands, promotion of social forestry and maintenance of open spaces	
Establishment and maintenance of nurseries for plants, vegetables and trees	
Promotion of greenery through mass participation	
Organization of flower-show and promotion of flower-growing as a civic culture	
Promotion of measures for abatement of all forms of pollution	
Construction and maintenance of cattle pounds	
Provision for unfiltered water supply for non-domestic uses	
Advancement of civic consciousness of public health and general welfare	
Measures for eradication of addiction of all kinds	

**IV. (3) . (ii) .(c). Education and Culture**

Functions	Known
Promotion of civic education, adult education, and non-formal education	
Promotion of culture activities music, physical education, sports and theaters	
Advancement of science and technology in urban life	
Publication of municipal journals, periodicals and souvenirs, purchase of book, and subscription to journal, magazines and newspapers	
Installation of statues, portraits and pictures in appropriate manner	
Organization, establishment and maintenance of art galleries and botanical or Zoological Collections	
Maintenance of monuments and places of historical, artistic and other importance	

**V. Problems Challenges: Kindly list the problems faced by your household as a member of Aizawl city.**

	Yes/No
Poverty	
Unemployment	
Low Income	
Housing	
Large Family Size	
Health care and Health Insurance	
Education	
Others (Specify)	

**VI. Perception on Aizawl Municipal Council:**

	SA	A	N	D	SDA
AMC has adequate powers to face the problems faced in the city	2	1	0	-2	-1
AMC has adequate resources to deal with its challenges	2	1	0	-2	-1
State government supports the AMC in its efforts wholeheartedly	2	1	0	-2	-1
The NGOs support the AMC in its efforts wholeheartedly	2	1	0	-2	-1
The People of Aizawl proactively participate in the activities of AMC	2	1	0	-2	-1
AMC Represents the interest of All Sections of the City	2	1	0	-2	-1
The councilors who are presently serving are fairly qualified	2	1	0	-2	-1
The councilors who are presently serving are honest	2	1	0	-2	-1
The councilors who are presently serving are trust worthy	2	1	0	-2	-1
They are transparent in their day today functioning	2	1	0	-2	-1
Their decisions reflect the priority of the people	2	1	0	-2	-1

**VII. Kindly give information on access, quality, and satisfaction over basic services in your locality?**

Urban Basic Service	Access	Quality				Satisfaction					Improvement Expectation				
		VP	P	G	VG	VL	L	M	H	VH	VL	L	M	H	VH
Solid Waste Collection	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Public Transport	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Main Road	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Link Road	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Steps	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Street Lights	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Drainage and Sewerage	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Public Toilets	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Public Urinals	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
PHE Water Supply	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Tuikhur (Spring Well)	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Sub-Centers	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Primary School	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Middle School	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Anganwadi Centers	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Vegetable Market	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Parks	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Play Grounds and Sports Centers	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Community Halls	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Public Distribution System	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Public Information Service	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5

**VIII. The Aizawl Municipal council will be able to address the following socio economic challenges?**

	SA	A	Neutral	DA	SDA
Poverty	2	1	0	-2	-1
Ill health	2	1	0	-2	-1
Drop out	2	1	0	-2	-1
Unemployment	2	1	0	-2	-1
Drug Use and Alcohol	2	1	0	-2	-1

**IX. What are the problems in the functioning of Municipal council as you understand?**

<b>Sl . No</b>	<b>Problem</b>	<b>Suggestion</b>
1.		
2.		
3.		
4.		
5.		

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## DECENTRALISATION AND URBAN DEVELOPMENT:

### PEOPLE'S AWARENESS AND EXPECTATIONS ON MUNICIPAL COUNCIL IN AIZAWL

Research Scholar  
**Ms Lalruatkimi**  
 M.Phil. Scholar  
 Department of Social Work  
 Mizoram University

Research Supervisor  
**Dr. Kanagaraj Easwaran**  
 Assistant Professor  
 Department of Social Work  
 Mizoram University

#### Household Interview Schedule

(Confidential)

#### Identification Information.

Schedule No: \_\_\_\_\_ Date of Interview: \_\_\_\_\_

Locality: \_\_\_\_\_ Investigator: \_\_\_\_\_

#### I. Kindly furnish details about yourself:

1	Name:	
2	Age	
3	Sex	0 Male; 1 Female
4	Education	0. Illiterate; 1. Primary; 2. Middle; 3. High School; 4. Higher Secondary; 5. Higher Secondary; 6 B.A.; 7 M.A
5	Ethnicity/Tribe	0. Non-Mizo; 1. Mizo
6	Sub-Tribe	0. Non-Mizo; 1 Lusei; 2 Paite; 3 Ralte; 4 Hmar
7	Type of Clan(Specify Clan)	1. Ruling ; 2 Commoner
8	Religion	1 Christian; 2 Hindu; 3 Buddhist
9	Denomination	1. Presbyterian; 2. Baptist; 3.Salvation Army; 4.UPC (M); 5. UPC (N.E.); 6. Others
10	Head of Household	Male/Female
11	Type of Family	0 Nuclear; 1 Joint
12	Form of Family	1. Stable; 2. Broken; 3. Reconstituted
13	Size of Family	
14	Socio-economic Category	0 AAY; 1 BPL; 2 APL
15	Political Party Affiliation	None/ Supporter/ Member/ Office bearer / Officer
16	Political Party	Congress(I)/ MNF/M PC/ZNP/None
17	Position in Community Organisations	None/Others(Specify)
18	Primary Occupation	
19	Secondary Occupation	

#### II. How frequently you are exposing to the following sources of information?

	Daily	Weekly	Fortnightly	Sometimes	Never
All India Radio	4	3	2	1	0
FM Radio	4	3	2	1	0
News Paper Mizo	4	3	2	1	0
News Paper English	4	3	2	1	0
T.V. Door Darshan	4	3	2	1	0
TV: Local Cable Network	4	3	2	1	0
Political Party Meetings	4	3	2	1	0
Meetings of Community Organisations	4	3	2	1	0
Political Discussion within Family	4	3	2	1	0
Political Discussion with Friends	4	3	2	1	0
Political Discussion with Neighbors	4	3	2	1	0
Internet	4	3	2	1	0

**III. Have you participated in the following?**

Participation	Yes
Voting	
Attending Electoral Campaigns	
Submitting Petitions to Office Bearers	
Meeting the Members of AMC	
Other(Specify)	

**IV. Awareness of Aizawl Municipal Council:**

**IV. (1). General**

	Known
Composition of AMC	
Tenure of AMC	
Powers of Chairman	

**IV. (2). Composition**

Sl. No	Name	Position	Known	Party	Known
1	CT Zakhuma	Chairman		INC	
2	Zarzoliana	Vice Chairman		ZNP	
3	Lalzirliana	Exe. Councillor		INC	
4	Hmingthanzami	Exe. Councillor		ZNP	
5	F. Lalhuthangi	Exe. Councillor		INC	
6		Member			
7		Member			
8		Member			
9		Member			
10		Member			

**IV. (3) Functions of Council:**

**IV. (3) (i) Obligatory Functions: Which of the following functions do you know?**

Functions	Known
Water supply for domestic, industrial, and commercial purposes	
Drainage and sewerage	
Solid waste management	
Preparation of plan-for economic development and social justice	
Communication systems including construction and maintenance of roads	
Transport system accessories (street lighting, parking areas and bus stops etc)	
Community health and protection of environment	
Markets and slaughter house	
Promotion of educational, sport and cultural activities	
Aesthetic environment	

**IV. (3). (ii). Discretionary Functions:**

**IV. (3).(ii). (a) .Town planning, urban development and development of commercial infrastructure:**

Functions	Known
Planned Development of new areas for human settlement	
Measures for beautification of the municipal area	
Collection of statistics and data, significant to the community	
Integration of the plans and schemes of the municipal area with the district or regional plan	

**IV. (3) .(ii) .(b). Protection of environment**

Functions	Known
Reclamation of wastelands, promotion of social forestry and maintenance of open spaces	
Establishment and maintenance of nurseries for plants, vegetables and trees	
Promotion of greenery through mass participation	
Organization of flower-show and promotion of flower-growing as a civic culture	
Promotion of measures for abatement of all forms of pollution	
Construction and maintenance of cattle pounds	
Provision for unfiltered water supply for non-domestic uses	
Advancement of civic consciousness of public health and general welfare	
Measures for eradication of addiction of all kinds	

**IV. (3) . (ii) .(c). Education and Culture**

Functions	Known
Promotion of civic education, adult education, and non-formal education	
Promotion of culture activities music, physical education, sports and theaters	
Advancement of science and technology in urban life	
Publication of municipal journals, periodicals and souvenirs, purchase of book, and subscription to journal, magazines and newspapers	
Installation of statues, portraits and pictures in appropriate manner	
Organization, establishment and maintenance of art galleries and botanical or Zoological Collections	
Maintenance of monuments and places of historical, artistic and other importance	

**V. Problems Challenges: Kindly list the problems faced by your household as a member of Aizawl city.**

	Yes/No
Poverty	
Unemployment	
Low Income	
Housing	
Large Family Size	
Health care and Health Insurance	
Education	
Others (Specify)	

**VI. Perception on Aizawl Municipal Council:**

	SA	A	N	D	SDA
AMC has adequate powers to face the problems faced in the city	2	1	0	-2	-1
AMC has adequate resources to deal with its challenges	2	1	0	-2	-1
State government supports the AMC in its efforts wholeheartedly	2	1	0	-2	-1
The NGOs support the AMC in its efforts wholeheartedly	2	1	0	-2	-1
The People of Aizawl proactively participate in the activities of AMC	2	1	0	-2	-1
AMC Represents the interest of All Sections of the City	2	1	0	-2	-1
The councilors who are presently serving are fairly qualified	2	1	0	-2	-1
The councilors who are presently serving are honest	2	1	0	-2	-1
The councilors who are presently serving are trust worthy	2	1	0	-2	-1
They are transparent in their day today functioning	2	1	0	-2	-1
Their decisions reflect the priority of the people	2	1	0	-2	-1

**VII. Kindly give information on access, quality, and satisfaction over basic services in your locality?**

Urban Basic Service	Access	Quality				Satisfaction					Improvement Expectation				
		VP	P	G	VG	VL	L	M	H	VH	VL	L	M	H	VH
Solid Waste Collection	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Public Transport	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Main Road	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Link Road	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Steps	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Street Lights	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Drainage and Sewerage	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Public Toilets	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Public Urinals	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
PHE Water Supply	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Tuikhur (Spring Well)	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Sub-Centers	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Primary School	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Middle School	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
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Vegetable Market	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Parks	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Play Grounds and Sports Centers	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Community Halls	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Public Distribution System	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5
Public Information Service	1	1	2	3	4	1	2	3	4	5	1	2	3	4	5

**VIII. The Aizawl Municipal council will be able to address the following socio economic challenges?**

	SA	A	Neutral	DA	SDA
Poverty	2	1	0	-2	-1
Ill health	2	1	0	-2	-1
Drop out	2	1	0	-2	-1
Unemployment	2	1	0	-2	-1
Drug Use and Alcohol	2	1	0	-2	-1

**IX. What are the problems in the functioning of Municipal council as you understand?**

<b>Sl . No</b>	<b>Problem</b>	<b>Suggestion</b>
1.		
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