

b) In-depth interview guidelines

**Interview Guideline for Vice Chairman/Chairwoman
of Ward People Committee**

I. General information

1. How is the social-economic development situation of the ward (summary – can refer to annual report of 2007)
2. How is the general situation re environmental sanitation in your ward?
3. How is the situation of wastewater treatment and environmental sanitation in your ward area?

II. Specific information

1. Infrastructure and services related to wastewater/solid waste collection:

- 1.1 How do you think of wastewater/solid waste treatment system in your city?
- 1.2 How is the non-domestic wastewater/solid waste treatment managed (wastewater and solid waste from hospitals, manufactory etc)?
- 1.3 How is your opinion about the management of wastewater/solid waste and environmental sanitation – green parks and public lighting system?

2. Public information and education campaign

- 2.1 What are public information (communication) activities related to wastewater/solid waste and environmental sanitation carried out by the ward?
- 2.2 Is there any guidance on the cooperation structure between relevant agencies and mass organizations in public information of water supply and environmental sanitation?
- 2.3 What is the impact (benefit) of public information? How can the impact be measured?
- 2.4 What is the cooperative role of communities in wastewater treatment as well as environmental sanitation?
- 2.5 How can community participation in environment/public works protection be increased?

III. Orientation for wastewater/solid waste treatment

1. What is your opinion of company's customer-oriented operations under market mechanism?
2. Are there similar projects funded by other external organizations in the ward area? If any, what organizations? What are the main activities supported by these organizations?
3. What are supporting activities of ward PC provided to the company to carry out public information in cooperation with other organizations and agencies?
4. What is the proposal of ward PC for the treatment of wastewater/solid waste discharged from hospitals and production bases etc?
5. What is the policy of community participation to maintain these public works after construction? (i.e. household connection to public sewerage system, do not dispose waste freely anywhere)

Thank you very much!

**Interview Guideline for Officials of Urban Management Department
(City Urban Management Department)**

I. General information

1. What is general situation of city urban management department operations (summary- can refer to annual report of 2007)?
2. What are the function and duties of this department in environmental sanitation management?
3. What is your general assessment of environmental sanitation in the city area?

II. Specific information

1. Infrastructure related to wastewater/solid waste treatment:

- 1.1 What is your opinion of infrastructure conditions related to wastewater/solid waste treatment in the city?
- 1.2 How is the treatment of wastewater/solid waste from hospitals, manufactory etc managed?
- 1.3 How is community's opinion about the department's operations in wastewater treatment and environmental sanitation?
- 1.4 How is your opinion about the management of wastewater/solid waste and environmental sanitation by the company?

2. Public information and education campaign

- 2.1 What public information (communication) activities related to environmental sanitation are carried out by local authorities?
- 2.2 What is the cooperative role of communities in wastewater treatment as well as environmental sanitation?

III. Orientation for wastewater/solid waste treatment/green parks/public lighting system

1. How do you think of wastewater fee payment? (the necessity, rate of wastewater fee, collection procedure: who and when to collect wastewater fee)
2. Is the plan of environmental sanitation system planning prepared by city urban management department? (method and period of implementation)
3. How is your opinion of the company's role in socialization and its market-oriented operation plan?
4. Does the city urban management department have a plan to support the company in coming time?
5. What are your proposals for improving the current situation?

Thank you very much!

Interview Guideline for Leaders of City People Committee

I. General information

1. What is the social-economic situation of the city? (summary – can refer to annual report of 2007)

II. Specific information

1. Infrastructure related to wastewater/solid waste treatment

- 1.1 What is your opinion of infrastructure conditions related to wastewater/solid waste treatment in the city?
- 1.2 How is the treatment of wastewater/solid waste from hospitals, manufactory etc managed?
- 1.3 How is your opinion of the management of wastewater/solid waste and environmental sanitation?

2. Public information and education campaign

- 2.1 How is the public information of wastewater/solid waste treatment and environmental sanitation carried out by other relevant agencies?
- 2.2 Is there any guidance on the cooperation structure between relevant agencies and mass organizations in public information on water supply and environmental sanitation?
- 2.3 What is the impact (benefit) of public information? How can the impact be measured?
- 2.4 What is the cooperative role of communities in wastewater treatment as well as environmental sanitation?
- 2.5 How can community participation in environment/public works protection be increased?

III. Orientation for wastewater/solid waste treatment/green parks/public lighting system management

1. What is your opinion of company's customer-oriented operations under market mechanism?
2. Are there similar projects funded by other external organizations in the ward area? If any, what organizations? What are the main activities supported by these organizations?
3. What are supporting activities of CPC to the company? (policies, legal framework, human resources training, facilitating the company to cooperate other relevant agencies in the implementation of public information)
4. How is the orientation for the treatment of wastewater/solid waste discharged from hospitals and industrial parks etc?

Thank you very much!