

## **3. Public Perception Survey**

### **3.1 Objective of the survey**

This sample survey was conducted by the students of SP Jain Institute of Management and Research as part of the project for Development of Corporate Citizenship. The main objective of this survey is to find out:

- Level of awareness about the Anti Corruption Bureau amongst the general public
- Gauge public perception about the Anti Corruption Bureau
- Reasons why people are not willing to complain to the Anti Corruption Bureau

### **3.2 Survey Methodology**

A survey questionnaire was prepared on a website and the link was posted online. Various respondents ranging from Students to Professionals filled up the survey.

The survey was also conducted outside the Rationing and Tehsildar's office in Borivali. But here the response was lukewarm as people were not ready to take the survey. Most of the people here were either agents or citizens accompanied with their agents.

The survey was also conducted in buildings in Borivali, Andheri and Worli. Here we surveyed people in around their 50's, who would have come across corruption in their lifetime.

One section of people that we did not target were the uneducated lot, living in the slums. As these people also face corruption in their daily lives, but have no knowledge about the ACB.

An information handout was also given to all the people who took the survey. This way all the people who took the survey were educated about the ACB.

The survey results were then compiled and analyzed.

The survey questionnaire and information handout is present in the next sections of this report.

### 3.3 Questionnaire

#### ANTI-CORRUPTION BUREAU PUBLIC PERCEPTION SURVEY

1. Have you ever faced a situation where you have been forced to bribe ?

- Yes
- No

2. If Yes, then why did you give a bribe ?

- None / No other option
- To get work done faster
- Other, please specify

3. Are you aware of the Anti-Corruption Bureau (ACB) , Mumbai ?

- Yes
- No

4. Are you willing to lodge a complaint in the ACB ?

- Yes
- No

5. Do you know how to lodge a complaint with the ACB?

- Yes
- No

6. Any reason why you have not lodged a complaint with the ACB ?

- Fear
- Inaction on the part of ACB
- Waste of time
- Others, please specify

7. Will you lodge a complaint online ?

- Yes
- No

8. If No, then please mention a reason as to why not ?

9. Are you aware of the way ACB operates?

- Yes
- No

10. If you have already given a bribe , then you want to make a complaint to the ACB , do you think it is valid ?

- Yes
- No

11. Did you know ACB operates only in the public sector ?

Yes

No

12. Did you know that ACB operates only in Maharashtra ?

Yes

No

13. Do you think the ACB is effective in the role that they play ?

Yes

No

14. If No, then please mention a reason as to why not ?

### **3.4 Information Handout given to the public**

#### **What is ACB?**

The Maharashtra State Anti-Corruption Bureau was constituted under the Government of Maharashtra, Home Department, with a view to eradicating the evil of bribery and corruption. The Anti-Corruption Bureau has jurisdiction over the State of Maharashtra.

#### **Can a complaint of corruption be registered online?**

Yes. For the purpose of speed and convenience, complaints can be registered online at [http://www.acbmaharashtra.com/complaints\\_trap.asp](http://www.acbmaharashtra.com/complaints_trap.asp). However, the identity of the complainant will be verified, before further action is taken. In a trap complaint, the complainant will have to come forward and participate in the trap procedures.

#### **How to lodge a complaint through E-mail?**

The complainant has to give his own contact details and the details of the public servant, such as his name, his designation, his department, nature of work for which he is demanding the bribe and the amount of bribe. In such cases, the complainant will be contacted for pursuing the information further.

#### **Can a complaint be lodged after paying the bribe amount?**

It is always advisable to lodge the complaint before paying the bribe amount which will enable the Anti-Corruption Bureau to catch the accused red handed. In certain circumstances, one can lodge a complaint even after paying part of the bribe amount. The same can be enquired into for ascertaining future demand and a trap can be laid.

#### **How are complaints processed in the ACB?**

In connection with demand of bribe, any person can come and lodge a complaint with the ACB. After verification of the demand, a trap is laid and the corrupt public servant is caught while accepting the bribe. Further, in case of disproportionate property assets, written complaints/letters, online information and information through personal visits are entertained. In case of criminal misconduct i.e. abuse of his official