

## DEMOCRATIC LOCAL GOVERNANCE FOR DEVELOPMENT IN PAKISTAN

# Citizen Report Card Water Supply Buner





## Citizen Report Card-Water Supply-Buner

This Citizen Report Card is an attempt to provide citizens' feedback about the availability and quality of water supply to citizens of District Buner. The survey results show that majority of the population is not satisfied with the quantity and frequency of the water they are getting for their daily use. Main source of water is different for different households with majority of them relying on public or community sources. For 38% of the respondents, public tap is the main source of water. Another 15% depend of community well, 8% on community hand pump and 9% on nearby canal or river. 19% of the respondents told that they did not have any source of water in their household. Public tap is main source of water for the 38% of the respondent. Of those with the public tap as main source of water, 58% respondent told that it was located at a distance of 500m to 1000m from their house. 49% of them told that they got water for less than an hour a day from public tap. 64% told that public tap broke down in last one year with a minimum chance of getting it repaired promptly.

53% of the respondents told that quantity of water that they were receiving from their main source was inadequate. 63% told that water was not available from their main source throughout the year. May to August are the months when scarcity of water is acute.

Majority of the respondents seem satisfied with the physical properties of water. 92% told that water had no smell; 83% told that water had no taste; and 92% told that water looked clear from suspended particles.

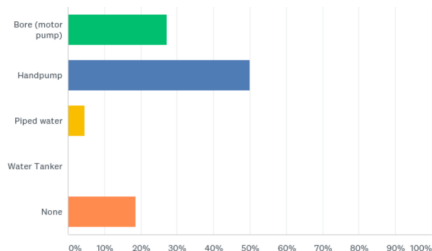
43% respondents told that they paid monthly charges for water. Of these 43%, a vast majority (92%) pay from Rs. 100 to Rs. 300 per month. Majority of the respondents are also satisfied with the accuracy of the bill.

In the last one year, only 13% of the respondents made complaints about the drinking water service. Majority of them told that either there was a delayed action or no action was taken on their complaint.

Regarding the overall satisfaction of drinking water service, 45% respondents are satisfied, another 40% are partially satisfied whereas 15% are dissatisfied. The major reasons for dissatisfaction are quantity and frequency of the water. A small percentage (3%) told that they had paid a bribe recently to get a water connection or to get the repair work finished. All those paid bribe told that they got their work done after paying the bribe.

## Section A: General Questions

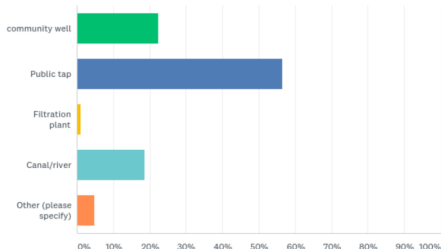
**Q1: Which of the following sources of water available in your house? (Check all that apply)**



19% households do not have any source of water in their house

ANSWER CHOICES	RESPONSES	
Bore (motor pump)	27.27%	54
Handpump	50.00%	99
Piped water	4.55%	9
Water Tanker	0.00%	0
None	18.69%	37
Total Respondents: 198		

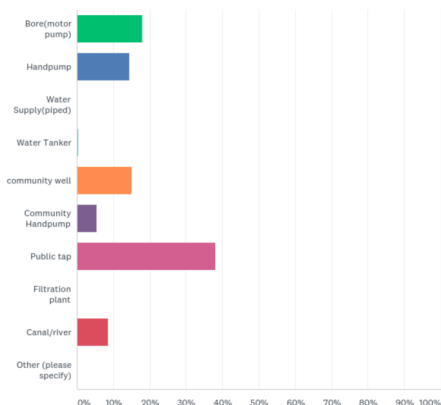
**Q2: Which of the following sources of drinking water are available in your neighbourhood? (Check all that apply)**



56% of respondents say they have public tap as a source of drinking water in their neighbourhood

ANSWER CHOICES	RESPONSES	
community well	22.34%	42
Public tap	56.38%	106
Filtration plant	1.06%	2
Canal/river	18.62%	35
Other (please specify)	4.79%	9
Total Respondents: 188		

**Q3: What is the main source of water used in your house?**



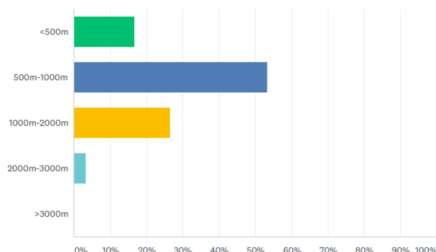
Public tap is the main source of water for 38% of households

ANSWER CHOICES	RESPONSES	
Bore(motor pump)	18.00%	36
Handpump	14.50%	29
Water Supply(piped)	0.00%	0
Water Tanker	0.50%	1
community well	15.00%	30
Community Handpump	5.50%	11
Public tap	38.00%	76
Filtration plant	0.00%	0
Canal/river	8.50%	17
Other (please specify)	0.00%	0
TOTAL		200

## Section B: Community Well as Main Source of Water

(This section is responded by respondents with community well as main source of water. The percentage figures in this section represent percentage of respondent with Community well as main source of water and not the percentage of sample size)

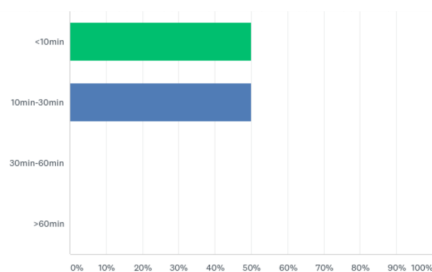
### Q4: How far (in meters) is the community well that you use?



Most of the respondents told community well is within 1km radius

ANSWER CHOICES	RESPONSES	
<500m	16.67%	5
500m-1000m	53.33%	16
1000m-2000m	26.67%	8
2000m-3000m	3.33%	1
>3000m	0.00%	0
TOTAL		30

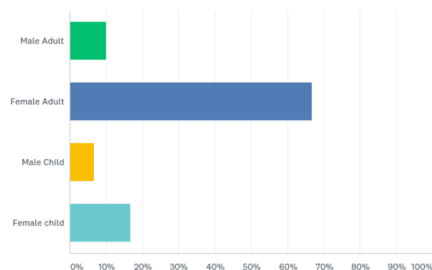
### Q5: How long (in minutes) does it take to fetch water and return home?



50% of respondents fetch water and return home within 30 minutes

ANSWER CHOICES	RESPONSES	
<10min	50.00%	15
10min-30min	50.00%	15
30min-60min	0.00%	0
>60min	0.00%	0
TOTAL		30

### Q6: Who fetches water most often?



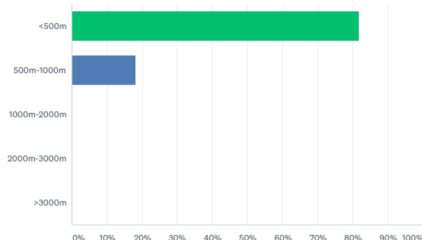
Fetching water from community well is mainly the responsibility of females; 66% female adult and 16% female child fetch water

ANSWER CHOICES	RESPONSES	
Male Adult	10.00%	3
Female Adult	66.67%	20
Male Child	6.67%	2
Female child	16.67%	5
TOTAL		30

## Section C: Community Hand pump as Main Source of Water

(This section is responded by respondents with community hand pump as main source of water. The percentage figures in this section represent percentage of respondent with Community hand pump as main source of water and not the percentage of sample size)

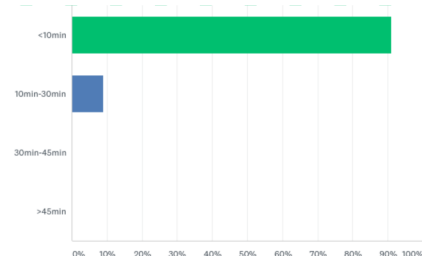
### Q7: How far (in meters) is the hand pump that you use?



82% of respondents say community hand pump is within 500m radius

ANSWER CHOICES	RESPONSES	
<500m	81.82%	9
500m-1000m	18.18%	2
1000m-2000m	0.00%	0
2000m-3000m	0.00%	0
>3000m	0.00%	0
TOTAL		11

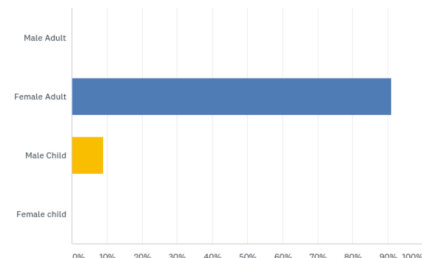
### Q8: How long (in minutes) does it take to fetch water and return home?



90% of respondents fetch water and return home in less than 10 min

ANSWER CHOICES	RESPONSES	
<10min	90.91%	10
10min-30min	9.09%	1
30min-45min	0.00%	0
>45min	0.00%	0
TOTAL		11

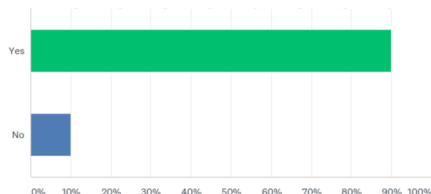
### Q9: Who fetches water most often?



For 92% households, female adults fetch water from community hand pump

ANSWER CHOICES	RESPONSES	
Male Adult	0.00%	0
Female Adult	90.91%	10
Male Child	9.09%	1
Female child	0.00%	0
TOTAL		11

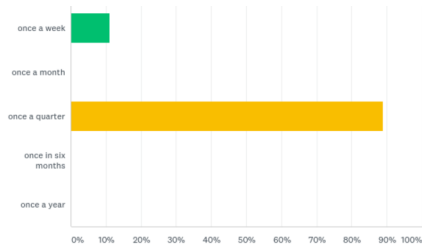
### Q10: Has the hand pump broken down in the past one year?



90% of respondents say that hand pump broke at least once in past one year

ANSWER CHOICES	RESPONSES	
Yes	90.00%	9
No	10.00%	1
TOTAL		10

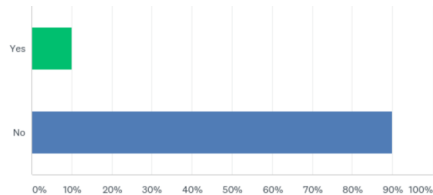
### Q11: How frequently has the hand pump broken down during the past one year?



89% of respondents say that frequency of hand pump break down is once a quarter

ANSWER CHOICES	RESPONSES
once a week	11.11% 1
once a month	0.00% 0
once a quarter	88.89% 8
once in six months	0.00% 0
once a year	0.00% 0
TOTAL	9

### Q12: Is the hand pump fixed promptly when it breaks down?



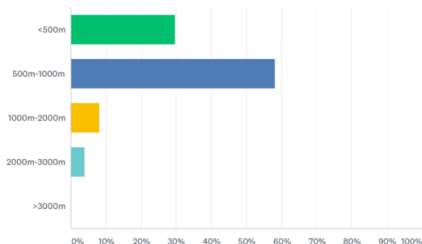
90% of respondents say hand pump is not fixed promptly

ANSWER CHOICES	RESPONSES
Yes	10.00% 1
No	90.00% 9
TOTAL	10

## Section D: Public Tap as Main Source of Water

(This section is responded by respondents with public tap as main source of water. The percentage figures in this section represent percentage of respondent with public tap as main source of water and not the percentage of sample size)

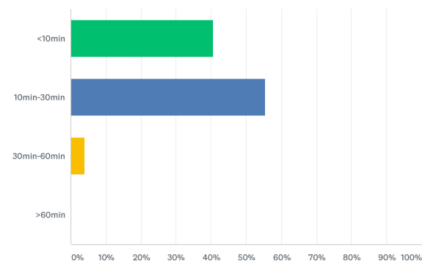
### Q13: How far (in meters) is the public tap that you use?



Most respondents say that public tap is within 1km radius

ANSWER CHOICES	RESPONSES
<500m	29.73% 22
500m-1000m	58.11% 43
1000m-2000m	8.11% 6
2000m-3000m	4.05% 3
>3000m	0.00% 0
TOTAL	74

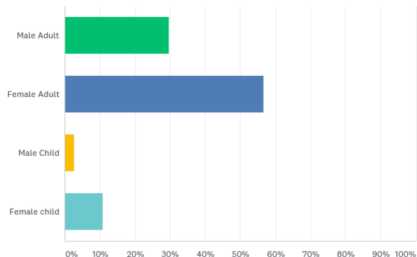
### Q14: How long (in minutes) does it take to fetch water from public tap and return home?



55% of respondents fetch water from public tap and return home within 30min

ANSWER CHOICES	RESPONSES
<10min	40.54% 30
10min-30min	55.41% 41
30min-60min	4.05% 3
>60min	0.00% 0
TOTAL	74

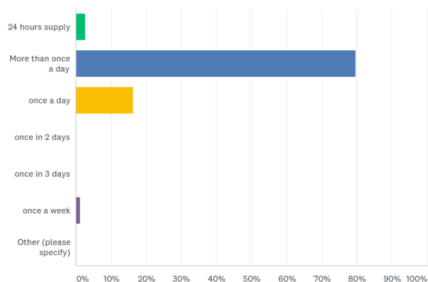
### Q15: Who fetches water most often?



57% female and 30% male adult fetch water from public tap

ANSWER CHOICES	RESPONSES	
Male Adult	29.73%	22
Female Adult	56.76%	42
Male Child	2.70%	2
Female child	10.81%	8
TOTAL		74

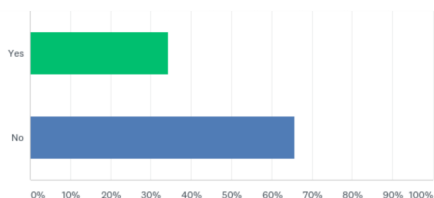
### Q16: What is the frequency of water supply?



Less than 3% get continuous water supply from public tap

ANSWER CHOICES	RESPONSES	
24 hours supply	2.70%	2
More than once a day	79.73%	59
once a day	16.22%	12
once in 2 days	0.00%	0
once in 3 days	0.00%	0
once a week	1.35%	1
Other (please specify)	0.00%	0
TOTAL		74

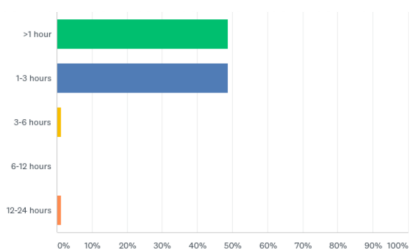
### Q17: Is this frequency sufficient for your needs?



66% of respondents are dissatisfied with the frequency of water supply

ANSWER CHOICES	RESPONSES	
Yes	34.25%	25
No	65.75%	48
TOTAL		73

### Q18: On the days that you get water, how many hours do you usually get water for?

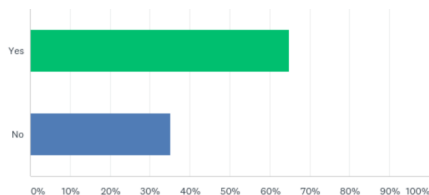


49% of respondents say they get water for less than 1 hour a day

ANSWER CHOICES	RESPONSES	
>1 hour	48.65%	36
1-3 hours	48.65%	36
3-6 hours	1.35%	1
6-12 hours	0.00%	0
12-24 hours	1.35%	1
TOTAL		74



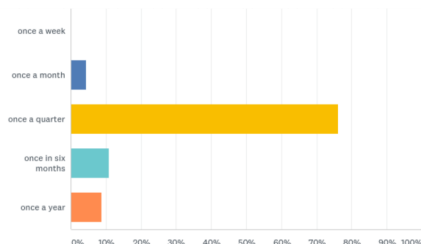
### Q19: Has the public tap broken down in the past one year?



65% respondents say that the public tap broke down at least once in past 1 year

ANSWER CHOICES	RESPONSES
Yes	64.86% 45
No	35.14% 26
TOTAL	74

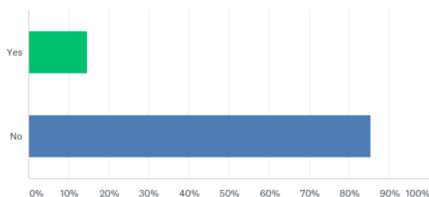
### Q20: How frequently has public tap broken down?



76% of respondents say that the public tap breaks down once a quarter

ANSWER CHOICES	RESPONSES
once a week	0.00% 0
once a month	4.35% 2
once a quarter	76.09% 35
once in six months	10.87% 5
once a year	8.70% 4
TOTAL	46

### Q21: Is the public tap fixed promptly when it breaks down?



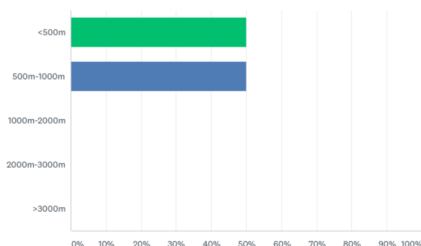
85% of respondents say that public tap was not fixed promptly

ANSWER CHOICES	RESPONSES
Yes	14.58% 7
No	85.42% 41
TOTAL	48

## Section E: Filtration Plant as Main Source of Water

(This section is responded by respondents with filtration plant as main source of water. The percentage figures in this section represent percentage of respondent with filtration plant as main source of water and not the percentage of sample size)

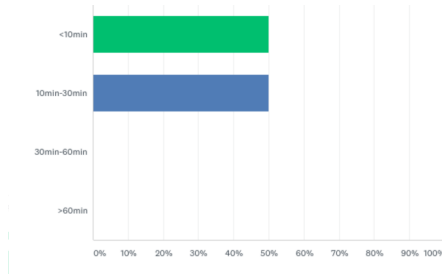
### Q22: How far (in meters) is the filtration plant that you use?



Filtration plant is within 1km radius

ANSWER CHOICES	RESPONSES
<500m	50.00% 1
500m-1000m	50.00% 1
1000m-2000m	0.00% 0
2000m-3000m	0.00% 0
>3000m	0.00% 0
TOTAL	2

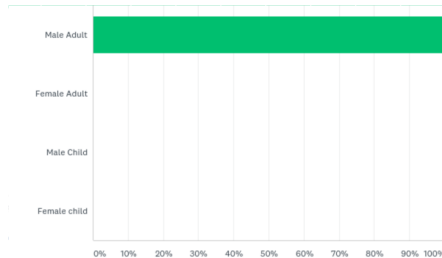
**Q23: How long (in minutes) does it take to fetch water from filtration plant and return home?**



Water can be fetched within 30 minutes from filtration plant

ANSWER CHOICES	RESPONSES
<10min	50.00% 1
10min-30min	50.00% 1
30min-60min	0.00% 0
>60min	0.00% 0
TOTAL	2

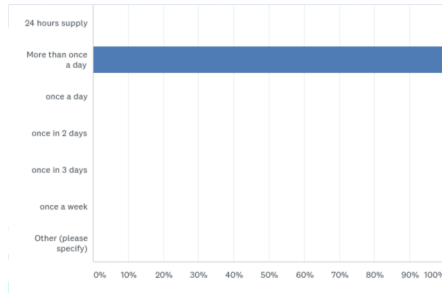
**Q24: Who fetches water most often?**



Male adults fetch water from filtration plant

ANSWER CHOICES	RESPONSES
Male Adult	100.00% 2
Female Adult	0.00% 0
Male Child	0.00% 0
Female child	0.00% 0
TOTAL	2

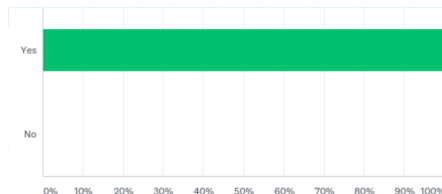
**Q25: What is the frequency of water supply?**



Water is available for more than once a day from filtration plant

ANSWER CHOICES	RESPONSES
24 hours supply	0.00% 0
More than once a day	100.00% 2
once a day	0.00% 0
once in 2 days	0.00% 0
once in 3 days	0.00% 0
once a week	0.00% 0
Other (please specify)	0.00% 0
TOTAL	2

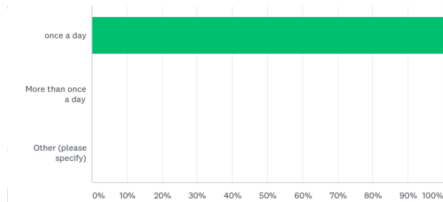
**Q26: Is this frequency sufficient for your needs?**



Respondents are satisfied with the frequency of water from filtration plant

ANSWER CHOICES	RESPONSES
Yes	100.00% 2
No	0.00% 0
TOTAL	2

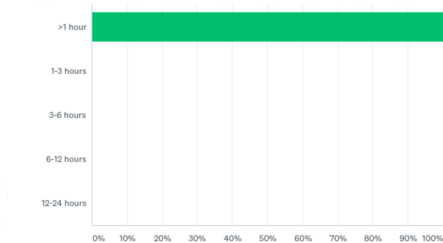
### Q27: How often would you like to get water?



Respondents would like to get water at least once a day from Filtration Plant

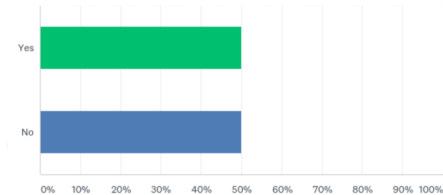
ANSWER CHOICES	RESPONSES
once a day	100.00% 1
More than once a day	0.00% 0
Other (please specify)	0.00% 0
TOTAL	1

### Q28: On the days that you get water, how many hours do you usually get water for?



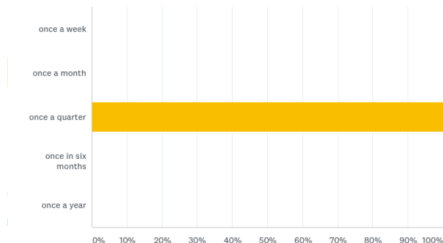
ANSWER CHOICES	RESPONSES
>1 hour	100.00% 2
1-3 hours	0.00% 0
3-6 hours	0.00% 0
6-12 hours	0.00% 0
12-24 hours	0.00% 0
TOTAL	2

### Q29: Has the filtration plant broken down in the past one year?



ANSWER CHOICES	RESPONSES
Yes	50.00% 1
No	50.00% 1
TOTAL	2

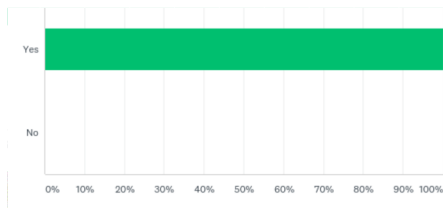
### Q30: How frequently has filtration plant broken down?



Filtration plant broke down once in a quarter

ANSWER CHOICES	RESPONSES
once a week	0.00% 0
once a month	0.00% 0
once a quarter	100.00% 1
once in six months	0.00% 0
once a year	0.00% 0
TOTAL	1

### Q31: Is the filtration plant fixed promptly when it breaks down?



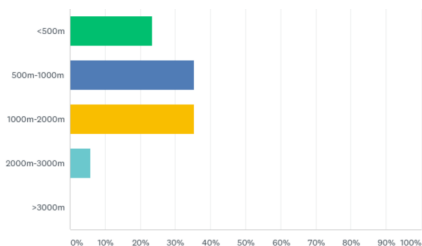
Filtration plant was fixed promptly

ANSWER CHOICES	RESPONSES
Yes	100.00% 1
No	0.00% 0
TOTAL	1

## Section F: Canal/River as Main Source of Water

(This section is responded by respondents with canal/river as main source of water. The percentage figures in this section represent percentage of respondent with canal/river as main source of water and not the percentage of sample size)

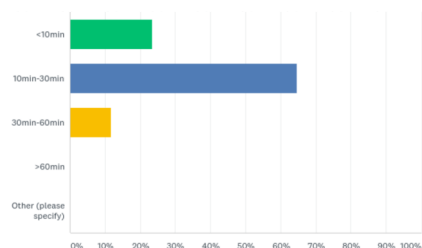
### Q32: How far (in meters) is the canal/river that you use?



For 59% of respondents, canal/river is within 2000m radius

ANSWER CHOICES	RESPONSES	
<500m	23.53%	4
500m-1000m	35.29%	6
1000m-2000m	35.29%	6
2000m-3000m	5.88%	1
>3000m	0.00%	0
TOTAL		17

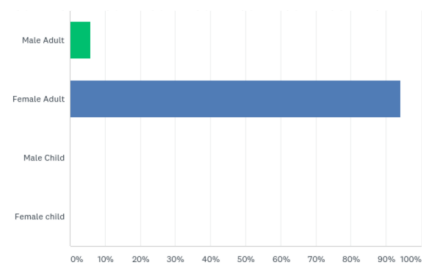
### Q33: How long (in minutes) does it take to fetch water from canal/river and return home?



Majority of the respondents require 10-30 minutes to fetch water from canal/river

ANSWER CHOICES	RESPONSES	
<10min	23.53%	4
10min-30min	64.71%	11
30min-60min	11.76%	2
>60min	0.00%	0
Other (please specify)	0.00%	0
TOTAL		17

### Q34: Who fetches water most often?

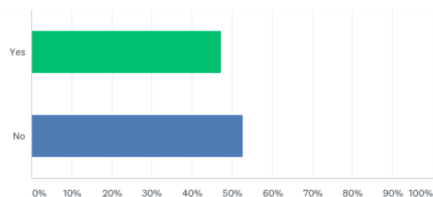


Fetching water from canal is mainly the responsibility of female adults

ANSWER CHOICES	RESPONSES	
Male Adult	5.88%	1
Female Adult	94.12%	16
Male Child	0.00%	0
Female child	0.00%	0
TOTAL		17

## Section G: Common Questions

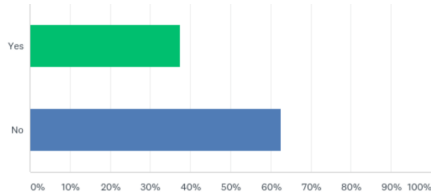
### Q35: Is the quantity of water that you receive (from your main source of water) adequate?



52% say quantity of water they are getting is inadequate

ANSWER CHOICES	RESPONSES	
Yes	47.24%	94
No	52.76%	105
TOTAL		199

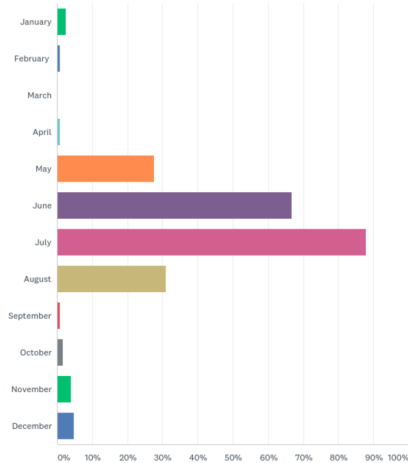
### Q36: Is water available (from your main source) throughout the year?



63% say that water isn't available throughout the year

ANSWER CHOICES	RESPONSES	
Yes	37.37%	74
No	62.63%	124
TOTAL		198

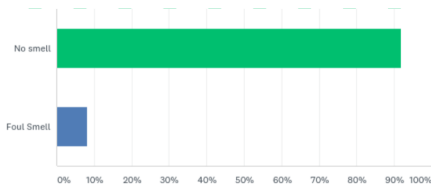
### Q37: Which months do you face scarcity? (Check all that apply)



For majority, May to August are the months of acute water scarcity

ANSWER CHOICES	RESPONSES	
January	2.44%	3
February	0.81%	1
March	0.00%	0
April	0.81%	1
May	27.64%	34
June	66.67%	82
July	87.80%	108
August	30.89%	38
September	0.81%	1
October	1.63%	2
November	4.07%	5
December	4.88%	6
Total Respondents:	123	

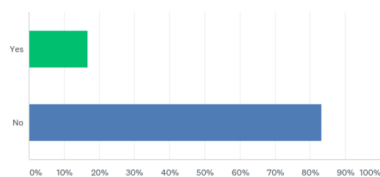
### Q38: Generally, how does the water smell?



92% of respondents say water has no smell

ANSWER CHOICES	RESPONSES	
No smell	91.84%	180
Foul Smell	8.16%	16
TOTAL		196

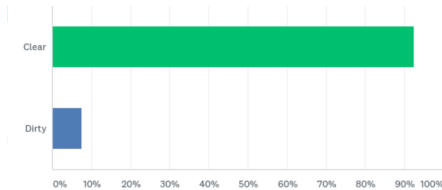
### Q39: Generally, does the water have a taste?



83% of respondents say water is tasteless

ANSWER CHOICES	RESPONSES	
Yes	16.75%	33
No	83.25%	164
TOTAL		197

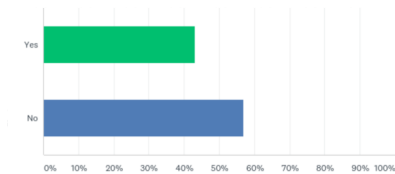
#### Q40: Generally, what does the water look like?



92% respondents say the water is clear of suspended particles

ANSWER CHOICES	RESPONSES
Clear	92.42% 183
Dirty	7.58% 15
TOTAL	198

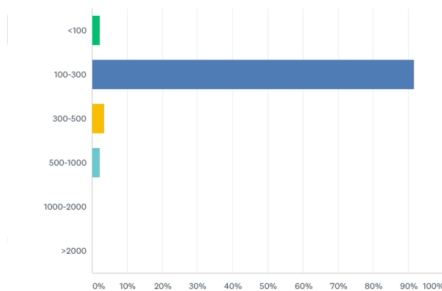
#### Q41: Do you pay for water?



43% of respondents pay for water

ANSWER CHOICES	RESPONSES
Yes	43.15% 85
No	56.85% 112
TOTAL	197

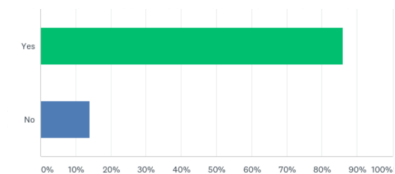
#### Q42: How much (in Pak Rupee) do you pay a month?



Of those paying for water, 92% of pay Rs.100-300/month

ANSWER CHOICES	RESPONSES
<100	2.38% 2
100-300	91.67% 77
300-500	3.57% 3
500-1000	2.38% 2
1000-2000	0.00% 0
>2000	0.00% 0
TOTAL	84

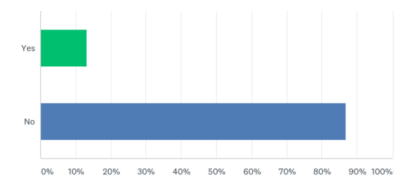
#### Q43: Are the bills that you receive accurate?



86% respondents paying bills are satisfied with accuracy of bill

ANSWER CHOICES	RESPONSES
Yes	85.88% 73
No	14.12% 12
TOTAL	85

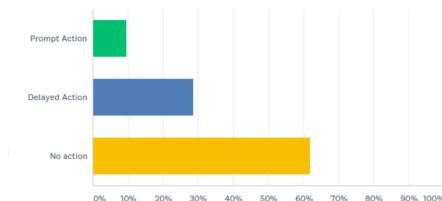
#### Q44: Have you made a complaint related to your drinking water service in the past one year?



Only 13% respondents complaint to public authorities in last 1 year about drinking water service

ANSWER CHOICES	RESPONSES
Yes	13.27% 26
No	86.73% 170
TOTAL	196

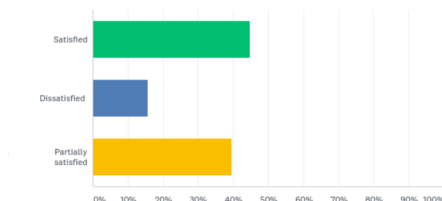
#### Q45: What was the result of the complaint?



Only a small percentage of complaints (10%) resulted in prompt action

ANSWER CHOICES	RESPONSES
Prompt Action	9.52% 2
Delayed Action	28.57% 6
No action	61.90% 13
TOTAL	21

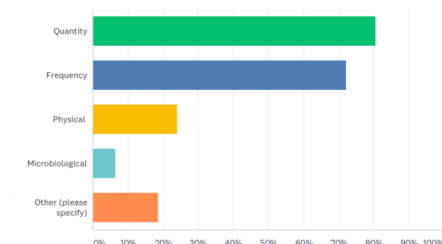
#### Q46: Overall, are you satisfied with your drinking water service?



45% satisfied, 39% partially satisfied, 16% dissatisfied with drinking water service

ANSWER CHOICES	RESPONSES
Satisfied	44.67% 88
Dissatisfied	15.74% 31
Partially satisfied	39.59% 78
TOTAL	197

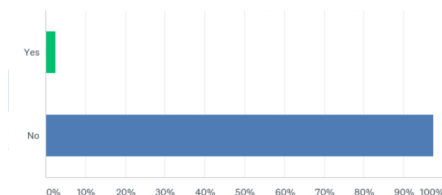
#### Q47: What are the reasons for your dissatisfaction or partial satisfaction? (list up to three)



For 80% of respondents, quantity of the supplied water is the major reason for dissatisfaction; For 72%, frequency of water supplied

ANSWER CHOICES	RESPONSES
Quantity	80.56% 87
Frequency	72.22% 78
Physical	24.07% 26
Microbiological	6.48% 7
Other (please specify)	18.52% 20
Total Respondents: 108	

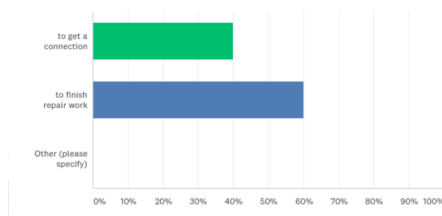
#### Q48: Have you paid a bribe for any service related to drinking water in the last one-year?



3% paid bribe in last one year in relation to water services

ANSWER CHOICES	RESPONSES
Yes	2.55% 5
No	97.45% 191
Total Respondents: 196	

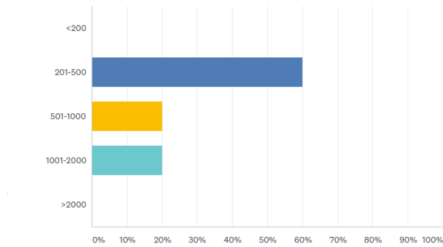
#### Q49: For what purpose have you most recently paid a bribe?



Bribe was paid to get a new connection or to get the repair work done

ANSWER CHOICES	RESPONSES
to get a connection	40.00% 2
to finish repair work	60.00% 3
Other (please specify)	0.00% 0
TOTAL	5

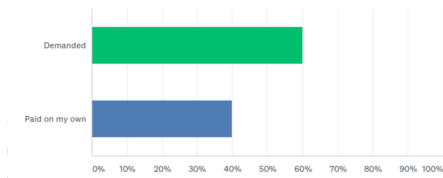
### Q50: How much did you pay?



The usual amount of bribe is Rs 200-500

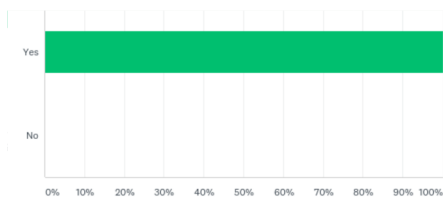
ANSWER CHOICES	RESPONSES
<200	0.00% 0
201-500	60.00% 3
501-1000	20.00% 1
1001-2000	20.00% 1
>2000	0.00% 0
TOTAL	5

### Q51: Was the bribe demanded (or did you pay on your own)



ANSWER CHOICES	RESPONSES
Demanded	60.00% 3
Paid on my own	40.00% 2
TOTAL	5

### Q52: Did the work get done after paying the bribe?



Work gets done after bribe

ANSWER CHOICES	RESPONSES
Yes	100.00% 5
No	0.00% 0
TOTAL	5



## Methodology

1. Focus group Discussion (FGD): FGD was held at district level. Through FGD, the most pressing problem of the district was identified. The identified problem was selected as the topic of Citizen Report Card.
2. Designing of Questionnaire: The questionnaire was taken from online resources developed by Public Affairs Centre (<http://www.citizenreportcard.com/crccom/crc/pdf/manual.pdf>) and was amended slightly to accommodate local requirement. The questionnaire was beta tested before actual execution of survey.
3. Sample Size: Depending upon the time and resources available, a sample size of 200 households was taken from randomly selected 8 wards of the district. (25 households from each selected ward). The wards were randomly selected through an online facility <https://www.randomizer.org>.
4. Survey Team: The survey was conducted by a team of 6 trained surveyors/enumerators. The team was supervised by a trained supervisor who not only monitored the survey activity but also cross checked the filled survey forms for accuracy and consistency. The survey was coordinated by the local partner Rural Development Organization.
5. Execution of Survey: Phase 1: A) Survey was started in selected wards by visiting the household in the selected ward. The first household was selected closest to the pre-decided reference point (UC/Ward's office or any other prominent place). B) Survey was completed at first household and afterwards every 6th household was selected till 13 households are covered.  
  
Phase 2: A) The enumerator approached to the main mosque or any other prominent place of the ward. The Household closest to the reference point was selected for first survey. After first survey, every 6th household was selected till 12 households are covered. Thus, the survey was completed in 25 households in a ward.
6. Respondent: Interview was conducted with head of the household; in case of unavailability, interview was conducted with the oldest adult member present at the time of survey. In case of unavailability of respondent or unwillingness of the respondent to participate in the survey, the surveyor skipped five households to conduct the next household interview.
7. Report Writing: The analysis was generated through the online survey facility, Survey Monkey ([www.surveymonkey.com](http://www.surveymonkey.com)). All the data was entered in the survey monkey with the help of volunteers and CPDI staff and analysis was generated.



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