

DEMOCRATIC LOCAL GOVERNANCE FOR DEVELOPMENT IN PAKISTAN

Citizen Report Card Water Supply Ghotki



Citizens Report Card-Water Supply-Ghotki

This Citizen Report Card is an attempt to provide citizens' feedback about the availability and quality of water supply to citizens of District Ghotki.

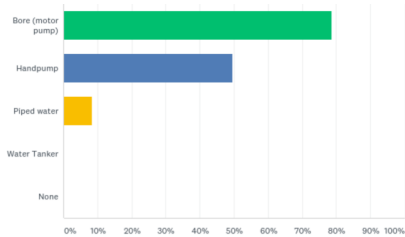
The survey results show that local government miserably failed to provide water to the citizens. Majority of the population was relying on their in-house water sources for daily consumption. For 65% of the respondents, bore (motor pump) was the main source of water. Another 33% depend of hand pump and 2% on water supply.

Only 0.5% of the respondents complained about acute scarcity of water in the months of June and July. There was an obvious reason for this small percentage of respondents complaining the scarcity of water. Only 2% of the respondents were relying on piped water and that scarcity was faced by them. As majority of the respondents were relying on their own sources for water, 98% told that quantity of water that they were receiving from their main source was adequate.

There was mixed reaction towards physical characteristics of water. 80% told that water had no smell; 49% told that water had no taste; and 84% told that water looked clear from suspended particles. With 51% respondents complaining that water is not tasteless, there is an immediate need to put water supply on government agenda so that citizens can have clean drinking water.

Section A: General Questions

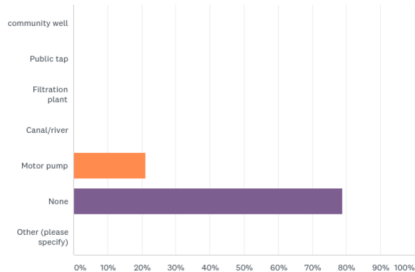
Q1: Which of the following sources of water available in your house? (Check all that apply)



79% respondents say bore (motor pump) is available their house

ANSWER CHOICES	RESPONSES
Bore (motor pump)	79.71% 159
Handpump	49.50% 100
Piped water	8.42% 17
Water Tanker	0.00% 0
None	0.00% 0
Total Respondents: 202	

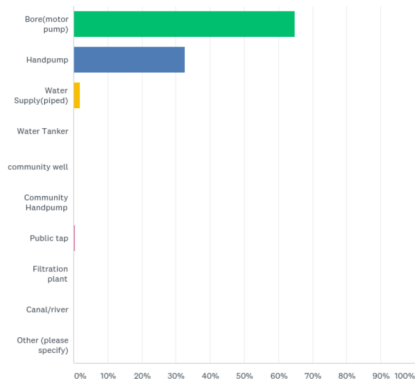
Q2: Which of the following sources of drinking water are available in your neighbourhood? (Check all that apply)



78% of respondents have no water source in their neighbourhood

ANSWER CHOICES	RESPONSES
community well	0.00% 0
Public tap	0.00% 0
Filtration plant	0.00% 0
Canal/river	0.00% 0
Motor pump	21.13% 30
None	78.87% 112
Other (please specify)	0.00% 0
Total Respondents: 142	

Q3: What is the main source of water used in your house? (Check only one)

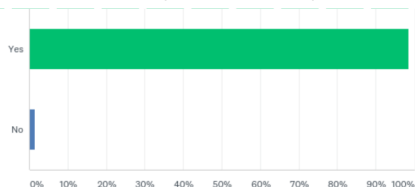


65% of respondents say bore (motor pump) is used as main source

ANSWER CHOICES	RESPONSES
Bore(motor pump)	64.85% 131
Handpump	32.67% 66
Water Supply(piped)	1.96% 4
Water Tanker	0.00% 0
community well	0.00% 0
Community Handpump	0.00% 0
Public tap	0.50% 1
Filtration plant	0.00% 0
Canal/river	0.00% 0
Other (please specify)	0.00% 0
TOTAL	202

Section B: Common Questions

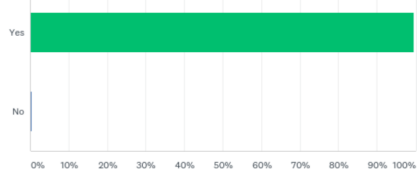
Q4: Is the quantity of water that you receive (from your main source of water) adequate?



99% of respondents say quantity is adequate

ANSWER CHOICES	RESPONSES
Yes	98.51% 198
No	1.49% 3
TOTAL	201

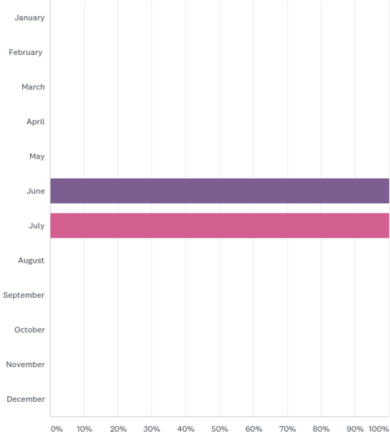
Q5: Is water available (from your main source) throughout the year?



99% respondent say water is available throughout the year

ANSWER CHOICES	RESPONSES
Yes	99.50% 199
No	0.50% 1
TOTAL	200

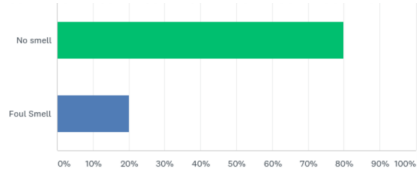
Q6: Which months do you face scarcity? (Check all that apply)



June and July are the water scarcity months

ANSWER CHOICES	RESPONSES
January	0.00% 0
February	0.00% 0
March	0.00% 0
April	0.00% 0
May	0.00% 0
June	100.00% 1
July	100.00% 1
August	0.00% 0
September	0.00% 0
October	0.00% 0
November	0.00% 0
December	0.00% 0
Total Respondents: 1	

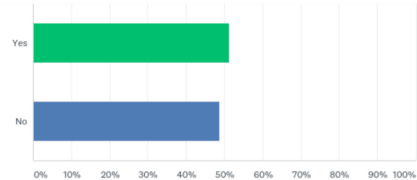
Q7: Generally, how does the water smell?



20% respondents say water has foul smell

ANSWER CHOICES	RESPONSES
No smell	80.00% 160
Foul Smell	20.00% 40
TOTAL	200

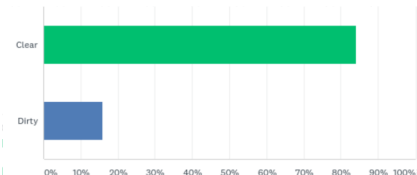
Q8: Generally, does the water have a taste?



51% of respondents say water has taste

ANSWER CHOICES	RESPONSES
Yes	51.26% 102
No	48.74% 97
TOTAL	199

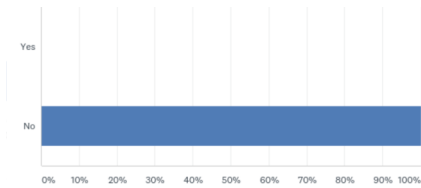
Q9: Generally, what does the water look like?



15% of respondents say water is dirty, 84% say it's clear

ANSWER CHOICES	RESPONSES
Clear	84.18% 165
Dirty	15.82% 31
TOTAL	196

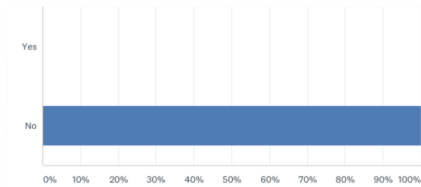
Q10: DO you pay for water?



Water is for free

ANSWER CHOICES	RESPONSES
Yes	0.00%
No	100.00%
TOTAL	190

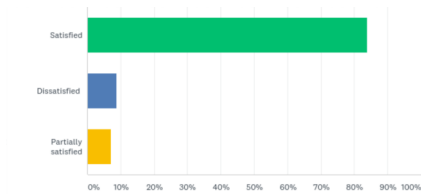
Q11: Have you made a complaint related to your drinking water service in the past one year?



100% of respondents say they did not complain

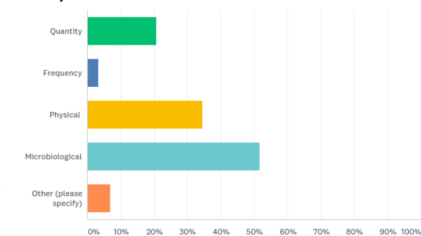
ANSWER CHOICES	RESPONSES
Yes	0.00%
No	100.00%
TOTAL	191

Q12: Overall, are you satisfied with your drinking water service?



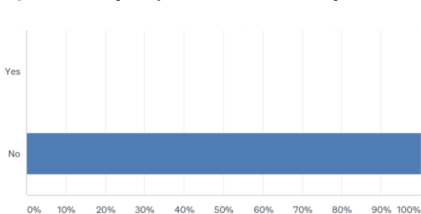
ANSWER CHOICES	RESPONSES
Satisfied	83.98%
Dissatisfied	8.54%
Partially satisfied	7.18%
TOTAL	181

Q13: What are the reasons for your dissatisfaction or partial satisfaction? (list up to three)



ANSWER CHOICES	RESPONSES
Quantity	20.89%
Frequency	3.45%
Physical	34.48%
Microbiological	51.72%
Other (please specify)	6.90%
Total Respondents: 29	

Q14: Have you paid a bribe for any service related to drinking water in the last one-year?



100% of respondents say they have never paid bribe

ANSWER CHOICES	RESPONSES
Yes	0.00%
No	100.00%
Total Respondents: 181	

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 organization Hwa Foundation.
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). All the data was entered in the survey monkey with the help of volunteers and CPDI staff and analysis was generated.



Democratic
Local Governance for
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This project is funded by the European Union

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