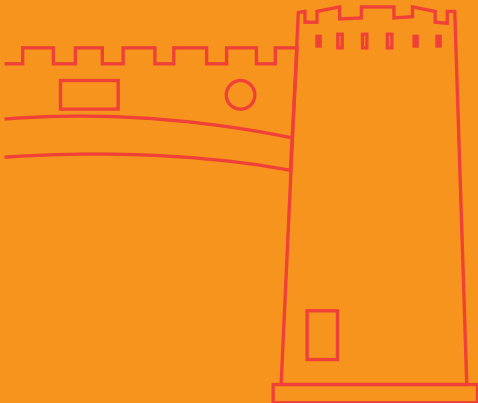


## DEMOCRATIC LOCAL GOVERNANCE FOR DEVELOPMENT IN PAKISTAN

# Citizen Report Card Water Supply Hyderabad





## Citizens Report Card-Water Supply-Hyderabad

This Citizen Report Card is an attempt to provide citizens' feedback about the availability and quality of water supply to citizens of District Hyderabad. The survey results show that a majority of the population is not totally satisfied with the quantity and frequency of the water they are getting for their daily use.

Two most common sources available at the households in Hyderabad are piped water (98%) and motor pump (99%). 98% of the respondents told that piped water was the main source of water supply in their house.

32% of the respondents told that quantity of water that they were receiving from their main source was inadequate. 60% respondents told that water was not available from their main source throughout the year. January and February are the months when scarcity of water is acute.

Majority of the respondents seemed dissatisfied with the physical characteristics of water. 72% told that water had foul smell; 34% told that water had a taste; and 70% told that water looked dirty.

90% respondents told that they paid monthly charges for water. Of these 90%, majority (72%) were paying from Rs. 100 to Rs. 300 per month. Majority of the respondents were satisfied with the accuracy of the bill.

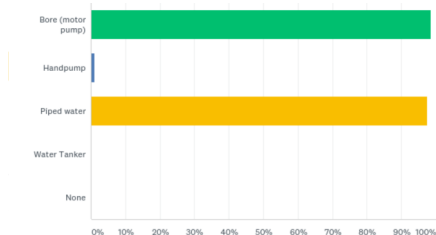
In the last one year, only 39% of the respondents made complaints about the drinking water service. Of those complaining, 37% respondents told there was no action on their complaint and 60% said the authorities responded very late.

Regarding the overall satisfaction of drinking water service; 61% respondents are not satisfied, another 23% are partially satisfied whereas 16% are satisfied. The major reasons for dissatisfaction are physical condition of water (88%), frequency (64%), microbiological characteristics (49%) and quantity of supplied water (45%).

16% respondents told that they had paid a bribe recently in relation to water services. Of those who had paid bribe, 56% told they paid between Rs. 500 and 1000. 97% respondents told that they paid bribe on demand of officials and out of these, 53% told even paying bribe didn't get them their required work done.

## Section A: General Questions

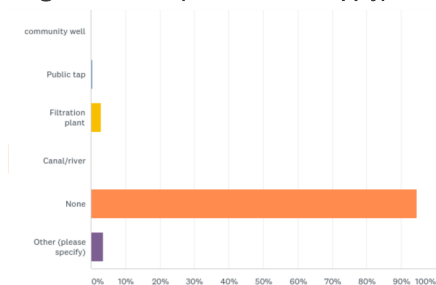
**Q1: Which of the following sources of water available in your house? (Check all that apply)**



98% respondents say they have piped water facility in their house

ANSWER CHOICES	RESPONSES
Bore (motor pump)	98.50% 197
Handpump	1.00% 2
Piped water	97.50% 195
Water Tanker	0.00% 0
None	0.00% 0
Total Respondents: 200	

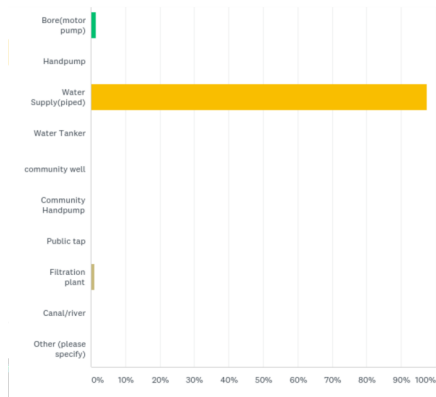
**Q2: Which of the following sources of drinking water are available in your neighbourhood? (Check all that apply)**



95% respondents say they don't have alternate water source available in their neighbourhood

ANSWER CHOICES	RESPONSES
community well	0.00% 0
Public tap	0.50% 1
Filtration plant	3.00% 6
Canal/river	0.00% 0
None	94.50% 189
Other (please specify)	3.50% 7
Total Respondents: 200	

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



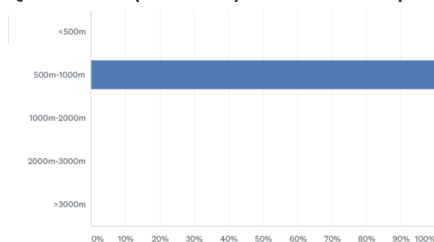
Water supply (piped) is the main source of water for 98% of households

ANSWER CHOICES	RESPONSES
Bore(motor pump)	1.50% 3
Handpump	0.00% 0
Water Supply(piped)	97.50% 195
Water Tanker	0.00% 0
community well	0.00% 0
Community Handpump	0.00% 0
Public tap	0.00% 0
Filtration plant	1.00% 2
Canal/river	0.00% 0
Other (please specify)	0.00% 0
TOTAL	200

## Section B: 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)

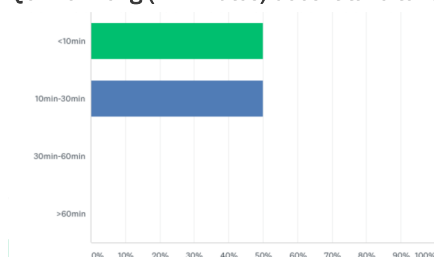
### Q4: How far (in meters) is the filtration plant that you use?



Respondents say filtration plant is within 1km radius

ANSWER CHOICES	RESPONSES
<500m	0.00% 0
500m-1000m	100.00% 2
1000m-2000m	0.00% 0
2000m-3000m	0.00% 0
>3000m	0.00% 0
TOTAL	0.00% 2

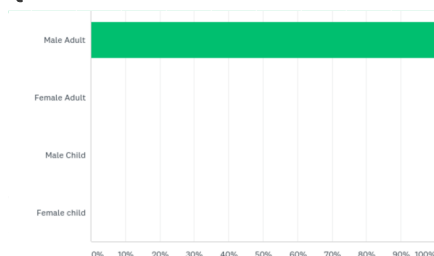
### Q5: How long (in minutes) does it take to fetch water from filtration?



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	0.00% 2

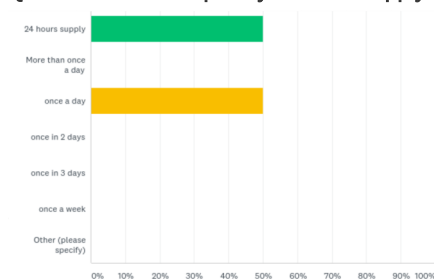
### Q6: Who fetches water most often?



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	0.00% 2

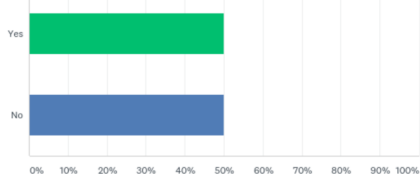
### Q7: What is the frequency of water supply?



50% respondents say they get water supply from filtration plant once a day

ANSWER CHOICES	RESPONSES
24 hours supply	50.00% 1
More than once a day	0.00% 0
once a day	50.00% 1
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	0.00% 2

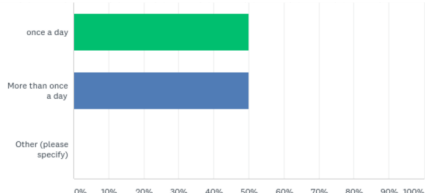
### Q8: Is this frequency sufficient for your needs?



50% respondents are dissatisfied with the frequency of water supply from filtration plant

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

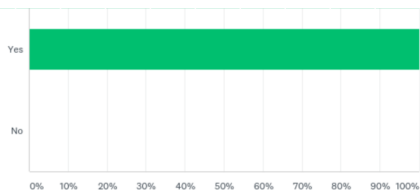
### Q9: How often would you like to get water?



50% respondents want to get water more than once a day from filtration plant

ANSWER CHOICES	RESPONSES
once a day	50.00% 1
More than once a day	50.00% 1
Other (please specify)	0.00% 0
TOTAL	2

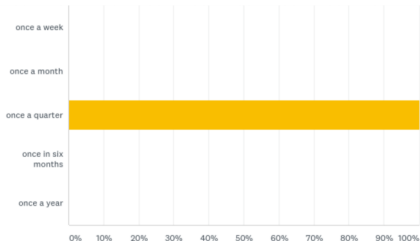
### Q10: Has the filtration plant broken down in the past one year?



Respondents say filtration plant have broken down at least once in last one year

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

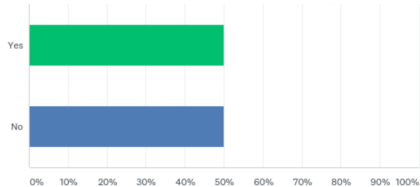
### Q11: How frequently has filtration plant broken down?



Respondents say filtration plant breaks down once in a quarter on an average

ANSWER CHOICES	RESPONSES
once a week	0.00% 0
once a month	0.00% 0
once a quarter	100.00% 2
once in six months	0.00% 0
once a year	0.00% 0
TOTAL	2

### Q12: Is the filtration plant fixed promptly when it breaks down?

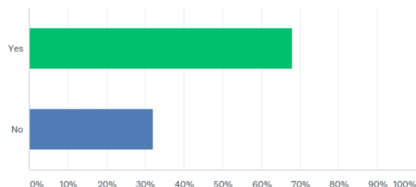


50% respondents say filtration plant is not fixed promptly when broken down

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

## Section C: Common Questions

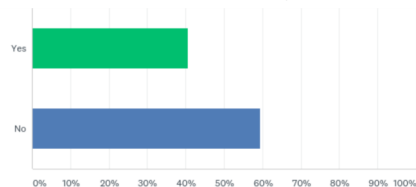
**Q13: Is the quantity of water that you receive (from your main source of water) adequate?**



32% respondents say quantity of water they are getting is inadequate

ANSWER CHOICES	RESPONSES
Yes	68.00% 136
No	32.00% 64
TOTAL	200

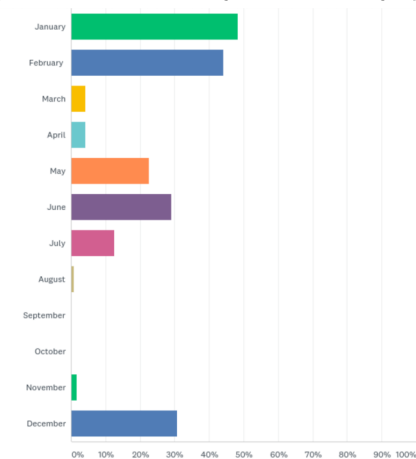
**Q14: Is water available (from your main source) throughout the year?**



60% say that water isn't available throughout the year

ANSWER CHOICES	RESPONSES
Yes	40.50% 81
No	59.50% 119
TOTAL	200

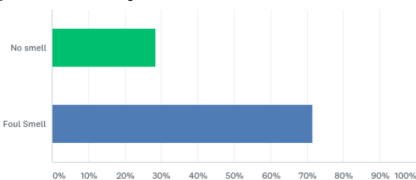
**Q15: Which months do you face scarcity? (Check all that apply)**



For majority, January and February are the month of acute water scarcity

ANSWER CHOICES	RESPONSES
January	48.33% 56
February	44.17% 53
March	4.17% 5
April	4.17% 5
May	22.50% 27
June	29.17% 35
July	12.50% 15
August	0.83% 1
September	0.00% 0
October	0.00% 0
November	1.67% 2
December	30.83% 37
Total Respondents: 120	

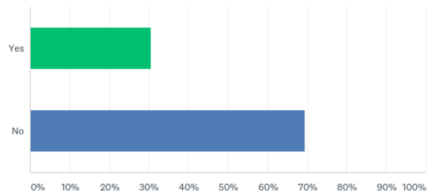
**Q16: Generally, how does the water smell?**



72% of respondents say water has foul smell

ANSWER CHOICES	RESPONSES
No smell	28.50% 57
Foul Smell	71.50% 143
TOTAL	200

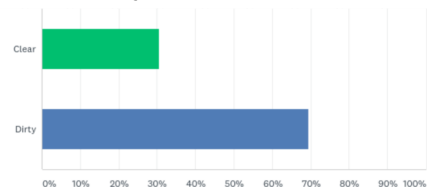
### Q17: Generally, does the water have a taste?



34% of respondents say water has taste

ANSWER CHOICES	RESPONSES
Yes	30.50% 61
No	69.50% 139
TOTAL	200

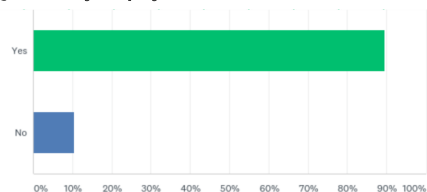
### Q18: Generally, what does the water look like?



70% respondents say the water is dirty

ANSWER CHOICES	RESPONSES
Clear	30.50% 61
Dirty	69.50% 139
TOTAL	200

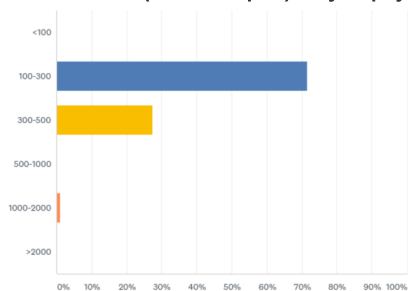
### Q19: DO you pay for water?



90% of respondents pay for water

ANSWER CHOICES	RESPONSES
Yes	89.50% 179
No	10.50% 21
TOTAL	200

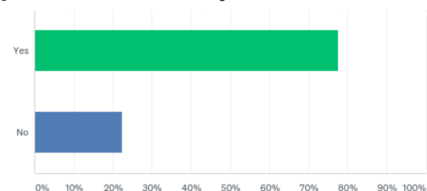
### Q20: How much (in Pak Rupee) do you pay a month?



Of those paying for water, 72% pay Rs.100-300/month

ANSWER CHOICES	RESPONSES
<100	0.00% 0
100-300	71.51% 128
300-500	27.37% 49
500-1000	0.00% 0
1000-2000	1.12% 2
>2000	0.00% 0
TOTAL	179

### Q21: Are the bills that you receive accurate?

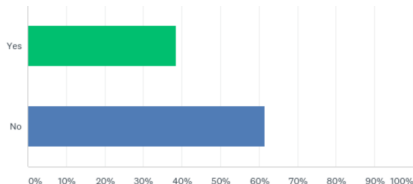


78% of respondents paying bills are satisfied with accuracy of bill

ANSWER CHOICES	RESPONSES
Yes	77.65% 139
No	22.35% 40
TOTAL	179



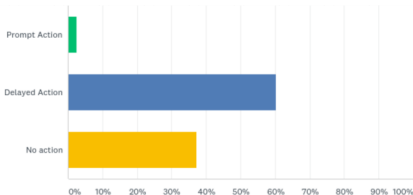
**Q22: Have you made a complaint related to your drinking water service in the past one year?**



39% respondents have complained to public authorities in last 1 year about drinking water service

ANSWER CHOICES	RESPONSES
Yes	38.50% 77
No	61.50% 123
TOTAL	200

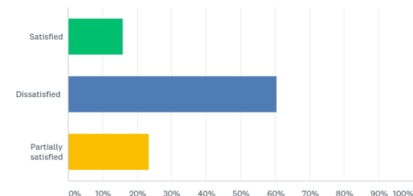
**Q23: What was the result of the complaint?**



Of those complaining, 37% respondents say authorities did not take any action

ANSWER CHOICES	RESPONSES
Prompt Action	2.56% 2
Delayed Action	60.26% 47
No action	37.18% 29
TOTAL	78

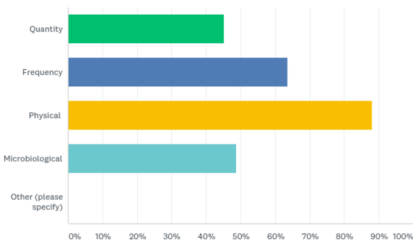
**Q24: Overall, are you satisfied with your drinking water service?**



84% respondents are not totally satisfied with drinking water service

ANSWER CHOICES	RESPONSES
Satisfied	16.00% 32
Dissatisfied	60.50% 121
Partially satisfied	23.50% 47
TOTAL	200

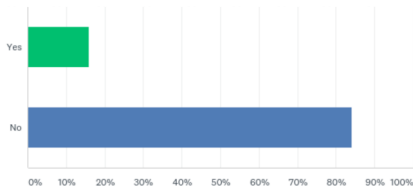
**Q25: What are the reasons for your dissatisfaction or partial satisfaction? (list up to three)**



88% respondents say they are not satisfied with physical condition of water supplied to them

ANSWER CHOICES	RESPONSES
Quantity	45.24% 76
Frequency	63.69% 107
Physical	88.10% 148
Microbiological	48.51% 82
Other (please specify)	0.00% 0
Total Respondents: 168	

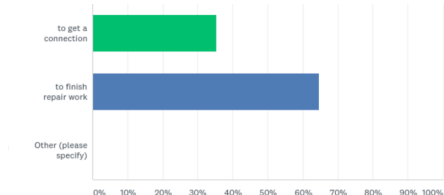
**Q26: Have you paid a bribe for any service related to drinking water in the last one-year?**



16% respondents say they have paid bribe in last one year in relation to water services

ANSWER CHOICES	RESPONSES
Yes	16.00% 32
No	84.00% 168
Total Respondents: 200	

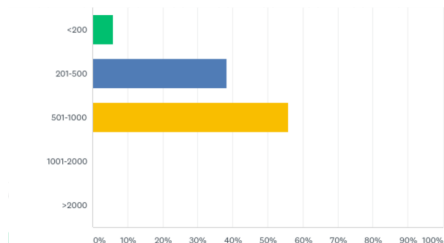
### Q27: For what purpose have you most recently paid a bribe?



Of those who paid bribe, 65% respondents say they have paid to get the repair work done

ANSWER CHOICES	RESPONSES	
to get a connection	35.29%	12
to finish repair work	64.71%	22
Other (please specify)	0.00%	0
TOTAL		34

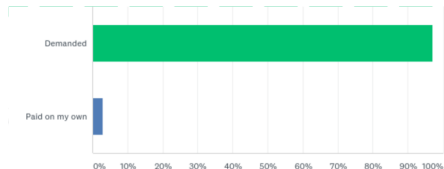
### Q28: How much did you pay?



56% respondents say they have paid between Rs. 500 and 1000 as bribe.

ANSWER CHOICES	RESPONSES	
<200	5.88%	2
201-500	38.24%	13
501-1000	55.88%	19
1001-2000	0.00%	0
>2000	0.00%	0
TOTAL		34

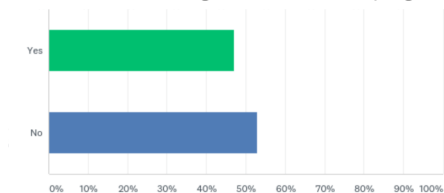
### Q29: Was the bribe demanded (or did you pay on your own)



97% respondents say they have paid bribe on demand of the officials

ANSWER CHOICES	RESPONSES	
Demanded	97.06%	33
Paid on my own	2.94%	1
TOTAL		34

### Q30: Did the work get done after paying the bribe?



53% respondents say even paying bribe didn't get them their work done.

ANSWER CHOICES	RESPONSES	
Yes	47.06%	16
No	52.94%	18
TOTAL		34

## 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 Nishat Welfare 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.



Democratic  
Local Governance for  
Development in Pakistan

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