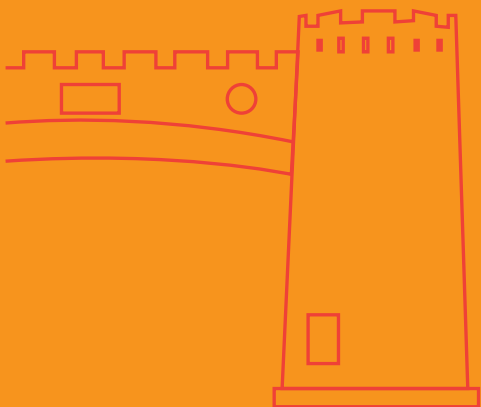


## DEMOCRATIC LOCAL GOVERNANCE FOR DEVELOPMENT IN PAKISTAN

# Citizen Report Card Water Supply Jaffarabad





## Citizens Report Card-Water Supply-Jaffarabad

This Citizen Report Card is an attempt to provide citizens' feedback about the availability and quality of water supply to citizens of District Jaffarabad. The survey results show that majority of the population is not satisfied with the quantity, frequency and microbiological characteristics 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 water supply and Bore (motor pump). For 51% of the respondents, piped water supply is the main source of water. Another 40% depend of Bore (Motor pump) and 9% on hand pump.

48% of the respondents told that quantity of water that they were receiving from their main source was inadequate. 47% told that water was not available from their main source throughout the year. March to August are the months when scarcity of water is acute. 22% respondents told that water had smell; 15% told that water had taste; and 18% told that water looked dirty.

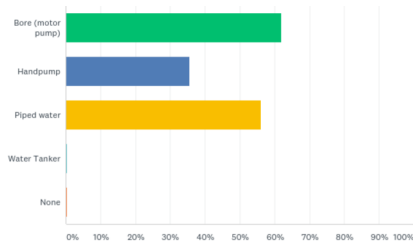
49% respondents told that they were paying monthly charges for water. Of these 49%, a majority (88%) pay from Rs. 100 to Rs. 300 per month. Majority of the respondents were also satisfied with the accuracy of the bill. Only 10% of the respondents told that bills were not accurate.

In the last one year, only 10% of the respondents made complaints about the drinking water service. 90% of the respondents told that no action was taken on their complaint while 10 % respondents told that a delayed action was taken on their complaints.

Regarding the overall satisfaction of drinking water service, 46% respondents were satisfied, another 38% were dissatisfied whereas 15% were partially satisfied. The major reasons for dissatisfaction were frequency, quantity and microbiological characteristics of the water. 75 % were dissatisfied due to frequency and 74 % due to quantity, 55% for microbiological and 41 % for physical reasons. No respondent had paid a bribe in last one year.

## Section A: General Questions

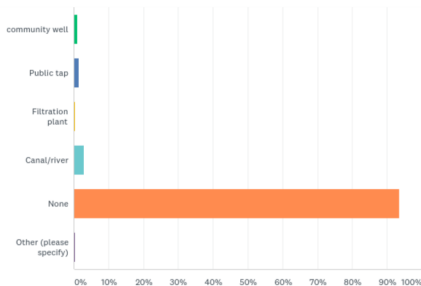
**Q1: Which of the following sources of water available in your house? (Check all that apply)**



62% respondents say bore (motor pump) is available in their house

ANSWER CHOICES	RESPONSES	
Bore (motor pump)	62.00%	124
Handpump	35.50%	71
Piped water	56.00%	112
Water Tanker	0.50%	1
None	0.50%	1
Total Respondents: 200		

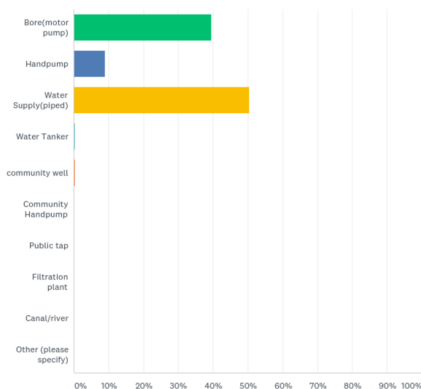
**Q2: Which of the following sources of drinking water are available in your neighbourhood? (Check all that apply)**



93% of respondents have no water source in their neighbourhood

ANSWER CHOICES	RESPONSES	
community well	1.00%	2
Public tap	1.50%	3
Filtration plant	0.50%	1
Canal/river	3.00%	6
None	93.50%	187
Other (please specify)	0.50%	1
Total Respondents: 200		

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

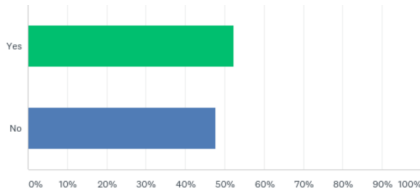


Greater reliance on in-house sources; Motor pump 40%, Piped water supply 51%, Hand pump 9%

ANSWER CHOICES	RESPONSES	
Bore(motor pump)	39.50%	79
Handpump	9.00%	18
Water Supply(piped)	50.50%	101
Water Tanker	0.50%	1
community well	0.50%	1
Community Handpump	0.00%	0
Public tap	0.00%	0
Filtration plant	0.00%	0
Canal/river	0.00%	0
Other (please specify)	0.00%	0
TOTAL		200

## Section B: Common Questions

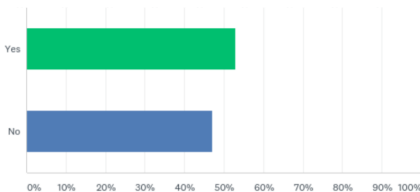
### Q4: Is the quantity of water that you receive (from your main source of water) adequate?



48% respondents say quantity is inadequate

ANSWER CHOICES	RESPONSES
Yes	52.26% 104
No	47.74% 95
TOTAL	199

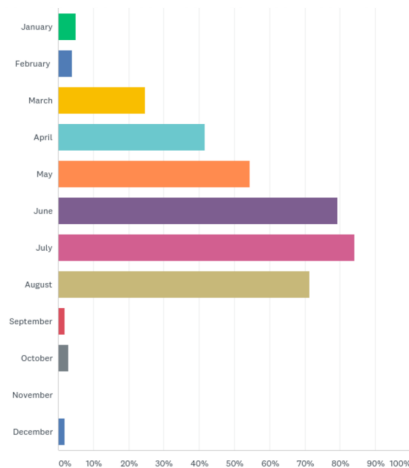
### Q5: Is water available (from your main source) throughout the year?



47% respondent say water is not available throughout the year

ANSWER CHOICES	RESPONSES
Yes	53.00% 106
No	47.00% 94
TOTAL	200

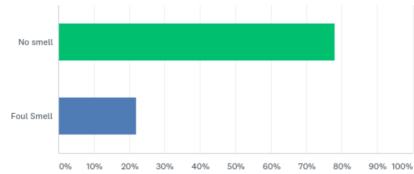
### Q6: Which months do you face scarcity? (Check all that apply)



March to August are the water scarcity months

ANSWER CHOICES	RESPONSES
January	4.95% 5
February	3.96% 4
March	24.75% 25
April	41.58% 42
May	54.46% 55
June	79.21% 80
July	84.16% 85
August	71.29% 72
September	1.98% 2
October	2.97% 3
November	0.00% 0
December	1.98% 2
Total Respondents: 101	

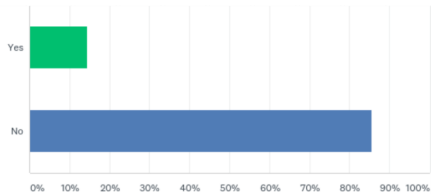
### Q7: Generally, how does the water smell?



22% respondents say water has foul smell

ANSWER CHOICES	RESPONSES	
No smell	78.00%	156
Foul Smell	22.00%	44
TOTAL		200

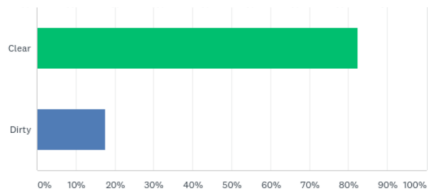
### Q8: Generally, does the water have a taste?



15% of respondents say water has taste

ANSWER CHOICES	RESPONSES	
Yes	14.50%	29
No	85.50%	171
TOTAL		200

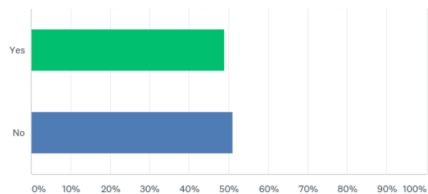
### Q9: Generally, what does the water look like?



18% of respondents say water is dirty

ANSWER CHOICES	RESPONSES	
Clear	82.50%	165
Dirty	17.50%	35
TOTAL		200

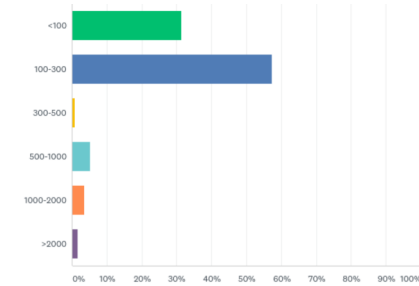
### Q10: DO you pay for water?



49% respondents pay for water

ANSWER CHOICES	RESPONSES	
Yes	49.00%	98
No	51.00%	102
TOTAL		200

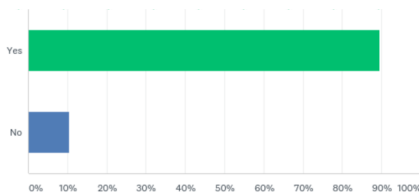
### Q11: How much (in Pak Rupee) do you pay a month?



88% of respondents say they pay up to Rs. 300 per month

ANSWER CHOICES	RESPONSES
<100	31.30% 36
100-300	57.39% 66
300-500	0.87% 1
500-1000	5.22% 6
1000-2000	3.48% 4
>2000	1.74% 2
TOTAL	115

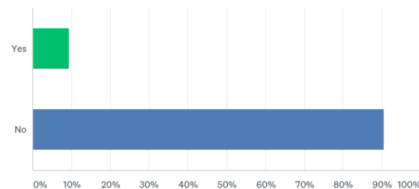
### Q12: Are the bills that you receive accurate?



10% of respondents feel bills they receive are not accurate

ANSWER CHOICES	RESPONSES
Yes	89.57% 103
No	10.43% 12
TOTAL	115

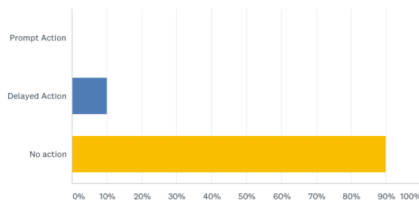
### Q13: Have you made a complaint related to your drinking water service in the past one year?



10% respondents has filed complaints in past one year

ANSWER CHOICES	RESPONSES
Yes	9.50% 19
No	90.50% 181
TOTAL	200

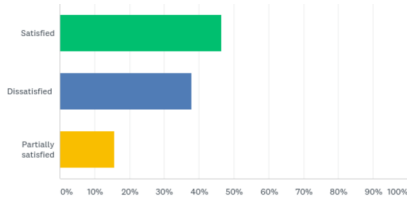
### Q14: What was the result of the complaint?



No prompt action on complaints

ANSWER CHOICES	RESPONSES
Prompt Action	0.00% 0
Delayed Action	10.00% 2
No action	90.00% 18
TOTAL	20

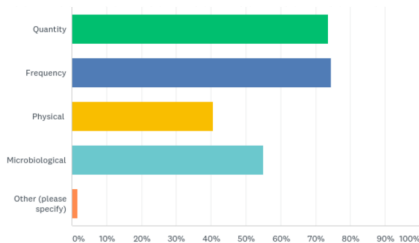
### Q15: Overall, are you satisfied with your drinking water service?



38% of respondents are dissatisfied and 16% are partially satisfied with drinking water service

ANSWER CHOICES	RESPONSES	
Satisfied	46.46%	92
Dissatisfied	37.88%	75
Partially satisfied	15.66%	31
TOTAL		198

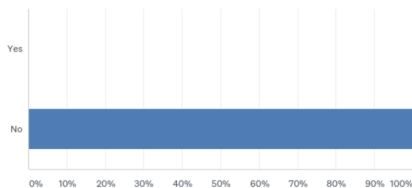
### Q16: What are the reasons for your dissatisfaction or partial satisfaction? (List up to three)



Majority of respondents are dissatisfied for quantity, frequency and microbiological reasons

ANSWER CHOICES	RESPONSES	
Quantity	73.73%	87
Frequency	74.58%	88
Physical	40.68%	48
Microbiological	55.08%	65
Other (please specify)	1.69%	2
Total Respondents: 118		

### Q17: Have you paid a bribe for any service related to drinking water in the last one-year?



No respondent has paid bribe in last one year

ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	100.00%	198
Total Respondents: 198		



## 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 Social Sangat.
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  
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This project is funded by the European Union

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