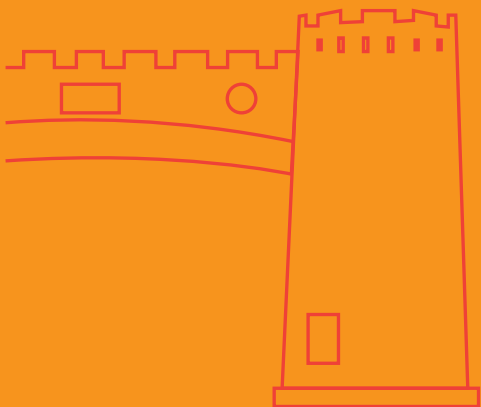


## DEMOCRATIC LOCAL GOVERNANCE FOR DEVELOPMENT IN PAKISTAN

# Citizen Report Card Water Supply Khairpur





## Citizens Report Card-Water Supply-Khairpur

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

Main source of water is different for different households with majority of them relying on Hand Pump or Bore (Motor pump). For 33% respondents, hand pump is the main source of water. Another 27% depend on Bore (motor pump), 26% on water supply (piped water) and 11% on water tanker and 1% on community Hand Pump.

21% respondents told that quantity of water that they were receiving from their main source was inadequate. All the respondents told that water from their main source is available throughout the year.

A sizeable proportion of the respondents were dissatisfied with the physical characteristics of water. 12% told that water had smell; 36% told that water had taste; and 5% told that water was not clear from suspended particles.

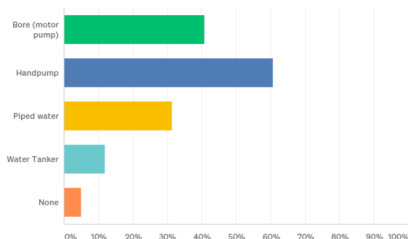
29% of respondents told that they paid monthly charges for water. Of these 29%, 43% pay more than Rs. 2000 per month. Majority of the respondents are satisfied with the accuracy of the bill.

In the last one year, 34% of the respondents made complaints about the drinking water service. All the respondents told that no action was taken on their complaint.

Regarding the overall satisfaction of drinking water service, only 20% of respondents were satisfied, another 38% are partially satisfied whereas 42% are dissatisfied. 95 % are dissatisfied due to Microbiological reasons 24 % for frequency and 3% for quantity of the water.

## Section A: General Questions

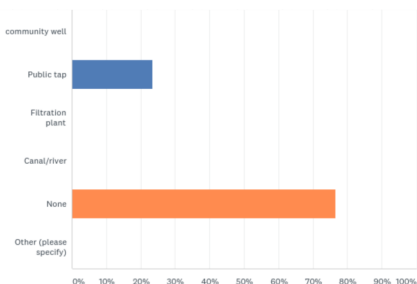
**Q1: Which of the following sources of water available in your house? (Check all that apply)**



61% households have hand pump as source of water in their house

ANSWER CHOICES	RESPONSES
Bore (motor pump)	40.80% 82
Handpump	60.70% 122
Piped water	31.34% 63
Water Tanker	11.94% 24
None	4.98% 10
Total Respondents: 201	

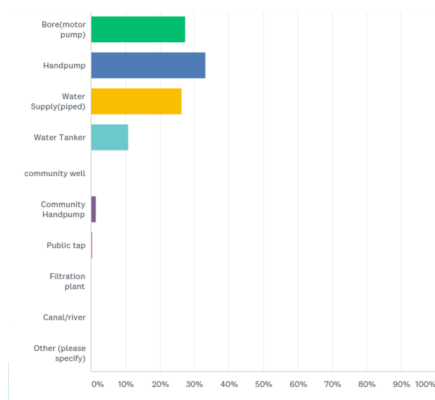
**Q2: Which of the following sources of drinking water are available in your neighbourhood? (Check all that apply)**



76% respondents say they have no drinking water sources in their neighbourhood

ANSWER CHOICES	RESPONSES
community well	0.00% 0
Public tap	23.38% 47
Filtration plant	0.00% 0
Canal/river	0.00% 0
None	76.62% 154
Other (please specify)	0.00% 0
Total Respondents: 201	

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



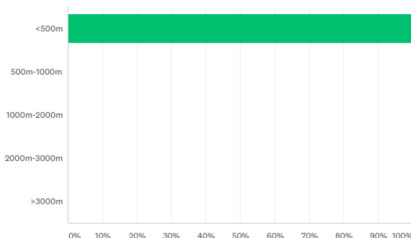
33% of respondents say their main source of water used in their houses is hand pump

ANSWER CHOICES	RESPONSES
Bore(motor pump)	27.36% 55
Handpump	33.33% 67
Water Supply(piped)	26.37% 53
Water Tanker	10.95% 22
community well	0.00% 0
Community Handpump	1.49% 3
Public tap	0.50% 1
Filtration plant	0.00% 0
Canal/river	0.00% 0
Other (please specify)	0.00% 0
TOTAL	201

## Section B: 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)

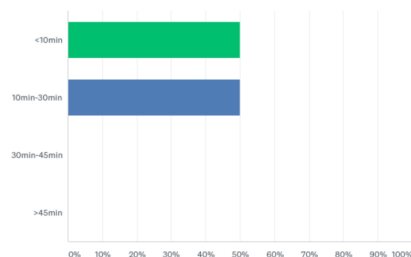
### Q4: How far (in meters) is the hand pump that you use?



Respondents say community hand pump is within 500m radius of their residence

ANSWER CHOICES	RESPONSES	
<500m	100.00%	4
500m-1000m	0.00%	0
1000m-2000m	0.00%	0
2000m-3000m	0.00%	0
>3000m	0.00%	0
TOTAL		4

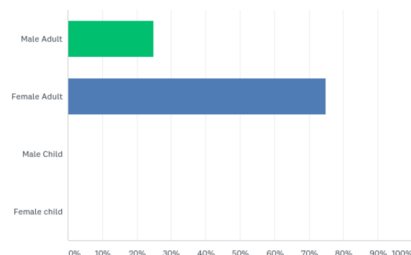
### Q5: How long (in minutes) does it take to fetch water and return home?



Mostly respondents fetch water within 30 minutes

ANSWER CHOICES	RESPONSES	
<10min	50.00%	2
10min-30min	50.00%	2
30min-45min	0.00%	0
>45min	0.00%	0
TOTAL		4

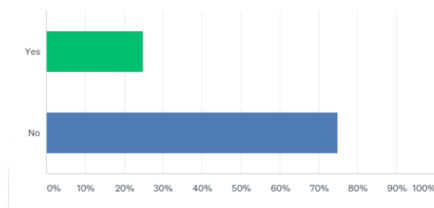
### Q6: Who fetches water most often?



75% female and 25% male adults fetch water from community hand pump

ANSWER CHOICES	RESPONSES	
Male Adult	25.00%	1
Female Adult	75.00%	3
Male Child	0.00%	0
Female child	0.00%	0
TOTAL		4

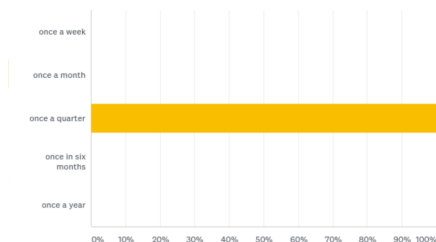
### Q17: Has the hand pump broken down in the past one year?



25% of people say hand pump has broken down in last one year

ANSWER CHOICES	RESPONSES	
Yes	25.00%	1
No	75.00%	3
TOTAL		4

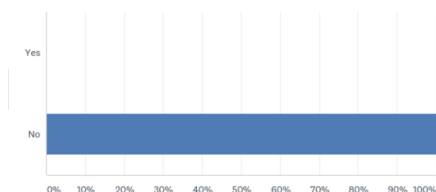
### Q18: How frequently has the hand pump broken down during the past one year?



Hand pump breaks 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

### Q19: Is the hand pump fixed promptly when it breaks down?

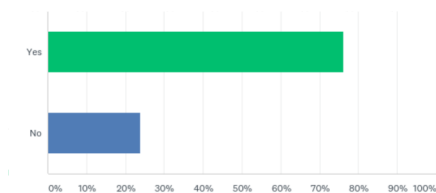


Hand pump is not repaired promptly

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

## Section C: Common Questions

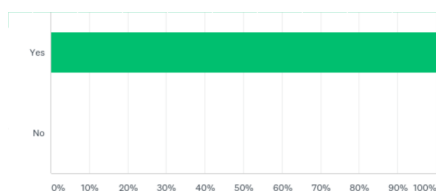
### Q20: Is the quantity of water that you receive (from your main source of water) adequate?



74% respondents say quantity of water is inadequate

ANSWER CHOICES	RESPONSES	
Yes	76.12%	153
No	23.88%	48
TOTAL		201

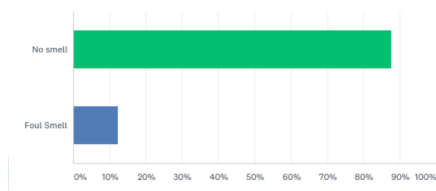
### Q21: Is water available (from your main source) throughout the year?



Water is available throughout the year

ANSWER CHOICES	RESPONSES	
Yes	100.00%	201
No	0.00%	0
TOTAL		201

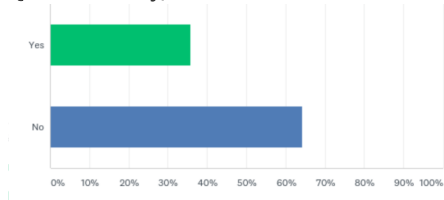
### Q22: Generally, how does the water smell?



12% of respondents say water has smell

ANSWER CHOICES	RESPONSES	
No smell	87.56%	176
Foul Smell	12.44%	25
TOTAL		201

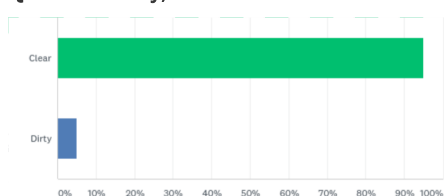
### Q23: Generally, does the water have a taste?



36% of respondents say water has taste

ANSWER CHOICES	RESPONSES
Yes	35.82% 72
No	64.18% 129
TOTAL	201

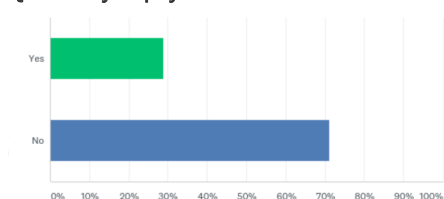
### Q24: Generally, what does the water look like?



5% of respondents say water is not clear

ANSWER CHOICES	RESPONSES
Clear	95.02% 191
Dirty	4.98% 10
TOTAL	201

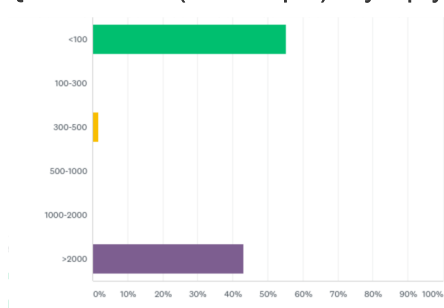
### Q25: DO you pay for water?



29% of respondents say they pay for water

ANSWER CHOICES	RESPONSES
Yes	28.86% 58
No	71.14% 143
TOTAL	201

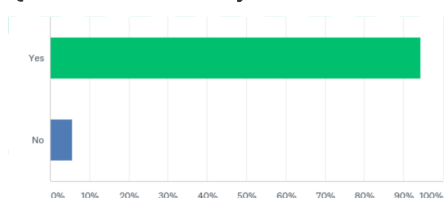
### Q26: How much (in Pak Rupee) do you pay a month?



43% of respondents pay more than 2000 rupees per month

ANSWER CHOICES	RESPONSES
<100	55.17% 32
100-300	0.00% 0
300-500	1.72% 1
500-1000	0.00% 0
1000-2000	0.00% 0
>2000	43.10% 25
TOTAL	58

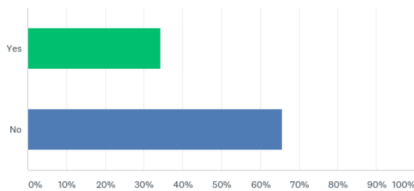
### Q27: Are the bills that you receive accurate?



94% of respondents say bills are accurate

ANSWER CHOICES	RESPONSES
Yes	94.44% 51
No	5.56% 3
TOTAL	54

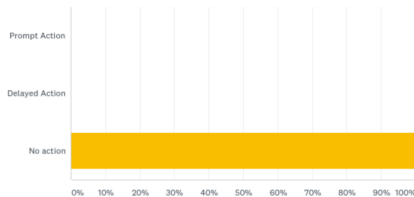
**Q28: Have you made a complaint related to your drinking water service in the past one year?**



34% respondents has filed complaints in past one year

ANSWER CHOICES	RESPONSES
Yes	34.33% 69
No	65.67% 132
TOTAL	201

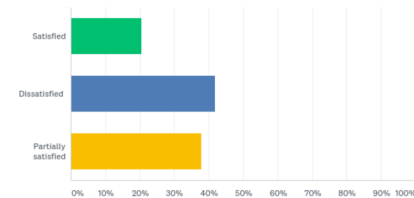
**Q29: What was the result of the complaint?**



100% respondents say no action was taken against the complaints

ANSWER CHOICES	RESPONSES
Prompt Action	0.00% 0
Delayed Action	0.00% 0
No action	100.00% 70
TOTAL	70

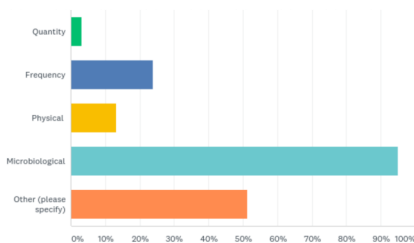
**Q30: Overall, are you satisfied with your drinking water service?**



Only 20% of respondents are satisfied with their drinking water service

ANSWER CHOICES	RESPONSES
Satisfied	20.40% 41
Dissatisfied	41.79% 84
Partially satisfied	37.81% 76
TOTAL	201

**Q31: What are the reasons for your dissatisfaction or partial satisfaction? (List up to three)**

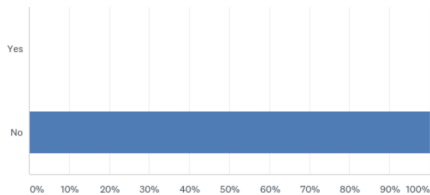


95% of respondents are dissatisfied for microbiological reasons

ANSWER CHOICES	RESPONSES
Quantity	3.13% 5
Frequency	23.75% 38
Physical	13.13% 21
Microbiological	95.00% 152
Other (please specify)	51.25% 82
Total Respondents: 160	



Q32: Have you paid a bribe for any service related to drinking water in the last one-year?



Respondents paid no bribe in last one year

ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	100.00%	201
Total Respondents: 201		

## 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 Sustainable Development Program for Poor.
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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