

DEMOCRATIC LOCAL GOVERNANCE FOR DEVELOPMENT IN PAKISTAN

Citizen Report Card Water Supply Quetta



Citizens Report Card-Water Supply-Quetta

This Citizen Report Card is an attempt to provide citizens' feedback about the availability and quality of water supply to citizens of District Quetta. 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 35% of the respondents, public tap is the main source of water. 22% depend on water supply (pipelined), 5% on community well and 4% on filtration plant.

Of those with the public tap as main source of water, 26% respondent told that it was located at a distance of 1 to 2 Km from their house. 63% of them told that they got water for less than an hour a day from public tap. 85% told that public tap broke down once a quarter with a minimum chance of getting it repaired promptly.

65% of the respondents told that quantity of water that they were receiving from their main source was inadequate. 46% told that water was not available from their main source throughout the year. June to August are the months when scarcity of water is acute.

Majority of the respondents seemed satisfied with the physical characteristics of water. 99% told that water had no smell; 98% told that water had no taste; and 99% told that water looked clear from suspended particles.

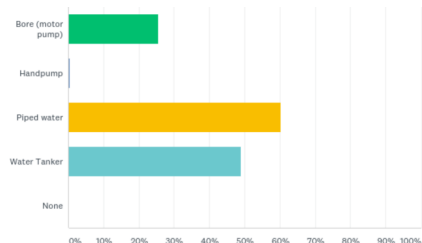
67% respondents told that they paid monthly charges for water. Of these 67%, 33% paid up to 2000 rupees per month. Majority of the respondents are also satisfied with the accuracy of the bill.

In the last one year, 26% 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, 39% respondents are satisfied, another 17% are partially satisfied whereas 44% are dissatisfied. The major reasons for dissatisfaction are quantity, frequency and microbiology of the water. 12% told that they had paid a bribe recently to get a water connection or to get the repair work finished. Of these 12% who paid bribe, 88% told their work got done after paying bribe.

Section A: General Questions

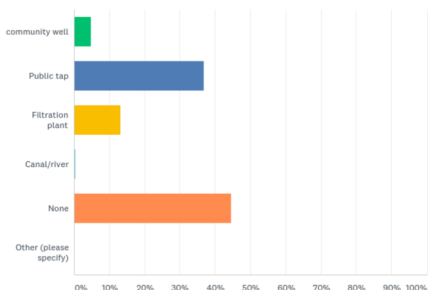
Q1: Which of the following sources of water available in your house? (Check all that apply)



59% respondents have piped water in their houses

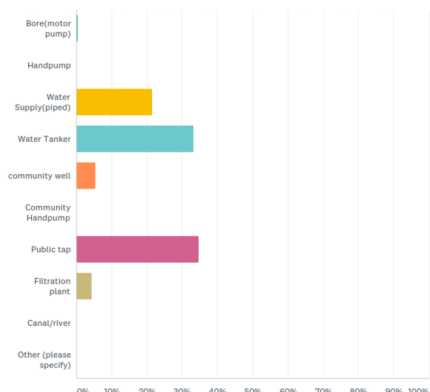
ANSWER CHOICES	RESPONSES
Bore (motor pump)	25.49%
Handpump	0.49%
Piped water	60.29%
Water Tanker	49.02%
None	0.00%
Total Respondents: 204	

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



ANSWER CHOICES	RESPONSES
community well	4.90%
Public tap	36.76%
Filtration plant	13.24%
Canal/river	0.49%
None	44.61%
Other (please specify)	0.00%
Total Respondents: 204	

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



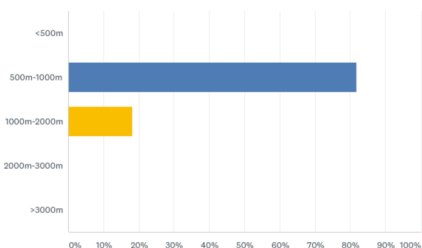
35% of respondents are using public tap as main source of water in their houses

ANSWER CHOICES	RESPONSES
Bore(motor pump)	0.49%
Handpump	0.00%
Water Supply(piped)	21.57%
Water Tanker	33.33%
community well	5.39%
Community Handpump	0.00%
Public tap	34.80%
Filtration plant	4.41%
Canal/river	0.00%
Other (please specify)	0.00%
TOTAL	204

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)

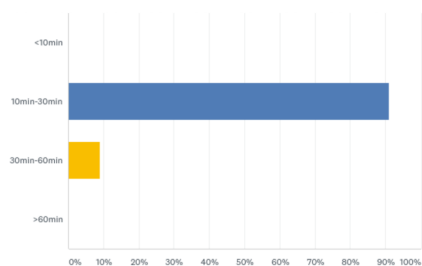
Q4: How far (in meters) is the community well that you use?



82% of respondents say community well is available within 1km radius

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

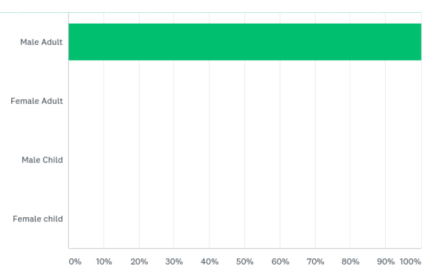
Q5: How long (in minutes) does it take to fetch water and return home?



92% respondents say water can be fetched within 30min

ANSWER CHOICES	RESPONSES
<10min	0.00% 0
10min-30min	90.91% 10
30min-60min	9.09% 1
>60min	0.00% 0
TOTAL	11

Q6: Who fetches water most often?



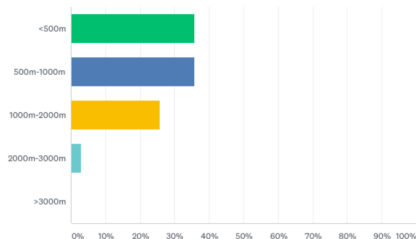
Male adults fetch water from community well

ANSWER CHOICES	RESPONSES
Male Adult	100.00% 11
Female Adult	0.00% 0
Male Child	0.00% 0
Female child	0.00% 0
TOTAL	11

Section C: 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)

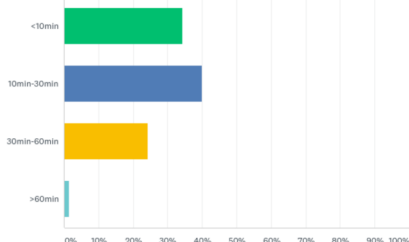
Q7: How far (in meters) is the public tap that you use?



26% of respondents say public tap is located within 1-2km from their residents

ANSWER CHOICES	RESPONSES	
<500m	35.71%	25
500m-1000m	35.71%	25
1000m-2000m	25.71%	18
2000m-3000m	2.86%	2
>3000m	0.00%	0
TOTAL		70

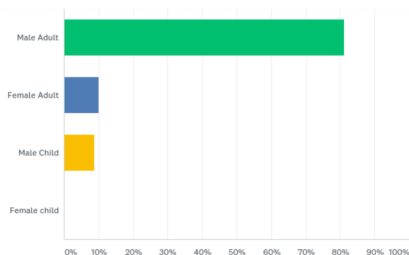
Q8: How long (in minutes) does it take to fetch water from public tap and return home?



40% respondents say water can be fetched from public tap within 10-30min

ANSWER CHOICES	RESPONSES	
<10min	34.29%	24
10min-30min	40.00%	28
30min-60min	24.29%	17
>60min	1.43%	1
TOTAL		70

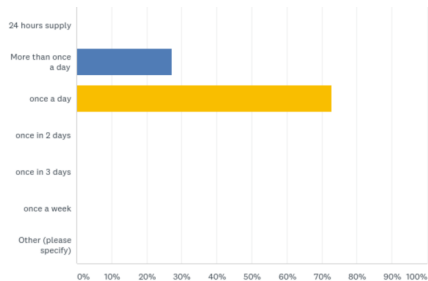
Q9: Who fetches water most often?



Mostly male adults fetch water from public tap

ANSWER CHOICES	RESPONSES	
Male Adult	81.16%	56
Female Adult	10.14%	7
Male Child	8.70%	6
Female child	0.00%	0
TOTAL		69

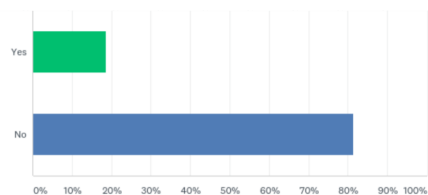
Q10: What is the frequency of water supply?



73% respondents get water once a day

ANSWER CHOICES	RESPONSES	
24 hours supply	0.00%	0
More than once a day	27.14%	19
once a day	72.86%	51
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		70

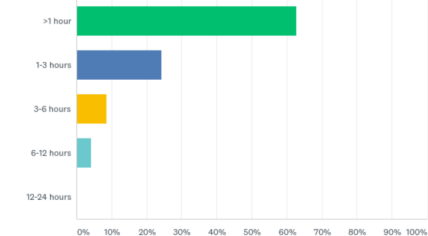
Q11: Is this frequency sufficient for your needs?



Frequency is not sufficient for 81% of respondents

ANSWER CHOICES	RESPONSES	
Yes	18.57%	13
No	81.43%	57
TOTAL		70

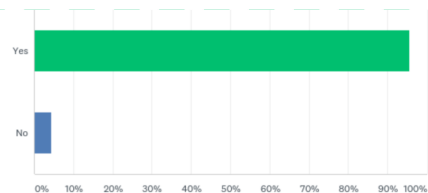
Q12: On the days that you get water, how many hours do you usually get water for?



63% respondents get water for less than 1 hour

ANSWER CHOICES	RESPONSES	
<1 hour	62.86%	44
1-3 hours	24.29%	17
3-6 hours	8.57%	6
6-12 hours	4.29%	3
12-24 hours	0.00%	0
TOTAL		70

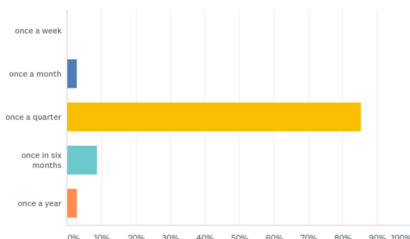
Q13: Has the public tap broken down in the past one year?



96% respondents say public tap have broken down at least once in past 1 year

ANSWER CHOICES	RESPONSES	
Yes	95.65%	66
No	4.35%	3
TOTAL		69

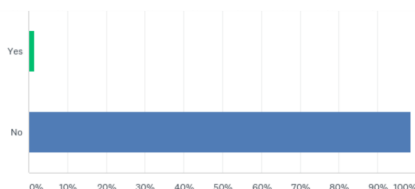
Q14: How frequently has public tap broken down?



85% respondents say public tap brakes down once in a quarter

ANSWER CHOICES	RESPONSES	
once a week	0.00%	0
once a month	2.94%	2
once a quarter	85.29%	58
once in six months	8.82%	6
once a year	2.94%	2
TOTAL		68

Q15: Is the public tap fixed promptly when it breaks down?



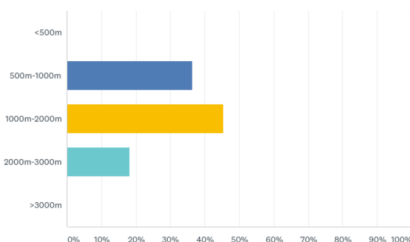
99% respondents say there is delay in repair of public tap

ANSWER CHOICES	RESPONSES	
Yes	1.47%	1
No	98.53%	67
TOTAL		68

Section D: 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)

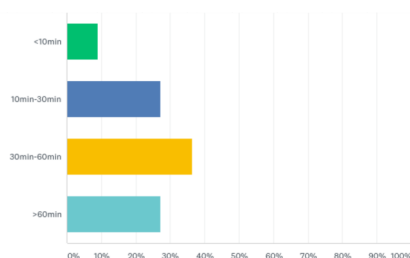
Q16: How far (in meters) is the filtration plant that you use?



64% respondents say filtration plant is more than 1 km away from their residence

ANSWER CHOICES	RESPONSES	
<500m	0.00%	0
500m-1000m	36.36%	4
1000m-2000m	45.45%	5
2000m-3000m	18.18%	2
>3000m	0.00%	0
TOTAL		11

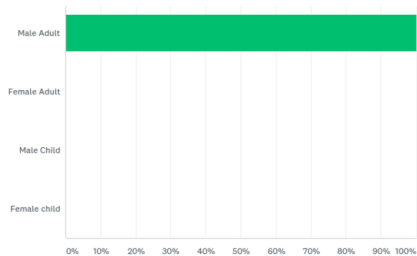
Q17: How long (in minutes) does it take to fetch water from filtration plant and return home?



27% respondents say fetching water from filtration plant takes more than 1 hour

ANSWER CHOICES	RESPONSES	
<10min	9.09%	1
10min-30min	27.27%	3
30min-60min	36.36%	4
>60min	27.27%	3
TOTAL		11

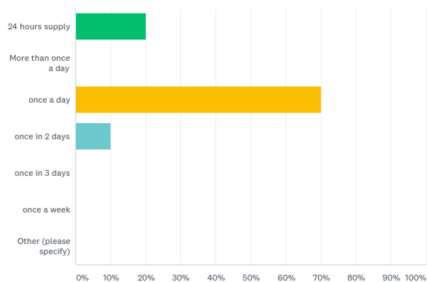
Q18: Who fetches water most often?



Male adults fetch water from filtration plant

ANSWER CHOICES	RESPONSES
Male Adult	100.00% 11
Female Adult	0.00% 0
Male Child	0.00% 0
Female child	0.00% 0
TOTAL	11

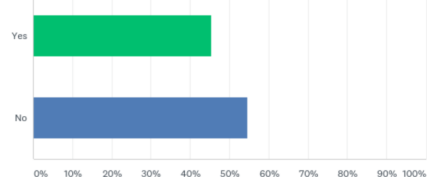
Q19: What is the frequency of water supply?



70% of respondents say they get water once a day from filtration plant

ANSWER CHOICES	RESPONSES
24 hours supply	20.00% 2
More than once a day	0.00% 0
once a day	70.00% 7
once in 2 days	10.00% 1
once in 3 days	0.00% 0
once a week	0.00% 0
Other (please specify)	0.00% 0
TOTAL	10

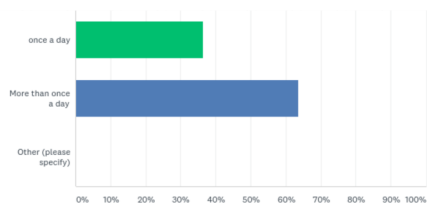
Q20: Is this frequency sufficient for your needs?



56% of respondents say frequency is not sufficient

ANSWER CHOICES	RESPONSES
Yes	45.45% 5
No	54.55% 6
TOTAL	11

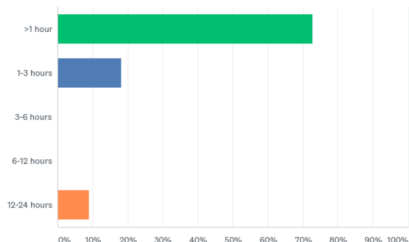
Q21: How often would you like to get water?



64% of respondents would like to get water more than once a day

ANSWER CHOICES	RESPONSES
once a day	36.36% 4
More than once a day	63.64% 7
Other (please specify)	0.00% 0
TOTAL	11

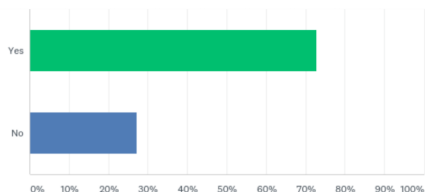
Q22: On the days that you get water, how many hours do you usually get water for?



73% of respondents get water for less than 1 hour

ANSWER CHOICES	RESPONSES
>1 hour	72.73% 8
1-3 hours	18.18% 2
3-6 hours	0.00% 0
6-12 hours	0.00% 0
12-24 hours	9.09% 1
TOTAL	11

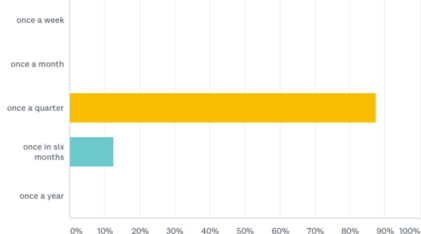
Q23: Has the filtration plant broken down in the past one year?



73% of respondents say filtration plant has broken down at least once in past 1 year

ANSWER CHOICES	RESPONSES
Yes	72.73% 8
No	27.27% 3
TOTAL	11

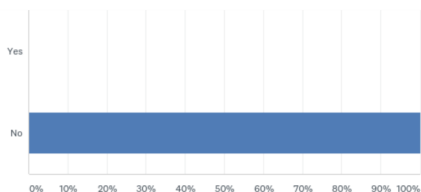
Q24: How frequently has filtration plant broken down?



88% of respondents say filtration plant broke down once a quarter

ANSWER CHOICES	RESPONSES
once a week	0.00% 0
once a month	0.00% 0
once a quarter	87.50% 7
once in six months	12.50% 1
once a year	0.00% 0
TOTAL	8

Q25: Is the filtration plant fixed promptly when it breaks down?

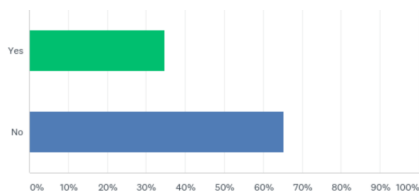


Filtration plant is not repaired promptly

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	100.00% 8
TOTAL	8

Section E: Common Questions

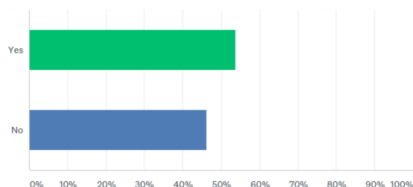
Q26: Is the quantity of water that you receive (from your main source of water) adequate?



65% of respondents say water quantity is inadequate

ANSWER CHOICES	RESPONSES
Yes	34.65% 70
No	65.35% 132
TOTAL	202

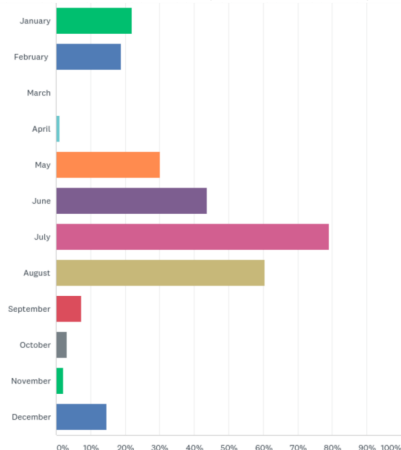
Q27: Is water available (from your main source) throughout the year?



Water is not available to 46% of respondents throughout the year

ANSWER CHOICES	RESPONSES
Yes	53.73% 108
No	46.27% 93
TOTAL	201

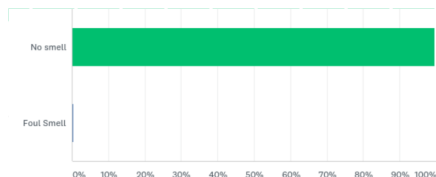
Q28: Which months do you face scarcity? (Check all that apply)



May-August are acute water scarcity months

ANSWER CHOICES	RESPONSES
January	21.88% 21
February	18.75% 18
March	0.00% 0
April	1.04% 1
May	30.21% 29
June	43.75% 42
July	79.17% 76
August	60.42% 58
September	7.29% 7
October	3.13% 3
November	2.08% 2
December	14.58% 14
Total Respondents: 96	

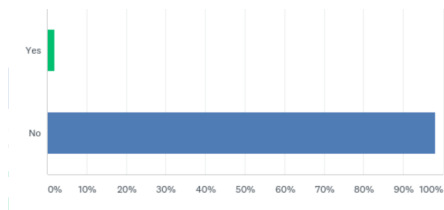
Q29: Generally, how does the water smell?



99% of respondents say water has no smell

ANSWER CHOICES	RESPONSES
No smell	99.51% 202
Foul Smell	0.49% 1
TOTAL	203

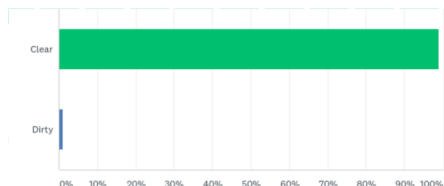
Q30: Generally, does the water have a taste?



98% respondents say water has no taste

ANSWER CHOICES	RESPONSES
Yes	1.97% 4
No	98.03% 199
TOTAL	203

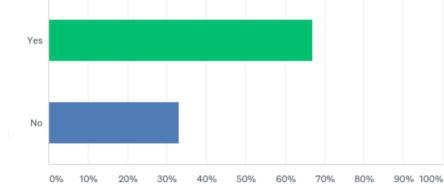
Q31: Generally, what does the water look like?



99% respondents say water is clear

ANSWER CHOICES	RESPONSES
Clear	99.01% 201
Dirty	0.99% 2
TOTAL	203

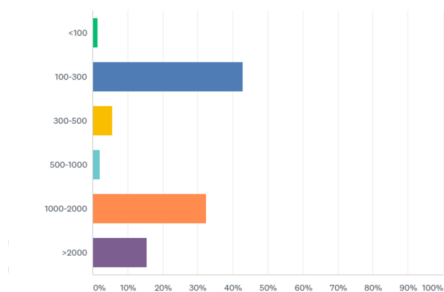
Q32: DO you pay for water?



67% respondents pay for water

ANSWER CHOICES	RESPONSES
Yes	67.00% 134
No	33.00% 66
TOTAL	200

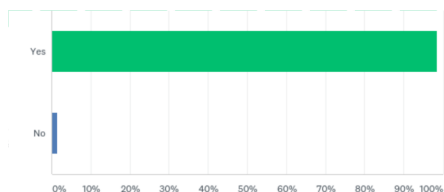
Q33: How much (in Pak Rupee) do you pay a month?



33% respondents pay more than 2000 rupees per month

ANSWER CHOICES	RESPONSES
<100	1.41% 2
100-300	42.96% 61
300-500	5.63% 8
500-1000	2.11% 3
1000-2000	32.39% 46
>2000	15.49% 22
TOTAL	142

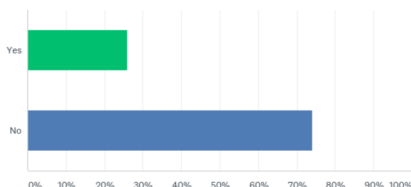
Q34: Are the bills that you receive accurate?



99% respondents say bills are accurate

ANSWER CHOICES	RESPONSES
Yes	98.55% 136
No	1.45% 2
TOTAL	138

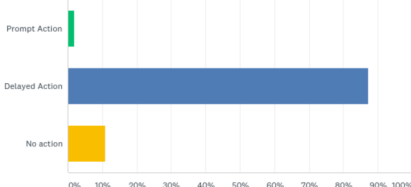
Q35: Have you made a complaint related to your drinking water service in the past one year?



26% respondents filed complaints

ANSWER CHOICES	RESPONSES
Yes	25.57% 52
No	74.13% 149
TOTAL	201

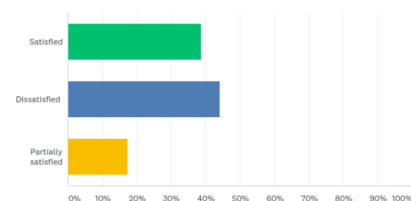
Q36: What was the result of the complaint?



87% respondents say there is a delayed action on complaints

ANSWER CHOICES	RESPONSES
Prompt Action	1.82% 1
Delayed Action	87.27% 48
No action	10.91% 6
TOTAL	55

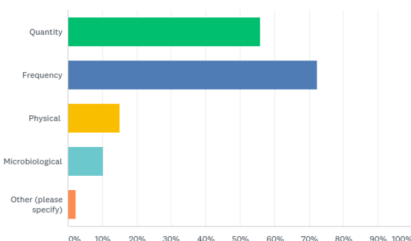
Q37: Overall, are you satisfied with your drinking water service?



44% respondents are dissatisfied and 17% partially satisfied with drinking water service

ANSWER CHOICES	RESPONSES
Satisfied	35.61% 78
Dissatisfied	44.06% 89
Partially satisfied	17.33% 35
TOTAL	202

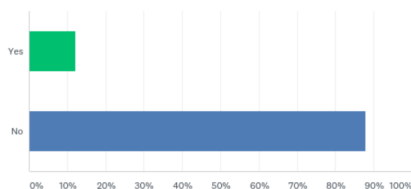
Q38: What are the reasons for your dissatisfaction or partial satisfaction? (List up to three)



72% respondents dissatisfied due to frequency of water supply

ANSWER CHOICES	RESPONSES
Quantity	55.91% 71
Frequency	72.44% 92
Physical	14.96% 19
Microbiological	10.24% 13
Other (please specify)	2.38% 3
Total Respondents: 127	

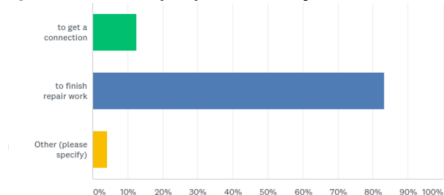
Q39: Have you paid a bribe for any service related to drinking water in the last one-year?



12% respondents have paid bribe for service related to drinking water

ANSWER CHOICES	RESPONSES
Yes	12.06% 24
No	87.94% 175
Total Respondents: 199	

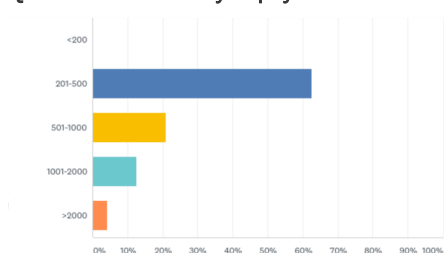
Q40: For what purpose have you most recently paid a bribe?



83% of respondents say they have paid bribe to finish a repair work

ANSWER CHOICES	RESPONSES	
to get a connection	12.50%	3
to finish repair work	83.33%	20
Other (please specify)	4.17%	1
TOTAL		24

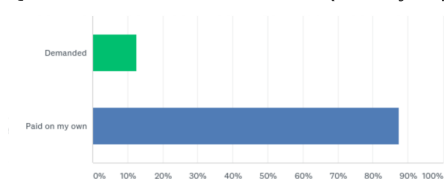
Q41: How much did you pay?



63% of respondents paid up to Rs. 500 as bribe

ANSWER CHOICES	RESPONSES	
<200	0.00%	0
201-500	62.50%	15
501-1000	20.83%	5
1001-2000	12.50%	3
>2000	4.17%	1
TOTAL		24

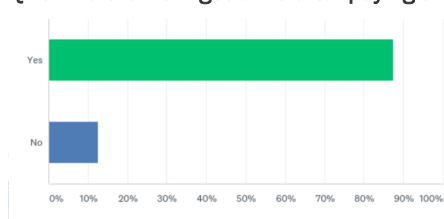
Q42: Was the bribe demanded (or did you pay on your own)



12% respondents have paid bribe on demand

ANSWER CHOICES	RESPONSES	
Demanded	12.50%	3
Paid on my own	87.50%	21
TOTAL		24

Q43: Did the work get done after paying the bribe?



88% of respondents say work got done after bribe

ANSWER CHOICES	RESPONSES	
Yes	87.50%	21
No	12.50%	3
TOTAL		24

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 Salar Development 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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