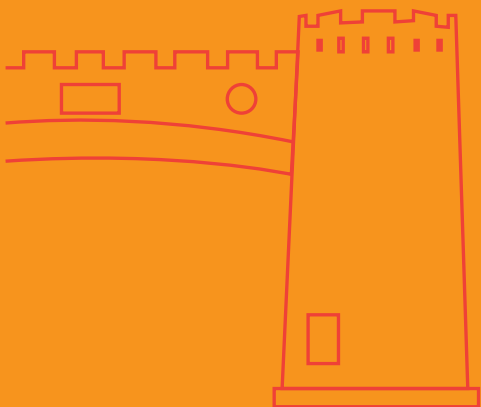


DEMOCRATIC LOCAL GOVERNANCE FOR DEVELOPMENT IN PAKISTAN

Citizen Report Card Water Supply Sukkur



Citizens Report Card-Water Supply-Sukkur

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

Main source of water is different for different households with most of them relying on in-house sources. For 41% of the respondents, water supply (piped) is the main source of water. Another 25% depend of bore (motor pump) and 29% on hand pump.

Bore pump and hand pump is main source of water for 26% and 29% respondents respectively. Only a small percentage is using water tanker, public tap, filtration plant and canal/river as the main source of water.

49% of the respondents told that quantity of water that they were receiving from their main source was inadequate. 44% told that water was not available from their main source throughout the year. January, June and July are the months of acute water scarcity.

Majority of the respondents seemed dissatisfied with the physical characteristics of water. 55% told that water had foul smell; 54% told that water had a taste; and 52% told that water looked dirty.

40% respondents told that they paid monthly charges for water. Of these 40%, majority (47%) pay from Rs. 100 to Rs. 300 per month. Majority of the respondents are also satisfied with the accuracy of the bill.

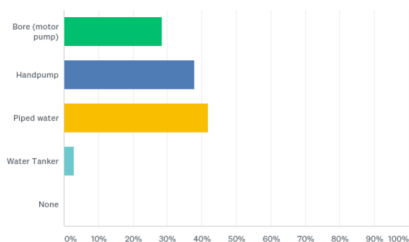
In the last one year, only 23% of the respondents made complaints about the drinking water service, none of them got prompt action while 91% of them told the complaint yielded no action from authorities at all.

Regarding the overall satisfaction of drinking water service, 49% respondents are satisfied, another 19% are partially satisfied whereas 32% are dissatisfied. The major reasons for dissatisfaction are quantity, frequency and physical characteristics of the water.

A small percentage (4%) told that they had paid a bribe recently to get the repair work finished. The amount of bribe ranged between Rs. 200 and 1000. All those who paid bribe told that they got their work done after paying the bribe.

Section A: General Questions

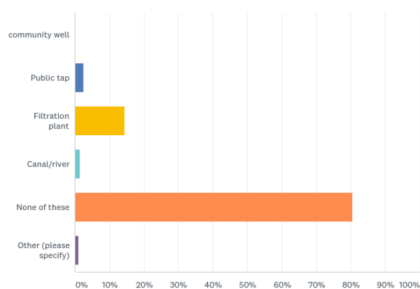
Q1: Which of the following sources of water available in your house? (Check all that apply)



58% respondents say they do not have access to piped water in their house

ANSWER CHOICES	RESPONSES
Bore (motor pump)	28.36%
Handpump	37.81%
Piped water	41.79%
Water Tanker	2.99%
None	0.00%
Total Respondents: 201	

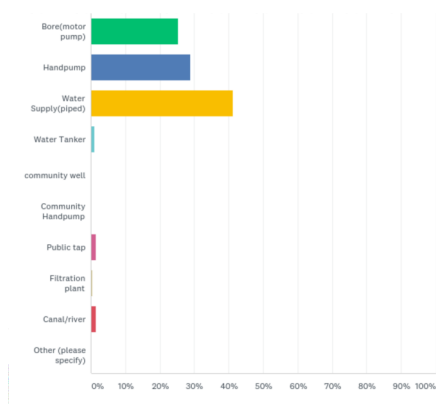
Q2: Which of the following sources of drinking water are available in your neighbourhood? (Check all that apply)



81% respondents say they don't have alternate water source available in their neighbourhood

ANSWER CHOICES	RESPONSES
community well	0.00%
Public tap	2.49%
Filtration plant	14.43%
Canal/river	1.49%
None of these	80.60%
Other (please specify)	1.00%
Total Respondents: 201	

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



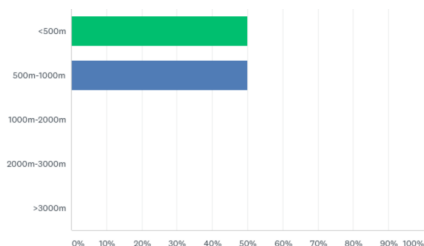
Water supply (piped) is the main source of water for 41% of households

ANSWER CHOICES	RESPONSES
Bore(motor pump)	25.87%
Handpump	28.86%
Water Supply(piped)	41.29%
Water Tanker	1.00%
community well	0.00%
Community Handpump	0.00%
Public tap	1.00%
Filtration plant	0.50%
Canal/river	1.49%
Other (please specify)	0.00%
TOTAL	201

Section B: 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)

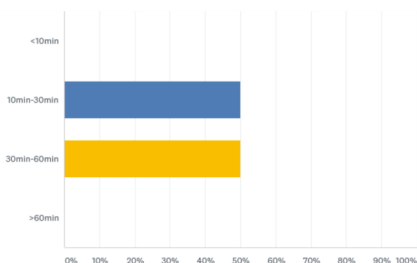
Q4: How far (in meters) is the public tap that you use?



Respondents say that public tap is within 1km radius of their household

ANSWER CHOICES	RESPONSES
<500m	50.00% 1
500m-1000m	50.00% 1
1000m-2000m	0.00% 0
2000m-3000m	0.00% 0
>3000m	0.00% 0
TOTAL	2

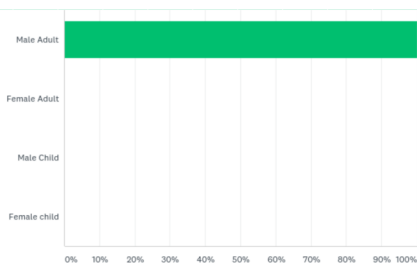
Q5: How long (in minutes) does it take to fetch water from public tap and return home?



It can take an hour to fetch water from public tap

ANSWER CHOICES	RESPONSES
<10min	0.00% 0
10min-30min	50.00% 1
30min-60min	50.00% 1
>60min	0.00% 0
TOTAL	2

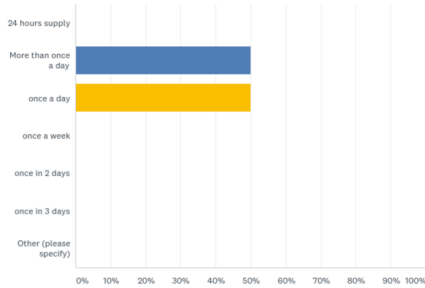
Q6: Who fetches water most often?



Male adults fetch water from public tap

ANSWER CHOICES	RESPONSES
Male Adult	100.00% 2
Female Adult	0.00% 0
Male Child	0.00% 0
Female child	0.00% 0
TOTAL	2

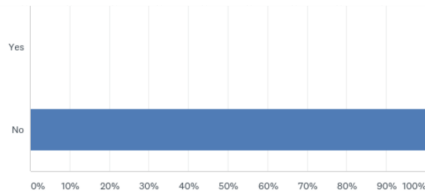
Q7: What is the frequency of water supply?



50% Respondents say they get water supply from public tap once a day

ANSWER CHOICES	RESPONSES	
24 hours supply	0.00%	0
More than once a day	50.00%	1
once a day	50.00%	1
once a week	0.00%	0
once in 2 days	0.00%	0
once in 3 days	0.00%	0
Other (please specify)	0.00%	0
TOTAL		2

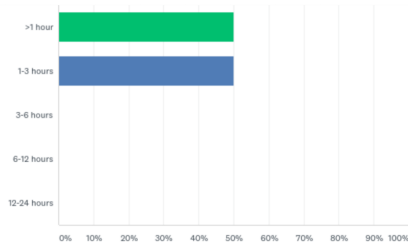
Q8: Is this frequency sufficient for your needs?



Respondents are dissatisfied with frequency of water supply in public tap

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

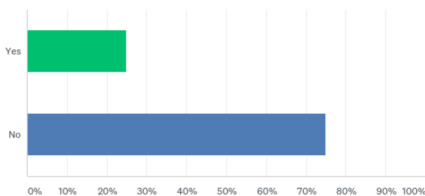
Q9: On the days that you get water, how many hours do you usually get water for?



Respondents say they get water from public tap for less than 3 hour a day

ANSWER CHOICES	RESPONSES	
>1 hour	50.00%	1
1-3 hours	50.00%	1
3-6 hours	0.00%	0
6-12 hours	0.00%	0
12-24 hours	0.00%	0
TOTAL		2

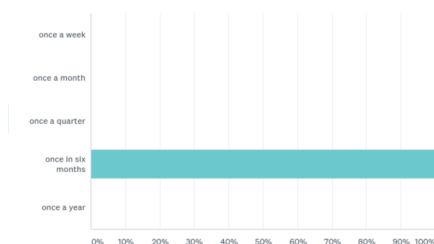
Q10: Has the public tap broken down in the past one year?



50% respondents say that the public tap has broken down at least once in past one year

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

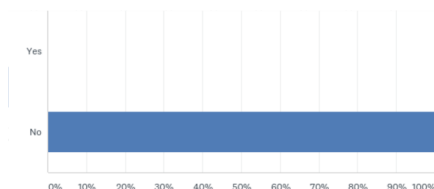
Q11: How frequently has public tap broken down?



Respondents say that the public tap breaks down once in six months

ANSWER CHOICES	RESPONSES	
once a week	0.00%	0
once a month	0.00%	0
once a quarter	0.00%	0
once in six months	100.00%	1
once a year	0.00%	0
TOTAL		1

Q12: Is the public tap fixed promptly when it breaks down?



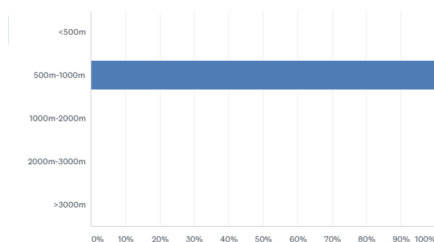
Respondents say public tap was is fixed promptly when it brokes down

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

Section C: 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)

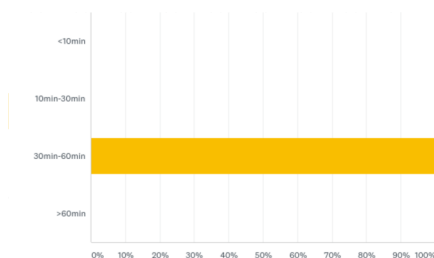
Q13: How far (in meters) is the filtration plant that you use?



Filtration plant is within 1km radius

ANSWER CHOICES	RESPONSES	
<500m	0.00%	0
500m-1000m	100.00%	1
1000m-2000m	0.00%	0
2000m-3000m	0.00%	0
>3000m	0.00%	0
TOTAL		1

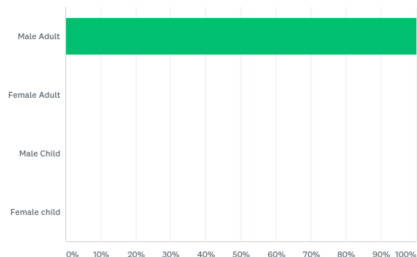
Q14: How long (in minutes) does it take to fetch water from filtration plant and return home?



Fetching water from filtration plant can take up to 1 hour

ANSWER CHOICES	RESPONSES	
<10min	0.00%	0
10min-30min	0.00%	0
30min-60min	100.00%	1
>60min	0.00%	0
TOTAL		1

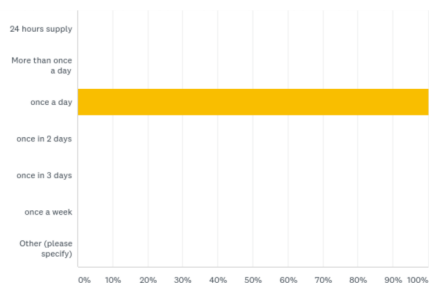
Q15: Who fetches water most often?



Male adults fetch water from filtration plant

ANSWER CHOICES	RESPONSES	
Male Adult	100.00%	1
Female Adult	0.00%	0
Male Child	0.00%	0
Female child	0.00%	0
TOTAL		1

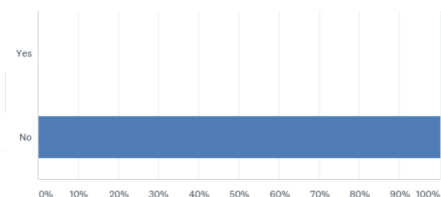
Q16: What is the frequency of water supply?



Respondents get water supply from filtration plant once a day

ANSWER CHOICES	RESPONSES	
24 hours supply	0.00%	0
More than once a day	0.00%	0
once a day	100.00%	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		1

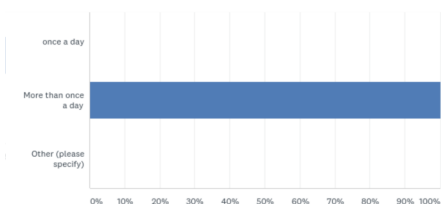
Q17: Is this frequency sufficient for your needs?



Respondents are dissatisfied with the frequency of water supply from filtration plant

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

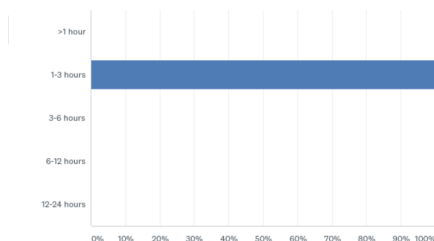
Q18: How often would you like to get water?



Respondents want to get water more than once a day from filtration plant

ANSWER CHOICES	RESPONSES	
once a day	0.00%	0
More than once a day	100.00%	1
Other (please specify)	0.00%	0
TOTAL		1

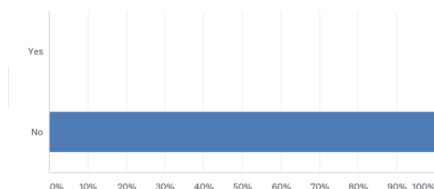
Q19: On the days that you get water, how many hours do you usually get water for?



Respondents say they get water for up-to three hours per day

ANSWER CHOICES	RESPONSES
<1 hour	0.00%
1-3 hours	100.00%
3-6 hours	0.00%
6-12 hours	0.00%
12-24 hours	0.00%
TOTAL	1

Q20: Has the filtration plant broken down in the past one year?



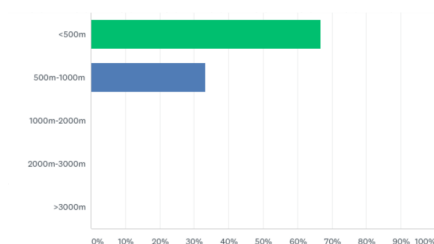
Respondents say filtration plant has not broken down in last one year

ANSWER CHOICES	RESPONSES
Yes	0.00%
No	100.00%
TOTAL	1

Section D: Canal/River as Main Source of Water

(This section is responded by respondents with canal/river as main source of water. The percentage figures in this section represent percentage of respondent with canal/river as main source of water and not the percentage of sample size)

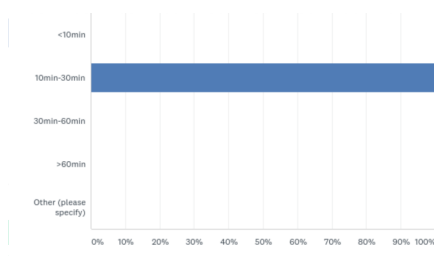
Q21: How far (in meters) is the canal/river that you use?



Respondents say, canal/river is within 1Km radius of their house

ANSWER CHOICES	RESPONSES
<500m	66.67%
500m-1000m	33.33%
1000m-2000m	0.00%
2000m-3000m	0.00%
>3000m	0.00%
TOTAL	3

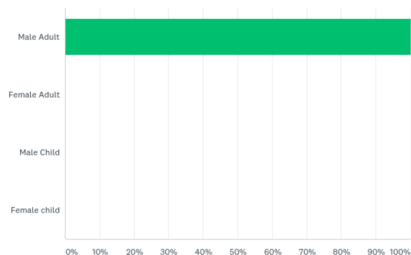
Q22: How long (in minutes) does it take to fetch water from canal/river and return home?



Respondents say it require 10-30 minutes to fetch water from canal/river

ANSWER CHOICES	RESPONSES
<10min	0.00%
10min-30min	100.00%
30min-60min	0.00%
>60min	0.00%
Other (please specify)	0.00%
TOTAL	3

Q23: Who fetches water most often?

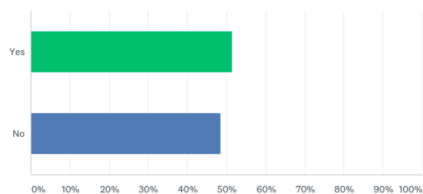


Male adults fetch water from canal

ANSWER CHOICES	RESPONSES	
Male Adult	100.00%	3
Female Adult	0.00%	0
Male Child	0.00%	0
Female child	0.00%	0
TOTAL		3

Section E: Common Questions

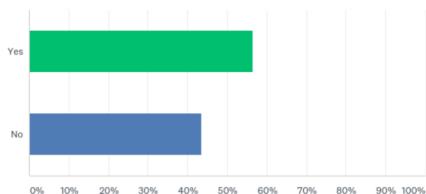
Q24: Is the quantity of water that you receive (from your main source of water) adequate?



49% say quantity of water they are getting from their main source is inadequate

ANSWER CHOICES	RESPONSES	
Yes	51.50%	103
No	48.50%	97
TOTAL		200

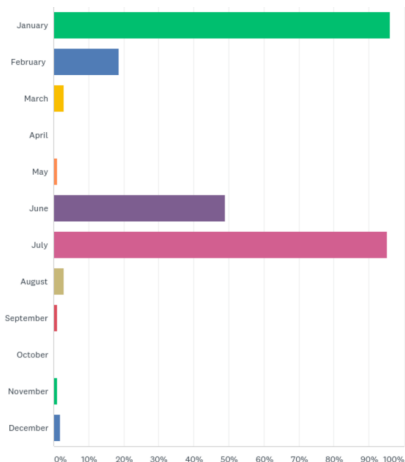
Q25: Is water available (from your main source) throughout the year?



44% say that water isn't available throughout the year

ANSWER CHOICES	RESPONSES	
Yes	56.50%	113
No	43.50%	87
TOTAL		200

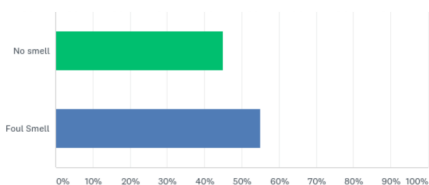
Q26: Which months do you face scarcity? (Check all that apply)



For majority, January, June and July are the months of acute water scarcity

ANSWER CHOICES	RESPONSES	
January	96.08%	98
February	18.63%	19
March	2.94%	3
April	0.00%	0
May	0.98%	1
June	49.02%	50
July	95.10%	97
August	2.94%	3
September	0.98%	1
October	0.00%	0
November	0.98%	1
December	1.96%	2
Total Respondents: 102		

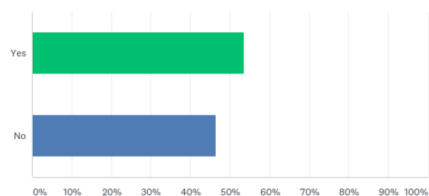
Q27: Generally, how does the water smell?



55% respondents say water has foul smell

ANSWER CHOICES	RESPONSES	
No smell	45.00%	90
Foul Smell	55.00%	110
TOTAL		200

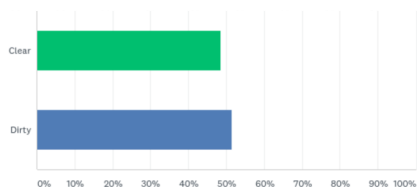
Q28: Generally, does the water have a taste?



54% respondents say water has taste

ANSWER CHOICES	RESPONSES	
Yes	53.50%	107
No	46.50%	93
TOTAL		200

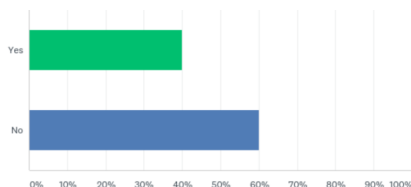
Q29: Generally, what does the water look like?



52% respondents say the water is dirty

ANSWER CHOICES	RESPONSES	
Clear	48.50%	97
Dirty	51.50%	103
TOTAL		200

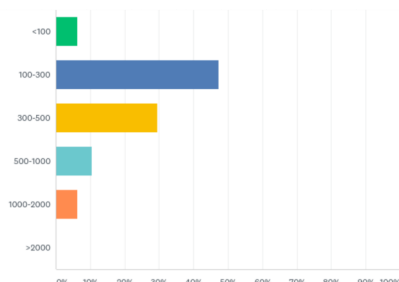
Q30: DO you pay for water?



40% respondents pay for water

ANSWER CHOICES	RESPONSES
Yes	40.00% 80
No	60.00% 120
TOTAL	200

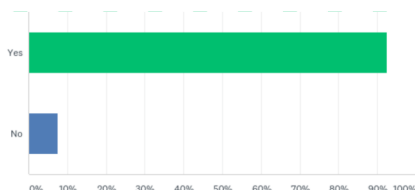
Q31: How much (in Pak Rupee) do you pay a month?



Of those paying for water, 47% pay Rs.100-300/month

ANSWER CHOICES	RESPONSES
<100	6.32% 6
100-300	47.37% 45
300-500	29.47% 28
500-1000	10.53% 10
1000-2000	6.32% 6
>2000	0.00% 0
TOTAL	95

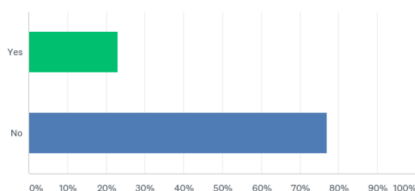
Q32: Are the bills that you receive accurate?



92% of respondents paying bills are satisfied with accuracy of bill

ANSWER CHOICES	RESPONSES
Yes	92.47% 86
No	7.53% 7
TOTAL	93

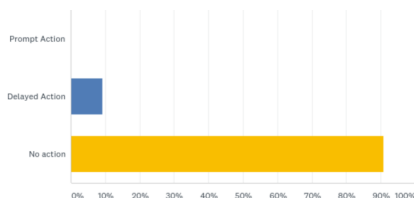
Q33: Have you made a complaint related to your drinking water service in the past one year?



23% respondents has complained to public authorities in last 1 year about drinking water service

ANSWER CHOICES	RESPONSES
Yes	23.00% 46
No	77.00% 154
TOTAL	200

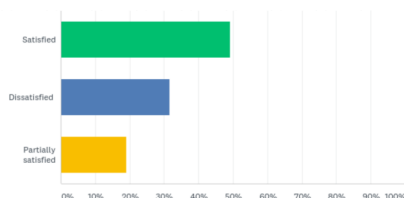
Q34: What was the result of the complaint?



Of those complaining, 91% respondents say authorities has not taken any action

ANSWER CHOICES	RESPONSES
Prompt Action	0.00%
Delayed Action	9.26%
No action	90.74%
TOTAL	54

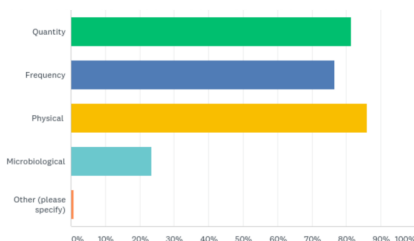
Q35: Overall, are you satisfied with your drinking water service?



51% respondents not totally satisfied with drinking water service

ANSWER CHOICES	RESPONSES
Satisfied	49.25%
Dissatisfied	31.66%
Partially satisfied	19.10%
TOTAL	199

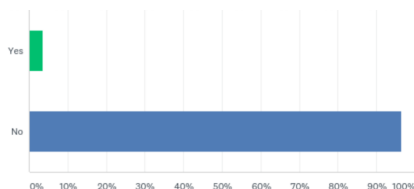
Q36: What are the reasons for your dissatisfaction or partial satisfaction? (list up to three)



Physical characteristics, quantity and frequency of water are reasons for dissatisfaction.

ANSWER CHOICES	RESPONSES
Quantity	81.31%
Frequency	76.64%
Physical	85.98%
Microbiological	23.36%
Other (please specify)	0.93%
Total Respondents: 107	

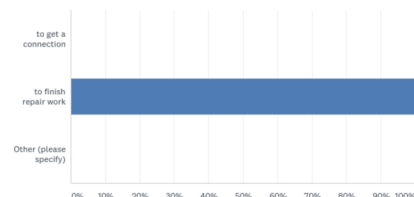
Q37: Have you paid a bribe for any service related to drinking water in the last one-year?



4% respondents have paid bribe in last one year in relation to water services

ANSWER CHOICES	RESPONSES
Yes	3.50%
No	96.50%
Total Respondents: 200	

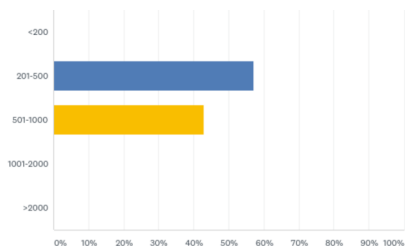
Q38: For what purpose have you most recently paid a bribe?



Bribe was paid to get the repair work done

ANSWER CHOICES	RESPONSES
to get a connection	0.00%
to finish repair work	100.00%
Other (please specify)	0.00%
TOTAL	7

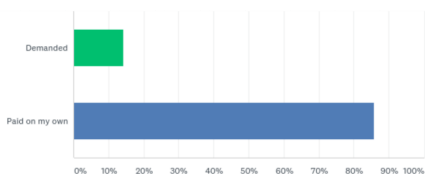
Q39: How much did you pay?



The usual amount of bribe is Rs. 200-1000

ANSWER CHOICES	RESPONSES
<200	0.00%
201-500	57.14%
501-1000	42.86%
1001-2000	0.00%
>2000	0.00%
TOTAL	7

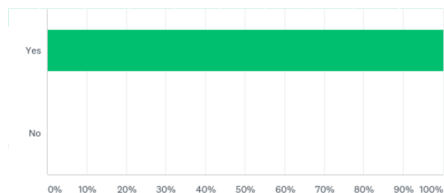
Q40: Was the bribe demanded (or did you pay on your own)



86% respondents say they have paid bribe on their own to get their work done

ANSWER CHOICES	RESPONSES
Demanded	14.29%
Paid on my own	85.71%
TOTAL	7

Q41: Did the work get done after paying the bribe?



Work gets done after bribe

ANSWER CHOICES	RESPONSES
Yes	100.00%
No	0.00%
TOTAL	7

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 The Indus Rural Agriculture & Development 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). All the data was entered in the survey monkey with the help of volunteers and CPDI staff and analysis was generated.



Democratic
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This project is funded by the European Union

This publication has been produced with the assistance of the European Union and Friedrich-Naumann-Stiftung für die Freiheit. The contents of this publication are the sole responsibility of Centre for Peace and Development Initiatives (CPDI) and can in no way be taken to reflect the views of the European Union and Friedrich-Naumann-Stiftung für die Freiheit.