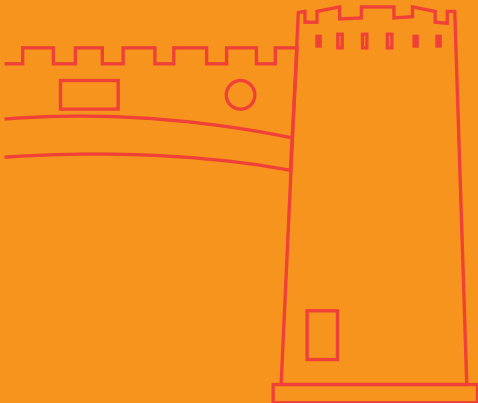


DEMOCRATIC LOCAL GOVERNANCE FOR DEVELOPMENT IN PAKISTAN

Citizen Report Card Water Supply Swabi



Citizen Report Card-Water Supply-Swabi

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

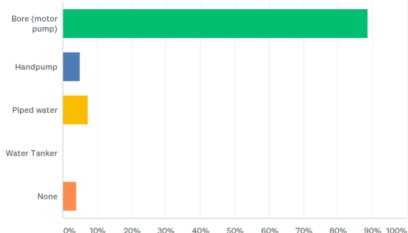
The survey results show that local government miserably failed to provide water to the citizens. Majority of the population was relying on their in-house water sources for daily consumption. For 89% of the respondents, bore (motor pump) was the main source of water. Another 7% depend of public tap, 4% on community well and 3% were fetching water from nearby canal and river.

As majority of the respondents were relying on their own sources for water, 89% told that quantity of water that they were receiving from their main source was adequate. Other 11% respondents that were using public tap, community well and canal and river as their main source of water told that quantity of water remained inadequate throughout the year. They also complained about the acute scarcity of water in the months of July and August.

A sizeable proportion (72%) of the respondents were satisfied with water services they receive; while 28% respondents showed dissatisfaction. Out of 28% dissatisfied respondents, 90% were dissatisfied for microbiological reason, 22% complained about the physical characteristics of water; while 21% respondents were not satisfied with the quantity of water they were receiving.

Section A: General Questions

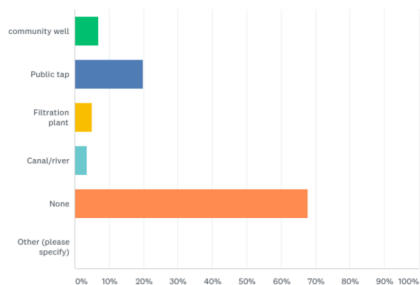
Q1: Which of the following sources of water available in your house? (Check all that apply)



89% of respondents say bore (motor pump) is available in their house

ANSWER CHOICES	RESPONSES	
Bore (motor pump)	88.61%	179
Handpump	4.95%	10
Piped water	7.43%	15
Water Tanker	0.00%	0
None	3.96%	8
Total Respondents: 202		

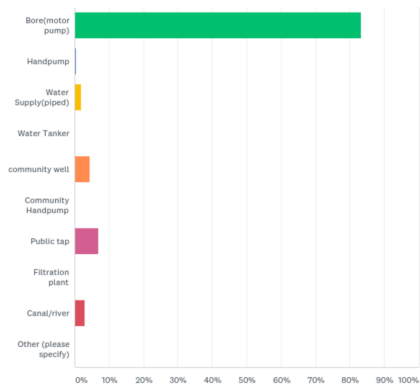
Q2: Which of the following sources of drinking water are available in your neighbourhood? (Check all that apply)



20% of respondents say public tap is available in their neighbourhood

ANSWER CHOICES	RESPONSES	
community well	6.93%	14
Public tap	19.80%	40
Filtration plant	4.95%	10
Canal/river	3.47%	7
None	67.82%	137
Other (please specify)	0.00%	0
Total Respondents: 202		

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



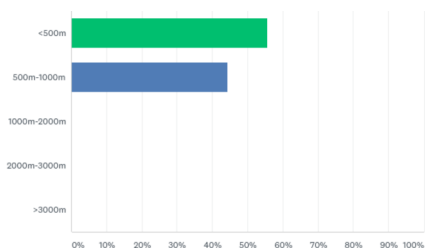
83% of respondents use bore water; while 7% respondents use public tap water

ANSWER CHOICES	RESPONSES	
Bore (motor pump)	83.17%	168
Handpump	0.50%	1
Water Supply (piped)	1.98%	4
Water Tanker	0.00%	0
community well	4.46%	9
Community Handpump	0.00%	0
Public tap	6.93%	14
Filtration plant	0.00%	0
Canal/river	2.97%	6
Other (please specify)	0.00%	0
TOTAL		202

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)

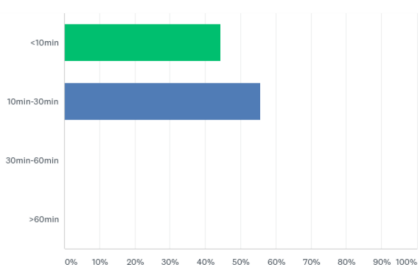
Q4: How far (in meters) is the community well that you use?



56% of respondents say community well is within 500 meter radius

ANSWER CHOICES	RESPONSES	
<500m	55.56%	5
500m-1000m	44.44%	4
1000m-2000m	0.00%	0
2000m-3000m	0.00%	0
>3000m	0.00%	0
TOTAL		9

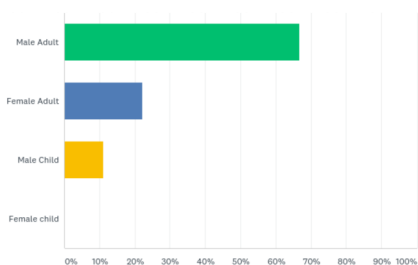
Q4: How long (in minutes) does it take to fetch water and return home?



56% of respondents fetch water within 10-30min

ANSWER CHOICES	RESPONSES	
<10min	44.44%	4
10min-30min	55.56%	5
30min-60min	0.00%	0
>60min	0.00%	0
TOTAL		9

Q5: Who fetches water most often?



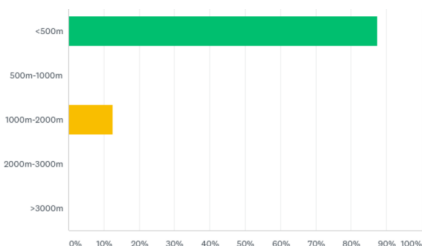
67% of respondents say male adult fetch water mostly; while 22% respondents say female fetch water

ANSWER CHOICES	RESPONSES	
Male Adult	66.67%	6
Female Adult	22.22%	2
Male Child	11.11%	1
Female child	0.00%	0
TOTAL		9

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)

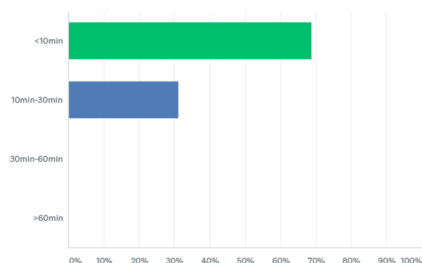
Q6: How far (in meters) is the public tap that you use?



88% of respondents say public tap is within 500 meters

ANSWER CHOICES	RESPONSES	
<500m	87.50%	14
500m-1000m	0.00%	0
1000m-2000m	12.50%	2
2000m-3000m	0.00%	0
>3000m	0.00%	0
TOTAL		16

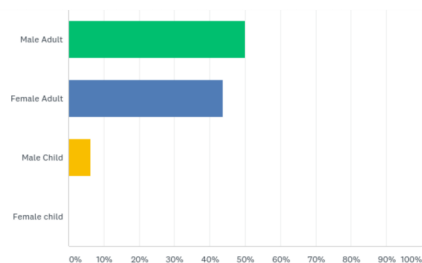
Q7: How long (in minutes) does it take to fetch water from public tap and return home?



69% of respondents say they fetch water in less than 10min; while 31% respondents say it takes up to 30 minutes to fetch water

ANSWER CHOICES	RESPONSES	
<10min	68.75%	11
10min-30min	31.25%	5
30min-60min	0.00%	0
>60min	0.00%	0
TOTAL		16

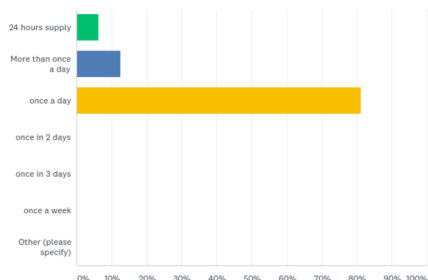
Q8: Who fetches water most often?



50% of male and 44% of female adults fetch water

ANSWER CHOICES	RESPONSES	
Male Adult	50.00%	8
Female Adult	43.75%	7
Male Child	6.25%	1
Female child	0.00%	0
TOTAL		16

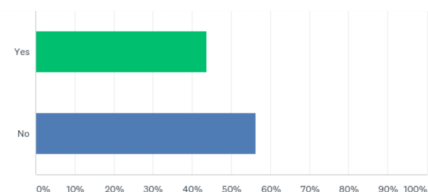
Q9: What is the frequency of water supply?



81% respondents get water once a day

ANSWER CHOICES	RESPONSES	
24 hours supply	6.25%	1
More than once a day	12.50%	2
once a day	81.25%	13
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		16

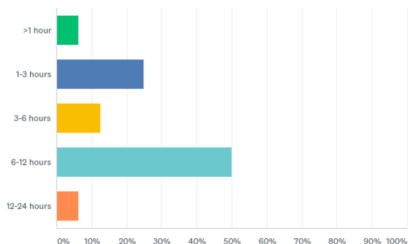
Q10: Is this frequency sufficient for your needs?



56% respondents say frequency is not sufficient enough

ANSWER CHOICES	RESPONSES	
Yes	43.75%	7
No	56.25%	9
TOTAL		16

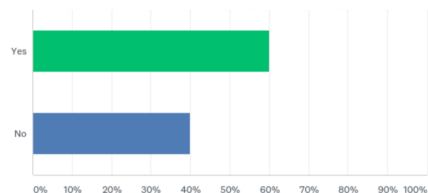
Q11: On the days that you get water, how many hours do you usually get water for?



25% of respondents get water for 1-3 hours a day

ANSWER CHOICES	RESPONSES	
<1 hour	6.25%	1
1-3 hours	25.00%	4
3-6 hours	12.50%	2
6-12 hours	50.00%	8
12-24 hours	6.25%	1
TOTAL		16

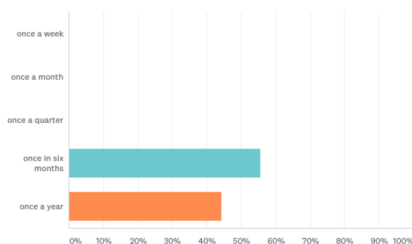
Q12: Has the public tap broken down in the past one year?



60% of respondents say public tap broke down in past 1 year

ANSWER CHOICES	RESPONSES	
Yes	60.00%	9
No	40.00%	7
TOTAL		16

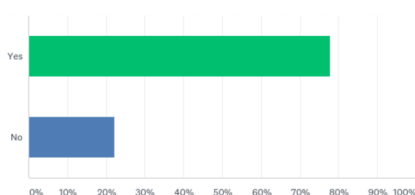
Q13: How frequently has public tap broken down?



56% of respondents say public tap has broken down once in last 6 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	55.56%	5
once a year	44.44%	4
TOTAL		9

Q14: Is the public tap fixed promptly when it breaks down?



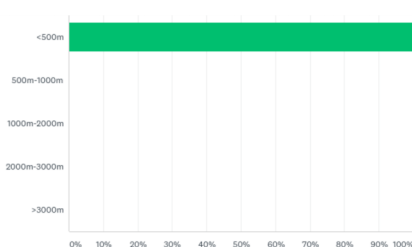
78% of respondents say the public tap was fixed promptly

ANSWER CHOICES	RESPONSES	
Yes	77.78%	7
No	22.22%	2
TOTAL		9

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)

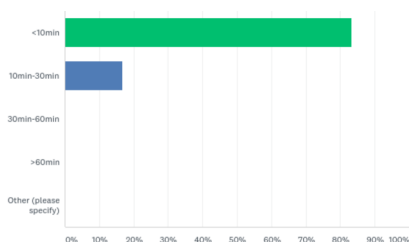
Q15: How far (in meters) is the canal/river that you use?



Of 3% respondents that use canal/river as their main source of water; 100% say canal/river is less than 500m away

ANSWER CHOICES	RESPONSES	
<500m	100.00%	6
500m-1000m	0.00%	0
1000m-2000m	0.00%	0
2000m-3000m	0.00%	0
>3000m	0.00%	0
TOTAL		6

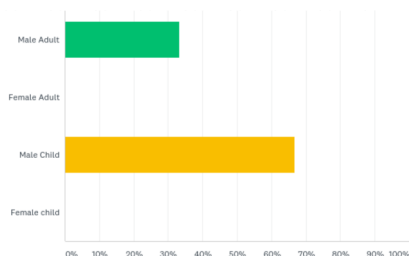
Q16: How long (in minutes) does it take to fetch water from canal/river and return home?



83% of respondents fetch water from canal/river in less than 10 minutes

ANSWER CHOICES	RESPONSES	
<10min	83.33%	5
10min-30min	16.67%	1
30min-60min	0.00%	0
>60min	0.00%	0
Other (please specify)	0.00%	0
TOTAL		6

Q17: Who fetches water most often?

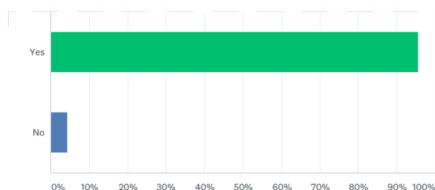


33% male adult and 67% male child fetch water

ANSWER CHOICES	RESPONSES	
Male Adult	33.33%	2
Female Adult	0.00%	0
Male Child	66.67%	4
Female child	0.00%	0
TOTAL		6

Section E: Common Questions

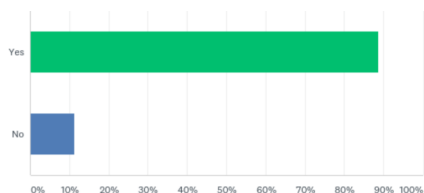
Q18: Is the quantity of water that you receive (from your main source of water) adequate?



96% of respondents say the water quantity is adequate

ANSWER CHOICES	RESPONSES	
Yes	95.54%	193
No	4.46%	9
TOTAL		202

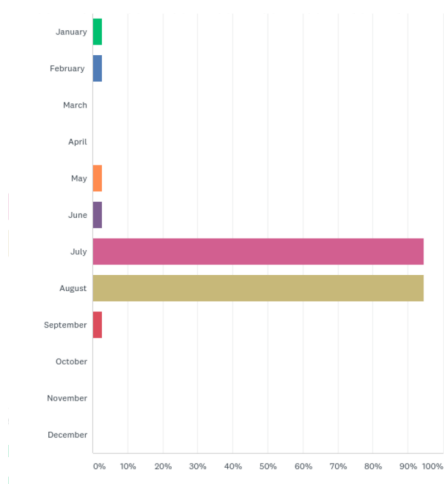
Q19: Is water available (from your main source) throughout the year?



11% respondents say water is not available throughout the year

ANSWER CHOICES	RESPONSES
Yes	88.61% 179
No	11.39% 23
TOTAL	202

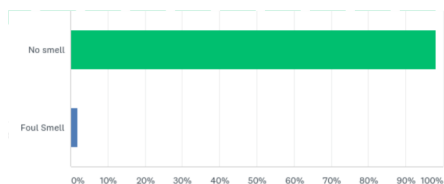
Q20: Which months do you face scarcity? (Check all that apply)



June and July are the water scarcity months

ANSWER CHOICES	RESPONSES
January	2.70% 1
February	2.70% 1
March	0.00% 0
April	0.00% 0
May	2.70% 1
June	2.70% 1
July	94.59% 21
August	94.59% 21
September	2.70% 1
October	0.00% 0
November	0.00% 0
December	0.00% 0
Total Respondents: 23	

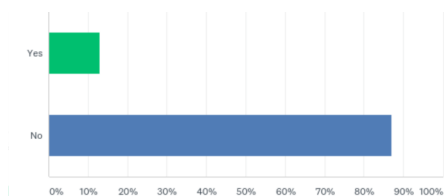
Q21: Generally, how does the water smell?



98% of respondents say water has no smell

ANSWER CHOICES	RESPONSES
No smell	98.02% 198
Foul Smell	1.98% 4
TOTAL	202

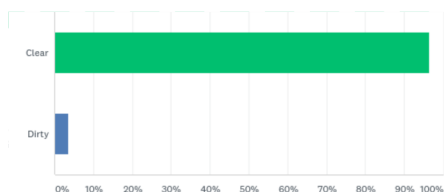
Q22: Generally, does the water have a taste?



87% of respondents say water has no taste

ANSWER CHOICES	RESPONSES	
Yes	12.87%	26
No	87.13%	176
TOTAL		202

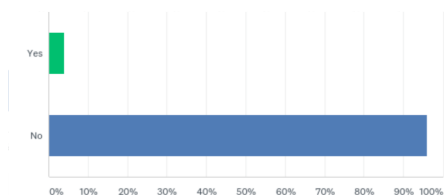
Q23: Generally, what does the water look like?



97% of respondents say water looks clear

ANSWER CHOICES	RESPONSES	
Clear	96.53%	195
Dirty	3.47%	7
TOTAL		202

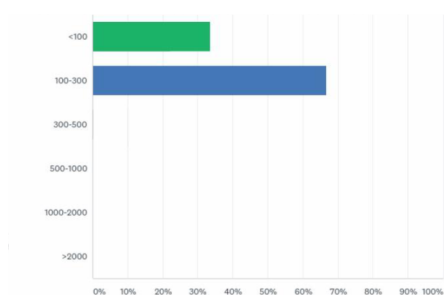
Q24: Do you pay for water?



4% of respondents pay for water

ANSWER CHOICES	RESPONSES	
Yes	3.96%	8
No	96.04%	194
TOTAL		202

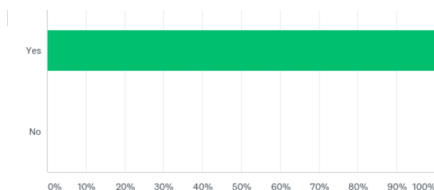
Q25: How much (in Pak Rupee) do you pay a month?



67% of respondents pay 100-300 rupees a month

ANSWER CHOICES	RESPONSES	
<100	33.33%	2
100-300	66.67%	6
300-500	0.00%	0
500-1000	0.00%	0
1000-2000	0.00%	0
>2000	0.00%	0
TOTAL		8

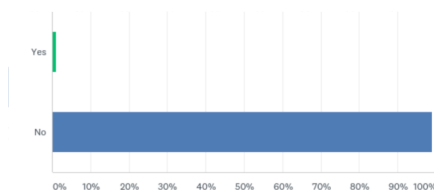
Q26: Are the bills that you receive accurate?



Bills are accurate mostly

ANSWER CHOICES	RESPONSES
Yes	100.00% 9
No	0.00% 0
TOTAL	9

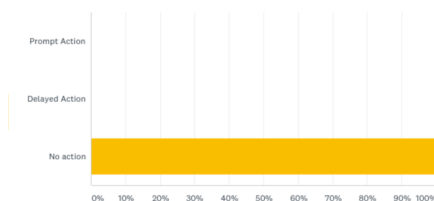
Q27: Have you made a complaint related to your drinking water service in the past one year?



1% respondents made complaints in past one year

ANSWER CHOICES	RESPONSES
Yes	0.99% 2
No	99.01% 200
TOTAL	202

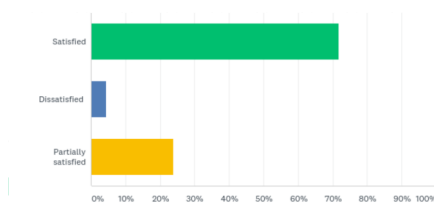
Q28: What was the result of the complaint?



100% of respondents say no action was taken on complaints

ANSWER CHOICES	RESPONSES
Prompt Action	0.00% 0
Delayed Action	0.00% 0
No action	100.00% 2
TOTAL	2

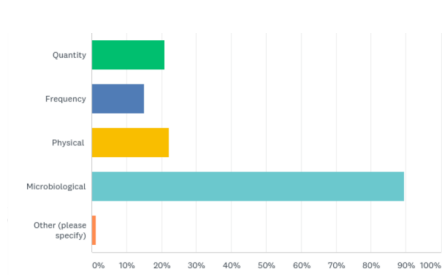
Q29: Overall, are you satisfied with your drinking water service?



28% respondents are not satisfied with drinking water service

ANSWER CHOICES	RESPONSES
Satisfied	71.78% 145
Dissatisfied	4.46% 9
Partially satisfied	23.76% 48
TOTAL	202

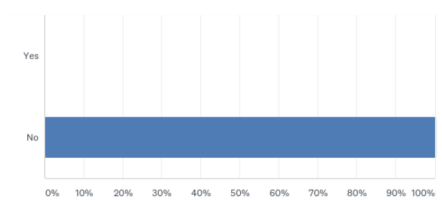
Q30: What are the reasons for your dissatisfaction or partial satisfaction? (list up to three)



90% of respondents are dissatisfied for microbiological reason, 22% are not satisfied with the physical characteristics of water; while 21% respondents are not satisfied with the quantity of water

ANSWER CHOICES	RESPONSES	
Quantity	20.93%	18
Frequency	15.12%	13
Physical	22.09%	19
Microbiological	89.53%	77
Other (please specify)	1.16%	1
Total Respondents: 86		

Q31: Have you paid a bribe for any service related to drinking water in the last one-year?



No respondent have paid bribe for water services

ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	100.00%	202
Total Respondents: 202		

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 Samaji Behboodi Rabita Council.
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
Development in Pakistan

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