



Governance and Citizens' Charter Survey 2011 BANGLADESH

Ishtiaq Jamil
Salahuddin M. Aminuzzaman
Sk. Tawfique M. Haque
Shakil Ahmed



Public Policy and Governance (PPG) Program
Department of Political Science and Sociology
North South University, Dhaka, Bangladesh

databook

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Data Book: Governance and Citizens' Charter Survey 2011, Bangladesh

Ishtiaq Jamil, Associate Professor, Department of Administration and Organization Theory University of Bergen, Bergen, Norway

Salahuddin M. Aminuzzaman, Professor and Adviser, Public Policy and Governance (PPG) Program, Department of Political Science and Sociology, North South University, Dhaka, Bangladesh

Sk. Tawfique M. Haque, Professor and Director, Public Policy and Governance (PPG) Program, Department of Political Science and Sociology, North South University, Dhaka, Bangladesh

Shakil Ahmed, Assistant Professor, Department of Political Science and Sociology, North South University, Dhaka, Bangladesh

Research Team of North South University

Md. Akram Hossain, Research Associate, Public Policy and Governance (PPG) Program

Mahfuza Siddiqua, Research Associate, Public Policy and Governance (PPG) Program

Shehreen Amin Bhuiyan, Research Associate, Public Policy and Governance (PPG) Program

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For any editorial queries, please email to: nsu.mppg@gmail.com

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Preface

Citizens' charter has been incorporated in public institutions since the introduction of New Public Management in many developing countries. The initiative to introduce Citizens' Charter in Bangladesh to all public institutions came from the recommendations of Public Administration Reforms Commission (PARC) in the late 90s. Later the Care Taker Government which took power in 2007 gave directives to implement citizens' charter in all departments and subordinate offices. Despite its adoption in most public entities in the late 90s, systematic study on its application and usefulness remained an unexplored area of research.

In this context, a survey on Citizens' Charter was carried out in Bangladesh and Nepal with the support from NORAD. In Bangladesh, the Public Policy and Governance (PPG) Program of North South University carried out the survey.

This data book on "Citizens' Charter" is the outcome of the nationwide survey conducted in 2009 in four city corporations and four municipalities in Bangladesh with a total number of respondents of 1000. The survey was carried out from November 2009 to February 2010.

The survey reveals that citizens' charter as a guarantee to deliver promised services is least complied and citizens are less aware of it. The issue of urban governance through city corporations and municipalities though they play a very important role particularly in up-keeping civic amenities, cleanliness and maintenance of roads and drainage systems, their dependency on the central government for resources remains a major obstacle for their growth. Besides, low participation and citizens' engagement with the municipalities, politicization and rent seeking also impede the growth of a healthy citizen-municipality interface. This survey indicates that municipalities command less trust in timely delivery of services.

This data book is intended to help those researchers interested in undertaking research on governance and trust. We hope that the data book would serve as a useful document to the researchers as well as the students of public policy and governance.

databook

Introduction

This data book is based on a survey on Citizens' Charter in Bangladesh carried out in city corporations and municipalities in 2009. The survey maps the state of implementation of citizen charter in urban local governments by surveying four city corporations and four municipalities of Bangladesh. It measures the effectiveness of citizens' charter as a management tool and awareness of citizens about the provision of services as promised by the charter.

Citizens' charter is a reform process initiated to build bridges between citizens and administration and to streamline administration in conformity with the needs of the citizens. The concept of Citizens' Charter began in the United Kingdom in the 90s in order to provide better services. The idea was "doing more with less but doing it nicer" (McGuire, 2002). Citizens' charter is considered to be a management tool to guarantee delivery of some promised services efficiently, timely, appropriately and maintaining proper quality as it is a pledge or a declaration from the service providing institutions to fine tune public services to the needs of the citizens. According to Drewry (2005), citizens' charter incorporates the very notion of accountability and transparency. It presupposes the availability of information about who is responsible for what and how long a service provision would take. These are clearly spelled out so that citizens become more aware of what to expect and in which manner. Citizens' charter also creates awareness among citizens about their rights and privileges from the service providing institutions resulting in a situation where services are continuously improved from demands of the citizens.

Though citizens' charter was recommended in Bangladesh first by the Public Administration Reform Commission (PARC) in the 90s, its actual implementation in all public institutions began during the Non-Party Care Taker Government in 2007. Therefore, the implementation of citizens' charter in Bangladesh is a top-down initiative rather than a bottom-up approach for service delivery. In order to improve local service provisions, a number of municipalities have adopted citizens' charter in Bangladesh.

The White Paper published by the UK Government adopts "Citizens' Charter: Raising the Standard" incorporating provision for better services through setting standards, installing complaints and redress mechanism against quality of services, encouraged service providers to design their own charters and make these aware to the citizens" (Morley cited in James et al.2005). It focuses more on consumer's interests rather than on provider's interests. The key components of citizens charter lie in setting standards for services, ensuring value for money, information and openness, choice and consultation, courtesy and helpfulness and maintaining timeliness for service delivery. Citizens' charter puts 'a citizen's first' so that they are better served.

As mentioned before, the Care Taker Government in 2007 introduced citizens' charter across ministries, divisions, autonomous bodies, service agencies, district administration and municipalities to display their charter of activities to the public. Simultaneously, the citizens charter was also adopted in the secretariat instructions 2008 focusing on certain principles such as setting measurable standard for service delivery, flashing service deliverer's identity, cost of service and time frame, giving opportunity to choose alternative services, ensuring courtesy including offering apology for mistake and failure, scope for complaint and provision for corrective measure and ensuring value for money for the services charged. Though it was introduced in 2007, it remained more as a management fad rather than a tool for improved service provision.

The data book on citizens' charter provides interesting information about people's perception about the implementation of the charter. It presents descriptive statistics mainly in the form of frequency distributions in accordance with the sequence of the survey questions.

Though the survey provides data for a particular time period, conducting longitudinal studies perhaps be more useful to measure whether the findings remain stable over time. Therefore, this raises a methodological challenge of longitudinal studies and may be taken into consideration for future studies on citizens' charter. Studies on citizens' charter may also be carried out on a comparative basis across regions. In this regard, the study of citizens' charter in urban governance in Bangladesh and Nepal by Jamil (2011) may provide source of inspiration and information for comparative studies on the status of citizens' charter in countries of South Asia.



Executive Summary

Executive Summary

Citizens' charter puts citizens' first with regard to public service delivery. It focuses on a change of attitudes towards citizens, so that organizations become more pro-people. Citizens' charter was incorporated in City Corporations and Municipalities in 2007. The survey findings are presented briefly.

Major Findings of the Survey

- The survey showed that more than half of the respondents were not aware of or even heard about citizen's charter.
- People knew about the citizen's charter from the interaction with family, friends, news and print media.
- Very few Bangladeshi respondents came to know about the citizens' charter through municipal staff. This reveals low internalization of the reforms in municipalities. Likewise, the trend suggests weak interface and interaction between municipalities and citizens of Bangladesh resulting in little impact on citizen service delivery and responsiveness.
- Another reason for the low implementation of the citizen charter was that they were not informed adequately as to what the charter entailed and what pledges to the citizens it made. The survey showed that about 74% of the respondents were not informed about the details of the charter.
- However, when it came to the question of citizen's inclusion in the formulation of the charter, almost all respondents opined that they should have been consulted in the formulation process.
- The survey revealed the appalling presence and involvement of dalals (middle-men) in municipal service delivery. Majority of the respondents opined that dalals were involved in the service delivery mechanism.
- The survey findings further revealed the sorry picture of the citizens who feel that municipal administration were not easily accessible, reducing service delivery at the mercy of the dalals thereby perpetuating corruption and bribery in the municipal service delivery system.

Data collection	: Door to door questionnaire survey
Countries covered	: Bangladesh
Sample size	: 1000
Gender distribution in sample	: Male- 599 (60%) Female- 401 (40%)
Areas covered	: 8 urban governments
Survey area	: City corporations- <ul style="list-style-type: none">• Dhaka• Chittagong• Khulna• Rajshahi Pourashabhas- <ul style="list-style-type: none">• Narayanganj• Gazipur• Satkhira• Sherpur
Survey period	: November 2009 – February 2010

- The citizens' charter pledges timely delivery of services, management of complaints and alternative choice of service provision. But the findings of the survey revealed that delivery of services took longer time than stipulated in the charter.
- The survey not only unveiled the dissatisfaction of the citizens towards the municipals service delivery and non-compliance of the citizens' charters, but also exposed the factors which denied services in time. In Bangladesh, using 'Tadbir' (lobbying) or references of someone and offering bribes were considered as determining factors for quick services.
- With regard to handling complaints for non-delivery of services in time- findings of the survey revealed that no convincing answers were available or given.
- The survey findings revealed that the majority of respondents never lodged a complaint, despite being dissatisfied with service provision or not getting a service at all which suggests that Bangladeshi citizens are passive consumers and accustomed to the belief that they had no say in the way services were provided.
- One bright side to this issue of lodging complaints is that, whenever respondents had lodged complaints for non-delivery of services, they got the services. It shows that if the citizens were more vocal about their rights, then the service providers were bound to provide services duly. Survey results showed that 50% of the respondents, who had lodged complaints, received expected service.
- This also raises the crucial question as to why people do not complain more frequently despite knowing that the outcomes of complaints are positive in most cases. Is this a reflection of a feeling of alienation from the system of governance?
- The survey showed that more than 80% of the respondents thought that municipal officers were corrupt, biased and unfriendly. Almost half of the citizens responded that municipal officers were not trust worthy.
- On the contrary, the services provided by private and voluntary (for example NGO) organizations were considered highly efficient and opined that these organizations perhaps could provide public services more efficiently than the municipality.
- While evaluating the services of the municipalities after the introduction of citizen charter., the survey findings revealed that most positively identified services were:

- Vital registration (birth, death, marriage etc.)
- Maintenance and construction of roads

On the other hand, most negatively evaluated services were

- Street lighting
- Maintenance of parks and gardens
- Plantation of trees on roadsides

- Overall, the survey showed that municipal institutions enjoyed less trust of the citizens and the perception of the citizens' regarding officials of the municipalities was considered very poor. Despite that, citizens were found to be more or less content with services though their evaluation varied from one service to another. Due to a weak citizen-municipalities interface and citizen engagement, citizens tend to be more apathetic towards the municipal services.



Data Tables

Governance and Citizens' Charter Survey 2011, Bangladesh

City Corporation/Municipality covered in the survey

Categories	Freq.	%
Chittagong	151	15.1
Dhaka	201	20.1
Gazipur	100	10.0
Khulna	125	12.5
Narayanganj	100	10.0
Rajshahi	127	12.7
Satkhira	100	10.0
Sherpur	96	9.6
Total Valid	849	100
Missing	151	
N	1000	

Part A: Socio-economic background of the respondents

Q.1. Gender of respondents

Categories	Freq.	%
Male	692	69.5
Female	304	30.5
Total Valid	996	100
Missing	4	
N	1000	

Q.2. Age of respondents

Categories	Freq.	%
15-19	7	0.7
20-24	95	9.5
25-29	159	15.9
30-34	183	18.4
35-39	198	19.9
40-44	114	11.4
45-49	105	10.5
50-54	52	5.2
55-59	32	3.2
60-64	27	2.7
65-69	19	1.9
70-74	2	0.2
75-79	3	0.3
80-84	1	0.1
Valid Total	997	100
Missing	3	
N	1000	

Q.3. Religion of respondents

Categories	Freq.	%
Muslim	762	77.5
Hindu	194	19.7
Christian	13	1.3
Buddhist	9	0.9
Others	5	0.5
Total Valid	983	100
Missing	17	
N	1000	

Q.4. Birth place (District) of respondents

Categories	Freq.	%
Bandarban	4	0.4
Barisal	10	1.0
Bhola	3	0.3
Bogra	79	7.9
Brahmanbaria	3	0.3
Chandpur	11	1.1
Chapainababgonj	4	0.4
Chittagong	132	13.2
Chuadanga	1	0.1
Comilla	19	1.9
Cox's bazar	5	0.5
Dhaka	77	7.7
Dinajpur	7	0.7
Faridpur	10	1.0
Feni	9	0.9
Gaibandha	8	0.8
Gazipur	11	1.1
Gopalganj	2	0.2
Hobigonj	1	0.1
Horogram	2	0.2
India	1	0.1
Jamalpur	13	1.3
Jessore	7	0.7
Jhenaidah	1	0.1
Joypurhat	2	0.2
Khulna	136	13.6
Kishoregonj	5	0.5
Kurigram	5	0.5
Kushtia	7	0.7
Lakshmipur	3	0.3
Lalmonirhat	3	0.3
Madaripur	2	0.2
Magura	4	0.4
Manikgonj	6	0.6

Continue...

Categories	Freq.	%
Meherpur	1	0.1
Munshigonj	5	0.5
Mymensingh	16	1.6
Naogaon	5	0.5
Narail	5	0.5
Narayangonj	64	6.4
Narsingdi	6	0.6
Natore	10	1
Netrakona	4	0.4
Nilphamari	2	0.2
Noakhali	11	1.1
Pabna	14	1.4
Panchagarh	4	0.4
Patuakhali	3	0.3
Rajbari	3	0.3
Rajsahi	105	10.5
Rangpur	13	1.3
Satkhira	87	8.7
Savar	6	0.6
Sherpur	4	0.4
Sirajgonj	21	2.1
Sunamgonj	3	0.3
Sylhet	6	0.6
Tangail	6	0.6
Thakurgaon	3	0.3
Total Valid	1000	100
Missing	0	
N	1000	

Q.5. Number of family members

Categories	Freq.	%
1	5	0.5
2	36	3.6
3	158	15.8
4	263	26.3
5	245	24.5
6	121	12.1
7	90	9.0
8	38	3.8
9	12	1.2
10	8	0.8
10+	17	1.7
Total Valid	993	100
Missing	7	0.7
N	1000	

Q.6. Education status of respondents

Categories	Freq.	%
Illiterate	19	1.9
Literate	25	2.5
Primary level (1-5)	46	4.6
Lower Secondary (high school, 6-8)	72	7.2
Secondary level (SSC passed)	108	10.8
Higher Secondary (HSC passed)	218	21.8
Graduate	330	33.0
Masters or higher	181	18.1
Total Valid	999	100
Missing	1	
N	1000	

Q.7a. Occupational status of respondents

Categories	Freq.	%
Working	440	44.4
Self Employed	273	27.6
Unemployed	13	1.3
Retired	33	3.3
Student	104	10.5
House Wife	127	12.8
Total Valid	990	100
Missing	10	
N	1000	

Q.7b. Occupational status of those who working (If answer is 1 in question 7a then)

Categories	Freq.	%
Farmer	17	3.8
Manual worker (skilled)	53	11.8
Manual worker (unskilled)	33	7.3
Executive, Top management, Director	80	17.8
Professional-Lawyer, Doctor, Accountant, etc.	60	13.3
Academic/Teacher	68	15.1
Public servant	83	18.4
Others	56	12.4
Total Valid	450	100
Missing	550	
N	1000	

Q.8. Occupational sector of respondents

Categories	Freq.	%
Private firm	242	53.9
Public sector	125	27.8
NGOs	27	6.0
Foundation/interest org./civil society	5	1.1
Others	50	11.1
Total Valid	449	100
Missing	551	
N	1000	

Q.9. Monthly expenditure of respondents

Categories	Freq.	%
upto 4999	130	13.1
5,000 - 9,999	247	24.9
10,000 - 14,999	222	22.4
15,000 -19,999	168	17.0
20,000 - 24,999	104	10.5
25,000 – 29,999	50	5.0
30,000 – 34,999	39	3.9
35,000 – 39,999	16	1.6
40,000+	15	1.5
Valid Total	991	100
Missing	9	
N	1000	

Part B: With Beneficiary or Service-holders about Effectiveness

(Understanding; Timeliness; Accessibility; Reliability; Responsiveness; and Cost)

Q.10a. Have you heard of the introduction of Citizen Charter in your municipality?

Categories	Freq.	%
No	600	60.1
Yes	398	39.9
Total Valid	998	100
Missing	2	
N	1000	

Q.10b. If yes, how did you know about this? (ONLY FOR THOSE WHO HAVE HEARD OF CC)

Categories	Freq.	%
Notice- board	62	15.5
Family and friends	99	24.8
From other people	56	14.0
Municipality staffs	63	15.8
Print and electronic media	93	23.3
Internet	9	2.3
Others	18	4.5
Total Valid	400	100
Missing	600	
N	1000	

Q.11. Do you think there is enough information about Citizen Charter of this municipality?

Categories	Freq.	%
Absolutely	30	3.0
Quite	78	7.9
Partly	405	40.8
Not at all	480	48.3
Total Valid	993	100
Missing	7	
N	1000	

Q.12. Please mention how useful has been the information given with regard to the service that you were looking for. (ONLY FOR THOSE WHO HAVE HEARD OF CC)

Categories	Freq.	%
Very useful	77	19.5
Quite useful	200	50.8
Little useful	90	22.8
Not useful at all	27	6.9
Total Valid	394	100
Missing	606	
N	1000	

Q.13a. In your experience, how long time does it take in getting services from the municipality?

Categories	Freq.	%
In time	82	13.4
A little longer than the stipulated time	215	35.2
Too longer time than the stipulated time	275	45.0
Don't know	39	6.4
Total Valid	611	100
Missing	389	
Total	1000	

Q.13b. In your experience, how long time it takes in getting services form the municipality? (ONLY FOR THOSE WHO HAVE HEARD OF CC)

Categories	Freq.	%
As stipulated in charter	93	23.7
A little longer than the stipulated time	175	44.5
Too long time than the stipulated time	119	30.3
Don't know	6	1.5
Total Valid	393	100
Missing	607	
N	1000	

Q.14. If the service is delivered within time or as stipulated in the Charter, what mattered most?

Categories	Freq.	%
By due process	215	21.9
By using personnel who was known to you	312	31.8
By lobbying with humble or persuasive way	67	6.8
By bribing	227	23.2
By using dalal (middle man)	147	15.0
Others	12	1.2
Total Valid	980	100
Missing	20	
N	1000	

Q.15. If the service was not delivered within time or as stipulated in the Charter, what mattered most?

Categories	Freq.	%
Officials said my documents were incomplete/invalid	99	11.1
I didn't bribe them	253	28.3
I didn't approach to relevant agency/ dept./ officials	117	13.1
The officials did not cooperate	391	43.8
Others	33	3.7
Total Valid	893	100
Missing	107	
N	1000	

Q.16. All things considered, how satisfied are you with the time they took in giving the service requested?

Categories	Freq.	%
Very dissatisfied	264	26.7
Dissatisfied	212	21.5
Moderate	321	32.5
Satisfied	108	10.9
Very satisfied	57	5.8
Don't know	25	2.5
Total Valid	987	100
Missing	13	
N	1000	

Q.17. What is your experience in getting access to the concerned officials responsible for service delivery?

Q.17a. Did you have easy access to the designated desk-staff?

Categories	Freq.	%
Not at all accessible	58	5.8
Accessible with persuasion	204	20.4
Somewhat accessible	348	34.8
Easy accessible	302	30.2
Don't Know	88	8.8
Total Valid	1000	100
Missing	0	
N	1000	

Q.17b. Did you have easy access to higher authority in case the responsible desk- staff was not accessible?

Categories	Freq.	%
Not at all accessible	275	27.5
Accessible with persuasion	144	14.4
Somewhat accessible	174	17.4
Easily accessible	132	13.2
Don't Know	274	27.4
Total Valid	999	100
Missing	1	
N	1000	

Q.18a. Do you find consistency between the information as mentioned in the Citizen Charter and the way municipal officials have dealt with your case? (ONLY FOR THOSE WHO HAVE HEARD OF CC)

Categories	Freq.	%
Inconsistent	61	15.3
Partially consistent	300	75.4
Consistent	37	9.3
Total Valid	398	100
Missing	602	
N	1000	

Q.18b. If it is inconsistent, three reasons/explanations you got from the concerned official regarding your case? (ONLY FOR THOSE WHO HAVE HEARD OF CC)

Reason – 1 : for inconsistency between citizens' charter and practice

Categories	Freq.	%
Behavioral problem	2	3.5
Corruption	12	21.1
Feeling Annoyed	3	5.3
Greed	1	1.8
Illegal dealings	1	1.8
Insufficient salary	1	1.8
Insufficient transportation	1	1.8
Lack of responsibility	15	26.3
Mentality	1	1.8
Bribe	8	14.0
Negligence	2	3.5
Non cooperation	1	1.8
Not punctual	1	1.8
Political patronization	2	3.5
Problem of management	1	1.8
Rules and regulation aren't maintained all time	1	1.8
Self interest	3	5.3
Use of property as own property	1	1.8
Total Valid	57	100
Missing	943	
N	1000	

Reason – 2 : for inconsistency between citizens' charter and practice

Categories	Freq.	%
Administrative problem	3	5.5
Bribe	2	3.6
Carelessness	1	1.8
Corruption	3	5.5
Delay for work	1	1.8
Behavioral problem	1	1.8
Inefficiency	3	5.5
Insincerity	1	1.8
Lack of cooperation	1	1.8
Lack of effective measures	1	1.8
Lack of manpower	2	3.6
Lack of proper education	2	3.6
Lack of qualification/skills	2	3.6
Lack of resources	1	1.8
Lack of responsibility	15	27.3
Law salary	1	1.8
Narrow thinking	1	1.8
Negligence of duty	5	9.1
Not punctual	2	3.6
Personal conflict	1	1.8
Political pressure	1	1.8
Self interest	5	9.1
Valid Total	55	100
Missing	945	
N	1000	

Reason – 3 : for inconsistency between citizens' charter and practice

Categories	Freq.	%
Administrative Negligence	2	4.8
Bribe	2	4.8
Conflict	1	2.4
Corruption	5	11.9
Illegal dealings	1	2.4
Insincerity	3	7.1
Lack of accountability	1	2.4
Lack of appropriateness of papers	1	2.4
Lack of attention of the ward commission	1	2.4
Lack of circulation in newspaper	1	2.4
Lack of coordination	1	2.4
Lack of cooperation	1	2.4
Lack of education	1	2.4
Lack of effective measure	1	2.4
Lack of efficiency	1	2.4
lack of humanist	1	2.4
Lack of management	1	2.4
Lack of responsibility	1	2.4
Lack of supervision	1	2.4
Lack of manpower	1	2.4
Misuse of power	1	2.4
Misuse of public property	1	2.4
Need known, connected	1	2.4
Negligence of duty	2	4.8
Not punctual	1	2.4
Not available	1	2.4
Problem of broker	1	2.4
Problem of management	1	2.4
Red-tapism	1	2.4
Self interest	4	9.5
Valid Total	42	100
Missing	958	
N	1000	

Q.19. In the case you did not receive proper service delivery, did you get clear reason/ answer why it was not delivered?

Categories	Freq.	%
Yes, I got clear answer	90	9.0
Yes, I got some answer but was not convinced	342	34.2
No, I did not get any clear answer	370	37.0
Not applicable	197	19.7
Total Valid	999	100
Missing	1	
N	1000	

Q.20a. In the case of non-delivery of services, did you manage to lodge a complaint with the designated officer or other concerned officials?

Categories	Freq.	%
No	721	74.3
Yes	249	25.7
Total Valid	970	100
Missing	30	
N	1000	

Q.20b. If yes, what was the outcome?

Categories	Freq.	%
Yes, I got service	152	54.5
I have not yet got the service	99	35.5
Don't know	28	10.0
Total Valid	279	100
Missing	721	
N	1000	

Q.21. In general, do you think the complaint system functions satisfactorily?

Categories	Freq.	%
Not satisfactorily	306	31.2
Satisfaction level 2	215	21.9
Satisfaction level 3	171	17.4
Satisfaction level 4	74	7.6
Satisfactorily	84	8.6
Don't know	130	13.3
Total Valid	980	100
Missing	20	
N	1000	

Q.22a. Please provides your statement on the following statements:

Q.22a.a. In general, nowadays, citizens' understanding and expectation of municipal service have become clear.

Categories	Freq.	%
Strongly disagree	99	16.4
Partly disagree	95	15.7
Partly agree	268	44.4
Strongly agree	62	10.3
Don't know	80	13.2
Total Valid	604	100
Missing	396	
N	1000	

Q.22a.b. In general, nowadays, citizens' are provided with adequate information about municipal services.

Categories	Freq.	%
Strongly disagree	244	40.5
Partly disagree	108	17.9
Partly agree	137	22.7
Strongly agree	25	4.1
Don't know	89	14.8
Total Valid	603	100
Missing	397	
N	1000	

Q.22a.c. In general, nowadays, citizens' awareness of their rights and benefits has increased.

Categories	Freq.	%
Strongly disagree	64	10.6
Partly disagree	105	17.5
Partly agree	261	43.4
Strongly agree	129	21.5
Don't know	42	7.0
Total Valid	601	100
Missing	399	
N	1000	

Q.22a.d. In general, nowadays, service provisions have become more punctual and timely.

Categories	Freq.	%
Strongly disagree	271	45.1
Partly disagree	141	23.5
Partly agree	134	22.3
Strongly agree	34	5.7
Don't know	21	3.5
Total Valid	601	100
Missing	399	
N	1000	

Q.22a.e. In general, nowadays, more citizens have access to municipal services.

Categories	Freq.	%
Strongly disagree	174	29.0
Partly disagree	143	23.8
Partly agree	189	31.5
Strongly agree	44	7.3
Don't know	50	8.3
Total Valid	600	100
Missing	400	
N	1000	

Q.22a.f. In general, nowadays, citizens have access to more services.

Categories	Freq.	%
Strongly disagree	210	34.9
Partly disagree	143	23.8
Partly agree	169	28.1
Strongly agree	32	5.3
Don't know	47	7.8
Total Valid	601	100
Missing	399	
N	1000	

Q.22a.g. In general, nowadays, citizens' access to municipal officials/ employees has become easier.

Categories	Freq.	%
Strongly disagree	186	30.9
Partly disagree	121	20.1
Partly agree	180	30.0
Strongly agree	61	10.1
Don't know	53	8.8
Total Valid	601	100
Missing	399	
N	1000	

Q.22a.h. In general, nowadays, citizens' confidence in municipality has increased.

Categories	Freq.	%
Strongly disagree	206	34.2
Partly disagree	120	19.9
Partly agree	178	29.5
Strongly agree	48	8.0
Don't know	51	8.5
Total Valid	603	100
Missing	397	
N	1000	

Q.22a.i. In general, nowadays, responsiveness to citizens' needs and requirements has increased.

Categories	Freq.	%
Strongly disagree	145	24.3
Partly disagree	99	16.6
Partly agree	222	37.2
Strongly agree	35	5.9
Don't know	95	15.9
Total Valid	596	100
Missing	404	
N	1000	

Q.22b. Please provide your opinion on the following statements (ONLY FOR THOSE WHO HAVE HEARD OF CC)

Q.22b.a. After the introduction of CC in my municipality citizens' understanding and expectation of municipal services have become more clear

Categories	Freq.	%
Strongly disagree	34	8.5
Partly disagree	36	9.0
Partly agree	211	53.0
Strongly agree	111	27.9
Don't know	6	1.5
Total valid	398	100
Missing	602	
N	1000	

Q.22b.b. After the introduction of CC in my municipality citizens' are provided with adequate information about municipal services

Categories	Freq.	%
Strongly disagree	123	31.0
Partly disagree	84	21.2
Partly agree	141	35.5
Strongly agree	35	8.8
Don't know	14	3.5
Total valid	397	100
Missing	603	
N	1000	

Q.22b.c. After the introduction of CC in my municipality citizens' awareness of their rights and benefits have increased

Categories	Freq.	%
Strongly disagree	26	6.5
Partly disagree	38	9.6
Partly agree	169	42.6
Strongly agree	160	40.3
Don't know	4	1.0
Total valid	397	100
Missing	603	
N	1000	

Q.22b.d. After the introduction of CC in my municipality service provisions have become more punctual and timely

Categories	Freq.	%
Strongly disagree	100	25.3
Partly disagree	114	28.8
Partly agree	136	34.3
Strongly agree	35	8.8
Don't know	11	2.8
Total valid	396	100
Missing	604	
N	1000	

Q.22b.e. After the introduction of CC in my municipality more citizens have access to municipal services

Categories	Freq.	%
Strongly disagree	58	14.6
Partly disagree	101	25.4
Partly agree	171	43.1
Strongly agree	55	13.9
Don't know	12	3.0
Total valid	397	100
Missing	603	
N	1000	

Q.22b.f. After the introduction of CC in my municipality citizens have access to more services

Categories	Freq.	%
Strongly disagree	72	18.2
Partly disagree	102	25.8
Partly agree	165	41.7
Strongly agree	47	11.9
Don't know	10	2.5
Total valid	396	100
Missing	604	
N	1000	

Q.22b.g. After the introduction of CC in my municipality citizens' access to municipal officials/ employees have become easier

Categories	Freq.	%
Strongly disagree	56	14.2
Partly disagree	61	15.5
Partly agree	193	49.0
Strongly agree	68	17.3
Don't know	16	4.1
Total valid	394	100
Missing	606	
N	1000	

Q.22b.h. After the introduction of CC in my municipality citizens' confidence in municipality have increased

Categories	Freq.	%
Strongly disagree	75	18.8
Partly disagree	67	16.8
Partly agree	192	48.2
Strongly agree	53	13.3
Don't know	11	2.8
Total valid	398	100
Missing	602	
N	1000	

Q.22b.i. After the introduction of CC in my municipality responsiveness to citizens' needs and requirements has increased

Categories	Freq.	%
Strongly disagree	61	15.3
Partly disagree	63	15.8
Partly agree	176	44.2
Strongly agree	64	16.1
Don't know	34	8.5
Total valid	398	100
Missing	602	
N	1000	

Q.23. What is your opinion on the following statements? (ONLY FOR THOSE WHO HAVE HEARD OF CC)

Q.23a. The Charter promises a lot but all these are difficult to implement.

Categories	Freq.	%
Strongly disagree	50	12.6
Partly disagree	59	14.9
Partly agree	116	29.2
Strongly agree	169	42.6
Don't know	3	0.8
Total Valid	397	100
Missing	603	
N	1000	

Q.23b. This is all show off

Categories	Freq.	%
Strongly disagree	87	22.0
Partly disagree	100	25.3
Partly agree	122	30.8
Strongly agree	69	17.4
Don't know	18	4.5
Total Valid	396	100
Missing	604	
N	1000	

Q.23c. Some dalals (middle-men) run the services

Categories	Freq.	%
Strongly disagree	33	8.3
Partly disagree	30	7.6
Partly agree	160	40.4
Strongly agree	145	36.6
Don't know	28	7.1
Total Valid	396	100
Missing	604	
N	1000	

Q.23d. I should also have a 'say' what contents to be included in the charter

Categories	Freq.	%
Strongly disagree	3	0.8
Partly disagree	27	6.8
Strongly agree	365	91.9
Don't know	2	0.5
Total Valid	397	100
Missing	603	
N	1000	

Q.23e. I feel optimistic about the quality of municipal services after the introduction of the Charter

Categories	Freq.	%
Strongly disagree	35	8.8
Partly disagree	53	13.4
Partly agree	177	44.6
Strongly agree	125	31.5
Don't know	7	1.8
Total Valid	397	100
Missing	603	
N	1000	

Q.24. I am now reading a number of statements about municipal employees/officials, to what extent do you agree or disagree with these statements?

Q.24a. In general, municipal employees/officials are prompt and efficient

Categories	Freq.	%
Strongly disagree	261	26.1
Partly disagree	153	15.3
Partly agree	422	42.2
Strongly agree	131	13.1
Don't know	32	3.2
Total Valid	999	100
Missing	1	
N	1000	

Q.24b. In general, municipal employees/officials are corrupt

Categories	Freq.	%
Strongly disagree	75	7.5
Partly disagree	52	5.2
Partly agree	284	28.4
Strongly agree	519	51.9
Don't know	70	7.0
Total Valid	1000	100
Missing	0	
N	1000	

Q.24c. In general, municipal employees/officials serve their personal interest instead of that of the citizens

Categories	Freq.	%
Strongly disagree	51	5.1
Partly disagree	63	6.3
Partly agree	306	30.6
Strongly agree	480	48.0
Don't know	99	9.9
Total Valid	999	100
Missing	1	
N	1000	

Q.24d. In general, municipal employees/officials are helpful

Categories	Freq.	%
Strongly disagree	234	23.6
Partly disagree	209	21.1
Partly agree	403	40.6
Strongly agree	83	8.4
Don't know	63	6.4
Total Valid	992	100
Missing	8	
N	1000	

Q.24e. In general, municipal employees/officials are friendly in dealing with citizens

Categories	Freq.	%
Strongly disagree	314	31.5
Partly disagree	201	20.2
Partly agree	362	36.3
Strongly agree	92	9.2
Don't know	28	2.8
Total Valid	997	100
Missing	3	
N	1000	

Q.24f. In general, municipal employees/officials treat all citizens equally irrespective of people' status, social rank, etc.

Categories	Freq.	%
Strongly disagree	492	49.2
Partly disagree	212	21.2
Partly agree	207	20.7
Strongly agree	59	5.9
Don't know	29	2.9
Total Valid	999	100
Missing	1	
N	1000	

Q.24g. In general, municipal employees/officials can be trusted

Categories	Freq.	%
Strongly disagree	271	27.1
Partly disagree	174	17.4
Partly agree	350	35.0
Strongly agree	82	8.2
Don't know	122	12.2
Total Valid	999	100
Missing	1	
N	1000	

Q.25. It is often claimed that private sector or voluntary organizations should take over some municipal services for better service delivery

Q.25a. Private companies would have provided public service more efficiently than the municipality

Categories	Freq.	%
Strongly disagree	121	12.1
Partly disagree	88	8.8
Partly agree	283	28.3
Strongly agree	433	43.3
Don't know	74	7.4
Total Valid	999	100
Missing	1	
N	1000	

Q.25b. Voluntary organizations would have provided public services more efficiently than the municipality (NGO)

Categories	Freq.	%
Strongly disagree	180	18.0
Partly disagree	121	12.1
Partly agree	294	29.4
Strongly agree	246	24.6
Don't know	158	15.8
Total Valid	999	100
Missing	1	
N	1000	

Q.26a. Who in your opinion are the major beneficiaries of municipal services?

Q.26a.a. Major beneficiaries of municipal services are citizens in general.

Categories	Freq.	%
Strongly disagree	198	32.4
Partly disagree	72	11.8
Partly agree	286	46.8
Strongly agree	51	8.3
Don't know	4	0.7
Total Valid	611	100
Missing	389	
N	1000	

Q26a.b. Major beneficiaries of municipal services are some interest groups.

Categories	Freq.	%
Strongly disagree	15	2.5
Partly disagree	16	2.6
Partly agree	133	21.9
Strongly agree	401	66.0
Don't know	43	7.1
Total Valid	608	100
Missing	392	
N	1000	

Q.26a.c. Major beneficiaries of municipal services are special areas in the municipality.

Categories	Freq.	%
Strongly disagree	13	2.1
Partly disagree	21	3.4
Partly agree	194	31.9
Strongly agree	298	48.9
Don't know	83	13.6
Total Valid	609	100
Missing	391	
N	1000	

Q.26a.d. Major beneficiaries of municipal services are the service provider themselves.

Categories	Freq.	%
Strongly disagree	15	2.5
Partly disagree	19	3.1
Partly agree	135	22.2
Strongly agree	321	52.7
Don't know	119	19.5
Total Valid	609	100
Missing	391	
N	1000	

Q.26a.e. Major beneficiaries of municipal services are the rich and the well off.

Categories	Freq.	%
Strongly disagree	15	2.5
Partly disagree	19	3.1
Partly agree	191	31.3
Strongly agree	349	57.2
Don't know	36	5.9
Total Valid	610	100
Missing	390	
N	1000	

Q.26a.f. Major beneficiaries of municipal services are the poor and the "have-nots".

Categories	Freq.	%
Strongly disagree	282	46.2
Partly disagree	137	22.5
Partly agree	137	22.5
Strongly agree	30	4.9
Don't know	24	3.9
Total Valid	610	100
Missing	390	
N	1000	

Q26b. After the introduction of the citizen charter, who have been the major beneficiaries?
(ONLY FOR THOSE WHO HAVE HEARD OF CC).

Q.26b.a. After the introduction of CC, major beneficiaries are citizens in general.

Categories	Freq.	%
Strongly disagree	55	14.0
Partly disagree	55	14.0
Partly agree	202	51.3
Strongly agree	81	20.6
Don't know	1	0.3
Total valid	394	100
Missing	606	
N	1000	

Q26b.b. After the introduction of CC, major beneficiaries are some interest groups.

Categories	Freq.	%
Strongly disagree	19	4.8
Partly disagree	19	4.8
Partly agree	125	31.9
Strongly agree	192	49.0
Don't know	37	9.4
Total valid	392	100
Missing	608	
N	1000	

Q26b.c. After the introduction of CC, major beneficiaries are special areas in the municipality.

Categories	Freq.	%
Strongly disagree	19	4.9
Partly disagree	22	5.6
Partly agree	131	33.5
Strongly agree	179	45.8
Don't know	40	10.2
Total valid	391	100
Missing	609	
N	1000	

Q26b.d. After the introduction of CC, major beneficiaries are the service provider themselves.

Categories	Freq.	%
Strongly disagree	27	6.9
Partly disagree	15	3.8
Partly agree	107	27.4
Strongly agree	166	42.5
Don't know	76	19.4
Total valid	391	100
Missing	609	
N	1000	

Q26b.e. After the introduction of CC, major beneficiaries are the rich and the well off.

Categories	Freq.	%
Strongly disagree	18	4.6
Partly disagree	23	5.9
Partly agree	118	30.2
Strongly agree	200	51.2
Don't know	32	8.2
Total valid	391	100
Missing	609	
N	1000	

Q26b.f. After the introduction of CC, major beneficiaries are the poor and the "have-nots".

Categories	Freq.	%
Strongly disagree	106	27.1
Partly disagree	84	21.5
Partly agree	146	37.3
Strongly agree	40	10.2
Don't know	15	3.8
Total valid	391	100
Missing	609	
N	1000	

Part C: With Beneficiaries about Satisfaction with Municipal Services

Q.27a. How would you describe the quality of the following services in the last 5 (five) years?

Q.27a.a. Quality of service: garbage removal

Categories	Freq.	%
Deteriorated substantially	61	10.0
Deteriorated to some extent	44	7.2
Neither improved nor deteriorated	222	36.5
Improved to some extent	223	36.7
Improved substantially	57	9.4
Don't know	1	0.2
Total Valid	608	100
Missing	392	
N	1000	

Q.27a.b. Quality of service: water supply

Categories	Freq.	%
Deteriorated substantially	31	5.1
Deteriorated to some extent	43	7.1
Neither improved nor deteriorated	318	52.4
Improved to some extent	119	19.6
Improved substantially	44	7.2
Don't know	52	8.6
Total Valid	607	100
Missing	393	
N	1000	

Q.27a.c. Quality of service: maintenance and construction of roads, bridges and culverts

Categories	Freq.	%
Deteriorated substantially	29	4.8
Deteriorated to some extent	30	4.9
Neither improved nor deteriorated	243	40.0
Improved to some extent	206	33.9
Improved substantially	93	15.3
Don't know	6	1.0
Total Valid	607	100
Missing	393	
N	1000	

Q.27a.d. Quality of service: vital registrations (births, death, and marriage)

Categories	Freq.	%
Deteriorated substantially	2	0.3
Deteriorated to some extent	2	0.3
Neither improved nor deteriorated	96	15.8
Improved to some extent	259	42.7
Improved substantially	234	38.6
Don't know	13	2.1
Total Valid	606	100
Missing	394	
N	1000	

Q.27a.e. Quality of service: provision and maintenance of drainage

Categories	Freq.	%
Deteriorated substantially	74	12.2
Deteriorated to some extent	82	13.6
Neither improved nor deteriorated	250	41.3
Improved to some extent	118	19.5
Improved substantially	57	9.4
Don't know	24	4.0
Total Valid	605	100
Missing	395	
N	1000	

Q.27a.f. Quality of service: street lighting

Categories	Freq.	%
Deteriorated substantially	113	18.6
Deteriorated to some extent	39	6.4
Neither improved nor deteriorated	256	42.1
Improved to some extent	37	6.1
Improved substantially	9	1.5
Don't know	154	25.3
Total Valid	608	100
Missing	392	
N	1000	

Q.27a.g. Quality of service: maintenance of slaughter houses

Categories	Freq.	%
Deteriorated substantially	19	3.1
Deteriorated to some extent	46	7.6
Neither improved nor deteriorated	253	41.6
Improved to some extent	70	11.5
Improved substantially	11	1.8
Don't know	209	34.4
Total Valid	608	100
Missing	392	
N	1000	

Q.27a.h. Quality of service: maintenance of graveyards and crematorium

Categories	Freq.	%
Deteriorated substantially	7	1.2
Deteriorated to some extent	47	7.7
Neither improved nor deteriorated	253	41.6
Improved to some extent	90	14.8
Improved substantially	92	15.1
Don't know	119	19.6
Total Valid	608	100
Missing	392	
N	1000	

Q.27a.i. Quality of service: plantation of trees on roadsides

Categories	Freq.	%
Deteriorated substantially	107	17.9
Deteriorated to some extent	78	13.0
Neither improved nor deteriorated	176	29.4
Improved to some extent	144	24.0
Improved substantially	52	8.7
Don't know	42	7.0
Total Valid	599	100
Missing	401	
N	1000	

Q.27a.j. Quality of service: control over construction and reconstruction of building

Categories	Freq.	%
Deteriorated substantially	5	0.8
Deteriorated to some extent	21	3.5
Neither improved nor deteriorated	280	46.3
Improved to some extent	143	23.6
Improved substantially	74	12.2
Don't know	82	13.6
Total Valid	605	100
Missing	395	
N	1000	

Q.27a.k. Quality of service: establishment and maintenance of public markets

Categories	Freq.	%
Deteriorated substantially	19	3.1
Deteriorated to some extent	85	14.0
Neither improved nor deteriorated	255	42.1
Improved to some extent	81	13.4
Improved substantially	61	10.1
Don't know	104	17.2
Total Valid	605	100
Missing	395	
N	1000	

Q.27a.l. Quality of service: maintenance of parks and gardens

Categories	Freq.	%
Deteriorated substantially	49	8.1
Deteriorated to some extent	54	8.9
Neither improved nor deteriorated	258	42.6
Improved to some extent	99	16.3
Improved substantially	23	3.8
Don't know	123	20.3
Total Valid	606	100
Missing	394	
N	1000	

Q.27b. After the introduction of Citizen Charter, how would you describe the quality of the following services? (ONLY FOR THOSE WHO HAVE HEARD OF CITIZEN CHARTER)

Q.27b.a. After the introduction of CC, quality of service: Garbage removal

Categories	Freq.	%
Deteriorated substantially	30	7.6
Deteriorated to some extent	22	5.6
Neither improved nor deteriorated	97	24.5
Improved to some extent	163	41.2
Improved substantially	84	21.2
Total valid	396	100
Missing	604	
N	1000	

Q.27b.b. After the introduction of CC, quality of service: water supply

Categories	Freq.	%
Deteriorated substantially	13	3.3
Deteriorated to some extent	20	5.1
Neither improved nor deteriorated	149	38.1
Improved to some extent	103	26.3
Improved substantially	58	14.8
Don't know	48	12.3
Total valid	391	100
Missing	609	
N	1000	

Q.27b.c. After the introduction of CC, quality of service: Maintenance and construction of roads, bridges, and culverts

Categories	Freq.	%
Deteriorated substantially	23	5.9
Deteriorated to some extent	15	3.8
Neither improved nor deteriorated	110	28.1
Improved to some extent	158	40.3
Improved substantially	83	21.2
Don't know	3	0.8
Total valid	392	100
Missing	608	
N	1000	

Q.27b.d. After the introduction of CC, quality of service: Vital registrations (births, death, and marriage)

Categories	Freq.	%
Deteriorated substantially	2	0.5
Deteriorated to some extent	5	1.3
Neither improved nor deteriorated	35	9.0
Improved to some extent	153	39.1
Improved substantially	195	49.9
Don't know	1	0.3
Total valid	391	100
Missing	609	
N	1000	

Q.27b.e. After the introduction of CC, quality of service: Provision and maintenance of drainage

Categories	Freq.	%
Deteriorated substantially	46	11.9
Deteriorated to some extent	42	10.9
Neither improved nor deteriorated	134	34.6
Improved to some extent	114	29.5
Improved substantially	45	11.6
Don't know	6	1.6
Total valid	387	100
Missing	613	
N	1000	

Q.27b.f. After the introduction of CC, quality of service: Street lighting

Categories	Freq.	%
Deteriorated substantially	84	21.5
Deteriorated to some extent	23	5.9
Neither improved nor deteriorated	129	33.1
Improved to some extent	38	9.7
Improved substantially	9	2.3
Don't know	107	27.4
Total valid	390	100
Missing	610	
N	1000	

Q.27b.g. After the introduction of CC, quality of service: Maintenance of slaughter houses

Categories	Freq.	%
Deteriorated substantially	33	8.5
Deteriorated to some extent	42	10.8
Neither improved nor deteriorated	152	39.1
Improved to some extent	56	14.4
Improved substantially	18	4.6
Don't know	88	22.6
Total valid	389	100
Missing	611	
N	1000	

Q.27b.h. After the introduction of CC, quality of service: Maintenance of graveyards and crematorium

Categories	Freq.	%
Deteriorated substantially	4	1.0
Deteriorated to some extent	23	5.9
Neither improved nor deteriorated	158	40.4
Improved to some extent	77	19.7
Improved substantially	68	17.4
Don't know	61	15.6
Total valid	391	100
Missing	609	
N	1000	

Q.27b.i. After the introduction of CC, quality of service: Plantation of trees on roadsides

Categories	Freq.	%
Deteriorated substantially	59	15.1
Deteriorated to some extent	31	7.9
Neither improved nor deteriorated	138	35.3
Improved to some extent	85	21.7
Improved substantially	47	12.0
Don't know	31	7.9
Total valid	391	100
Missing	609	
N	1000	

Q.27b.j. After the introduction of CC, quality of service: Control over construction and reconstruction of building

Categories	Freq.	%
Deteriorated substantially	13	3.3
Deteriorated to some extent	19	4.9
Neither improved nor deteriorated	154	39.5
Improved to some extent	103	26.4
Improved substantially	70	17.9
Don't know	31	7.9
Total valid	390	100
Missing	610	
N	1000	

Q.27b.k. After the introduction of CC, quality of service: Establishment and maintenance of public markets

Categories	Freq.	%
Deteriorated Substantially	20	5.1
Deteriorated to some extent	30	7.7
Neither improved nor deteriorated	178	45.4
Improved to some extent	70	17.9
Improved substantially	44	11.2
Don't know	50	12.8
Total valid	392	100
Missing	608	
N	1000	

Q.27b.l. After the introduction of CC, quality of service: Maintenance of parks and gardens

Categories	Freq.	%
Deteriorated Substantially	52	13.3
Deteriorated to some extent	28	7.1
Neither improved nor deteriorated	137	34.9
Improved to some extent	80	20.4
Improved substantially	16	4.1
Don't know	79	20.2
Total valid	392	100
Missing	608	
N	1000	

Q.28. To what extent would you agree with the following statement?
 "The municipality is serving the people, not ruling the people."

Categories	Freq.	%
Completely agree	307	30.7
Partly agree	363	36.3
Partly disagree	111	11.1
Completely disagree	149	14.9
Don't know	69	6.9
Total Valid	999	100
Missing	1	
N	1000	

Q.29. In your opinion did citizens participate in the formulation of Citizen Charter?

Categories	Freq.	%
No	252	25.3
Yes	108	10.8
Don't know	637	63.9
Total Valid	997	100
Missing	3	
N	1000	



Yes



No

Survey Questionnaire (decoded)

Form No. :

Date :

Municipality :

Questionnaire to be filled out by the Municipal Service Receiver

Part A: Socio-economic Background of the Respondent

1. Gender : Male 1. () Female 0. ()

2. Age (current) :

3. Religion : a. Muslim (), b. Hindu (), c. Christian (), d. Buddhist (),

4. Place of birth :

5. Family size :

6. Education :

1. Illiterate
2. Literate
3. Primary level (1-5)
4. Lower secondary level (high school 6-8)
5. Secondary level (S.S.C passed)
6. Higher secondary level (H.S.C passed)
7. Graduate degree
8. Master's degree or higher

7.a. Occupational Status:

1. Working
2. Self-employed
3. Unemployed
4. Retired
5. Student
6. House wife

7.b. Occupation of those working (If 1 in question 7a then):

- a. Farmer
- b. Manual worker (skilled)
- c. Manual worker (unskilled)
- d. Executive, top management, director
- e. Professional-lawyer, doctor, accountant, etc.
- f. Academic/Teacher,
- g. Public servant
- h. Other (please specify).....

8. Occupational sector:

1. Private firm.....
2. Public sector
3. NGOs
4. Foundations/Interest orgs/civil society (sports club, cultural organization)
5. Other (please specify).....

9. Would you specify your monthly expenditure Taka.....

Part B: With Beneficiary or Service-holders about Effectiveness

(Understanding; Timeliness; Accessibility; Reliability; Responsiveness; and Cost)

10a. Have you heard of the introduction of Citizen Charter in your municipality?

1. Yes.....
0. No.....

10b. If yes, how did you know about this? (ONLY FOR THOSE WHO HAVE HEARD OF CC).

1. Notice-board
2. Family and friends
3. From other people
4. Municipality staffs
5. Print and electronic media
6. Internet
7. Other (please specify).....

11. Do you think there is enough information about Citizen Charter of this municipality?

1. Absolutely
2. Quite
3. Partly
4. Not at all

12. Please mention how useful has been the information given with regard to the service that you were looking for? (ONLY FOR THOSE WHO HAVE HEARD OF CC).

1. Very useful
2. Quite useful
3. Little useful
4. Not useful at all

13a. In your experience, how long time it takes in getting services from the municipality?

1. In time
2. A little longer than the stipulated time
3. Too longer time than the stipulated time
4. Don't know

18b. If it is inconsistent, three reasons/explanations you got from the concerned official regarding your case? (ONLY FOR THOSE WHO HAVE HEARD OF CC).

- 1.
- 2.
- 3.

19. In the case you did not receive proper service delivery, did you get clear reason/ answer why it was not delivered?

- a. Yes, I got clear answer
- b. Yes, I got some answer but was not convinced
- c. No, I did not get any clear answer
- d. Not applicable

20a. In the case of non-delivery of services, did you manage to lodge a complaint with the designated officer or other concerned officials?

- 1. Yes.....
- 0. No.....

20b. If yes, what was the outcome?

- 1. Yes, I got the service
- 2. I have not yet got the service
- 3. Don't know

21. In general, do you think the complain system functions satisfactorily?

Not satisfactorily			Satisfactorily	Don't know
1	2	3	4	5
				9

22a. Please provide your statement on the following statements.

In general, nowadays	Strongly Disagree	Partly Disagree	Partly Agree	Strongly Agree	Don't know
a) Citizens' understanding and expectation of municipal services have become clearer	1	2	3	4	9
b) Citizens' are provided with adequate information about municipal services	1	2	3	4	9
c) Citizens' awareness of their rights and benefits have increased	1	2	3	4	9
d) Service provisions have become more punctual and timely	1	2	3	4	9
e) More citizens have access to municipal services	1	2	3	4	9
f) Citizens have access to more services	1	2	3	4	9
g) Citizens' access to municipal officials/ employees has become easier	1	2	3	4	9
h) Citizens' confidence in municipality have increased	1	2	3	4	9
i) Responsiveness to citizens' needs and requirements has increased	1	2	3	4	9

22b. Please provide your opinion on the following statements. (ONLY FOR THOSE WHO HAVE HEARD OF CC).

After the introduction of CC in my municipality	Strongly Disagree	Partly Disagree	Partly Agree	Strongly Agree	Don't know
a) Citizens' understanding and expectation of municipal services have become clearer	1	2	3	4	9
b) Citizens' are provided with adequate information about municipal services	1	2	3	4	9
c) Citizens' awareness of their rights and benefits have increased	1	2	3	4	9
d) Service provisions have become more punctual and timely	1	2	3	4	9
e) More citizens have access to municipal services	1	2	3	4	9
f) Citizens have access to more services	1	2	3	4	9
g) Citizens' access to municipal officials/ employees has become easier	1	2	3	4	9
h) Citizens' confidence in municipality have increased	1	2	3	4	9
i) Responsiveness to citizens' needs and requirements has increased	1	2	3	4	9

23. What is your opinion on the following statements? (ONLY FOR THOSE WHO HAVE HEARD OF CC).

	Strongly Disagree	Partly Disagree	Partly Agree	Strongly Agree	Don't know
a) The Charter promises a lot but all these are difficult to implement	1	2	3	4	9
b) This is all show off	1	2	3	4	9
c) Some <i>dalal</i> (middle-men) run the services	1	2	3	4	9
d) I should also have a 'say' what contents to be included in the Charter	1	2	3	4	9
e) I feel optimistic about the quality of municipal services after the introduction of the Charter	1	2	3	4	9

24. I am now reading a number of statements about municipal employees/officials. To what extent do you agree or disagree with these statements?

In general, municipal employees/officials (are)	Strongly Disagree	Partly Disagree	Partly Agree	Strongly Agree	Don't know
a) Prompt and Efficient	1	2	3	4	9
b) Corrupt	1	2	3	4	9
c) Serve their personal interest instead of that of the citizens.	1	2	3	4	9
d) Helpful	1	2	3	4	9
e) Friendly in dealing with citizens	1	2	3	4	9
f) Treat all citizens equally irrespective of people' status, social rank, etc.	1	2	3	4	9
g) Can be trusted	1	2	3	4	9

25. It is often claimed that private sector or voluntary organizations should take over some municipal services for better service delivery.

	Strongly Disagree	Partly Disagree	Partly Agree	Strongly Agree	Don't know
a) Private companies would have provided public services more efficiently than the municipality	1	2	3	4	9
b) Voluntary organizations would have provided public services more efficiently than the municipality (NGO)	1	2	3	4	9

26a. Who in your opinion are the major beneficiaries of municipal services?

	Strongly Disagree	Partly Disagree	Neither agree or disagree	Partly Agree	Strongly Agree	Don't know
a) Citizens in general	1	2	3	4	5	9
b) Some interest groups	1	2	3	4	5	9
c) Special areas in the municipality	1	2	3	4	5	9
d) The service provider themselves	1	2	3	4	5	9
e) The rich and the well off	1	2	3	4	5	9
f) The poor and the "have nots"	1	2	3	4	5	9

26b. After the introduction of the citizen charter, who have been the major beneficiaries. (ONLY FOR THOSE WHO HAVE HEARD OF CC)

	Strongly Disagree	Partly Disagree	Neither agree or disagree	Partly Agree	Strongly Agree	Don't know
g) Citizens in general	1	2	3	4	5	9
h) Some interest groups	1	2	3	4	5	9
i) Special areas in the municipality	1	2	3	4	5	9
j) The service provider themselves	1	2	3	4	5	9
k) The rich and the well off	1	2	3	4	5	9
l) The poor and the "have nots"	1	2	3	4	5	9

Part C: With Beneficiaries about Satisfaction with Municipal Services:

27a. How would you describe the quality of the following services in the last 5 (five) years?

	Deterio- rated Substan- tially	Deterio- rated to some- extent	Neither improved nor deterio- rated	Improved to some- extent	Improved substan- tially	Don't know
a) Garbage removal	1	2	3	4	5	9
b) water supply	1	2	3	4	5	9
c) Maintenance and construction of roads, bridges, and culverts.	1	2	3	4	5	9
d) Vital registrations (births, death, and marriage)	1	2	3	4	5	9
e) Provision and maintenance of drainage	1	2	3	4	5	9
f) Street lighting	1	2	3	4	5	9
g) Maintenance of slaughter houses	1	2	3	4	5	9
h) Maintenance of graveyards and crematorium	1	2	3	4	5	9
i) Plantation of trees on roadsides	1	2	3	4	5	9
j) Control over construction and reconstruction of building	1	2	3	4	5	9
k) Establishment and maintenance of public markets	1	2	3	4	5	9
l) Maintenance of parks and gardens	1	2	3	4	5	9

27b. After the introduction of Citizen Charter How would you describe the quality of the following services? (ONLY FOR THOSE WHO HAVE HEARD OF CITIZEN CHARTER)

	Deteriorated Substantially	Deteriorated to some extent	Neither improved nor deteriorated	Improved to some extent	Improved substantially	Don't know
a) Garbage removal	1	2	3	4	5	9
b) water supply	1	2	3	4	5	9
c) Maintenance and construction of roads, bridges, and culverts.	1	2	3	4	5	9
d) Vital registrations (births, death, and marriage)	1	2	3	4	5	9
e) Provision and maintenance of drainage	1	2	3	4	5	9
f) Street lighting	1	2	3	4	5	9
g) Maintenance of slaughter houses	1	2	3	4	5	9
h) Maintenance of graveyards and crematorium	1	2	3	4	5	9
i) Plantation of trees on roadsides	1	2	3	4	5	9
j) Control over construction and reconstruction of building	1	2	3	4	5	9
k) Establishment and maintenance of public markets	1	2	3	4	5	9
l) Maintenance of parks and gardens	1	2	3	4	5	9

28. To what extent would you agree with the following statement?

"The municipality is serving the people, not ruling the people."

1. Completely agree
2. Partly agree
3. Partly disagree
4. Completely disagree
9. I don't know

29. In your opinion did citizens participate in the formulation of CC?

1. Yes..... 0. No..... 9. I don't know

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Public Policy and Governance (PPG) Program
Department of Political Science and Sociology
North South University, Dhaka, Bangladesh