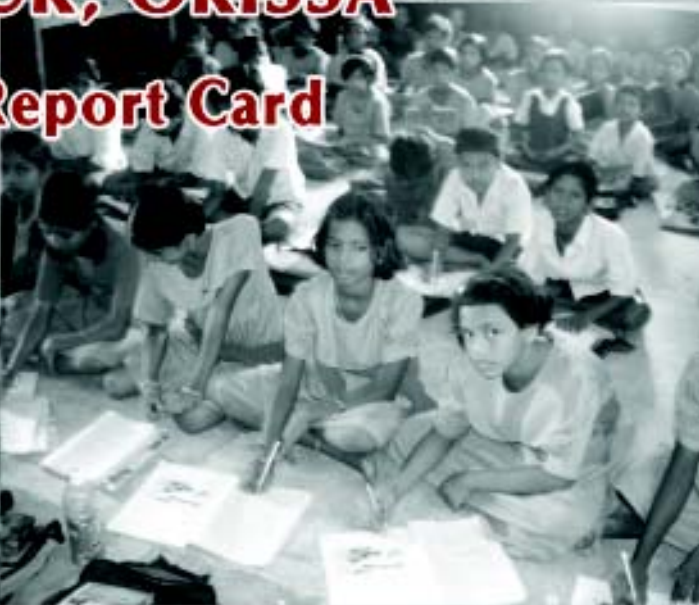
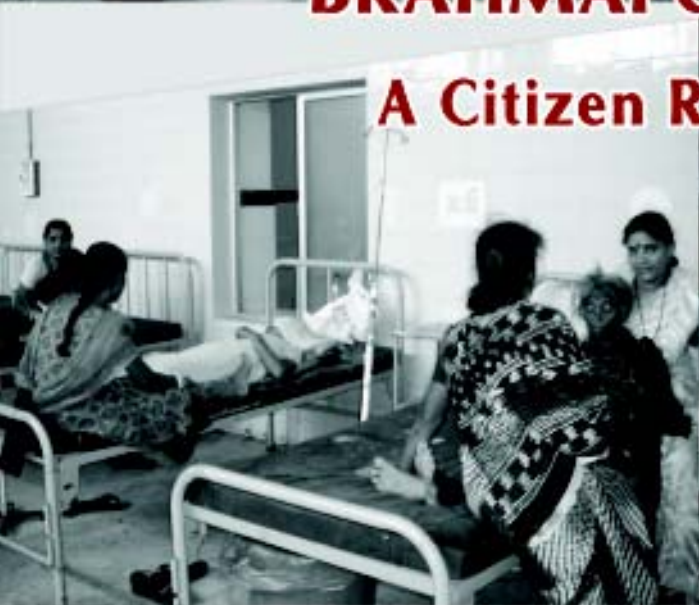


# QUALITY OF PUBLIC SERVICES IN BRAHMAPUR, ORISSA



## A Citizen Report Card



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# QUALITY OF PUBLIC SERVICES IN BRAHMAPUR, ORISSA

## A Citizen Report Card



YOUTH FOR SOCIAL DEVELOPMENT  
BRAHMAPUR



PUBLIC AFFAIRS FOUNDATION  
BANGALORE

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# Abbreviations

BDA	Brahmapur Development Authority
BMC	Brahmapur Municipal Corporation
CBO	Community Based Organization
CDMO	Chief District Medical Officer
CRC	Citizen Report Card
CSD	Civil Supply Department
CSO	Civil Society Organization
DI	District Inspector of School
EO	Executive Officer
ER	Elected Representative
FGD	Focus Group Discussion
MLA	Member of Legislative Assembly
NGO	Non-Governmental Organization
PAC	Public Affairs Centre
PAF	Public Affairs Foundation
PDS	Public Distribution System
PHED	Public Health & Engineering Department
RWA	Residents welfare Association
SP	Superintendent of police
ULB	Urban Local Body
YSD	Youth for Social Development

# Acknowledgements

This study is based on the citizen's feedback on the quality of various public services provided by different public agencies in Brahmapur City.

The study was carried out by the Youth for Social Development, an independent research based NGO at Brahmapur, in partnership with Public Affairs Foundation (PAF), Bangalore using Citizen Report Card methodology pioneered by Public Affairs Centre, Bangalore working on improving governance in India.

This study is the outcome of a high degree of team effort including Researchers and Field Investigators of Youth for Social Development and a team of Senior Researchers of Public Affairs Centre, Bangalore. The PAC team contributed their time, and expertise in the implementation of the Citizen Report Card.

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*Puspanjali Devi*  
*Sunil Kumar Pattnaik*

YOUTH FOR SOCIAL DEVELOPMENT

# Preface

Citizen Report Cards (CRCs) are now globally recognized as a powerful approach to bring in greater responsiveness and accountability in the delivery of public services. Though the practice of Citizen Report Cards started off as a citizen-led “voice” initiative, over the last decade, the approach has evolved into a tool that facilitates focused diagnosis and creates interactive forums for sustained state-citizen engagement. Of late, there has also been a strong interest among political leaders to see the CRC as a powerful conduit for receiving direct and unbiased feedback from citizens.

Though the CRC has now been tested and applied in various urban and rural contexts, its application in medium sized towns is an evolving terrain. This CRC in Brahmapur is thus a welcome and a powerful addition to the growing spectrum of experiences in small and medium towns. This initiative in Brahmapur, Orissa is the result of a unique partnership between three institutions: a strong and committed local partner - the Youth for Social Development in Brahmapur, the pioneer of CRCs - Public Affairs Centre in Bangalore and a funding organization - the Public Affairs Foundation, Bangalore. This partnership also reflects a strong growing local demand for credible and objective tools for citizens’ engagement in the domain of public service delivery.

We believe that this initial step taken by YSD in Brahmapur will have powerful resonances among civil society actors in the state and region. The scientific rigor by which the study has been designed and implemented and the creative vigour which informed the post survey advocacy actions signifies a paradigm shift for the civil society in Orissa. This ‘informed advocacy’ effort will hopefully bring diverse stakeholders to the table and create an enabling environment for sustained dialogue and debate.

*Dr. Gopakumar K Thampi*

Executive Director  
PUBLIC AFFAIRS FOUNDATION  
Director  
PUBLIC AFFAIRS CENTRE

# Executive Summary

Citizen Report Card (CRC) is an assessment of public services in Brahmapur city from a citizen's perspective. CRC, a methodology developed by Bangalore based Public Affairs Centre (PAC), is an important instrument to ensure public accountability. A citizen's report card solicits user's perspective on different dimensions such as quality, efficiency and adequacy of the various public services. Qualitative user's opinions are aggregated to create a 'score card' that rates the performance of the service providers. The findings present a quantitative measure of overall satisfaction and perceived levels of corruption among an array of other indicators. By systematically gathering and disseminating public feedback report cards can bring about accountability and responsiveness among the service providers. Service providers can use these findings to bring about changes in their policies and to improve service quality.

This report card study is first ever study in Brahmapur which prepared during 2007. Brahmapur Municipality is the most important town and business centre of southern Orissa; it is a very important trade & commerce and educational & cultural centre. The basic service facilities in the city are poor due to ineffective service delivery by the local government.

The objective behind the study is to assess the basic public services provided by the local government in the town through citizen's perspective to pressurize the government to increase spending on the basic services effectively and qualitatively. Specific objective of the study were to

- Assess the state of major public services from a user's perspective
- Build a set of benchmarks for future comparisons
- Create public awareness, and influence the local urban government to improve the quality of public services and to expand outreach to benefit the poor

The study covered a sizable sample of 1006 households from non-slum areas (404) and slum areas (602) of the 27 wards of Brahmapur Municipality area. Responses collected on various dimensions of such as access, usage, service quality, problem incidence and resolution, interaction & staff responsiveness, corruption, overall satisfaction of the quality of services and suggestions to improve public services. The services included drinking water, garbage clearance, sewerage/drainage system, public toilets, streetlights, roads, public distribution system, government hospital, and government primary school of the service providers PHED, BMC, Civil Supply Department, Health Department and Education Department respectively.

## MAJOR FINDINGS (NON-SLUM HOUSEHOLDS)

### DRINKING WATER

- Near about half of the citizens of the non-slum areas are getting water supply mostly from tap at home (49.3%), and from public tap (39.9%).
- More than half of both the tap at home users (57.5%) and public tap users (53.5%) get water supply once in a day.
- It is interesting to note that in spite of the aforementioned periodicity of the water supply, more than two-third of the users finds the quantity of water sufficient for their needs.
- Most of the households find that the water tastes sweet, is clear and does not have any smell.
- More than half of the tap at home users and public tap users faced problems with drinking water service in the last one year and problem with insufficient water supply.
- 17.9% of the household paid bribe to get their problem resolved and 16.4% paid to get their routine work done.
- Half of the public tap users (50.0%) and more than one third of the tap at home users (31.9%) are satisfied with the problem resolution.

- Half of the (51.9%) households are satisfied with the overall quality of services and only 44.3% are completely satisfied.
- Most of the households suggested to supply sufficient waters in both the summer and general seasons and extra public tap should set up to avoid rush at the public tap.

## SANITATION

### Drainage and Garbage

- More than half of the (53.6%) households have their waste water from their toilet going to the drain outside the houses and 86.9% of the households have waste water from their kitchen and bath room going to the same drain.
- Most of the households dispose the household waste in front side of the house.
- Frequency of drain clearance (regular i.e. once a week) reported by less than half of the households (48.8%) and just more than half (52.0%) households reported the garbage being cleaned daily.
- More than one third of the households find over flow of drains in the rainy season.
- Brahmapur Municipality is the single largest garbage clearing agency.
- Less than half of the households faced problems with the drainage system (48.4) and also with garbage services.
- More than one third of the (31.0%) household paid bribe to get their routine work done (clean the drain) and 29.7% households paid bribe to get their routine work done in case of garbage cleaning.
- Less than half of the (40.5) households satisfied with the nature of problem resolution in case of drainage service. One third of the (30.7%) households were satisfied with the nature of the problem resolution in case of garbage cleaning.
- More than half of the (59.1%) households are dissatisfied with the overall quality of drainage services and among the satisfied households only 21.5% are completely satisfied.
- Most of the (70.2%) households are satisfied with the overall quality of garbage cleaning services and among them only 26.0% are completely satisfied.
- Most of the citizens suggested that the drains should be cleaned regularly and more staff should be engaged. Most of the households suggested the garbage should be cleaned regularly and a garbage bin should be kept for every 50 HHs.

## STREETLIGHT AND ROADS

- Most of the households reported regular functioning of streetlights and the lights are sufficient lighting.
- More than half of the (62.8%) households have tarred/concrete roads in their locality.
- More than half of the (63.9%) citizens find these roads (cleaning, filling up of pit holes) maintained regularly.
- More than one third of the (39.0%) households faced problems and more than half of (61.5%) them get their problem resolved.
- One third (30.3%) of the households paid bribe to get their problem resolved in case of road services whereas 10.8% households paid bribe to get their problem resolved for streetlights service.
- Less than half of the citizens satisfied with the nature of problem resolution with the streetlight service. In case of road service only one third of the households satisfied.
- Most of the citizens are satisfied with the overall quality of services and among them more than half of the citizens are partly satisfied in case of streetlight service and 76.1% households are satisfied with the overall quality of road services. Among them half of the households are completely satisfied.
- Most of the household suggested the electric staff should check the streetlights regularly and extra lights should be arranged for more lighting.
- Most of the household dissatisfied due to non-maintenance of roads and pot holes on the road.

- ➔ Most of the citizens suggested that the roads are maintained and repaired regularly and all the roads should be concrete roads.

### **PUBLIC DISTRIBUTION SYSTEM (Ration Shop)**

- ➔ Less than half of the (45.0%) households have ration cards. 44.7% households have BPL card and 55.3% of household have other cards.
- ➔ Most of the household purchased rationed items from the ration shop. Kerosene is the single largest item available at the ration shop.
- ➔ Most of the households reported the availability of rationed items and convenient timing of the ration shop.
- ➔ More than half of the households reported proper weighing of the rationed items and only 41.6% reported cash bill being given while purchasing items.
- ➔ 9.4% households paid bribe to get extra quantity of ration items.
- ➔ Most of the (85.2%) citizens are satisfied with the overall quality of services and among them one third of the (35.7%) households are completely satisfied.
- ➔ Most of the households suggested the quality and quantity should be more.

### **GOVERNMENT HOSPITAL**

- ➔ More than half of the (55.8%) households that prefer going to private hospitals gave poor quality of services at the government hospital as the reason for choosing the private hospitals.
- ➔ Those households chose the government hospital said they prefer Government hospitals as they are cheaper.
- ➔ More than half of the households find the doctor present during their visit to the hospital. Most of the patients said the doctor's chamber was clean and that they got cured after getting treatment (86.0%) from the government hospital.
- ➔ Most of the (72.3%) in-patients get the regular distribution of food items like bread, egg and milk. And only one third of the (33.0%) in-patients get the bed sheet/ linen changed regularly.
- ➔ 11.5% of the out-patients and paid bribe for the routine work done at the hospital whereas one third (30.8%) of the out-patients paid bribe for the problem resolution at the hospital.
- ➔ Most of the households were satisfied with the overall quality of services and among them only less than one fourth are completely satisfied.
- ➔ Most of the households suggested improving quality of treatment and other services and free medicines should be supplied.

### **GOVERNMENT PRIMARY SCHOOL**

- ➔ Only 18.3% of the household's children are attending government primary school.
- ➔ The medium of instruction is Oriya for most of the households.
- ➔ Location of the school is within the locality and takes 15 minutes to reach on foot.
- ➔ Most of the households reported pucca building of the school and availability of drinking water. More than half of the households reported availability of toilets. But only one third of the households reported availability of tables and benches in all classes.
- ➔ Only few (5.5%) households reported presence of midday meal programme in the school and most of them reported supply of free books in the school. More than one third of the household get free uniforms in the school.
- ➔ Most of the households reported the teachers are regular in their duty and most of the children are happy about the teaching in the school.
- ➔ Most of the children find problems in the school, the problem was mainly with the quality of teaching and only less than one fifth get (22.2%) their problem resolved by the service agency.
- ➔ No respondents reported payment of bribe in the school. This service is corruption free among all the services.
- ➔ Most of the households are satisfied with the overall quality of services in government school services.

- ➔ Most of the households suggested teaching quality should be good and teacher should be regular in their duty.

## MAJOR FINDINGS (SLUM HOUSEHOLDS)

### DRINKING WATER

- ➔ 77.1% of the households mostly using the PHED public tap as the source of drinking water. Only few have tap at home connection.
- ➔ More than half of the (58.0%) households getting water once in a day and less than half of the tap at home users find the water sufficient for their needs.
- ➔ More than half of the tap at home users and public tap users find the quantity of water supply is insufficient to their needs.
- ➔ More than half of the households find water tastes sweet, clear and does not have any smell.
- ➔ More than half of the households faced problems with regard to drinking water and the problem was insufficient water supply, whereas less than half of them resolved their problem by the services agency.
- ➔ More people paid bribe to get their problem resolution (10.4%) than for routine work done (14.6%).
- ➔ Half of the households satisfied with the overall quality of services and among them half are completely satisfied.
- ➔ Most of the suggestions include sufficiency of water supply and setting up of extra public taps.

### SANITATION

#### Drainage, Garbage Clearance and Public Toilet

- ➔ More than one third of the households have their waste water from their toilet going to drain outside the houses. Whereas most of the households (85.19%) have their waste water from their kitchen and bath room going to the same drain.
- ➔ Most of the households dispose their household garbage in front of their house and only very few (1.6) have reported presence of garbage bin in their locality.
- ➔ Only less than one fourth of the households (22.8%) have access to public toilet. And 15.6% of the households are using public toilets.
- ➔ Half of the households reported that the main and road side drains cleaned regularly (once a week).
- ➔ More than half of the (63.7%) households find regularity of garbage cleaning and less than half of the (44.2%) households reported that the garbage is cleaned daily.
- ➔ Most of the households reported convenient location of the toilet, availability of water and presence of electric bulb. More than half of the households reported number of toilets sufficient and regular cleaning of toilets.
- ➔ More than one third of the household faced problems with regard to drains, more than half of the households faced problems with garbage clearance and most of the households faced problems with regard to public toilets.
- ➔ Very few households paid bribe to get their work done and also to resolve problems in case of drainage and garbage clearance and 19.7% of the households paid bribe in case of public toilet service.
- ➔ Less than half of the household in case of drainage service, more than half in case of garbage clearance and 73.7% of the households are satisfied with the overall quality of services.
- ➔ Most of the households suggested to clean the drains regularly and to construct approach drains. Garbage should be cleaned regularly and garbage bin should be kept in every 50<sup>th</sup> household and number of toilets should be increased and toilets should be cleaned and maintained regularly.

## STREETLIGHT AND ROADS

- ➔ Most of the households reported regular functioning of streetlights and a bit less of households reported sufficiency of streetlights.
- ➔ More than half of the households have concrete/tarred roads in their locality and more than half (57.9%) of the households reported regular maintenance of roads in the slum area.
- ➔ More than one third of the households faced problems with regard to streetlights and Less than half of the households faced problems in case of roads.
- ➔ Few (3.4%) households paid bribe to get their routine work done in case of streetlights and 14.5% paid bribe to get their problem resolved in case of roads.
- ➔ Most of the households satisfied with the overall quality of the streetlight and road services and among them less than half are completely satisfied.
- ➔ Most of the households suggested extra streetlight facilities required and also suggested that the roads should be repaired/ maintained regularly, all the roads should be concrete/cement roads and roads should be cleaned regularly.

## PUBLIC DISTRIBUTION SYSTEM (Ration Shop)

- ➔ Less than half of (41.5%) the households have BPL card, 39.5% of households have other type of card i.e. ration card in the slum area. Kerosene is the single largest item available at the ration shop.
- ➔ Most of the households reported availability of rationed items at the ration shop and the convenient timing of ration shop.
- ➔ More than half of the households reported proper weighing of rationed items and no cash bill given while purchasing rationed items. And more than half reported right price charged for the rationed items.
- ➔ Only few households paid bribe to get their problem resolved.
- ➔ Most of the households are satisfied with the overall quality of services and among them one third of the households are completely satisfied.
- ➔ Most of them suggested supplying sufficient quantity of rationed items.

## GOVERNMENT HOSPITAL

- ➔ Most of the households who had not visited government hospital cited unsatisfactory services as reason. But those households who chose government hospital gave cheaper services as reason.
- ➔ Most of the out-patients and half of the in-patients find the presence of doctor at the hospital during their visits.
- ➔ More than half of the in-patients and most of the out-patients find the doctor's chamber clean and also got cured after treatment. More than one third of the households reported free availability of medicines.
- ➔ Half of the in-patients reported the regular distribution of food items at the hospital.
- ➔ 9.7% of in-patients paid bribe to get their routine work done. And 17.4% of in-patients and 1.7% of the out-patients paid bribe to get their problem resolution.
- ➔ Most of the households satisfied with the overall quality of services whereas one third of them are completely satisfied.
- ➔ More than half (58.9%) of the households suggested to improve the treatment and free medicines should be supplied at the hospital.

## GOVERNMENT PRIMARY SCHOOL

- ➔ More than one third of the household's children attending government primary school and among them more than half are girl children. Almost all reported the medium of instruction is Oriya.
- ➔ The location of the school is within the locality and takes 15 minutes on an average to reach on foot to the school.

- ➔ Most of the households reported availability of basic infrastructure like pucca building, toilets and drinking water and more than half reported availability of benches and tables in the school.
- ➔ One fourth of the households reported presence of midday meal programme in the school, most of the households reported availability of free books and less than half reported availability of uniform.
- ➔ Most of the households find the teachers are regular in their duty and few have reported visiting of teachers for enrollment drive.
- ➔ 12.5% of the household paid bribe to get their routine work done in the school, 19.6% of the households paid to get their problem resolved.
- ➔ Most of the (76.0%) households are satisfied with the overall quality of services, 46.8% of the households completely satisfied with the overall quality of services.
- ➔ Most of the households suggested that teaching should be good and they should be regular.

## CONCLUSION

Citizen Report Card findings in Brahmapur give a clear picture of the access, usage, quality of basic services. Furthermore it delineates the responses of the public officials, level of corruption and the overall quality of different services. The results clearly demonstrate that the quality of basic services is a mixture of good and poor quality reported by the citizens of Brahmapur city, residing at various non-slum and slum areas.

- ➔ Satisfaction with regard to water supply appears to be moderate in non-slum and slum areas with very low level of existence of bribe for availing the services.
- ➔ The drainage system of the city is not well-planned and garbage clearance is not up to the mark. For slum areas the problem is more acute due to increased population density in these areas. The problem is more acute in rainy days due to choking of the drains and overflow of the rainwater on the roads. Existence of extra payment for garbage cleanings is reported in about one-third cases.
- ➔ The satisfaction level is very good in case of streetlight services and good for roads. Corruption level is high for road services and minimum for streetlight.
- ➔ The functioning of the Public Distribution System in the non-slum areas seems to be satisfactory. Bribing the civil supply department officials is reported for getting a ration card.
- ➔ Quality of overall health service is not satisfactory except for the behavior of the doctors. The supply of food, medicine and cleanliness is satisfactory. Bribe paid for the service seems to be high for the non-slum areas in comparison with slum areas probably due to higher economic status of the non-slum population.
- ➔ Quality of education delivery system appears to be satisfactory for all the areas. Teacher regularity is reported as satisfactory whereas supply of midday meal and free text book supply is not satisfactory. Enrolment in the government schools is not up to the mark probably due to low quality and infrastructure standard in these schools.

The whole report organizes in these manners; chapter II highlights the different dimensions of public services such as access, usage, quality of the service, problem incidence and problem resolution, responsiveness and efficiency of the service providers and the overall satisfaction of the respondents in the Slum households. Chapter III elucidates the major findings of the study of the Non-Slum households in the same manner as in chapter II. Chapter IV provides a comparison of the outcomes across the Slum and Non-Slum households, households in Old and New Brahmapur and across services. Chapter V presents the perception of the service provider with regard to delivering basic public services. The final chapter VI sums up the findings and recommends a few policy implications.

# Chapter: 1

# Introduction

## 1.1 BACKGROUND

The focus of interventions is to improve governance in towns and cities in the growing urbanization era. Governance, defined traditionally as “the action or manner of governing”, no longer means just that. It extends beyond the conventional law-enforcing, service-providing domain of the state to imply a process of development which is participatory and takes into consideration the interests of all stakeholder groups in society, especially of the most excluded and disadvantaged sections. Good governance is seen as a process that promotes and encourages sustainable socio-economic, human and cultural development of societies and people. Public opinion is considered as the effective means of improving public services in the era of increasingly urbanized<sup>1</sup>.

The extent of provision of public services by a government system has gained importance in the twenty first century. Earlier, since the Keynesian days, the supremacy of the government in providing public services was not a matter of debate at all. Government was thought to be the omniscient provider of all public welfare activities. The turn of the century witnessed a sharp rise in critically examining the role of the government and a limit was placed on the governmental activities<sup>2</sup>. In a multi-layer governmental system, the local/regional governments played a significant role in providing some basic services, which are very essential for human existence. These are provision of drinking water, waste management, roads and streetlights, primary education, primary health care, traffic control etc. With increasing urbanized character of the economy of the developing countries, demand for these services has increased over the years. Citizen satisfaction on these services has been declining and there is a trend of privatizing some of these services for improving the delivery mechanism. Most of the local/regional governments earmark substantial portion of their annual budget for providing these services. These investments do not automatically ensure high quality of service, equity in access or adequate efficiency.

The outcomes and effectiveness of this expenditure, however, is not easy to observe and measure. Government typically monitors the progress of expenditure on different schemes and only presents the brighter side of the story, which is typical in a bureaucratic setup. Rarely, they go for seeing whether the services meet the demands of the people and fulfill the basic need of the people.

In this backdrop **Youth for Social Development (YSD)** based in Brahmapur, Orissa, a non-profit research institute independent of government control assessed the satisfaction level of the public services in Brahmapur city from a citizen's perspective. Citizen Report Card (CRC) is a methodology, developed by a Bangalore based organization **Public Affairs Centre (PAC)**, which is very popular throughout the world as an important instrument to ensure public accountability. A Citizen Report Card solicits user's perspective on different dimensions, such as, quality, efficiency and adequacy of the various public services. Qualitative user's opinions are aggregated to create a 'score card' that rates the performance of the service provider. The finding presents a quantitative measure of overall satisfaction and perceived level of irregularity among an array of other indicators. By systematically gathering and disseminating public feedback, report cards can improve accountability and responsiveness among the service providers.

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<sup>1</sup> UMP Asia News, Vol.II, No.3, Fall- Winter 1999/2000,p.1

<sup>2</sup> Stieglitz, 2005

## 1.2 PROBLEM STATEMENT

With a vision to strengthen democracy and decentralize powers for the socio economic development of urban areas, the 74<sup>th</sup> amendment act to the Indian constitution was made. This shaped a three-tier system of local governance and created local authority with far more representation of local population and fiscal autonomy. The aim was to make the local government more responsive to meet their needs and development of local area. Effective decentralization of political, administrative and financial authority results in more equitable and efficient service delivery, improved policy making through increased public participation in decision making. A Municipality has been defined as “people living in a town or city having local self government”. Each and every Urban Local Body (ULB) has to provide basic public services to its people through its Obligatory, Discretionary and Agency functions.

It has been always remarked that decentralization is rarely implemented effectively. This is due to the bad performance of the local government, ULBs failed to provide basic services to its people, inadequacy of funds to meet developmental needs and lastly the corrupt practices by the bureaucrats and local leaders.

### Profile of Brahmapur City

Berhampur Municipality with an area of 79.80 square kilometer and a population of 2, 89,742 as per 2001 census is the oldest municipality in Orissa which was constituted in 1867. This is the most important town and business centre of southern Orissa; the town experiences larger pressure on account of floating population as well as it is a very important trade & commerce and educational & cultural centre. It has a slum population of 97,018 in 100 pockets. This accounts for a larger population (38.48%)<sup>1</sup>.

The town has no systematic drainage system for discharging of filth and excess wastewater. Though Brahmapur Municipality is the oldest municipality in Orissa, the local government has failed to provide basic facilities to the citizens of Brahmapur city. Provision of drinking water is a decade old problem in the city. The garbage clearance and solid waste management systems are prone to serious problems. The roads of the town are rough and muddy. There is always traffic problem in the city due to narrow roads and less parking facilities.<sup>2</sup>

The basic service facility in the slum areas seems poor quality. Facilities like drinking water, drainage system, garbage bin facility and the health care, primary education services are poor due to ineffective service delivery by the Brahmapur Municipality and other state agencies delivering public services.

## 1.3 OBJECTIVES OF THE STUDY

To assess the basic public services provided by the local government in the town through citizen's perspective to pressurize the government to increase spending on the basic services effectively and qualitatively.

### Specific Objectives

- Assess the state of major public services from a user's perspective
- Build a set of benchmarks for future comparisons.
- Create public awareness, and influence the local government to improve the quality of public services and expand outreach to benefit the poor.

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<sup>1</sup> Brahmapur Municipality, Brahmapur

<sup>2</sup> First Report of the Second State Finance Commission, 2003, Government of Orissa

## Sample Size

The study covers a sample of 1000 users (households) both from the non-slum areas (60%, 600) and the slums (40% 400) of the Brahmapur Municipality (BMC) areas.

## Services Include

The services include BMC services like Sewerage System, Garbage Disposal, Roads, Public Toilets, and Streetlights. Others include Drinking Water (PHED), Public Distribution System (Civil Supply Dept.), Primary Health (Health Dept.), Primary Education (Education Dept.), and Safety and traffic Management.

## Dimensions of Study

The feedback was collected from various dimensions like access, usage, efficiency, quality of services, staff responsiveness, corruption, overall satisfaction of the quality of services and suggestions to improve the quality of services.

## Utility of the Study

The Citizen Report Card study has immense utilities in improving public services by invoking public opinion. The following are the different utilities

- Creating public awareness by disseminating information (facts and quantitative level of satisfaction)
- Stimulating agency reform by providing users' experience and client satisfaction
- Strengthening civil society initiatives to lobby for effective public service delivery
- Building capacity for public interest groups, NGOs and citizens' forums, and resident's welfare associations (RWAs).

## Dissemination and Advocacy

The report of the CRC study will be widely disseminated to a targeted audience and public advocacy will be done with the involvement of media, NGOs, academicians, social activists and citizen's committees to improve the services provided by the local government.

## 1.4 METHODOLOGY

Citizen Report Card (CRC) is an assessment of public services in Brahmapur city from a citizen's perspective. By systematically gathering and disseminating public feedback CRCs can bring about accountability and responsiveness among the service providers. As groundwork, discussions were held with a few public officials of various service agencies (BMC, PHED and CSD etc.) regarding provision of basic public services and effective delivery mechanism. Discussions were also held with a few leading development organizations and NGOs and senior citizens in Brahmapur city with regard to quality and effectiveness of the services. A focus group discussion (FGD) was also held separately in the slum and non-slum areas by involving Resident's Welfare Associations and the general public. Discussions were held to map different views of the citizens with regard to quality and efficacy of different basic services. The views and opinions of the focus group discussions were incorporated in the subsequent development of the CRC survey questionnaire. Several revisions were made to the questionnaire after piloting and pre testing. Then feedback from the general public collected through field study and then the data gathered in an electronic format by using various statistical tools. A comprehensive report prepared by using the data and presented it to the stakeholders. The result will be used to influence the public officials and elected representatives to improve public service delivery.

## 1.5 SAMPLING DESIGN

Households were differentiated on the basis of their living in the Slum and Non-Slum areas. For non-slum areas, the city was divided into New Brahmapur and Old Brahmapur. But the slums were divided as per the size of the holdings. The divisions made were - small sized, medium sized and large sized slums.

### Sampling Design for the Non-Slum

The entire city was divided on the basis of old city and the new city areas i.e. New Brahmapur and Old Brahmapur. Out of the 27 wards covering the city, Old Brahmapur comprises of 15 wards and New Brahmapur of 12 wards. 6 wards from Old Brahmapur and 4 wards from New Brahmapur were selected based on the proportion to the number of wards in the old and new city. By applying stratified random sampling, 400 households were selected (207 households from new Brahmapur and 193 households from old Brahmapur).

### Sampling Design for the Slums

There are 17,524 households in 110 slum pockets in the 27 wards of Brahmapur city. The 110 slums were divided into three types as per the size of the Households. The slums containing up to 100 households were regarded as the small sized slums (22 wards), 101 to 200 households as medium sized slums (40 wards) and 201 and above households as large sized slums (32 wards). We have selected 20% of the wards as our sample - accordingly 5 slums from Small Sized Slums, 8 from Medium Sized Slums and 7 from Large Sized Slums were selected. By applying stratified random sampling without repetition of the ward representation, a total of 600 households were selected (67hhs from small sized slums, 209 HHs from medium sized slums and 324 HHs from large sized slums).

## 1.6 QUESTIONNAIRE

The survey was conducted through a structured bilingual (English and Oriya) questionnaire. The contents of the questionnaire were put under 6 sections. There were 250 open and close-ended questions in the questionnaire. The first section identified the respondents. The second asked details of the education, profession and household assets and their living conditions. The third one sought information on civic awareness and responsibilities of the respondents. Section four dealt with the access and usage of different basic services in the city. Section five dealt with the quality of different services. The last section sought user feedback on problem incidence and resolution, staff responsiveness and overall satisfaction.

## 1.7 OUTCOME OF THE STUDY

The findings of the study will be utilized in advocating and pressurizing the local government and the public officials through constant engagement of media, NGOs, academicians, social activists and the general public. The benchmark study will also be widely disseminated among the elected representatives, ruling government, civil society groups and citizens to initiate public advocacy and campaigns to improve basic services in favor of the urban poor and deprived.

## 1.8 STRUCTURE OF THE REPORT

Chapter II highlights the different dimensions of public services such as access, usage, quality of the service, problem incidence and problem resolution, responsiveness and efficiency of the service providers and the overall satisfaction of the respondents with the service agencies of five basic services, namely Drinking water, Brahmapur Municipal services (Garbage Disposal, Drainage System,

Roads, Streetlights, Public Toilets), Ration shops (Public Distribution System), Government Hospitals, Government Primary Schools and also Civic Awareness and services with regard to Safety and Traffic Management of the city covered among the Slum households. Chapter III elucidates the major findings of the study of the Non-Slum households in the same manner as in Chapter II. Chapter IV provides a comparison of the outcomes across the Slum and Non-Slum households, households in Old and New Brahmapur and across services. Chapter V presents the perception of the service provider with regard to delivering basic public services. The final Chapter VI sums up the findings and recommends a few policy implications.

# Chapter: 2

## Major Findings from Non-Slum Households

### 2.1 INTRODUCTION

The Citizen Report Card survey wrapped a sample size of 404 Non-Slum Households in the entire Brahmapur city. The sample is collected from both the Old Brahmapur (193 HHs) and New Brahmapur (211HHs) areas.

### 2.2 A PROFILE OF THE RESPONDENTS

- As can be observed from the table below, out of the 404 respondents, 56% are males and 44% are females, with more than one-third of them (37%) coming under the age group of 26-40 years.
- Secondary level education i.e. 10<sup>th</sup> Class is the highest level of education among the respondents (21.3%), followed by middle school i.e. 6-9<sup>th</sup> class (15.3%) and Graduation (15.1%).
- The occupation level of the respondents shows that most of them are housewives (35.6%), 7.2% are retired persons, 5% are at clerical level and 8.7% are engaged in other jobs.
- Among the total non-slum respondents, 67.3% are living in their own houses, more in the case of old Brahmapur (73%), than in New Brahmapur (62%).
- The average approximate size of the house of the citizens of non-slum areas is 945 square feet.
- The average size of the family is 5 members including 4 adults and 1 child.

The following table presents a demographic profile of the respondents in the non-slum area.

**Table 2.1: Profile of the Respondents (Non-Slum)**

Profile	Grouping	Percentage of Respondents		
		Old	New	Total
		N=193	N=211	N=404
Gender	Male	54.4	57.8	56.2
	Female	45.6	42.2	43.8
Age in years	20-25	13.7	16.7	15.1
	26-40	35.0	39.8	37.3
	41-55	34.9	27.1	31.2
	>56	16.0	16.4	16.1
Marital Status	Married	83.9	83.9	83.9
	Unmarried	13.5	11.8	12.6
	Widowed	2.6	4.3	3.5
Religion	Hindu	99.5	100.0	99.8
	Christianity	0.5	-	0.2
Educational level	Illiterate	9.3	7.6	8.4
	Literate without formal education	7.8	2.4	5.0
	Completed primary schooling (Up to class 5)	15.5	5.2	10.1
	Completed middle school (6 – 9 <sup>th</sup> class)	20.2	10.9	15.3
	Completed secondary level (10 <sup>th</sup> class)	20.2	22.3	21.3
	Completed higher secondary (+2)	11.9	12.3	12.1
	Graduation not completed	3.1	2.4	2.7
	Graduation	9.8	19.9	15.1

Profile	Grouping	Percentage of Respondents		
		Old	New	Total
		N=193	N=211	N=404
	Post Graduation	1.6	9.0	5.4
	Technical (Diploma/Degree)	0.5	4.3	2.2
	Others	9.3	3.8	2.2
Occupation	Unskilled worker	2.6	3.8	3.2
	Skilled Worker	6.7	2.8	4.7
	Petty Trade	6.2	1.9	4.0
	Shop Owner	5.2	4.3	4.7
	Business man/Industrialist	16.1	13.3	14.6
	Self Employed Professional	1.6	1.4	1.5
	Clerical/ Salesman	4.7	5.2	5.0
	Officer / Executive	4.1	4.7	4.5
	Housewife	36.8	34.6	35.6
	Retired	5.7	8.5	7.2
	Unemployed	0.5	4.7	0.2
	Student	4.7	13.3	4.7
	Others	3.6	1.4	8.7
Type of the job	Government	7.8	14.2	11.1
	Non government	3.6	3.3	3.5
Ownership of house	Own house	73.1	62.1	67.3
	Rented house	26.9	37.9	32.7
Approximate size of the house		878 sq.ft	1006 sq.ft	945 sq.ft
Origin from	Nearby rural area	85.5	92.0	89.3
	Other parts of Orissa	12.9	6.9	9.4
	Other state	1.6	1.1	1.3
Average no of years living in the city		7	6	6
Average no of people living in the house	Adult	4	3	4
	Children	1	1	1
	Total	5	4	5

Source: Data Collected from Field

### *Holding of Household Assets*

- Most of the households in the non-slum areas have major household assets like bicycle (91.8%), television (90.6%), pressure cooker (87.9%) and gas connection (87.1%).
- More than half (61.9%) of the households have two wheeler and 67.8% have kerosene stove.
- More than one fourth (26.7%) households have sewing machine. And around one third (32.9%) households have radio at their house.
- But only few households have four wheelers (2.7%).

## 2.3 CIVIC AWARENESS AND RESPONSIBILITIES AMONG THE RESPONDENTS

- Almost all respondents are aware of their ward name and number i.e. 91.1% and 86.1% respectively in the non-slum areas. About 82% of the respondents are aware of the name of the local councilor.
- Only 38.6% respondents feel that their councilor has done something substantial for their locality.
- This response is the same for both Old and New Brahmapur i.e. 37.7% and 42.2% respectively, indicating a universal disfavor towards their local representative.

- Around 13% of the citizens in the non-slum areas are aware of the existence of Residents Welfare Association (RWA) in their locality, though only 6.7% have membership in the Residents Welfare Association (RWA).
- Only 9.7% respondents affirmed that the RWAs were active.
- Interestingly, the residents of Old Brahmapur seem to be more aware of RWAs and their activities than their counterparts in New Brahmapur.

## 2.4 FEEDBACK ON BASIC PUBLIC SERVICES (NON-SLUM)

### 2.4.1 ACCESS TO BASIC PUBLIC SERVICES

This phase presents the outcome on access to basic public services such as water supply, waste management, public toilet, drains, tarred/ concrete road, streetlight, ration shop, government hospital and government primary school in the non-slum area.

How accessible are the water supply services?

- Half of the (51.2%) of the citizens have access to water supply through *tap at home* and more than half (66.3%) of the citizens have access to water supply through public *tap/hand pump* provided by the Public Health and Engineering Department (PHED).
- Access to water supply through tap at home is more in New Brahmapur (63.5%) as against Old Brahmapur (37.8%) in the non-slum area.
- However unlike tap at home, public tap is accessed by more households in Old Brahmapur (80.3%) than in New Brahmapur (53.6%).

How accessible are the sanitation services?

- Only around 13.4% of households in the non-slum areas have access to *public toilet* near their house, again this is more in Old Brahmapur (23.8%) than in New Brahmapur (3.8%).
- While only 7.9% of the households have affirmed access to *garbage bins* near the house, close to 90% respondents have mentioned access to door-to-door garbage collection system.
- Only 18.3% of the citizens have access to *drains* in front of the house (Main Drain).

How accessible are the streetlight and road services?

- Almost all the citizens in the non-slum area have access to *streetlights*.
- Most of the households (91.3%) of the citizens have access to *tarred/concrete roads* in their locality.

How accessible are the ration shop services?

- Nearly half of the households (45%) have access to *ration shop* services.
- In case of old Brahmapur this is only 38.4% as against the case of new Brahmapur where 52.3% households have access to ration shop services.

### 2.4.2 USAGE OF BASIC PUBLIC SERVICES

How many people use the basic public services?

- Among those who have access to ration shops in the non-slum areas, most of the households (88.5%) use ration shop. Ration Shop service has the highest usage level among all services.
- Nearly half (48.3%) of the citizens in the non-slum areas have used the Government Hospital.

- In case of old Brahmapur slightly more than one third (36.8%) of the citizens have used government hospitals, but in case of new Brahmapur more than half (58.8%) of the citizens have used government hospital.
- Only 18.3% households reported children going to government primary schools in the non-slum area, this being more in Old Brahmapur (21.8%) than in New Brahmapur (15.2%).
- In the case of police services, only 8.7% of the citizens in the non-slum areas have reportedly made use of police services. Police service has the lowest usage level among all services in the non-slum area.

### 2.4.3 OTHER ASPECTS RELATED TO PUBLIC SERVICES: SAFETY AND TRAFFIC MANAGEMENT

This part of the report enlightens the safety and security of the citizens of the non-slum areas of Brahmapur city. It also throws light on the traffic management and the efficiency of the police in managing traffic and safety in the city.

#### How many people use police services?

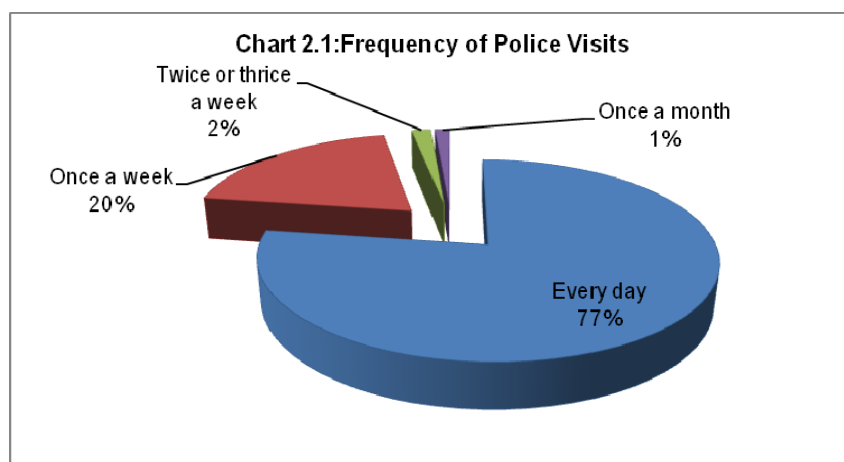
- Most of the households have not interacted with the police in any matter in the last one year in the non-slum areas.
- While only 5.4% of the households have interacted with the police in the last one year.

#### How safe are the localities in the non-slum region?

- The safety of the locality was assessed on different safety angles like theft/ robbery, safety of women, extortion and other illegal activities.
- 82.9% of the households reported the locality is safe in terms of theft and robbery.
- Most of the households reported the locality is safe in terms of safety of women (91.1%), extortion (93.3%) and other illegal activities (93.3%).

#### Have the people faced any problems in the last one year?

- Only 5% of the citizens have encountered problems in the last one year related to safety.



#### Are the police rounds conducted regularly?

- More than half (63.6%) of the households reported there is regular rounds by the police to the locality.

- ➔ 77.4% of households reported the police visits regularly (every day).
- ➔ 69.8% of the households reported there is a regular round by a police vehicle in the non-slum area.

#### How well is the traffic managed?

- ➔ 59.1% of the households reported all the traffic lights are working in the important junctions.
- ➔ 79.3% of the households reported the traffic lights are managed well in terms of timing whereas 84.5% of the household reported the traffic lights are well placed.
- ➔ Most of (86.2%) the households reported the presence of traffic police in important junctions.
- ➔ 78.9% of the households reported the traffic is managed well at non-peak hours, whereas only 34.6% reported the same for peak hours.

#### Are adequate parking facilities available in the city?

- ➔ 58.5% of the households reported that adequate parking facilities are not available in the city.

## 2.5 DRINKING WATER

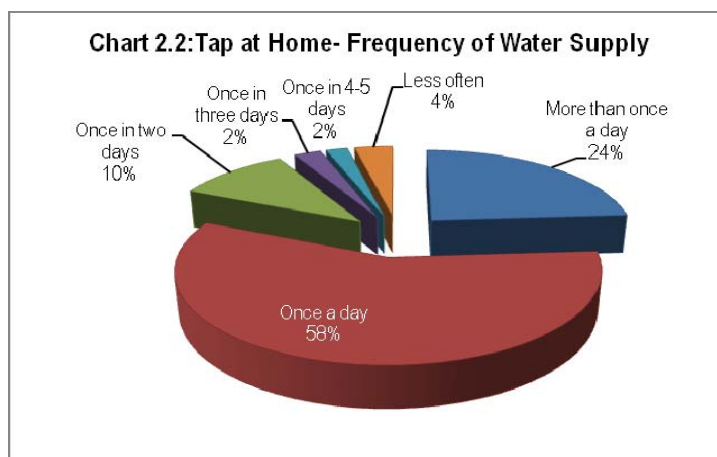
### 2.5.1 MAJOR SOURCES OF DRINKING WATER IN THE NON-SLUM AREAS

- ➔ The survey findings depict many sources of drinking water are available in the non-slum regions; those are public tap, hand pump and tap connecting to home. The other sources of drinking water comprise of private wells, bore wells, tube wells, ponds, etc.
- ➔ Citizens of the non-slum areas are getting water supply mostly from tap at home (49.3%), followed by public tap (39.9%); only 2% are using hand pump as a source and 8.9% are dependent on other sources of drinking water.
- ➔ There is dissimilarity between old and new Brahmapur in the usage of various sources of drinking water. The households in the new Brahmapur region mostly use tap at home (63%) followed by public tap (39.9%). Whereas the main source for the households in the old Brahmapur region is public tap (56%) followed by tap at home (35.2%).
- ➔ The dependence on drinking water in both the regions is mostly on the public tap and tap at home sources of PHED.
- ➔ There are not much seasonal variations found between summer and other seasons, so the findings of the summer season are taken into consideration.

### 2.5.2 QUALITY OF DRINKING WATER SERVICES PROVIDED IN NON-SLUM AREA

#### How frequently do the citizens get water from PHED sources?

- ➔ More than half of the tap at home users are getting water once in a day (57.5%) and the same happens with the public tap users (53.5%) while hand pump users get water once in a day (88.0%) in the non-slum region.
- ➔ Public tap users (41.7%) in the old Brahmapur region are getting water more than once a day.
- ➔ More than half of the tap at home users (66.2%) and public tap users (68.6%) in the new Brahmapur region are getting water only once a day.. While less than half of the tap at home users (41.7%) and public tap users (46.3%) are getting water only once a day in the old Brahmapur region.



### Are the quantities of water supply sufficient for the needs of the citizens?

- ➔ More than half of the tap at home users (52.2%), public tap users (62.5%) and hand pump users (62.5%) in the non-slum region found that the frequency of water is not sufficient for their needs.
- ➔ More than half of the PHED water users do not find this frequency of water sufficient for their needs, the highest being among hand pump users.

### How often would the citizens like to get water supply?

- ➔ Among those who do not find the frequency of water sufficient, almost half of them expect the water to be made available throughout the day.
- ➔ Nearly half of the tap at home users (50.5%) and public tap users (46.4%) in the non-slum region would like to get water whole the day.

### On the day of water supply how many hours do the citizens get water for?

- ➔ Less than half of the tap at home users (45.8%) get water one hour per day. While public tap users (34.0%) and hand pump users (25.0%) who get water one hour per day.
- ➔ The reason for a substantial proportion of the users wanting higher frequency of water, which shows that 40% of the users get water for only an hour on the day of supply.
- ➔ There is significant difference between old and new Brahmapur - in case of old Brahmapur tap at home users (52.9%), public tap users (53.7%) are getting water for more hours per day. And only 35.5% of hand pump users are getting water two hours per day but tap at home users (55.6%), public tap users (74.5%) are getting water one hour per day. But in case of new Brahmapur tap at home users (55.6%) and public tap users (71.4%) are getting water one hour per day.

### Are the quantities of water adequate for the needs of the citizens?

- ➔ It is interesting to note that in spite of the aforementioned periodicity of water supply, more than two-third of the users does find the quantity of water sufficient for their needs.
- ➔ Users of public sources mainly do not find the quantity adequate.
- ➔ It is observed that tap at home users (80%), public tap users (78%) and all hand pump users find the quantity of water sufficient for their needs in the old Brahmapur region.
- ➔ But in the new Brahmapur region, while tap at home users (59.4%) find the quantity of water sufficient for their needs, public tap users (60.8%) do not find the quantity of water sufficient for their needs.

**Is the timing of water supply convenient for the citizens?**

- ➔ Timing of the water supply in general does not seem to be problems with around 64% tap at home users and 66% public tap users saying that the timing is convenient, except in the case of hand pumps.

**How is the quality of water in terms of taste, smell and color?**

- ➔ Most of the users find the PHED water sweet, except in the case of hand pump users.
- ➔ The same applies for smell, wherein more than 90% users observe that the water that they get does not have any smell, except again in the case of hand pump users.
- ➔ Also, for color of the water - clear water is received by tap users, though a majority of the hand pump users get partly muddy water.

**Do the citizens make use of private sources of drinking water apart from PHED sources?**

- ➔ 42.0% of the citizens in the non-slum area are making use of private sources of drinking water apart from PHED sources.
- ➔ Among the private source users, 70% are using water from well, 13.5% are using water from private bore well and 15% using other sources of drinking water.

**How far is the public tap/hand pump on foot from the citizen's residence?**

- ➔ The average distance to reach the public tap/hand pump taken by the citizens is 5-6 minutes on foot.

**Are the citizen's getting accurate water bill?**

- ➔ Most of the tap at home users (96.5%) in the non-slum area is getting accurate water bills.
- ➔ A large part of the tap at home users (97%) in the non-slum area says that the bill payment timing is convenient.

### **2.5.3 PROBLEM INCIDENCE AND RESOLUTION OF DRINKING WATER SERVICES**

**Did the citizens encounter any problems in the last one year with drinking water?**

- ➔ Half of the tap at home users (51.2%), public tap users (66%) faced problem with drinking water in the last one year except for hand pump users.
- ➔ Public tap and tap at home are the most problematic source of drinking water.

**What is the nature of problems that the citizens come across?**

- ➔ 61.2% of the tap at home users, 50.0% of public tap users and all hand pump users' complained that the water supply is not sufficient.
- ➔ 34.3% of public tap users and 26.2% of tap at home users complained the tap is out of order.

**Were these problems resolved?**

- ➔ Nearly half of the tap at home users (42.7%), public tap users (52.9%) reported that their problem was resolved by the service agency.
- ➔ A good number of tap at home users (86.4%), public tap users (81%) and all the hand pump users contacted the agency for their difficulties.
- ➔ Interaction percentage seems quite good in drinking water service.

### How did the citizens communicate with the service agency?

- ➔ Nearly half of the tap at home users (49.5%), public tap users (63.5%) and all hand pump users contacted the service agency by visiting personally followed by 31.5% of tap at home users and 24.7% of public tap users who complained in a group for their difficulty.
- ➔ Few have contacted the service agency by using the Residents Welfare Association.

### Why did the citizens not contact the service agency?

- ➔ Half of the citizens in the non-slum area did not contact the agency due to lack of response from the PHED officials.
- ➔ One fourth of the citizens complained to their local councilor.
- ➔ 20% have not contacted the service agency due to their ignorance.

## 2.5.4 STAFF RESPONSIVENESS

### Are the citizens satisfied with the interaction for problem resolution?

- ➔ The indicators for the mapping up of satisfaction of the citizens regarding their interaction with the public officials are: time taken to attend, time taken to resolve, behavior of the staff, availability of the staff in their seat, helpfulness of the staff, efficiency of the staff and ability of the staff to resolve a problem.
- ➔ More than 70% of the households are satisfied with the time taken to attend a problem and helpfulness of the staff. But the satisfaction percentage is low in case of behavior of the staff (52.2%) and efficiency of the staff (41.8%).

## 2.5.5 CORRUPTION

### Did the households pay a bribe for redress of problems?

- ➔ 16.4% of tap at home users and 17% of public tap users said that they paid a bribe to get their routine work done which was demanded by the public officials at the service agency.
- ➔ While 17.9% of tap at home users and 12.5% of public tap users paid a bribe, which was demanded by the public officials at the service agency to get their problems resolved.
- ➔ The average amount of bribe paid was Rs.54.
- ➔ The bribe mostly paid to get their water related problems resolved like disconnection of water, clear the pipe jam, to repair the defective water tap etc.
- ➔ More than 80% households (all users) disclosed that the bribe was demanded by the public officials.
- ➔ More than 80% of the tap at home households, public tap users and all hand pump users got their work completed after payment of bribe.

### Are the citizens satisfied with the nature of problem resolution?

- ➔ 52% of the tap at home users, 31.4% public tap users was dissatisfied with the nature of problem resolution pattern.
- ➔ More than 90% of the citizens were satisfied with the problem resolution pattern, were completely satisfied.

## 2.5.6 CITIZEN'S SATISFACTION WITH THE OVERALL QUALITY OF SERVICES

How satisfied are the citizens with the overall quality of services?

- ➔ Taking usage pattern, service quality, interaction with public officials and corruption in to account the level of overall satisfaction is calculated.
- ➔ More than half (51.9%) of the citizens are satisfied with the overall quality of drinking water service.
- ➔ Among them 44.3% of the citizens are completely satisfied with the overall quality of service.

Why are the households dissatisfied?

- ➔ Most of the citizens (78.9%) complained that the water supply is very slow and supplied at a low pressure.
- ➔ 18.1% reasoned that PHED staffs are not regular in their duty.
- ➔ Only 2.9% of the said water supply is not regular.
- ➔ 20% of the households said water supply is not sufficient.

## 2.5.7 CITIZENS SUGGESTIONS TO IMPROVE THE QUALITY OF DRINKING WATER SERVICE

What suggestions do people have to improve drinking water services?

The main suggestions to improve the quality of service pertain with the sufficiency of water, those are

- ➔ To set up extra public tap to avoid rush at the available public tap.
- ➔ Sufficient water should be supplied during the summer season.
- ➔ Bleached/ hygienic water should be supplied.
- ➔ PHED staff should be efficient and regular.
- ➔ Wastage should be prevented at the broken public tap.

## 2.6 SANITATION- DRAINS, GARBAGE CLEARANCE AND TOILETS

### A. DRAINS

#### 2.6.1a USAGE PATTERN OF DRAIN SERVICES

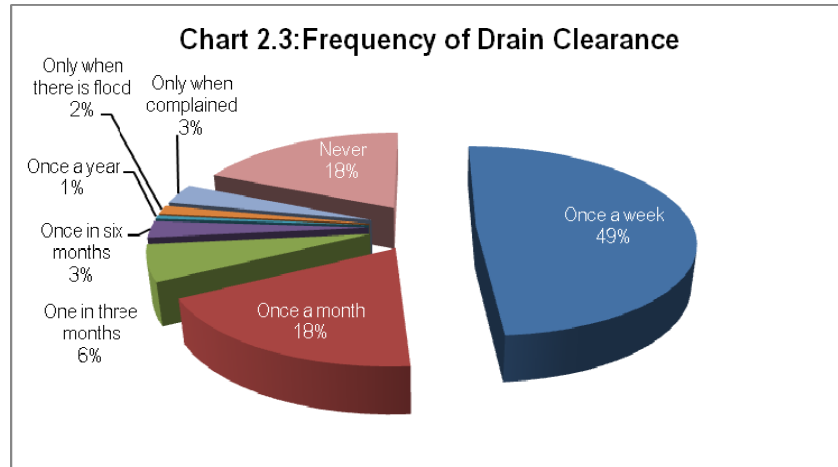
Where does the household waste water go?

- ➔ Out of the 404 households surveyed in the non-slum area, all most 87.6% of the households have drainage facilities in their locality.
- ➔ The waste water from the toilet, kitchen and bathroom of the households are disposed through open sewerage system (main drain), storm water drain and drain outside the house (road/back side drain).
- ➔ More than half (53.7%) of the households reported the waste water from their toilet goes to drain outside the houses (roadside/backside drain).
- ➔ About 86.9% of the household reported that the waste from their kitchen and bathroom goes to drain outside the houses (roadside/backside drain).
- ➔ More than one fourth (31%) of the households reported that the waste water goes to other places like nearby vacant plot or to the open field near their houses etc.
- ➔ There is no well-planned drainage system in the non-slum area.

## 2.6.2a QUALITY OF DRAIN SERVICES

What is the frequency of cleaning of drains?

- ➔ 48.8% of the households in the non-slum area reported that the road side drains are cleaned regularly (once in a week) and 18.4% of households reported that the road side drains are cleaned once a month. Same number of households (18.4%) reported that the road side drains are never cleaned.
- ➔ Half of the households (50%) in the non-slum area reported that the main drains are cleaned regularly (once a week).



Do the drains overflow in the rainy season?

- ➔ 37.2% of the households reported that drains overflow in the rainy season in the non-slum area.
- ➔ Only 12.8% reported in the non-slum area that they call the control room/BMC when there are storm water drain floods.

## 2.6.3a PROBLEM INCIDENCE AND PROBLEM RESOLUTION

What were the problems faced with drains and how were they solved?

- ➔ 46.0% of the households faced problems with regard to drains in the non-slum area.
- ➔ The main problems faced by the non-slum households are: drains overflow due to blockage, irregularity of drain clearance and damage of drains due to lack of maintenance and underground drains are packed with garbage and mud, foul smell from drains and breeding places for mosquitoes.
- ➔ Only 7.1% of the old Brahmapur and 7.7% of the New Brahmapur households who had problems got the problems resolved after interaction with the public agency in the non-slum area.
- ➔ Problem resolution pattern is quite low in case of the non-slum region.

Did the citizens contact the agency to solve the problems and how?

- ➔ Half of the households (50.6%) contacted the municipality for resolution of different problems occurring with drains.
- ➔ Only few (4.9%) reported the use of Residents Welfare Association (RWAs) for complaints, in the non-slum area.
- ➔ Among the households who faced problems, about 40% mainly reported to the Chief Executive Officer of BMC And 26.8% reported to the Chairperson.

- Among the households who have not reported to the agency for their problems with drains, reasoned no response from the Municipality followed by 38.8% reported to the councilor instead of the service agency.
- 7.5% feared to report to the service agency in the non-slum area.

### 2.6.4a RESPONSIVENESS OF THE STAFF

How responsive are the public officials?

- The indicators for the mapping of satisfaction of the citizens regarding their interaction with the public officials included: time taken to attend, time taken to resolve, behavior of the staff, availability of the staff in their seat, helpfulness of the staff, efficiency of the staff and ability of the staff to resolve a problem.
- Among the households that interacted with the public officials, 80% are satisfied with the ability of the staff, 78% of the households are satisfied with the availability of the staff, 75.3% are satisfied with the behavior of the staff, 72% are satisfied with the helpfulness of the staff, 71.6% are satisfied with the efficiency of the staff.
- More than half (57.3%) of the households are satisfied with the time taken to resolve and 65.9% of the households are satisfied with the time taken to attend a problem.

### 2.6.5a CORRUPTION

Were there cases of bribery?

- 31.0% of the households exposed the cases of bribery in the Brahmapur Municipality, which are paid to get the routine work done and 13.9% of the citizens paid bribe to resolve the drain problems.
- Among the bribery case households, 34.2% reported the municipality staff demanded to clean the drain. 51.3% bribery case households reported to get the drain work done quickly.
- Only 25% of the households used middleman to pay the bribe.
- The average amount of bribe paid was Rs.40.
- Among the households who paid a bribe, 58.2% reported that the bribe was demanded by the public officials.
- 65.8% among the bribe paid households got their work completed after the payment of bribe.

Are the citizens satisfied with the nature of problem resolution?

- 41.8% of the households are dissatisfied with the nature of problem resolution by the municipality with regard to drains and 40.5% households are satisfied with the nature of problem resolution.
- Among the satisfied households, 71.9% are partly satisfied with the nature of problem resolution and only 28.1% are completely satisfied.

### 2.6.6a CITIZENS' SATISFACTION WITH THE OVERALL QUALITY OF DRAIN SERVICES

How satisfied are the citizens with the overall quality of services?

- The overall satisfaction with the service quality is calculated by aggregating usage pattern, quality of services, problem incidence and resolution pattern, and corruption.
- More than half (59.1%) of the households are dissatisfied with the overall quality of drain services.
- Among the satisfied households only 21.5% are completely satisfied with the overall quality of drain services and most of the households (78.5%) are partly satisfied.

**Why are the households dissatisfied?**

- ➔ Most of the (82.4%) households are dissatisfied due to irregularity in the drain clearance in the non-slum area.
- ➔ Foul smell from the drains
- ➔ Drains overflow due to choking
- ➔ Drains are packed with garbage
- ➔ Drain water overflows on the road due to blockage

**2.6.7a CITIZENS' SUGGESTIONS TO IMPROVE THE QUALITY OF DRAIN SERVICES****What suggestions do people have to improve drainage service?**

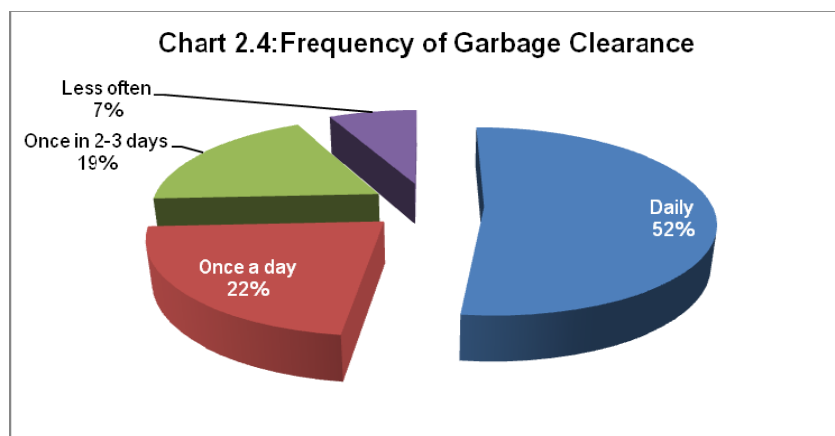
- ➔ Most of (82.9%) the households suggested drains should be cleaned regularly.
- ➔ Bleaching and chemicals should be sprayed regularly.
- ➔ Approach drains should be there on both sides of the road.
- ➔ Number of staff should be increased to clean the drains.
- ➔ Reconstruction of old drains and packed drains.
- ➔ Regular repair and maintenance of drains.
- ➔ Quality of drains construction should be checked.

**B.GARBAGE CLEARANCE****2.6.1b USAGE PATTERN OF GARBAGE CLEARANCE****How do the households dispose household waste?**

- ➔ Among the 404 households surveyed, most of the households (94.5%) reported that the garbage clearance amenities are available in the non-slum region.
- ➔ The Municipality has provided door-to-door garbage collection facility (the garbage collector comes to every street to collect through a small trolley) and garbage bin facility to collect the household wastage in the non-slum region.
- ➔ Almost all the households (83.2%) throw the household wastage at the front side of their house.
- ➔ 11.8% of the households throw the wastage in a nearby vacant plot/open space. This practice is high in the case of old Brahmapur (17.2%).
- ➔ Negligible percentage (2.9%) of households use the garbage bin provided by the municipality.
- ➔ 92.4% reported that the municipality is the single largest garbage-clearing agency.

**2.6.2b SERVICE QUALITY OF GARBAGE CLEARANCE****How often is the garbage cleared?**

- ➔ Most of (73.3%) the households in the non-slum region reported regularity in garbage clearance.
- ➔ Half of (52.0%) the households reported that garbage is cleared (daily) regularly.
- ➔ Only 17.4% of the households reported that they are paying for garbage clearance.
- ➔ The average amount of payment for the garbage clearance is Rs.30 per month.



### 2.6.3b PROBLEM INCIDENCE AND RESOLUTION

What were the problems faced with garbage clearance and how were they solved?

- ➔ 48.4% of the households have problems with garbage clearance in the non-slum region.
- ➔ The problem mainly pertains to non-regularity in collection of garbage (53.3%).
- ➔ 25.5 % of the households reported foul smell from the garbage dump.

Did the citizens contact the agency to solve the problems and how?

- ➔ 65.8% of the households in the non-slum area reported to the service agency for their problems related to garbage clearance.
- ➔ 43.0% of households complained municipality by visiting personally.
- ➔ 42.1% of the households complained in a group for their problems with garbage clearance.
- ➔ Among the households who faced problems, about 46.3% mainly reported to the Chief Executive Officer of BMC, 26.4% of the households having problems reported to the concerned engineer and only 19% reported to the chairperson of BMC.
- ➔ Half (50.8%) of the households who have not contacted the agency for their problems reasoned that there is no response from BMC and 4.8% of the households reported that they were afraid to contact.

### 2.6.4b STAFF RESPONSIVENESS

How responsive are the public officials?

- ➔ Almost all (96.7%) the households who have interacted with the public officials in the non-slum region are satisfied with the helpfulness of the staff.
- ➔ More than 70% of the households satisfied with the availability of staff in their seat, ability of the staff to resolve a problem and times taken to attend a problem.
- ➔ Regarding the efficiency of the staff, 44.6% of the households are satisfied in the non-slum area.
- ➔ Only more than 28% of the households are satisfied with the time taken to resolve a problem and with the behavior of the staff.

### 2.6.5b CORRUPTION

#### Were there cases of bribery?

- ➔ 18.4% of the households who have problems relating to garbage clearance exposed that they paid a bribe for the routine work done and 29.7% confessed that they paid a bribe to get their problem resolved.
- ➔ 63.2% of the households reported they paid a bribe mainly due to the demand from the garbage clearance staff to collect the dumped garbage.
- ➔ 35.2% have used middlemen to pay bribe in the non-slum area.
- ➔ The average amount of bribe paid is Rs.28.
- ➔ Most of the (73.7%) households that paid a bribe got their work completed after the payment of bribe.

#### Are the citizens satisfied with the nature of problem resolution?

- ➔ More than half (57%) of the households interacted with the service agency are dissatisfied with the problem resolution pattern.
- ➔ Among the satisfied households only 27.3% are completely satisfied with the service agency and most (72.7%) of the satisfied households are partly satisfied.

### 2.6.6b CITIZENS' SATISFACTION WITH THE OVERALL QUALITY OF DRAIN SERVICES

#### How satisfied are the citizens with the overall quality of services?

- ➔ Most (70.2%) of the citizens are satisfied with the garbage clearance service of the municipality.
- ➔ Only 26% of the satisfied households with the overall quality of garbage clearance service are partly satisfied in the non-slum area.
- ➔ A majority (74%) of households are partly satisfied with the overall quality of garbage clearance service.

#### Why are the households dissatisfied?

- ➔ Households are dissatisfied mainly (48.5%) due to the irregularity of garbage clearance in the non-slum area.
- ➔ 38.1% of the households are dissatisfied due to absence of garbage clearance in the non-slum area. This situation is more in the case of old Brahmapur (65.2%).
- ➔ Among the others, foul smell from the garbage dump has been also given as a reason.

### 2.6.7b CITIZENS' SUGGESTION TO IMPROVE THE QUALITY OF DRAIN SERVICES

#### What suggestions do people have to improve drainage service?

- ➔ More than half (57.4%) of the households suggested that garbage should be cleared regularly.
- ➔ 36.6% of the households suggested that garbage bins should be kept in to cater to every 50 households.
- ➔ Among the other suggestions, garbage should be burnt at a faraway place.
- ➔ More staff should be engaged to collect the garbage.
- ➔ More vehicles should be engaged to collect the garbage.
- ➔ Collection of money to collect garbage should be prevented.

## 2.7 BMC SERVICES- STREETLIGHTS AND ROADS

### A. STREETLIGHTS

#### 2.7.1a USAGE PATTERN OF STREETLIGHTS SERVICE

Are there streetlights services in the locality?

- ➔ Out of 404 households surveyed, almost all the (98.8%) citizens in the non-slum areas have usage of streetlights in their locality provided by Brahmapur Municipality.

#### 2.7.2a QUALITY OF SERVICE - STREETLIGHTS

How are the streetlights functioning?

- ➔ Most of the households (91.4%) reported that the streetlights are functioning regularly in the non-slum area.
- ➔ 78.1% of the households reported that the lights from the streetlight are sufficient in the non-slum region.

#### 2.7.3a PROBLEM INCIDENCE AND RESOLUTION

What were the problems faced with streetlights and how were they solved?

- ➔ 39.0% of the households have problems with regard to streetlights in the last one year.
- ➔ 61.5% of the households reported that their problem was resolved by the service agency.
- ➔ 43.9% of the households have a problem with the sufficiency of lights from the streetlights.
- ➔ Among the other problems faced by the non-slum households are, streetlights not working, the bulbs are not changed since a long time, numbers of lights are not sufficient, etc.

Did the citizens contact the agency to solve the problems and how?

- ➔ More than half (59.4%) of the households reported to the service agency for their problem with regard to streetlights.
- ➔ Communication with the service agency is mainly through a group (44.1%); 32.3% of the households complained through Residents Welfare Association.
- ➔ 39.6% of the households finally contacted the concerned engineer at the municipality.
- ➔ 45% of the households that had not contacted the agency cited no response from BMC in the non-slum area and 27.0% households cited lack of idea where/whom to contact.

#### 2.7.4a STAFF RESPONSIVENESS

How responsive are the public officials?

- ➔ The indicators for the mapping of satisfaction of the citizens regarding their interaction with the public officials: time taken to attend, time taken to resolve, behavior of the staff, availability of the staff in their seat, helpfulness of the staff, efficiency of the staff and ability of the staff to resolve a problem.
- ➔ 83.5% of the households are satisfied with the behavior of the staff and only 17.6% are satisfied with the time taken to resolve a problem.
- ➔ More than 60% of the households satisfied with the time taken to attend a problem and helpfulness of the staff.

- ➔ Nearly half of (44%) the households are satisfied with the ability of the staff to resolve a problem and 40.7% of the households are satisfied with the efficiency of the staff.

### 2.7.5a CORRUPTION

Were there cases of bribery?

- ➔ 10.8% of the households paid a bribe to get their problem resolved in the non-slum area and more than 25% of the citizens paid a bribe to get their work done (to change the bulb).
- ➔ And more than 75% of the households paid a bribe as the staff demanded it to repair/ maintain the streetlights.
- ➔ 48.8% of the households reported the bribe was demanded to resolve problem with regard to streetlights in the non-slum area.
- ➔ 67.4% of the household reported, the purpose was solved after the payment of bribe.

Are the citizens satisfied with the nature of problem resolution?

- ➔ Nearly half (46.5%) of the households are satisfied with the problem resolution pattern of the service agency.
- ➔ All most all the satisfied households are partly satisfied with the problem resolution pattern of the service agency.

### 2.7.6a CITIZENS SATISFACTION WITH THE OVERALL QUALITY OF STREETLIGHT SERVICES

How satisfied are the citizens with the overall quality of services?

- ➔ The overall satisfaction is calculated by taking in to account usage pattern, service quality, interaction with public officials, problem resolution and corruption level.
- ➔ Most of the households (85.4%) are satisfied with the overall quality of the streetlight service in the non-slum area.
- ➔ 59.9% among the satisfied households are completely satisfied with the overall quality of streetlight service.

Why are the households dissatisfied with streetlight services?

- ➔ 57.7% of the households are dissatisfied as the lights are not sufficient.
- ➔ Among the other reasons for dissatisfaction is non-maintenance of lights regularly.
- ➔ Darkness in the streets due to fused bulb in the streetlights.
- ➔ Nuisance and illegal activities increase due to darkness.
- ➔ Staffs are not regular in their duty.

### 2.7.7a CITIZENS' SUGGESTIONS TO IMPROVE THE QUALITY OF STREETLIGHT SERVICES

What suggestions do people have to improve streetlight service?

- ➔ More than half of the households suggested that the electricity department staff should check the lights regularly.
- ➔ Extra streetlight facility should be arranged.
- ➔ Sufficient lights should be arranged.
- ➔ Mercury lights should be set up.
- ➔ The staff should be regular in their duty.

## B. ROADS

### 2.7.1b USAGE PATTERN OF ROAD SERVICES

What is the type and access to the roads?

- ➔ Among the 404 households surveyed in the non-slum area, most of (91.5%) them reported that they have road facilities in the locality.
- ➔ More than half (62.8%) of the household reported that all roads in their locality are tarred/concrete.
- ➔ 35.1% of households reported some roads are tarred/concrete in the non-slum area.

### 2.7.2b QUALITY OF ROAD SERVICES

What is the quality of maintenance of approach roads?

- ➔ More than half (63.9%) of the households reported that the tarred roads are maintained regularly.
- ➔ Maintenance of roads includes cleaning, filling up of pot holes and other repairs etc.

**Table 2.2: Presence of Roads and service quality**

Items	Percentage of Respondents		
	Old Brahmapur	New Brahmapur	Total
<b>Tarred Roads</b>			
All	70.2	57	62.8
Some	27.3	41.1	35.1
None	2.5	1.9	2.2
Regular maintenance of roads	67.7	58.5	63.9

### 2.7.3b PROBLEM INCIDENCE AND RESOLUTION

What were the problems faced with roads and how were they solved?

- ➔ Half of the (51.5%) households had problems with the roads in the last one year; among them 43.4% of the households reported resolution of their problems by the service agency.
- ➔ 44.2% of households reported the problem mainly due to pot holes on the road.
- ➔ One fourth (25.3%) of the households reported that the roads are not cleaned regularly and 23.2% of households reported muddy and rough roads.

Did the citizens contact the agency to solve the problems and how?

- ➔ 67.9% of households contacted the service agency to resolve the problems.
- ➔ The communication is mainly in a group (47.3%).
- ➔ Half of the (51.9%) households contacted the Chief Executive Officer followed by 37.2% who contacted the Concerned Engineer for their problem resolution.
- ➔ More than half (55.7%) of households cited no response from BMC, for not contacting the service agency.

### 2.7.4b STAFF RESPONSIVENESS

How responsive are the public officials?

- ➔ Most of (77.5%) the households were satisfied with the ability of the staff in providing information; followed by 74.4% who are satisfied with the behavior of the staff and 72.9% time taken to attend the problems.
- ➔ More than 60% of the households are satisfied with helpfulness of the staff and availability of the staff in their seat in the non-slum area.
- ➔ Nearly half (46.5%) of the households were satisfied with the efficiency of the staff with problem resolution.

### 2.7.5b CORRUPTION

Were there cases of bribery?

- ➔ One third (30.3%) of the households paid a bribe to get their problem resolved. This is in case of construction of new roads and repair of the existing roads.
- ➔ 21.9% of the household paid a bribe to get their routine work done.
- ➔ The corruption is high in the case of roads services.
- ➔ More than half (54%) of the households admitted that the bribe was paid because the officers/staff demanded it.
- ➔ 23.4% of those who paid a bribe have used middlemen to pay a bribe in the non-slum area.
- ➔ 32.1% of the households reported that the bribe was demanded by the staff at the service agency.
- ➔ 59.8% of the households reported that their problem was not resolved even after payment of bribe.
- ➔ The average amount of bribe paid for roads is Rs.150.

Are the citizens satisfied with the problem resolution?

- ➔ More than half (56.5%) of the households are dissatisfied with the problem resolution by the service agency.
- ➔ Among the satisfied households, most of the households are partly satisfied (78.9%) with the problem resolution by the service agency in the non-slum area.

### 2.7.6b CITIZENS' SATISFACTION WITH THE OVERALL QUALITY OF ROAD SERVICES

How satisfied are the citizens with the overall quality of services?

- ➔ Most of (76.1%) the households are satisfied with the overall quality of road services in the non-slum areas.
- ➔ Among the satisfied households, half of the households are completely satisfied with the overall quality of road services in the non-slum area.

Why are the households dissatisfied?

- ➔ More than one third (38.7%) of households reason for their dissatisfaction as roads not being maintained regularly.
- ➔ Among the other reasons pot holes are there on the road.
- ➔ The quality of the construction work is not good.
- ➔ Contractors are corrupt.
- ➔ Roads are affected due to nonexistence of approach drains.
- ➔ Roads are not cleaned regularly

- ➔ The roads are full of dust.

## 2.7.7b CITIZENS' SUGGESTIONS TO IMPROVE THE QUALITY OF ROAD SERVICES

What suggestions do people have to improve road service?

- ➔ More than one third (35%) of the households suggested that the roads should be repaired/maintained regularly.
- ➔ All the roads should be concrete/cement roads.
- ➔ Roads should be cleaned regularly.
- ➔ Pot holes should be repaired immediately.
- ➔ Quality of the road works should be checked.
- ➔ Approach drains should be constructed.

## 2.8 PUBLIC DISTRIBUTION SYSTEM (RATION SHOP)

### 2.8.1 USAGE PATTERN OF RATION SHOP SERVICES

State governments have food distribution system through fair price shops i.e. Ration Shops in order to secure adequate availability of food grains and essential commodities. The Civil Supply Department of the Government of Orissa is the provider of Ration Shop services in the city through various fair price shops in several wards of Brahmapur city.

Are the citizens having access to fair price shop (ration shop)?

- ➔ Out of the 404 households surveyed, 45% of the households have ration card.
- ➔ Among the households having ration card 88.5% purchased rationed items in the last one year in the non-slum area.
- ➔ 44.7% households have BPL card and 55.3% of household have other cards.
- ➔ The essential items available in the ration shop are rice/wheat, kerosene, sugar etc.
- ➔ Half (55.3%) of the households reported that kerosene is mostly available.
- ➔ Most (83.9%) of the households visit ration shops once in a month.

### 2.8.2 QUALITY OF RATION SHOP SERVICES

Are the food items available at the ration shop?

- ➔ Most (92.5%) of the households in the non-slum area reported food items are available at the ration shop while they visit.
- ➔ 85.1% of the households reported the timing of ration shop is convenient.
- ➔ Almost all (93%) households reported the opening of ration shop on the day it is supposed to be open.

Are the quantity and prices favorable?

- ➔ More than half of the households reported the proper weighing of rationed items at the ration shop in the non-slum area.
- ➔ More than half (58.4%) of the households reported *no cash bill* is given while purchasing rationed items.
- ➔ 60.9% of the households reported the prices of rationed items are displayed in front of the ration shop.
- ➔ Most of (85.1%) the citizens reported the right prices charged for the rationed items at the ration shop in the non-slum area.

- ➔ 77.6% of the citizens reported the whole quota due is given every month.
- ➔ Most of (93.8%) the households reported that larger quantity than the eligible quota is not supplied at a higher price.

#### Is the authorized shopkeeper available at the shop?

- ➔ Most of the (90.1%) households reported the shopkeeper is always present at the ration shop in the non-slum area.
- ➔ Nearly half (45.3%) of the households reported that there is *non-availability of information* regarding the stock position of the ration shop.
- ➔ Most of the (77%) households reported that there is non availability of information regarding the person to be contacted in case of problem with regard to ration shop.

#### Are the people satisfied with the staff at the ration shops?

- ➔ 86.7% of the households are satisfied with the overall behavior of the staff and 90.1% of the households are satisfied with the helpfulness of the staff at the ration shop.
- ➔ Among those satisfied with the overall behavior of the staff at the ration shop, 52.1% are partly satisfied.

### 2.8.3 PROBLEM INCIDENCE AND RESOLUTION

#### What were the problems faced with ration shop and how were they solved?

- ➔ One fourth (26.3%) of the households had problems with regard to ration shop service in the last one year.
- ➔ Among the households that faced problem, 28.1% reported resolution of their problem by the service agency.
- ➔ 40.5% of the households reported the problem is mainly with the quantity of the rationed items not being sufficient to the needs.
- ➔ Ration shop not opening regularly.
- ➔ The qualities of the rationed items are not good.
- ➔ Rationed items not available of time.
- ➔ Other necessary goods are not available at the ration shop.

#### Did the citizens contact the agency to solve the problems and how?

- ➔ Most of (71.1%) the households contacted the service agency for their problems with regard to ration shop.
- ➔ Half (53.1%) of the households contacted through personal visits followed by 31% contacting the service agency through Residents Welfare Association.
- ➔ 40.6% of the households who contacted the local councilor finally to get their problem resolved with regard to ration shops in the non-slum area.
- ➔ 37.5% of the households had no idea where to contact in the agency.
- ➔ 31.3% of the households reported lack of response from the Civil Supply Department as a reason for not contacting the agency.

### 2.8.4 STAFF RESPONSIVENESS

#### How responsive are the public officials?

- ➔ Responsiveness of the public officials is calculated by taking time taken to attend the problem, time taken to resolve the problem, behavior of the staff, availability of staff in their seat, helpfulness of the staff, efficiency of the staff and ability of the staff to resolve a problem.

- ➔ Almost all (93.8%) the households were satisfied with the efficiency of the staff availability of the staff in their seat and ability of the staff.
- ➔ More than 70% of the households were satisfied with the time taken to attend to the problems and with the helpfulness of the staff.
- ➔ More than half (68.8%) of the households were satisfied with the time taken to resolve a problem and (53.1%) with the behavior of the staff.

### 2.8.5 CORRUPTION

Were there cases of bribery?

- ➔ Only 9.4% of the households paid a bribe to get their problem resolved (to get a fresh ration card).
- ➔ More than half (53.8%) of the households used middlemen to pay a bribe in the non-slum area.
- ➔ All those households that paid a bribe reported that the bribe was demanded by the public officials. And 57.1% get their work completed after payment of bribe.

Are the citizens satisfied with the nature of problem resolution?

- ➔ Half (53.7%) of the households were satisfied with the nature of problem resolution.
- ➔ All the satisfied households were partly satisfied with the nature of problem resolution.

### 2.8.6 CITIZENS' SATISFACTION WITH THE OVERALL QUALITY OF STREETLIGHT SERVICES

How satisfied are the citizens with the overall quality of services?

- ➔ The overall satisfaction of the household is calculated by considering the usage pattern, service quality, problem incidence and interaction with public officials and corruption level.
- ➔ 85.2% of the households were satisfied with the overall quality of ration shop services.
- ➔ Among them 64.3% of the households were partly satisfied with the ration services.

Why are the households dissatisfied with ration shop services?

- ➔ More than half (52.2%) of the households reasoned that the quantity supplied at the ration shop are not sufficient.
- ➔ Shop keepers are always absent.
- ➔ Ration shop is not opened regularly.
- ➔ No information on the available items and timing.
- ➔ Necessary items not available on time.

### 2.8.7 CITIZENS' SUGGESTIONS TO IMPROVE THE QUALITY OF PDS SERVICES

What suggestions do people have to improve PDS services?

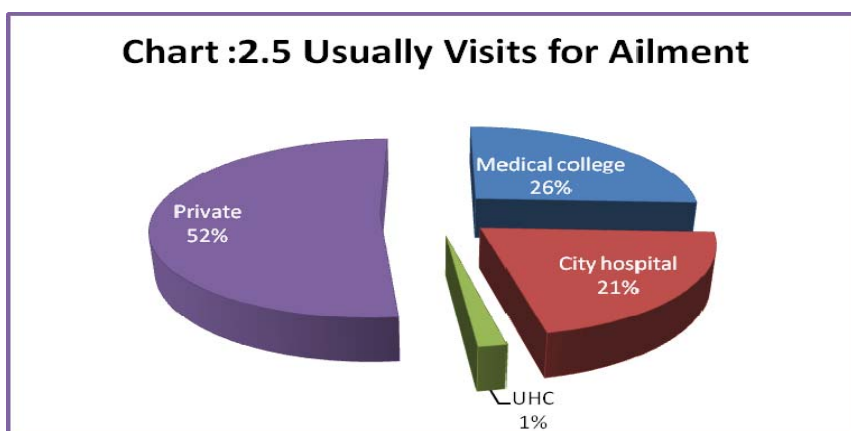
- ➔ 48.5% of the households suggested that the quantity and quality of the rationed items should be more.
- ➔ Ration shop should be opened two times a day.
- ➔ There should timely availability of rationed items.
- ➔ Other necessary items should be available at the ration shop.

## 2.9 GOVERNMENT HOSPITAL

### 2.9.1 USAGE PATTERN OF HEALTH SERVICES

How do households use and access health facilities?

- ➔ Health services are provided by the Health and Family Welfare Department, Government of Orissa through Government Medical College, City Hospital and other Urban Health Centers at various wards in Brahmapur city.
- ➔ Total number of household surveyed in the non-slum area was 404, out of this 78.2% visited private medicals/hospitals in the last one year.
- ➔ Nearly one third (29.2%) of the households visited medical college hospital and one fourth of (25.7%) the households visited city hospital in the last one year for the treatment of their illness.
- ➔ More than half (51.7%) of the households usually visit private medicals/clinics.
- ➔ One fourth of the (25.7%) households usually visit the medical college hospital and 20.8% of the households visit the city hospital.



Why do the people not visit a state government hospital?

- ➔ More than half (55.8%) of the households said services are not good at the government hospital.
- ➔ 27.9% of the households said the doctor's behavior is not good.

What are the reasons for choosing government health facilities?

- ➔ 37.1% of the households reported that it is cheaper than other private health facilities.
- ➔ Nearly one fourth (23.9%) of the households reported better quality of treatment and 22.3% of the households reported that the hospital they chose was recommended to them.

Whether the people visited as in-patient/out-patient?

- ➔ More than half of the citizens visited the hospital as an out-patient and 42.6% of the households visited as in-patients.

What are the frequently occurring ailments for which people seek treatment?

- ➔ Typhoid/High Fever
- ➔ Malaria
- ➔ Cough and cold

- ➔ Eye/Ear problems
- ➔ Diabetic/Breathing problem/Blood Pressure
- ➔ Stomach pain
- ➔ Delivery service/Pregnancy care and related problems
- ➔ Orthopaedic related problems

## 2.9.2 QUALITY OF HEALTH SERVICES IN NON SLUM AREAS

Where do the citizens find out the person to contact at the hospital?

- ➔ Most of the (94%) of the out-patients and (92.8%) in-patients reported that they were not instructed whom to contact at the hospital in the non-slum area.
- ➔ Most of the (both in-patients and out-patients) households found the contact person from their friends and relatives.

How reliable are the services offered at the government hospitals?

- ➔ More than half (61.4% of out-patients & 69.4% of in-patients) of the respondents reported that the doctors were present at the time of their visits.
- ➔ Cleanliness in the doctor's chamber is reported by 79.8% of the out-patients and 88.3% of the in-patients.
- ➔ Most of the (89.2% of out-patients & 83.8% of the in-patients) patients were cured after getting treatment from the government hospital in the non-slum area.

Were medicines available at the hospital?

- ➔ 51.8% of out-patients and 35.1% of in-patients reported availability of some prescribed medicines in the hospital.
- ➔ More than half of the respondents (67.5% of in-patients & 73.9% of out-patients) reported no free availability of medicines at the hospital.
- ➔ 14.5% of out-patients and 16.2% of the in-patients reported receipt of expired medicines at the hospital in the non-slum area.

Were food items distributed and regular change of bed sheet/linen done in the hospital?

- ➔ 72.3% of the households (in-patients) reported regular distribution of food items like bread, egg and milk.
- ➔ Considerable difference found between old Brahmapur (62.8%) and new Brahmapur (78.3%); households (in-patients) reported regular distribution of food items like bread, egg and milk.
- ➔ Only one third (33%) of the households reported regular change of bed sheet/linen.

Are the citizens satisfied with the quality of hospital services?

- ➔ Most of the (87.7%) households are satisfied with time taken to attend the patient at the hospital.
- ➔ Almost all the households are satisfied with the overall behavior of the doctor (99.0%) and helpfulness of the staff (92.3%) at the hospital.
- ➔ 35.7% of the households are satisfied with the cleanliness of the room and 41.1% of the households are satisfied with cleanliness of the items.
- ➔ 61.0% of the households are dissatisfied with the overall behavior of the nurses and 68.7% of the households are dissatisfied with the overall behavior of the staff at the hospital.

### 2.9.3 PROBLEM INCIDENCE AND RESOLUTION

What were the problems faced and how were they solved?

- ➔ More than one third (31.3%) of the in patients and more than half of the (65.4%) out-patients have problems while using public health services.
- ➔ More than half of the in-patients (52.9%) and (52.9%) out-patients reported the problem is mainly with regard to the bad quality of treatment.
- ➔ While one third of the (31.4%) in-patients and (41.2%) of out-patients reported the prescribed medicines are not freely available.
- ➔ More than half (56.4%) of the in-patients and less than one fourth (23.1%) of the out-patients reported the resolution of their problems

Did the citizens contact the agency to solve the problems and how?

- ➔ Most of the households both in-patients (72.5%) and out-patients (76.5%) contacted the agency for the resolution of their problems.
- ➔ The communication is mostly through (76.9%out-patients) in a group and half of the in-patients contacted the service agency through RWA.
- ➔ Nearly half (46.2%) of the out-patients contacted the Medical Superintendent for their problems and another 46.2% of the out-patients contacted the Senior Doctor for their problems.
- ➔ All the out-patients and half of the in-patients gave no response from the department as their reason for not contacting the agency.
- ➔ Half of the in-patients gave fear of ill treatment as a reason for not contacting the agency.

### 2.9.4 STAFF RESPONSIVENESS

Are the citizens satisfied with the interaction for problem resolution?

- ➔ Most of the households are satisfied with the ability of the staff (73.1%) and efficiency of the staff (67.3%).
- ➔ More than one third of the households are satisfied with the time taken to resolve a problem (36.5%) and helpfulness of the staff (36.5%).

### 2.9.5 CORRUPTION

Were there cases of bribery?

- ➔ 11.5% of the out-patients and 2.5% of the in-patients paid a bribe for the routine work done at the hospital.
- ➔ 17.9% of the in-patients and one third (30.8%) of the out-patients paid bribe for the problem resolution at the hospital.
- ➔ The corruption level is high among the out-patients for problem resolution at the hospital in the non-slum area.
- ➔ One third (30.3%) of the in-patients and more than one third (36.4%) of the out-patients paid a bribe for good treatment of their illness.
- ➔ Nearly half (48.5%) of the in-patients and one third (36.4%) of the out-patients paid a bribe for free medicines at the hospital.
- ➔ More than half (51.5%) of the in-patients and 54.5% of out-patients did not get their work completed even after payment of bribe.

### Are the citizens satisfied with the problem resolution?

- ➔ 47.7% of the households are satisfied with the problem resolution in the non-slum area.
- ➔ Most of the satisfied (76.2%) households are partly satisfied with the problem resolution of the service agency.

## 2.9.6 SATISFACTION WITH THE OVERALL QUALITY OF SERVICES

### How satisfied are the citizens with the overall quality of services?

- ➔ Satisfaction with the overall quality of service is measured by aggregating the usage pattern, service quality, interaction problem resolution, responsiveness of the staff and corruption level.
- ➔ Most of the households (83.1%) are satisfied with the overall quality of services.
- ➔ Most of (77.8%) the households are partly satisfied with the overall quality of services.

### Why are the households dissatisfied?

- ➔ Most of (77.8%) the households are dissatisfied with unavailability of free medicines.
- ➔ Only 11.1% of the households cited that the quality of treatment is not good.

## 2.9.7 SUGGESTIONS TO IMPROVE THE QUALITY OF SERVICES

### What suggestions do people have to improve health services?

- ➔ Nearly half (47.6%) of the households suggested to improve the treatment.
- ➔ 43.2% of the households suggested free medicines should be supplied at the hospital.
- ➔ Other suggestions included that doctors should be cooperative.
- ➔ Staff should behave well.
- ➔ Hospital environment should be clean.
- ➔ Hospital wastage should be cleaned regularly.

## 2.10 GOVERNMENT PRIMARY SCHOOL (NON-SLUM)

### 2.10.1 USAGE PATTERN

There are many government primary schools in Brahmapur city which are engaged in facilitating primary education in the non-slum areas; those are, government primary school, government higher primary school, government lower primary school.

- ➔ Out of 404 respondents surveyed in case of non-slum areas only less than one fifth of the (18.3%) households' children are attending the government primary school.
- ➔ Among the children attending government primary school more than half are male children. But in case of new Brahmapur more than half of the (59.7%) are girl children.
- ➔ Nearly half (48.9%) of the households reported that their children are attending government primary school.
- ➔ Most of the respondents (90.4%) reported the medium of instruction is Oriya.
- ➔ Very few children are not attending primary school in the non-slum area.
- ➔ Most of the respondents (78.3%) reported the location of the school being within the locality.
- ➔ On average, it takes 15 minutes to reach the school on foot.

## 2.10.2 QUALITY OF PRIMARY EDUCATION SERVICES IN NON-SLUM AREA

Are there basic infrastructures available in the school?

- ➔ Most of the (85.1%) households reported the availability of pucca school building.
- ➔ More than half of (63.5%) the households reported the unavailability of benches and tables in all classes.
- ➔ More than half of the (68.9%) households reported availability of toilets and (64.7%) reported availability of separate toilets for boys and girls in the school.
- ➔ Most of the (93.2%) households reported there is availability of drinking water in the school for their children and it was found clean.
- ➔ Only 52.7% reported availability of playground for the children in the school.

Is there a midday meal programme in the school?

- ➔ Only 5.5% of the households reported the presence of midday meal programme in the school and among them 75.0% reported cooked food being given in the midday meal programme.

Are there free books available in the school?

- ➔ Most of the (78.4%) households reported free books are available in the school and all the households reported free note books are not available.
- ➔ More than one third (32.4%) of the households reported free uniforms are available.
- ➔ More than half (51.7%) of the households get the free books on time but more than half of (67.6%) the households get their uniforms on time.

Are the teachers regular in their duty?

- ➔ Most of the (94.6%) households reported the teachers are regular in their duty.
- ➔ Most of the parents (89.2%) reported their children are happy about teaching in the school.

Are the teachers visiting houses for enrollment drive?

- ➔ Most of the (95.4%) households reported the teachers are not visiting for enrollment drive.
- ➔ Among them 60% reported the teachers are visiting during school hours for enrollment drive.

## 2.10.3 PROBLEM INCIDENCE AND PROBLEM RESOLUTION

What were the problems faced with the school and how were they solved?

- ➔ Most of (78.6%) the households have problems with regard to their children's education in the primary school.
- ➔ Less than one fourth (22.2%) of the households have resolved their problem with regard to their children's education in the primary school.
- ➔ The problems in the school are mainly with the quality of teaching, as reported by 47% of the households.
- ➔ Among the other problems with regard to school are books are not supplied, children are not promoted to higher class, uniforms are not available and irregularity of teachers, etc.

Did the citizens contact the agency to solve the problems and how?

- ➔ Most of the households (71.6%) contacted the school for the resolution of their problems.
- ➔ Most of the households (72.1%) contacted the school through personal visits for their problems.
- ➔ More than half (51.2%) of the households contacted the Head master and one third of (32.6%) the households contacted the District Inspector of schools to resolve the problems.

(32.6%)  
31

- ➔ More than half (62.5%) of the households reported that the reason for not contacting the agency is lack of response from the school head master.

#### How responsive are the public officials?

- ➔ The indicators for the mapping of satisfaction of the citizens regarding their interaction with the public officials: time taken to attend, time taken to resolve, behavior of the staff, availability of the staff in their seat, helpfulness of the staff, efficiency of the staff and ability of the staff to resolve a problem.
- ➔ Most of the (72.1%) households are satisfied with the availability of the staff in their seat.
- ➔ More than half of the households are satisfied with helpfulness (65.1%), efficiency of the staff (65.1%), and ability of the staff (65.1%), time taken to resolve (60.5%) and behavior of the staff (58.1%).

#### Were there cases of bribery?

- ➔ No respondent either from old and new Brahmapur reported payment of bribe in the school.

### 2.10.4 SATISFACTION WITH THE OVERALL QUALITY OF SERVICES

#### How satisfied are the citizens with the overall quality of services?

- ➔ The overall qualities of services are computed by taking the usage pattern, service quality, interaction and problem resolution and corruption level.
- ➔ Most of the (82.4%) households are satisfied with the overall quality of services provided by the primary schools.
- ➔ More than half of (57.6%) the households are completely satisfied with the overall quality of services of the primary schools.

### 2.10.5 SUGGESTIONS TO IMPROVE THE QUALITY OF SERVICES

#### What suggestions do people have to improve school services?

- ➔ Most of the households suggested that teaching should be good.
- ➔ Teachers should be regular.
- ➔ Free books should be supplied on time.
- ➔ Sports facilities should be there at school.
- ➔ Chairs and benches should be available in all classes.



Citizen's interview during the Citizen Report Card Survey in Kampa Street Brahmapur



Citizen's interview during the Citizen Report Card Survey in Kadalibada Street Brahmapur

# Chapter: 3

## Major Findings from Slum Households

### 3.1 INTRODUCTION

The Citizen Report Card study covered a sample size of 602 Slum Households in the entire Brahmapur city. The slum area was divided into three categories as per the size of the slum - such as LSS (Large Sized Slum), MSS (Medium Sized Slum), and SSS (Small Sized Slum).

### 3.2 A PROFILE OF THE RESPONDENTS

- Out of the 602 households surveyed 45% had male respondents and 55% female respondents coming under the age group of (42.02%) 26-40 years like non-slum areas; and 79% of them were married.
- Analyzing the educational level of the citizens in the slum areas, 24% of the citizens completed middle school (6-9<sup>th</sup> Class), 23% of the citizens were illiterate, and 16% of the citizens completed middle school.
- The occupation level of the respondents in the slum area include, housewives (37.5%), 13.5% unskilled workers, 11% skilled workers and 8% petty traders.
- 70% of the citizens are residing at their own house. The approximate size of the house the slum dwellers live in is 516 square feet.
- 93% of the citizens in the slum area are from nearby rural areas. And the average number of people living in the house is five.

The following table represents a demographic profile of the respondents in the slum area.

**Table-3.1- Profile of the Respondents (Slum)**

Profile	Grouping	Percentage of Respondents			
		LSS	MSS	SSS	Total
		N=319	N=216	N=67	N=602
Gender	Male	79.0	45.5	64.2	44.9
	Female	21.0	54.5	35.8	55.1
Age in years	20-25	19.74	15.27	26.86	19.26
	26-40	40.12	45.83	38.8	42.02
	41-55	26.43	25.92	28.35	26.24
	>56	14.64	12.96	5.92	12.95
Marital Status	Married	78.1	81.5	74.6	78.9
	Unmarried	13.5	6.9	17.9	11.6
	Widowed	8.5	10.6	7.5	9.1
	Separated	-	.5	-	.2
	Divorced	-	.5	-	.2
Religion	Hinduism	92.5	98.6	100	95.5
	Islam	6.9	1.4	-	4.2
	Christianity	.3	-	-	.2
	Others	.3	-	-	.2
Educational level	Illiterate	20.7	27.3	22.4	23.3
	Literate without formal education	10.3	15.7	14.9	12.8
	Completed primary schooling (Up to class 5)	14.4	17.6	16.4	15.8

Profile	Grouping	Percentage of Respondents			
		LSS	MSS	SSS	Total
		N=319	N=216	N=67	N=602
Education	Completed middle school (6 – 9 <sup>th</sup> class)	27.9	19.4	17.9	23.8
	Completed secondary level (10 <sup>th</sup> class)	12.9	12	13.4	12.6
	Completed higher secondary (+2)	4.4	2.3	6	3.8
	Graduation not completed	2.5	2.3	4.5	2.7
	Graduation	4.4	1.4	4.5	3.3
	Post Graduation	1.3	1.9	-	1.3
	Technical (Diploma/Degree)	.6	-	-	.3
	Others	.6	-	-	.3
	Occupation	Unskilled worker	10.3	18.1	13.4
Skilled Worker		8.2	15.7	7.5	10.8
Petty Trade		9.1	7.9	4.5	8.1
Shop Owner		4.1	4.6	1.5	4.0
Business man/Industrialist		7.8	4.6	4.5	6.3
Self Employed Professional		.6	.9	1.5	.8
Clerical/ Salesman		4.7	1.9	6.0	3.8
Officer / Executive		1.9	.5	47.8	1.2
Housewife		38.2	33.3	1.5	37.5
Retired		3.1	2.3	1.5	2.7
Unemployed		.3	.9	6.0	.7
Student		4.1	2.8	4.5	3.8
Others		6.6	3.2	-	5.1
Type of the job		Government	7.2	1.4	4.5
	Non government	.3	.5	1.5	.5
	Not Disclosed	.9	1.9	3.0	1.5
Ownership of house	Not Applicable	91.5	96.3	91.0	93.2
	Own house	68	72.7	76.1	70.6
	Rented house	32	27.3	23.9	29.4
Approximate size of the house		555 sq.ft.	458 sq.ft.	512 sq.ft.	516 sq.ft.
Origin from	Nearby rural area	93.8	91.9	94.1	93.1
	Other parts of Orissa	5.3	6.8	5.9	5.9
	Other state	.9	1.4	-	1
Average no of years living in the city		7	8	8	7.5
Average no of people living in the house	Adult	4	4	4	4
	Children	1	1	1	1
	Total	5	5	5	5

Source: Data collected from the field

### Holding of Household Assets

- ➔ Most of (73.1%) the slum households have bicycles. 50.5% of the households have gas connection in their house and 57.8% of the households have kerosene stove in their house. 64% of the slum households have television in their house and 54% of the household have pressure cooker in their house.
- ➔ Less than one fourth (23.4%) of the households have two wheelers and 20.3% of the households have radio and 15.4% of the households have sewing machine in their house.

### 3.3 CIVIC AWARENESS AND RESPONSIBILITIES AMONG THE RESPONDENTS

The paragraph reveals the civic awareness consciousness and the responsibilities of the Non-Slum respondents in Brahmapur city.

- ➔ Most of the citizens are aware of the name of the ward (82.9%), 80.4% are aware of the number of the ward (80.4%), 83.4% of the citizens know the name of the councilor.
- ➔ Most of the (85.4%) citizens cast their vote in the last municipality election.
- ➔ Only 37.9% of the households feel that the councilor has done anything substantial for their ward indicating a universal disfavor towards their local representative.
- ➔ Around 37.4% of the citizens in the slum areas are aware of the existence of Residents Welfare Association (RWA) in their locality, though only 16.8% have membership in the Residents Welfare Association (RWA). Only 29.9% respondents affirmed that the RWAs were active.

### 3.4 FEEDBACK ON BASIC PUBLIC SERVICES (SLUM)

#### 3.4.1 ACCESS TO BASIC PUBLIC SERVICES

How accessible are the water supply services?

- ➔ 17.8% of citizens have access to PHED *water supply* at home in the slum area.
- ➔ Most of the citizens (87%) have access to *PHED public tap/hand pump* in the slum area.

How accessible are the sanitation services?

- ➔ Only 23% of the citizens have access to *public toilet* in the slum areas.
- ➔ Only 4.5% of the slum dwellers have access to *garbage dump* near their house and this is the lowest access among all services.
- ➔ 73% of the slum dwellers have access to *door-to-door garbage collection system* in their locality.
- ➔ About 22% of the slum dwellers have access to *main drains* in their locality. This access pattern is same in all the three slum regions small, medium and large.
- ➔ But accesses to drains in front of home (road/backside), 76% of the slum dwellers have access to the road/back side drains in their locality.

How accessible are the streetlight and road services?

- ➔ Most of the households (95%) have access to *streetlights* in the slum region.
- ➔ The streetlight service is the highest access among all the services in the slum region.
- ➔ Most of the (79.2%) slum dwellers have access to *concrete roads/tarred roads* in the slum region in Brahmapur city.

How accessible are the ration shop services?

- ➔ More than half of (60.8%) the citizens in the slum area have access to *ration shop* services.

#### 3.4.2 USAGE OF BASIC PUBLIC SERVICES

How people use the basic public services?

- ➔ Usage of ration shop is the highest (96.2%) among all the services in the slum region.
- ➔ Only 4.3% of the citizens in the slum area have usage of police services for the security of the slum area, lowest usage among all the services in the slum area.

- ➔ 55.1% of the citizens have usage of government hospital in the slum area.
- ➔ 34.6% of the citizens in the slum area have usage of government primary school.

### 3.4.3 OTHER ASPECTS RELATED TO PUBLIC SERVICES: SAFETY AND TRAFFIC MANAGEMENT

This part of the report enlightens the safety and security part of the citizens of the slum areas of Brahmapur city. It also puts light on the traffic management and the efficiency of police in managing traffic and safety in the city.

How people use police services?

- ➔ Only 4.3% of the households interacted with the police in the last one year in the slum area.

How safe are the locality in the slum region?

- ➔ Most of the households in the slum area reported the locality is safe in terms of theft/robbery (92.2%), safety of women (94.0%) extortion (95.3%) and other illegal activities (95.2%).
- ➔ Most of the households (97.2%) reported they have not faced any problem in the last one year.

Are the police going on rounds regularly?

- ➔ More than half (55.6%) of the households reported that the police go on rounds regularly and among them 66.7% reported every day.
- ➔ Only very few households used the service of police in the last one year.

How well is the traffic managed?

- ➔ More than half of (58.2%) the households reported that all the traffic lights are working regularly.
- ➔ Most of the households reported traffic lights are managed well in terms of timing (83.2%) and placement (87.6%).
- ➔ Most of the (88.0%) households reported that the traffic policemen are present at important junctions.
- ➔ 80.0% of the households reported that the traffic is managed well at all times.

Are adequate parking facilities available in the city?

- ➔ 44.3% of the respondents reported adequate parking facilities available in the city.

## 3.5 DRINKING WATER (SLUM)

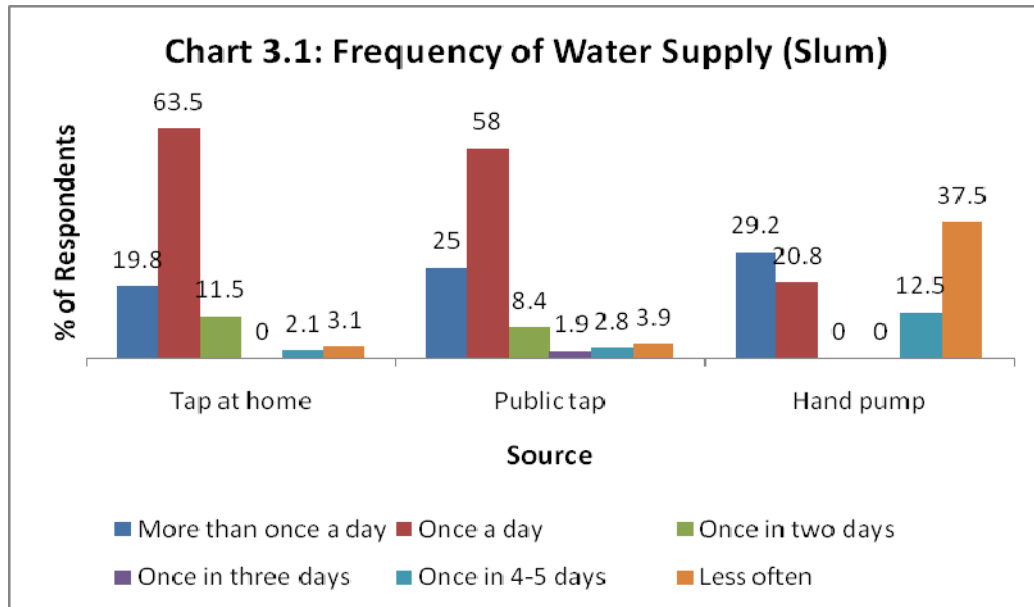
### 3.5.1 THE MAJOR SOURCES OF DRINKING WATER IN THE SLUM AREA

- ➔ The feedback describes there are many sources of drinking water available in the slum area in the Brahmapur city those are public tap, hand pump and tap connecting to home. The other sources of drinking water used by the slum dwellers comprises of private wells, bore wells, tube wells, ponds etc.
- ➔ Households in the slum region mostly (77.1%) use the public tap water and only 15.9% of the households use tap at home water as source of drinking water.
- ➔ There are not much seasonal variations found between summer and other season results, so the findings of the summer season are taken in to consideration.

### 3.5.2 QUALITY OF DRINKING WATER SERVICES PROVIDED IN SLUM AREA

How frequently do the citizens get water from PHED sources?

- ➔ More than half (58%) of the public tap users and 63.5% of tap at home users in the slum area are getting water once a day.



Are the quantities of water supply sufficient for the needs of the citizens?

- ➔ More than half of the public tap users (55.8%), hand pump users (58.3%) and 49% of the tap at home users reported that the frequency of water supply is not sufficient for their needs.

How often would the citizens like to get water supply?

- ➔ More than half (53.2%) of the tap at home users, one third (31.7%) of the public tap user would like to get water twice in a day.
- ➔ But most of the hand pump user (78.6%) and half of the public tap user (51.4%) and one third of the (31.9%) tap at home user would like to get water the whole day.

On the day of water supply how many hours do the citizens get water?

- ➔ Nearly half of (44.8%) of the tap at home users and more than one third (39.2%) of the public tap users and 33.3% of the hand pump users are getting water one hour on the day of water supply in the slum area.

Are the quantities of water adequate for the needs of the citizens?

- ➔ More than half of the (51%) of the tap at home user, (53.4%) of the public tap user and 70.8% of the hand pump users reported that the quantity of water supply is not adequate for their needs in the slum area.

**Is the water supply timing convenient for the citizens?**

- ➔ Most of the (70.8%) tap at home users, more than half (58.4%) of the public tap users reported the water supply time is convenient.
- ➔ Whereas 79.2% of the hand pump users reported the water supply timing is not convenient.

**How is the quality of water supplied (taste, smell and color)?**

- ➔ More than half (57.3%) of the tap at home users, (56.5%) public tap users and 41.7% of the hand pump users find the water is sweet in the slum area.
- ➔ Regarding smell of water, more than half of the tap at home users (54.2%) and half (50%) of the hand pump users and 44.8% of the public tap users reported no smell in the water.
- ➔ More than half of the tap at home users (59.4%), 60.6% of the public tap users and half of the hand pump users are getting clear water.

**How far is the public tap/hand pump on foot from the citizen's residence?**

- ➔ Most of the (92.9%) households (public/hand pump users) in the slum region reported the public tap/hand pump is located in the same road as their residence.

**Are the citizens getting accurate water bills?**

- ➔ Again in this case, almost all (96.8%) households (tap at home users) reported that the water bill they are getting is accurate.

**3.5.3 PROBLEM INCIDENCE AND RESOLUTION OF DRINKING WATER SERVICES****Did the citizens encounter any problems in the last one year with drinking water?**

- ➔ More than half of the (59.4%) tap at home users, (56.7%) public tap users and 45.8% of the hand pump users had problems with regard to drinking water services in the last one year in the slum area.
- ➔ The problems were mostly with the insufficiency of water supply. About 45% of the hand pump users, 43.5% of the public tap users and 33.3% of the tap at home users reported the problem of insufficient water supply.
- ➔ Among other problems reported were - public tap is out of order, water supply gets disconnected frequently, and there is rush at the public tap.

**Were these problems resolved?**

- ➔ Nearly half of the tap at home users (45.5%), public tap users (43.8%) and only 16.7% of the hand pump users reported that their problem was resolved after interaction with PHED officials.

**Did the citizens interact with the public officials regarding their difficulty?**

- ➔ More than half of the tap at home users (57.9%), public tap users (52.3%) and hand pump users (54.5%) contacted the service agency for their various problems with regard to drinking water.
- ➔ The communication is mainly in a group and through RWA as reported by nearly half of the tap at home users (45.5%), public tap users (45.3%) and one third (33.3%) of the hand pump users.
- ➔ More than half (54.5%) of the tap at home users and 50% of the hand pump users and 47.4% of public tap users have no knowledge about the contact person at the service agency.
- ➔ 42.4% of the tap at home users, 43.1% of the public tap users and 66.7% hand pump users finally contacted the Executive Engineer (PHED) for their problem resolution and have contacted the local MLA.

### Why did the citizens not contact the service agency?

- ➔ More than half (54.2%) of the tap at home users, 40.8% of the public tap users and 40% of the hand pump users gave no response from the PHED as a practice, a reason for not contacting the agency.
- ➔ 60.0% of the hand pump users said they had no idea whom to contact at the service agency.

### 3.5.4 STAFF RESPONSIVENESS

#### Are the citizens satisfied with the interaction for problem resolution?

- ➔ Most of the households are satisfied with the abilities of the staff (84.8%), behavior of the staff (80.9%), and helpfulness of the staff (79.2%).
- ➔ More than half of the households are satisfied with the time taken to attend (68%), time taken to resolve a problem (52.8%), more than half (52.8%) of the households satisfied with the abilities of the staff and less than half of the households satisfied with the efficiency of the staff (46.1%).

### 3.5.5 CORRUPTION

#### Did the households pay bribe for redress of their problems?

- ➔ 10.4% of the tap at home users, 10.1% of public tap users and 16.7% of hand pump users paid bribe to get their routine work done.
- ➔ 14.6% of tap at home users, 16.4% of public tap users and 16.7% of hand pump users paid bribe to get their problem resolved.
- ➔ Nearly half of (45.8%) the tap at home users, more than half (59.3%) of the public tap users and 50% of the hand pump users reported the bribe was demanded by the public officials.
- ➔ More than half of the tap at home (58.3%) users, public taps users (55.3%) and hand pump users (62.5%) reported the completion of their problem after payment of bribe.

#### Are the citizens satisfied with the nature of problem resolution?

- ➔ Half of (50.0%) the tap at home users, half of (50.0%) the hand pump users and 40.7% of the public tap users are satisfied with the nature of the problem resolution pattern by PHED.
- ➔ More than half of the tap at home users (58.3%), more than one third of (34%) the public tap users and one fourth (25%) of the hand pump users are completely satisfied with the problem resolution pattern of the service agency.

### 3.5.6 CITIZEN'S SATISFACTION WITH THE OVERALL QUALITY OF SERVICES

#### How satisfied are the citizens with the overall quality of services?

- ➔ Satisfaction with overall quality of services is calculated by taking usage pattern, service quality, and interaction with public officials, problem resolution and corruption.
- ➔ More than half (52.1%) of the households are satisfied with the overall quality of drinking water services.
- ➔ Among them more than one third (35.6%) of the households are completely satisfied with the overall quality of services.

#### Why are the households dissatisfied?

- ➔ Most of the citizens (76.2%) who are dissatisfied reasoned that the water supply is very slow and supplied at a low pressure.

- ➔ 21.7% reasoned that PHED staff members are not regular in their duty.
- ➔ Among the other reasons cited include that
  - Water supply is not regular.
  - Water supply is not sufficient.
  - Water is not treated.

### 3.5.7 CITIZENS' SUGGESTIONS TO IMPROVE THE QUALITY OF DRINKING WATER SERVICE

What suggestions do people have to improve drinking water services?

The main suggestion to improve the quality of service pertains with the sufficiency of water, those are

- ➔ To set up extra public taps to avoid rush at the available public tap
- ➔ Sufficient water should be supplied during the summer season.
- ➔ Hygienic water should be supplied.
- ➔ PHED staff should be efficient and regular
- ➔ Wastage of water should be prevented at broken public taps.

## 3.6 SANITATION- DRAINS, GARBAGE CLEARANCE AND TOILETS (SLUM)

### A. DRAINS

#### 3.6.1a USAGE PATTERN OF DRAIN SERVICES

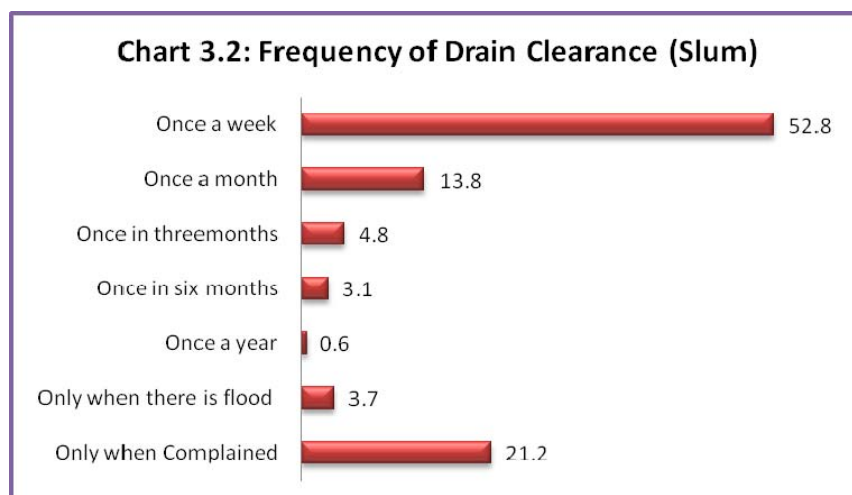
Where does the household waste water go?

- ➔ From among the 602 households surveyed in the slum areas in Brahmapur city, more than half of (65.6%) the households have drainage facilities in their locality.
- ➔ Wastewater from the toilet, kitchen and bathroom of the households are disposed through open sewerage system (main drain), storm water drain and drain outside the house (road/back side drain).
- ➔ More than one third of the (39.9%) households reported that the waste from the toilet goes to the drains outside the house/road side drain.

#### 3.6.2a QUALITY OF DRAIN SERVICES

What is the frequency of cleaning of drains?

- ➔ Half of the (50.6%) households reported that main drains are cleaned regularly, and more than half (52.8%) of the households reported that the road side drains are cleaned regularly (once a week).
- ➔ Only 18.8% of the households reported that the storm water drains are cleaned regularly (once a week).



Do the drains overflow in the rainy season?

- ➔ More than half (52.6%) of the households reported there is overflow of drains in rainy season.
- ➔ Only 16.7% of the households call the control room/BMC staff to overcome the situation.

### 3.6.3a PROBLEM INCIDENCE AND PROBLEM RESOLUTION

What were the problems faced with drains and how were they solved?

- ➔ More than one third of the (34.5%) households have problems with regard to the drainage services.
- ➔ The main problems faced by the non-slum households are: drains overflow due to blockage, irregularity of drain clearance, damage of drains due to non maintenance, underground drains are packed with garbage and mud, foul smell from drains and breeding places for mosquitoes.
- ➔ Only 17.1% of the households got their problems resolved by the service agency.

Did the citizens contact the agency to solve the problems and how?

- ➔ Less than one fourth (24.4%) of the households contacted the Municipality for their problems.
- ➔ More than half of (63.8%) the households complained to the service agency in a group.
- ➔ Nearly half of (48.8%) the households finally contacted the Chairperson of the Municipality whereas more than half of (55.4%) the households complained to the councilor in spite of contacting the service agency.
- ➔ This shows the citizens having more faith in their representatives than the public officials.

### 3.6.4a STAFF RESPONSIVENESS

How responsive are the public officials?

- ➔ Most of the households (72.7%) are satisfied with the behavior of the staff. 15.4% of the households are completely satisfied with the behavior of the staff.
- ➔ 70% of the households are completely satisfied with the helpfulness of the staff.
- ➔ One third of the (33.3%) households are satisfied with the time taken to resolve a problem and 42.4% are satisfied with the ability of the staff to provide information.
- ➔ Only 18.2% of the households are satisfied with the efficiency of the staff.

### 3.6.5a CORRUPTION

Were there cases of bribery?

- ➔ Payment of bribe in case of drainage service is very low (0.2%) paid a bribe to get their work done and 0.4% paid bribe to get their problem resolved.
- ➔ More than one third (33.3%) of the households that paid a bribe reported the bribe was paid to clean the drains.
- ➔ 39.6% of the households used middleman to pay the bribe.
- ➔ The average amount of bribe paid is Rs. 40/-.
- ➔ Less than one third of the (26.3%) households reported the bribe was demanded by the staff of the municipality.
- ➔ More than one fourth of (26.3%) the households got their work completed after the payment of bribe.

Are the citizens satisfied with the nature of problem resolution?

- ➔ More than half of (66.7%) the citizens are dissatisfied with the nature of problem resolution pattern of the service agency.
- ➔ Most of the satisfied (85.7%) households are only partly satisfied with the service agency.

### 3.6.6a CITIZENS' SATISFACTION WITH THE OVERALL QUALITY OF DRAIN SERVICES

How satisfied are the citizens with the overall quality of services?

- ➔ Overall satisfaction with the quality of services is calculated by taking the usage pattern, service quality, interaction with the public officials, problem resolution and corruption into account.
- ➔ More than half (52.1%) of the households are dissatisfied with the overall quality of services with the service agency.
- ➔ Most of the (82.6%) satisfied households are partly satisfied with the overall quality of services.

Why are the households dissatisfied?

- ➔ Most of the households are dissatisfied due to irregularity in the drain clearance in the slum area.
- ➔ Foul smell from the drains
- ➔ Drains overflow due to choking
- ➔ Drains are packed with garbage
- ➔ Drain water overflows on the road due to blockage

### 3.6.7a CITIZENS SUGGESTION TO IMPROVE THE QUALITY OF DRAIN SERVICES

What suggestions do people have to improve drainage service?

- ➔ Most of the households suggested drains should be cleaned regularly.
- ➔ Chemicals should be sprayed regularly.
- ➔ Approach drains should be on both sides of the road.
- ➔ Number of staff should be increased to clean the drains.
- ➔ Reconstruction of old drains and packed drains.
- ➔ Regular repair and maintenance of drains.
- ➔ Quality of construction of drains should be checked.

## B. GARBAGE CLEARANCE

### 3.6.1b USAGE PATTERN OF GARBAGE CLEARANCE

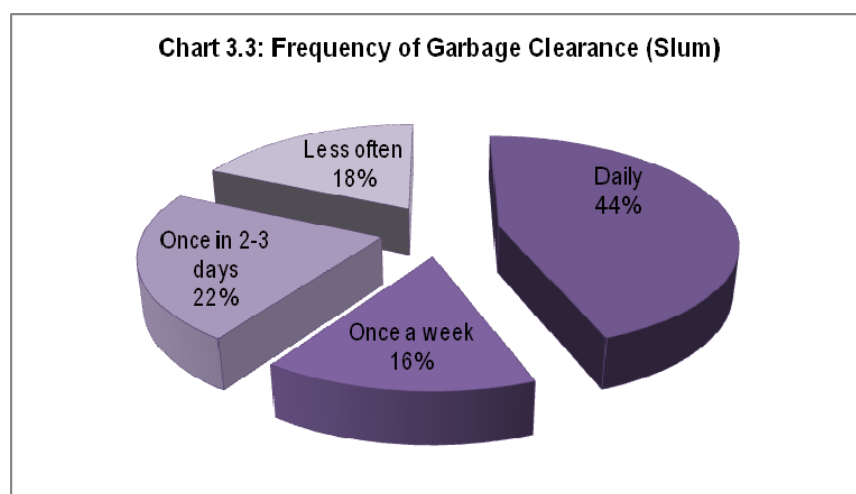
How do the households dispose household waste?

- ➔ The Municipality has provided door-to-door garbage collection facility (a garbage collector with a trolley collects the garbage in front of the house) and garbage bin facility to collect the household wastage in the slum region.
- ➔ Most (78.4%) of the households throw the household wastage at front side of the road and 16.9% reported nearby a vacant plot.
- ➔ Most of (88.4%) the households reported that the BMC is the single largest garbage clearing agency.

### 3.6.2b SERVICE QUALITY OF GARBAGE CLEARANCE

How often is the garbage cleared?

- ➔ More than half (63.6%) of the households reported that there is regularity of garbage clearance in the locality Among them nearly half of the households (44.2%) reported that the garbage is cleared daily
- ➔ Only 10.9% of the households pay for garbage clearance.



### 3.6.3b PROBLEM INCIDENCE AND RESOLUTION

What were the problems faced with garbage clearance and how were they solved?

- ➔ More than half (54.1%) of the households had a problem with regard to garbage disposal in the last one year.
- ➔ Less than half (44.4%) of the households had their problems resolved by the service agency.
- ➔ The problem pertains mainly to irregularity of drain clearance (39.1%).
- ➔ Among the other problems were, foul smell from the garbage, and non-availability of garbage bin.

### Did the citizens contact the agency to solve the problems and how?

- ➔ Only less than one third (29.3%) of the households contacted the agency BMC for their problems regarding garbage clearance.
- ➔ Among them 57.8% of the households contacted the service agency in a group.
- ➔ 42.0% of the citizens reported that they contacted the Chief Executive Officer and 35.8% contacted the Chairperson.
- ➔ More than half (67.7%) of the households had not contacted the service agency due to no response from BMC.

### 3.6.4b STAFF RESPONSIVENESS

#### How responsive are the public officials?

- ➔ Most of the households are satisfied with the time taken to attend the problem (76.5%), availability of the staff in their seat (79.0%) and efficiency of the staff (77.8%).
- ➔ 23.5% of the households are satisfied with the helpfulness of the staff.

### 3.6.5b CORRUPTION

#### Were there cases of bribery?

- ➔ 16.6% of the households paid a bribe to get their routine work done and 15.2% paid a bribe to get their problem resolved.
- ➔ More than half of (53.8%) the households paid a bribe to get the garbage cleaned.
- ➔ 18.8% of the households used middlemen to pay a bribe.
- ➔ Average amount of bribe is Rs.44.
- ➔ 35.6% of the households reported that the bribe was demanded by the staff.
- ➔ More than one third (33.8%) of the households got their work completed after the payment of bribe.

#### Are the citizens satisfied with the nature of problem resolution?

- ➔ Nearly half of the (44.4%) of the households are satisfied with the nature of problem resolution with service agency.
- ➔ All the satisfied households are partly satisfied with the problem resolution pattern of the garbage clearance service agency.

### 3.6.6b CITIZENS SATISFACTION WITH THE OVERALL QUALITY OF DRAIN SERVICES

#### How satisfied are the citizens with the overall quality of services?

- ➔ More than half of (68.3%) the households are satisfied with the overall quality of garbage clearance services.
- ➔ Most of the (72.8%) satisfied households are partly satisfied with the overall quality of services.

#### Why the households are dissatisfied?

- ➔ Households are dissatisfied mainly (58.2%) due to the irregularity of garbage clearance in the slum area.
- ➔ 38.3% of the households are dissatisfied due to absence of garbage bin in the locality.
- ➔ Another reason reported was foul smell from the garbage dump.

### 3.6.7b CITIZENS SUGGESTIONS TO IMPROVE THE QUALITY OF DRAIN SERVICES

What suggestions do people have to improve drainage service?

- ➔ 70.1% of the households suggested that garbage should be cleared regularly.
- ➔ 22.7% of the households suggested that garbage bin should be kept in the vicinity of every 50 HHs.
- ➔ Among the other suggestions included were -
  - Garbage should be burnt at a faraway place.
  - More staff should be engaged to collect the garbage.
  - More vehicles should be engaged to collect the garbage.
  - Collection of money to collect garbage should be prevented.

## C. PUBLIC TOILET

### 3.6.1c USAGE PATTERN OF PUBLIC TOILETS

How prevalent is the use of toilets in slums?

- ➔ Only 22.8% of the slum households have access to public toilets in their locality.
- ➔ Half (50.8%) of the slum households use toilets at their home.
- ➔ Only 15.6% of the households use public toilets.
- ➔ More than one third of the households have no toilet facilities at their home. In the absence of toilet most of the households use open space and roadside drains and only few are using the public toilet facilities.
- ➔ Among the public toilet users most (82.9%) of them are using free BMC public toilets.

### 3.6.2c SERVICE QUALITY

What is the condition of the public toilets?

- ➔ Almost all (93.4%) the public toilet user households reported that water is available at the public toilet and more than half (64.5%) reported regular cleaning of public toilets.
- ➔ Most of the (89.5%) households reported the convenient location of the public toilet and 73.7% reported the numbers of toilets are sufficient.
- ➔ Most of the (82.9%) households reported that there is electric bulb in the public toilet.

### 3.6.3c PROBLEM INCIDENCE AND RESOLUTION

What were the problems faced with public toilets and how they were solved?

- ➔ 75% of the household had problems with public toilet in the last one year.
- ➔ But only 33.3% of the households reported that their problem was resolved by the service agency.
- ➔ 40.4% of the public toilet users reported the problem is mainly due to irregularity in cleaning of public toilets.
- ➔ Among the other problems were - no repair of broken public toilets, insufficient water supplied to the public toilets in summer.

Did the citizens contact the agency to solve the problems and how?

- ➔ More than half (52.6%) of the public toilet users contacted the municipality for their problems.

- ➔ The communication to the service agency was mainly in a group (46.7%).
- ➔ Only one third (33.3%) of the households had knowledge about the contact person.
- ➔ 36.7% of the households contacted the Chairperson of BMC for the resolution of their problems.
- ➔ 37% of the households, who had not contacted the service agency, reasoned that they had no idea about the contact person.

### 3.6.4c STAFF RESPONSIVENESS

How responsive are the public officials?

- ➔ Most of the (80.0%) households are satisfied with the availability of the staff in their seat and (73.3%) with the time taken to attend to the problems.
- ➔ 43.3% of the households are satisfied with the helpfulness of the staff and 43.3% are satisfied with the efficiency of the staff.
- ➔ 70.8% of the households are completely satisfied with the availability of the staff in their seat.

### 3.6.5c CORRUPTION

Were there cases of bribery?

- ➔ 19.7% of the households paid a bribe to get their problem resolved.
- ➔ 40% of the households paid a bribe to get the public toilet repaired early.
- ➔ 40% of the households used a middleman to pay bribe.
- ➔ Average amount bribe paid is Rs.43/-.
- ➔ All the households reported that the bribe was demanded by the staff at the service agency.
- ➔ None of the households got their work completed even after the payment of bribe.

Are the citizens satisfied with the nature of problem resolution?

- ➔ All the households are dissatisfied with the nature of problem resolution by the service agency regarding public toilets.

### 3.6.6c SATISFACTION WITH THE OVERALL QUALITY OF SERVICES

How satisfied are the citizens with the overall quality of services?

- ➔ 73.7% of the households are satisfied with the overall quality of the services with public toilet services.
- ➔ More than one third of (44.6%) the households are completely satisfied with the overall quality of services.

Why are the households dissatisfied?

- ➔ More than half of (68.8%) the households are dissatisfied due to the insufficient number of toilets.
- ➔ Among the other reasons - toilets are not cleaned regularly, insufficient lights in the toilets and the toilets are not opened regularly.

### 3.6.7c CITIZENS SUGGESTIONS TO IMPROVE THE QUALITY OF DRAIN SERVICES

What suggestions do people have to improve drainage service?

- ➔ Most of the households suggested that the number of toilets should be increased.

- ➔ Among the other suggestions include, toilets should be cleaned and maintained regularly and staff should pay regularly.

### 3.7 BMC SERVICES- STREETLIGHTS AND ROADS (SLUM)

#### A. STREETLIGHTS

##### 3.7.1a USAGE PATTERN OF STREETLIGHTS SERVICE

Are there streetlight services in the locality?

- ➔ Among the 602 households surveyed in the slum area, almost all (95%) of the households have streetlights in their locality.

##### 3.7.2a QUALITY OF SERVICE OF STREETLIGHTS

How are the streetlights functioning?

- ➔ Most of the (90.2%) households reported regular functioning of streetlights.
- ➔ 73.6% of the households reported sufficiency of streetlights.

##### 3.7.3a PROBLEM INCIDENCE AND RESOLUTION

What were the problems faced with streetlights and how were they solved?

- ➔ More than one third (36.3%) of the households had problems with streetlights in their locality.
- ➔ Only 32.8% of households reported that their problem was resolved by the service agency.
- ➔ 31.4% of the households reported that the lights were not sufficient and that there is darkness in the street.
- ➔ Among the other problems with regard to streetlights were streetlights are not functioning well and regularly, the bulb is fused for a long time, etc.

Did the citizens contact the agency to solve the problems and how?

- ➔ More than half (59.6%) of the households contacted the agency for their problems with streetlights.
- ➔ More than half of (53.4%) the households complained in a group.
- ➔ 32.8% of the households finally contacted the chairperson of BMC for the resolution of their problems, whereas 31% of the households finally contacted the chief executive officer of BMC for the resolution of their problems.
- ➔ More than one third (33.7%) of the households cited fear to contact the service agency as the reason for not contacting the agency.

##### 3.7.4a STAFF RESPONSIVENESS

How responsive are the public officials?

- ➔ Most of the households were satisfied with the helpfulness of the staff (85.9%) and ability of the staff to provide information (84.3%).
- ➔ Less than one fourth of the (21.9%) households are satisfied with the behavior of the staff.
- ➔ Most of the households completely satisfied with the time taken to attend (85.9%), helpfulness of the staff (83.0%).

### 3.7.5a CORRUPTION

Were there cases of bribery?

- ➔ 3.4% of the households paid a bribe to get their work done and 11% of the households paid a bribe to get their problem resolved.
- ➔ More than one third (35.3%) of the households paid a bribe to change the bulb.
- ➔ 46.7% of the bribe paid by the households used a middleman to pay bribe.
- ➔ Half of the (50%) households reported that the bribe was demanded by the service agency staff.
- ➔ 62.5% of the households had not got their work completed even after payment of bribe.

Are the citizens satisfied with the nature of problem resolution?

- ➔ 66.7% of the households are dissatisfied with the nature of problem resolution.
- ➔ Among the satisfied households, 66.7% are partly satisfied with the nature of problem resolution pattern of the service agency.

### 3.7.6a CITIZENS' SATISFACTION WITH THE OVERALL QUALITY OF STREETLIGHT SERVICES

How satisfied are the citizens with the overall quality of services?

- ➔ Satisfaction with overall quality of services is calculated by taking usage pattern, service quality, interaction with public officials, problem resolution and corruption level.
- ➔ Most of (83.1%) the households are satisfied with the overall quality of services.
- ➔ Among them, 51.8% of the households are partly satisfied with the overall quality of services.

Why are the households dissatisfied with streetlight services?

- ➔ Most of the households are dissatisfied due to lights not being sufficient.
- ➔ Among the other reason for dissatisfaction was that, streets are full of darkness.
- ➔ Lights are not repaired regularly.
- ➔ Staffs are not regular in their duty.

### 3.7.7a CITIZENS' SUGGESTION TO IMPROVE THE QUALITY OF STREETLIGHT SERVICES

What suggestions do people have to improve streetlight service?

- ➔ Most of the households suggested extra streetlight facilities were required.
- ➔ Among the other suggestions included staff should check the lights regularly.
- ➔ Staff should be regular and efficient.
- ➔ Sodium vapor lights should set up.
- ➔ Lights from the streetlight should be sufficient.

## B. ROADS

### 3.7.1b USAGE PATTERN OF ROAD SERVICES

What is the type and access to the roads?

- ➔ Among the 602 households surveyed in the slum areas, most of (79.2%) them reported that they have road facilities in the locality.

- ➔ More than half of (53.4%) the households in the slum area reported that all the roads in the locality are tarred/concrete.
- ➔ 39.1% of the households reported some roads are tarred/ concrete in the slum area.

### 3.7.2b QUALITY OF ROAD SERVICES

What is the quality of maintenance of the approach roads?

- ➔ The quality of road services includes the road cleaning, filling up of pot holes etc.
- ➔ More than half (57.9%) of the households reported there is regular maintenance of roads in the slum area.

### 3.7.3b PROBLEM INCIDENCE AND RESOLUTION

What were the problems faced with roads and how were they solved?

- ➔ 49.8% of the households had problems with regard to roads in the last one year.
- ➔ 46.5% of the households have resolved their problems.
- ➔ 41.2% of the households reported the roads are muddy and rough.
- ➔ Among the other problems reported were pot holes are on the road, no concrete/tarred roads and road construction work is very poor.

Did the citizens contact the agency to solve the problems and how?

- ➔ Most of the (73%) households contacted the agency for their problems in the slum area.
- ➔ More than half of (51.2%) the households complained in a group.
- ➔ Nearly half of the (41.8%) households finally contacted the Chief Executive Officer of BMC.
- ➔ More than one third (39.7%) of the households did not contact the agency and gave no response from the BMC as their reason for doing so.

### 3.7.4b STAFF RESPONSIVENESS

How responsive are the public officials?

- ➔ More than half of the households were satisfied with the behavior of the staff (72.4%), the time taken to attend the problem (65.9%) and availability of the staff in their seat (65.3%).
- ➔ 42.4% of the households are satisfied with the time taken to resolve a problem.
- ➔ 17.6% of the households are completely satisfied with the helpfulness of the staff, 22.0% satisfied with the behavior of the staff.
- ➔ 59.5% are completely satisfied with the availability of the staff in their seat.

### 3.7.5b CORRUPTION

Were there cases of bribery?

- ➔ 14.5% of the households paid a bribe to get their problem resolved.
- ➔ Only few households paid a bribe to get their routine work done.
- ➔ More than half (52.2%) of the households that paid a bribe, paid for repair of roads.
- ➔ 40.3% of the households used a middleman to pay bribe.
- ➔ More than half of (68.7%) the households reported that the bribe was demanded.
- ➔ 61.2% of the households get their work completed after payment of bribe.

**Are the citizens satisfied with the nature of problem resolution?**

- ➔ 43.3% of the households are dissatisfied with the nature of problem resolution.
- ➔ 56.7% of the households are satisfied with the nature of problem resolution.
- ➔ All the satisfied households are partly satisfied with the nature of problem resolution.

**3.7.6b CITIZENS' SATISFACTION WITH THE OVERALL QUALITY OF ROAD SERVICES****How satisfied are citizens with the overall quality of services?**

- ➔ Most of the (74.6%) households are satisfied with the overall quality of services.
- ➔ Half of (51%) the households are partly satisfied with the overall quality of services.

**Why are the households dissatisfied with road services?**

- ➔ More than one third of (35.3%) the households are dissatisfied due to the pit holes on the roads.
- ➔ Among the other reasons for dissatisfaction include
  - Overflow of drain water on the road.
  - Roads are not maintained and repaired regularly.
  - Roads are not cleaned regularly.
  - The quality of the construction work is not good.
  - Contractors are corrupt.
  - Roads are affected due to nonexistence of approach drains.
  - The roads are full of dust.

**3.7.7b CITIZENS SUGGESTIONS TO IMPROVE THE QUALITY OF ROAD SERVICES****What suggestions do people have to improve road services?**

- ➔ More than one third (30.5%) of the households suggested that the roads should be repaired/maintained regularly.
- ➔ All the roads should be concrete/cement roads.
- ➔ Roads should be cleaned regularly.
- ➔ Pot holes should be repaired immediately.
- ➔ Quality of the road works should be checked.
- ➔ Approach drains should be constructed.

**3.8 PUBLIC DISTRIBUTION SYSTEM (RATION SHOP)****3.8.1 USAGE PATTERN OF RATION SHOP SERVICES**

The state government provides a food distribution system through fair price shops i.e. Ration Shops in order to ensure adequate availability of food grains and essential commodities. The Civil Supply Department of Government of Orissa is the provider of Ration Shop services in the city through various fair price shops in several wards of Brahmapur city.

**Are the citizens having access to fair price shops (ration shops)?**

- ➔ Out of the 602 households surveyed, 60.8% have ration card.
- ➔ Most (96.2%) of the of the households use ration shop services in the slum area.
- ➔ Less than half of (41.5%) the households have BPL card, 39.5% of households have other type of card i.e. ration card.

- ➔ Almost all the (97.4%) households reported availability of kerosene, 68.5% reported availability of rice/wheat, and 53.1% reported availability of sugar at the ration shop.
- ➔ Most of the (86.1%) households visit the ration shop once in a month.

### 3.8.2 QUALITY OF RATION SHOP SERVICES

Are the food items available at the ration shop?

- ➔ Most of the (95.7%) households visiting ration shop reported the availability of the rationed items (food grains) at the ration shop.
- ➔ 88.4% of the households reported the timing of ration shop being convenient for them.
- ➔ Most of the (88.6%) households reported the ration shop is opened on the day it is supposed to be open.

Are the quantity and prices favorable?

- ➔ 73.3% of the households reported proper weighing of rationed items.
- ➔ 45.7% of the households reported that cash bill was given while purchasing rationed items.
- ➔ More than half of the (63.9%) households reported the prices of rationed items were displayed in front of the shop.
- ➔ Most of the (89.2%) households reported right price being charged for the rationed items.
- ➔ Most of the (83.5%) respondents reported that whole quota due was given every month.

Is the authorized shopkeeper available at the shop?

- ➔ 92.0% of the households reported the presence of authorized shopkeeper at the ration shop.
- ➔ More than one third of the (40.3%) households reported unavailability of information about the stock position at the ration shop.
- ➔ More than one fourth (28.7%) reported availability of information about the person to be contacted at the ration shop.

Are the people satisfied with the staff at the ration shops?

- ➔ Most of the (92.3%) households were satisfied with the overall behavior of the staff at the ration shop and 89.8% of the households were satisfied with the helpfulness of the staff at the ration shop.
- ➔ And more than half (56.0%) of the households are completely satisfied with the helpfulness of the staff at ration shop.
- ➔ Most of the dissatisfied households gave delayed response and service delivery, not available at the shop most of the time and rough behavior of the other staff, as reasons for their dissatisfaction.

### 3.8.3 PROBLEM INCIDENCE AND RESOLUTION

What were the problems faced with ration shop and how were they solved?

- ➔ 17.0% of the households faced problems with the ration shop services in the last one year and among them less than half of the (43.2%) households resolved the problems by the service agency.
- ➔ 45.9% of the households reported the problems with the ration shop as the shop not being opened regularly and more than one third of the (34.4%) household reported problems with the quality and quantity of the rationed items being are not correct.
- ➔ Among the other problems cited - rationed items not available on time.

### Did the citizens contact the agency to solve the problems and how?

- ➔ Most of the (72.1%) households contacted the service agency for their problems.
- ➔ More than one third of the (37.5%) households contacted the service agency by personal visit and another 37.5% of the households contacted in a group.
- ➔ Nearly half of the (48.8%) households contacted the councilor.
- ➔ 41.2% of the households feared to contact the service agency.

### 3.8.4 STAFF RESPONSIVENESS

#### How responsive are the public officials?

- ➔ Most of the households are satisfied with the time taken to attend (72.5%), time taken to resolve problems (71.8) and behavior of the staff (70.3%).
- ➔ 59.5% of the households are satisfied with the efficiency of the staff.
- ➔ More than one third of the (34.6%) households are completely satisfied with the behavior of staff.
- ➔ 17.9% of the households are completely satisfied with the time taken to resolve a problem. 13.6% of the households are completely satisfied with the efficiency of the staff.

### 3.8.5 CORRUPTION

#### Were there cases of bribery?

- ➔ 48.6% of the households paid a bribe to get the problem resolved and 18.9% of the households paid a bribe to get the work done.
- ➔ More than one third of the (36.0%) households reported that the bribe paid was to get fresh card and 32.0% paid a bribe to get more quantity of rationed items.
- ➔ 60% of the households used middlemen to pay bribe.
- ➔ More than half of the (56.3%) household reported that the bribe was demanded by the public officials.
- ➔ Similarly more than half of the (56.3%) households reported they got their work completed after payment of bribe.

#### Are the citizens satisfied with the nature of problem resolution?

- ➔ Half of the (50.0%) households were satisfied with the nature of problem resolution pattern.
- ➔ Among them more than half (66.7%) of the households are partly satisfied with the nature of problem resolution.

### 3.8.6 CITIZENS' SATISFACTION WITH THE OVERALL QUALITY OF RATION SHOP SERVICES

#### How satisfied are the citizens with the overall quality of services?

- ➔ Most of the households (85.2%) are satisfied with the overall quality of services.
- ➔ Among them more than one third of the (35.7%) households are completely satisfied with the overall quality of services.

#### Why are the households dissatisfied with ration shop services?

- ➔ Most of the households are dissatisfied due to the shopkeeper being always absent in the shop.
- ➔ Among the other reasons of dissatisfaction is, quantity of items are not sufficient.
- ➔ Shopkeeper is not helpful and ration shop is not opened regularly.

### 3.8.7 CITIZENS SUGGESTION TO IMPROVE THE QUALITY OF RATION SHOP SERVICES

What suggestions do people have to improve drainage service?

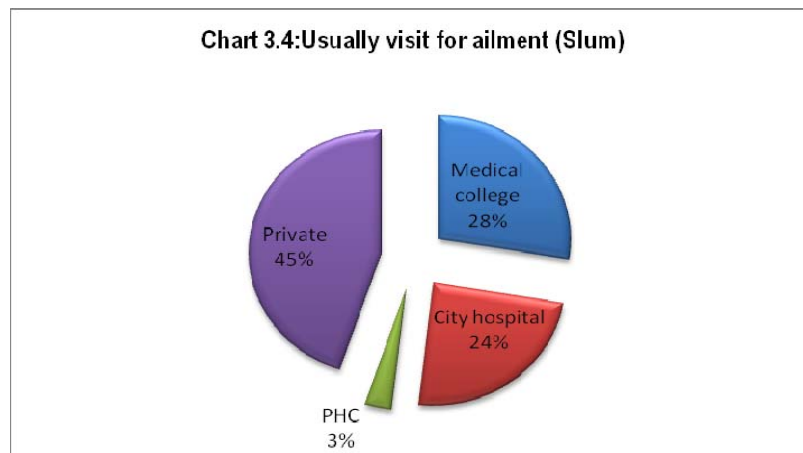
- ➔ Most of the households suggested quantity should be more and sufficient.
- ➔ Ration shop should be opened two times a day.
- ➔ Timely availability of rationed items.
- ➔ Other necessary items should be available.

## 3.9 GOVERNMENT HOSPITAL (SLUM)

### 3.9.1 USAGE PATTERN OF HEALTH SERVICES

How do households use and access health facilities?

- ➔ Health services are provided by the Health and Family Welfare Department, Government of Orissa through Government Medical College, City Hospital and other Primary Health Centers at various wards in slum areas in Brahmapur city.
- ➔ Of the total number of households surveyed in the slum area (602), 76.2% visited private medicals/hospitals in the last one year.
- ➔ More than one third (31.6%) of the households visited the medical college for the treatment of their ailment.
- ➔ Only 27.7% of the households usually visit medical college in the slum area.



Why do people not visit a state government hospital?

- ➔ Most of the households (78.1%) had not visited the Government Hospital due to the unsatisfactory service (quality of treatment) there.
- ➔ One third of the households had not visited the Government Hospital as the doctors are not good.

What are the reasons for choosing government health facilities?

- ➔ Most of the households (69.2%) reported that it is cheaper compared to other health facilities.
- ➔ 38.4% of the households reported that the treatment is better in the Government medical college.
- ➔ But in case of small sized slum areas more than half (55.6%) of the households reported proximity of the hospital.

**Whether the people visited as in-patient/out-patient?**

- ➔ More than half (64.2%) of the households visited as in-patients and 35.8% of the households visited as on out-patients in the last one year.

**What are the frequently occurring ailments for which, people seek treatment?**

- ➔ Typhoid/High Fever
- ➔ Malaria
- ➔ Cough and cold
- ➔ Eye/Ear problems
- ➔ Diabetic/Breathing problem/Blood Pressure
- ➔ Stomach pain
- ➔ Delivery service/Pregnancy care and related problems
- ➔ Orthopaedic related problems

**3.9.2 QUALITY OF HEALTH SERVICES IN NON SLUM AREAS****Where do the citizens find out the person to contact at the hospital?**

- ➔ More than half (61.0%) of the in-patients reported that they were instructed whom to contact at the hospital whereas most (89.1%) of the out-patients in the slum area reported that they were not instructed whom to contact at the hospital.
- ➔ More than one third (36.6%) of the in-patients found the contact person at the hospital through the hospital staff.

**How reliable are the services offered at the government hospitals?**

- ➔ Most of the out-patients (98.3%) and 58.8% in-patients in the slum areas reported availability of doctor in the hospital.
- ➔ Most of the out patients (95.8%) and more than half of the in-patients (58.7%) reported cleanliness of the doctor's chamber at the hospital.
- ➔ Most of the out patients (95.8%) and 58.7% of the in-patients were cured after treatment at the hospital.

**Were medicines available at the hospital?**

- ➔ More than one third of the (31.1%) in-patients and most of the out-patients (39.5%) reported the availability of all prescribed medicines at the hospital.
- ➔ 42% of the in-patients reported availability of some medicines at the hospital.
- ➔ More than half of the in-patients (67.6%) and out-patients (65.5%) reported medicines are not freely available.
- ➔ More than half of (55.1%) the in-patients reported no knowledge about the expiry date of medicines.

**Were food items distributed and linen changed at the hospital?**

- ➔ Half of the (50.2%) in-patients reported there is no regular distribution of bread, egg and milk.
- ➔ Only 26.8% of the in-patients reported regular change of bed sheet/linen at the hospital.

**Are the citizens satisfied with the quality of hospital services?**

- ➔ Most of the households are satisfied with the time taken to attend to the patients (75.9%), helpfulness of the staff (75.0%) and overall behavior of the staff (71.7%).

- ➔ Most of the in-patients are satisfied with the cleanliness of the room (73.2%), and the quality of food supplied (74.6%).
- ➔ More than one third of the (37.3%) respondents are satisfied with overall behavior of the nurses and (34.9%) with the overall behavior of the staff at the hospital.
- ➔ More than half of the (59.0%) households are completely satisfied with the helpfulness of the staff and (66.0%) are completely satisfied with the overall behavior of the doctor.

### 3.9.3 PROBLEM INCIDENCE AND RESOLUTION

What were the problems faced and how were they solved?

- ➔ 69.0% of the in-patients and 30.3% of the out-patients in the slum areas have problems with the service at hospital in the last one year.
- ➔ 68.3% of the in-patients and 57.7% of the out-patients reported their problem was resolved after interaction with the public officials.
- ➔ More than one third of the out-patients (33.3%) and 29.9% of the in-patients reported doctors are not available all the time.
- ➔ Among the other problems - the treatment is not good, free medicines are not available and the hospital staff is not cooperative.

Did the citizens contact the agency to solve the problems and how?

- ➔ Most of the out-patients (72.2%) and 69.4% of the in-patients contacted the agency for their problem resolution.
- ➔ 50.0% of the out-patients and 39.2% of the in-patients complained to the service agency in a group.
- ➔ 36.3% of the in-patients and 42.3% of the out-patients finally contacted the department professor.
- ➔ All out-patients in the small sized slum area and 60% of the out-patients in the medium sized slum area feared ill treatment and did not complain.

### 3.9.4 STAFF RESPONSIVENESS

Are the citizens satisfied with the interaction for problem resolution?

- ➔ Most of the households are satisfied with the time taken to attend to the problem (74.2), helpfulness of the staff (71.7%), ability of the staff (71.4%) and time taken to resolve the problem (70.3%).
- ➔ Only 15.8% of the households are completely satisfied with the time taken to resolve, 23.3% of the households are satisfied with the ability of the staff.

### 3.9.5 CORRUPTION

Were there cases of bribery?

- ➔ 9.7% of the in-patients paid a bribe to get their routine work done.
- ➔ 17.4% of the in-patients and 1.7% of the out-patients paid a bribe to get their problem resolved.
- ➔ 38.9% of the in-patients and half of the out-patients paid bribes to get free medicines.
- ➔ 31.5% of the in-patients and 50.0% of the out-patients paid a bribe to the other staff who demanded a bribe at their departure period from the hospital after treatment.
- ➔ Most of the (in-patients and out-patients) did not use middlemen to pay a bribe.
- ➔ 66.7% of the in-patients and all out-patients reported the bribe was demanded by the hospital staff.

- ➔ All the out-patients and 75.9% of the in-patients got their work completed after payment of bribe.

Are the citizens satisfied with the nature of problem resolution?

- ➔ Most of the (76.8%) households were dissatisfied with the nature of problem resolution at the hospital.
- ➔ 23.2% of the households were undecided whether they were satisfied or not.

### 3.9.6 SATISFACTION WITH THE OVERALL QUALITY OF SERVICES

How satisfied are the citizens with the overall quality of health services?

- ➔ Most of the in-patients (78.3%) and out-patients (88.9%) are satisfied with the overall quality of services at the hospital.
- ➔ Only 38.9% of the in-patients and 37.5% out-patients are completely satisfied with the overall quality of services at the hospital.

Why are the households dissatisfied?

- ➔ More than half of the (57.1%) households gave unavailability of free medicines as their reason for dissatisfaction.
- ➔ Among the other reasons were behavior of the staff was not good.
- ➔ Quality of treatment was not good.
- ➔ Behavior of the doctor was rough.

### 3.9.7 SUGGESTION TO IMPROVE THE QUALITY OF SERVICES

What suggestions do people have to improve health services?

- ➔ More than half (58.9%) of the households suggested improvement in the treatment.
- ➔ 50.3% of the households suggested free medicines should be supplied at the hospital.
- ➔ Among the other suggestion were that doctors should be cooperative.
- ➔ Staff should behave well.
- ➔ Hospital environment should be clean.
- ➔ Hospital wastage should be cleared regularly.

## 3.10 GOVERNMENT PRIMARY SCHOOL (SLUM)

### 3.10.1 USAGE PATTERN

There are many government primary schools in the slum areas which are engaged in facilitating primary education; those are government primary school, government higher primary school, government lower primary school

- ➔ Among the 602 households surveyed, only 34.5% households had children attending government primary school in the slum areas of Brahmapur city.
- ➔ Among the households whose children are attending government primary school, more than half of them are girl children (52.9%).
- ➔ Nearly half of (48.3%) the children are attending the government primary school.
- ➔ Almost all the (95.2%) households reported that the medium of their children's education is Oriya.

- ➔ Most of the school going children (78.3%) households reported that the location of the school is within the locality.
- ➔ The average distance of the school from home report - takes 15 minutes to reach on foot in the slum area.

### 3.10.2 QUALITY OF PRIMARY EDUCATION SERVICES IN SLUM AREA

#### Are there basic infrastructures available in the school?

- ➔ Most of the respondents (93.8%) reported availability of pucca building in the school.
- ➔ More than half of the (64.4%) households reported non availability of benches and tables in all classes in the school.
- ➔ Most of the (78.4%) respondents reported availability of toilets in the school.
- ➔ Among them, more than half of the (61.3%) respondents reported availability of separate toilets for boys and girls in the school.
- ➔ Availability of drinking water was reported by most of the respondents (86.1%) and among them almost all reported (94.4%) clean drinking water.
- ➔ More than half of the (53.6%) households reported availability of playground in the school.

#### Are there midday meal programmes in the school?

- ➔ More than one fourth of the respondents reported (26.4%) presence of midday meal programme in the school.
- ➔ Among those, more than half of the respondents (56.4%) reported cooked meals being supplied to the children in the school.

#### Are there free books available in the school?

- ➔ Most of the respondents (75.5%) reported free supply of books, and only 32.2% reported free supply of notebooks.
- ➔ Less than half of the (47.1%) respondents reported free supply of uniform in the school.
- ➔ Most of the respondents (73.1%) reported free books are available on time.
- ➔ However there is a delay in the supply of free note books (62.7%) and uniform (62.7%).

#### Are the teachers regular in their duty?

- ➔ Most of the respondents (91.3%) reported regularity of teachers on their duty in the school.
- ➔ 88.9% of the respondents reported that their children are happy about the teaching in the school.

#### Do teachers visit slums for enrollment drive?

- ➔ Few (18.3%) respondents reported that teachers visit the slums for enrollment drive.
- ➔ Among them, more than half of the (54.1%) respondents reported that the teachers visit for enrollment drive during the school hours.

### 3.10.3 PROBLEM INCIDENCE AND PROBLEM RESOLUTION

#### What were the problems faced with the school and how were they solved?

- ➔ More than one fourth of the (39.4%) households have problem with regard to the education of their children at school in the last one year.
- ➔ 43.9% of the households reported the resolution of their problems by the service agency.
- ➔ The problem is mostly with (36.6%) the teaching quality not being good in the school.

- ➔ Among the other problem with regard to primary schools - free books not supplied, teachers are not regular and sports facilities are not available in the school.

**Did the citizens contact the agency to solve the problems and how?**

- ➔ Most of the respondents (70.4%) contacted the agency to resolve their problems.
- ➔ Half of the respondents (50.0%) contacted by personal visits for resolution of their problems.
- ➔ Nearly half of the (48.3%) households finally contacted the headmaster of the school followed by the class teacher (34.5%).
- ➔ Half of the households (50.0%) reported delayed response as the reason for not contacting the agency.

**How responsible are the public officials in solving the problems?**

- ➔ Most of the households are satisfied with the ability of the staff in providing information (78.9%), behavior of the staff (75.4%) and efficiency of the staff.
- ➔ Few (15.8%) households are completely satisfied with the time taken to attend to the problem.

### 3.10.4 CORRUPTION

**Were there cases of bribery?**

- ➔ 12.5% of the user households paid a bribe to get their routine work done in the school.
- ➔ 19.6% of the households reported that their problem got resolved.
- ➔ The bribe was mostly (44.4%) paid to get free books in the school.
- ➔ More than one fourth of the (37.5%) households reported that the bribe was demanded by the public officials.
- ➔ More than half of the (62.5%) households reported they did not get their work completed even after payment of bribe.

**Are the citizens satisfied with the nature of problem resolution?**

- ➔ More than one fourth of the (43.8%) households are dissatisfied with the nature of problem resolution of the service agency.
- ➔ Among them half of the households are completely satisfied with the nature of problem resolution of the service agency.

### 3.10.5 SATISFACTION WITH THE OVERALL QUALITY OF SERVICES

**How satisfied are the citizens with the overall quality of education services?**

- ➔ Most of the (76.0%) households are satisfied with the overall quality of services.
- ➔ 46.8% of the households are completely satisfied with the overall quality of services.

**Why are the households dissatisfied?**

- ➔ No improvements in the quality of children's education.
- ➔ Teachers are not regular.
- ➔ No sports facilities.
- ➔ No fellowship provided to the poor children.

### 3.10.6 SUGGESTIONS TO IMPROVE THE QUALITY OF SERVICES

What suggestions do people have to improve education services?

- ➡ Most of the households suggested that teaching should be good.
- ➡ Teachers should be regular.
- ➡ Free books should be supplied on time.
- ➡ Sports facilities should be there at school.
- ➡ Chairs and benches should be available in all classes.

# Chapter: 4

## A Comparison of the Outcomes

This chapter presents a comparison of public services across slum and non-slum and also across different services.

### COMPARISON ACROSS SLUM AND NON-SLUM

#### 4.1 DRINKING WATER

- ➔ The sources of drinking water available in both the non-slum and slum regions are same (public tap, hand pump and tap connecting to home). Among the other sources are private wells, bore wells, tube wells, ponds etc.
- ➔ Less than half of the households (49.3%) use tap at home in the non-slum area where as most of the (77.1%) households in the slum area use public tap as the main source of drinking water.
- ➔ More than half of the households are getting water once in a day, and that is not sufficient for their needs.
- ➔ Most of the users find the PHED water sweet; clear with no smell in both the slum and non-slum areas.
- ➔ More than half of the tap at home users and public tap users in both the slum and non-slum areas faced problems with drinking water in the last one year and the problem was mostly with the water supply being not sufficient and acute water shortage in summer season.
- ➔ Bribe payment for the problem resolution was more in the non-slum areas than in slum areas mostly to get the problem resolved (resolve disconnection of water supply).
- ➔ Overall, more than half of the households are satisfied with the overall quality of services in both the non-slum and slum areas.

#### 4.2 SANITATION - DRAINAGE, GARBAGE, TOILET

- ➔ Half of the households in the slum area and more than one third of the households in the non-slum area reported overflow of drains in the rainy season.
- ➔ Very few people in the slum areas paid bribe but more than one third of the households in the non-slum areas paid bribes to clear the drain.
- ➔ More than half of the households were dissatisfied with the overall quality of the services - slum (52.1%) and non-slum (59.1%).
- ➔ More than half of the households reported that garbage is cleared daily in the non-slum areas (52.0%) whereas less than half (44.2%) of the households reported the same in the slum areas.
- ➔ More than half of the households find their problems resolved in the non-slum area (64.2%), though this was lesser in the slum area (44.4%).
- ➔ Speed money paid to get the problems resolved is higher in the non-slum area (29.7%) while quite less in the slum area (15.2%) for the purpose of garbage clearance.
- ➔ More than half of the households are satisfied with the overall quality of services in both the slum areas (68.3%) and in the non-slum area (70.2%).

#### 4.3 BMC SERVICES- STREETLIGHTS & ROADS

- ➔ More than half of the households in the non-slum areas (61.5%) resolved their problems in case of streetlight services whereas this was only 32.8% in the slum areas.
- ➔ Little difference was found in terms of access of concrete/tarred roads in the locality for both the slum (53.4%) and non-slum areas (62.8%).

- ➔ More than half of the households reported the regular maintenance of roads in terms of cleaning, filling up of pot holes and other repairs in both the slum (57.9%) and non-slum (63.9%) areas.
- ➔ More than one third of the households in the non-slum areas (30.3%) and only 14.1% in the slum areas paid bribes to get their problem resolved.
- ➔ More than 80% of the households were satisfied with the overall quality of streetlight services and more than 70% were satisfied with the overall quality of road services in both the areas.

#### 4.4 PUBLIC DISTRIBUTION SYSTEM (RATION CARD)

- ➔ More than half of the households in the non-slum area (55.3%) and 97.4% in the slum area reported the availability of kerosene as the single largest item.
- ➔ More than half of the slum households (62.7%) reported proper weighing of the rationed items though this was higher in the non-slum areas (73.3%).
- ➔ Only 28.1% of the households got their problems resolved by the service agency in the non-slum areas whereas more than one third of the (43.2%) households got their problems resolved by the service agency in the slum areas.
- ➔ Most of the households are satisfied with the overall quality of services in both the slum and non-slum areas.

#### 4.5 GOVERNMENT HOSPITAL

- ➔ More than half of the households in the non-slum area (55.8%) and 78.1% in the slum area reasoned that services are not good at the government hospital used by them.
- ➔ More than one third of the non slum households (37.1%) and 69.1% households in the slum area reported that the reason to choose government hospitals was of their being less expensive.
- ➔ Most of the (72.3%) in-patients from non-slum households reported the regular distribution of food items like bread, eggs and milk, whereas less than half of the in-patients from slum households (49.8%) reported the same.
- ➔ Most of the patients both in the slum and non-slum areas were satisfied with the overall quality of hospital services.

#### 4.6 GOVERNMENT PRIMARY SCHOOL

- ➔ In the non-slum areas less than one fifth of the (18.3%) households' children are attending government primary schools whereas in the slum area more than one third of the (34.5%) household's children are attending government primary school.
- ➔ Few (5.5%) households in the slum area and more than one third of the (26.4%) households in the non-slum area reported the presence of mid day meal programme in the school.
- ➔ 5.4% households in the non-slum area and 18.3% in the slum area reported the visiting of teachers for enrollment drive.
- ➔ Most of the (78.6%) children in the non-slum area faced problems in the school whereas in case of slum area it is only 39.4%. No improvement over children's education found the problem mostly in case of both the slum and non-slum area.
- ➔ No single case of bribing was found in case of non-slum area whereas 19.6% of the households paid bribe to get their routine work done in case of slum area.
- ➔ Problem resolution is (43.9%) high in case of slum areas (22.2%) than in non-slum areas.
- ➔ More than 80% of the households are satisfied with the overall quality of government school services in both the slum and non-slum areas.

## COMPARISON ACROSS SERVICES

### NON-SLUM

This part of the report delineates comparisons across services of different dimensions of public services. The dimensions include problem incidence and problem resolution, staff responsiveness at the service agency, corruption (speed money phenomenon), satisfaction with problem resolution and its extent and finally the overall satisfaction of citizens with the service quality and the extent of satisfaction.

#### 4.7. a PROBLEM INCIDENCE AND RESOLUTION

- ➔ It is remarkable that in case of most of the service agencies the problem resolution pattern is lower than the problem incidence for most services (problem incidence - government primary school 78.6%, drinking water 58.6%, roads 51.5%, government hospital 48.35 and garbage clearance 48.4%) but reverse found in case of garbage clearance and streetlights services.

#### 4.7. b. STAFF RESPONSIVENESS

Responsiveness of the staff is the aggregate satisfaction level of time taken to attend to the problem, time taken to resolve a problem, behavior of the staff, availability of the staff in their seat, helpfulness of the staff, efficiency of the staff to resolve a problem and ability of the staff to provide information.

- ➔ Highest percentage of households satisfied with the ability of the staff to provide required information was found in case of all the services.
- ➔ It is clearly observed that the time taken to resolve a problem was satisfactory to a very low percentage of households in case of all the services followed by efficiency of the staff to resolve a problem.
- ➔ In case of drainage services all the indicators of staff responsiveness were found to be satisfactory. Whereas in case of streetlight services lower percentage of households were satisfied with the time taken to attend, availability of staff in their seat, efficiency of the staff, and ability of the staff to provide information followed by garbage clearance services.

#### 4.7. c. CORRUPTION

Information on corruption (speed money phenomenon) among the services was collected from two different angles - one is speed money paid to get routine work done and another is to get the problem resolved.

- ➔ The highest percentage of bribe paid (to get their problem resolved) by households was found in case of services like roads (30.3%), garbage clearance (29.7%) and government hospital (24.7%) and lowest among services like ration shop (9.4%), streetlights (10.8%), drainage (13.9%).
- ➔ Bribes paid to get routine work done was found to be highest among services like drainage (31.0%), roads (21.9%) and drinking water (19.3%) and quite low in the case of government hospitals (7.0%).
- ➔ It is quite good that there is no bribe paid in case of government primary school and it is the single corruption free agency among these agencies as the study indicates.

#### 4.7. d. SATISFACTION WITH PROBLEM RESOLUTION

Satisfaction with problem resolution is calculated among the households who have problems with the services and contacted the service agency for resolution of the problem.

- ➔ Satisfaction with the problem resolution was found more in case of services like government hospitals (47.7%), streetlights (46.5%), and drinking water (40.9%); and lowest among the services like garbage clearance (30.7%) and roads (31.0%).
- ➔ Most of the households are dissatisfied with the problem resolution pattern of the service agency. Dissatisfaction is highest among services like garbage clearance (57.0%), roads (56.5%) and ration shop services (53.8%) and lowest among the streetlight services (39.5%).
- ➔ Dissatisfaction with the problem resolution pattern is quite high among all the services.

#### 4.7. e. OVERALL SATISFACTION WITH SERVICE QUALITY

- ➔ Satisfaction with overall quality of services seems more for all the services - highest being with ration shops (85.2%), government hospitals (83.6%), and streetlights (83.1%). And it is lowest among drainage (47.9%) and drinking water (52.1%) services.
- ➔ Dissatisfaction with overall quality of services is highest among the drainage (52.1%) and drinking water services (47.9%).
- ➔ Among most of the services proportion of partly satisfied households is more than those who are completely satisfied. Highest among them are drainage services (82.6%), garbage clearance (72.8%) and drinking water (64.4%). And lowest is among roads (51.0%) and streetlights (51.8%).
- ➔ It seems in the case of all the services, partial satisfaction is more than complete satisfaction.

### SLUM

This part of the report delineates comparisons across services of different dimensions of public services in slum areas.

#### 4.8 a PROBLEM INCIDENCE AND RESOLUTION

- ➔ It is worth noting that in case of slum area the problem resolution is also higher than the problem incidence. Among the most problem incidence service public toilet (75.0%) comes first followed by garbage clearance (54.1%) and drinking water (53.9%). Among the highest problem resolution services the government hospital (63.0%) comes first followed by roads (46.5%), government primary school (43.9%).
- ➔ Satisfaction with problem resolution pattern in case of all services are low than the satisfaction with problem incidence except ration card, government hospital and government primary school.

#### 4.8. b. STAFF RESPONSIVENESS

- ➔ Unlike in the non-slum region most of the household are satisfied with the times taken to attend a problem followed by behavior of the staff. But dissatisfaction with the times taken to resolve a problem found by most of the households in the slum region.
- ➔ Dissatisfaction with the efficiency of the staff also found by most of the households in the slum region.
- ➔ In case drinking water service all the indicators of staff responsiveness are satisfied by the household in the slum areas. It is reverse in case of drain service where most of the households are dissatisfied with the indicators of staff responsiveness.

#### 4.8. c. CORRUPTION

- ➔ Corruption level is highest in case of ration shop service (48.6%) followed by public toilet (19.7%) and government primary school (19.6%). The bribe paid in these services to get the problem resolve. But corruption is very low in case of drainage and road services.
- ➔ Bribe paid to get the routine work done is quite low in case most of the services. Highest among ration shop (18.9%) and garbage clearance (16.2%), government primary school (12.5%).
- ➔ Corruption level seems quite low in case of all the services in slum area.

#### 4.8. d. SATISFACTION WITH PROBLEM RESOLUTION

- ➔ The satisfaction with the nature of problem resolution seems more in case of drinking water service (46.9%), garbage clearance (44.4%) and roads (41.8%). Very low in case of public toilet, drainage (14.6%) and streetlights (20.0%).
- ➔ Among the households mostly dissatisfied with the nature of problem resolution are public toilet (100.0%), government hospital (76.8%), drainage (66.7%) and streetlights (66.7%).
- ➔ Dissatisfaction with the nature of problem resolution mostly found in all most all the services in the slum area.
- ➔ It is worth noting that complete satisfaction among the satisfied household in case of all the services is low than partly satisfaction.

#### 4.8. e. OVERALL SATISFACTION WITH SERVICE QUALITY

- ➔ Satisfaction with overall quality of services seems more in all the services and highest among ration shop (85.2%), government hospital (83.6%), and streetlights (83.1%) except drainage services. And it is lowest among drainage (47.9%) and drinking water (52.1%).
- ➔ Dissatisfaction with overall quality of services is highest among the drainage (52.1%) and drinking water services (47.9%).
- ➔ Complete satisfaction is highest among the services like roads (49.0%), streetlights (48.2%) and government primary school (46.8%). And lowest among drainage (17.4%), garbage clearance (27.2%).
- ➔ It is worth noting that partial satisfaction is more than complete satisfaction in the case of all the services like in th non-slum area.

## Chapter: 5

# What was the Response from the Service Provider? (Perception Mapping of the Service Providers)

## 5.1 INTRODUCTION

Provision of basic services by the local government has gained importance in the new century as well as the role and responsibility of the service providers. Public officials are playing a great role in providing basic facilities to the common man. It has been always remarked that decentralization is rarely implemented effectively. This is due to the poor performance of the local government, ULBs failing to provide basic services to its people, inadequacy of funds to meet developmental needs and lastly the corrupt practices by the bureaucrats and local leaders. Dissatisfaction with public services tends to make most people distrust the government. Legislatures and bureaucrats are always criticized by the general public and there is disfavor against them. There is universal disfavor towards the elected representatives and the public officials. Another necessary condition for the success of local governance is to engage the elected representatives/public officials in productive social and economic services. But the views of the public officials are quite different. They always favor themselves and try to surpass their responsibilities to the higher authority by neglecting the ordinary people. A major consequence of this was that public services became monopolies protected from the winds of competition that would have made them more responsive to the needs of citizens. The resulting inefficient use of resources and non-responsiveness to the customers by public service providers have been increasingly criticized and exposed.

One important feature of the Indian context is the tremendous overload and pressure of functions the government has taken upon itself. It has not only to deliver essential public services to the people but also to manage numerous commercial and development enterprises, apart from designing and implementing policies pertaining to a variety of sectors. To understand the problems faced by the decision-making stakeholders, a separate exercise was carried out comprising of in-depth interviews with service providers and elected representatives.

## 5.2 OBJECTIVES

The basic objectives of this exercise were to understand the views of the service providers who are directly or indirectly involved in providing basic public services, including the difficulties faced by the service providers and possible solutions. Specifically, the exercise was designed to fulfill the following objectives;

- To analyze and examine their knowledge regarding the provision of basic services
- To understand the difficulties faced by the service providers
- To draw possible solutions and suggestions to improve public services

This exercise is related to the perception, responsibilities and duties of the stakeholders, knowledge regarding budgets and revenue, issues and problems of their locality, occurrence of corruption and the difficulties they face in providing basic public services.

## 5.3 METHODOLOGY

The process involved direct interviews with some key officials of different service agencies like PHED, Brahmapur Development Authority, Civil Supply Department, Health Department and the Police and elected representatives of Brahmapur Municipality. Separate semi structured questionnaires having open-ended as well as close-ended questions for different services were used for the purpose. Emphasis

was mainly given to ascertain their level on involvement in the process of public service delivery. This apart, some queries were also made with regard to availability of infrastructure, sufficiency of resources to take up development initiatives, knowledge about budget and revenue, level of corruption and suggestions to improve service delivery etc. The data gathered from the elected representatives/public officials was wrapped up and analyzed separately.

## 5.4 TARGET GROUP

The main targets of the interview were all the elected representatives and senior officials of Brahmapur Municipality who are involved in policy making and its implementation. Officials of Brahmapur Development Authority, PHED, CSD, Health, and police department were interviewed.

## 5.5 FINDINGS

### Profile of the Elected Representative/Public officials

Among the 27 elected representatives interviewed 66.7% are male and 33.3% are female following 33% reservation norm for women. About 44.4% completed graduation, 7.4% are under graduate and 22.2% have completed metric level and 25.9% are below metric. Most of the councilors (66.7%) were those elected for the first time and served four years to the public while 29.6% of the councilors have served for nine years including the second term.

### Knowledge of Basic Services

This part of the section highlights the knowledge of the elected representatives/ public officials with regard to the provision of public services to the general public. It also stresses on the roles and responsibilities of the ERs/public officials within the institution and with regard to the general public.

**Table 5.1: Knowledge of the ERs on Provision of Basic services**

Services provision	Percentage reported
Garbage clearance	14.3
Drainage	19.0
Streetlights	13.5
Roads	13.5
Death and Birth Certificate	13.5
Health	16.7
Public toilet	7.9
Others	15.1

### Are people getting adequate basic facilities in the ward?

- ➔ 63.0% of the Elected Representatives stated that people are getting adequate facilities in their respective wards.
- ➔ Surprisingly 37.0% Elected Representatives agreed that people are not getting adequate facilities.
- ➔ This shows that the elected representatives honestly agreed that they have failed to provide basic services to the citizens of their respective wards.

**Are the Elected Representatives aware of the problems of their locality?**

- ➔ 59.3% of the Elected Representatives are aware of the issues and problems of their locality.
- ➔ Unexpectedly less than half (40.7%) of the Elected Representatives are not conscious about the issues and problems.
- ➔ This reflects the lack of awareness among the elected representatives even if they are in a responsible post and directly elected by the people.

**The problems / issues of different wards as reported by the ERs**

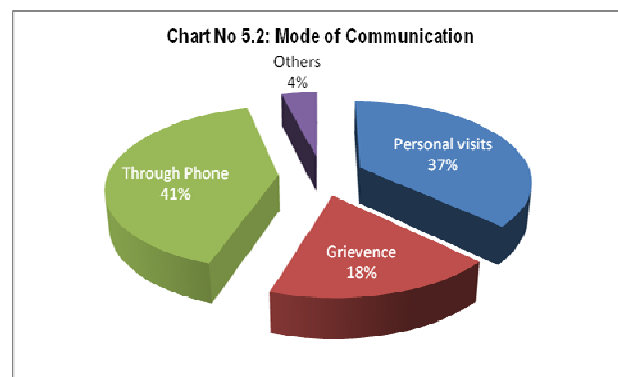
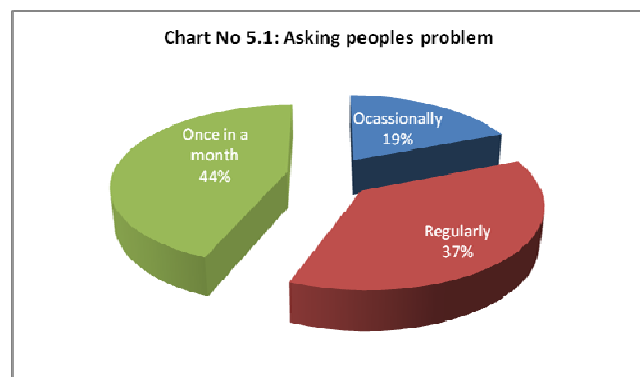
- ➔ Lack of proper drainage system in the wards and insufficient concrete roads are the two main issues reported by the ward councilors.

**Table 5.2: Problems and issues of different wards**

Problems / issues	Percentage Reported
No Proper Drainage	24.0
No concrete Roads	23.1
Streetlights are not working	11.5
Garbage bin not provided	17.3
Absence of Public toilet	9.6
Insufficient water supply in Summer	14.4

**Are the Elected Representatives asking about the problems of the people in their locality?**

- ➔ Most of the (77.8%) Elected Representatives are reportedly asking about the problems of the people in their locality.
- ➔ Nearly half (44.4%) of the Elected Representatives reportedly ask people about their problems once in a month.
- ➔ Most of the communications with the people are through telephone (40.7%) calls to residents of the locality followed by personal visits (37.0%).



**Activities done by the Elected Representatives**

- ➔ More than 21% of the Elected Representatives facilitated drinking water to their wards. 16.3% developed the drainage system and 17.2% made provision for garbage disposal.

Table 5.3: Development work done by the Elected Representatives

Development work	Percentage reported
Drinking water facilities	21.1
Drainage system development	16.3
Garbage Disposal	17.1
Concrete Roads constructed	16.3
Streetlights arranged	15.4
Public Toilets repaired	4.1
Ration Card for people	8.9
Others	.8

### Knowledge of Budgetary Provision/ Public Spending

- ➔ Most of the Elected Representatives (81.5%) have knowledge regarding the budget of Brahmapur Municipality.
- ➔ Among them only 44.4% have taken part in the discussions in the budget meetings held during the beginning of every financial year.
- ➔ Among those Elected Representatives who have not taken part in the budget discussion, 54.5% reasoned that they were not interested, followed by 30.1% reportedly not being invited and 13.3% mentioned having no idea about the budget.
- ➔ However, none among the Elected Representatives reported the exact budget figure of the Brahmapur Municipality.
- ➔ Only few have reported a figure that not the accurate amount.

### Revenue Potential

- ➔ More than half (59.3%) of the elected representatives have knowledge regarding the total revenue collection of Brahmapur Municipality.
- ➔ Surprisingly only very few (only two) councilors were able to give the exact amount of revenue collection of Brahmapur Municipality.
- ➔ More than half (59.3%) of the elected representatives said that the people of their locality are paying holding tax regularly.
- ➔ More than half (66.7%) of the elected representatives confessed that the revenue collected by Brahmapur Municipality is not sufficient for its operation and development work.
- ➔ Most of (81.5%) the councilors opined that there is potential to collect more taxes from their locality.
- ➔ It is observed that the revenue collection system of Brahmapur Municipality is very weak and the willingness of the people to pay tax is very low. And more taxes can be collected if the system is made effective.

### Satisfaction of General Public

- ➔ Most of the elected representatives have done substantial work - concrete roads, improvement in drainage system and also garbage collection.
- ➔ Most of (70.4%) the elected representatives said that they have fulfilled their promise made during the election time.
- ➔ More than half (59.3%) of the elected representatives informed that the people are satisfied with the services provided by Brahmapur Municipality. 40.7% of the ERs do not hesitate to disclose that people are not satisfied with the services of Brahmapur Municipality.

- 63% of the elected representatives mentioned that people are satisfied with their work as councilor.
- Among the reasons for satisfaction cited included - their development work and help and service to the general public as councilor.
- Reasons for dissatisfaction were - low allocation of development fund to their respective wards due to non-cooperation from the ruling party.

## Corruption

- Most of (85.2%) the councilors felt that the officers in Brahmapur Municipality are responsible for their duty and serving the people.
- Only (29.6%) reported that they are aware of the corrupt practices in Brahmapur Municipality.
- More than half of the councilors reported that the people in their locality are paying extra money to get their work done in Brahmapur Municipality.
- Less than half of the councilors confessed that they have heard of experiences of officers taking bribe to do their duty.

## Suggestions to improve Public Services

- 70.4% of the councilors are satisfied with the work done by the ruling local government.
- The deficiencies in their work are - few roads still incomplete, slum areas are less developed with regard to provision of basic services and lack of good drainage facilities in the city.
- Their suggestions to improve public services are
  - Master plan for the entire city.
  - Improved sewerage system.
  - Facilities of drinking water to every ward and sufficient water supply during summer.
  - Computerization of the systems of Brahmapur Municipality.
  - Employment of more staff for administration and service provision.
  - Collection of revenue should be strict and a revision of the tax slab.
  - Provision of more amusement parks in the city.
  - Declare Brahmapur Municipality as a corporation.
  - Public awareness to stop encroachment.

## 5.6 FINDINGS OF THE PERCEPTION OF THE PUBLIC OFFICIALS

The senior public officials of different departments and local government were interviewed among them the Executive Officer and Addl. Executive Officer of Brahmapur Municipality, Secretary of Berhampur Development Authority, Executive Engineer PHED, Sub-collector of Brahmapur, Superintendent of Police, District Inspector of Schools, Medical Superintendent, Chief District Medical Officer, Ganjam, District Civil Supply Officer, Ganjam.

### Knowledge regarding Public Services

All most all the public officials interviewed have the knowledge of the services of their concerned department provides.

All the public officials agreed that they are providing good services to the public and they all are performing their duty effectively and most of them highlighted that they are always trying to satisfy the public by proving effective public services delivery. Few among them replied that in spite of limited available resources they are trying their best to provide best of services.

Regarding the satisfaction of the general public with their services most of the officials responded that people are satisfied with their duty and responsibilities. While making cross question they answered that people can never be satisfied. Some of the officials replied that due to resource constraint they are not able to satisfy the demands of the people and the service delivery becomes poor. Few among them also replied that they are trying their best to provide good services to the public.

### **Knowledge regarding Spending**

All the public officials have knowledge regarding the spending/ budget of their departments. There is no specific provision for them to take part on the budget discussion but they recommend and submit their budgetary demand each year to the department head.

Regarding the sufficiency of budget the public officials highlighted that each year there is budget constraint. Their demand for budget never fulfilled by the department head or the state government. Due to the limited budget they are failed to provide services effectively.

Most of the public officials demanded more budgets for their department every year. But the department head and the state government never fulfilled their demand for more grants in the budget.

Analyzing the revenue potential of Brahmapur Municipality, the Executive Officer replied that Brahmapur Municipality has more revenue potential than the existing. There is a lot of property tax to be collected from the citizens. There are still so many tax defaulters in the city and failed to pay the property tax since last 10 to 12 years. He replied that there is lack of willingness to pay the tax and awareness is very low to pay the tax voluntarily. He again repeated that more taxes can be collected if awareness among the citizens will be created. And more development actions can be taken and the service delivery will be improved.

### **Problems Faced**

While analyzing the problem faced by the public officials in delivering services most of the senior public officials replied that there is lack of sufficient funds to implement programmes and improve services delivery. Another problem is lack of sufficient man power/staff to effectively implement programmes and time bound service delivery. They also highlighted that there is also lacking of cooperation from the senior public officials and the department heads. Among the other reasons many officials replied that there is lack of public cooperation and awareness among the public fails to effective service delivery, there is lack of independence in the decision making, and they have to obey the department orders which also hurdles the way of effective service delivery.

### **Corruption and Bribery**

Most of the public officials denied any corruption within their offices. Even the officials always encouraging people to resist corruption and bribery. Most of the officials against of the people who are encouraging speed money. They agreed that people are offering bribe to get their work done early.

### **Grievance Redress**

Most of the public officials denied that their office have grievance readdress cell. This is due to lack of the staff and funds they replied. But in the senior officials here peoples problem and complaint whenever people come to them. The problem resolution period depends upon the issue and capacity of the department.

## **Satisfaction and Suggestions**

Most of the public officials replied that they all are doing their job continuously and up to the reach of the general public. They all are satisfied with their duty and services to the general public. But they replied that it is not easy to satisfy all the people with limited resources and staff.

Regarding suggestions the public officials gave more emphasis on awareness of the general public and their duty and responsibility as a citizen. They emphasized more on collection of property tax regularly and enforcement and obey of the rule of the law by the general public.

The public officials always meant for the public and they assured to have best of services to the general public.

## **Problems and Suggestions by the Police Official**

There is lack of police personnel's and infrastructure as the population of the city is increasing. So it is difficult for them to maintain with the limited resources and staff. Still they are trying to provide best of services to the general public the Superintendent of Police replied. He also emphasizes on the cooperation of the Brahmapur Municipality and Brahmapur Development Authority to cooperate in maintaining traffic and security in the city.

He also suggested that the general public should be aware and obey the traffic rules and police to maintain better traffic management in the city and security.

## **Problems and Suggestions by the Hospital Chief**

Insufficient staff and shortage of budget hurdles in the way of perfect service delivery in the hospital replied the Medical Superintendent of MKCG Medical College. Among the problems with in the hospital he raised the issue of cleanliness of the hospital periphery and the free supply of medicines is not done properly. He suggested that people should co operate the public officials for effective service delivery.

## **5.7 CONCLUSION**

The elected representatives who are directly elected from the public reported that they are executing their duty and responsibility properly. But they all agreed that there is still need to do more for the ward people and special attention for the slum dwellers. Most of the ERs are lacking the knowledge regarding and budget and revenue of Brahmapur Municipality. Every ER raised the need of a perfect master plan for the development of city. And all the ERs highlighted the budget constraint of Brahmapur Municipality is a problem for development of the city. Most of the ERs emphasized on the people's awareness and cooperation for any type of development initiative.

Deriving the conclusions of the interview with senior public officials of different public services it is to say that most of the public officials justified that they are performing their duty and responsibility in a proper manner. Most of the officials highlighted the shortage of staff, budget constraint and cooperation from the senior public officials or department head are main hurdles in the way of effective service delivery.

The officials also emphasized the public awareness and cooperation is a necessary factor in efficient service delivery. Most of the officials ignored of corrupt practices with their agency/ department.

Finally the public officials agreed there is lacuna among the public officials, sometimes the staff are not cooperating the public and some are corrupt. So the senior officials given importance to the public agency staff to be honest and do their duty effectively.

# Chapter: 6

## Summing up, Conclusion and Policy Implication

### SUMMING UP AND CONCLUSION

This chapter summarizes the conclusions and added few policy implications based on the views of the citizens of Brahmapur city. The Citizens Report Card on public services in Brahmapur city has provided a measurement on the quality and efficacy of different public services. Certain conclusions and policy implication are presented below. As the Citizens Report Card study has separate samples for both the slum and non-slum households in Brahmapur city hence it is useful to draw separate conclusions.

### A. NON-SLUM HOUSEHOLDS

#### 6.1 DRINKING WATER

- ➔ Public tap/hand pump and tap at home are the major sources of drinking water.
- ➔ More than half of the household have access to tap at home (51.2%) and more households use public tap (39.9%) and hand pump water (2%).
- ➔ More than half of the public tap/hand pump and tap at home user get water once in day and most of the user find the water clear, sweet and does not have any smell.
- ➔ Problem incidence found more in case of tap at home (51.2%) and public tap (66.0%) users and insufficient water supply is the major problem reported.
- ➔ Problem resolution by the service agency was found to be low.
- ➔ Satisfaction with the interaction with public officials was very low in case of behavior of the staff (52.2%) and efficiency of the staff (41.8%).
- ➔ 19.3% paid a bribe to get their problem resolved and (16.7%) to get their routine work done.
- ➔ Half of the citizen's (51.9%) are satisfied with the water supply agency and quality of services and the major reasons for dissatisfaction are water supply is not adequate and supplied at low pressure.

#### 6.2 BMC SERVICE- DRAINAGE SYSTEMS AND GARBAGE DISPOSAL

- ➔ Most of the households dispose their kitchen water and toilet water outside the house (roadside/ back side drain).
- ➔ The drainage system is found to be not well planned with regard to the disposal of waste water and storm water.
- ➔ Regularity of drain clearance (i.e. once in a week) found among 48.8% households. Drains overflow during the rainy season 37.2% households reported.
- ➔ Most of the household dispose their garbage in front of their house. Half of the respondents (52.0%) reported the garbage was cleared regularly by Brahmapur Municipality.
- ➔ Problem incidence found to be marginal (48.4%) and the problem resolution found satisfactory (64.1%) in case of garbage clearance. But in case of drainage service the problem incidence (46.0%) remains same as garbage service and the problem resolution was low (41.5%).
- ➔ More than 70% of the households are satisfied with the staff responsiveness (ability, availability, behavior, efficiency and helpfulness) in drainage service. But in case of garbage clearance less than half of the household are satisfied with the efficiency of the staff and less than 30% of the household are satisfied with the behavior and time taken to attend a problem.
- ➔ Corruption level is high among the garbage clearance and drainage service (29.7% paid to get a problem resolved whereas in case of drainage service 31.0% households paid a bribe to get their routine work done).

- ➔ 59.1% of the households are satisfied with the drainage service whereas 70.2% are satisfied in case of garbage clearance service.
- ➔ The problem with drainage service is irregularity of drain clearance and in case of garbage irregularity of garbage clearance reported.

### 6.3 BMC SERVICE- STREETLIGHT AND ROADS

- ➔ Functioning of streetlights reported by most of the households.
- ➔ 62.8% households have access to concrete/tarred roads. A reasonable 63.9% of the households reported regular maintenance of roads.
- ➔ Problem incidence is high among the roads (51.5%) and 39.0% in case of streetlight services. Problem resolution is high among the streetlight service (61.5%) than in road service (43.4%).
- ➔ Satisfaction with staff responsiveness is more in case of road services than with streetlight service.
- ➔ Corruption level is highest among all services. In the case of road service 30.3% paid a bribe to get their problem resolved and 10.8% in case of streetlight services.
- ➔ 85.4% of the household are satisfied with overall quality of streetlight services and 76.1% are satisfied with the road services.
- ➔ Insufficient lights reported as major problem in case of streetlight service and irregularity in maintenance of roads reported as major problem in case of road service.

### 6.4 PUBLIC DISTRIBUTION SYSTEM (RATION CARD)

- ➔ Less than half of the households (45%) have ration cards. Availability of food items in the ration shop reported mostly.
- ➔ Half of the household reported proper weighing of rationed items.
- ➔ Behavior and helpfulness of the ration shop found satisfactory by most of the households (86.7%).
- ➔ Problem incidence was quite low (26.35) and the problem resolution also found to be very low (28.1%) in case of ration shop service.
- ➔ Most of the households satisfied with the staff responsiveness. Except behavior of the staff (53.1%).
- ➔ The level of corruption is low in case of ration shop (9.4% paid bribe) service.
- ➔ 85.2% households express Satisfaction with the overall quality of ration shop services. And the major problem reported is that the quantity supplied is insufficient.

### 6.5 GOVERNMENT HOSPITAL

- ➔ Less than half (48.3%) of the households usually visit the government hospital in the non-slum area.
- ➔ 55.8% of households not visiting government hospitals gave poor quality of services as reason for not going.
- ➔ 65% of the patients reported the presence of doctor and cleanliness of the doctor's chamber.
- ➔ Nearly 70% of the patients reported non availability of free medicines in the hospital.
- ➔ 70% of the inpatients reported regular distribution of food items in the hospital.
- ➔ Most of the patients were satisfied with the behavior of the doctors. But the satisfaction level with the behavior of the nurses and (39%) and behavior of the hospital staff (31.3%) is quite low.
- ➔ Problem incidence is marginal (48.35) in case of government hospital but the problem resolution is less than marginal (39.75).
- ➔ Satisfaction with ability and efficiency of the staff reported by 65% of the patients but only 36.5% of the patients are satisfied with the time taken to attend and helpfulness of the staff.
- ➔ Corruption case is found high in case of hospital services 30.8%.

- ➔ 83.1% households were satisfied by the overall quality of hospital services and the major reasons for dissatisfaction were the non availability of free medicines and low quality of treatment.

## 6.6 GOVERNMENT PRIMARY SCHOOL

- ➔ Only 18.3% of the household's children are attending government primary school.
- ➔ Availability of pucca building (85.1%) and benches and chairs (36.5%) reported by the households.
- ➔ Only 5.5% of the household's reported presence of midday meal programme and 78.4% of the household reported availability of free books.
- ➔ Most of the households (94.6%) reported regularity of teachers.
- ➔ Problem incidence is very high (78.6%) on the other hand problem resolution was dissatisfactory (22.2%)
- ➔ Ability, efficiency and helpfulness of the staff found satisfactory by more than half of the households (65.1%).
- ➔ 82.4% households satisfied with the overall quality of government primary school services.

## B. SLUM HOUSEHOLD

### 6.7 DRINKING WATER

- ➔ Access to tap at home available to only a few households in the slum region (15.9%).
- ➔ More than half of the households get water once in a day and nearly 40% of the households get water supply one hour in a day.
- ➔ More than half of the households find the water tastes sweet, is clear and does not have any smell.
- ➔ Problem incidence was more than marginal (53.9%) and the problem resolution were less than marginal (35.3%) in case of drinking water services.
- ➔ Satisfaction with the ability, behavior and helpfulness of the staff reported by most of the households, but only 46.2% are satisfied with the efficiency of the staff.
- ➔ Corruption found moderate in case of drinking water (16.7% paid bribe to get their problem resolved).
- ➔ Just more than half of the (52.1%) households satisfied with the overall quality of water supply services.
- ➔ The major problems identified in the water supply service were the insufficiency of water and low water supply.

### 6.8 BMC SERVICE- DRAINAGE SYSTEMS, GARBAGE DISPOSAL AND PUBLIC TOILET

- ➔ More than one third of the (39.9%) households dispose the waste water from the toilet to the drains outside the house/road side drain.
- ➔ Half of the (50.6%) households find roads side drains and only 18.8% of the households find storm water drains are cleaned regularly (once a week).
- ➔ (52.6%) households report overflow of drains during rainy season.
- ➔ Most (78.4%) of the households throw the household wastage in front of their road.
- ➔ Clearance of garbage reported by less than half of the households (44.2%).
- ➔ Only 22.8% of the slum households have access to public toilets in their locality.
- ➔ More than half (64.5%) of the households reported regular cleaning of toilets.
- ➔ Problem incidence found to be low (34.5%) and the problem incidence is quite low (17.1%) in case drainage service.

- ➔ But in case of garbage problem incidence found marginal (54.1%) and problem resolution found 44.4% but it is more in case of public toilets problem incidence found very high (75.0%) and the problem resolution found less than marginal (33.3%).
- ➔ Corruption is high among the public toilets (19.7% paid bribe) than in case of garbage (16.6%) and drainage service (0.4%).
- ➔ Satisfaction with the overall quality of services found more (73.7%) with public toilet than with drainage service (52.1%) and garbage (68.1%).
- ➔ Irregularity in drain and garbage clearance and insufficient toilets are main problems in case of sanitation service.

## 6.9 BM SERVICE- STREETLIGHT STREET ROADS

- ➔ Nearly 90% of the households find functioning of streetlights regular.
- ➔ More than half of the (53.4%) households have access to tarred/concrete roads.
- ➔ Regular maintenance of roads by Brahmapur Municipality found by more than half (57.9%) of the households.
- ➔ In case of streetlights the problem incidence found to be low (36.3%) and problems resolution was also less than marginal (32.8%).
- ➔ Most of the households satisfied with the staff responsiveness except behavior of the staff in case of streetlights, the situation is same in the case of roads services.
- ➔ Corruption found more in the case of roads (14.5% paid bribe to get their problem resolved) but it is lower in case of streetlights (11% paid bribe to get their work done).
- ➔ Satisfaction level with the overall quality of streetlight service is more (83.1%) than on road services (74.6%).
- ➔ Insufficient lights and pot holes on the road are the most problematic areas in case of roads and streetlight service.

## 6.10 PUBLIC DISTRIBUTION SYSTEM (RATION CARD)

- ➔ Most of the (96.2%) households have access to ration shop services and visit the shop once in a month.
- ➔ Kerosene, rice and sugar are the most available goods in the ration shop.
- ➔ Convenient timing of ration shop reported by most respondents. And most of the households reported (73.3%) proper weighing and (89.2%) right price charged for rationed items.
- ➔ Overall behavior and helpfulness of the staff reported to be satisfactory.
- ➔ Problem incidence was found very low (17.0%) and problem resolution found marginal (43.2%) in case of ration shop service.
- ➔ Staff responsiveness is mostly satisfactory to the households except for the behavior of the staff.
- ➔ 48.6% of the household paid bribe to get their problem resolved i.e. mostly to issue a fresh ration card.
- ➔ Most of the (85.2%) households are satisfied with the overall quality of ration shop services and absence of shop keeper is the most problematic area found.

## 6.11 GOVERNMENT HOSPITAL

- ➔ More than half of the (55%) households usually visit the government hospitals for the treatment of ailment.
- ➔ Those who have not visited government hospitals said the services are not good there.
- ➔ Quality of services found moderate (availability of doctor's chamber (58.8%), cleanliness of the doctor's chamber (58.7%)) and more than half of the in-patients (58.7%) cured after treatment.
- ➔ Half of the households (50.2%) reported regular distribution of food items and only 26.8% reported regular change of linen in the hospital.

- ➔ Behavior of the doctor was found satisfactory by 70% and the behavior of the nurse by 37.3% and 34.9% the hospital staff.
- ➔ Problem incidence found to be high (69.0%) and problem resolution found good (68.3%) in case of government hospital services.
- ➔ Corruption is less (17.4% paid bribe) in the case of hospital services.
- ➔ Satisfaction with the overall quality of services reported by 78% of patients.
- ➔ Among the major problems reported are unavailability of free medicines and quality of the treatment satisfactory in the hospital.

## 6.12 GOVERNMENT PRIMARY SCHOOL

- ➔ More than one third of the (34.5%) households had children attending government primary school in the slum area.
- ➔ Availability of pucca building, benches and chairs reported by most of the households and also the facilities of drinking water and play ground in the school.
- ➔ Only 26.4% of the households reported presence of midday meal programme in the school.
- ➔ 75.5% reported free supply of free books and less than half (47.1%) of the households reported free supply of school uniform.
- ➔ More than 90% of the households reported regularity of teachers but only 18.3% reported enrollment drive by the teachers.
- ➔ Problem incidence found low (39.4%) in case of government primary school and problem resolution found marginal (43.9%).
- ➔ Corruption in government primary school found in case of slum region (19.6% paid bribe to get free books in the school).
- ➔ Most of the households satisfied with the efficiency (74.0%) and behavior of the staff (75.4%) .
- ➔ More than three fourth (76%) of the households were satisfied with the overall quality of education services in the slum region.
- ➔ The most problematic area is the lack of improvement in the quality of education.

## CONCLUSION

Citizen Report Card findings in Brahmapur give a clear picture of the access, usage, quality of basic services. Furthermore it delineates the responses of the public officials, level of corruption and the overall quality of different services. The results clearly demonstrate that the quality of basic services is a mixture of good and poor quality reported by the citizens of Brahmapur city, residing at various non-slum and slum areas.

- ➔ Satisfaction with regard to water supply appears to be moderate in non-slum and slum areas with very low level of existence of bribe for availing the services.
- ➔ The drainage system of the city is not well-planned and garbage clearance is not up to the mark. For slum areas the problem is more acute due to increased population density in these areas. The problem is more acute in rainy days due to choking of the drains and overflow of the rainwater on the roads. Existence of extra payment for garbage cleanings is reported in about one-third cases.
- ➔ The satisfaction level is very good in case of streetlight services and good for roads. Corruption level is high for road services and minimum for streetlight.
- ➔ The functioning of the Public Distribution System in the non-slum areas seems to be satisfactory. Bribing the civil supply department officials is reported for getting a ration card.
- ➔ Quality of overall health service is not satisfactory except for the behavior of the doctors. The supply of food, medicine and cleanliness is satisfactory. Bribe paid for the service seems to be high for the non-slum areas in comparison with slum areas probably due to higher economic status of the non-slum population.
- ➔ Quality of education delivery system appears to be satisfactory for all the areas. Teacher regularity is reported as satisfactory whereas supply of midday meal and free text book supply is not

satisfactory. Enrolment in the government schools is not up to the mark probably due to low quality and infrastructure standard in these schools.

## POLICY IMPLICATION

- ➔ Inadequacy of water supply is reported from all the areas. The government has to come out with a major water project to solve this vexed problem which is associated with the city as one of its major problems.
- ➔ The city's sewerage system requires clear planning and financial resource allocation is necessary for the purpose. The recent effort of the state government to clear the main sewerage system of the city to prevent water logging requires to be continued at regular intervals.
- ➔ Streetlight and road maintenance requires community participation for better management. The councilors must convene citizen interface committee to improve the situation.
- ➔ Since the PDS service is working well, more commodities like wheat, oil and cloth may be supplied through the PDS route.
- ➔ More budgetary allocation is necessary for improving hospital sanitation services. If possible these services are required to be outsourced.
- ➔ Creation of infrastructure facility in the schools requires better resource allocation to government educational institutions. Better monitoring of the schools is required to improve quality of education.
- ➔ More attention should be given to the slum areas where the quality of basic services is very poor. Brahmapur Municipality should come up with an "Integrated Slum Development Policy" which will focus on the resettlement of the slum dwellers, provision of basic amenities, infrastructure and livelihood arrangements. The municipal government should make attention to check the growth of the existing slum areas and new slums in the city.
- ➔ The security system of the city must be strengthened by allocating more resources to the police department and police personnel, technology and infrastructure.
- ➔ Appropriate parking facilities should be arranged and effective traffic management system should be implemented by inputting electronic traffic control system and by engaging more police personnel with increasing public awareness.
- ➔ Public grievance redress system must be adopted in each department and especially in Brahmapur Municipality to ensure better quality of service delivery.
- ➔ To disseminate information, a website of Brahmapur Municipality should be designed to make access of information easily for the citizens.
- ➔ Bringing out a citizens charter that delineates the service delivery norms, the quality of services and the expectation of the citizens would be step towards a reform process. Citizens' awareness and also the awareness regarding the charter should be a part of this attempt.
- ➔ The service providers could learn from the CRC results done by YSD with PAF and improve the quality of services accordingly. Utilizing the user feedback to evaluate their services, holding open house meeting to involve citizens in monitoring of services and initiating policy measures. All the steps can improve the service delivery for the betterment of the urban dwellers.
- ➔ The role of the Civil Society Organizations, NGO's, CBO's, and RWA's should be expanded to strengthen people's participation. Citizen's committee should be set up in each ward monitor the service delivery by the public agencies and promote their skill in demanding better services, check corruption and conduct social audit. YSD and other local NGO's should come forward to activate this initiative and improve public service delivery.

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# Annexure-1

## HOUSEHOLDS SELECTED FOR CRC STUDY

### Selected Sample for Non-Slum Areas

SL NO	WARD NO	OLD/NEW BAM	NAME OF THE WARD/ STREET	TOTAL HH	SELECTED TOTAL SAMPLE	STREET WISE SELECTED SAMPLE
1	16	New	GANDHI NAGAR	1581	40	14
			DHARMA NAGAR			12
			NEW BARRACKS STREET			14
2	19	New	HILLPATNA	2489	62	20
			CHANDRAPRAVA STREET			22
			ARABINDA NAGAR I,II,III			20
3	22	New	SASTRI NAGAR I,II	1467	38	14
			BURMA COLONY			12
			NILAKANTHA NAGAR I-VII			12
4	25	New	RAM NAGAR	2672	67	27
			BAPUJI NAGAR			20
			GOODS SHED ROAD			20
5	1	Old	LAXMI NRUSINHA STREET	2430	60	20
			KADALIBADA STREET			20
			RAGHUPATI NAGAR			20
6	4	Old	AGA STREET	624	16	8
			KHSPA STREET			8
7	7	Old	RAJA STREET	2685	67	27
			SOMANATH NAGAR			20
			BALAJI PENTHA STREET			20
8	10	Old	RANGUNIBANDHA STREET	821	22	12
			THAKURANI TEMPLE STREET			10
9	13	Old	PARK STREET	1092	28	10
			PREM NAGAR			18
			<b>TOTAL</b>	<b>15861</b>	<b>400</b>	<b>400</b>

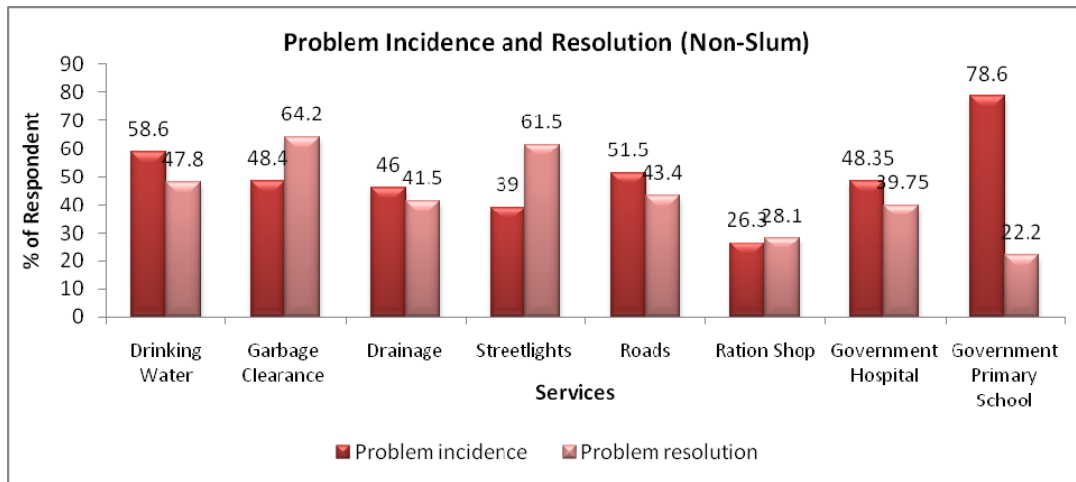
## Annexure-1 Contd....

## Selected Sample for Slum Areas

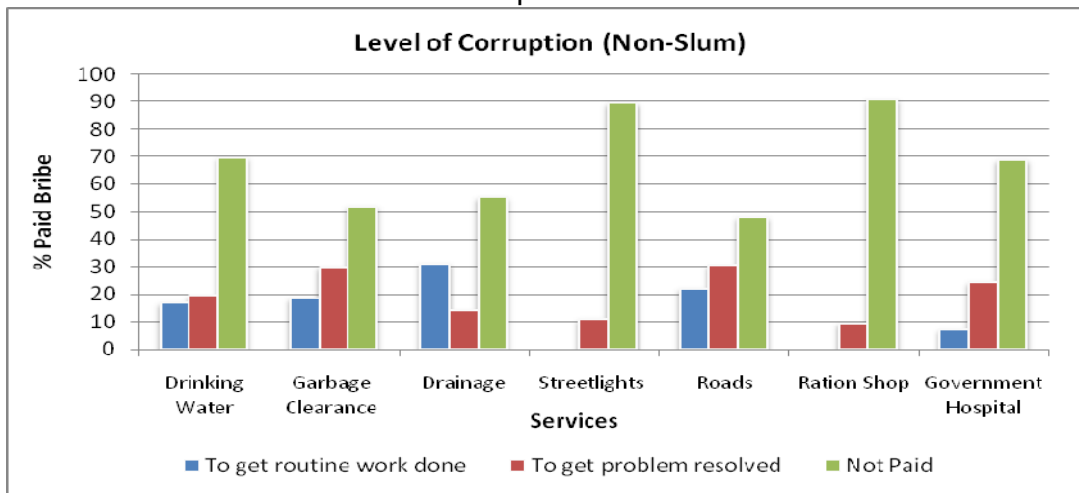
WARD NO	NAME OF THE SLUM	TOTAL SLUM HH PER WARD	SELECTED SAMPLE HH
<b>SMALL SIZED SLUM</b>			
1	HARADAKHANDI ROAD	84	7
	SRAMIKA NAGAR BASTI		8
7	BALAJIPENTHA STREET	92	8
	BALAJIPENTHA BANDHA		7
21	BIJIPUR BADA BAURI SAHI	96	16
22	NILAKANTHA NAGAR BIJIPUR	86	15
24	ASHOKA NAGAR, MILTARY / PADIA, CHANCHADAPATHAR	33	6
	<b>TOTAL</b>	<b>391</b>	<b>67</b>
<b>MEDIUM SIZED SLUM</b>			
1	GOVARDHANPETA,	157	16
	SAROJINIPETA, ADUA VASTI.		10
2	KASI NAGAR,	172	10
	RAGHUPATI NAGAR		10
	MAHURI KALUASTREET & DIGAPAHANDI ROAD		10
7	KUMBHAR STREET	121	10
	SRIRAM NAGAR		10
9	JEMADAI PENTHA STREET,	145	10
	NEELAKANTHA NAGAR		14
13	KAMPA STREET-I	184	15
	KAMPA STREET- II		16
24	DANDASI SAHI	112	20
25	LANJIPALLI MAIN ROAD	152	26
26	KHODASINGI BAURI SAHI,	189	16
	ROAD LINE DHOBA SAHI		16
	<b>TOTAL</b>	<b>1232</b>	<b>209</b>
<b>LARGE SIZED SLUM</b>			
1	ANANDA NAGAR	216	36
9	RADHAKANTHA STREET	229	38
14	T.T. ROAD	220	19
	MOCHI STREET 2ND LINE		19
20	NEHURU NAGAR	255	44
21	BIJIPUR SANA BAURI SAHI	262	14
	LAXMI STREET		15
	BANDHA SAHI		15
25	LANJIPALLI TOTA STREET	318	27
	ADUA STREET		27
27	ANKULI BAURI SAHI	410	23
	NEEGAMA NAGAR		23
	KARJI SAHI		23
	<b>TOTAL</b>	<b>1910</b>	<b>324</b>
	<b>GRAND TOTAL</b>	<b>3533</b>	<b>600</b>

## Annexure-2

### Problem Incidence and Resolution



### Corruption level

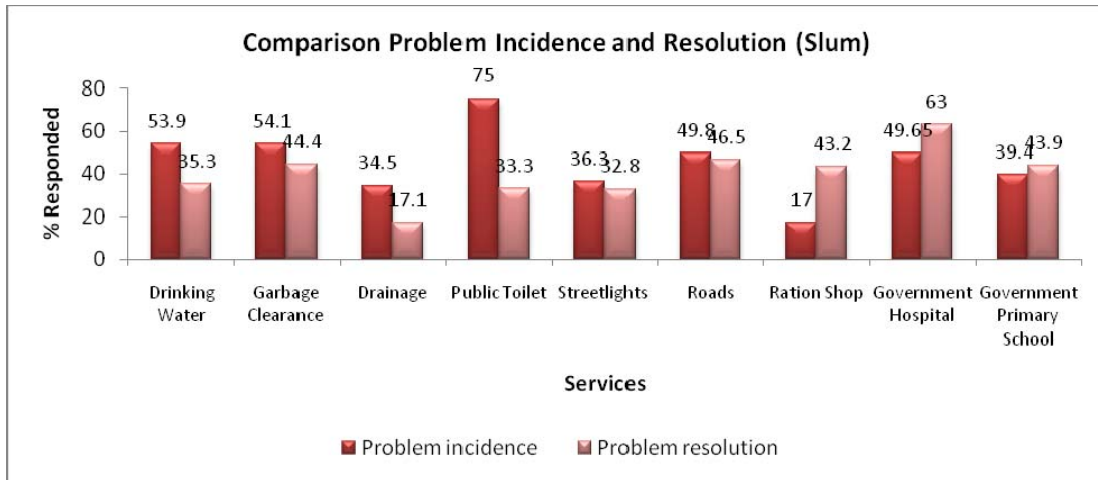


### Satisfaction with Overall Quality of Services

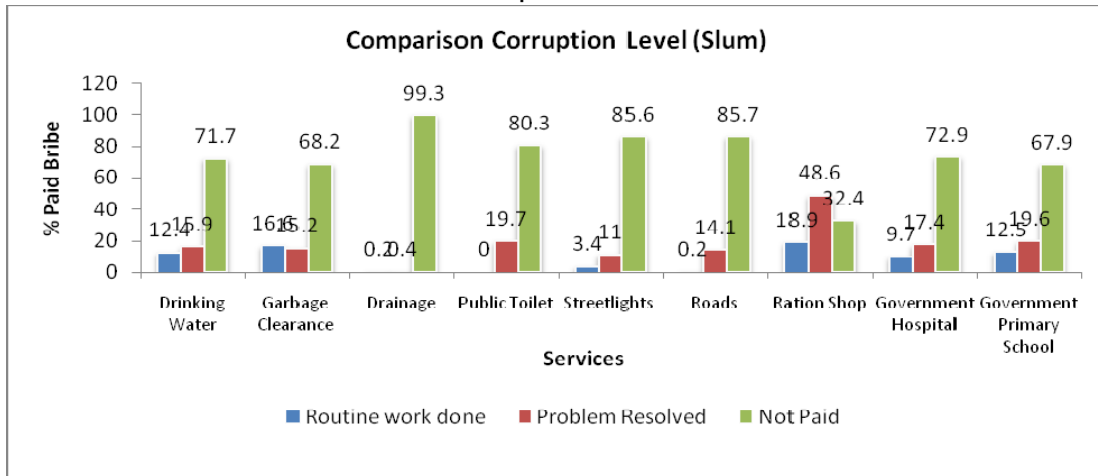


## ANNEXURE-2 Contd....

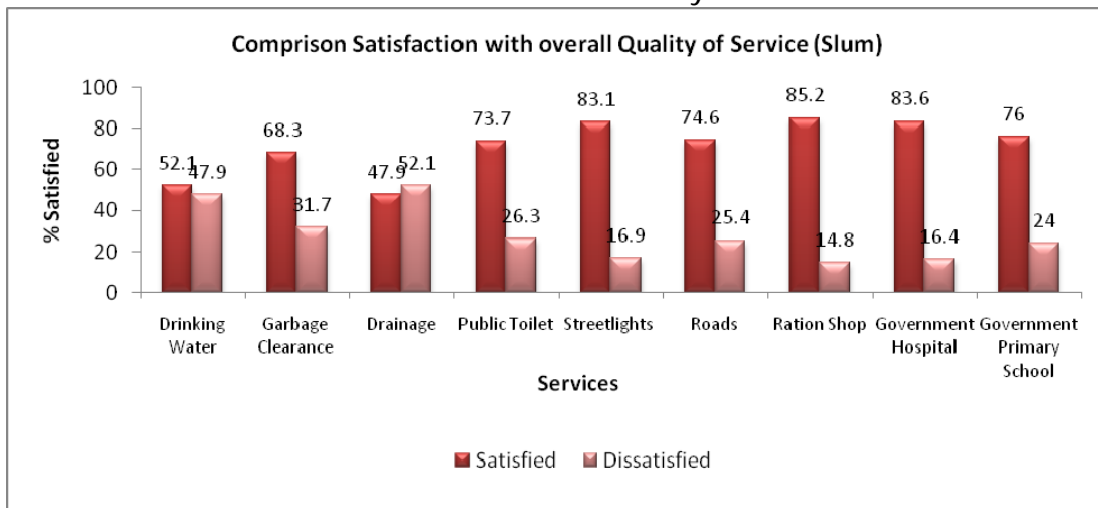
### Problem Incidence and Resolution



### Corruption level



### Satisfaction with Overall Quality of Services



**E**ffective service delivery and acting in a transparent and accountable manner towards citizens are the two important criteria for the achievement of good governance and the success of civic authorities. In this backdrop YSD carried out a survey by using the Citizen Report Card approach pioneered by PAC, Bangalore, and assessed the major basic public services from a users' perspective, to build a set of benchmarks, create public awareness and influence the urban local government to improve quality of services. The study covered services like drinking water, waste management, drainage, public toilets, streetlights, street roads, public distribution system, primary education and public health care. It covers both the slum and non slum households of the jurisdiction of Brahmapur Municipality.

The first ever study in Brahmapur city revealed citizen's dissatisfaction with regards to drinking water, drainage system and garbage clearance. The users are moderately satisfied with the quality of services like streetlight, public distribution system, and government primary school. Delay in staff response to solve problems, behavior of the staff, efficiency and ability of the staff and demand for bribes seems to be the foremost causes of citizen's dissatisfaction.

We sincerely believe the service providers, policy makers, development practitioners, civil society actors and researchers will find the report useful for the well being of any urban population.

### **About YOUTH FOR SOCIAL DEVELOPMENT, Brahmapur**

Youth for Social Development (YSD) is a not-for-profit independent social research and development organization established by a group of professionals devoted to improving the lives of the tribal, rural and urban poor in Orissa. YSD undertakes research, public education, capacity building, documentation, dissemination, people centered advocacy and participatory development action. Sustainable livelihood promotion, influencing public policy & finance, improving democratic governance for the betterment of the people and the state are the thrust areas of the organization.

### **About PUBLIC AFFAIRS FOUNDATION, Bangalore**

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