



District Report Card Study

Education, Health, Police & Local Government

Thatta & Badin District, Sindh

Foreword

I have great satisfaction in introducing the Citizens Report Card Study on corruption related issues at the village level in two districts of Sindh.

TI Pakistan undertook this research as a part of the project 'Promoting Democratic Values among the Youth'. The objective of this study was to report the experiences of the citizens living in these districts in obtaining the services offered to them by the Government of Sindh. The services primarily focused in the research are education, health, police and the local government. The report will provide the Sindh government with an external review of the services offered to the general public with recommendations to address the gaps to provide relief to the citizens of the province. Besides the government, this research will be disseminated amongst the civil society organizations, academia, media, public and other stakeholders.. The report presents the Sindh Government with the opportunity to adopt the recommendations to improve the performance of the services provided to the general public at the district level.

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Disclaimer

Every effort has been made to verify the accuracy of the information contained in this report. All information is believed to be correct as of June 2018 as per sources quoted in this report. Nevertheless, Transparency International Pakistan cannot guarantee the accuracy and completeness of the contents beyond the sources verified for the purpose of the study. Nor can Transparency International Pakistan accept the responsibility for the consequences of its uses for other purposes or in other contexts. Contributions to this report by authors external to Transparency International Pakistan do not necessarily reflect the view of Transparency International Pakistan.

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About Transparency International Pakistan

Transparency International Pakistan (TI Pakistan) is the National chapter of Transparency International, established in 2002 with the main aim to strengthen the global value system by making transparency and accountability more relevant public norms. Working in collaboration with other stakeholders and departments, TI Pakistan regularly publishes research papers, reform proposals, and manuals with the aim of disseminating information to all stakeholders, and also conducts capacity building workshops.

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List of Acronyms

BHU - Basic Health Unit

CD - Civil Dispensary

CH - Civil Hospital

DHO - District Health Officers

DHQ - District Headquarter hospitals

LC - Leprosy Centre

MCH - Mother and Child Health Care Centre

RHC - Rural Health Center

SHC - Secondary Health Center

TBC - Tuberculosis Centre

THQ - Tehsil Headquarter hospitals

TI-P - Transparency International Pakistan

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1. Introduction

Liberty, equality and justice represent basic democratic values of a political system. Democratic values support the belief that an orderly society can exist in which freedom is preserved.¹ Citizens in such socio-political environment experience economic freedom, peace, and prosperity. People trust their government and play an active role for the prosperity of their country. However, societies where people experience rampant corruption, poor health and education system, mismanagement, lack of accountability and frequent violations of rules and regulations demonstrate weak democratic values.

Fair judiciary, honest elections, freedom of the press, freedom of religion, free speech and civilian control of the military are supported by the citizens as key features of democracy. In a research conducted in Eastern European countries, majority of the citizens say it is important to live in a country that has these key democratic institutions and values.²

	% Very important						MEDIAN
	Fair judiciary	Multiparty elections	Free media	Free religion	Free speech	Civilian control of military	
	%	%	%	%	%	%	
Hungary	79	70	59	66	65	36	66
Bulgaria	81	61	61	58	58	27	60
Czech Rep.	78	57	66	46	47	36	52
Poland	64	51	52	62	50	29	52
Ukraine	67	53	49	51	43	30	50
Lithuania	59	39	50	47	38	20	43
Slovakia	57	43	42	47	39	21	43
Russia	69	41	37	47	37	27	39
MEDIAN	68	52	51	49	45	28	

Questions 41a through 41f.

Source: <http://www.pewglobal.org/2009/11/02/chapter-2-democratic-values/>

Democratization process in many developing countries does not fare well.³ Western countries need to re more support for competent leaders and institutional development which promise better result in terms of both democracy as well as development.⁴

Transparency International Pakistan has conducted a survey research in District Thatta and District Badin of Sindh. TI Pakistan systematically gathered and analyzed citizens'

¹ <http://www.ushistory.org/gov/1d.asp>

² <http://www.pewglobal.org/2009/11/02/chapter-2-democratic-values/>

³ http://www.comm.ucsb.edu/faculty/mstohl/failed_states/1998/papers/sorensen.html

⁴ DOI:10.1111/j.1540-5907.2005.00150.x

feedback about the services of four government institutions/departments including education, health, police, and local government. The feedback will facilitate in evaluating the strength of the democratic values in Pakistan.

1.1 Background

Sindh has been facing various problems including poverty, unemployment, corruption and terrorism. In 2010, the government passed the 18th amendment to the constitution.⁵ The amendment paved way for attaining true sense of democracy giving more provincial autonomy and making the parliament stronger.⁶

After the amendment, education, police, health and local government have been transferred to the provincial domain. Since then provinces have taken many steps to improve the conditions of these departments in order to provide greater satisfaction to the tax payers. However, a review of the education, health, police and the local government finds that problems of access, quality, infrastructure and inequality of opportunity, remains endemic and little has changed since the 18th amendment.⁷

Education

The attainment of education enables people to communicate, collaborate, and interact within the social, economic, political, and cultural domains of daily life. Since 2004, the average spending on education as a percentage of GDP has been 2.42 percent.⁸ Surprisingly, It is lower than even several developing African countries' standard like Botswana (9.49pc), Ghana (8.14pc), Congo (6.22pc), Kenya (5.51pc), and Ethiopia (4.65pc).⁹

According to a report of Alif Ailan, in 2012-13, the country had spent only 50pc of its total allocated budget for education.¹⁰ The education budget is already considered very low compared to the challenges a developing country such as Pakistan confronts but, if this low budget is not spent in its entirety. Unfortunately Pakistan's education system could not meet the Millennium Development Goals (MDGs) and Education for All (EFA) global commitments for the promotion of literacy in Pakistan. The MDGs had laid down two goals for the education sector. Goal 2 aimed at achieving Universal Primary Education (UPE) by 2015 in which every child has complete primary education

⁵ <http://www.pakistani.org/pakistan/constitution/amendments/18amendment.html>

⁶ <http://www.ipc.gov.pk/ipc/userfiles1/file/ipcpdfs/Final%20Report%20of%20Implementation%20Commission.pdf>

⁷ <http://fp.brecorder.com/2016/05/2016050342447/>

⁸ <http://data.worldbank.org/indicator/SE.XPD.TOTL.GD.ZS?end=2015&locations=PK&start=2001&view=chart>

⁹ <https://en.actualitix.com/country/wld/expenditure-on-education-in-the-world.php>

¹⁰ http://www.alifailaan.pk/50pc_education_budget_unused

regardless of gender. The statistics in 2014 showed an increase¹¹ in enrollment, but could not achieve the MDGs target.¹²

The MDG 3 is about Promoting Gender Equality and Women Empowerment by eliminating gender difference in all levels of education by 2015. So far, among the provinces, Punjab primary enrolment rate is 62%, Sindh has 52% enrollment rate, Khyber Pakhtunkhwa (KPK) has 54%, and in Balochistan, it is 45%.¹³

According to Sindh Education Profile 2015-16, out of 45,447 schools, 63 percent do not have electricity, 46 percent do not have toilets, 50 percent do not have boundary wall, 83 percent do not have playground, 98 percent do not have library, and 97 percent do not have science lab.¹⁴ Research shows that quality infrastructure is a strong predictor in defining the behavior and education performance of children.¹⁵ Some believe that physical condition of schools is a secondary priority to learning outcomes: however, empirical results show a different picture. Good classrooms along with space equipped with learning materials is critical for students to achieve the expected academic results.¹⁶ Countries like USA spend specifically on building school infrastructure. Their research institutes have concluded that building school facilities is not only important but, it can help kick start the economy.¹⁷ According to the researchers of the University of Antwerp, there was a stark contrast in satisfaction levels among students attending schools with good quality infrastructure as compared to those in schools with poor infrastructure.¹⁸

Not many research studies have been conducted in Pakistan to gauge the quality of infrastructure, teacher recruitment, and training, increasing parental engagement and curriculum development¹⁹; however according to Alif Ailaan, Pakistan had a low score of 60.17 in 2016, compared to 62.22 in 2015 when measuring school infrastructure.²⁰ Many believe that the deplorable state of education in the province is due to mismanagement, corruption and lack of political will inspite of the government's claim of spending a hefty 22 percent on education.²¹

¹¹ <http://data.worldbank.org/indicator/SE.PRM.NENR>

¹² `<iframe src="http://data.worldbank.org/share/widget?end=2015&indicators=SE.PRM.NENR&locations=PK&start=2002&type=points&view=chart" width="450" height="300" frameborder="0" scrolling="no" ></iframe>`

¹³ <http://www.ipripak.org/education-system-of-pakistan-issues-problems-and-solutions/>

¹⁴ <http://www.rsu-sindh.gov.pk/units/Executive%20Sindh%20Education%20Profile%202015%20-%202016.pdf>

¹⁵ <http://oaktrust.library.tamu.edu/bitstream/handle/1969.1/ETD-TAMU-2054/MCGOWEN-DISSERTATION.pdf?sequence=1>

¹⁶ <https://www.caf.com/en/currently/news/2016/10/the-importance-of-having-a-good-school-infrastructure/>

¹⁷ <https://www.usnews.com/opinion/knowledge-bank/2015/06/03/better-school-infrastructure-can-boost-student-learning>

¹⁸ www.oecd.org/publishing/corrigenda

¹⁹ http://www.pk.undp.org/content/pakistan/en/home/library/hiv_aids/development-advocate-pakistan--volume-1-issue-2/analysis--school-facilities-and-education-outcomes--a-preliminar.html

²⁰ <http://educationist.com.pk/pakistan-down-in-school-infrastructure-district-education-ranking-2016-by-alif-ailaan-and-sdpi/>

²¹ <https://www.pakistantoday.com.pk/2016/06/27/education-in-sindh/>

Health

To maximizing efforts to improve health status of the people in Sindh, the government devised Health Sector Strategy Sindh 2012-2020 with objectives to identify what is required for Health Systems Strengthening (HSS) and to define service delivery; human resources; health management information; medical products, vaccines and technologies; financing; and leadership. It also provides a strategic framework/roadmap to achieve these targets. The new strategy needed an investment of Rs 318bn in health sector particularly towards innovative financing systems (funding from the private sector and international organizations) to reduce out-of-pocket expenditure by the poor.²² The strategy also gave special emphasis to under-developed districts and urban Primary Health Care.

The under-developed districts will be given Minimum Delivery Service Packages in each taluka, as well as Essential Service of Health Packages in district headquarters for secondary care. In comparison to other parts of the country, Sindh is not doing so well when it comes to infant mortality, maternal mortality, nourishment of children, child and maternal anemia, food insecurity and utilization of the government health resources.²³

The health services in Sindh are divided into three layers: Primary, Secondary and Tertiary. The number of primary health facilities in Sindh is 1782 among while the number of health facilities with Public Private Partnership is 114. The number of health facilities with PPHI are 1013 and the number of health facilities with Health Dept. are 655.

Similarly, the total number of health facilities under Secondary Healthcare is 90 among while 7 health facilities are with Public Private Partnership and 83 health facilities are with Health Department. Sindh population of 47.89 million is living in 29 districts²⁴ and only 14 DHQ hospitals are serving them. In 119 tehsils of Sindh, the total number of THQ hospitals is only 49. The tertiary level health facilities in the whole province are eight.

²² <https://tribune.com.pk/story/447137/sindh-unveils-ambitious-health-strategy-for-the-next-eight-years/>

²³ <https://tribune.com.pk/story/447137/sindh-unveils-ambitious-health-strategy-for-the-next-eight-years/>

²⁴ https://en.wikipedia.org/wiki/Districts_of_Sindh,_Pakistan

Table 1. 1 Primary Healthcare Facilities in Sindh

S. No.	Category	Total No. of Health Facilities	No. of HFs with PPP Node	No. HFs with PPHI	No. HFs with Health Dept.
1	Rural Health Centers	125	114	1	10
2	Basic Health Units	757	0	648	109
3	Dispensaries	792	0	326	466
4	Mother & Child Health Centre (MCH Centers)	67	0	27	40
5	Sub Health Centers/ Clinics	3	0	2	1
6	Homeopathic Dispensaries	1	0	0	1
7	Urban Health Centers	1	0	0	1
8	Unani Shifa Khana	36	0	9	27
	TOTAL	1782	114	1013	655

Source: <https://www.sindhhealth.gov.pk/Primary>

Over 4,500 doctors were working in the departmental health facilities while 6,500 posts of doctors were vacant in the department since a long time.²⁵ According to the Executive Director of Jinnah Post Graduate hospital, Karachi, only four professors were available against the sanctioned strength of 28. The hospital has been facing administrative issues after the devolution of the health sector to the provinces after the 18th amendment. The hospital had appealed against nullification of the devolution.²⁶ Besides, corruption and irregularities, use of substandard medicines, ghost doctors, and lack of facilities are some of the main problems hospitals in Sindh²⁷ have been facing which requires immediate attention from the authorities.

Police

‘The first duty of a Government is to maintain law and order, so that life, property and religious beliefs of its subjects are fully protected by the State’, Quaid-e-Azam’s address to the first Constituent Assembly of Pakistan. (11 August 1947)

The progress and prosperity of any nation depends on how well it establishes public order and ensures safety of its citizens. Unfortunately, in Pakistan, the crisis of law and order has worsened over the years, while the country’s primary law enforcing agency

²⁵ <https://www.dawn.com/news/1328970>

²⁶ <https://tribune.com.pk/story/1637431/1-punjab-cjp-shifts-attention-health-facilities-sindh/>

²⁷ <https://nation.com.pk/01-Feb-2016/the-perilous-health-situation-in-sindh-hospitals-has-reached-catastrophic-proportions>

i.e. police is expected to show more efforts in overcoming this serious problem. The police in Pakistan are generally perceived to be corrupt²⁸ and has been politicized²⁹, as a result of which there is a clear disconnect between the police and the general public.

Various surveys show that police is considered to be the most feared and least trusted department of the government in Pakistan³⁰. Since the inception of Pakistan, few attempts were made to reform the police system, but in the absence of political will, these efforts made no significant impact. As a result, there is an outdated legal institutional framework in place that has fostered corruption and inadequate accountability of the corrupt. Similarly, the recruitment process and the functioning of the department are neither democratic nor politically neutral. Recruitments and postings are carried on political basis rather than on merit. At the same time, the police department also faces the problems of severe under-resourcing and lack of requisite professional training^{31&32}.

Local Government

The primary role of a government is to serve its citizens. In Pakistan, the state has three tiers of government; Federal, Provincial and Local Government. The local government works closely with the communities and is responsible for the development of the society. It empowers citizens to manage and process their issues like water, gas, roads, educational and health facilities, taxation, policing and resolution of minor disputes through their elected representatives. Government sets up 'sub units' to delegate powers to the public representatives to address the problems faced at grass root level, with the limited resources available to them.

Sub-national institutions provide the most significant opportunities for the poor, minorities and women to contribute to the progress of their communities and to actively participate in the decision-making processes that would have a direct impact on their lives. The main aim of local government is to provide the basic necessities to the general public and improve their capacity. Through better local governance, government can endorse peace at the local level and evade conflict and promote trust into programs and services.

A quasi-local government system, in Pakistan, was first introduced in 1959 by Gen. Ayub Khan during his military regime. The local government setup was also implemented twice by the military dictators in 1979 under Gen. Zia-ul Haq and in 2001 by Gen Musharraf through the Local Government Ordinance that expired in December 2009.

²⁸ <https://tribune.com.pk/story/574577/land-services-police-most-corrupt-in-pakistan-transparency-international/>

²⁹ https://www.researchgate.net/publication/272784355_Politicized_Policing_in_Pakistan_A_Constructivist_Study_of_Problems_of_Policing_in_Lahore

³⁰ <https://www.hrw.org/report/2016/09/25/crooked-system/police-abuse-and-reform-pakistan>

³¹ Recruitment - <https://www.hrw.org/report/2016/09/25/crooked-system/police-abuse-and-reform-pakistan>

³² <https://www.thenews.com.pk/print/131776-How-can-police-be-reformed>

After the general election in 2008, the new government came into power in the center as well as in the four provinces but surprisingly both the Federal and Provincial Governments showed no interest to hold local government elections. Nazims were replaced by District Coordination Officers.³³ According to a study conducted by Free and Fair Election Network in more than 35 districts around the country, citizens were reaffirming their support and demand for immediate local government elections.³⁴ In this context, many individuals and civil society organizations moved the superior judiciary to pass direction to the respective governments to hold elections as a part of their constitutional obligations.³⁵

Table 1. 2 Comparison of Local Governments in Some Developing Countries

Country	Number of Local Governments	Avg. Population per Local Govt.	Mode of election of Mayor	Mode of elections of Counselors
Argentina	1,100	30,818	D	D
Bolivia	311	27,703	D	D
Brazil	4,974	31,222	D	D
Colombia	1,034	34,429	D	D
Indonesia	370	567,000	D	D
Philippines	1,538	490,000	I	D
Pakistan	101*	1,443,000	I	D

I=Indirect, D=Direct Source: (Azfar et al. 1999; Manning et al. 2003)

*The number of districts increased to 156 including FATA, Gilgit Baltistan and Kashmir

The courts repeatedly reminded the concerned provincial governments and gave several observations. However, the Provincial Governments were not in favor to hold elections under Local Government Ordinance, 2001 due to various reasons and wanted to replace the ordinance with new legislation. This process took time until Balochistan province introduced a new Balochistan Local Government Act in 2010.³⁶ The Act was amended in 2011, 2013, 2014 and 2015.³⁷ The Local Government elections were held in the province in December 2013.³⁸

³³ <https://www.dawn.com/news/319940>

³⁴ <http://fafen.org/fafen-launches-countrywide-campaign-for-immediate-lg-elections/>

³⁵ An analysis of local Government Statutes, 2014

³⁶ <http://www.pabalochistan.gov.pk/index.php/acts/details/en/26/331>

³⁷ <http://www.pabalochistan.gov.pk/index.php/acts/bycat/en/27/1>

³⁸ <https://reliefweb.int/report/pakistan/balochistan-set-be-first-province-hold-lg-polls>

1.2 Study Objectives

The main objectives of this research are given below:

1. To evaluate the state of education, health, police and local government.
2. To identify gaps in service delivery processes and appraise the good practices
3. To provide a quantitative feedback to all the stakeholders, particularly the education department and the Sindh government about the service quality while, pointing out weak areas for future planning and budgeting.
4. To gauge the attitude of people towards anti-corruption efforts.
5. To provide a basis for future research for further study.

1.3 Duration

The duration of the study was three months. It started in March 2018 and, ended in July 2018. During this period, all work of research design, data collection, and analysis was carried out.

1.4 Scope

The data collected during this study was based on the sample taken from district Thatta and district Badin; hence, its findings can only be generalized to these districts. The data was collected on the basis of a questionnaire formed after a detailed and thorough secondary research. The nature of the data is quantitative and descriptive statistics are used to formulate the results.

2. Research Methods

2.1 Research Design

The research design of a study gives a structure to the scientific work and provides a basis for its direction and organization.³⁹ The design constitutes an overall plan for the collection, measurement, and analysis of data.

In most studies of this nature, survey method is used in which a respondent chooses from a set of options against a statement or a question. In this study, the respondents were the residents of the districts Badin and Thatta. The questionnaire was prepared after a thorough secondary research. Once it was finalized then a selected team of dedicated people were given a briefing on the subject and about the purpose of the study. These individuals who were selected for the purpose of data gathering had prior experience of data gathering, fluency in Sindhi, and understood the inherent cultural aspects of the area.

The collected data was analyzed on IBM SPSS software. The results were compiled with a graphical representation for easy understanding.

2.2 Sample Technique and Size

Simple Random sampling method is a useful technique to draw samples from a population in which each member of the population has to be assigned a unique number before drawing them at random. However, this technique is very costly and time consuming. Due to time and resource constraints, this study followed a non-probabilistic convenience sampling approach. This approach is not new, as the majority of the survey research follows the same sampling technique. Non-probability sampling represents a valuable group of sampling techniques that can be used in research that follows qualitative, mixed methods, and quantitative research designs. It is often used since the procedures used to select units for inclusion in a sample are much easier, quicker and cheaper when compared with probability sampling.⁴⁰

The total sample size of the study was 346, which is a reasonable sample size to infer a generalization about a district.

2.3 Instrument of Data Collection

The instrument of data collection specifies how to collect information from the chosen sample. For the data collection of this study, the instrument of data collection was carefully designed and was participant friendly with logic flow, clear wording, respect, and tact. A total of 28 clear, specific and focused questions were included about

³⁹ <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2808761/>

⁴⁰ <https://www.socialresearchmethods.net/kb/samprnon.php>

Education, Health, Police, Local Government and the people's attitude towards Anti-Corruption. The questions were developed through a process ensuring that all the relevant aspects of the issue were put up to the respondents. The questionnaire included in the instrument was developed with the help of secondary sources which includes previous researches, reports, internal discussions.

3. Analysis and Results

This study obtained data from 346 respondents. The data was collected from tehsils of Thatta and Badin districts. The detailed analysis of the data is given below.

Q.1: Does the school teacher attend classes regularly?

If a teacher enters the class early, this will help in maintaining order and discipline, time saving and be an excellent role model.⁴¹ In response to a question whether teachers are punctual, 78 percent responded ‘No’ while 18 percent responded ‘Yes’.

Table 3. 1 Teachers’ Punctuality

	Frequency	Percent
Yes	61	17.6
No	262	75.7
Not Available	14	4.0
Not Responded	9	2.6
Total	346	100.0

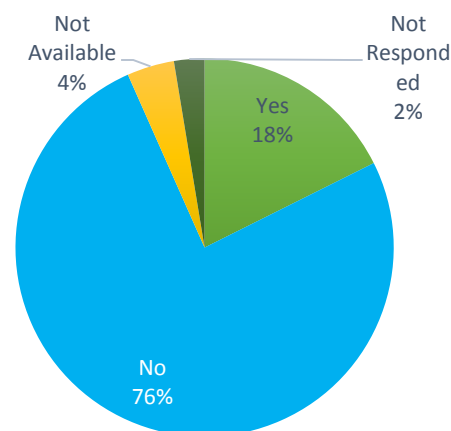


Figure 3. 1 Teachers’ Punctuality

Q.2: Is water & toilets available at school?

One-third of schools in the country have no water or basic sanitation or toilets. Only half of all government schools have usable toilets.⁴² According to a research, Sindh’s school infrastructure score is 54%. 58% schools have drinking water and only 64% have toilets.⁴³

Table 3. 2 Availability of Water & Toilets

	Frequency	Percent
Yes	37	10.7
No	298	86.1
Not Available	4	1.2
Not Responded	7	2.0
Total	346	100.0

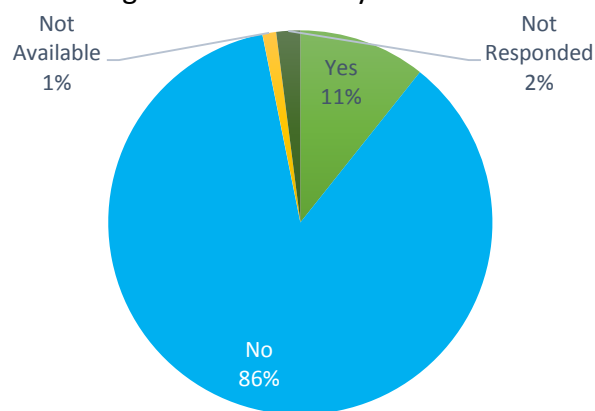


Figure 3. 2 Availability of Water & Toilets

⁴¹ <https://educationland.wordpress.com/2011/10/08/the-effect-of-punctuality/>

⁴² <https://tribune.com.pk/story/1539455/1-education-sindh-suffers-due-poor-sanitation/>

⁴³ <https://nation.com.pk/04-Jan-2018/sindh-education-system>

According to this survey, 86 percent responded that schools lack facility of water and toilets, while only 10 percent responded 'Yes'.

Q.3: Is the school building in good condition?

A research finding indicates that academic achievement is linked to building condition mediated by the social climate and student attendance.⁴⁴ Another study provides empirical evidence of the effects of building quality on academic outcomes.⁴⁵

In this study, when asked if the school building is in good condition, 87 percent responded 'No' while 9 percent responded 'Yes'.

Table 3. 3 Condition of School Buildings

	Frequency	Percent
Yes	34	9.8
No	302	87.3
Not Available	5	1.4
Not Responded	5	1.4
Total	346	100.0

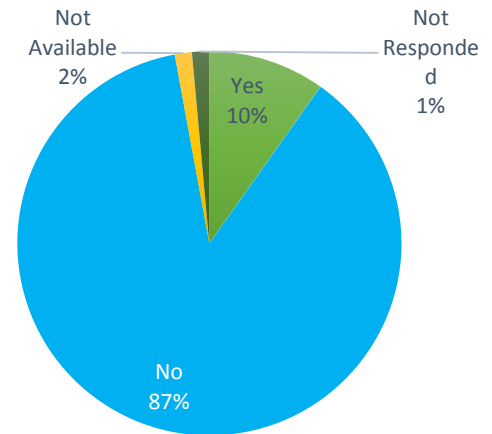


Figure 3. 3 Condition of School

Q.4: Does your child get free uniforms and books?

Since 2003, the government of Sindh has taken a key step of distributing free textbooks to the students of primary classes in all government schools. Moreover, from 2005, with the help of RSU, this initiative has been extended till class X.⁴⁶

According to this study, 91 percent responded that their children do not get free uniforms and books, 6.4 percent responded 'Yes'.

Table 3. 4 Free Uniforms and Books

	Frequency	Percent
Yes	22	6.4
No	316	91.3
Not Available	4	1.2
Not Responded	4	1.2
Total	346	100.0

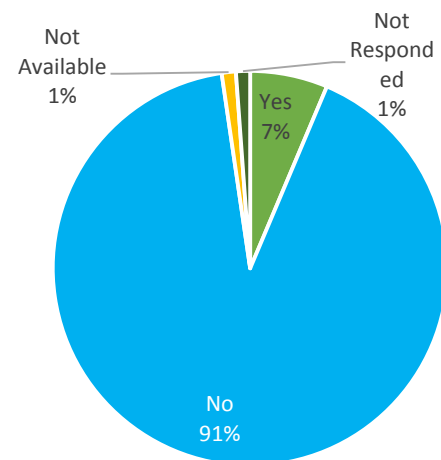


Figure 3. 4 Free Uniforms and books

⁴⁴ <https://www.sciencedirect.com/science/article/pii/S0272494408000194>

⁴⁵ <https://www.sciencedirect.com/science/article/pii/S0272494408000194>

⁴⁶ <http://www.sindheducation.gov.pk/educationReforms/ftb.jsp>

Q.5: Do you have to pay a bribe for admission?

Sindh government has made several reforms to promote education. However, there are many examples of corruption in education which is a hurdle for the citizens to get the benefits of such reforms at the lower level.⁴⁷

This survey also asked respondents if they have to pay any bribe for admission. A large majority, 92 percent of the respondents say 'No' while only 3.2 percent responded 'Yes'.

Table 3. 5 Paying a Bribe for Admission

	Frequency	Percent
Yes	11	3.2
No	320	92.5
Not Available	4	1.2
Not Responded	11	3.2
Total	346	100.0

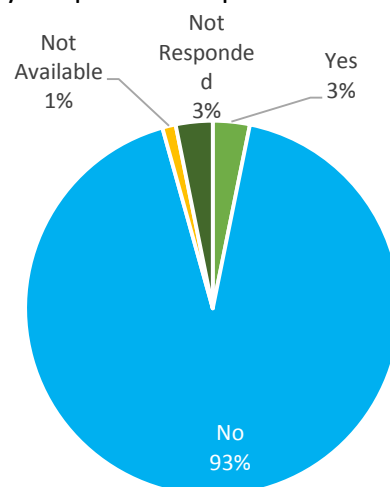


Figure 3. 5 Paying a Bribe for Admission

Q.6: Does the doctor attend BHU/hospital regularly?

To ensure punctuality, the health department of Sindh has started installing biometric devices at public hospitals in all over Sindh.⁴⁸ According to a news report, closed-circuit television (CCTV) cameras would also be installed to improve the performance of health facilities. This practice was also exercised in other countries.⁴⁹

According to the survey, 86 percent responded that the doctors are not punctual, while 9 percent responded that they are punctual.

Table 3. 6 Doctors' Punctuality at BHUs/Hospital

	Frequency	Percent
Yes	34	9.8
No	298	86.1
Not Available	9	2.6
Not Responded	5	1.4
Total	346	100.0

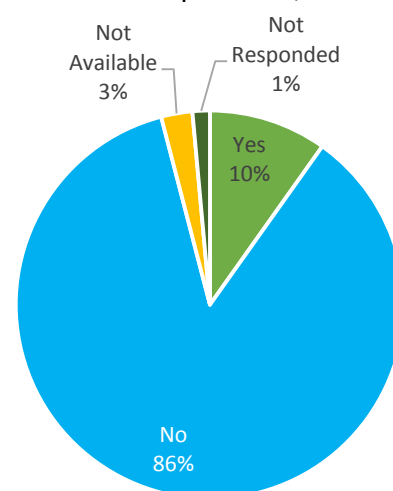


Figure 3. 6 Doctors' Punctuality at BHUs/Hospital

⁴⁷ <http://ipaidbribe.pk/article/detail/216>

⁴⁸ <https://www.pakistantoday.com.pk/2017/03/19/sindh-govt-introduces-biometric-system-in-hospitals/>

⁴⁹ <https://www.theguardian.com/society/2012/may/08/cameras-monitor-hospital-staff>

Q.7: Is water & Toilets available at BHU/Hospitals?

According to a report submitted to the one-man judicial commission on quality of drinking water in Sindh government hospitals, 74 per cent of the 116 samples collected from 30 hospitals were tested and found unfit for human consumption due to physiochemical or microbiological contamination.⁵⁰ Another report submitted by Sindh Bar Council, regarding availability of public toilets facility in eight districts (Dadu, Nawabshah, Ghotki, Karachi South and Karachi West and others) of Sindh, said these districts did not have public toilets.⁵¹ Many hospitals in Sindh are missing basic facilities.⁵²

According to this survey, 92 percent responded water and toilets are not available in BHU/Hospitals, while only 6 percent say that they are available.

Table 3. 7 Availability of Water & Toilets at BHU/Hospitals?

	Frequency	Percent
Yes	21	6.1
No	318	91.9
Not Available	4	1.2
Not Responded	3	.9
Total	346	100.0

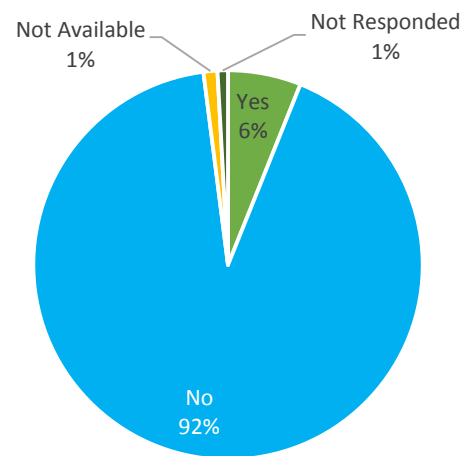


Figure 3. 7 Availability of Water & Toilets at BHU/Hospitals

Q.8: Is the BHU/Hospital in good condition?

Citizens complained about the poor condition of infrastructure in public hospitals.⁵³ Buildings of many BHUs/THQs hospitals need proper maintenance.⁵⁴

According to a question asked in this survey, 88 percent of citizens say that condition of BHU/Hospital buildings are not good.

⁵⁰ <https://www.dawn.com/news/1378411>

⁵¹ <https://dailytimes.com.pk/120650/sindhs-eight-districts-dont-have-public-toilets-shc-told/>

⁵² <https://tribune.com.pk/story/1598294/1-missing-facilities-plagued-sindhs-hospitals-2017/>

⁵³ <https://www.pakistantoday.com.pk/2018/01/10/largest-teaching-hospital-of-upper-sindh-lacks-facilities/>

⁵⁴ <https://www.thenews.com.pk/archive/print/190374-thq-hospitals-bhus-facing-shortage-of-staff-doctors>

Table 3. 8 Condition of BHU/Hospital

	Frequency	Percent
Yes	31	9.0
No	304	87.9
Not Available	4	1.2
Not Responded	7	2.0
Total	346	100.0

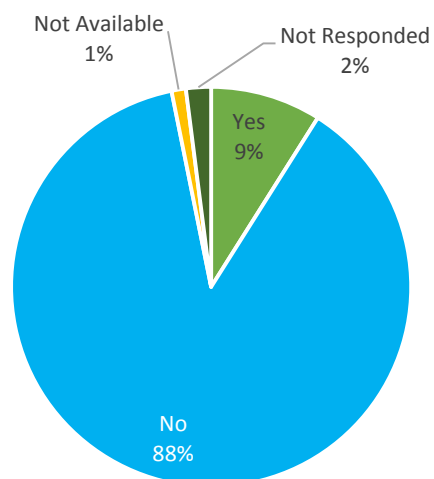


Figure 3. 8 Condition of BHU/Hospital

Q.9: Are patients treated properly at hospitals?

The Sindh government claims that it is providing modern health facilities to citizens.⁵⁵ However there are equally contradictory claims that state hospitals are not providing satisfactory services.⁵⁶ According to a report, there is only one facility for burn treatment in Interior Sindh.⁵⁷

According to this survey, 91 percent responded that patients in the public hospitals are not treated properly while only 6 percent responded ‘Yes’.

Table 3. 9 Treatment with patients at hospitals

	Frequency	Percent
Yes	19	5.5
No	316	91.3
Not Available	4	1.2
Not Responded	7	2.0
Total	346	100.0

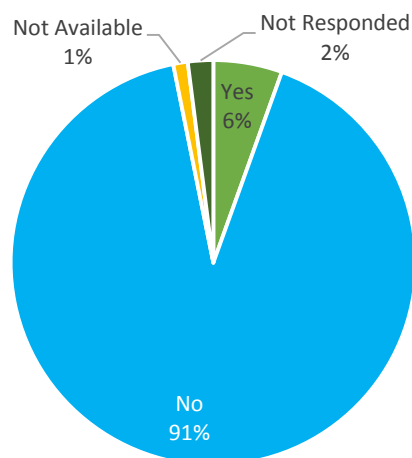


Figure 3. 9 Treatment with patients at hospitals

⁵⁵ <https://www.pakistantoday.com.pk/2017/12/24/sindh-govt-providing-modern-healthcare-facilities-to-all-bilawal-bhutto/>

⁵⁶ <https://tribune.com.pk/story/1588100/1-report-sought-availability-doctors-facilities-public-hospitals-across-sindh/>

⁵⁷ <https://www.dawn.com/news/298960>

Q.10: Do you have to pay a bribe at Hospital/BHU?

There were some allegations of corruption in the past in health sector.^{58&59} A similar question was asked to the respondent whether they experienced any corruption in the public hospitals or BHUs. In response to this question, 91 percent responded ‘No’ that they don’t have to pay bribe at BHU or Hospital while 4 percent respondents replied ‘Yes’.

Table 3. 10 Paying a Bribe at Hospital/BHU

	Frequency	Percent
Yes	14	4.0
No	316	91.3
Not Available	5	1.4
Not Responded	11	3.2
Total	346	100.0

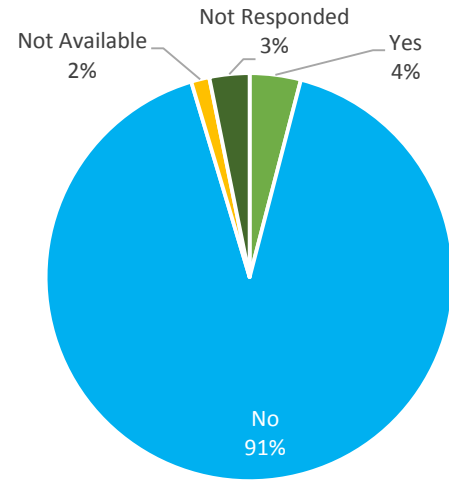


Figure 3. 10 Paying a Bribe at Hospital/BHU

Q.11: Are you able to lodge FIR with the police without difficulty?

The survey asked respondents if they face any difficulty in lodging FIR with the police. Among the respondents, 97 percent replied that they don’t face any difficult in registering FIR. While less than 1 percent said ‘Yes’.

Table 3. 11 Lodging FIR without Difficulty

	Frequency	Percent
Yes	3	.9
No	335	96.8
Not Responded	8	2.3
Total	346	100.0

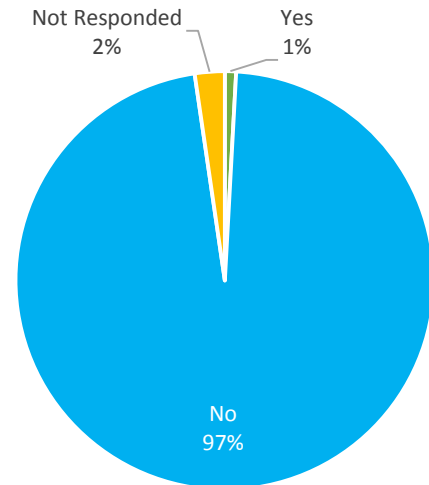


Figure 3. 11 Lodging FIR without Difficulty

⁵⁸ <https://tribune.com.pk/story/904956/dishonest-practices-corruption-in-sindh-govt-departments-exposed/>
⁵⁹ <http://blogs.jpmonline.com/2013/08/18/corruption-in-the-health-sector-causes-and-possible-solutions/>

Q.9: How much do you trust the police?

The performance of police may adversely affect if people have no trust on them. Various surveys show that police is considered to be the most feared and least trusted department of the government in Pakistan.⁶⁰

In response to this question, 95 percent responded 'Yes' while one percent responded 'No'.

Table 3. 12 Citizens Trust in Police

	Frequency	Percent
Yes	4	1.2
No	331	95.7
Not Responded	11	3.2
Total	346	100.0

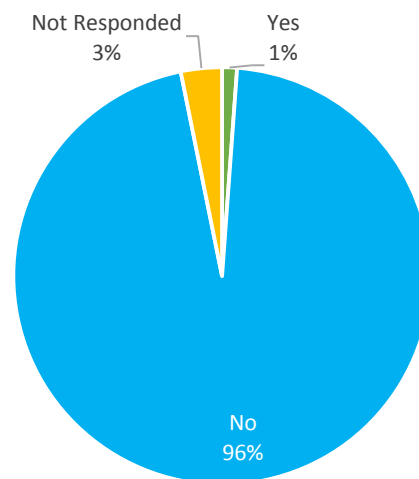


Figure 3. 12 Citizens Trust in Police

Q.13: Do you think that the police treat all citizens equally?

A public department running on the taxes of a common man should treat all citizens equally giving him equal respect. Discrimination on the basis of status, religion, gender, or class is not accepted in democratic societies where every citizen has equal rights.

In response to this question, 98 percent of people say that the police do not treat every citizen equally.

Table 3. 13 Equal Treatment of Police with Citizens

	Frequency	Percent
Yes	0	0.0
No	338	97.7
Not Responded	8	2.3
Total	346	100.0

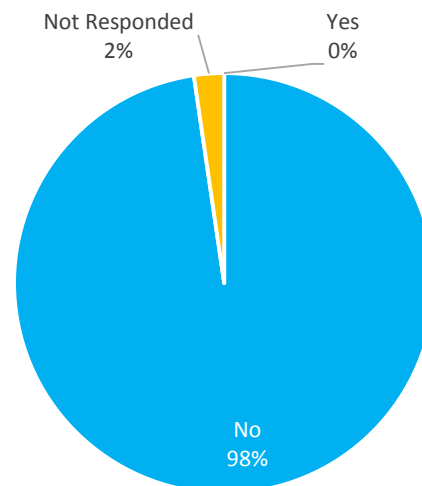


Figure 3. 13 Table 3.13 Equal Treatment of Police with Citizens

⁶⁰ <https://www.hrw.org/report/2016/09/25/crooked-system/police-abuse-and-reform-pakistan>

Q. 14: Are the higher authorities accessible to you?

Usually people complain about the problem they face when they have to access the higher authorities in pursuit of solution of their problems. According to this research, 97 percent people say that the higher authorities are not accessible.

Table 3. 14 Accessibility to Higher Authorities

	Frequency	Percent
Yes	1	.3
No	335	96.8
Not Responded	10	2.9
Total	346	100.0

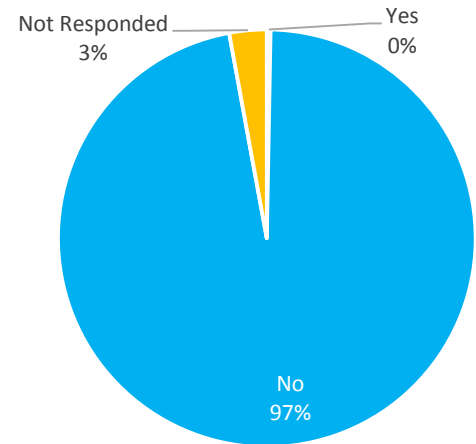


Figure 3. 14 Accessibility to Higher Authorities

Q.15: Do people avoid reporting crimes to the police due to Thana culture?

The provincial government is keen to establish Model Police station to get rid of this old *Thana* culture.⁶¹ But the *Thana* culture remains prevalent.⁶²

In response to this question if people avoid reporting crimes to the police due to *Thana* culture, 63 percent responded 'Yes' while 35 percent responded 'No'.

Table 3. 15 Reporting Crimes to Police due to Thana culture

	Frequency	Percent
Yes	218	63.0
No	120	34.7
Not Responded	8	2.3
Total	346	100.0

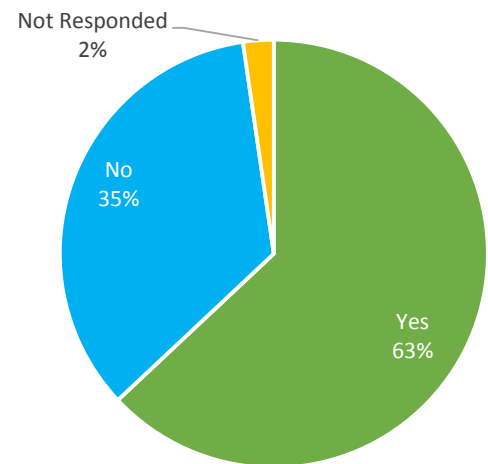


Figure 3. 15 Reporting Crimes to Police due to Thana culture

⁶¹ <https://nation.com.pk/06-Nov-2017/where-are-model-police-stations>

⁶² <https://www.dawn.com/news/1084618>

Q.16: After local government elections, has there been an improvement in the administration?

The devolution of power through installing local government is expected to resolve citizens' problems at grass root level, if provided budgetary and administrative support.⁶³ But in the current system, more powers need to be given to the local government representatives to be fully functioned.⁶⁴

In this survey, people were asked if they see any administrative improvement after the LG elections, a large majority, 96 percent, said that they did not.

Table 3. 16 Improvement in the Administration after LG Elections

	Frequency	Percent
Yes	6	1.7
No	333	96.2
Not Responded	7	2.0
Total	346	100.0

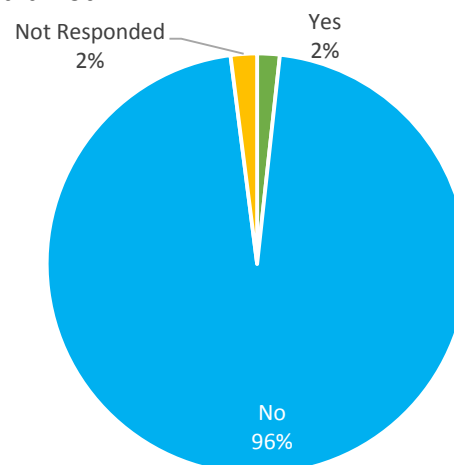


Figure 3. 16 Improvement in the Administration after LG Elections

Q.17: Are the LG elected representatives available to you?

Due to lack of planning and political will, many LG representatives were not even provided the offices to run their administrative affairs.⁶⁵

According to this survey, 95 percent responded 'No' that LG elected representatives were not available to them, while only 3 percent responded 'Yes'.

Table 3. 17 Availability of LG representatives to Citizens

	Frequency	Percent
Yes	11	3.2
No	327	94.5
Not Responded	8	2.3
Total	346	100.0

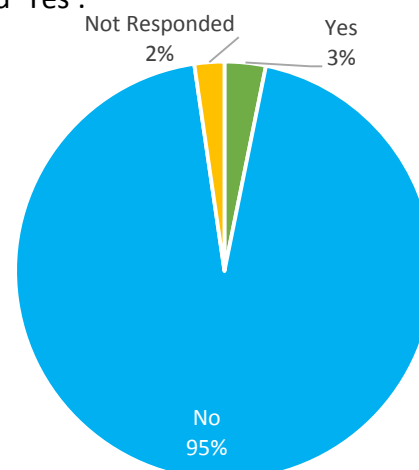


Figure 3. 17 Availability of LG representatives to Citizens

⁶³ <https://www.dawn.com/news/1335856>

⁶⁴ <https://www.dawn.com/news/1377577>

⁶⁵ <https://tribune.com.pk/story/1414235/lg-representatives-pakistans-economic-hub-no-offices/>

Q. 18: Are you satisfied with cleanliness in your area?

The issue of cleanliness in Sindh particularly in Karachi has been a major cause of concern that even the apex court came in action against it.⁶⁶

According to this survey, 90 respondents showed their dissatisfaction over the condition of cleanliness while 8 percent were satisfied about it.

Table 3. 18 Satisfaction with Cleanliness

	Frequency	Percent
Yes	27	7.8
No	314	90.8
Not Responded	5	1.4
Total	346	100.0

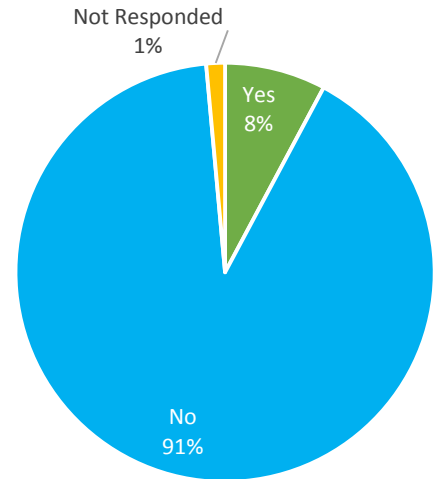


Figure 3. 18 Satisfaction with Cleanliness

Q.19: Is there availability of drinking water in your area?

According to a report submitted to Supreme Court, 77 percent of the water provided in Sindh is not safe for drinking purposes.⁶⁷ The people of Sindh are facing worst kind of water and sanitation issues.⁶⁸ In many parts, even water for drinking purpose is not available.

According to this survey, 91 percent people say that drinking water is not available in their area, while only 7 percent say that it is available.

Table 3. 19 Availability of Drinking Water

	Frequency	Percent
Yes	25	7.2
No	314	90.8
Not Responded	7	2.0
Total	346	100.0

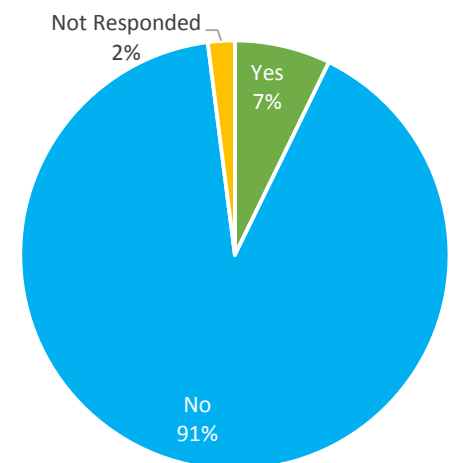


Figure 3. 19 Availability of Drinking Water

⁶⁶ <https://www.thenews.com.pk/print/327981-sc-praises-sindh-govt-for-cleanliness-in-karachi>

⁶⁷ <https://www.dawn.com/news/1345508>

⁶⁸ <https://nation.com.pk/06-Oct-2017/sindh-s-drinking-water-crisis>

Q.20: Do the LG representatives visit your area to listen to your problems?

The basic concept of local government is to resolve people’s problem at grass root level. It is also accepted that the basic social services are best delivered by local government. According to this survey, 95 percent responded that LG representatives do not visit the area to listen to their problems, only 2 percent responded ‘Yes’.

Table 3. 20 LG Representatives Visit to Listen Citizens’ problems

	Frequency	Percent
Yes	8	2.3
No	328	94.8
Not Responded	10	2.9
Total	346	100.0

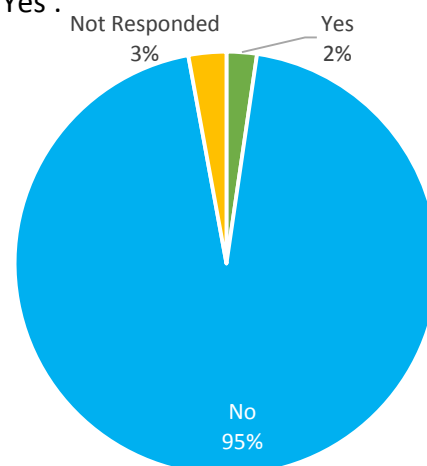


Figure 3. 20 LG Representatives Visit to Listen Citizens’ problems

Q.21: Have you ever reported corruption by raising the issue at a higher level?

The anti-corruption agencies in Sindh have opened and worked on several corruption-related cases worth billions of rupees in the last few years.^{69&70} The fight against corruption cannot be successful until people join hands with the anti-corruption agencies.

According to this survey, 18 percent responded they had taken corruption related cases to the higher level. 77.5 percent responded that they never did it. Less than 2 percent responded that they had taken the corruption related issues to the higher level at several times.

⁶⁹ <https://www.thenews.com.pk/print/306203-10-mega-corruption-cases-of-sindh-depts-closed>

⁷⁰ <https://tribune.com.pk/story/1679571/1-sindh-govts-corruption-unparalleled-world-says-imran/>

Table 3. 21 Citizens’ against Corruption by raising the issue at a Higher Level

	Frequency	Percent
No	268	77.5
It has happened sometimes	63	18.2
Several times	6	1.7
Not Responded	9	2.6
Total	346	100.0

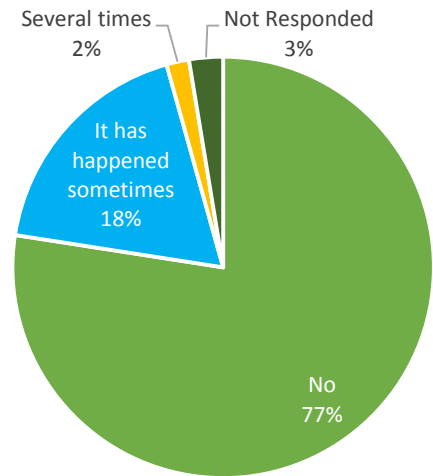


Figure 3. 21 Citizens’ against Corruption by raising the issue at a Higher Political Level

Q.22: If you did not report corruption, please specify why not?

When asked the reason why people could not act against corruption, 75 percent responded that they feel unsafe to report corruption related complaints, 10 percent responded that they do not trust anti-corruption agencies, 7 percent responded that they don’t believe that the agency would do anything, and 6 percent did not know the responsible agency at all.

Table 3. 22 Reasons not to React against Corruption

	Frequency	Percent
I do not know the responsible agency to report it to	20	5.8
I do not trust the anti-corruption agencies	34	9.8
I do not believe that the agency would do anything with the complaint	22	6.4
I do not not feel safe to report	260	75.1
Did not respond	10	2.9
Total	346	100.0

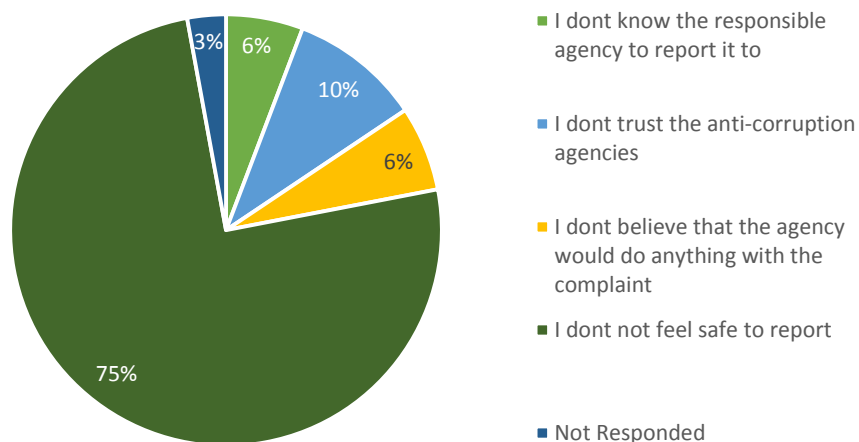


Figure 3. 22 Reasons for not Reporting Corruption

Q.23: Do politicians have no will to fight corruption?

A research, conducted to analyze the importance of political will in combating corruption in developing and transition economies, concluded that controlling corruption requires a consistent demonstration of real political commitment.⁷¹

According to this survey, 43 percent respondents agreed that politicians have no real will to fight corruption, while 38 percent somewhat agreed to the statement. The other 14 percent disagree that the politicians have no real will to combat corruption.

Table 3. 23 Politicians have no will to Fight Corruption

	Frequency	Percent
Agree	149	43.1
Somewhat agree	132	38.2
Somewhat disagree	8	2.3
Disagree	47	13.6
Not Responded	10	2.9
Total	346	100.0

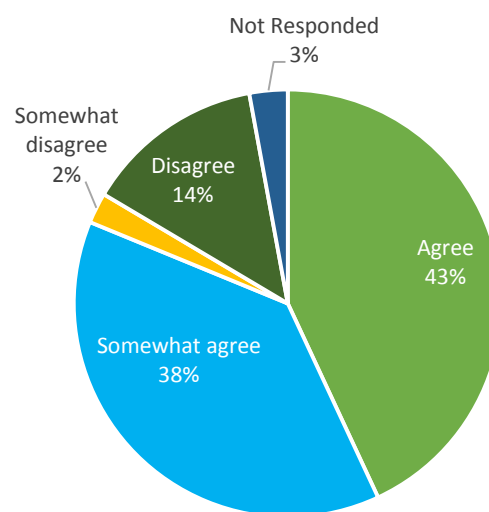


Figure 3. 23 Politicians Unwilling to Fight Corruption

⁷¹ <https://doi.org/10.1108/13590790910993753>

Q.24: Should some level of corruption be acceptable?

In response to this question, 41 percent responded that some level of corruption is acceptable, 29 percent somewhat agreed to the statement, while 25 percent of the respondents disagreed with the statement.

Table 3. 24 Is Some Level of Corruption Acceptable

	Frequency	Percent
Agree	143	41.3
Somewhat agree	101	29.2
Somewhat disagree	5	1.4
Disagree	86	24.9
Not Responded	11	3.2
Total	346	100.0

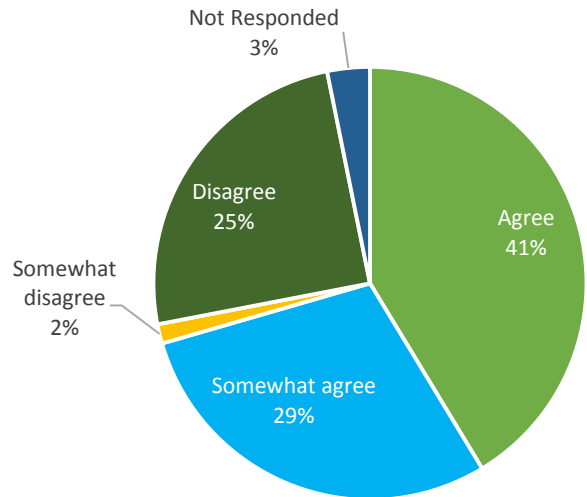


Figure 3. 24 Some Level of Corruption should be Acceptable

Q.25: Is the only way to overcome bureaucratic hurdles is to pay bribes?

According to a survey, 75 percent people pay bribes when stopped by police.⁷² A July 2013 report from Transparency International finds that more than one in four people paid bribe in the past year; a survey based on 114,000 respondents from 107 countries.⁷³ According to a Washington post article, poor people in Africa are more vulnerable to pay bribes.⁷⁴

According to this survey, 58 percent agreed and 21 percent somewhat agreed that paying bribe is important to remove bureaucratic hurdles.

⁷² <https://propakistani.pk/2017/03/07/75-people-pay-bribes-stopped-police-survey/>

⁷³ <https://www.forbes.com/sites/hbsworkingknowledge/2013/11/05/the-real-cost-of-bribery/#35ee229873e8>

⁷⁴ <https://www.washingtonpost.com/news/monkey-cage/wp/2016/12/09/the-poor-are-more-vulnerable-to-bribery-in-africa-heres-why/>

Table 3. 25 Bribe to be Paid to Remove Bureaucratic Hurdles

	Frequency	Percent
Agree	200	57.8
Somewhat agree	74	21.4
Somewhat disagree	9	2.6
Disagree	50	14.5
Not Responded	13	3.8
Total	346	100.0

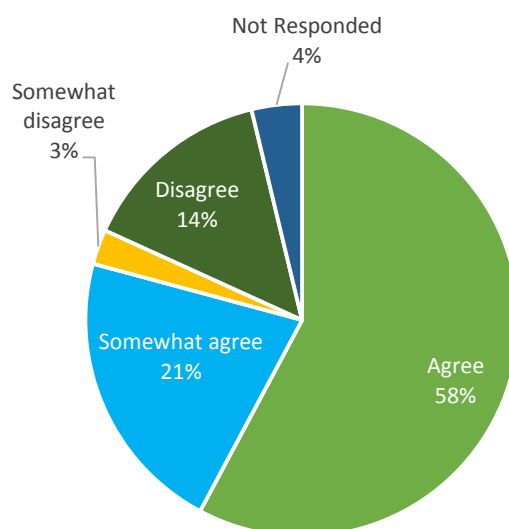


Figure 3. 25 Bribe to be Paid to Remove Bureaucratic Hurdles

Q.26: Does giving bribes helps to overcome unjust regulation?

According to the findings of this survey, 33 percent agreed and 40 percent somewhat agreed that giving bribes help to overcome unjust regulations, while 24 percent of the respondents disagreed to it.

Table 3. 26 Bribe to be Paid to Overcome Unjust Regulation

	Frequency	Percent
Agree	114	32.9
Somewhat agree	138	39.9
Somewhat disagree	1	.3
Disagree	84	24.3
Not Responded	9	2.6
Total	346	100.0

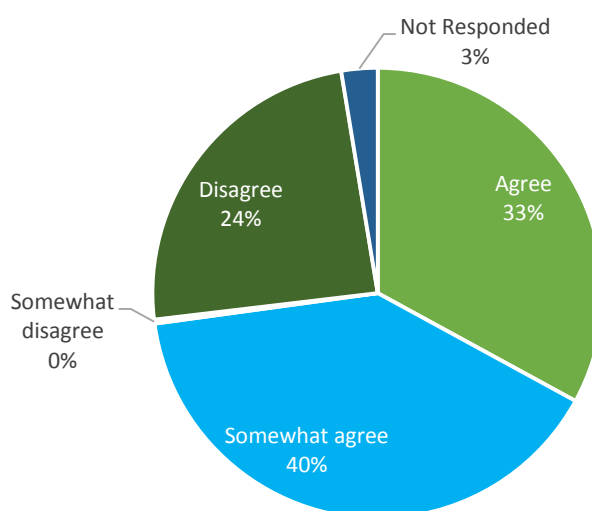


Figure 3. 26 Bribe to be Paid to Overcome Unjust Regulation

Q.27: Do you agree that citizens should be responsible for reducing corruption?

Fighting corruption is the responsibility of every citizen, otherwise a government cannot reduce corruption. According to this survey, 67 percent agreed and 24 percent somewhat agreed that citizens should be responsible for reducing corruption, while 6 percent disagree to it.

Table 3. 27 Citizens should be Responsible for Reducing Corruption

	Frequency	Percent
Agree	233	67.3
Somewhat agree	84	24.3
Somewhat disagree	1	.3
Disagree	20	5.8
Not Responded	8	2.3
Total	346	100.0

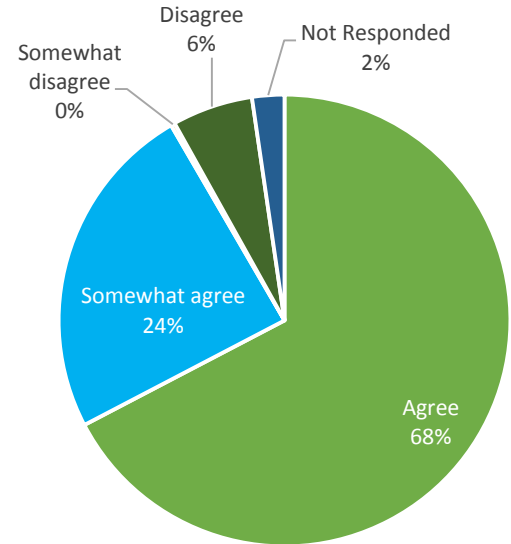


Figure 3. 27 Citizens should be Responsible for Reducing Corruption

Q.28: What is the most effective way to curb corruption?

Various ways are proposed to curb corruption.⁷⁵ In this research, three ways were proposed to reduce corruption; Education, Stricter Enforcement and Campaigns. In response, 62 percent responded 'Campaign', 32 percent chose 'Education' and 4 percent responded 'Stricter Enforcement' are the effective ways to curb corruption.

Table 3. 28 Most Effective way to Curb Corruption

	Frequency	Percent
Education	112	32.4
Stricter Enforcement	12	3.5
Campaign	214	61.8
Not Responded	8	2.3
Total	346	100.0

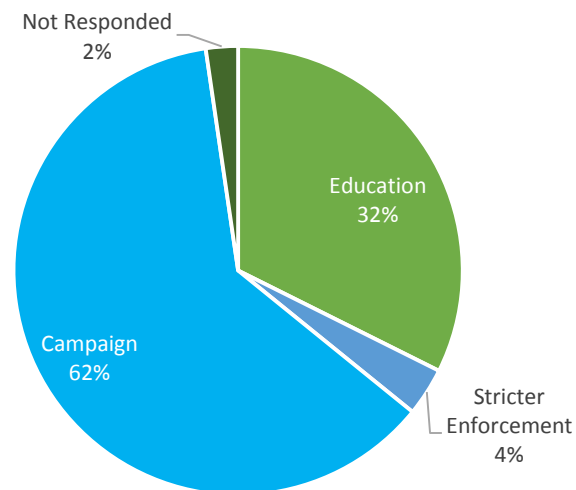


Figure 3. 28 Most Effective way to Curb Corruption

⁷⁵ https://www.transparency.org/news/feature/how_to_stop_corruption_5_key_ingredients

Recommendations

Education Sector

1. The school sudharo, Sindh sanwaro scheme represents a forward-looking initiative and under this initiative school refurbishment should be put on priority. Proper furniture should be available in all government schools. The school administration should be made responsible and accountable for these assets.
2. It is clear that many government schools do not have availability of basic sanitation facilities. The situation is even worse where no washrooms are available in female schools. These facilities should be made available in all schools.
3. Biometric verification is a commendable step to embed accountability mechanisms into the system. The next and most immediate step forward is to add to this and incorporate a streamed system to penalize absentee teachers.
4. Tools like HRMIS should streamline the process of accountability for teachers across the province, where teacher performance as measured by student performance should be tied to career progression.

Health Sector

1. First and foremost, addressing the glaring state of public hospitals depends on how much money is spent in the health sector. There should be an increase in the budget allocation.
2. Public hospitals are facing a serious challenge of infrastructure. Insufficient beds and lower levels of treatment facilities affect the timely treatments.
3. Doctors absenteeism and inadequate staff is a serious problem for people visiting government hospitals.
4. Efforts should be made to ensure availability of medicines and cleanliness of hospitals and its surrounding premises.

Law Enforcement

1. Citizens are reluctant to report crimes because they are not comfortable to be involved in police matters. Efforts need be augmented further to change this perception. High cooperation of citizen with the police will definitely assist them to effectively counter terrorism and lower down the crimes rates.
2. Citizens need t of to trust the abilities of their police to eradicate crime. This requires the sanctity of merit in recruitment in the police. Recruitment of educated individuals will increase their performance.
3. Deployment of police force on VIPS protocols should be curtailed to the minimum.

Local Government

1. The provincial government needs to delegate more powers to the local government representatives so that they could better serve the people.
2. The provincial government should also arrange periodic trainings to increase the capacity of the local government representatives to enhance their communication, leadership, monitoring and evaluation, problem solving and budget preparation skills.
3. The allocated funds should be used more effectively in a transparent way.
4. Special attention is required for sanitation and cleanliness of the area. These include placing dustbins at proper locations, proper handling of solid waste and repairing and maintenance of sewerage system.
5. To know and address the public issues, local government representatives should hold public meetings once in a month. These meetings will help in establishing trust, bridging gaps and building transparency. Citizens can communicate their problems; identify priority areas where limited funds can be allocated effectively.

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