

Citizen Report Card Study

Local Government



Swabi and Mardan – KPK
September 2019

Foreword

I have great satisfaction in introducing the Citizens Report Card Study on the local government in District Swabi and Mardan, Khyber Pakhtunkhwa

TI Pakistan undertook this research to report the strengths and weaknesses in the local government of District Swabi and Mardan, Khyber Pakhtunkhwa. The objective of the study is to provide the Khyber Pakhtunkhwa 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.. It is hoped that the Khyber Pakhtunkhwa Government will utilize this report to improve the performance of the education services at the district level to improve the facilities provided to the general public.

This research has been made possible due to a grant from Transparency International Secretariat.

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Acknowledgements

Transparency International Pakistan would like to thank Mr. Sikandar Khan of Movement of Rural Development Organization (MRDO) and other members of their team for collaboration in the study.

Disclaimer

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1. Introduction

The sustainable development or lasting peace associated with the concept of true democracy deeply rooted in the local communities. The level of engagement of people with public institutions and their participation in governance depicts how well they are aware of their democratic rights and process. But how to achieve this engagement and public participation remains a major challenge in developing countries like Pakistan where the powerful seem reluctant in the devolution of powers at the first place.

According to the Constitution of the Islamic Republic of Pakistan, it is the responsibility of the state to promote local government institutions and to provide special representation for peasants, workers and women.¹ After the 18th Amendment, provinces passed, with a delay, the much needed legislations to devolve political, administrative and financial responsibility and authority to the elected local representatives.² The progress towards devolution of power seemed a bit slower showing lack of political will however the apex court made it clear, while hearing a case of law and order in Balochistan in April 2012 and directed the provinces to establish local government systems as mandated by the Constitution in order to solve socio political problems of the people.³

Local Government in Pakistan

The history of local government in Pakistan is very old, however, we will start from 2005, when local government elections in Pakistan were held under Musharraf's government and the local governments continued working until 2010. When elections were held and new government came in 2008, they wanted to place their own local government system in all four provinces. So, in 2010, each province dissolved the local government system prevailing at that time, and there have been no local government systems in place since. In December 2014 Balochistan became the first province to hold new local elections.

¹ Article 32 of the Constitution of Pakistan 1973

² http://democracy-reporting.org/wp-content/uploads/2016/02/dri_briefing_paper_5_-_comments_to_the_18th_amendment.pdf

³ Civil Miscellaneous Application No.6882/13 in Constitution Petition No.77 of 2010

The purpose of local government is to represent and involve citizens in determining specific local citizens' needs and devising ways to meet these local needs.⁴ In Pakistan, Federal Government, Provincial Government and Local Government are the three tiers of government. The local government works closely with the communities and 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.

To achieve the desired results, it is essential that local government institutions have sufficient political, administrative and financial autonomy which contribute in their ability to deliver better public services to the citizens. Local representatives also require to know about local government system, LG laws, powers and authority given by law and administrative skills. Typically, in Pakistan, LG representatives are not well trained. TI Pakistan held many sessions with LG representatives in all the four provinces. During these sessions, participants gave their opinions about strengths and weaknesses of the LG system. Almost, all of them pointed out that after being elected, they needed adequate training to understand LG laws and its system because most of the members did not have sufficient understanding what the laws are and how the system works.

In the context of Pakistan, the resources are very scarce. The application of these limited available resources must satisfy at least the basic collective needs of the individuals to resolve their long-standing fundamental problems such as road, water, sewage and health. The structure of the local government should be in a way that it starts giving awareness and ultimately empower citizens, particularly women, in direct participation in decision making process; like public spending, and dispute resolutions, which can be achieved through systematic meetings at community's level. However, these practices are rare. Contrast to the democratic values, not only the communities, but often the councilors are not involved in the decision-making process when it comes to budgeting and allocation of funds. The effective implementation of these democratic values requires councilors and officials with integrity, which in turn demands fairness, reasonableness and honesty. Social equity may also demand that local government development

⁴<https://repository.up.ac.za/bitstream/handle/2263/25724/03chapter3.pdf?sequence=4&isAllowed=y>

should take place in such a manner that the rule of law will prevail (Cloete, 1993: 24 - 25)⁵.

Local Government System in Khyber Pakhtonkhaw

Devolution of power to grass root level is one very important democratic value. This is guaranteed by the Constitution of Pakistan which says:

*Each Province shall, by law, establish a local government system and devolve political, administrative and financial responsibility and authority to the elected representatives of the local governments.*⁶

The Constitution also suggests state to encourage local government institutions to provide special representation for peasants, workers and women.⁷

Carrying this spirit of the constitution further, the Khyber Pakhtunkhwa Local Government Act, 2013 (KPLGA) was notified by the provincial government on 7 November 2013 and the Khyber Pakhtunkhwa Local Councils (Conduct of Elections) Rules, 2014 were published on 10 March 2014.

Constitution of Local Government in KPK

According to KPK Local Government Act 2013, the local government structure has three tiers: Village Council, Tehsil Municipal Administration and District Government. However, after the amended in May 2019 in the act, it has been reduced to two-tier government⁸, the district government has been abolished while Village Councils and Tehsil Municipal Administration exists.

Tehsil Municipal Administration

In every tehsil, there is tehsil municipal administration which consist of tehsil council, tehsil municipal officers and other officials of the local council service.⁹ The function of Tehsil Municipal Administration is to monitor and supervise the performance of functionaries of Government offices located in the tehsil and hold them accountable by making inquiries and reports to the government.¹⁰ It prepare spatial plans¹¹, execute and manage development plans¹², exercise control over land-use, land subdivision, land development, enforce municipal laws, rules and

⁵ The Restructuring of Local Government with Specific Reference to The City of Tshwane by Belinda Havenga University of Pretoria 2002, p.57

⁶ Article 140A of the Constitution of Pakistan

⁷ Article 22 of the Constitution of Islamic Republic of Pakistan

⁸ <https://www.thenews.com.pk/print/394751-kp-govt-amending-lg-act-to-incorporate-two-tier-system>

⁹ Section 21 of KPK Local Government Act 2013

¹⁰ Ibid Section 22 (a)

¹¹ Ibid Section 22 (b)

¹² Ibid Section 22 (c)

bye laws,¹³ prevent and remove encroachment¹⁴, maintain a comprehensive database and information system on services in the tehsil, municipal record and archives and provide public access to it on nominal charges.¹⁵ The Municipal Administration also responsible to impose taxes, fines and penalties¹⁶, organize sports, cultural, recreational events, fairs and shows¹⁷, organize cattle fairs and cattle markets¹⁸. The members of Tehsil Municipal Administration are directly elected depends on population. Its members are elected on party basis with 33% proportionate representation of women and 5% workers, minorities and youth.

The main functions of a Village Council is to implement and monitor village development works¹⁹, it provides effective forum for out of court amicable settlement of disputes²⁰, register births, deaths, and marriages²¹ improve water supply sources, maintain water supply distribution system and take measures to prevent contamination of water²² maintain village level infrastructure, footpaths, tracks, streets, prevent and abate nuisances and encroachments in public ways, public streets and public places.²³ In order to generate funds or the grants received from the government to execute all such activities, the Act has a comprehensive section.²⁴

In order to gauge the performance of local government in District Swabi and Mardan, TI Pakistan used Citizen Report Card Study, which is a social accountability tool, in which citizens who use the services respond and give their feedback against a set of questions. Each question has options, and respondents have to choose an option according to their prefers.

1.2 Study Objectives

This Citizen Report Card (CRC) study evaluates the performance of Local Government in Swabi and Mardan districts based on the experience of its citizens.

The main objectives were:

- To evaluate the performance of local government from the citizens' perspective.
- To identify gaps in service delivery processes and appraise the good practices.

¹³ Section 22 (d) of KPK Local Government Act 2013

¹⁴ Ibid Section 22 (f)

¹⁵ Ibid Section 22 (j)

¹⁶ Ibid Section 22 (k)

¹⁷ Ibid Section 22 (i)

¹⁸ Ibid Section 22 (m)

¹⁹ Ibid Section 29 (a &d)

²⁰ Ibid Section 29 (b)

²¹ Ibid Section 29 (c)

²² Ibid Section 29 (e)

²³ Ibid Section 29 (f)

²⁴ Section 30(2) of KPK Local Government Act 2013

- To provide a quantitative feedback to all the stakeholders, particularly the Local Government Departments and the KPK Government about the service quality while pointing out weak areas for future planning and budgeting.
- To provide a baseline for future research in the same area.

1.3 Duration

The duration of the study was of three months. It started from September 15, 2019 and ended on November 15, 2019. During this period, all work of research design, data collection, and analysis was carried out.

1.4 Scope/Limitation

Due to financial and time constraints, this study obtained data from all three tehsils of districts Mardan and Swabi, KPK whereas other districts were excluded from the study. Hence its findings can only be generalized to these districts.

2. Research Methods

2.1 Research Design

The research design discusses the overall strategy to integrate the various components of the research study in a systematic and logical way. The research design gives a structure to a scientific work, provides direction and organizes the research.²⁵ It constitutes the blueprint for the collection, measurement, analysis and representation of the data. Like most of the CRC studies, this study used a survey method in which the respondent, a user of LG services, had to choose from a set of options against a statement/question.



figure 2. 1 Data Collection in Mardan

A questionnaire was designed followed the guidelines of a proper research technique.²⁶ First established theories, previous researches and reports on the

²⁵ <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2808761/>

²⁶ Marina Cardoso de Oliveira Lucy Leal Melo-Silva Maria do Céu Taveira Randolph C. Grace , (2016), "Measuring university-to-work success: development of a new scale", Career Development International, Vol. 21 Iss 1 pp. 85 - 104

subject were analyzed to formulate key questions which can be asked to measure the performance. Then all the questions were discussed in a Focus Group Discussion (FGD) held in Mardan. The reason to hold the FGD was to validate that the most important aspects of Local government's service quality are included in the questionnaire. The participants of the FGD included social workers, representatives from local government, teachers, students and members of civil society. After the FGD, 25 questions were finalized and included in the final analysis.

After the finalization of the questionnaire, the enumerators were briefed about the objectives and the questions of the survey. They were also instructed how to choose the survey respondents and the possible queries they might encounter. All questions raised by the enumerators were answered to their satisfaction. These individuals already had prior experience of data gathering, they were fluent in local languages, and knew about cultural aspects of the area.

The data collection was monitored by TI Pakistan's representative who remained present throughout the process, to ensure the validity of the research. After collecting the data, it was processed for analysis on IBM SPSS software. The results were compiled with graphical presentation for a common person to easily understand it.



figure 2. 2 Data Collection in Swabi

2.2 Focus Group Discussion

Focus group discussion is a qualitative approach which is used to explore a social issue. A group of people purposely selected and guided by a moderator are asked questions about an issue in an interactive session. The open discussion generates ideas and explore various aspects. The Citizen Report Card Study on Local Government, District Mardan and Swabi requires a valid measurement instrument that could determine citizens' feedback on the subject. In order to develop the instrument, a focus group discussion was arranged in Mardan in which participants from both the districts discussed local government issues. The session was attended by 12 individuals including women. Not only did they give their feedback on the developed questions but also reflected deep on the problems faced by the citizens.



Figure 2. 3 Focus group discussion

The women participants identified and objected the gender specific roles in local government. They were of the view that when the citizens are elected them without any gender discrimination their services and role in the local government should also reflect the same notion. KPK has a different tradition and culture through which women has to struggle a lot to keep pace with men. Two questions were added in the survey which were specific to this gender role discussion.

2.3 Sample Technique and Size

The selection of sampling technique and size has a direct impact on research results. These sampling techniques are divided into two main categories; Probability and Non-probability sampling. Ideally, simple random probability sampling is used to minimize the sampling errors but it is very costly and time consuming. So, on the basis of available time and resources, this CRC followed a non-probabilistic convenience sampling approach, a method used for the generalization of the results within the scope of the study. It is also used



figure 2. 4 Women participants in FGD

because the procedures used to select sample units are much easier, quicker and cheaper when compared with probability sampling.²⁷ The total sample size of the study was 400 which is a decent sample size to infer a generalization about the two districts.

2.4 Instrument of Data Collection

The instrument of data collection specifies how information is collected from the chosen sample. In the survey, usually a questionnaire is used to collect the information from the target sample. The data was collected with the help of seven experienced and trained enumerators. They were also briefed prior to the data collection and monitored by the TI Pakistan itself.

3. Analysis and Results

As mentioned above, the data for this CRC study was taken from 400 respondents from districts Mardan and Swabi. A considerable number of female participants took part in the study and gave their feedback. According to table 3.1, there were 23 percent female and 77 percent male respondents. The distribution of respondents with respect to tehsils is given in Table 3.2. Most of the data was taken from Mardan and Swabi tehsils which are the district headquarters as well and represent a bulk of district population.

Table 3. 1 Gender

	Frequency	Percent
Male	307	76.8
Female	93	23.3
Total	400	100.0

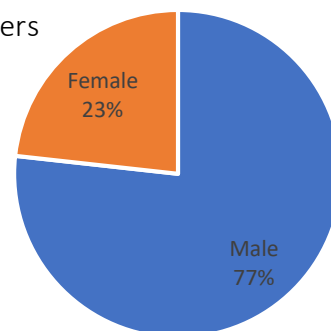


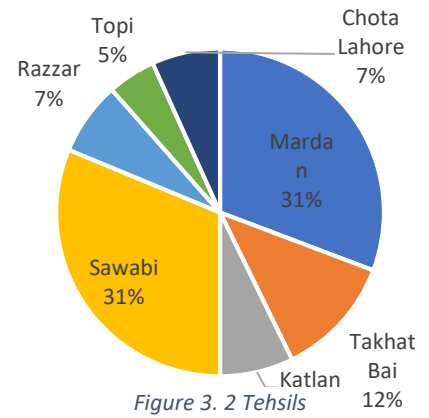
Figure 3. 1 Gender

Along with Mardan and Swabi, the other areas which are covered from district Mardan are: Takht Bai and Katlang, and from District Swabi, the other areas included are: Razzar, Topi and Chota Lahore. As mentioned above the survey collected a respectable number of female respondents which was not easy as due to cultural restriction, however, due to NGO network and contacts at grassroot level, we collected that data through our female enumerators.

²⁷ <http://dissertation.laerd.com/non-probability-sampling.php>

Table 3. 2 Tehsils

	Frequency	Percent
Mardan	123	30.8
Takhat Bai	48	12.0
Katlang	29	7.3
Sawabi	125	31.3
Razzar	29	7.3
Topi	19	4.8
Chota Lahore	27	6.8
Total	400	100.0



Q1: Which one problem of your area you want to be resolved first?

In the questionnaire, the respondents were given four options. Each of the options was very relevant and discussed in our FGD. The respondents can mark more than one options according to the importance. In response to this question, cleanliness (37.2 percent) and road maintenance (28 percent) should be a top priority of the government, and needed to be resolved first.

Table 3. 3 Priorities of Problem

	Responses	Percent
Drinking Water	93	17.0%
Sewage	99	18.1%
Roads Maintenance	151	27.7%
Cleanliness	203	37.2%
Total	546	100.0%

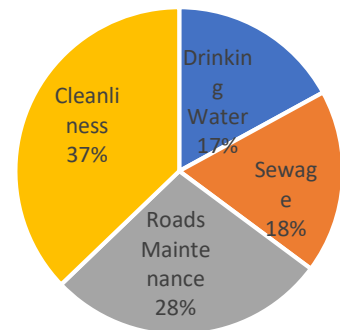


Figure 3. 3 Priorities of Problem

Q2: Do you think improvement in your area after the LG elections?

The question was asked to know the overall improvement in service delivery after the LG election. In response to this question, 47 percent people see no improvement after the LG elections. 34 percent think that things are improved to some extent. And 19.5 percent responded that there is an improvement after the LG elections.

Table 3. 4 Improvement after LG elections

	Frequency	Percent
Yes	78	19.5
No	188	47.0
To some extent	134	33.5
Total	400	100.0

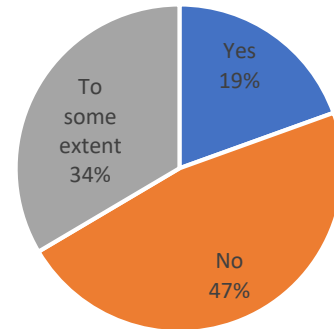


Figure 3. 4 Improvement after LG elections

Q3: In your opinion, how to improve LG system?

The question was asked to know citizens feedback based on their experience to improve LG system. In response to this question, 46.4 percent said that by improving accountability LG system can be improved. Only 11 percent were in the favor of increasing power to LG representatives.

Table 3. 5 Improvement in LG system

	Responses	
	N	Percent
Increasing Power	50	10.9%
Increase in funds	96	21.0%
Increase in educational qualification	99	21.7%
Improve accountability	212	46.4%
Total	457	100.0%

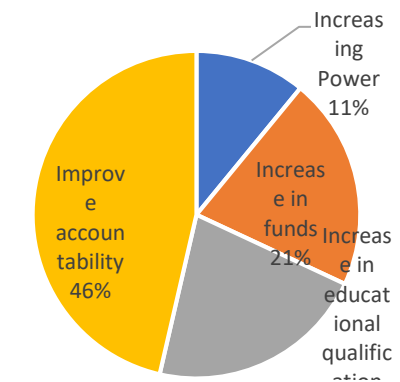


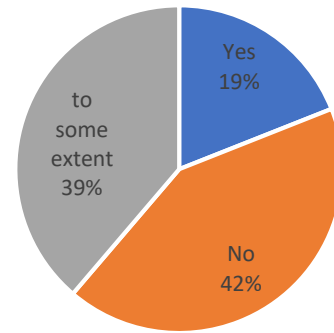
Figure 3. 5 Improvement in LG system

Q4: Do you think that LG representative make good use of their powers?

In response to this question, 42 percent of the respondents said that LG representatives are not making good use of their powers. While 38.8 percent responded 'to some extent'. Only 19 percent respondents said that LG representatives are making good use of their power.

Table 3. 6 Use of Power by LG representatives

	Frequency	Percent
Yes	76	19.0
No	169	42.3
to some extent	155	38.8
Total	400	100.0



Q5: Keeping in view of the development work, do you think that LG representatives are making good use of allocated funds?

Citizens demand transparent and effective use of their taxes on development projects. In response to this question, 42 percent responded 'No' while 37.3 percent responded 'to some extent'. The other 20.8 percent responded 'Yes'. The result are consistent with the previous question when we asked respondents whether the LG representatives making good use of their powers.

Table 3. 7 Utilization of funds

	Frequency	Percent
Yes	83	20.8
No	168	42.0
To some extent	149	37.3
Total	400	100.0

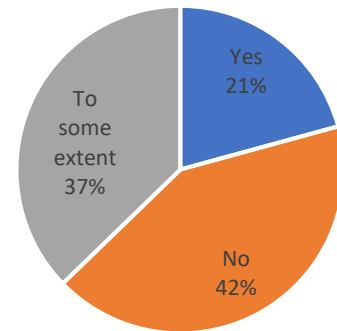


Figure 3. 7 Utilization of funds

Q6: For better citizens services, do you think that LG representatives should be education?

It is logical that educated LG representatives are more likely to serve their people in a better way. In response to this question, 89 percent citizens of Swabi and Mardan think that LG representatives should be educated while only 11 percent think that education is not necessary here.

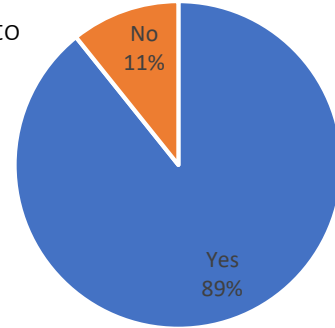


Figure 3. 8 Educated LG representatives

Table 3. 8 Educated LG representatives

	Frequency	Percent
Yes	357	89.3
No	43	10.8
Total	400	100.0

Q7: Do you have a good understanding about the current LG system?

Citizens who have good understanding of LG system, who know the functions of different tiers of LG system can demand services and likely to get more benefits. This is the reason we added this question. In response to this, only 26.3 percent citizens responded 'Yes' and 50 percent responded 'to some extent' 24 percent responded 'No'.

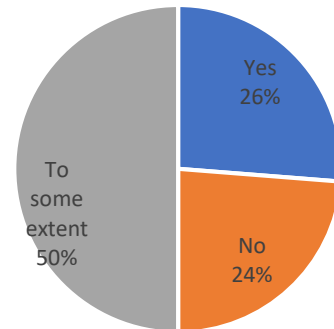


Figure 3. 9 Understanding of LG system

Table 3. 9 Understanding of LG system

	Frequency	Percent
Yes	105	26.3
No	95	23.8
To some extent	200	50.0
Total	400	100.0

Q.8: Should LG election be held on party basis or Non party basis?

In response to this question, 58 percent responded in favour of Non-party base election. While 42.3 percent are in favour of party base election.

It was also discussed in FGD that people think Non-party base elections provide more chances for a common individual to contest elections.

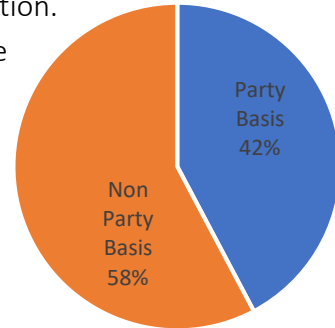


Figure 3.10 Party based Non-party based election

Table 3.10 Party based Non-party based election

	Frequency	Percent
Party Basis	169	42.3
Non Party Basis	231	57.8
Total	400	100.0

Q9 Are you satisfied with the cleanliness in your area?

One of the major responsibilities of local government is to deploy reasonable sweepers with equipment to keep the area clean. The LG government should also start awareness program from general public who are equally responsible to keep the area clean.

In response to this question, 56.3 percent respondents were not satisfied with the cleanliness of their area, while 30.5 percent respondents are satisfied 'to some extent' and 13.3 percent respondents are fully satisfied.

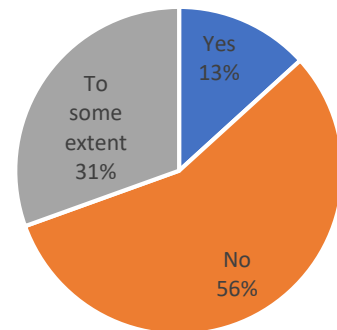


Figure 3.11 Citizens Satisfaction regarding Cleanliness

Table 3.11 Citizens Satisfaction regarding Cleanliness

	Frequency	Percent
Yes	53	13.3
No	225	56.3
To some extent	122	30.5
Total	400	100.0

Q10: Are you satisfied with the process of Accountability in LG system?

With the growing awareness among citizens about accountability process, people demand accountability in a transparent and across the board. While replying to this question, 57 percent citizens are not satisfied with the accountability process in LG system. And only 14.5 percent are satisfied, while 28.5 percent are satisfied ‘to some extent’.

Table 3. 12 Process of Accountability

	Frequency	Percent
Yes	58	14.5
No	228	57.0
To some extent	114	28.5
Total	400	100.0

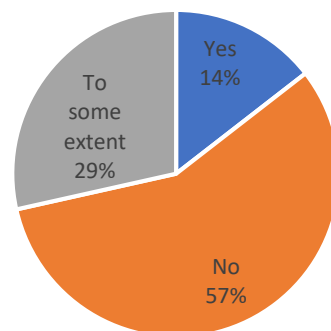


Figure 3. 12 Process of Accountability

Q11: Have the LG representatives fulfilled your expectation?

Citizens expect that LG system will resolve their basic problems. The system as a part of basic democracy, improve their standard of living. We added a question to gauge people’s expectations about it. 33 percent citizens said their expectations are not fulfilled against the 17 percent whose expectations have been fulfilled. Almost half of the respondents said that their expectations have been fulfilled ‘to some extent’.

Table 3. 13 Citizens Expectations

	Frequency	Percent
Yes	68	17.0
No	134	33.5
To some extent	198	49.5
Total	400	100.0

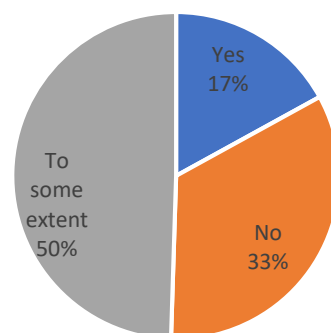


Figure 3. 13 Citizens Expectations

Q12: Are you satisfied with the complaint handling process in the current LG system?

In response to this question, 30 percent citizens responded that they are satisfied with the complaint handling, while 31 percent are not satisfied. The remaining 39 percent are satisfied 'to some extent'.

Table 3. 14 Addressing the citizens' complaints

	Frequency	Percent
Yes	120	30.0
No	125	31.3
To some extent	155	38.8
Total	400	100.0

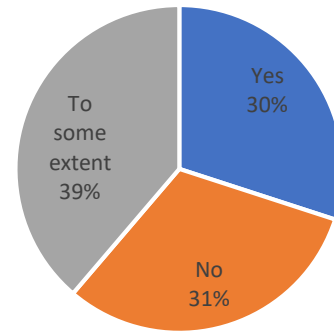


Figure 3. 14 Addressing the citizens' complaints

Q13: How many of the problems have been resolved by LG representatives?

The respondents were provided 7 options including the most common problems citizens face on daily basis. Out of which, 24.3 percent citizens responded that the availability of water issue have been resolved, while 14.6 percent responded that Sewage issue have been resolved. The detail is mentioned below in Table 3.15.

Table 3. 15 Problem Addressed by LG

	Responses	
	N	Percent
Illegal Encroachment	35	7.6%
Unavailability of Water	112	24.3%
Sewage Issue	67	14.6%
Maintenance of Roads	44	9.6%
Cleanliness	32	7.0%
Corruption	18	3.9%
None of Above	152	33.0%
Total	460	100.0%

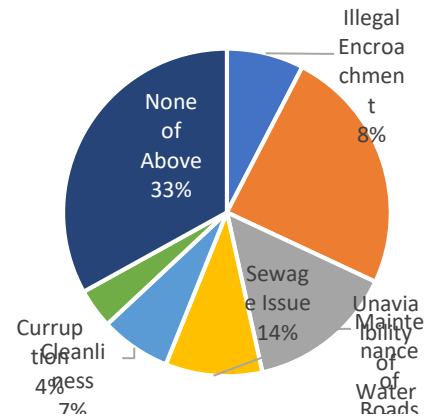


Figure 3. 15 Problem Addressed by LG

Q14: Are you satisfied with the behavior or LG representatives?

People usually complaint about the behavioral issues regarding public office holders. We added this question to know if the matter exists.

Majority of the respondents were satisfied. 42.8 percent respondents are satisfied, 29 percent No satisfied, and 28.3 percent are satisfied to some extent.

Table 3. 16 Behavior of LG Officials

	Frequency	Percent
Yes	171	42.8
No	116	29.0
To some extent	113	28.3
Total	400	100.0

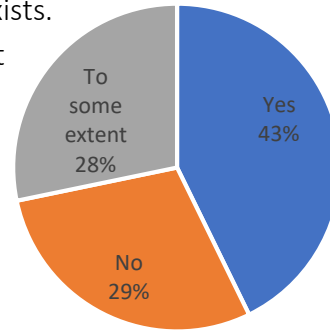


Figure 3. 16 Behavior of LG representatives

Q15: Have you happened to pay bribe to any LG office in the last year?

We asked a question about the incidents of bribe in LG offices during the last year. 58.3 percent of respondents replied 'No' incident of bribe happened with them, and 41.8 percent of respondents said 'Yes'.

Table 3. 17 Incident of bribe

	Frequency	Percent
Yes	167	41.8
No	233	58.3
Total	400	100.0

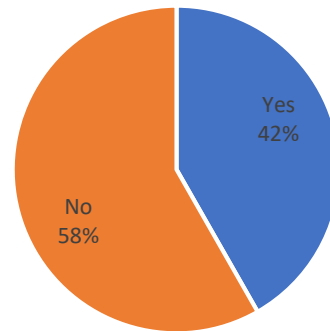


Figure 3. 17 Incident of bribFigure 3. 18 Awareness about RTI lawse

Q16: In your opinion which one LG system is better?

The survey asked respondents to compare the previous LG system of 2001 with the current LG system, among them, 40.5 respondent local government system of 2001 was better. And 59.5 percent of respondent said the current LG system is better.

Table 1. 1 Better LG System

	Frequency	Percent
Local government Ordinance 2001	162	40.5
Current Local government Act	238	59.5
Total	400	100.0

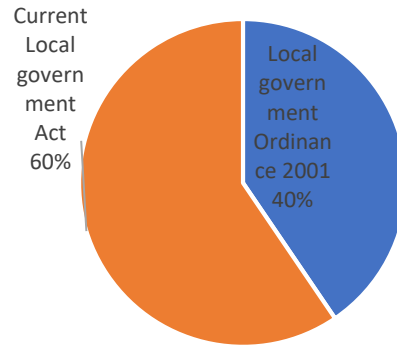


Figure 3. 19 Better LG system

Q17: Suppose that the current LG system doesn't meet with your expectations, should the system be carried on?

The question was important to know citizens' trust on LG system. 82.3 percent citizens said the LG system should continue even if it does not meet with our expectation. It means citizens have awareness that systems are improved gradually.

Table 3. 18 Continuity of LG system

	Frequency	Percent
Yes	329	82.3
No	71	17.8
Total	400	100.0

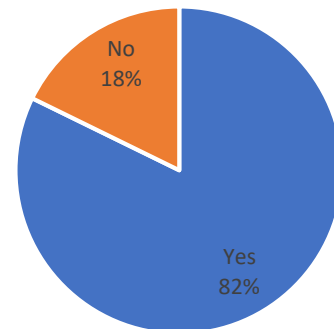


Figure 3. 20 Continuity of LG system

Q18: Keeping in view the current LG system, do you think a common man can easily contest in election process?

In response to this question, 79.5 percent citizens think that a common man can contest LG election which is a very hopeful sign and negate the perception that only elite can contest elections.

Table 3. 19 Participation in LG election

	Frequency	Percent
Yes	317	79.5
No	83	20.5
Total	400	100.0

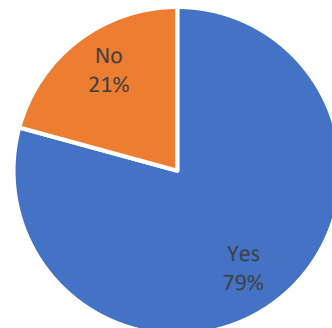


Figure 3. 21 Participation in LG election

Q19: In your UC, do you pay the prescribed fee for Birth, Marriage, divorce and Death Certificate?

Birth, death, Nikanama, and other certificates are made by UCs offices. The government has specified a fee on them. We asked this question, whether the citizens pay the prescribed fee or not. 69 percent said that they pay the prescribed fee, while 31 percent said 'No'.

Table 3. 20 Prescribed Fee in UC certificates

	Frequency	Percent
Yes	275	68.8
No	125	31.3
Total	400	100.0

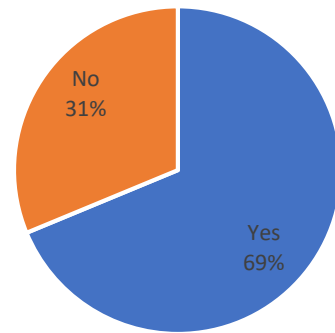


Figure 3. 22 Prescribed Fee in UC certificates

Q20: Do you know KPK Right to Information Act 2013?

KPK Right to Information Act 2013 allows citizens to have access to public information. This law is instrumental in transparency and accountability. When we asked citizens if they know about this act. 63.5 percent responded 'No', and 36.5 responded 'Yes'.

Table 3. 21 Awareness about RTI laws

	Frequency	Percent
Yes	146	36.5
No	254	63.5
Total	400	100.0

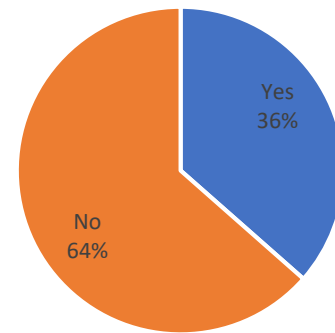


Figure 3. 23 Awareness about RTI laws

Q21 Do you think corruption has been decreased due to current LG system?

The question was asked if the current LG system has reduced corruption. In response to this question, 21.3 percent said 'Yes', 27.5 percent responded 'No', 40.8 percent responded 'to some extent' while 10 percent said that it actually increased the corruption.

Figure 3. 25 Reduction in Corruption

	Frequency	Percent
Yes	85	21.3
No	110	27.5
To some extent	163	40.8
Corruption increased	42	10.5
Total	400	100.0

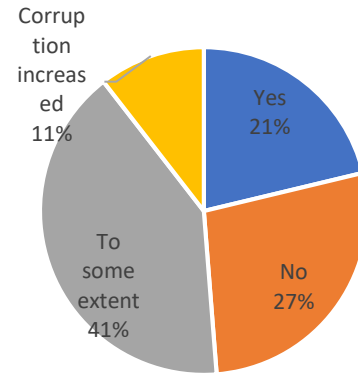


Figure 3. 24 Reduction in Corruption

Q22: Are you satisfied with the performance of UC secretary?

A Union Council secretary plays an important role in delivering LG services to citizens. The question was asked if respondents were satisfied with the performance of UC secretary. Almost 26.5 percent responded 'No', 46.5 percent responded 'Yes' and 27 percent responded 'to some extent'

Table 3. 22 Performance of UC secretary

	Frequency	Percent
Yes	186	46.5
No	106	26.5
To some extent	108	27.0
Total	400	100.0

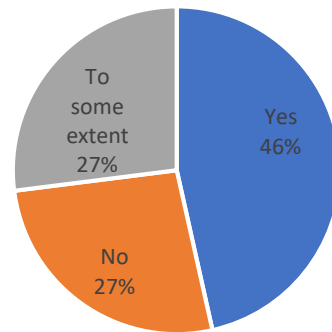


Figure 3. 26 Performance of UC secretary

Q24: Are the powers of female councilors are equal to male Councilors?

In response to this question, 15.5 responded 'Yes' while 84.5 responded that the powers of female councilors are not equal to that of male. This shows a biased attitude towards female councilors.

Table 3. 23 Powers of female councilors

	Frequency	Percent
Yes	62	15.5
No	338	84.5
Total	400	100.0

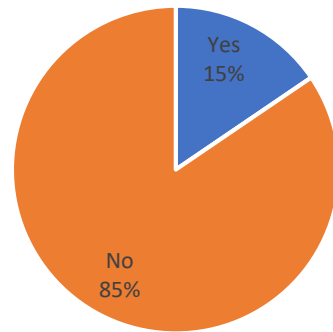


Figure 3. 27 Powers of female councilor

Q25: Do you think that funds allocated to female councilors are sufficient for the development need of females?

In response to this question, 91.8 percent responded 'No' that the funds allocated to female councilors are not sufficient for the development need of females. There is just 8.3 percent responded said 'Yes'.

Table 3. 24 Funds allocated to female councilors

	Frequency	Percent
Yes	33	8.3
No	367	91.8
Total	400	100.0

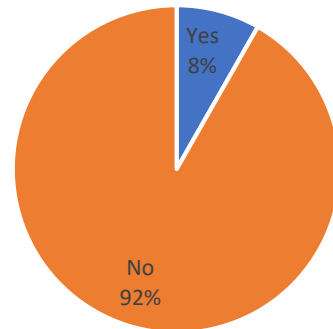


Figure 3. 28 Funds allocated to female

4. Recommendation

The following are the proposed recommendations, based on the findings of the CRC and the focus group, to improve the system:

1. Cleanliness and maintenance of roads should be the top priority. These issues should be resolved first.
2. Majority of the citizens said that there is no improvement after the LG elections. It needs further probe to investigate the causes of this failure and to address them accordingly.
3. According to citizens, accountability system needs to be improved in order to improve LG system.
4. According to citizens, the LG representatives are not making good use of allocated funds and powers. LG representatives should be educated, proper training will help them to be more effective along with strong accountability mechanism.
5. The success of LG system also depends how much a citizen is aware of how the LG system is functioned and what are the responsibilities and power of LG members. Most of the public are not fully aware of it. Therefore, the government, in collaboration with civil society organizations, needs to raise public awareness by holding public gatherings and by using social and electronic media.
6. Internal and External accountability mechanism for local government needs to be strengthened further. This also includes social accountability in which meetings should be arranged with citizens to listen and address their concerns. It will help to increase check and balance on the delegated powers of LG members and the transparent use of the development funds. It is evident in our analysis as well that there is an increased percentage of incidents of bribes and people paying more than prescribed fee for getting UC certificate.

7. In the absence of a proper complaint mechanism, citizens problems remain unresolved. The government should develop a citizen complaint mechanism which will identify corruption and improve service delivery process.
8. For transparency and social accountability in LG system, awareness regarding Right to Information Laws should be given to all citizens.
9. Female councilors should be given proper funds and powers as they can be vital to raise women status.

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