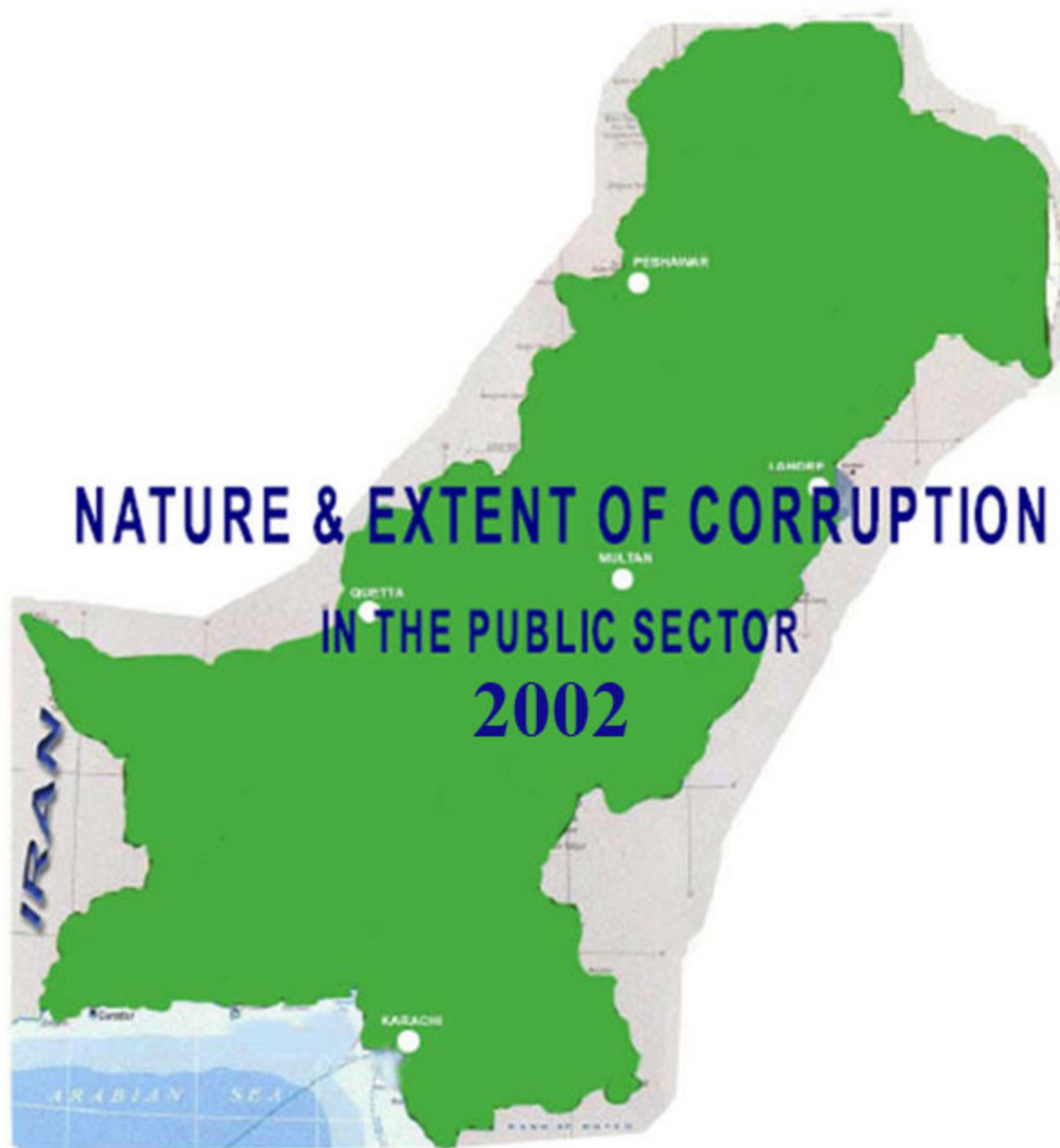




TRANSPARENCY INTERNATIONAL – PAKISTAN

Strives to make Pakistan a better country to live in





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Contents

Page No

1. Foreword	3--3
2. Survey Objectives	4--4
3. Country Profile	5--9
4. Respondents Demographic Profile	10--15
5. Strategy	16--19
6. Executive Summary	20--26
7. Salient Findings	27--33
8. Recommendations	34--34
9. Sectional Analysis	
9.1. Police	35--38
9.2. Power	39--42
9.3. Tax	43--46
9.4. Health	47--51
9.5. Education	52--56
9.6. Land Administration	57--60
9.7. Judiciary	61--64
10. Appendix	

10.1.	Press Clippings	65--69
10.2.	Questionnaire	70--

Foreword

On Behalf of Marketing & Research Consultants we express our thanks to the Transparency International Pakistan for entrusting us a challenging assignment related to a very pertinent issue of corruption, which is indeed not only a social evil but has become Cancer of the society, also causing immense drain to the feeble economy of the Country. We owe special thanks to Transparency International Pakistan for their full co-operation at all stages of the survey.

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Survey Objectives

- The general objective of this survey was to measure the Nature & Extent of Corruption being faced by consumers of the following seven Public sector departments;

1. **Education**
2. **Health**
3. **Power**
4. **Land Administration**
5. **Taxation**
6. **Police**
7. **Judiciary**

- Another objective of the survey was to gather information about the particular stage where obstacles are usually being faced, locate the responsible element for creating the obstacles & the means used by the customer for overcoming the bottle necks in the seven sectors under study.
- The T.I expects the other Country chapters to use the findings of the survey as pressure techniques & to facilitate & motivate the sectors heads for rectification of the similar prevailing conditions of their Countries.
- The information gathered is to be shared by the south Asian Countries. By the respective Governments, Policy makers other stake holders & the media.

COUNTRY PROFILE

THE UNIVERSE

Pakistan, as an independent state, had come on the world map on August 14th, 1947. Its total area is 7,96,096 sq.kilometers. The country comprises of four provinces namely Punjab, Sindh, NorthWest Frontier and Balochistan. Its capital is at Islamabad. Each province is divided into administrative divisions, each division into districts, tehsils/ talukas, villages and union councils, there are 26 divisions, 106 districts, 376 tehsils/ taukas, 46144 villages and 4147 union councils in the country.

POPULATION

Pakistan with population of 140.7 millions in 2002 stands seventh amongst the ten most populated countries of the world. The current crude birth rate, the crude death rate and the infant mortality rates are 32.70, 9.10 and 85 (1999-00) per thousands population respectively. Annual growth rate of population is 2.21%. The male population was 51.9% ,Females 48.1% according to 1998 census.

URBAN POPULATION

The urban population is increasing very rapidly and the number of large cities is also growing very fast. The urban population was only 18% in 1951, which has increased today by 33%. In 1951 there were only seven cities having a population of one lack and above. In 1998 their number was 28.

PROVINCIAL BREAKUP

In 1998 Punjab accommodated 55.65 of total population followed by Sindh 23%, NWFP 13.4% and Balochistan 5%, the sequence has been changed in the case of urban population. Amongst the provinces Sindh is the most urbanized 48.9% followed by Punjab 31.3%, Balochistan 23.3% and NWFP 16.9%.

CITIES

KARACHI

The largest city of Pakistan with a population of 9.3 million in 1998 census. But now it has crossed the mark of ten million. It is the capital of Sindh province as well as nerve centre of business, commerce and industry of the country. It contains two major seaports and an international airport.

LAHORE

The second largest city of Pakistan has a population of 5.1 million according to 1998 census and the capital of Punjab province. It is also a historical and cultural city.

MULTAN

It is the sixth largest city of Pakistan with a population Of 1.18 million. It is an old historical city.

PESHAWAR

Peshawar, the city of NWFP had a population of about One million during the 1998 census. It has been one of the most famous cross-road cities of the central Asia. The historical Khyber Pass is situated 17 kilometers from Peshawar.

QUETTA

At the mouth of Bolan Pass lies the city of Quetta, the capital of the province of Balochistan. During 1998 census its population was around half-a-million.

RELIGION

Islam is major religion of the country. Christians, Hindus, Sikhs and Parsees are also living in the country.

HOUSING

According to 1998 population and housing census, there were 19.3 million housing units in the country. The average household size for Pakistan as a whole is 6.8 persons in 1998. The household size has been rising among all administrative units of Pakistan. The highest household size is 9.3 in FATA following by 8.0 in NWFP & 6.9 in Punjab. The household size in Balochistan & Sindh Province is 6.7 & 6.0 respectively.

AGE DISTRIBUTION

The age distribution of Pakistan's population reveals a relatively young population as seen in the following table;

Years	AGE GROUP		
	Both sex	Male	Female
Less than 1	2.32	2.28	2.36
Less than 5	14.80	14.52	15.10
Less than 10	30.45	30.24	30.67
Less than 15	43.40	43.49	42.29
18 & above	51.25	51.10	51.42
21 & above	43.27	43.61	42.91

15 - 49	45.69	45.19	46.23
65 & above	3.50	3.68	3.31

LITERACY AND ENROLMENT

Literacy rate at present is estimated at 49% (61.3% for male and 36.8% for women). About 30% children of primary school age are out of school. The drop out rate is very high. Recently the net enrolment in primary school increased but that of government school declined. The number of school with secondary level of education is 12,852 and the number of college is 1083. There are 42 universities in Pakistan, including 29 in public sector.

LITERATES

According to 1998 census the number of literate (10 years and above) by sex and educational attainment are as follows.

<i>No In Thousand</i>	TOTAL		MALE		FEMALE	
Ed. Attainment	No.	%	No.	%	No.	%
Below primary	7097	18.30	4,358	17.35	2,739	20.07
Primary	11,825	30.14	7,315	28.62	4,510	33.00
Middle	8,469	20.89	5,898	22.05	2,571	18.73
Matric	7042	17.29	4,929	18.20	2,113	15.58
Inter Mediate	2,585	6.56	1,700	6.55	885	6.59
Graduate	1,687	4.38	1,137	4.50	550	4.16
Post graduate	590	1.58	432	1.78	158	1.20
Diploma/Certificate	159	0.41	134	0.50	25	0.19

HEALTH

Health Indicators 1998.

Life Expectancy at Birth	62 years
Crude Birth Rate (per 1000)	35 years

Crude Death Rate (per 1000)	8
Under -5 Motility rate (per 1000)	120
Infant Motility rate (per 1000)	91

Net Work Of Health Services In Public Sector, 1998.

Particular	Number
Hospital	872
Dispensaries	4451
Basic Health Units	5155
Maternity & Child Health Centers	852
Rural Health Centers	514
T.B Centers	263
Total Beds	90659
Population per Bed	1450
Registered Doctors	82682
Registered Dentist	3444
Registered Nurses	32938
Population per Doctor	1590
Population per Dentist	38185
Population per Nurses	3992

Source: Economic Survey of Pakistan. 1998 - 99

LABOUR FORCE

On the bases of estimated population of 140.5 million for mid year 2001 and participation rate of 29.4%, the total labour force comes to around 41.2 million, out of which 28.4 million or 68.9% was in rural areas and 12.8 million or 31.1% in urban area about 2.4 million persons in the labour force were unemployed in 2001.

Percentage of Population By Economic Categories, 1998

All Areas

Economic Category	Both Sexes	Male	Female
Labour Force	22.24	41.32	1.54
Not in Labour Force	77.76	58.68	98.46
Child Below 10 Years	30.45	30.25	30.67
Domestic Workers	33.00	2.11	66.52
Students	8.07	14.63	0.94
All Others	6.24	11.69	0.32
Labour Force Participation	31.96	59.24	2.23

Respondents Profile

RESPONDENT STATUS

In a male dominated society, interaction with the world outside the home is a man's prerogative, hence our 97% respondents were male, only 3% were females who were head of the household at the time of data collection.

AGE STATUS

Nearly 43% belonged to the mature age group of 33 years to 47 years.

MARITAL STATUS

76% respondents were married

EDUCATIONAL STATUS

Literacy status of the respondents were pretty high, nearly 29% were Graduates, 20% Intermediates, 18% Matriculates, 17% were above Graduates i.e. M.A, M.Sc. etc.

NO. OF STUDENT

The No of Student were 6038 both male and female. On an average two to three students per household.

OCCUPATIONAL STATUS

Among the respondents, only 40 (2%) respondents were unemployed, rest 98% were working, majority 41% in service i.e. full time job either in Private or Government office, followed by 28% in Business

FAMILY COMPOSITION

On an average there were 7 persons living in a house hold, more males than females, with nearly 30% dependents falling in the age group of newly born to 14 years.

EARNERS

With the exception of very few households, almost 99% had only one earner in the family. Majority 66% were in the income bracket of Rs. 4000 to Rs. 16000 per month, 28% were earning more than Rs. 16000. However this table should be read with caution, because respondents are always reluctant to disclose their true income from income tax point of view. Our surveyors also had to be very convincing that they were not from the income tax department

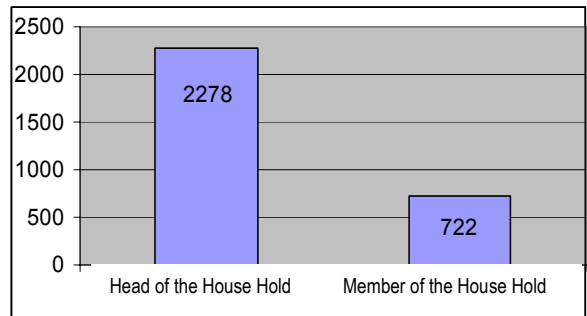
RELIGION

97% respondents were Muslims, 3% Christians. Few Hindus & 2 Buddhists were located in our sample area.

Respondents Demographic Profile

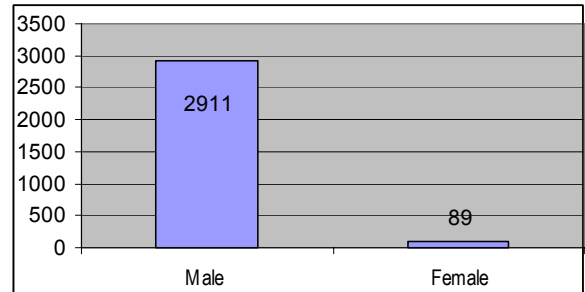
Respondent Status

	<u>No.</u>	<u>Percent</u>
Head of the Household	2278	75.93
Member of the Household	722	24.07
Total	3000	100.00



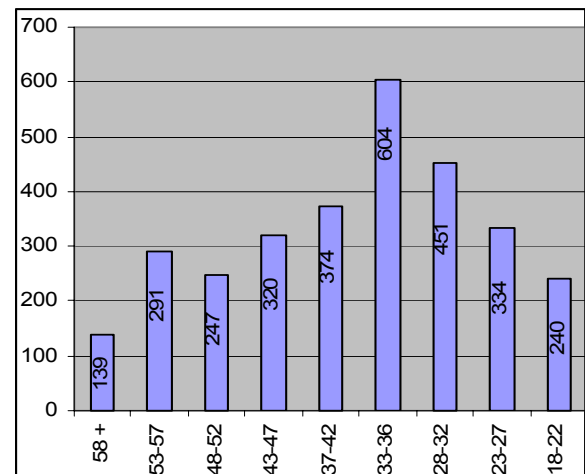
Sex Status

	<u>No.</u>	<u>Percent</u>
Male	2911	97.04
Female	89	2.96
Total	3000	100.00



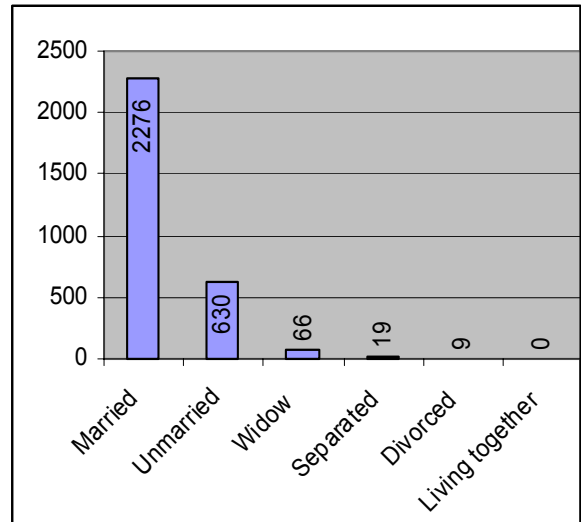
Age of the Respondents

	<u>No.</u>	<u>Percent</u>
58 Years+	139	4.64
53-57	291	9.69
48-52	247	8.24
43-47	320	10.67
37-42	374	12.47
33-36	604	20.13
28-32	451	15.02
23-27	334	11.14
18-22	240	8.00
Total	3000	100.00



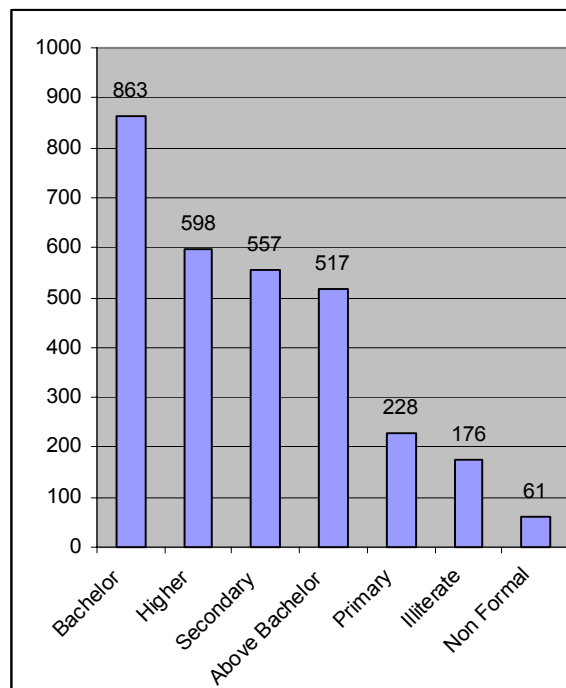
Marital Status

	<u>No.</u>	<u>Percent</u>
Married	2276	75.87
Unmarried	630	21.00
Widow	66	2.20
Separated	19	0.64
Divorced	9	0.29
Living together	0	0.00
Total	3000	100.00



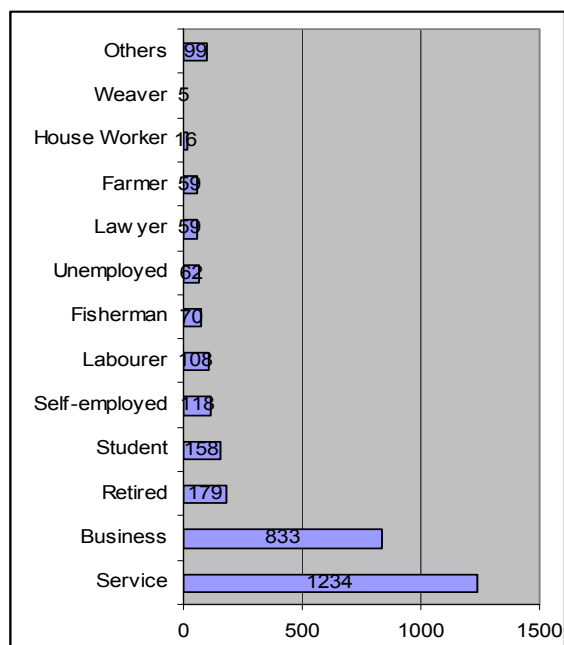
Educational Status

	<u>No.</u>	<u>Percent</u>
Bachelor degree	863	28.77
Higher/Secondary	598	19.93
Secondary Education	557	18.57
Above Bachelor degree	517	17.23
Primary Education	228	7.60
Illiterate	176	5.87
Non-Formal Education	61	2.03
Total	3000	100.00



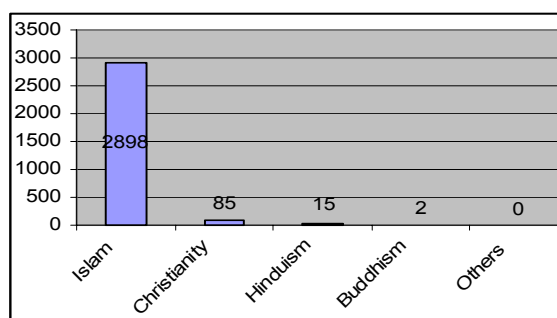
Occupation

	<u>No.</u>	<u>Percent</u>
Service	1234	41.12
Business	833	27.77
Retired	179	5.97
Student	158	5.27
Self-employed	118	3.93
Labourer	108	3.60
Fisherman	70	2.33
Unemployed	62	2.07
Lawyer	59	1.97
Farmer	59	1.97
House Worker	16	0.53
Weaver	5	0.17
Others	99	3.30
Total	3000	100.00



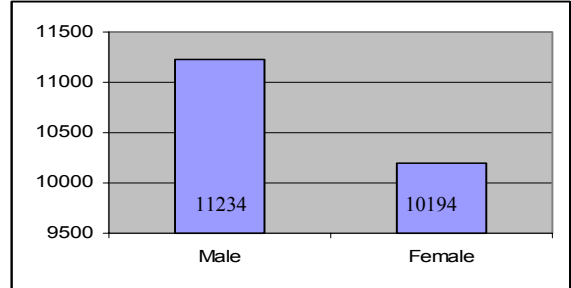
Religious Status

	<u>No.</u>	<u>Percent</u>
Islam	2898	96.60
Christianity	85	2.83
Hinduism	15	0.50
Buddhism	2	0.07
Others	0	0.00
Total	3000	100.00



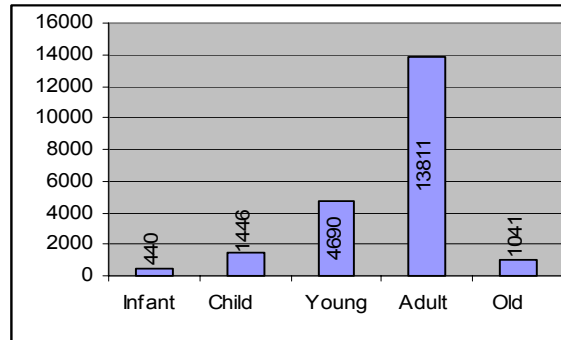
House hold Population by Gender

	<u>No.</u>	<u>Percent</u>
Male	11234	52.43
Female	10194	47.57
Total	21428	100.00



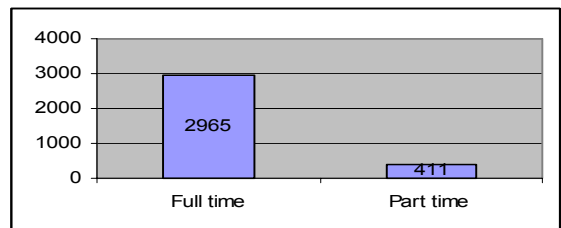
Family Composition

	<u>No.</u>	<u>Percent</u>
Infant (0-1)	440	2.05
Child (2-4)	1446	6.75
Young (5-14)	4690	21.89
Adult (15-59)	13811	64.45
Old (60+)	1041	4.86
Total	21428	100.00



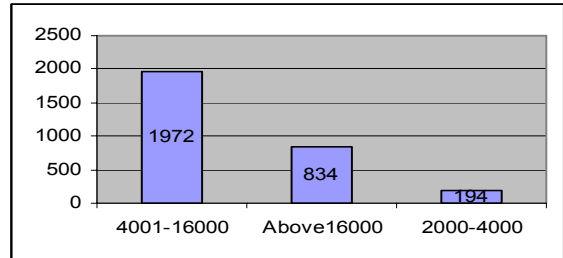
Numbers Of Earners

	<u>No.</u>	<u>Percent</u>
Full time	2965	87.83
Part time / casual	411	12.17
Total	3376	100.00



Average Monthly Income

	<u>No.</u>	<u>Percent</u>
Rs.4001-16000	1972	65.73
Above Rs.16000	834	27.80
Rs.2000-4000	194	6.47
Total	3000	100.00



Strategy

The sample was restricted to the urban & semi-urban areas of the country. One urban town was selected from each Province except Punjab the largest province of Pakistan where two urban towns were selected;

No. of Households Contacted:

Province	City	<u>Total No. of Respondents</u>		
		Urban	Semi Urban	Total
Sindh	Karachi	650	300	950
Punjab	Lahore	500	200	700
	Multan	350	-	350
NWFP	Peshawar	350	150	500
Balochistan	Quetta	350	150	500
TOTAL		2200	800	3000

No. of Utilizers of Service:

Province	City	<u>Total No. of Utilizers</u>		
		Urban	Semi Urban	Total
Sindh	Karachi	374	146	520
Punjab	Lahore	300	100	400
	Multan	208	-	208
NWFP	Peshawar	200	100	300

	TOTAL	1278	446	1724
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- As per agreement with Transparency International Pakistan, the total number of households to be contacted was 2500. It was estimated that at least 1200 respondents would be those who have had some dealing with one of the seven sectors under study. However keeping in view the magnitude of the issue, base has been increased from 2500 to 3000.
- More than 3000 house holds were contacted to obtain data from 1724 respondents, who have had some dealing with one or more than one specified seven sectors.
- All 3000 respondents were asked Questions 2.1 to 3.1. From 3.2 to 10.4 only those respondents were asked for details who themselves or any member of their household had used the services within the last one year from any of the seven sectors under study.
- In Each town, localities were selected being residents of the middle and lower middle class. Socio-economic parameters were used such as size of the plot, type of vehicle owned, electronic accessories, profession & means of monthly income.

Sample

The Random sampling approach was adopted, the selection of a particular locality was based on Researcher's past experience & knowledge. Efforts were made to spread the sample spatially. In very congested lanes every fifth house was knocked & in less populated area every third house was covered.

Trained team of field investigators collected data from the head of the house hold or responsible adult member of the family.

The data was collected on a structured Questionnaire, designed by T.I.

Bangladesh in consultation with the other counterparts in the South Asia region.

All completed Questionnaires were scrutinized & 10% were back checked by the supervisors. The vaguely filled ones were rejected & substituted from the same locality. However such incidences were rare, due to the highly experienced field team. The quality of field work was of standard. The field team was not only given thorough briefing by the Client, but they were given one full day for pilot testing. The Karachi Team consisted of 8 members, Peshawer 8, Lahore 7, Quetta 6, Multan 5.

The over all response was satisfactory. Respondents were reluctant in the beginning but after explanation about the objectives all were co-operative & willingly to provide the information with few exceptions.

In each city at least 25% respondents were chosen from semi-urban areas such as rural pockets adjoining the urban city. However in the final analysis i.e. statistical tables, data has been analyzed & represented as urban, because no marked difference in responses were noted.

At the end of the Questionnaire an extra sheet containing 3 Questions was added. This extra sheet was specific to Pakistan. All 3000 respondents were asked to give their views.

Location:

Karachi:

Urban: Localities Covered November 8th to November 24th

Shah Faisal Colony, Gulshan-e-Iqbal, Nazimabad / F.B. Area, P.E.C.H.S, Kharadar, North Karachi, Clifton / Garden, Landhi / Korangi, Gulistan-e-Joher, Keemari.

Semi Urban: Gadap, Ibrahim Haidry, Malir Goath

Lahore:

Urban: Localities Covered November 22nd to December 1st

Town Ship, Baghban Pura, Gulshan-e-Ravi, Model Town, Faisal Town, Sadar Cantt, Allama Iqbal Town, Shadman Town, Green Town , Muslim town, Brand Ranath Road, Johr Town, Ali Town.

Semi Urban: Qasoor (Interior)

Multan:

Urban: Localities Covered January 18th to January 31st

Shalimar Colony, Ghazi Chouk, Mujahid Town, S.R.A Colony, Shah Allah Ditta Colony, Alam Colony, Sabzazar Colony, New Multan, Gulistan-e-Ali, Gulgust Colony, Lori Wala Chaki-SunGhund Road

Semi Urban:

Peshawar:

Urban: Localities Covered December 1st to December 9th

University Town, Rural Academy, Kand Town, Hayatabad, Gulberg

Semi Urban: Tehkal Bala, Safaid Dehri,

Quetta:

Urban: Localities Covered December 13th to December 24th

**Huda, Satellite Town, Faqir Mohamad & Jan
Mohammad Road, Cantt Area**

Semi Urban: Mariabad, Nawakali.

Executive Summary

- ❖ Each Investigator had an introductory letter of MARC, they were trained to create rapport with the respondent before asking questions. In each house in the beginning 30 to 50 minutes were taken, later on with practice both verbal & written, fluency occurred & lesser time was consumed.
- ❖ Our field workers had a tough time in locating those respondents who have had some interaction with one of the seven sectors under study. The spontaneous response was "No". main reason being, they were afraid that they may be harassed later on by the Government, especially Police or Income Tax departments, or NAB.
- ❖ Out of 3000 respondents contacted 1724 (57%) recalled using services from one or more than one of the seven sectors within the last one year.
- ❖ In the opinion of the 3000 respondents the three top most corrupt government departments were Police, highest rated as no. One by 27.68% followed by Power 15.26% i.e. Wapda, KESC in case of Pakistan & Taxation 12.69% . The least ranked were NGO's, Post office & Banks.
- ❖ Out of 1724 respondents, the three most utilized within a year period were Police 32%, Power 17% & Taxation 13%, followed by Health, Education, Land Administration & Judiciary.
- ❖ Bribery has become so much part of the system that in all the seven sectors under study the demand was directly made by the office / person involved, a negotiator or middleman was hardly needed.

- ❖ The respondents were very reluctant to disclose how much money was spent. Perhaps they also do not keep record of such expenditures. All such tables in this report should be read with caution. However some indicative trends are apparent. The amount quoted in Punjab was much higher than Sindh & other Provinces.
- ❖ Highest amount of bribery spent was on Judiciary, followed by Police, Tax & Land Administration. In case of Judiciary one respondent quoted that he spent Rs. 1,00,000/=(One Lac) for one case of murder. Same was the case for Land Administration where two respondents quoted spending about Rs.50,000 to 60,000 each in case of Land disputes.
- ❖ The average amount spent in a year time by the respondents with an average monthly income of Rs.4000 to Rs.16000 works out to be pretty high in each sector i.e. Rs.9670 in Judiciary, Rs.6013 in Land Administration & Rs.4811 in Education. This unnecessary expenditure is an obvious economic drain on a middle class family of limited resources with one earner & six to seven dependents.
- ❖ In the opinion of our respondents main causes of corruption in the seven public sector area under study were:-
 - **Lack of Accountability** **31.68 %**
 - **Low Salaries** **16.54 %**
 - **Monopoly of Power** **16.43 %**

Police:

- ❖ With the dwindling Law & order situation in the country & mounting crime rate in all the four Provinces especially dacoity, thefts, kidnapping, target killing etc. On one side dependence of an ordinary citizen is increasing on the Police, especially at the Thana level on the other hand atrocities of the Police force is also increasing, making the

maximum out of the situation. In the opinion of the few respondents "whom do you encounter first thing after leaving the house, is a Traffic Police Constable & if you are on a two wheel vehicle you have had it." Many of our respondents said that they kept Rs. 10 to Rs. 30 ready daily in their pocket for palm greasing. Respondents belonging to business sector also complained about daily "BHATTA" demanded by the Police.

- ❖ The most frequent reason given for contacting the Police was "To make complaint i.e. FIR or Parchee", followed closely by "Violation of traffic rules & laws" & "To get release from false arrest". Within the last one-year, all those respondents who have had contact with the Police department were faced by some sort of corruption also.
- ❖ Reasons given for corruption in the Police department were lack of accountability 29.73%, Low salaries 23.40%, Monopoly of Power 14.76% if this is combined with Discretionary Powers 14.04%, it comes to about 28% most of the respondent were of the opinion that "POLICE" is the only depart of the Govt, which is suppose to provide protection & to maintain law & order in the society. This monopolistic role has made them despotic. The importance of this department cannot be denied. The recent reforms measures taken by the Government, may ease the situation.
- ❖ In the opinion of the respondents the main cause of corruption in the Police department was "Lack of Accountability" . Most of the corruption occurs at the Thana level, the common feeling is that illicit money is collected at Thana level & shared till the top tier, therefore there is a deliberate attitude of non-strict governance, in fact subordinates especially SHO's are protected by the Seniors.

Power:

- ❖ Out of 1724 respondents, 320 mentioned using the services of Electricity department i.e. KESC & Wapda in case of Pakistan, during the last one-year.
- ❖ An outstanding majority i.e. 65% were able to get electricity connection not through normal process. Most of them had used bribery 44%, 23% were successful by using the push of influential relative or political persons. Some were persistent 21%, they repeatedly visited the concerned department to get their job done.
- ❖ Corruption was faced even after obtaining the connection by 96% respondents. Billing department employees & Meter readers appeared to be the most involved persons. Corruption in billing has two aspects. Consumers also tries to adjust their bills through illegal means & on the other side inflated bills are made deliberately to harass the consumers.
- ❖ Majority of the respondents 32% paid bribery to the Meter Readers for reducing the electricity bills.
- ❖ Average expenditure incurred per consumer within the past one year for "Reducing the electricity bill" was Rs. 880. More money Rs. 1750 was spent to obtain "Proper electricity supply". Money was paid for "stopping the disconnection of the line due to non-payment of the bills by the consumers".
- ❖ Same is the situation in case of Power & Taxation i.e. the frequency of contact is much higher as compared to the other four. For rectification of one bill, numerous visits had to be made both cash & kind resources were invariably used for getting the job done.
- ❖ Main causes of corruption in the opinion of our respondents were "Lack of accountability & Low salaries" of the meter readers & other employees.

Taxation:

- ❖ Out of 256 respondents, who have paid some sort of tax within the last one year, majority 39% recalled paying the Income tax, followed by vehicle tax 38% & municipal tax 13%.
- ❖ With the exception of two respondents, the remaining 254 remembered some sort of corruption being faced, tax officer appeared to be the most involved. 32% had paid for the reduction of tax assessed. Nearly 14% said that their assessment was absolutely fictitious, and they had to pay bribery for proper adjustment.
- ❖ On an average Rs.3858 was spent per respondent for getting the job done through illicit means.
- ❖ Money was demanded directly by the actor was the experience of the 61% respondents, however a substantial number nearly 26% got the job done through the third party in this case usually through the income tax practitioners.

Health:

- ❖ All questions related to health were about the public sector facilities. Out of 1724 respondents. 203 recalled using the services of hospital during the last one year, frequent reason being “cold fever”, “child birth”, “heart ailment” and "diarrhea".
- ❖ Even in a place like hospital for admission or for treatment, process was not so simple hospital staff or influential relatives or friends invariably assisted.

- ❖ Obtaining of medicines appeared to be the most corrupt area. Health staff such as Dispensers, Technicians even Sweepers were mentioned as the main actors of corruption by 65% respondents, 24% mentioned about the Doctors also being involved. All respondents were of the opinion that without tips & gifts no attention was given and this sort of bribery is exhorated as a normal process. On an average Rs.905 was spent as bribery per respondent. -
- ❖ Nearly 33% of the respondents felt the main reason for corruption being in this sector was Lack of Choice, i.e. there were very few government Hospitals or clinics & also Lack of Accountability within the system.

Education:

- ❖ Out of 1724, 189 respondents said that they had students attending government schools or colleges. Out of 233 such students majority 43% were in primary schools, 24% secondary and 18% in colleges.
- ❖ The experience of 70% respondents for admission has not been of fair practice, 42% said that some sort of donation was made compulsory prior to admission, followed by usage of influential relative or friend i.e sifarish.
- ❖ Teachers and members of the Management Committee were cited as most involved. Teachers demanding to be engaged as private tutors. Different kinds of irregular fees being demanded all the year round. Both Teachers & Management insist on buying books & supplies through their designated shops, because they get commission from them, on it is owned by their relative or friends.
- ❖ On an average our Respondents have spent Rs 3359 as bribery in a year time.

- ❖ Main causes of corruption being, Lack of Accountability 32%, Low Salaries 16%, Monopoly of Power 12%.

Land Administration:

- ❖ Out of 1724 respondents, 133 recalled contacting the land department. Main reasons being transfer of property 25%, for buying land 24%, for selling land 17%
- ❖ The stages & areas of concerns being, Land Registration, Mutation, Land Certification, Surveyors, Tehsildars & Revenue Officers appeared to be the most involved.
- ❖ The amount involved appears to be pretty high around Rs.6826/- was spent on an average. In Quetta many respondents were very critical of Quetta Cantonment Board & was cited as a very corrupt department.

Judiciary:

- ❖ Out of 1724 respondents, 102 recalled contacting the Judiciary within the last one year, mainly as a complainant 49%, Lower Courts were frequently interacted by nearly 70%
- ❖ 96% faced some sort of corrupt practice by the court officials & clerks. Even witness demanded money for appearance. Judges have also been quoted to take bribe. One respondent said he paid One Lac in a murder case to the judiciary.
- ❖ The main causes of corruption being Lack of Accountability 32%, Lack of transparency 13%.

Pakistan Specific

Followings three question were asked to all 3000 respondents:-

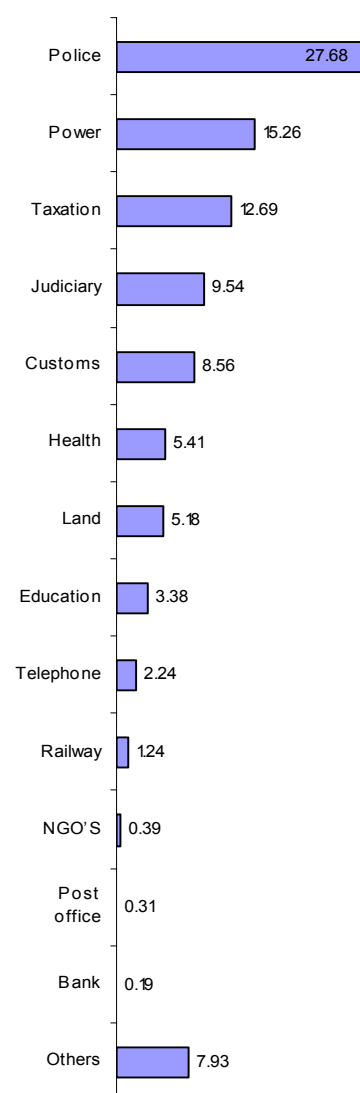
1. *Among the following 5 Countries in your opinion which three are the most corrupt.? (give rating 1 to 3 in order mentioned by the respondents)*
2. *In Pakistan which Government was / is most corrupt in your opinion.?*
3. *Which News Paper you read regularly?*

1. Among the five Countries, Pakistan & India ranked as 1st , followed by Bangladesh, Srilanka & Nepal.
2. Two most corrupt Governments mentioned by the respondents were Mrs.Benazir & Mr.Nawaz Shareef, 48% & 49% respectively. Keeping in view the short memory of the public, the era of Ayub Khan, Zia-ul-Haque & Bhutto were mentioned by few respondents only. Another reason being that majority of the respondents belonged to the younger age group of 33 to 47 years.
3. The most widely read News Paper appeared to be the Jang 48% followed by Khabrain 10%. Since our respondents belonged to the middle class income group, English News Papers were hardly mentioned.

Salient Findings

3.1- In your opinion which are the (three) most corrupt sectors in the country?
Please rank them from 1 to 3. (1= 'most likely to be corrupt' to 3= 'least likely to be corrupt').

Sectors	1st	2nd	3rd	Percent
Police	1402 56%	693 28%	396 16%	27.68
Power	309 23%	528 38%	536 39%	15.26
Taxation	326 29%	451 39%	365 32%	12.69
Judiciary	217 25%	328 38%	314 37%	9.54
Customs	193 25%	286 37%	291 38%	8.56
Health	105 22%	149 31%	233 48%	5.41
Land	118 25%	153 33%	195 42%	5.18
Education	81 27%	96 32%	127 42%	3.38
Telephone	46 23%	33 16%	123 61%	2.24
Railway	24 21%	46 41%	42 38%	1.24
NGO'S	3 9%	12 34%	20 57%	0.39
Post office	2 7%	8 29%	18 64%	0.31
Bank	2 12%	4 24%	11 65%	0.19
Others *	172 24%	213 30%	329 46%	7.93
TOTAL	3000	3000	3000	100.00

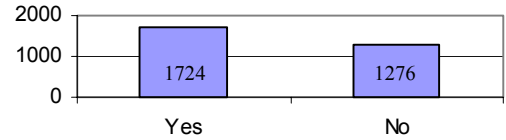


Note: Percentages of column 04 has been calculated on Means of column No.1, 2 & 3.

Others: Passport office, I.D Card, A.G.P.R, Political Parties *

3.2- Have you or has any member of your household taken any service from the following sector (s) during the last one-year?

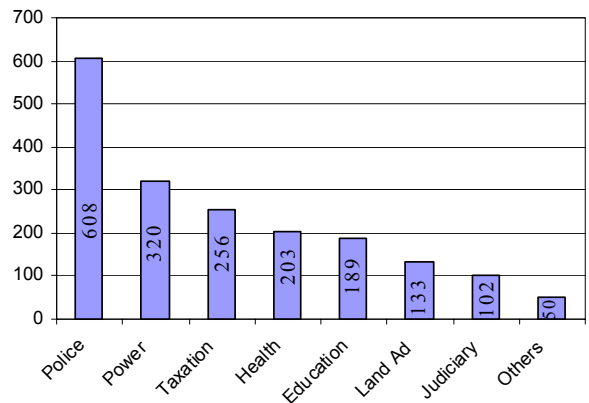
	<u>No.</u>	<u>Percent</u>
Yes	1724	57.46
No	1276	42.54
Total	3000	100.00



3.2.1 If yes please tell us the relevant sector. (The enumerator will move to the sector(s) which receive the answer 'Yes')

Service Utilized By Sectors

<u>Sectors</u>	<u>No.</u>	<u>Percent</u>
Police	608	32.67
Power	320	17.20
Taxation	256	13.76
Health	203	10.91
Education	189	10.16
Land Administration	133	7.15
Judiciary	102	5.48
Others	50	2.69
Total	*1861	100

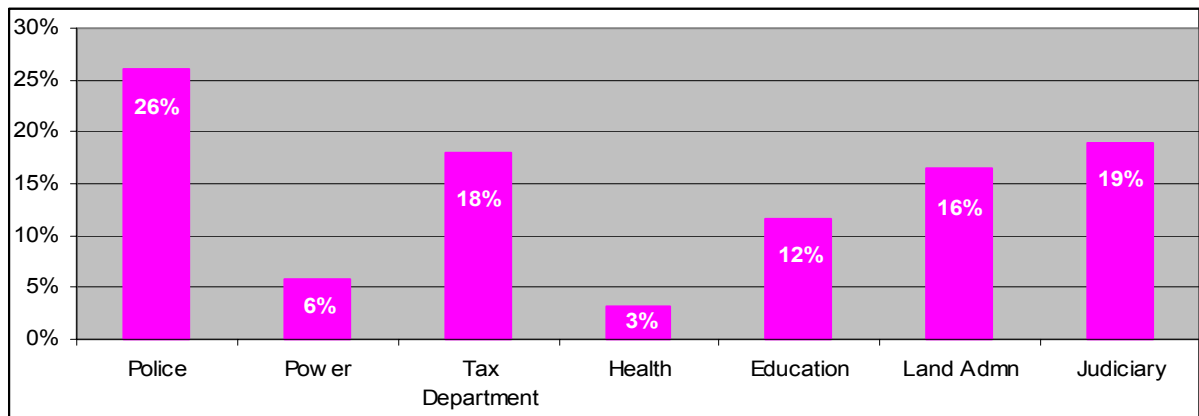


Total: Exceed 1724 because of Multiple Answers. *

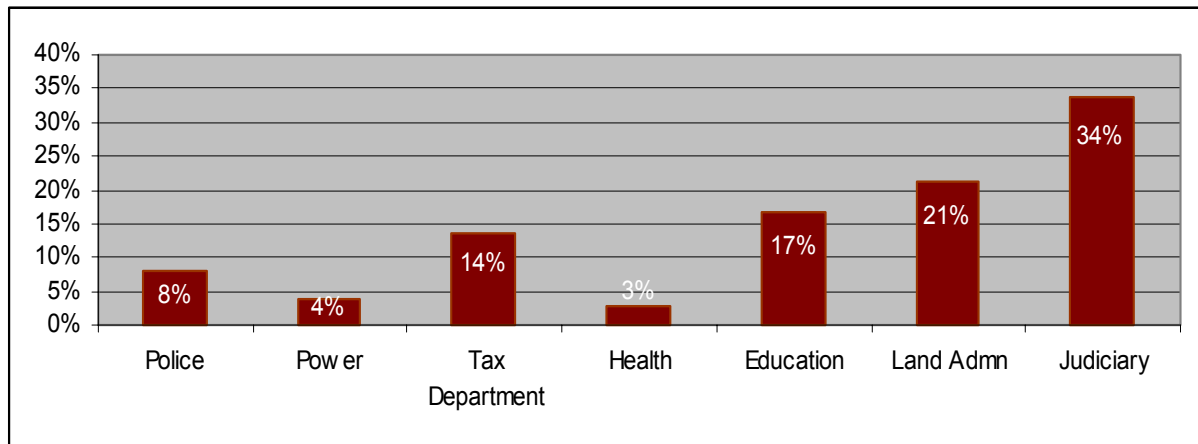
Others: Passport, I.D. Card, KW&SB, Cantonment Boards etc...

Bribery Expenditure

Sectors	No. of Respondents	Amount in Rs.	Average in Rs.
Police	614	1430975 26%	2331 8%
Power	296	321765 6%	1087 4%
Tax Department	256	987695 18%	3858 14%
Health	227	176476 3%	777 3%
Education	132	635023 12%	4811 17%
Land Admn	151	907921 16%	6013 21%
Judiciary	108	1044368 19%	9670 34%
TOTAL	1784	5,504,223	28,547
<i>Rs. 3085 per Consumer</i>			



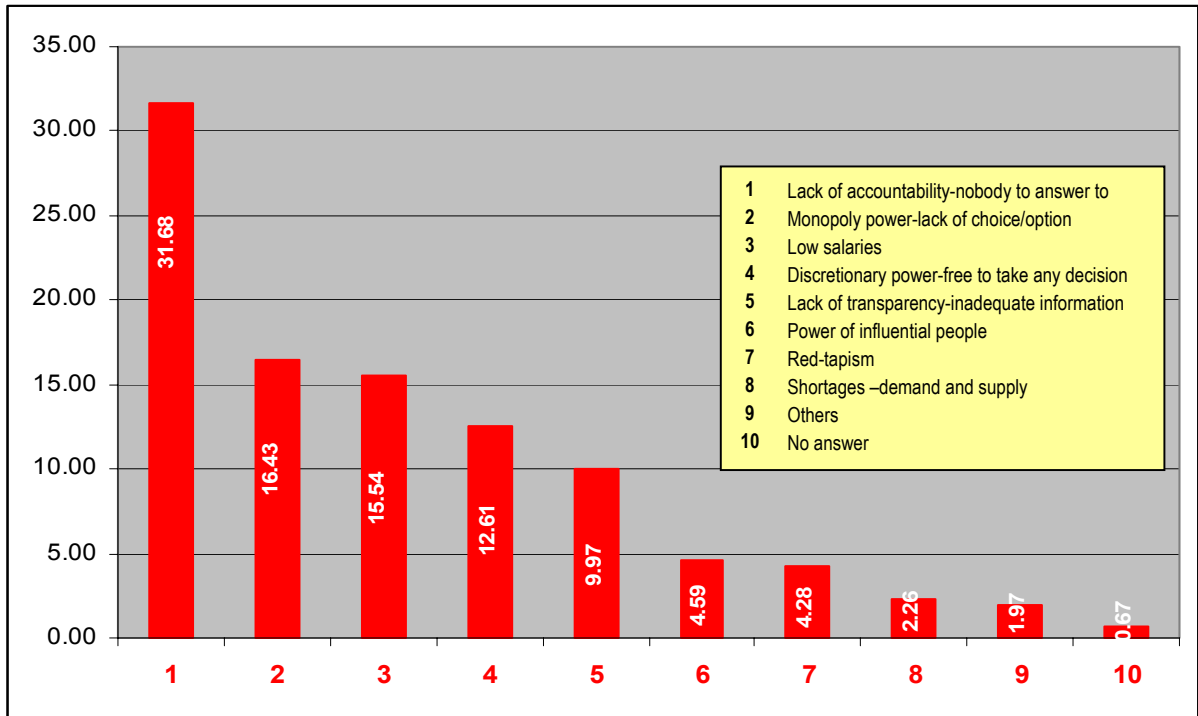
Expenditure of Consumers by Sector (Accumulated)



Average Bribery Expenditure Per Consumer by Sector.

According to your opinion, which factor(s) are the responsible for corruption in the system?

Causes of corruption	Police	Power	Tax	Health	Education	Land Admn	Judiciary	Average In %
Lack of accountability-nobody to answer to	29.73	34.31	31.34	31.36	32.20	30.26	32.56	31.68
Monopoly power-lack of choice/option	14.76	9.80	16.90	32.77	12.07	16.12	12.56	16.43
Low salaries	23.40	24.67	14.96	7.91	16.41	13.49	7.91	15.54
Discretionary power-free to take any decision	14.04	9.64	11.80	10.17	11.76	13.16	17.67	12.61
Lack of transparency-inadequate information	7.92	8.66	12.32	5.65	10.22	11.51	13.49	9.97
Power of influential people	4.32	5.07	3.87	1.41	5.57	4.93	6.98	4.59
Red-tapism	3.82	3.10	6.69	4.52	0.93	6.25	4.65	4.28
Shortages –demand and supply	1.08	2.61	0.35	3.95	5.26	1.64	0.93	2.26
Others	0.79	0.65	1.58	0.28	4.95	2.30	3.26	1.97
No answer	0.14	1.47	0.18	1.98	0.62	0.33	0.00	0.67
Read All Values in Percentage	TOTAL							100.00



Causes for Corruption

Actors of Corruption:

Department	Most Frequently Interacted
Police	Duty Police Officer
Power	Meter Reader
Tax	Tax Inspector
Health	Hospital Staff
Education	Teachers & Management Committee Members.
Land Administration	Surveyor

Judiciary	Court Employees such as Clerical Staff
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1 Among the following 5 countries in your opinion which three are the most corrupt (give rating 1 to 3 in order mentioned by the respondent)

Country		Karachi	Lahore & Multan	Peshawar	Quetta	No	PERCENT
India	1	376	223	282	180	1061	11.79%
	2	258	247	220	296	1021	11.34%
	3	81	74	83	84	322	3.58%
		715	544	585	560	2404	26.71%
Bangladesh	1	177	134	103	48	462	5.13%
	2	214	128	51	24	417	4.63%
	3	143	218	167	128	656	7.29%
		534	480	321	200	1535	17.06%
Srilanka	1	75	115	45	42	277	3.08%
	2	121	92	56	31	300	3.33%
	3	367	174	91	120	752	8.36%
		563	381	192	193	1329	14.77%
Pakistan	1	327	292	160	296	1075	11.94%
	2	275	201	251	222	949	10.54%
	3	33	69	95	115	312	3.47%

		635	562	506	633	2336	25.96%
Nepal	1	45	36	10	35	126	1.40%
	2	132	132	22	28	314	3.49%
	3	376	265	164	151	956	10.62%
		553	433	196	214	1396	15.51%
	3000	2400	1800	1800	9000	100.00%	

2 In Pakistan which Government was / is most corrupt in your opinion?

Government	Karachi	Lahore & Multan	Peshawar	Quetta	No	PERCENT
Benazir	486 48.60%	361 45.13%	232 38.67%	382 63.67%	1461	48.70%
Nawaz Sharif	402 40.20%	346 43.25%	351 58.50%	192 32.00%	1291	43.03%
Musharraf	29 2.90%	43 5.38%	9 1.50%	14 2.33%	95	3.17%
Ayub	27 2.70%	32 4.00%	3 0.50%	3 0.50%	65	2.17%
Ziaul Haque	33 3.30%	7 0.88%	3 0.50%	3 0.50%	46	1.53%
Bhutto	23 2.30%	11 1.38%	2 0.33%	6 1.00%	42	1.40%
	1000	800	600	600	3000	100.00%

3- Which News Paper you read regularly?

News Papers	Karachi	Lahor & Multan	Peshawar	Quetta	No	PERCENT
Jang	55.30 553	39.13 313	35.83 215	60.17 361	1442	48.07
Khabrain	2.20 22	30.50 244	5.33 32	2.00 12	310	10.33
No Reading	1.30 13	2.88 23	10.67 64	4.83 29	129	4.30
Mashriq	0.80 8		14.33 86	2.50 15	109	3.63
Nawa-e-Waqt	6.40 64	5.38 43			107	3.57
Frontier Post			15.50 93		93	3.10
Qaumi	7.70 77				77	2.57
Azadi				11.17 67	67	2.23
Awam	6.10 61				61	2.03
Aaj			7.83 47		47	1.57
Din	0.50 5	5.25 42			47	1.57
Dawn	2.20 22	1.63 13	1.00 6		41	1.37

The News	1.20	12	2.38	19	0.83	5	0.67	4	40	1.33
Awaz			4.75	38					38	1.27
Kohistan							6.33	38	38	1.27
Ummat	3.70	37							37	1.23
Ausaf					6.00	36			36	1.20
Jasarat	3.60	36							36	1.20
Biluchistan Times							5.33	32	32	1.07
Juraat	2.80	28							28	0.93
Zamana							4.33	26	26	0.87
Nation			1.00	8	2.67	16			24	0.80
Business Recorder	0.70	7	1.63	13					20	0.67
Kawish	1.80	18							18	0.60
Musafat			2.25	18					18	0.60
Pakistan			2.13	17					17	0.57
Amn	1.60	16							16	0.53
Bakhabar							2.67	16	16	0.53
Express	1.20	12							12	0.40
Awami Awaz	0.90	9							9	0.30
Pakistan Times			1.13	9					9	0.30
TOTAL		1000		800		600		600	3000	100.00

Recommendations

- ❖ The present study is a pilot research. The findings are indicative of trends of corruption in the seven public sectors under study.
- ❖ Perhaps it is for the first time that a quantitative research, based on the exclusive opinion of users of the services has been conducted, nation wide.
- ❖ It is suggested that for a more conclusive result a broad based sample of 10000 house holds, 4000 rural & 6000 urban at national level to be conducted. Data to be collected on a questionnaire related to the situation in Pakistan.
- ❖ Advocacy & communication seminars, and workshops to be organized at all level from cities to districts, related to the awareness raising of common citizens about corruption. Tips to be given on combating the menace of corruption, the pitfall of being a partner or victim, to provide opportunity of dialogue between the users & the provider of service. To raise the awareness level of the consumers related to the legalities.
- ❖ The advocacy & communication seminars to be participated by men and women of the community based organizations, councilors, mayors, representatives of bureaucracy. The conclusive results must indicate preventive & curative measures for lessening the corruption seepage.
- ❖ Qualitative Research: Reform oriented, based on the present survey findings. Transparency International Pakistan should organize focus group for each sector in each Province & one at the federal level i.e. a total of 29 focus group to be conducted. Participants should be the Head of each department. At least one retired senior member, the implementers e.g. SHOs in case of Police, Media reps, concerned

citizens & technocrats. A total of 20 to 25 persons, carefully selected should be part of each group.

- ❖ Along with corruption, bad governance in public sector departments is equally responsible for creating hurdles in the service delivery process. This aspect to be discussed too in all the focus group exercise.

POLICE

9.1 For What purpose(s), did you / your household interact with police service?

	<u>No.</u>	<u>Percent</u>
To make complaint	162	26.00
Violation for traffic law	146	23.43
To get release from false arrest	110	17.66
Verification for passport	54	8.67
As accused	48	7.70
Others **	45	7.22
Character certificate for Immigration	28	4.49
Verification for job	25	4.03
No answer	5	0.80
TOTAL	* 623	100.00

Total: Exceeds 608 because of Multiple Answers *

Others: Traffic Police demand money during snap checking. **

9.2 Was any corruption faced by you / your household over the last one year in the interaction?

	<u>No.</u>	<u>Percent</u>
Yes	608	100.00

No

0 0.00

TOTAL 608 100.00

9.3(A) If yes, please tell us what kind of corruption did you face with police service , who were the actors, what was the nature of interaction and how much extra cost was involved?

Actors

Types of corruption	1	2	3	4	5	6	7	8	9	Total	Percent
Money had to be paid for First Information report(FIR)	66	7	13	1	8	1	1			97	15.52
Money had to be paid to get release from false arrest	44	24	8	9	5			2		92	14.72
Money had to be paid to avoid false arrest	37	8	10	22		2		2		81	12.96
Money had to be paid for Police verification for passport	25	10	5		7	1	8	1		57	9.12
Money had to be paid for GD	32	8	6		2	2				50	8.00
Money had to be paid to take down a complaint	27	1	2	3	1	1				35	5.60
Money had to be paid to avoid arrest	17	2	3	10	2					34	5.44
Money had to be paid to arrest accused	11	2	8		1	5	2	1		30	4.80
Money had to be paid to get character certificate for immigration	7	6	8		7			1		29	4.64
Money had to be paid for Police verification for job	6	5	3		4		4	1		23	3.68
Money had to be paid to send the charge sheet to the court	3	1	4	7	1					16	2.56
No Answer	1					10				11	1.76
Politician used interference to subvert the normal process					1	2				3	0.48
Not Applicable										0	0.00
Others **	40	8	4	10		3	1	1		67	10.72
TOTAL	316	82	74	62	39	27	16	9	0	* 625	100.00

Total: Exceeds 608 because of Multiple Answers *

Others: Daily & Monthly "BHATTA" from businessman & traders. **

Actors

	<u>Total</u>	<u>Percent</u>
1 Duty police officer	316	50.56
2 Officer in charge	82	13.12
3 Investigation officer	74	11.84
4 Traffic Policeman	62	9.92

5	Clerk of the police office	39	6.24
6	Verification officer	16	2.56
7	Broker	09	1.44
8	No Answer **	27	4.32
9	Not Applicable	00	0.00
TOTAL		* 625	100.00

Total: Exceeds 608 because of Multiple Answers *

No Answer: 27 persons, they did mentioned reasons for paying the money, but did not disclosed to whom it was paid.

**

9.3(B) If yes, please tell us what kind of corruption did you face with police service , who were the actors, what was the nature of interaction and how much extra cost was involved?

Types of corruption	Nature of Interaction						Total	Percent
	1	2	3	4	5	6		
Money had to be paid for First Information report(FIR)	81	12	3	1			97	15.52
Money had to be paid to get release from false arrest	54	21	7		10		92	14.72
Money had to be paid to avoid false arrest	69	7	2	2	1		81	12.96
Money had to be paid for Police verification for passport	37	12	4		4		57	9.12
Money had to be paid for GD	34	14			2		50	8.00
Money had to be paid to take down a complaint	28	4	1		2		35	5.60
Money had to be paid to avoid arrest	30	3		1			34	5.44
Money had to be paid to arrest accused	17	7			6		30	4.80
Money had to be paid to get character certificate for Immigration	21	5			3		29	4.64
Money had to be paid for Police verification for job	16	7					23	3.68
Money had to be paid to send the charge sheet to the court	16						16	2.56
No Answer	1				10		11	1.76
Politician used interference to subvert the normal process	1				2		3	0.48
Not Applicable							0	0.00
Others **	58		3		6		67	10.72
TOTAL	463	92	20	4	46	0	* 625	100.00

Total: Exceeds 608 because of Multiple Answers *

Others: Daily & Monthly "BHATTA" from businessman & traders. **

Nature of Interaction

	<u>Total</u>	<u>Percent</u>
1 Money demanded directly by the actor	463	74.08
2 Money demanded by the actor through third party	92	14.72
3 Money offered directly by the actor	20	3.20
4 Money offered by the service recipient through third party	4	0.64
5 No Answer	46	7.36
6 Not Applicable	0	0
TOTAL	* 625	100.00

*Total: Exceeds 608 because of Multiple Answers **

9.3(C) If yes, please tell us what kind of corruption did you face with police service , who were the actors, what was the nature of interaction and how much extra cost was involved?

Extra Cost Involved

Types of Corruption	No. of Respondents	Amount in Rs.	Avg per Consumer
Money had to be paid for First Information report(FIR)	97	329764	3400
Money had to be paid to get release from false arrest	92	190851	2074
Money had to be paid to avoid false arrest	81	274285	3386
Money had to be paid for Police verification for passport	57	22124	388
Money had to be paid for GD	50	60515	1210
Money had to be paid to take down a complaint	35	325320	9295
Money had to be paid to avoid arrest	34	149310	4391
Money had to be paid to arrest accused	30	29865	996
Money had to be paid to get character certificate for Immigration	29	31888	1100
Money had to be paid for Police verification for job	23	6813	296
Money had to be paid to send the charge sheet to the court	16	7738	484
Politician used interference to subvert the normal process	3	476	159
Others	67	32026	478
Total	614	1430975	2331

9.4 According to your opinion, which factor(s) are responsible for corruption in police service?

Causes of corruption

	<u>No</u>	<u>Percent</u>
Lack of accountability-nobody to answer to	413	29.73

Low salaries	325	23.40
Monopoly power-lack of choice/option	205	14.76
Discretionary power-free to take any decision	195	14.04
Lack of transparency-inadequate information	110	7.92
Power of influential people	60	4.32
Red-tape	53	3.82
Shortages –demand and supply	15	1.08
No answer	2	0.14
Others	11	0.79
TOTAL	1389	100.00

Total: Exceeds 608 because of Multiple Answers *

POWER

6.1- Do you have any electricity connection to your house or establishment (factory, business etc)?

	<u>No.</u>	<u>Percent</u>
Yes	320	100.00
No	0	0.00
TOTAL	320	100.00

6.1.1- If the answer is 'yes' how did you get electricity line to your house or establishment?

	<u>No.</u>	<u>Percent</u>
Alternative process	207	64.69
Normal process	113	35.31
TOTAL	320	100.00

6.1.2.1- If you got electricity line through alternative process (reason), Identify which of the alternative process took place for admission?

	<u>No.</u>	<u>Percent</u>
Had to pay the office staff	102	43.58
Had to make repeated trips to the electricity office	50	21.37
Through relatives	34	14.53
Through political influence	20	8.55
No Answer	20	8.55

Others(Specify)	8	3.42
TOTAL	234	100.00

Total: Exceeds 207 because of multiple Answers

6.2 After getting electricity connection was any corruption faced over the last one year?

	<u>No.</u>	<u>Percent</u>
Yes	306	95.62
No	14	4.38
TOTAL	320	100.00

6.3-(A) If yes, please tell us what kind of corruption did you face over the last one year, Who were the actors, what was the nature of interaction and how much extra cost was involved?

Actors

Types of corruption	1	2	3	4	5	6	7	8	9	10	Total	Percent
Money had to be paid for reducing electricity Bill	58	33	6						2		99	31.95
For over billing	17	30	9	1	1		1	1	3		63	20.32
Extra money had to be paid to receive a proper electricity supply (Electricity was not properly supplied)	18	2	12	5	9		2	2	5		55	17.74
Money had to be paid to stop the disconnection of the line (due to default bill)	6	8	6	2	11		1		1		35	11.29
For illegal connect	5		2		5	3		1			16	5.16
No Answer	1								11		12	3.87
Not Applicable									1		1	0.32
Others	8		3		3		6	6	3		29	9.35
TOTAL	113	73	38	8	29	3	10	10	26	0	310	100.00

Others: For getting legal connection

Actors

	<u>Total</u>	<u>Percent</u>
1 Meter Readers	113	36.45
2 Billing Employee	73	23.55

3	Officers	38	12.26
4	Union Leader	8	2.58
5	Linesman	29	9.35
6	Repairman	3	0.97
7	Electricians	10	3.23
8	Others	10	3.23
9	No Answer	26	8.38
10	Not Applicable	0	0.00
TOTAL		310	100.00

Total: Exceeds 306, because of multiple Answers

6.3-(B) If yes, please tell us what kind of corruption did you face over the last one year, Who were the actors, what was the nature of interaction and how much extra cost was involved?

Types of corruption	Nature of Interaction						Total	Percent
	1	2	3	4	5	6		
Money had to be paid for reducing electricity Bill	79	13	1		6		99	31.94
For over billing	41	17			5		63	20.32
Extra money had to be paid to receive a proper electricity supply (Electricity was not properly supplied)	43	7	1	1	3		55	17.74
Money had to be paid to stop the disconnection of the line (due to default bill)	31	2	2				35	11.29
Others	17	6	2		4		29	9.35
For illegal connect	11	3		1			15	4.84
No Answer	1	1			10	1	13	4.19
Not Applicable					1		1	0.33
TOTAL	223	49	6	2	29	1	310	100.00

Nature of Interaction

	<u>Total</u>	<u>Percent</u>
1 Money demanded directly by the actor	223	71.94
2 Money demanded by the actor through third party	49	15.81
3 Money offered directly by the actor	6	1.94
4 Money offered by the service recipient through third party	2	0.65
5 No Answer	30	9.66
6 Not Applicable	0	0.00
TOTAL	310	100.00

Total: Exceeds 306, because of multiple Answers

6.3-(C) If yes, please tell us what kind of corruption did you face over the last one year, Who were the actors, what was the nature of interaction and how much extra cost was involved?

Extra Cost Involved

Types of Corruption	No. of Respondents	Amount in Rs.	Avg per Consumer
Money had to be paid for reducing electricity Bill	99	87197	881
For over billing	63	42778	679
Extra money had to be paid to receive a proper electricity supply (Electricity was not properly supplied)	55	94550	1719
Money had to be paid to stop the disconnection of the line (due to default bill)	35	29400	840
For illegal connection	15	11300	753
Others	29	56540	1950
Total	296	321765	1087

6.4- According to your opinion, which factors are responsible for corruption in power sector?

Causes of corruption

	<u>No</u>	<u>Percent</u>
Lack of accountability-nobody to answer to	210	34.31
Low salaries	151	24.67
Monopoly power-lack of choice/option	60	9.80

Discretionary power-free to take any decision	59	9.64
Lack of transparency-inadequate information	53	8.66
Power of influential people	31	5.07
Red-tapism	19	3.10
Shortages –demand and supply	16	2.61
No answer	9	1.49
Others *	4	0.65
TOTAL	612	100.00

Total: Exceeds 306, because of multiple Answers

TAX DEPARTMENT

8.1- Did you /your household pay any tax over the last one year?

	<u>No.</u>	<u>Percent</u>
Yes	256	100.00
No	0	0.00
TOTAL	256	100.00

8.2 What kind of taxes did you pay?

	<u>No.</u>	<u>Percent</u>
Income Tax	134	38.73
Vehicle Tax	61	17.63
Municipal Tax	46	13.29
Holding Tax	36	10.40
Others...	26	7.51
Custom Duty	25	7.23
Value Added Tax	15	4.34
No Answer	3	0.87
TOTAL	346	100.00

Total: Exceeds 256, because of multiple Answers

Others: Property Tax

8.3- Did your household face any corruption over the last one year for the interaction?

	<u>No.</u>	<u>Percent</u>
Yes	254	99.22
No	2	0.78
TOTAL	256	100.00

8.4(A) If yes, please tell us what kind of corruption did you face in tax department over the last one year, who were the actors, what was the nature of interaction and how much extra cost

Actors

Types of corruption	1	2	3	4	5	6	7	8	Total	Percent
Had to pay to reduce tax which was assessed	43	1	17	19	4		2		86	32.21
Had to pay reduce fictitious assessment	15		7	11	4				37	13.86
Had to pay for under assessment	16	1	7	7	5				36	13.48
Had to pay extra money for releasing goods	12		1	6	9	1			29	10.86
Had to pay extra money for getting tax certificate	8	3	5	9			2		27	10.11
Had to pay extra money for getting license	8	2	1	6	6	2			25	9.36
No Answer						2	7		9	3.37
Not applicable							2		2	0.75
Others	2			5	7		2		16	6.00
TOTAL	104	7	38	63	35	5	15	0	267	100.00

Others: For obtaining different kind of N.O.Cs and duplicate Bills

Actors

	<u>Total</u>	<u>Percent</u>
1 Tax officer	104	38.95
2 Adjudicators	07	2.62
3 Tax lawyers	38	14.23
4 Tax Employee	63	23.60

5	Duty officer	35	13.11
6	Others	05	1.87
7	No answer	15	5.62
8	Not Applicable	0	0.00
TOTAL		267	100.00

Total: Exceeds 256, because of multiple Answers

8.4(B) If yes, please tell us what kind of corruption did you face in tax department over the last one year, who were the actors, what was the nature of interaction and how much extra cost

Types of corruption	Nature of Interaction						Total	Percent
	1	2	3	4	5	6		
Had to pay to reduce tax which was assessed	58	23	1	4			86	32.21
Had to pay to reduce fictitious assessment	29	6		1	1		37	13.86
Had to pay for under assessment	21	11	2	1	1		36	13.48
Had to pay extra money for releasing goods	21	5			3		29	10.86
Had to pay extra money for getting tax certificate	16	6	1	1	3		27	10.11
Had to pay extra money for getting license	11	10	2	1	1		25	9.36
Others	7	5		1	3		16	5.99
No Answer		2			7		9	3.37
Not applicable					2		2	0.76
TOTAL	163	68	6	9	21	0	267	100.00

Nature of Interaction

	<u>Total</u>	<u>Percent</u>
1 Money demanded directly by the actor	163	61.05
2 Money demanded by the actor through third party	68	25.46
3 Money offered directly by the actor	06	2.25
4 Money offered by the service recipient through third party	09	3.37
5 No Answer	21	7.87
6 Not Applicable	0	0.00
TOTAL	267	100.00

Total: Exceeds 256, because of multiple Answers

6.3-(C) If yes, please tell us what kind of corruption did you face over the last one year, Who were the actors, what was the nature of interaction and how much extra cost was involved?

Extra Cost Involved

Types of Corruption	No. of Respondents	Amount in Rs.	Avg per Consumer
Had to pay to reduce tax which was assessed	86	366917	4266
Had to pay to reduce fictitious assessment	37	199464	5391
Had to pay extra money for releasing goods	29	120636	4160
Had to pay for under-assessment	36	201092	5586
Had to pay extra money for getting tax certificate	27	42820	1586
Had to pay extra money for getting license	25	46688	1868
Others	16	10078	630
Total	256	987695	3858

8.5- According to your opinion, which factors are responsible for corruption in tax department?

Causes of corruption

	<u>No.</u>	<u>Percent</u>
Lack of accountability-nobody to answer to	178	31.34
Monopoly Power-lack of choice/option	96	16.90
Low salaries	85	14.96
Lack of transparency-inadequate information	70	12.32

Discretionary power-free to take any decision	67	11.80
Red – tapism	38	6.69
Power of influential people	22	3.87
Others	9	1.58
Shortages-demand & supply	2	0.36
No answer	1	0.18
TOTAL	568	100.00

Total: Exceeds 256, because of multiple Answers

HEALTH

5.1- Did any of your household members go to the hospital for treatment over the last one year?

	<u>No.</u>	<u>Percent</u>
Yes	203	100.00
No	0	0.00
TOTAL	203	100.00

5.2- If the answer is yes, please furnish the following information about the patients.

	<u>Outdoor</u>	<u>Indoor</u>	<u>No.</u>	<u>Percent</u>
Adult(15-59)	63	51	114	54.55
Young(5-14)	28	15	43	20.57
Infant(0-1)	12	8	20	9.57
Child(2-4)	6	12	18	8.61
Old(60 above)	6	8	14	6.70
TOTAL	115	94	209	100.00

Total: Exceeds 203, because of multiple Answers

Patients	D01	D02	D03	D04	D05	D06	D07	D08	D09	D10	D11	D12	D13	D14	D15	<u>No.</u>	<u>Percent</u>
Adult(15-59)	5	8	1	3	4	3	1	16	4	5		2	28	24	10	114	54.55
Young(5-14)	5	15		1			1	4				1	9	7	4	43	20.57
Infant(0-1)	6	5			3			1			1			1	1	20	9.57
Child(2-4)	5	6			1									4	1	18	8.61
Old(60 above)	1	4		2				4	2							14	6.70
TOTAL	22	38	1	6	8	3	2	25	6	5	1	3	37	36	16	209	100.00

D01 Diarrhea 22
D04 T.B 6

D02 Cold & fever 38
D05 Asthma 8

D03 Gripes 1
D06 Stork 3

D07	Insanity	2	D08	Heart disease	25	D09	Ulcer	6
D10	Cancer	5	D11	Dysentery	1	D12	Epilepsy	3
D13	Childbirth	37	D14	Other diseases	36	D15	Accident	16

Others: Skin diseases, E.N.T, Blood Pressure, Diabetes, Head Aches and related.

5.3- How did he/you get admission in the hospital?

	<u>No.</u>	<u>Percent</u>
Alternative Process	131	64.53
Normal process	72	35.47
TOTAL	203	100.00

5.3.1- If the admission took place through alternative process identify which of the alternative process took place for admission?

	<u>No.</u>	<u>Percent</u>
Through hospital staff	56	40.00
Through influential relative	44	31.43
Through direct payment	13	9.27
By paying fee to the hospital doctor at his private chamber	11	7.86
Others	6	4.29
No answer	6	4.29
Through political influence	4	2.86
TOTAL	140	100.00

Total: Exceeds 131, because of multiple Answers

5.4 - Was any corruption faced by the patient after admission in the hospital?

<u>No.</u>	<u>Percent</u>
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Yes	195	96.06
No	8	3.94
TOTAL	203	100.00

5.5 (A) If yes, please tell us what kinds of corruption were faced by patients in these institutions, who were the actors, what was the nature of interaction and how much extra cost was involved?

Actors

Types of corruption	1	2	3	4	5	6	7	Total	Percent
Extra money had to be paid for getting allocated medicine	19	46			5			70	29.54
Extra money had to be paid for getting bed Extra money had to be paid for X-ray	4	42				1		47	19.83
Extra money had to be paid for pathological test	1	9						10	4.20
Extra money had to be paid for blood	6	6			1			13	5.49
Extra money had to be paid for operation	5	5			1	2		13	5.49
Medicine to be bought from designated pharmacy	11	4						15	6.33
Pathological test had to be done from designated center	4	3						7	2.95
Extra money/influence had be used to have proper food supply(because food was not supplied properly)		2			1			3	1.27
Extra money had to be given to get proper medical supplies(because medicine was not supplied properly)	4	23	1	1				29	12.24
Others	3	14			1	2		20	8.44
No Answer	1	1				6		8	3.38
Not Applicable							2	2	0.84
TOTAL	58	155	1	1	9	11	2	237	100.00

Others: Without Tips & Gifts no attention is given.

Actors

	<u>Total</u>	<u>Percent</u>
1 Doctor	58	24.48
2 H.Staff	155	65.40
3 Nurse	01	0.42
4 Union Leader	01	0.42
5 Others	09	3.80
6 No Answer	11	4.64

7 Not Applicable

	02	0.84
TOTAL	237	100.00

Total: Exceeds 203, because of multiple Answers

5.5 (B) If yes, please tell us what kinds of corruption were faced by patients in these institutions, who were the actors, what was the nature of interaction and how much extra cost was involved?

Types of corruption	Nature of Interaction						Total	Percent
	1	2	3	4	5	6		
Extra money had to be paid for getting allocated medicine	30	29	1	6	1	3	70	29.54
Extra money had to be paid for getting bed Extra money had to be paid for X-ray	40	6		1			47	19.83
Extra money had to be given to get proper medical supplies(because medicine was not supplied properly)	26	1	2				29	12.24
Others	16	1			3		20	8.44
Medicine to be bought from designated pharmacy	5	5			3	2	15	6.33
Extra money had to be paid for blood	6	6			1		13	5.49
Extra money had to be paid for operation	8	5					13	5.49
Extra money had to be paid for pathological test	5	2	1			2	10	4.20
No Answer	2				6		8	3.38
Pathological test had to be done from designated center	3	3			1		7	2.95
Extra money/influence had be used to have proper food supply(because food was not supplied properly)	2				1		3	1.27
Not Applicable						2	2	0.84
TOTAL	143	58	4	7	16	9	237	100.00

Nature of Interaction

Total Percent

1	Money demanded directly by the actor	143	60.34
2	Money demanded by the actor through third party	58	24.47
3	Money offered directly by the actor	04	1.69
4	Money offered by the service recipient through third party	07	2.95
5	No Answer	16	6.75
6	Not Applicable	09	3.80
TOTAL		237	100.00

Total: Exceeds 203, because of multiple Answers

5.5 (C) If yes, please tell us what kinds of corruption were faced by patients in these institutions, who were the actors, what was the nature of interaction and how much extra cost was involved?

Extra Cost Involved

Types of Corruption	No. of Respondents	Amount in Rs.	Avg per Consumer
Extra money had to be paid for getting allocated medicine	70	60591	866
Extra money had to be paid for getting bed Extra money had to be paid for X-ray	47	14200	302
Extra money had to be paid for pathological test	10	2400	240
Extra money had to be paid for blood	13	7438	572
Extra money had to be paid for operation	13	16988	1307
Medicine to be bought from designated pharmacy	15	8622	575
Pathological test had to be done from designated center	7	2014	288
Extra money/influence had to be used to have proper food supply (because food was not supplied properly)	3	238	79
Extra money had to be given to get proper medical supplies (because medicine was not supplied properly)	29	8692	300
Others	20	55293	2765
Total	227	176476	777

5.6- According to your opinion, which factor(s) are responsible for corruption in health sector?

Causes of corruption

	<u>No.</u>	<u>Percent</u>
Lack of accountability	111	31.36
Monopoly of Power-lack of choice/option	116	32.77
Discretionary power	36	10.17
Low salaries	28	7.91
Lack of Transparency	20	5.65
Red-Tapism	16	4.52
Shortages-Demand & Supply	14	3.95
No Answer	7	1.98
Power of influential people	5	1.41
Others	1	0.28
TOTAL	354	100.00

EDUCATION

4.1- Is any member of your household a student?

	<u>No.</u>	<u>Percent</u>
Yes	189	100.00
No	0	0.00
TOTAL	189	100.00

4.1.1- If the answer is yes, please mention the type of institutions:

	Private	Govt.	Semi Govt.	<u>No.</u>	<u>Percent</u>
Primary School	69	20	12	101	43.35
Secondary School	27	19	10	56	24.03
College	13	17	12	42	18.03
Professional inst.	8	3	6	17	7.30
University	7	5	3	15	6.44
Religious inst.	2	0	0	2	0.85
Others	0	0	0	0	0.00
TOTAL	113	62	41	233	100.00

Total: Exceeds 189, because of multiple Answers

4.2- Has the admission been completed over the last one year?

	<u>No.</u>	<u>Percent</u>
Yes	185	97.88
No	4	2.12

TOTAL	189	100.00
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4.2.1- If the answer is yes, how did the admission take place?

	<u>No.</u>	<u>Percent</u>
Alternative process	134	70.90
Normal process	55	29.10
TOTAL	189	100.00

4.2.1.1-If the admission took place through alternative process identify which of the alternative process took place for admission?

	<u>No.</u>	<u>Percent</u>
Donation	68	42.77
Through influential relative	37	23.27
Additional money to be paid other than donation	28	17.60
Through political influence	13	8.18
Private Tutor	13	8.18
No answer	0	0.00
Others	0	0.00
TOTAL	159	100.00

Total: Exceed 134 because of Multiple Answer.

4.3- After admission was any corruption faced by the student (s) within the institutions?

<u>No.</u>	<u>Percent</u>
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Yes	174	92.06
No	15	7.94
TOTAL	189	100.00

4.4-(A) If yes, please tell us what kinds of corruption were faced by students in these institutions, who were the actor(s), what was the nature of interaction and how much extra cost was involved?

Actors

Types of corruption	1	2	3	4	5	6	7	Total	Percent
Difficult to get good results or promotion to next class unless the teachers are engaged as private tutor	30	4	4		3		1	42	20.79
Different kinds of irregular fees to be paid	17	15	26		2			60	29.70
For taking different kinds of certificate		3	1					4	1.98
Additional money to be paid for form fill up		2	3					5	2.48
Management deduct money from the stipend awarded to the students		1						1	0.50
Supply of quantity of food less than allotted amount from "Food for education program			1					1	0.50
Management took money for inclusion in the Food for Education program	1	1						2	0.97
Management took money for supplying Govt.'s goods like books ,pens papers from designated library	3		2					5	2.48
Teacher referred to buy books, pen, papers from designated library	26		8		1			35	17.33
Others	2	4	26		1	4		37	18.32
No answer						8	2	10	4.95
TOTAL	79	30	71	0	7	12	3	202	100.00

Actors

	<u>Total</u>	<u>Percent</u>
1 Teachers	79	39.11
2 Institutional Employee	30	14.85
3 Management Committee	71	35.15
4 Student Leader	0	0.00
5 Others	7	3.47
6 No Answer	12	5.94
7 Not Applicable	03	1.48
TOTAL	202	100.00

Total: Exceeds 189 because of multiple answer.

4.4-(B) If yes, please tell us what kinds of corruption were faced by students in these institutions, who were the actor(s), what was the nature of interaction and how much extra cost was involved?

Types of corruption	Nature of Interaction						Total	Percent
	1	2	3	4	5	6		
Different kinds of irregular fees to be Paid	46	11		3			60	29.70
Difficult to get good results or promotion to next class unless the teachers are engaged as private tutor	23	8	2		7	2	42	20.79
Others	25	6			6		37	18.32
Teacher referred to buy books, pen, papers from designated library	15	12	1		7		35	17.33
No answer					8	2	10	4.93
Additional money to be paid for form fill up	5						5	2.48
Management took money for supplying Govt.'s goods like books ,pens papers from designated library	4				1		5	2.48
For taking different kinds of certificate	2		1	1			4	1.98
Management took money for inclusion in the Food for Education program	2						2	0.99
Management deduct money from the stipend awarded to the students	1						1	0.50
Supply of quantity of food less than allotted amount from "Food for education program	1						1	0.50
TOTAL	124	37	4	4	29	4	202	100.00

Nature of Interaction

	<u>Total</u>	<u>Percent</u>
1 Money demanded directly by the actor	124	61.38
2 Money demanded by the actor through third party	37	18.32

3	Money offered directly by the actor	4	1.98
4	Money offered by the service recipient through third party	4	1.98
5	No Answer	29	14.36
6	Not Applicable	4	1.98
TOTAL		202	100.00

Total: Exceeds 189 because of multiple answer.

4.4-(C) If yes, please tell us what kinds of corruption were faced by students in these institutions, who were the actor(s), what was the nature of interaction and how much extra cost was involved?

Extra Cost Involved

Types of Corruption	No. of Respondents	Amount in Rs.	Avg per Consumer
Difficult to get good results or promotion to next class unless the teachers are engaged as private tutor	42	35339	841
Teacher referred to buy books, pen, papers from designated library	35	19865	568
Management took money for supplying Govt.'s goods like books ,pensepapers from designated library	5	3288	658
Additional money to be paid for form fill up	5	21700	4340
For taking different kinds of certificate	4	11250	2813
Management took money for inclusion in the Food for Education program	2	2150	1075
Management deduct money from the stipend awarded to the students	1	200	200
Supply of quantity of food less than allotted amount from "Food for education program	1	400	400
Others	37	540831	14617
Total	132	635023	4811

5.7- According to your opinion, which factor(s) are responsible for corruption in education sector?

Causes of corruption

	<u>No.</u>	<u>Percent</u>
Lack of accountability	104	32.20
Low salaries	53	16.41
Monopoly power	39	12.07
Discretionary power	38	11.76
Lack of Transparency	33	10.22
Power of influential people	18	5.57
Shortages-Demand & Supply	17	5.26
Others	16	4.95
Red-Tapism	3	0.93
No Answer	2	0.63
TOTAL	323	100.00

Total: Exceeds 189 because of multiple answer.

LAND ADMINISTRATION

7.1- For what purposes did you or your household interact with the land administration?

	<u>No.</u>	<u>Percent</u>
Transfer of property	39	25.32
For buying land	38	24.68
For selling land	27	17.53
For mutation	18	11.69
Tax paying	10	6.49
For paying land Tax	7	4.55
Distribution of khas land	5	3.25
Others	5	3.25
Determination of boundary of land	3	1.94
Periodic survey	2	1.30
TOTAL	154	100.00

Others: For obtaining NOCs

7.2- Was any corruption faced by your household over the last one year for the interaction?

	<u>No.</u>	<u>Percent</u>
Yes	133	100.00
No	0	0.00

TOTAL **133** **100.00**

7.3-(A) If yes, please tell us what kinds of corruption did you face, who were the actors, what was the nature of interaction and how much extra cost was involved?

Actors

Types of corruption	1	2	3	4	5	6	7	8	9	Total	Percent
Additional money had to be paid for land registration	10	6	9	1	5	3	1			35	23.03
Waited long time to get documents after registration		3	2	1	1		3	2		12	7.89
Extra money had to be paid for mutation	9	3	1	1				4	1	19	12.50
Extra money had to be paid to clear annual land tax	6	4	3				2	2		17	11.18
Extra money had to be paid for showing lower price than actual price to avoid tax	4	2	2							8	5.26
Extra money had to be paid for getting khas land		1								1	0.66
Extra money had to be paid for land survey	6		2							8	5.26
Extra money had to be paid to buy stamps				3						3	1.97
Extra money had to be paid to determine the boundary of the land	3		1							4	2.63
Extra money had to be paid for deed writing	1	1	4	1	4					11	7.24
Extra money had to be paid for land certificate	6	2	2	1	1		4	3		19	12.50
Other(Specify).....	3		1			1	5	4		14	9.21
No Answer								1		1	0.67
Not Applicable										0	0.00
TOTAL	48	22	27	8	11	4	15	16	1	152	100.00

Actors

	<u>Total</u>	<u>Percent</u>
1 Surveyors	48	31.58
2 Tehsilder	22	14.47
3 Revenue officer	27	17.76
4 Stamp vendor	08	5.26
5 Deed writer	11	7.24
6 Owner Land	04	2.63
7 Others	15	9.87
8 No Answer	16	10.53

9 Not Applicable

TOTAL	01	0.66
	152	100.00

Total: Exceeds 133 because of multiple answer.

7.3-(B) If yes, please tell us what kinds of corruption did you face, who were the actors, what was the nature of interaction and how much extra cost was involved?

Types of corruption	Nature of Interaction						Total	Percent
	1	2	3	4	5	6		
Additional money had to be paid for land registration	22	9		2	2		35	23.03
Extra money had to be paid for mutation	15	2	1	1			19	12.50
Extra money had to be paid for land certificate	12	4			3		19	12.50
Extra money had to be paid to clear annual land tax	11	2	1		3		17	11.18
Other(Specify).....	7	2			5		14	9.21
Waited long time to get documents after registration	6	3		1	2		12	7.89
Extra money had to be paid for deed writing	8	3					11	7.24
Extra money had to be paid for showing lower price than actual price to avoid tax	6		2				8	5.26
Extra money had to be paid for land survey	6	2					8	5.26
Extra money had to be paid to determine the boundary of the land	1	2			1		4	2.63
Extra money had to be paid to buy stamps	3						3	1.98
Extra money had to be paid for getting khas land	1						1	0.66
No Answer					1		1	0.66
Not Applicable							0	0.00
TOTAL	98	29	4	4	17	0	152	100.00

Nature of Interaction

	<u>Total</u>	<u>Percent</u>
1 Money demanded directly by the actor	98	64.47
2 Money demanded by the actor through third party	29	19.08

3	Money offered directly by the actor	4	2.63
4	Money offered by the service recipient through third party	4	2.63
5	No Answer	17	11.19
6	Not Applicable	0	0.00
TOTAL		152	100.00

Total: Exceeds 133 because of Multiple Answers

4.4-(C) If yes, please tell us what kinds of corruption were faced by students in these institutions, who were the actor(s), what was the nature of interaction and how much extra cost was involved?

Extra Cost Involved

Types of Corruption	No. of Respondents	Amount in Rs.	Avg per Consumer
Additional money had to be paid for land registration	35	453714	12963
Extra money had to be paid for mutation	19	58938	3102
Extra money had to be paid for land certificate	19	34690	1826
Extra money had to be paid to clear annual land tax	17	91464	5380
Waited long time to get documents after registration	12	36976	3081
Extra money had to be paid for deed writing	11	48700	4427
Extra money had to be paid for showing lower price than actual price to avoid tax	8	105400	13175
Extra money had to be paid for land survey	8	18499	2312
Extra money had to be paid to determine the boundary of the land	4	16088	4022
Extra money had to be paid to buy stamps	3	10300	3433
Extra money had to be paid for getting khas land	1	4000	4000
Other(Specify).....	14	33152	2368
Total	151	907921	6013

7.4- According to your opinion, which factor(s) are responsible for corruption in land administration?

Causes of corruption

	<u>No.</u>	<u>Percent</u>
Lack of accountability-nobody to answer to	92	30.26
Monopoly of Power-lack of choice/option	49	16.12

Low salaries	41	13.49
Discretionary power-free to take any decision	40	13.16
Lack of transparency-inadequate information	35	11.51
Red – tapism	19	6.25
Power of influential people	15	4.93
Others	7	2.30
Shortages-demand & supply	5	1.64
No answer	1	0.34
TOTAL	304	100.00

JUDICIARY

10.1- For what purposes did you /your household interacts with the judiciary?

	<u>No.</u>	<u>Percent</u>
As a complaint	50	49.02
As an accused	25	24.51
As a witness	14	13.73
Others	6	5.88
As a lawyer	5	4.90
No Answer	2	1.96
TOTAL	102	100.00

Others: Attestation of Documents.

10.2- In which stage interaction was taken place?

	<u>No.</u>	<u>Percent</u>
Lower court	74	69.81
High court	17	16.04
Special court	9	8.49
Others	5	4.72
Supreme court	1	0.94
TOTAL	106	100.00

Others: SDM & DM Courts, Traffic Magistrate

10.3- Was any corruption faced by you/your household over the last one year?

	<u>No.</u>	<u>Percent</u>
Yes	98	96.08
No	4	3.92
TOTAL	102	100.00

10.4-(A) If yes, please tell us what kind of corruption did you face in the judiciary, who were the actors, what was the nature of interaction and how much extra cost involved?

Actors

Types of corruption	1	2	3	4	5	6	7	Total	Percent
Extra money had to be paid to the witness	7	2	2	1	3			15	13.51
Extra money had to be paid to the Public Prosecutor	1	4	10			3		18	16.22
Extra money had to be paid to opponent lawyer	2		1	2		1		6	5.41
Extra money had to be paid to the court official	9	36				4		49	44.14
Extra money had to be paid to the magistrate	3	1				4	1	9	8.11
Extra money had to be paid to the judge	3	1				1		5	4.50
Others	2	2				1	1	6	5.41
No Answer						2		2	1.80
Not Applicable							1	1	0.90
TOTAL	27	46	13	3	3	16	3	111	100.00

Actors

1 Judge	<u>Total</u>	<u>Percent</u>
	27	24.32

2	Court employee	46	41.44
3	Public prosecutor	13	11.71
4	Opponent lawyers	03	2.70
5	Witness	03	2.70
6	No Answer	16	14.43
7	Not Applicable	03	2.70
TOTAL		111	100.00

Total: Exceeds 102 because of multiple answer

10.4-(B) If yes, please tell us what kind of corruption did you face in the judiciary, who were the actors, what was the nature of interaction and how much extra cost involved?

Types of corruption	Nature of Interaction						Total	Percent
	1	2	3	4	5	6		
Extra money had to be paid to the court official	33	12		1	3		49	44.14
Extra money had to be paid to the Public Prosecutor	12	3			3		18	16.22
Extra money had to be paid to the witness	9	5		1			15	13.51
Extra money had to be paid to the magistrate	4	3			2		9	8.11
Extra money had to be paid to opponent lawyer	4	1			1		6	5.41
Others	4	1			1		6	5.41
Extra money had to be paid to the judge	2	1		1	1		5	4.50
No Answer					2		2	1.80
Not Applicable						1	1	0.90
TOTAL	68	26	0	3	13	1	111	100.00

Nature of Interaction

	<u>Total</u>	<u>Percent</u>
1 Money demanded directly by the actor	68	61.26
2 Money demanded by the actor through third party	26	23.42
3 Money offered directly by the actor	0	0.00
4 Money offered by the service recipient through third party	03	2.70
5 No Answer	13	11.72
6 Not Applicable	01	0.90
TOTAL	111	100.00

Total: Exceeds 102 because of multiple answer

10.4-(C) If yes, please tell us what kind of corruption did you face in the judiciary, who were the actors, what was the nature of interaction and how much extra cost involved?

Extra Cost Involved

Types of Corruption	No. of Respondents	Amount in Rs.	Avg per Consumer
Extra money had to be paid to the court official	49	94750	1934
Extra money had to be paid to the Public Prosecutor	18	185664	10315
Extra money had to be paid to the witness	15	146988	9799
Extra money had to be paid to the magistrate	9	45214	5024
Extra money had to be paid to opponent lawyer	6	83088	13848
Extra money had to be paid to the judge	5	480088	96018
Others	6	8576	1429
Total	108	1044368	9670

10.5- According to your opinion, which factor(s) are the responsible for corruption in the judicial system?

Causes of corruption

	<u>No.</u>	<u>Percent</u>
Lack of accountability – nobody to answer to	70	32.56
Discretionary power-free to take any decision	38	17.67
Lack of transparency-Inadequate information	29	13.49
Monopoly Power-lack of choice/option	27	12.56
Low salaries	17	7.90

Power of influential people	15	6.98
Red-tapism	10	4.65
Others(specify)	7	3.26
Shortages-demand and supply	2	0.93
No Answer	0	0.00
TOTAL	215	100.00

Total: Exceeds 102 because of multiple answer

