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REGIONAL AFGHAN MUNICIPALITIES PROGRAM FOR URBAN POPULATIONS – REGIONAL COMMAND EAST

MUNICIPAL BASELINE SURVEY REPORT CHARIKAR CITY (2010)

OCTOBER 2010

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REGIONAL AFGHAN MUNICIPALITIES PROGRAM FOR URBAN POPULATIONS – REGIONAL COMMAND EAST

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RAMP UP EAST BACKGROUND

The Regional Afghan Municipalities Program for Urban Populations, Regional Command East (RAMP UP East) started in June 2010 with the purpose of creating effective, responsive, democratic, transparent, accountable, municipal governance in the fourteen provinces that comprise the International Security Assistance Force's (ISAF's) Regional Command East. The provincial municipalities are Asadabad, Jalalabad, Mehtarlam, Parun, Panjshir, Charikar, Mehmod Raqi, Ghazni, Gardiz, Khost, Sharana, Bamyán, Puli Alam and Maidan Shahr.

RAMP UP East is broken into three distinct components, each labeled as a distinct Contract Line Item Number (CLIN) and tied to a specific goal. These program components are:

- **CLIN 1 ~ Capacity Building of the GIRoA officials at the municipal level:** All activities under CLIN 1 will directly contribute to enhancing the capacity of municipal officials, managers and technicians to perform their core municipal management responsibilities. Based on an empirical understanding of the skills, capabilities, and knowledge of municipal staff, RAMP UP East provides a combination of on-the-job mentorship, training, and advising to enable more visible, responsive, and accountable governance at the municipal level.
- **CLIN 2 ~ Support to the GIRoA to provide responsive, effective, and visible municipal service delivery programs:** Activities carried out under CLIN 2 support municipalities in delivering visible, tangible, and desirable services to citizens in the form of municipal service delivery projects (Municipal Projects). These projects simultaneously fill two purposes: (1) municipal projects provide citizens with marked improvements in daily life, helping them gain satisfaction with and confidence in their municipal government; and (2) in executing projects hand-in-hand with municipal officials, RAMP UP builds capacity with a clear learning-by-doing approach, solidifying the GIRoA's capacity to sustainably deliver services to citizens in the long term.
- **CLIN 3 ~ Support to the GIRoA to improve economic development and revenue generation at the Municipal level:** Activities implemented under this CLIN directly support the growth of local economic development and strengthening of revenue generation, and thereby the municipality's ability to finance its service offerings and operating costs. As RAMP UP activities under CLINs 1 and 2 strengthen municipal capacity and service delivery, activities under CLIN 3 use the capacity, service improvements, and infrastructure to facilitate business growth and job creation.

PART ONE: EXTERNAL SURVEY CHARIKAR CITY



October 2010

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INTRODUCTION

Through the Regional Afghan Municipalities Program for Urban Populations (RAMP UP), USAID is supporting 14 municipalities in Eastern Afghanistan to improve local governance, addressing infrastructure, service delivery, leadership and management capacity.

The Regional Afghan Municipalities Program for Urban Populations, Regional Command East (RAMP UP East) started in June 2010 with the purpose of creating effective, responsive, democratic, transparent, accountable, municipal governance in the fourteen provinces that comprise the International Security Assistance Force's (ISAF's) Regional Command East. The provincial municipalities are Asadabad, Jalalabad, Mehtarlam, Parun, Panjshir, Charikar, Mahmood Raqi, Ghazni, Gardiz, Khost, Sharana, Bamyan, Puli Alam and Maidan Shahr.

RAMP UP East is broken into three distinct components, each labeled as a distinct Contract Line Item Number (CLIN) and tied to a specific goal. These program components are:

- CLIN 1 ~ Capacity Building of the GIRoA officials at the municipal level.
- CLIN 2 ~ Support to the GIRoA to provide responsive, effective, and visible municipal service delivery programs.
- CLIN 3 ~ Support to the GIRoA to improve economic development and revenue generation at the Municipal level

To assess the success of the programs in these municipalities an annual survey of residents of these 14 cities is being conducted to measure the change in citizen perspectives about governance and services.

This report outlines the results for the baseline survey conducted in Charikar. In-person interviews were conducted with 352 residents from August 16, 2010 to September 1, 2010.

DEMOGRAPHICS

Enumerators visited 352 houses in Charikar and interviewed one representative in each home. Of those interviewed, 51% were women, 83% were married and 52% had never attended school. Respondents spanned a wide age range: 42% were 30 years old or younger, 30% were 31 to 40 and 28% were over 40. Most households (71%) owned their homes and had a Qabala or other way of showing their ownership.

OVERVIEW

Most residents thought the quality of life in Charikar was good or fair, but one in five rated it as poor. Only two-thirds of the heads of households were employed full time and residents were divided in their views of employment opportunities in the city – half thought the number of opportunities was good but about one-third thought it was poor and 26% thought it had increased in the past year while 30% thought it had decreased.

The job their city government was doing providing services was rated as somewhat or very good by most residents.

- Most Charikar residents either put trash in a public container or had door-to-door trash collection service. They were more content with door-to-door service than using public containers. City trash services were rated as good or fair by a majority of residents.
- Most residents had their drinking water piped to their homes by a government supplier and they were less likely to experience waterborne illnesses than residents who used other sources. Most were satisfied with the frequency of supply but three in ten rated it as poor.
- Electricity was almost always supplied from government power stations and this service received good ratings.
- Residents generally used dry latrines for their toilets and open drainage canals for their wastewater. Residents were divided about the condition of drainage canals and the services to clean, repair and construct the ditches about two in five rated them as good and about two in five rated them as poor.
- Highways and main city roads were generally in better condition than neighborhood streets. Residents were divided in rating the condition of their neighborhood streets and street repair and construction services, equal numbers rated them as good and as poor.
- Most residents had no access to a nearby park but some had access parks further away. These parks were thought to be of poor quality.
- When asked to prioritize services, the three services most commonly named in the top three were supplying clean drinking water, providing a new dump site for trash disposal and street repair.

Most residents knew who their mayor was and almost half had had contact with the municipality to request a service or help with a problem. Residents were divided in how much confidence they had in their government.

- About half thought that their local government was sometimes or almost always working to serve people like them and 43% thought they could have a lot or a least a little influence on local government decision-making. Others rarely or never thought their local government was working to serve people like them and thought they could have very little or no influence on local government decision-making.
- Only about one-third had at least some or a great deal of trust that government was conducting activities for their benefit at the local, provincial and national levels. While

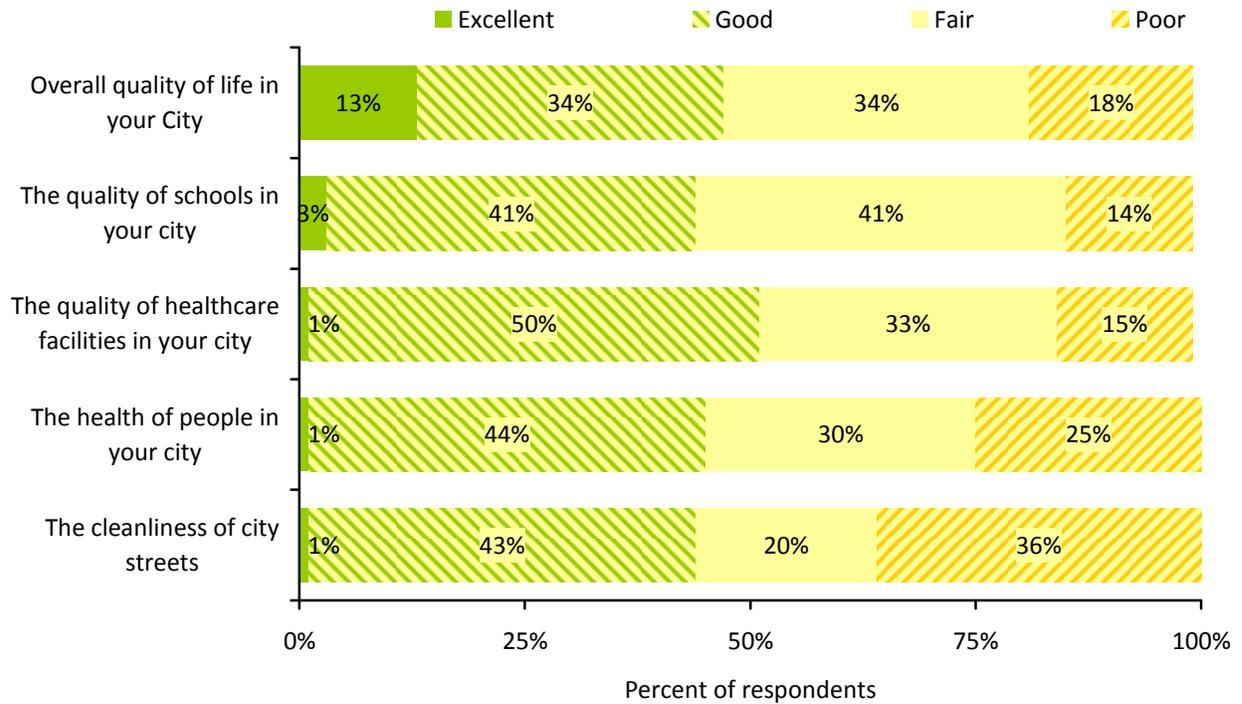
only about one half had at least some or a great deal of trust that local religious leaders were conducting activities for their benefit.

- About three in ten residents said that they always or in most cases had been asked to give cash, gifts or a favor when they were in contact with municipal government officials, seven in ten said they were never asked or only in isolated cases.
- Like other cities, almost everyone thought corruption was a major problem across Afghanistan and that it had increased in the past year.
- A majority of women in Charikar were strongly supportive of women having equal access to education and participation in government. Men's support was not as strong, although a majority of men were somewhat or strongly supportive of women having equal access to education and participation in government. Both genders were less strong in their support for women in government than women in education.

QUALITY OF LIFE

About half of residents rated their quality of life, quality of schools and quality of healthcare in Charikar as excellent or good, but about one in six rated these as poor. Forty-five percent of residents thought the health of people in the city was excellent or good, but 25% thought it was poor.

Figure 1: Quality of Life in Charikar



EMPLOYMENT

Two-thirds of residents lived in a home where the head of their household was employed full time, 10% were employed part time and 23% were unemployed. Half of the residents thought the number of jobs in their city was excellent or good, and just 44% thought the number of businesses in the city was excellent or good. Residents were split as to whether the number of job opportunities had increased (26%), stayed the same (45%) or decreased (30%) over the past year.

Figure 2: Job Opportunities in Charikar

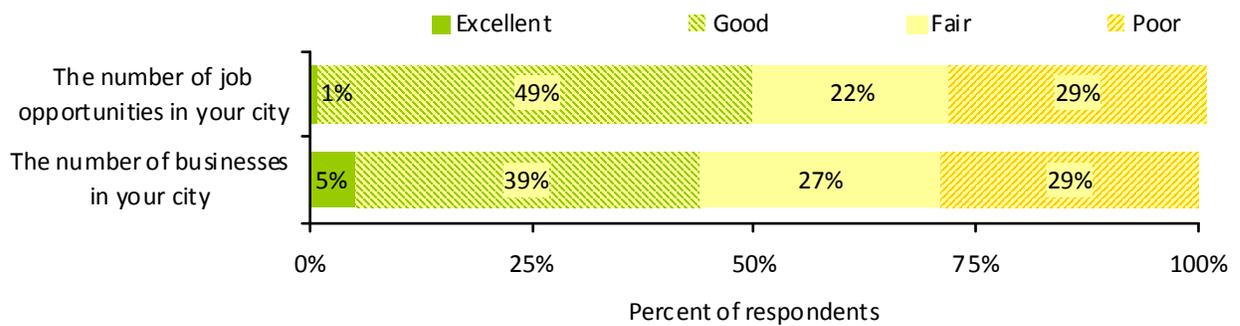


Figure 3: Change in Job Opportunities in Last Year

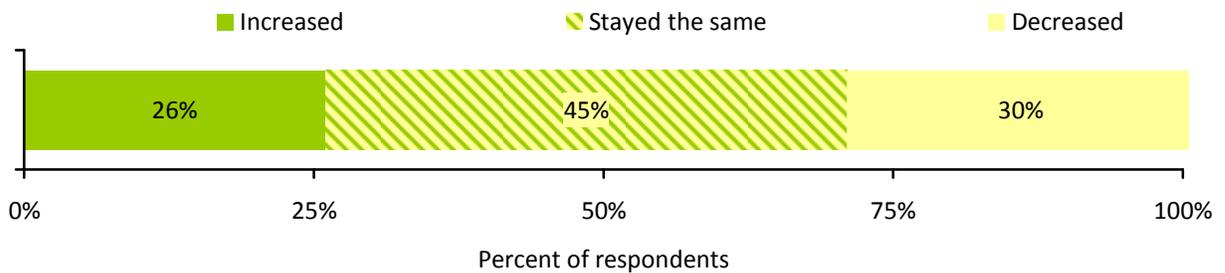
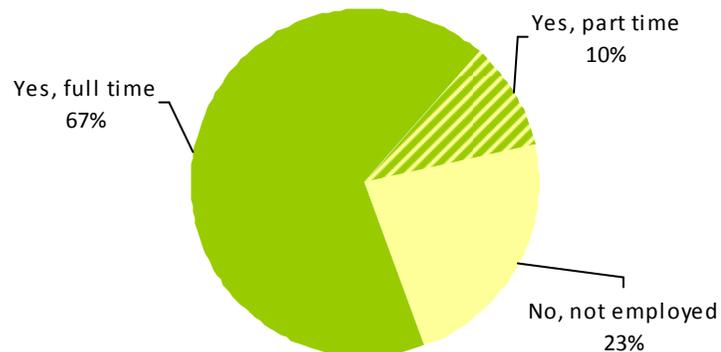


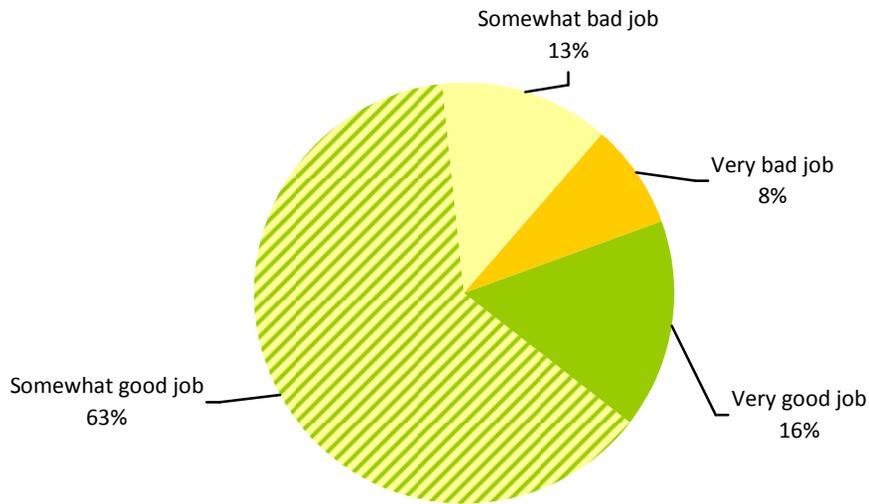
Figure 4: Head of Household Employment Status



SERVICES

Afghan cities vary in the number and type of services they are able to provide their residents. The survey asked about several services that could be provided by the city, province or a national agency, or may not exist in the city at all. These included solid waste, water, electricity, roads, drainage, sanitation, green areas/parks and markets. Residents of Charikar generally thought the city was doing a somewhat or very good job providing municipal services.

Figure 5: Overall, How Well is the City Providing the Services You Think They Should Provide?



SOLID WASTE

Most residents in Charikar either put their trash in a public container (49%) or had door-to-door trash collection. Those with door-to-door trash collection were somewhat satisfied, on average, with this disposal method and those who used a public container were, on average, neither satisfied nor dissatisfied.

Figure 6: Trash Disposal Method

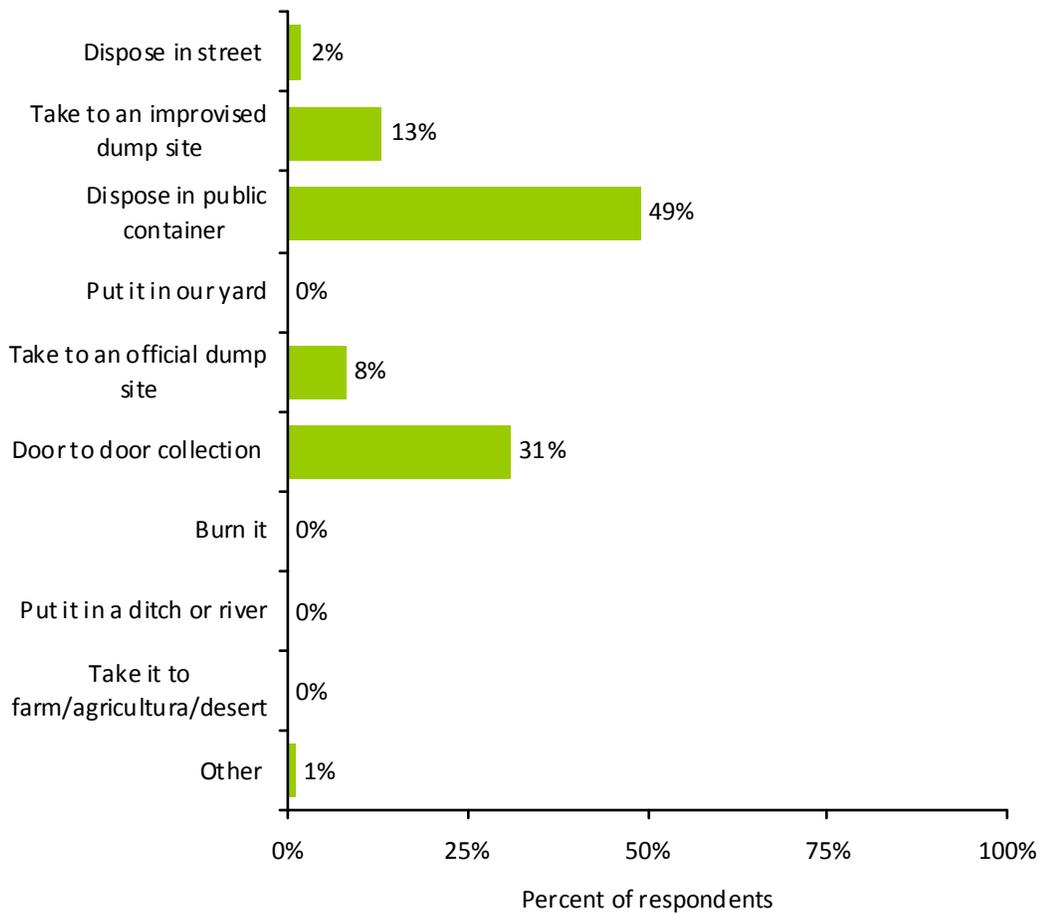
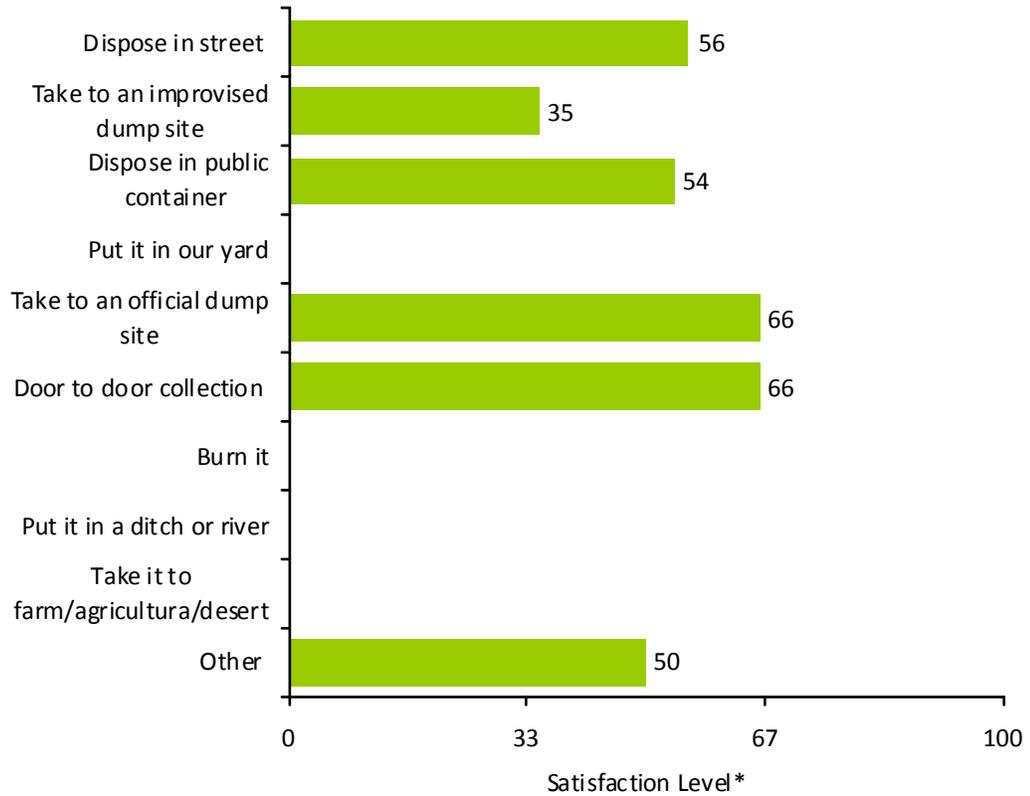


Figure 7: Satisfaction with Trash Disposal Method



**Average rating where 0=very dissatisfied, 33=somewhat dissatisfied, 67=somewhat satisfied and 100=very satisfied*

The frequency of City trash removal varied for different residents, but most thought the city was removing trash at least twice a month. Almost no one said they paid for this service, although 2% thought it was covered by Safayi fees/taxes. These few said they paid between 200 and 400 Afn per month.

Figure 8: Frequency of Trash Removal from Street by City

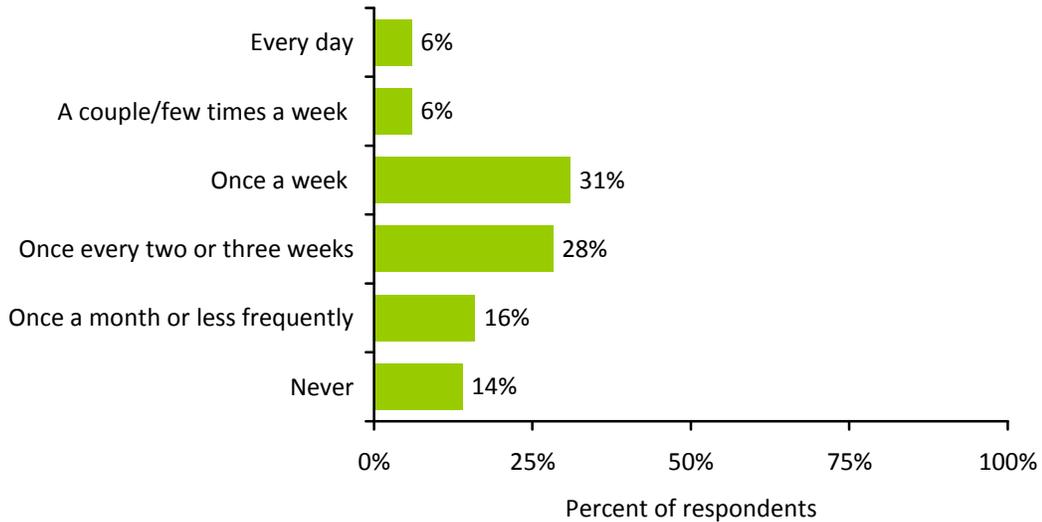
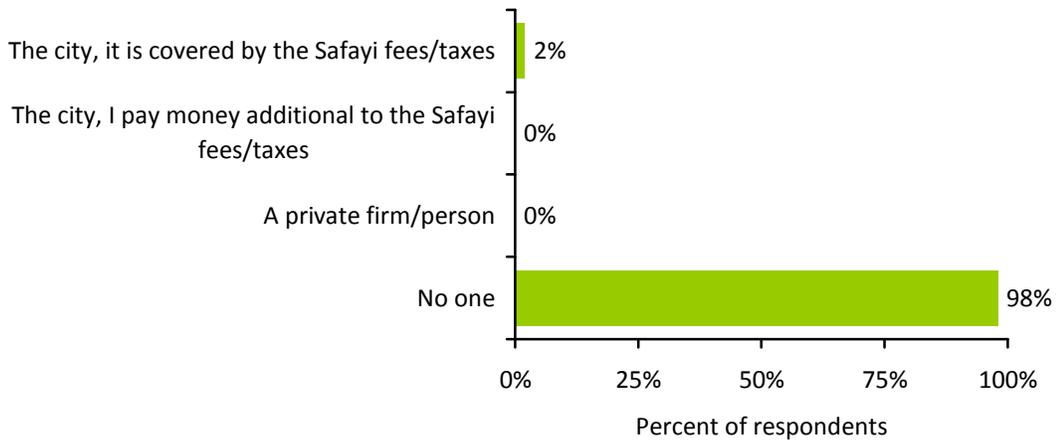
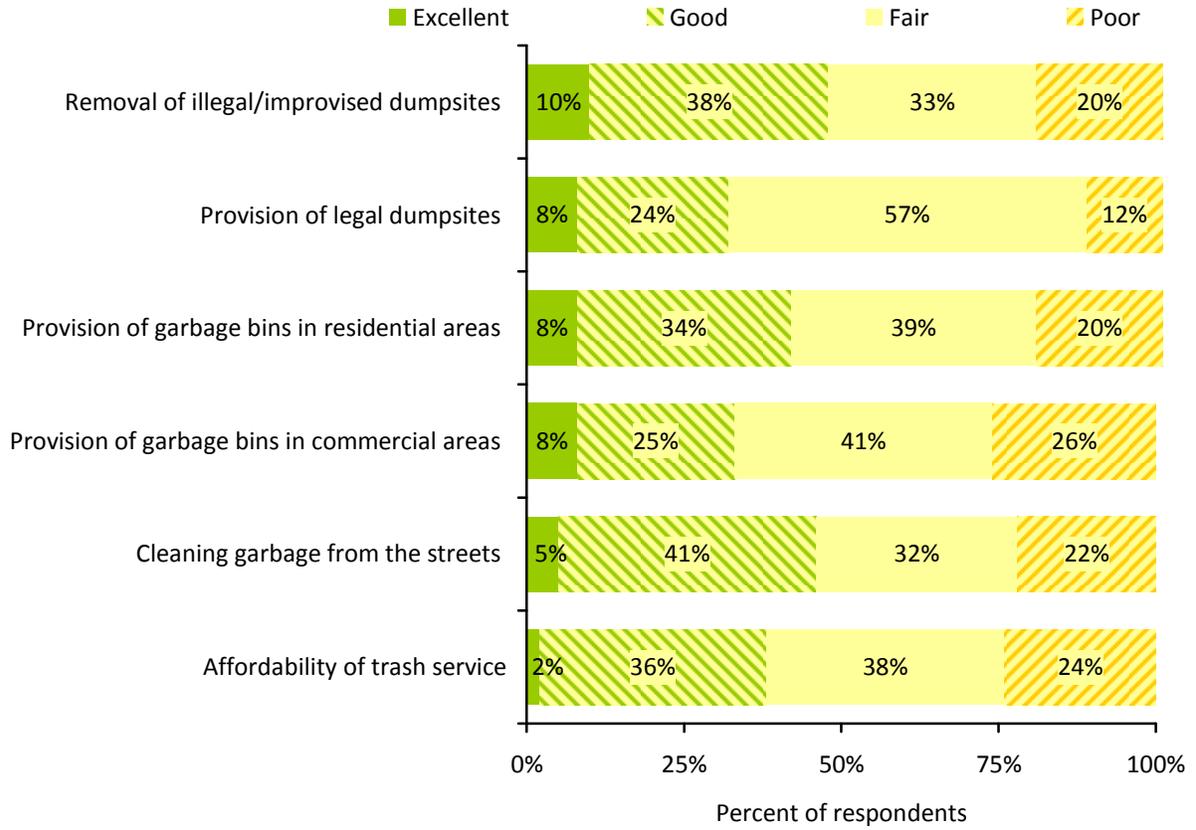


Figure 9: Who Do You Pay for Trash Service?



Residents were somewhat split about the quality of trash services, more rated them as poor than excellent, but most rated them as fair or good.

Figure 10: Quality of City Trash Services



WATER

Government supplied water was piped to 72% of homes in Charikar and used as drinking water, most others used a public standpipe or river or canal. Residents who had government supplied piped water were much less likely to have experienced a waterborne illness in the prior year.

Figure 11: Drinking Water Sources

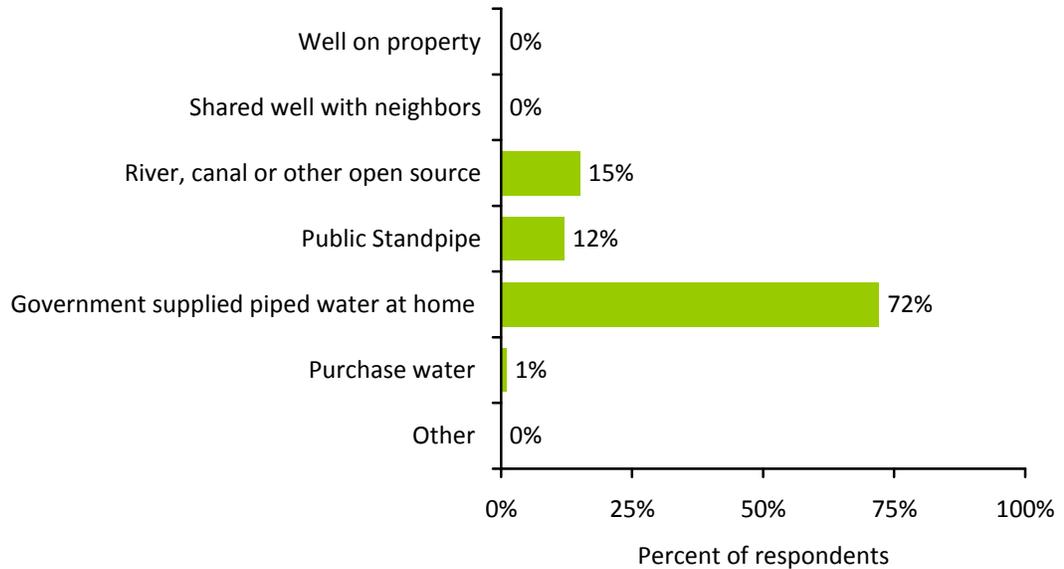
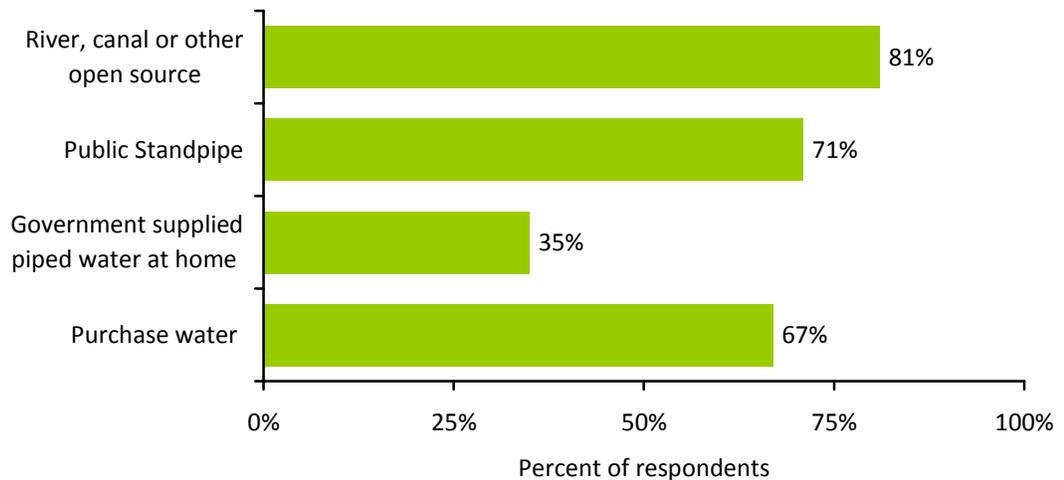


Figure 12: Family Experienced Dysentery/Cholera/Severe Diarrhea by Drinking Water Source



Residents with government supplied water paid the city for this service, monthly costs varied across households, but most paid 400 Afn per month or less. The amount of water received by each household was not asked.

Figure 13: Who Do You Pay for Water Service?

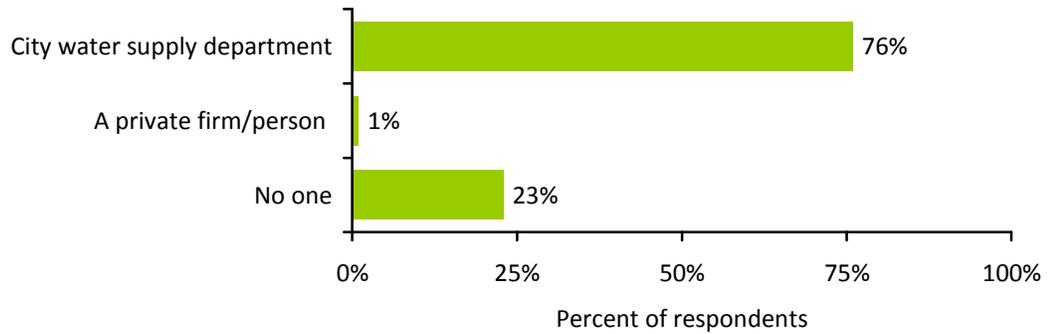
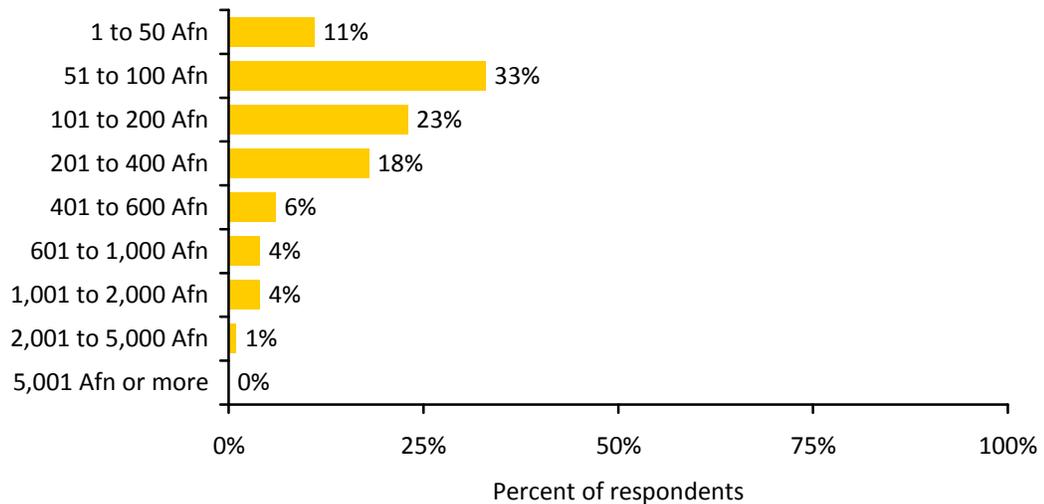
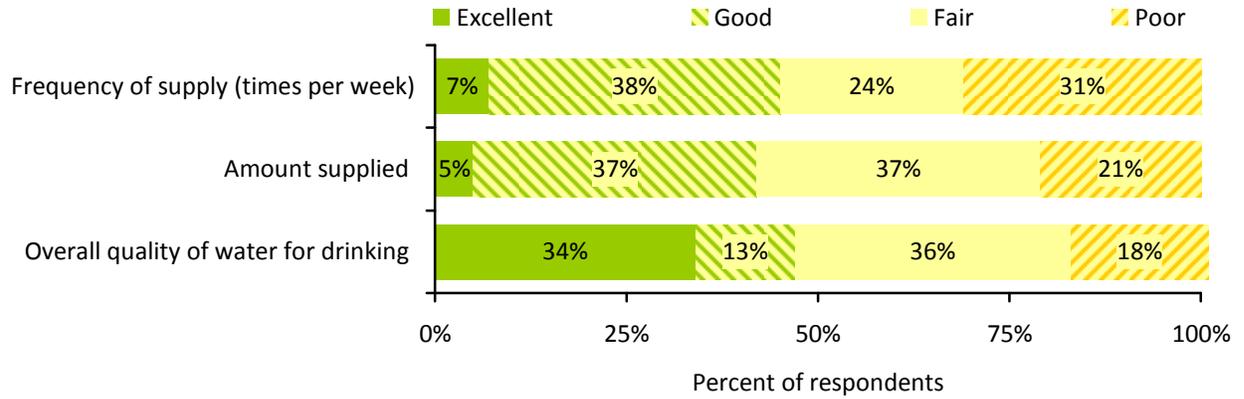


Figure 14: If You Pay for Water Service, How Much Do You Pay Per Month?



Charikar residents were most satisfied with the quality of their water for drinking and least satisfied with the number of times per week that they received water.

Figure 15: Quality of City Water Services



ELECTRICITY

Residents of Charikar also received their electricity from a government supplier and like their water service, how much they paid each month for electricity varied by household. Residents were not asked how much electricity they received each month.

Figure 16: Electricity Sources

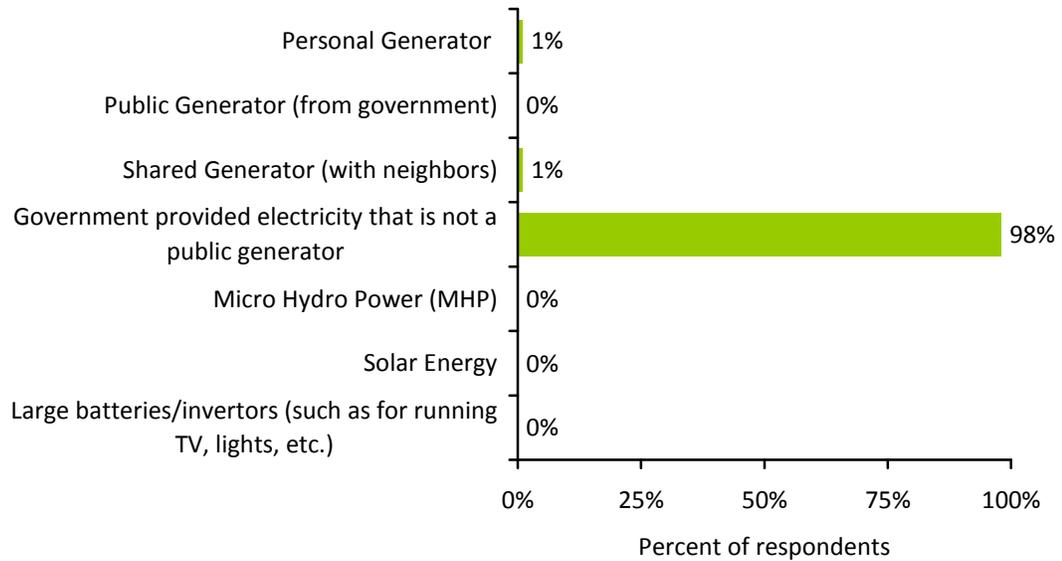


Figure 17: Who Do You Pay for Electricity Service?

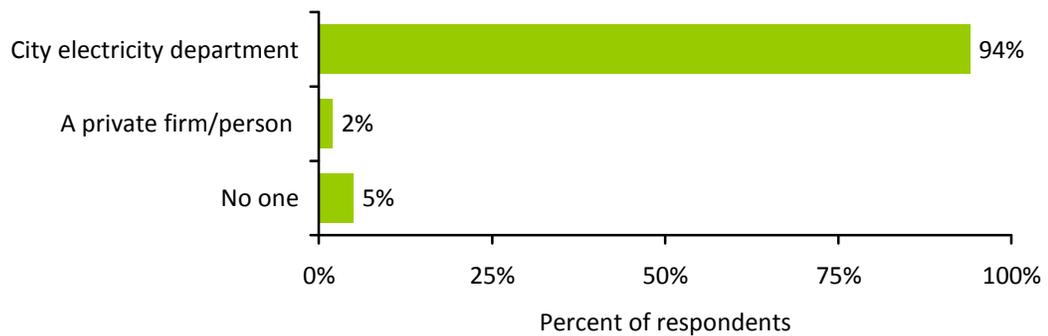
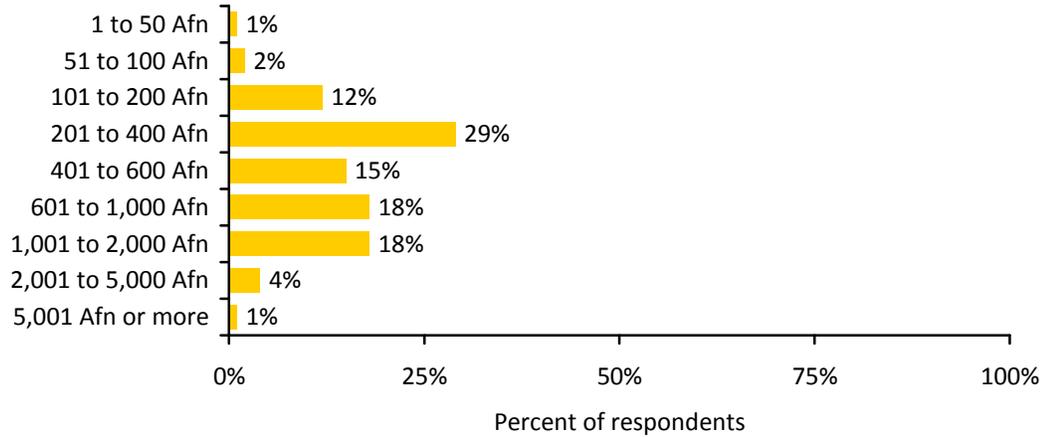
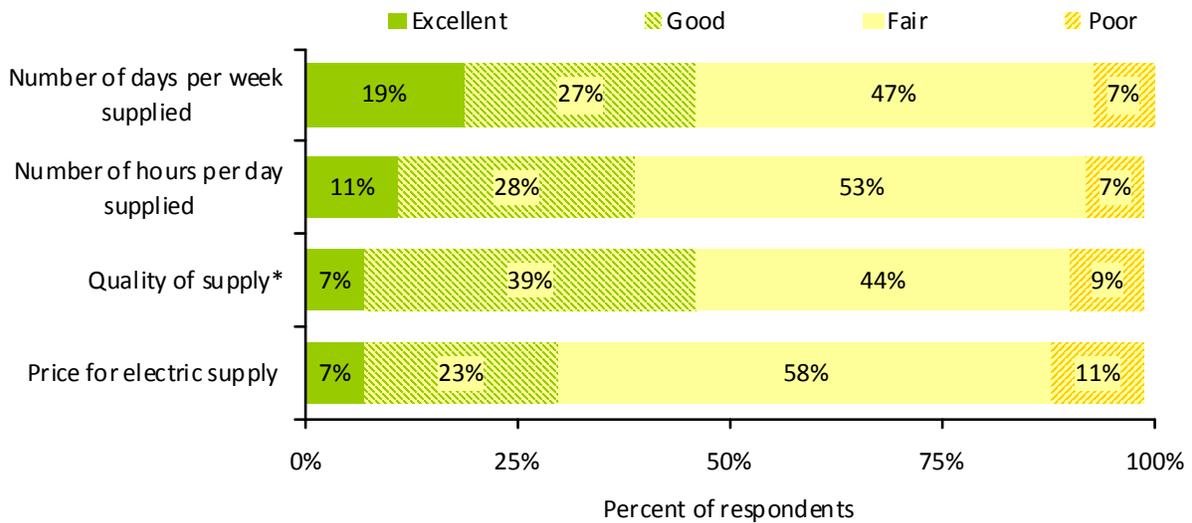


Figure 18: If You Pay for Electricity Service, How Much Do You Pay Per Month?



Almost half of the residents who had government supplied electricity rated the number of days they received electricity as excellent (19%) or good (27%) and the quality of supply (the level of power and the number of cut outs during service) as excellent (7%) or good (39%). There was a bit more concern about the price and the number of hours they received electricity on the days it was supplied, but few gave a rating of poor to any of the aspects of supply.

Figure 19: Quality of City Electricity Services



*Electricity power and cut outs during service hours.

ROADS, DRAINAGE AND SANITATION

Most residents in Charikar had dry latrines for their toilets, but about one-third had a septic system and 4% had indoor plumbing. Almost all the households used open ditches and canals to drain wastewater, even two-thirds of those who had septic systems.

Figure 20: Type of Toilet in Home

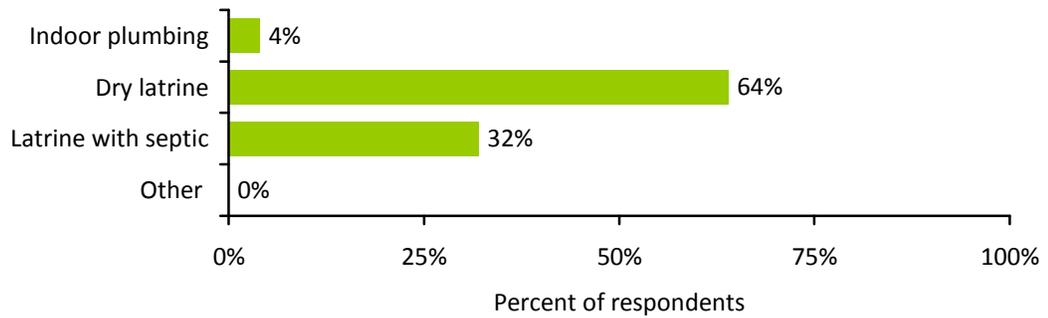
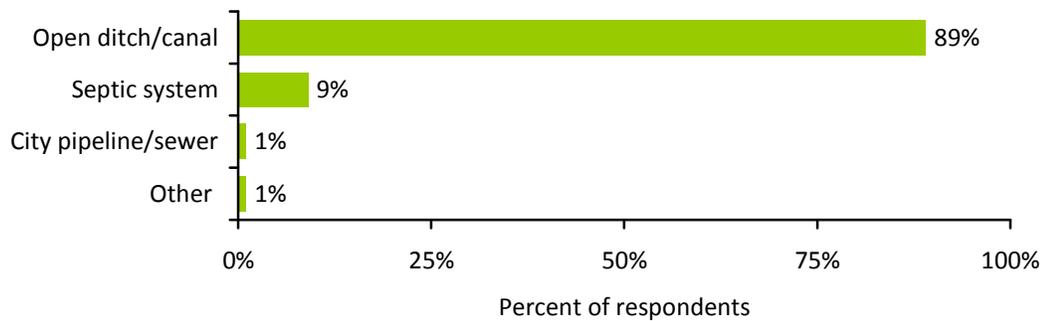
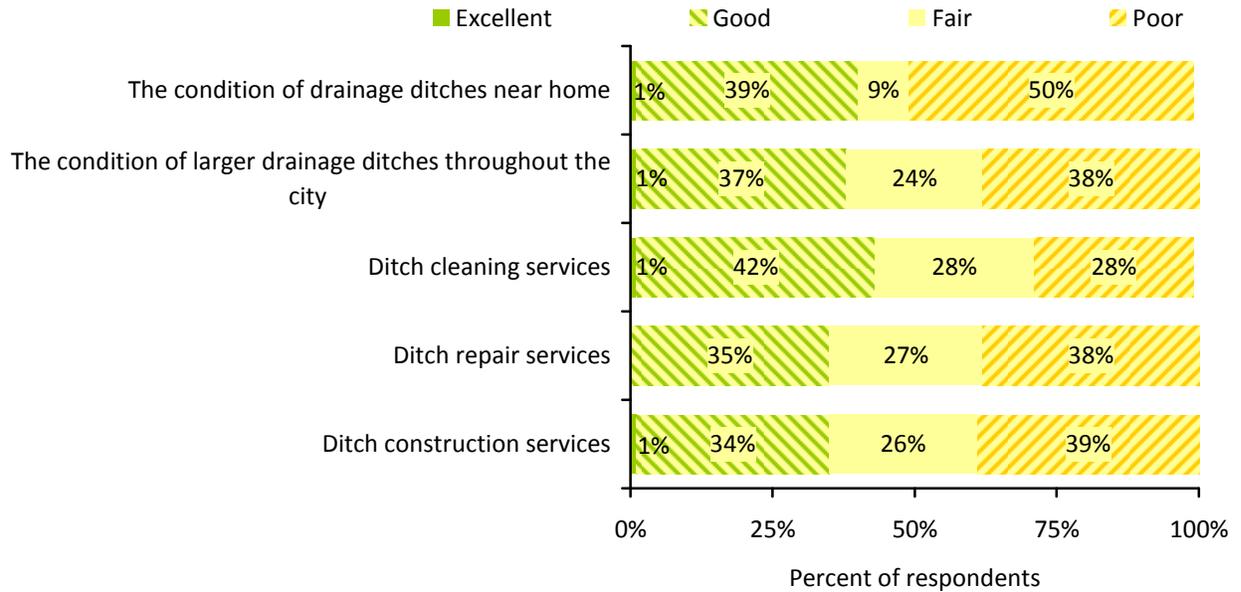


Figure 21: Type of Drainage for Waste Water



Residents had varying experiences of the condition of drainage ditches in the city and the quality of the city drainage services. Half of residents thought the ditches near their homes were in poor condition, but 40% said they were good. Just over one-third thought ditch cleaning, repair and construction services were good and over one third thought these same services were poor.

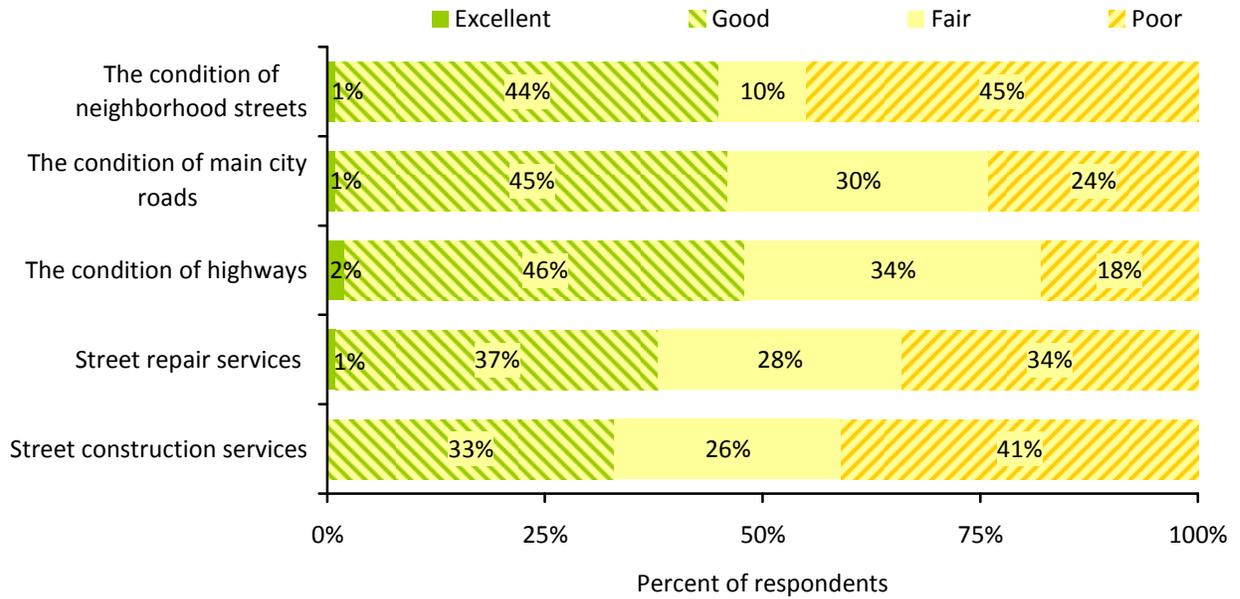
Figure 22: Quality of City Drainage and Drainage Services



Like the ditches, residents had varying experiences with the condition of roads and the quality of city road services. Forty-five percent rated the condition of neighborhood streets as good, but 45% rated them as poor. Highways were less likely to be rated as poor as were main roads in the city.

Just over one third of residents rated street repair services a good, but one-third rated them as poor and one third rated street construction services as good, but 41% thought they were poor.

Figure 23: Quality of City Roads and Road Services



GREEN AREAS AND PARKS

Only a small number of residents had access to nearby parks and most were not aware of any parks in the city. Most of those who knew of parks, either nearby or further away from their homes, rated them as poor.

Figure 24: Availability of City Parks

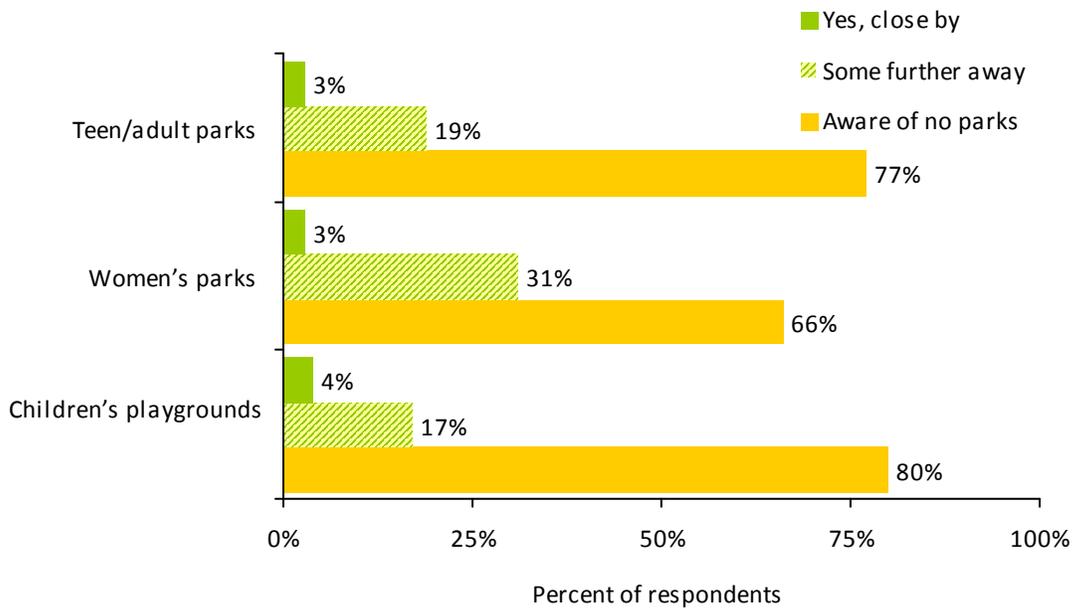
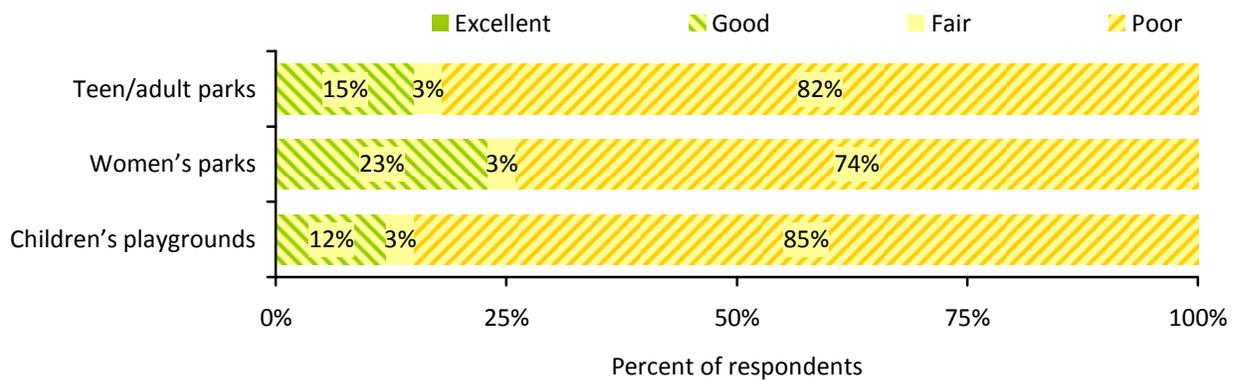


Figure 25: Quality of City Parks

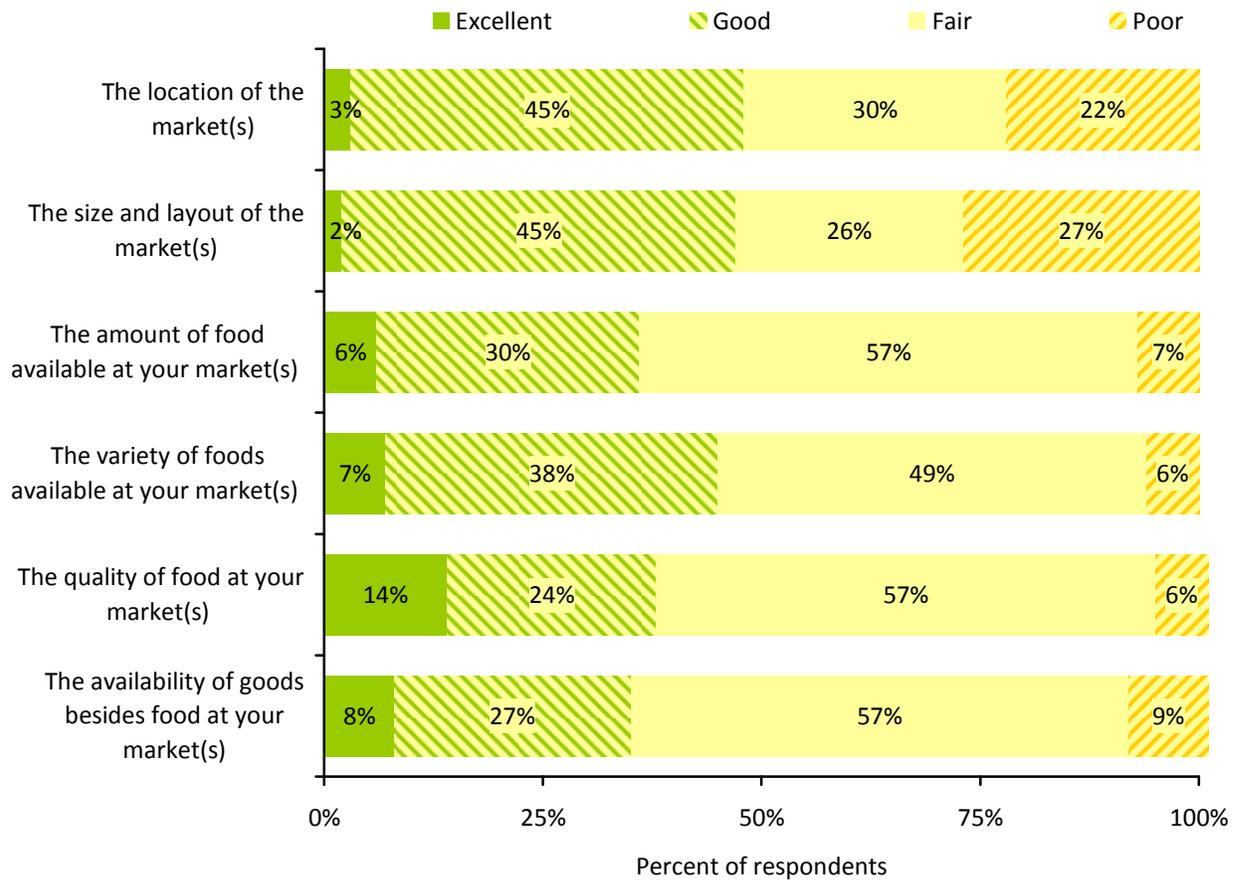


MARKET

Residents were generally content with the market in Charikar. About half thought the location, size and layout of the market was good, but about a quarter thought these aspects of the market were poor.

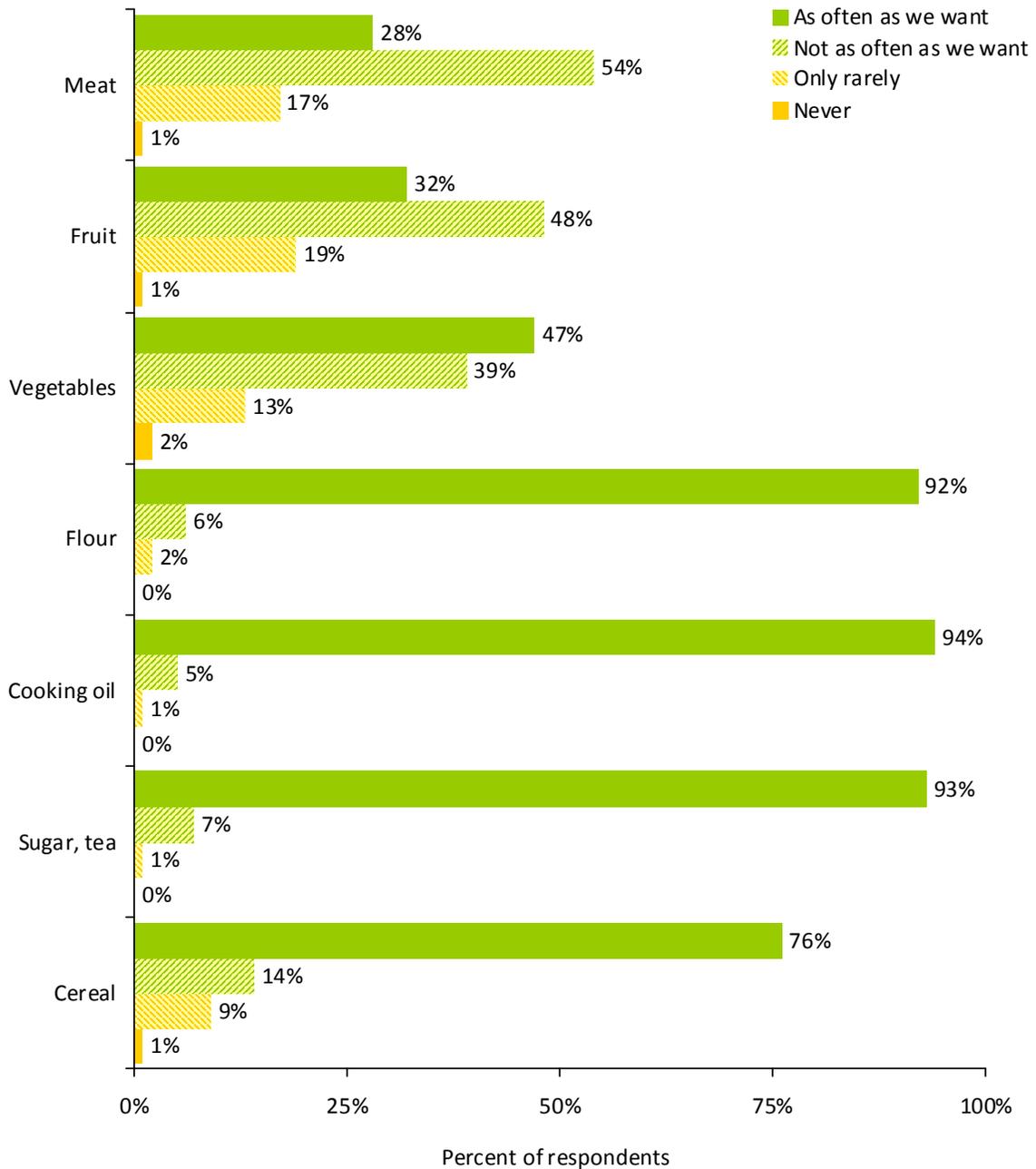
About half (49 to 57%) rated the amount, variety and quality of food in the market as fair, but three or four in ten thought it was excellent or good and few rated it poor.

Figure 26: Quality of City Market



When asked how often their family could afford specific food items, most residents said they could afford flour, cooking oil, sugar, tea and cereals as often as they wanted. About 20% could afford meat or fruit only rarely or never and 15% could afford vegetables only rarely or never.

Figure 27: Family Can Afford Food at the Market



SERVICE PRIORITIES

Residents were asked what the top three priorities should be for the municipal government amongst eight possible services and they were divided as to what the first priority should be – 27% said a new dump site for trash, 24% said supplying clean drinking water and 22% said street repair.

Supplying clean drinking water was most frequently named as either the first, second or third most important priority, followed by street repair and then a new dump site.

Figure 28: Municipal Service Priorities

	Most important	Second most important	Third most important	Not in top three
Supplying clean drinking water	24%	34%	11%	30%
Street repair	22%	15%	14%	49%
A new dump site for trash to reduce leaching into water and the spread of disease	27%	10%	11%	52%
Provide green areas/parks	5%	10%	32%	53%
Ditch cleaning, repair and construction	3%	18%	7%	72%
Public containers for trash in residential and commercial areas	14%	2%	5%	78%
Provide a new area for a market	1%	6%	12%	82%
Provide electricity service	4%	5%	8%	84%

GOVERNANCE

Most residents of Charikar (82%) knew who their mayor was and about half of these residents said they would contact the mayor if they had a problem with something related to the city. Twenty-five percent of residents would contact a tribal leader or Malik and 21% would not contact anyone.

Figure 29: If You Have a Problem with Something Related to the City, Who Would You Contact?

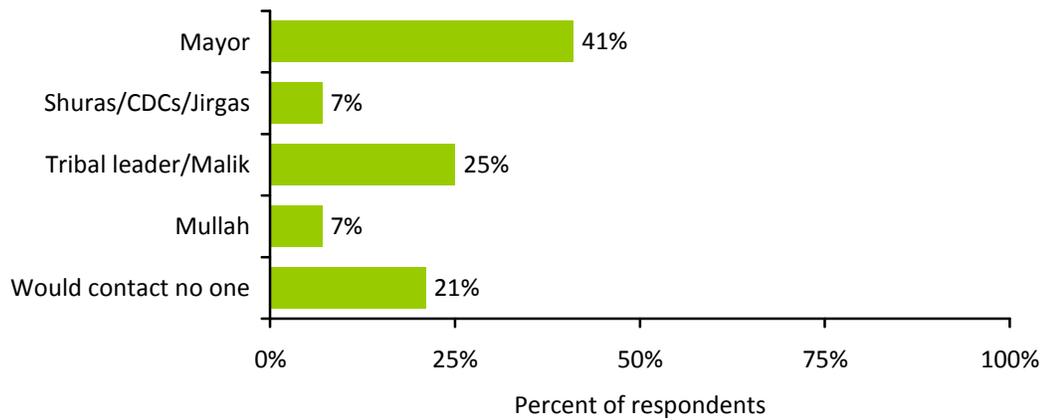
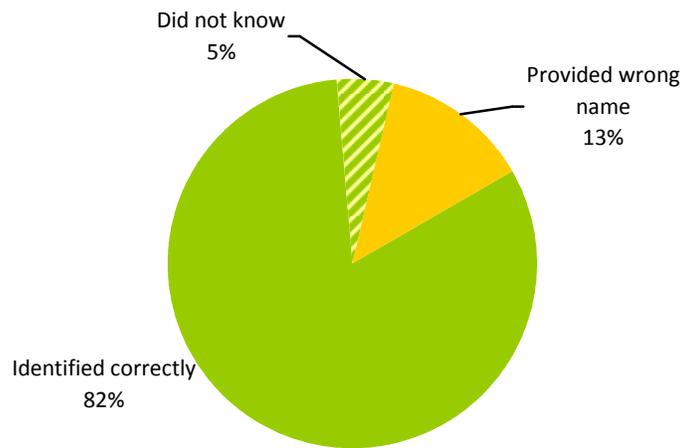


Figure 30: Who Is Your Mayor?



Forty-six percent said they had contacted the municipal government to help them solve a problem or get a service, but only 4% said they paid Safayi taxes or fees.

Figure 31: Contact with City Government

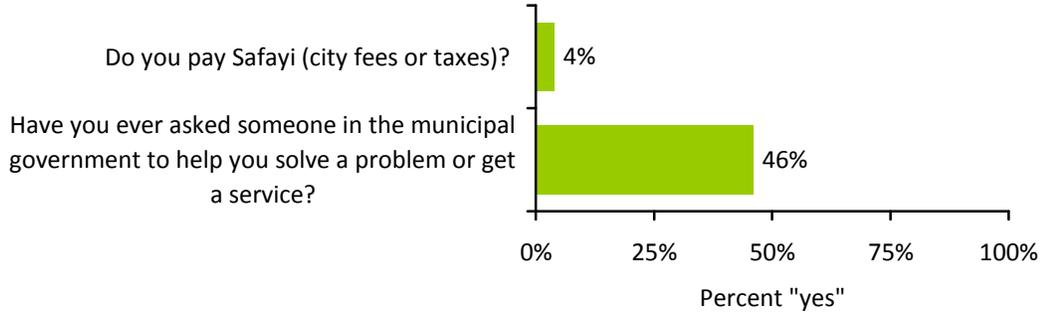
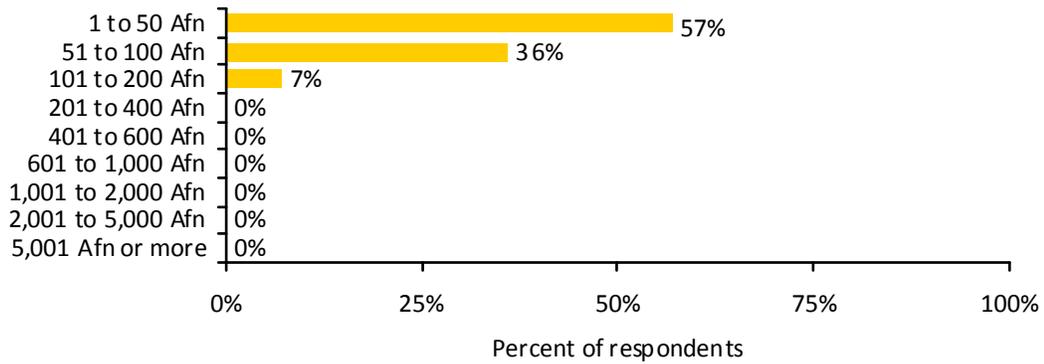
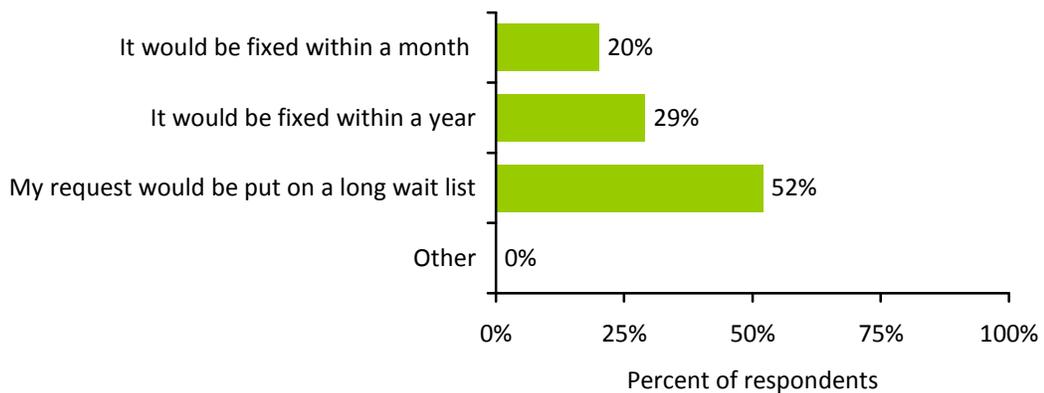


Figure 32: If You Pay Safayi, How Much Do You Pay Per Month?



About half the residents in Charikar were hopeful that if they asked the municipal government to fix their street, it would happen within a year. The other half thought their request would be put on a long wait list.

Figure 33: If You Asked Your Municipal Government to Fix Your Street, What Do You Think Would Happen?



About half of the residents of Charikar thought that their local government was sometimes working to serve people like them, but half thought they rarely or never had them in mind. They were not very confident that they could have much influence on local government decision-making.

Figure 34: How Often Do You Think Local Government Officials Are Working to Serve People Like You?

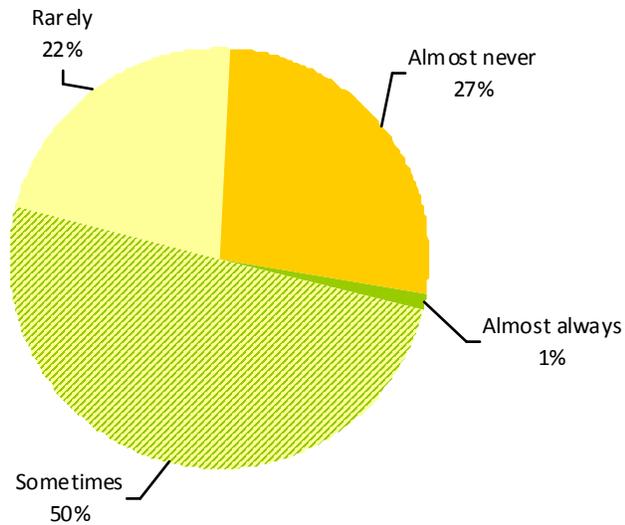
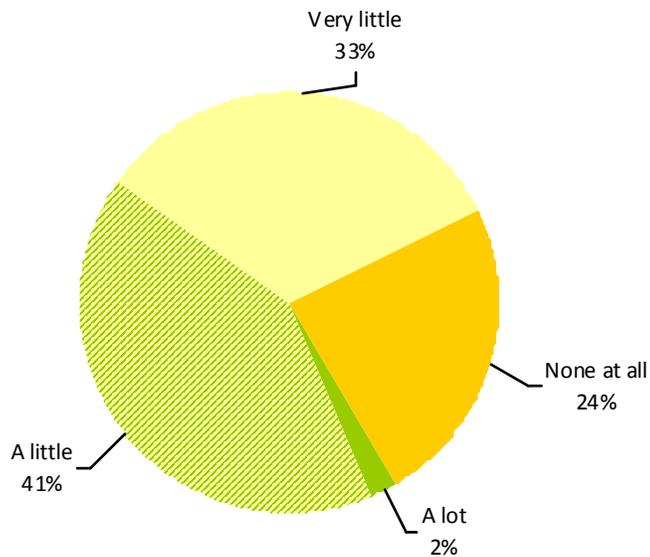
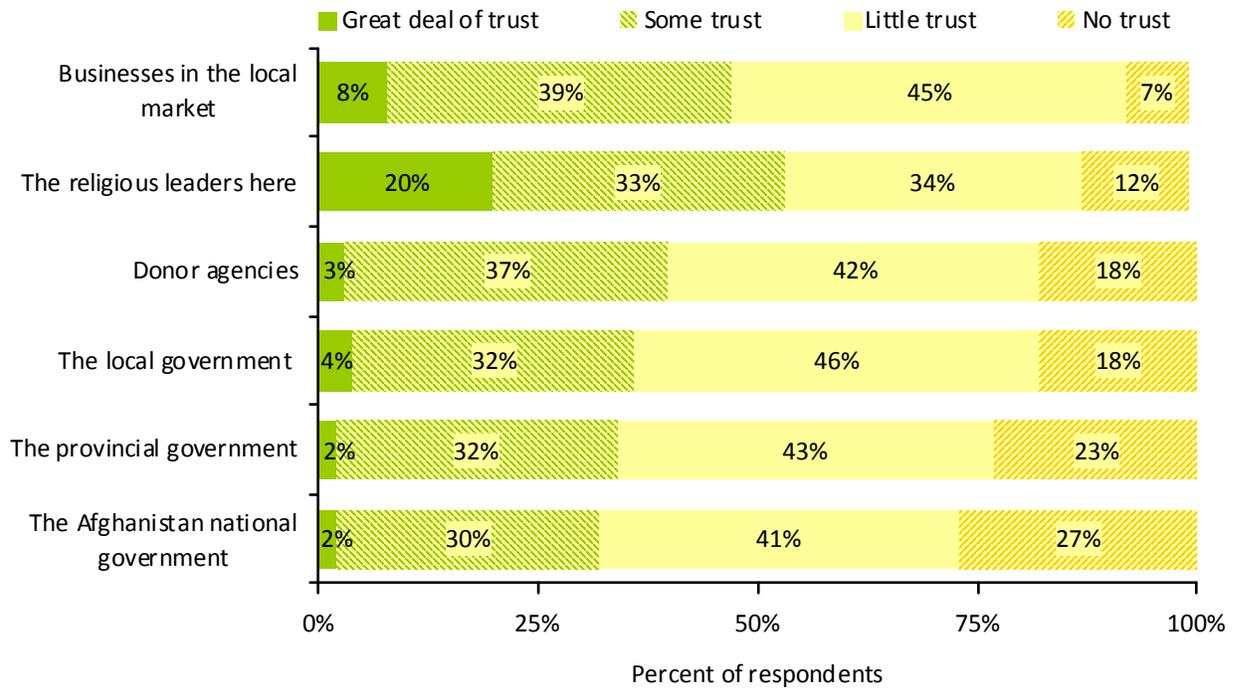


Figure 35: How Much Influence Do You Think Someone Like You Can Have Over Government Decisions?



Most people in Charikar had little or no trust that government was conducting activities for their benefit at the local (64%), provincial (66%) and national (68%) levels. There was more trust in local religious leaders and businessmen, but still 46% had little or no trust in local religious leaders and 52% had little or no trust in businessmen.

Figure 36: Level of Trust in Representatives Conducting Activities to Benefit the People in Your City?



Most residents in Charikar thought corruption was a major problem in the provincial government and Afghanistan as a whole and that corruption had increased in the prior year.

Figure 37: Level of Corruption

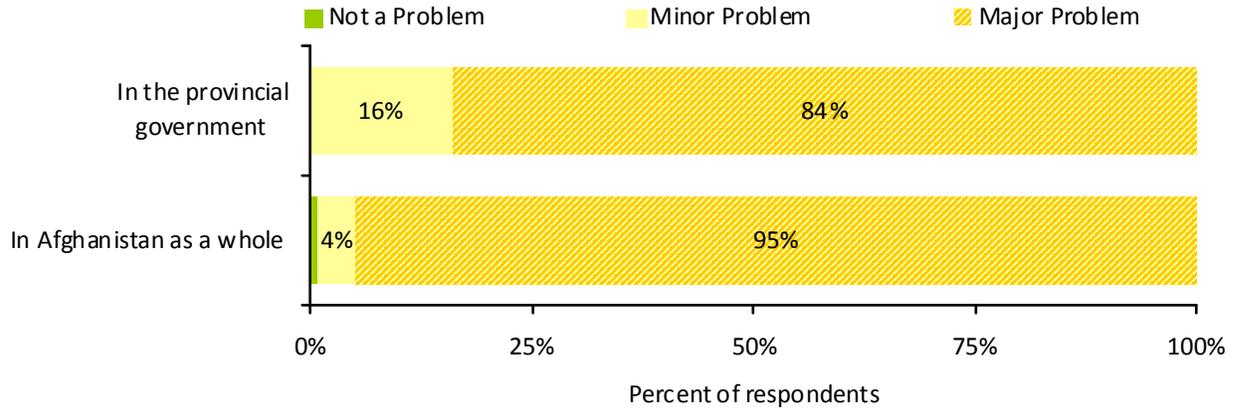
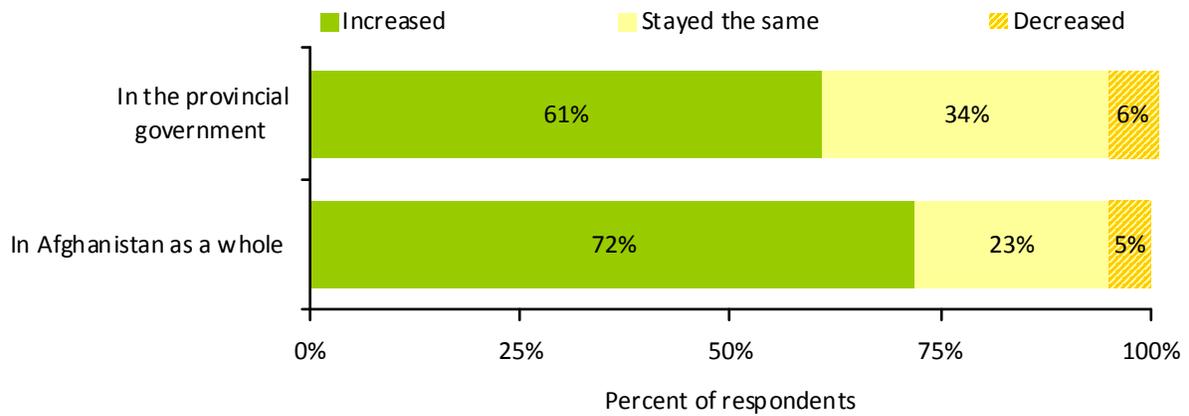
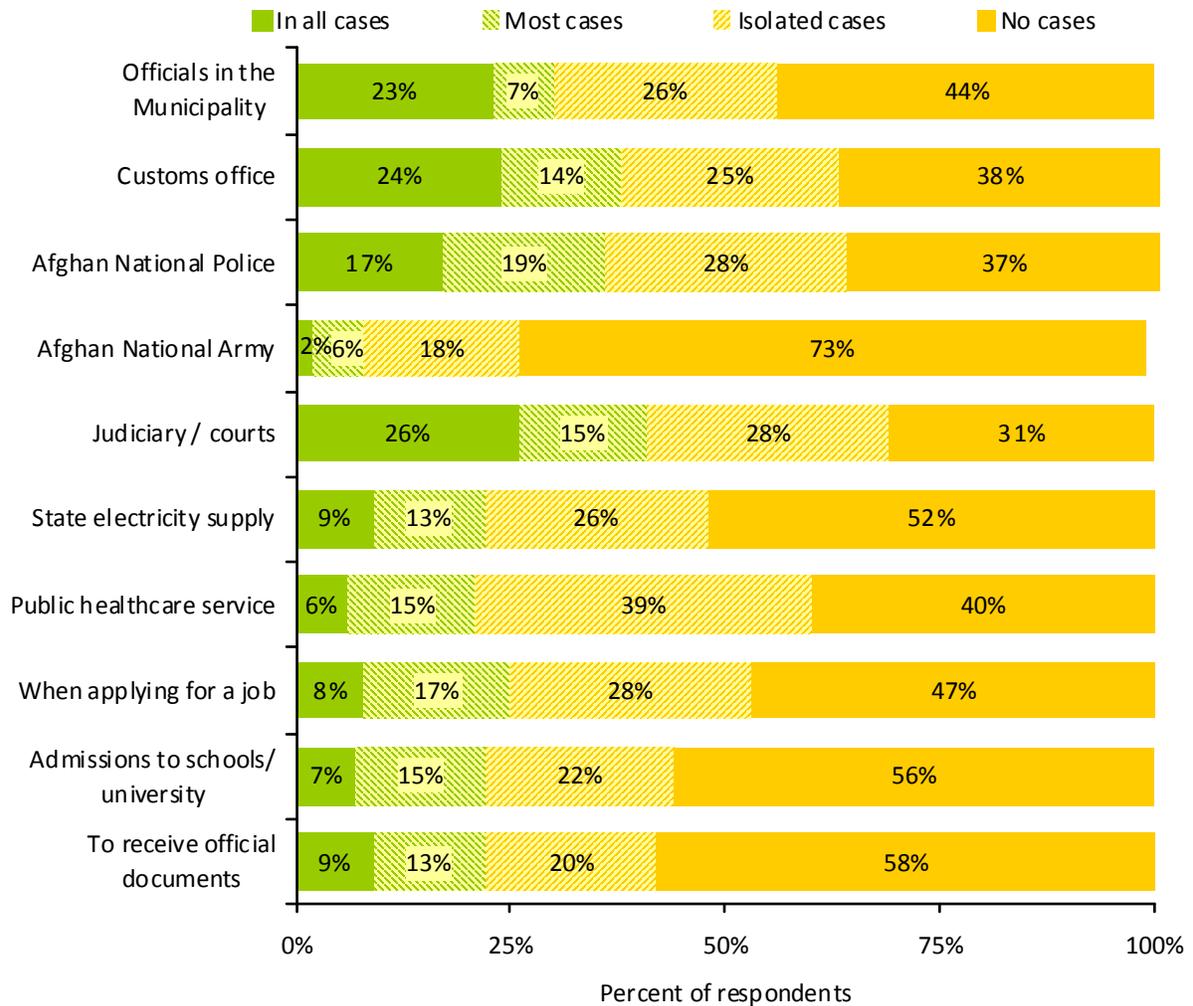


Figure 38: Change in Level of Corruption in Last Year



When asked if they had been asked to give cash, gifts or a favor when they were in contact with various government officials, most resident said they had been asked at least in isolated cases. The officials who were most likely to have asked for cash, gift or a favor were the judiciary or court, the customs office, the municipality and the national police.

Figure 39: When You Were in Contact with Government Officials in the Past Year, Have You Had to Give Cash, a Gift or Perform a Favor for an Official?



Note: Only for those who had contact with Government Official

WOMEN IN SOCIETY

Most residents are aware of the Ministry of Women’s Affairs and its local office. Women were strongly in favor of women being given the opportunity to pursue an education and to participate in government, while men were generally somewhat supportive of these goals.

Figure 40: Awareness of Ministry of Women’s Affairs

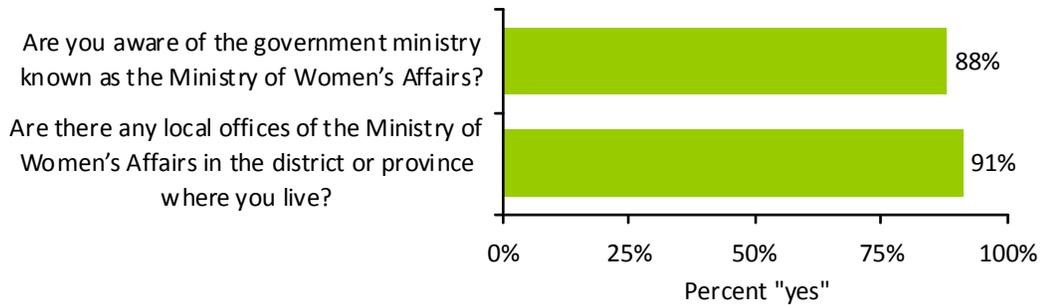


Figure 41: Agreement that Women Should Have Equal Opportunities Like Men In Education

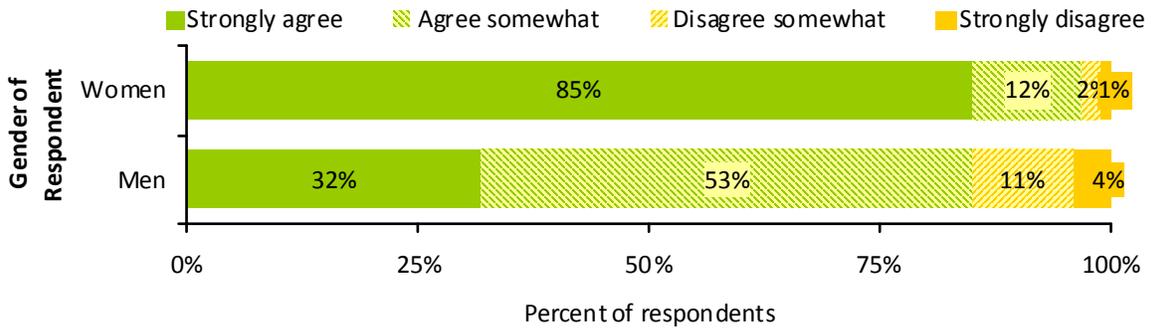
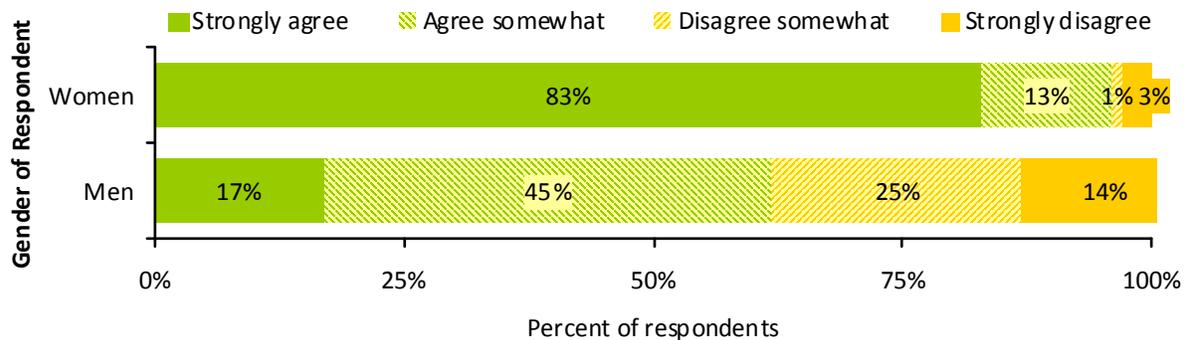


Figure 42: Agreement that Women Should Have Equal Opportunities Like Men In Government



APPENDIX A: COMPLETE SET OF SURVEY FREQUENCIES

These tables contain the percentage of respondents for each response category as well as the “n” or total number of respondents for each category, next to the percentage.

Q1 Can you tell me how many years you have lived in the city?		
	Number	Percent of households
1-5 years	33	9%
6-10 years	79	23%
11-20 years	93	26%
21-40 years	105	30%
41 or more years	41	12%
Total	351	100%

Q1 Average Number of Years Lived in City	
Average years in Charikar	22

Q2 Quality of Life in the City														
How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Overall quality of life in Charikar	45	13%	121	34%	121	34%	65	18%	0	0%	0	0%	352
The quality of schools in your city	11	3%	146	41%	144	41%	51	14%	0	0%	0	0%	352	100%
The quality of healthcare facilities in your city	5	1%	177	50%	116	33%	54	15%	0	0%	0	0%	352	100%
The health of people in your city	2	1%	153	43%	107	30%	89	25%	0	0%	1	0%	352	100%
The cleanliness of	3	1%	152	43%	70	20%	127	36%	0	0%	0	0%	352	100%

Q2 Quality of Life in the City

How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
city streets														
The number of job opportunities in your city	2	1%	172	49%	76	22%	102	29%	0	0%	0	0%	352	100%
The number of businesses in your city	17	5%	136	39%	96	27%	103	29%	0	0%	0	0%	352	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Charikar	2.4
The quality of schools in your city	2.3
The quality of healthcare facilities in your city	2.4
The health of people in your city	2.2
The cleanliness of city streets	2.1
The number of job opportunities in your city	2.2
The number of businesses in your city	2.2

*average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q3 Is the head of your household currently employed?

	Number	Percent
Yes, full time	237	67%
Yes, part time	34	10%
No, not employed	81	23%
Refused	0	0%
Don't know	0	0%

Q4 Compared to 12 months ago, do you think opportunities for employment in Charikar have increased, stayed the same or decreased?

	Number	Percent
Increased	90	26%
Stayed the same	158	45%
Decreased	104	30%
Refused	0	0%
Don't know	0	0%
Total	352	100%

Q5 Do you pay Safayi (city fees or taxes)?

	Number	Percent
Yes	14	4%
No	337	96%
Total	351	100%

Q5 If you pay, how much do you pay per month?

	Number	Percent
1 to 50 Afn	8	57%
51 to 100 Afn	5	36%
101 to 200 Afn	1	7%
201 to 400 Afn	0	0%
401 to 600 Afn	0	0%
601 to 1,000 Afn	0	0%
1,001 to 2,000 Afn	0	0%
2,001 to 5,000 Afn	0	0%
5,001 Afn or more	0	0%

Q6 How do you dispose of your household trash?

	Number	Percent
Burn it	0	0%
Put it in a ditch or river	0	0%
Take it to farm/agricultural/desert land	0	0%
Dispose in street	6	2%
Dispose in public container	171	49%
Take to an official dump site	27	8%
Take to an improvised dump site	46	13%
Door to door collection	108	31%
Other	2	1%
Refused	0	0%
Don't know	0	0%
Put it in our yard	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q6 Which OTHER way do you dispose of your household trash?

	Number	Percent
Far from the house in a garden	1	0%
No response	350	99%
Take to a very big deep place	1	0%

Q6a Where is this container?

	Number	Percent
On my street/close to my house	145	85%

Q6a Where is this container?		
	Number	Percent
On the next street	5	3%
Several streets away	18	11%
Further than several streets away	3	2%
Total	171	100%

Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?		
	Number	Percent
Very satisfied	70	20%
Somewhat satisfied	142	40%
Somewhat dissatisfied	98	28%
Very dissatisfied	42	12%
Refused	0	0%
Don't know	0	0%
Total	352	100%

Q7 Average Rating of Satisfaction with Trash Disposal Method	
	Average rating*
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	2.7
*average rating where 1=very dissatisfied, 2=somewhat dissatisfied, 3=somewhat satisfied and 4=very satisfied	

Q8 How often does the city clean trash from streets?		
	Number	Percent
Every day	20	6%
A couple/few times a week	20	6%
Once a week	110	31%
Once every two or three weeks	97	28%
Once a month or less frequently	55	16%
Never	50	14%
Refused	0	0%
Don't know	0	0%
Total	352	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The city, it is covered by the Safayi fees/taxes	7	2%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	1	0%
No one	344	98%
Total	352	100%

Q10 Quality of Trash Services

How would you rate the following aspect of trash services provided by the city, would you say they are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Removal of illegal/improvised dumpsites	34	10%	133	38%	116	33%	69	20%	0	0%	0	0%	352	100%
Provision of legal dumpsites	27	8%	85	24%	199	57%	41	12%	0	0%	0	0%	352	100%
Provision of garbage bins in residential areas	27	8%	119	34%	137	39%	69	20%	0	0%	0	0%	352	100%
Provision of garbage bins in commercial areas	28	8%	88	25%	144	41%	92	26%	0	0%	0	0%	352	100%
Cleaning garbage from the streets	18	5%	143	41%	114	32%	76	22%	1	0%	0	0%	352	100%
Affordability of trash service	8	2%	128	36%	132	38%	84	24%	0	0%	0	0%	352	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	2.4
Provision of legal dumpsites	2.3
Provision of garbage bins in residential areas	2.3
Provision of garbage bins in commercial areas	2.1
Cleaning garbage from the streets	2.3
Affordability of trash service	2.2

*average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q11 Which of the following sources do you use for drinking water?

	Number	Percent
Well on property	1	0%
Shared well with neighbors	0	0%
River, canal or other open source	54	15%
Public Standpipe	43	12%
Government supplied piped water at home	253	72%
Purchase water	3	1%
Other	0	0%
Refused	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q12 Who do you pay for this water service?

	Number	Percent
City water supply department	268	76%
A private firm/person	4	1%
No one	80	23%
Total	352	100%

Q12 If you pay, how much do you pay per month?

	Number	Percent
1 to 50 Afn	30	11%
51 to 100 Afn	90	33%
101 to 200 Afn	62	23%
201 to 400 Afn	49	18%
401 to 600 Afn	17	6%
601 to 1,000 Afn	12	4%
1,001 to 2,000 Afn	10	4%
2,001 to 5,000 Afn	2	1%
5,001 Afn or more	0	0%
Total	272	100%

Q13 Quality of Government Water Services, if Connected														
[ask if Q11=5 - they are connected to a government water supply], Please tell us if you think the following aspects of piped water service to your home are excellent, good, fair or poor:	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Frequency of supply (times per week)	26	7%	132	38%	84	24%	110	31%	0	0%	0	0%	352
Amount supplied	16	5%	131	37%	131	37%	74	21%	0	0%	0	0%	352	100%
Overall quality of water for drinking	118	34%	44	13%	126	36%	64	18%	0	0%	0	0%	352	100%

Q13 Average Rating of Satisfaction with Water Services	
	Average rating*
Frequency of supply (times per week)	2.2
Amount supplied	2.3
Overall quality of water for drinking	2.6

*average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q14 In the last year, has any family member suffered from dysentery, cholera or severe diarrhea?		
	Number	Percent
Yes	165	47%
No	186	53%
Total	351	100%

Q15 At this house where you live, which of the following kinds of electricity supply, if any, do you have?		
	Number	Percent
Government provided electricity that is not a public generator	333	95%
No electricity	11	3%
Shared Generator (with neighbors)	5	1%
Personal Generator	4	1%
Public Generator (from government)	1	0%

Q15 At this house where you live, which of the following kinds of electricity supply, if any, do you have?

	Number	Percent
Micro Hydro Power (MHP)	0	0%
Solar Energy	0	0%
Large batteries/invertors (such as for running TV, lights, etc.)	0	0%
Refused	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q16 Who do you pay for this electricity service?

	Number	Percent
City electricity department	330	94%
A private firm/person	6	2%
No one	16	5%
Total	352	100%

Q16 If you pay, how much do you pay per month?

	Number	Percent
1 to 50 Afn	3	1%
51 to 100 Afn	6	2%
101 to 200 Afn	40	12%
201 to 400 Afn	98	29%
401 to 600 Afn	51	15%
601 to 1,000 Afn	61	18%
1,001 to 2,000 Afn	60	18%
2,001 to 5,000 Afn	13	4%
5,001 Afn or more	4	1%
Total	336	100%

Q17 Quality of Government Electricity Services, If Connected

[ask if they are connected to a government electricity supply], Please tell us if you think the following aspects of electric service are excellent, good, fair or poor:	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Number of days per week supplied	68	19%	94	27%	167	47%	23	7%	0	0%	0	0%	352	100%
Number of hours per day supplied	40	11%	98	28%	188	53%	26	7%	0	0%	0	0%	352	100%
Quality of supply (Electricity power & its cut out during service hours)	26	7%	138	39%	155	44%	33	9%	0	0%	0	0%	352	100%
Price for electric supply	26	7%	81	23%	203	58%	40	11%	0	0%	0	0%	350	100%

Q17 Average Rating of Satisfaction with Government Electricity Services, If Connected

	Average rating*
Number of days per week supplied	2.6
Number of hours per day supplied	2.4
Quality of supply (Electricity power & its cut out during service hours)	2.4
Price for electric supply	2.3

*average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q18 What type of toilet do you have at your home?

	Number	Percent
Indoor plumbing	15	4%
Dry latrine	225	64%
Latrine with septic	113	32%
Other	0	0%
Refused	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q19 What type of drainage do you have for your waste water?

	Number	Percent
Open ditch/canal	308	88%
Septic system	31	9%
Drains onto the street/road	6	2%
Other	4	1%
City pipeline/sewer	2	1%
Drains into the yard/garden	1	0%
Refused	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q19 Which OTHER type of drainage do you have for your waste water?

	Number	Percent
flows to a specified place	1	0%
Flows to a specified place	1	0%
flows to specified place	1	0%
No response	348	99%
Specified portion	1	0%

Q20 Condition of Drainage and Quality of Drainage Services in City

Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of drainage ditches near home	3	1%	139	39%	33	9%	177	50%	0	0%	0	0%	352	100%
The condition of larger drainage ditches throughout the city	3	1%	130	37%	85	24%	134	38%	0	0%	0	0%	352	100%
Ditch cleaning services	4	1%	149	42%	99	28%	100	28%	0	0%	0	0%	352	100%
Ditch repair services	1	0%	123	35%	94	27%	134	38%	0	0%	0	0%	352	100%

Q20 Condition of Drainage and Quality of Drainage Services in City

Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Ditch construction services	2	1%	121	34%	91	26%	138	39%	0	0%	0	0%	352	100%

Q20 Average Rating of Condition of Drainage and Quality of Drainage Services in City

	Average rating*
The condition of drainage ditches near home	1.9
The condition of larger drainage ditches throughout the city	2.0
Ditch cleaning services	2.2
Ditch repair services	2.0
Ditch construction services	2.0

*average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q21 Quality of Roads and Road Services

Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	3	1%	155	44%	36	10%	158	45%	0	0%	0	0%	352	100%
The condition of main city roads	2	1%	160	45%	105	30%	85	24%	0	0%	0	0%	352	100%
The condition of highways	6	2%	163	46%	118	34%	65	18%	0	0%	0	0%	352	100%
Street repair services	2	1%	131	37%	99	28%	120	34%	0	0%	0	0%	352	100%
Street construction services	1	0%	116	33%	91	26%	144	41%	0	0%	0	0%	352	100%

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	2.0
The condition of main city roads	2.2
The condition of highways	2.3
Street repair services	2.0
Street construction services	1.9

*average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q22 Are there any green areas/parks in close to, or farther from, your home to be used for the following?

	Yes close	None close but some further away	Aware of no parks	Refused	Don't know	Total

Q22 Are there any green areas/parks in close to, or farther from, your home to be used for the following?

	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	12	3%	68	19%	272	77%	0	0%	0	0%	352	100%
Women's parks	11	3%	108	31%	233	66%	0	0%	0	0%	352	100%
Children's playgrounds	13	4%	59	17%	280	80%	0	0%	0	0%	352	100%

Q23 Quality of Parks

Now I would like to ask you about the quality of these parks. Would you say the following parks are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Teen/adult parks	0	0%	51	14%	12	3%	288	82%	0	0%	1	0%	352	100%
Women's parks	1	0%	79	22%	11	3%	260	74%	0	0%	1	0%	352	100%
Children's playgrounds	0	0%	41	12%	10	3%	300	85%	0	0%	1	0%	352	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	1.3
Women's parks	1.5
Children's playgrounds	1.3

*average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q24 Quality of City's Market														
How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	The location of the market(s)	12	3%	159	45%	105	30%	76	22%	0	0%	0	0%	352
The size and layout of the market(s)	8	2%	158	45%	91	26%	95	27%	0	0%	0	0%	352	100%
The amount of food available at your market(s)	20	6%	107	30%	202	57%	23	7%	0	0%	0	0%	352	100%
The variety of foods available at your market(s)	25	7%	133	38%	173	49%	21	6%	0	0%	0	0%	352	100%
The quality of food at your market(s)	48	14%	84	24%	200	57%	20	6%	0	0%	0	0%	352	100%
The availability of goods besides food at your market(s)	29	8%	94	27%	199	57%	30	9%	0	0%	0	0%	352	100%

Q24 Average Rating of Quality of City's Market	
	Average rating*
The location of the market(s)	2.3
The size and layout of the market(s)	2.2
The amount of food available at your market(s)	2.4
The variety of foods available at your market(s)	2.5
The quality of food at your market(s)	2.5
The availability of goods besides food at your market(s)	2.3

*average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q25 Can your family afford to buy the following food at the market as often as you want, not as often as you want, only on rare occasions or never?														
	As often as we want		Not as often as we want		Only rarely		Never		Refused		Don't know		Total	
Meat	98	28%	191	54%	60	17%	3	1%	0	0%	0	0%	352	100%
Fruit	114	32%	168	48%	66	19%	4	1%	0	0%	0	0%	352	100%
Vegetables	166	47%	136	39%	44	13%	6	2%	0	0%	0	0%	352	100%

Q25 Can your family afford to buy the following food at the market as often as you want, not as often as you want, only on rare occasions or never?

	As often as we want		Not as often as we want		Only rarely		Never		Refused		Don't know		Total	
Flour	324	92%	21	6%	6	2%	1	0%	0	0%	0	0%	352	100%
Cooking oil	330	94%	17	5%	5	1%	0	0%	0	0%	0	0%	352	100%
Sugar, tea	327	93%	23	7%	2	1%	0	0%	0	0%	0	0%	352	100%
Cereal	266	76%	49	14%	32	9%	5	1%	0	0%	0	0%	352	100%

Q26 Municipal Service Priorities

<p>The municipal government only has so much money to maintain services and invest in new services. Sometimes government has to make difficult choices about what to do. I am going to read you a list and I would like you to tell me which three services you think are the most important for the city to provide.</p>	Most important		Second most important		Third most important		Not in top three		Total	
Public containers for trash in residential and commercial areas	50	14%	8	2%	18	5%	276	78%	352	100%
A new dump site for trash to reduce leaching into water and the spread of disease	95	27%	35	10%	38	11%	184	52%	352	100%
Ditch cleaning, repair and construction	10	3%	65	18%	23	7%	254	72%	352	100%
Street repair	78	22%	52	15%	51	14%	171	49%	352	100%
Supplying clean drinking water	85	24%	121	34%	39	11%	107	30%	352	100%
Provide a new area for a market	3	1%	20	6%	42	12%	287	82%	352	100%
Provide green areas/parks	17	5%	34	10%	114	32%	187	53%	352	100%
Provide electricity service	14	4%	17	5%	27	8%	294	84%	352	100%

Q27 If you have a problem with something related to the city, like roads, trash, or electricity, as examples, who would you most likely contact to help solve the problem?

	Number	Percent
Mayor	143	41%
Shuras/CDCs/Jirgas	25	7%
Tribal leader/Malik	87	25%
Mullah	23	7%
Would contact no one	74	21%
Don't know	0	0%
Refused	0	0%
Total	352	100%

Q28 Have you ever asked someone in the municipal government to help you solve a problem or get a service?

	Number	Percent
Yes	160	46%
No	189	54%
Don't know	1	0%
Refused	0	0%
Total	350	100%

Q29 If you asked someone from the municipal government to fix your street, what do you think would happen?

	Number	Percent
It would be fixed within a month	69	20%
It would be fixed within a year	101	29%
My request would be put on a long wait list	182	52%
Other	0	0%
Don't know	0	0%
Refused	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q30 Overall, do you think the municipal government is doing a very good job, somewhat good job, somewhat bad job or a very bad job providing the services you think they should provide?

	Number	Percent
Very good job	58	16%
Somewhat good job	221	63%

Q30 Overall, do you think the municipal government is doing a very good job, somewhat good job, somewhat bad job or a very bad job providing the services you think they should provide?

	Number	Percent
Somewhat bad job	45	13%
Very bad job	28	8%
Refused	0	0%
Don't know	0	0%
Total	352	100%

Q31 How often do you think local government officials are working to serve people like you?

	Number	Percent
Almost always	4	1%
Sometimes	177	50%
Rarely	77	22%
Almost never	94	27%
Refused	0	0%
Don't know	0	0%
Total	352	100%

Q32 How much influence do you think someone like you can have over government decisions – a lot, a little, very little, or none at all?

	Number	Percent
A lot	8	2%
A little	144	41%
Very little	115	33%
None at all	85	24%
Don't know	0	0%
Refused	0	0%
Total	352	100%

Q33 To what extent do you trust each of the following to conduct its activities to benefit the people in your city?

	Great deal of trust		Some trust		Little trust		No trust		Refused		Don't know		Total	
Businesses in the local market	27	8%	139	39%	160	45%	26	7%	0	0%	0	0%	352	100%
The religious leaders here	72	20%	117	33%	120	34%	43	12%	0	0%	0	0%	352	100%
Donor agencies	11	3%	129	37%	147	42%	65	18%	0	0%	0	0%	352	100%
The local government	13	4%	114	32%	161	46%	64	18%	0	0%	0	0%	352	100%
The provincial government	8	2%	112	32%	151	43%	81	23%	0	0%	0	0%	352	100%
The Afghanistan national government	7	2%	106	30%	143	41%	96	27%	0	0%	0	0%	352	100%

Q34 Who is your mayor?

	Number	Percent
Identified correctly	289	82%
Did not know	19	5%
Provided wrong name	44	13%
Total	352	100%

Q35 Please tell me whether you think that corruption is a major problem, a minor problem, or no problem at all in the following areas.

	Major Problem		Minor Problem		Not a Problem		Refused		Don't know		Total	
In the provincial government	295	84%	56	16%	1	0%	0	0%	0	0%	352	100%
In Afghanistan as a whole	334	95%	14	4%	4	1%	0	0%	0	0%	352	100%

Q36 Compared to 12 months ago, do you think the amount of corruption overall in ...

	Increased		Stayed the same		Decreased		Refused		Don't know		Total	
In the provincial government	213	61%	118	34%	21	6%	0	0%	0	0%	352	100%
In Afghanistan as a	254	72%	81	23%	17	5%	0	0%	0	0%	352	100%

Q36 Compared to 12 months ago, do you think the amount of corruption overall in ...

	Increased		Stayed the same		Decreased		Refused		Don't know		Total	
whole												

Q37 Whenever you have contacted government officials, how often in the past 12 months have you had to give cash, a gift or perform a favor for an official?

	In all cases		Most cases		Isolated cases		No cases		Had no contact		Refused		Don't know		Total	
Officials in the Municipality	75	21%	23	7%	87	25%	148	42%	19	5%	0	0%	0	0%	352	100%
Customs office	60	17%	35	10%	63	18%	97	28%	97	28%	0	0%	0	0%	352	100%
Afghan National Police	56	16%	63	18%	92	26%	123	35%	18	5%	0	0%	0	0%	352	100%
Afghan National Army	5	1%	20	6%	57	16%	227	64%	43	12%	0	0%	0	0%	352	100%
Judiciary / courts	86	24%	51	14%	94	27%	102	29%	19	5%	0	0%	0	0%	352	100%
State electricity supply	32	9%	44	13%	87	25%	177	50%	12	3%	0	0%	0	0%	352	100%
Public healthcare service	20	6%	52	15%	132	38%	137	39%	11	3%	0	0%	0	0%	352	100%
When applying for a job	25	7%	55	16%	92	26%	155	44%	25	7%	0	0%	0	0%	352	100%
Admissions to schools/ university	22	6%	49	14%	69	20%	177	50%	35	10%	0	0%	0	0%	352	100%
To receive official documents	27	8%	42	12%	63	18%	181	51%	39	11%	0	0%	0	0%	352	100%

Q38 Are you aware of the government ministry known as the Ministry of Women's Affairs?

	Number	Percent
Yes	309	88%
No	42	12%
Don't know	1	0%

Q38 Are you aware of the government ministry known as the Ministry of Women's Affairs?

	Number	Percent
Refused	0	0%
Total	352	100%

Q39 Are there any local offices of the Ministry of Women's Affairs in the district or province where you live? Q39 (If answered 'Yes' in Q38)?

	Number	Percent
Yes	320	91%
No	31	9%
Don't know	1	0%
Refused	0	0%
Total	352	100%

Q40 Some people say that women should have equal opportunities like men in education. Do you strongly agree, agree or disagree or strongly disagree with this opinion?

	Number	Percent
Strongly agree	209	59%
Agree somewhat	112	32%
Disagree somewhat	22	6%
Strongly disagree	9	3%
Don't know	0	0%
Refused	0	0%
Total	352	100%

Q41 Some people say that women should have equal opportunities like men in participating in government. Do you strongly agree, agree or disagree or strongly disagree with this opinion?

	Number	Percent
Strongly agree	177	50%
Agree somewhat	100	28%
Disagree somewhat	45	13%
Strongly disagree	30	9%
Don't know	0	0%
Refused	0	0%
Total	352	100%

Q42 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	4	1%

Q42 How old were you on your last birthday?

	Number	Percent of households
18-30 years old	143	41%
31-40 years old	106	30%
41-50 years old	51	14%
51-60 years old	28	8%
61 or more years old	20	6%
Total	352	100%

Q43 Are you now working, a housewife (ask only women), retired, a student, or looking for work?

	Number	Percent of households
Working	132	38%
Retired	2	1%
Housewife	154	44%
Student	20	6%
Unemployed	43	12%
Other	1	0%
Refused	0	0%
Don't know	0	0%
Total	352	100%

Total may exceed 100% as respondents could provide more than one response.

Q44 What is the highest level of school or madrassa you completed?

	Number	Percent of households
Never went to school	182	52%
Primary School, incomplete (classes 1 to 5)	28	8%
Primary School, complete (finished class 6)	20	6%
Secondary education, incomplete (classes 7 to 8)	23	7%
Secondary education, complete (finished class 9)	25	7%
High School (classes 10 to 12)	54	15%
University education or above	20	6%
Refused	0	0%
Don't know	0	0%
Total	352	100%

Q45 Are you married or single?		
	Number	Percent of households
Single	53	15%
Married	293	83%
Widower/ Widow	6	2%
Refused	0	0%
Don't know	0	0%
Total	352	100%

Q46 How many people live here in this house?		
	Number	Percent of households
No people	0	0%
1-5 people	30	9%
6-10 people	218	62%
10-20 people	98	28%
21 or more people	6	2%
Total	352	100%

Q47 Does your family lease or own this house?		
	Number	Percent of households
Lease	102	29%
Own	250	71%
Don't know	0	0%
Refused	0	0%
Total	352	100%

Q48 Does your family have a Qabala or other way of demonstrating your tenure?		
	Number	Percent of households
Yes	247	70%
No	105	30%
Don't know	0	0%
Refused	0	0%
Total	352	100%

Q49 What do you pay each month for your lease or mortgage?		
	Number	Percent of households
Pay nothing	250	71%
1,000 Afn or less per month	19	5%
1,001-2,000 Afn per month	44	13%

Q49 What do you pay each month for your lease or mortgage?

	Number	Percent of households
2,001-3,000 Afn per month	15	4%
3,001-4,000 Afn per month	10	3%
4,001-5,000 Afn per month	8	2%
5,001-7,500 Afn per month	5	1%
7,501 or more Afn per month	1	0%
Total	352	100%

Q50 Income Level

Will you please tell me which of the following categories best represents your average total family monthly income?	Number	Percent of households
Less than 2,000 Afs	12	3%
2,001 - 3,000 Afs	27	8%
3,001 - 5,000 Afs	61	17%
5,001 - 10,000 Afs	102	29%
10,001 - 15,000 Afs	71	20%
15,001 - 20,000 Afs	44	13%
20,001 - 25,000 Afs	22	6%
25,001 - 40,000 Afs	9	3%
more then 40,000 Afs	4	1%
Refused	0	0%
Don't know	0	0%
Total	352	100%

Q51 Gender

	Number	Percent of households
Male	173	49%
Female	179	51%
Total	352	100%

APPENDIX B: SURVEY METHODOLOGY

A survey instrument was developed in June and July 2010 through collaboration between NRC, ICMA and DAI staff with the goal of assessing residents' opinion about the quality of infrastructure, services and governance in their cities. The survey was then translated into appropriate Afghan languages.

This survey is intended to provide a baseline for assessing the effectiveness of projects and programs that will be implemented through the USAID funded Regional Afghan Municipalities Program for Urban Populations (RAMP UP). The survey was reviewed and approved by the Government of Afghanistan Independent Directorate of Local Governance (IDLG).

Along with the survey instrument, a sampling plan and interview training materials were developed to ensure consistency in implementation of the survey. Sample sizes for each city were chosen to ensure a 5% margin of error. For larger population centers (>7,000 households), the desired margin of error of 5%, given a .95 confidence interval, required that 350 households be interviewed. For smaller cities, the margin of error varied by the estimated number of households. In the following table, we show the number of interviews required in each city to attain a 5% margin of error, given the population estimate and using a finite population correction factor.

2010 Sample Sizes			
City	Approximate number of households ¹	Number of interviews planned	Number of interviews completed
Asadabad (Kunar)	1,800	275	275
Bamyan (Bamyan)	1,600	265	264
Charikar (Parwan)	7,200	352	352
Gardez (Paktia)	3,100	312	313
Ghazni (Ghazni)	7,500	350	295
Jalalabad (Nangarhar)	26,000	372	371
Khost (Khost)	1,500	264	264
Mahmood Raqi (Kapisa)	200	100	100
Maidan Shar (Wardak)	400	150	150

2010 Sample Sizes

City	Approximate number of households ¹	Number of interviews planned	Number of interviews completed
Mehterlam (Laghman)	700	200	200
Panjshir (Panjshir)	2,700	300	300
Parun (Nuristan)	350	140	-- ²
Puli Alam (Logar)	700	200	200
Sharana (Paktika)	350	140	140

¹ *The number of households in some cities was larger than the number shown in the table, this is because the interviews were conducted only in those sections of larger or geographically spread out cities where RAMP UP programs will be implemented.*

² *Due to safety concerns it was not possible to interview residents in Parun in 2010*

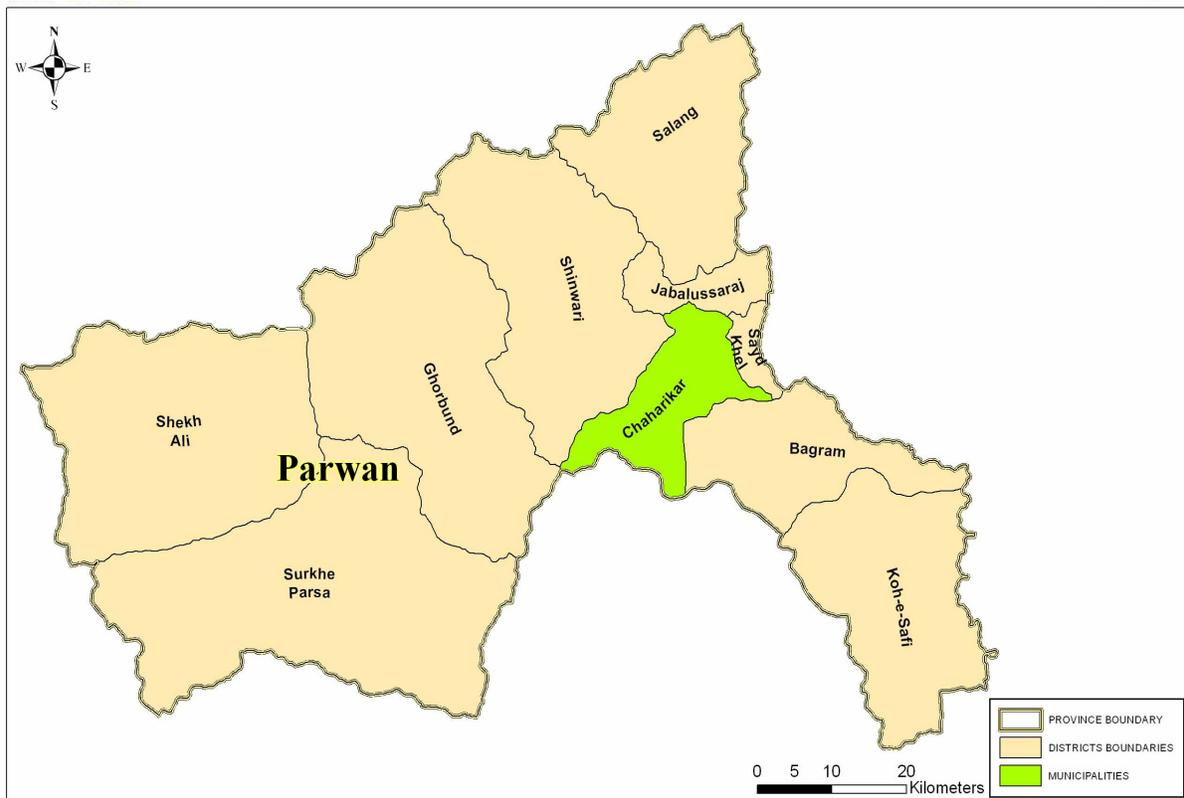
To randomly choose households in each city, random route sampling was applied. If the city was large, interviewers planned to visit an equal number of households in each district. For each city (or neighborhood/district) a starting address (or spot, like the south east corner of the market) was randomly selected and the interview team wound through the streets, selecting every Nth household. If streets had homes facing each other, the team went up one side and returned down the other. The skip factor was chosen by dividing the total number of households in the town by the number of interviews to be completed (e.g., for Asadabad, every 6th house was interviewed as 1,800 estimated households divided by 275 equals 6.5). Once at the home, enumerators were asked to conduct the interview with the most senior or educated household member available and to alternate between men and women as much as possible. While choosing a family member (whether they were at home at that time or not) at random would be optimal for sampling, it was not possible for practical and security reasons. Interviewing the most senior or educated household member available each year, will provide some consistency in sampling where true randomness is not possible.

Local people were recruited from each city to be enumerators for their city and each attended training before going into the field. Both male and female enumerators were recruited where it was possible to interview women. Interviewers were trained to understand the survey questions and the importance of conducting the survey in a consistent manner. Consistency in following the sampling plan and in reading the questions exactly as they were worded was emphasized. Interviewers also maintained interview disposition forms, in which they tracked whether anyone was home at the randomly selected household and whether they were willing to complete an interview.

Survey managers accompanied the survey teams in the field and reviewed interview sheets daily to correct any errors and retrain if methods were not followed. Completed survey forms were data entered by staff at the Kabul office using a structured Microsoft Access database. Open-ended questions were

translated into English and the completed datasets were emailed to NRC staff for analysis and report writing.

PART TWO: INTERNAL SURVEY CHARIKAR CITY



September 7, 2010

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PURPOSE OF RAMP UP EAST BASELINE INTERNAL SURVEY

The purpose of the internal survey is to establish a simplified baseline measurement of the performance of municipal administrations, focusing on the four municipal management functions: financial management, planning and development (including economic development), public works, and revenue enhancement. The internal survey results included below serve to capture the *current status* of municipal operations, which can then be used to document and measure progress, as well as identify priority areas require technical and/or material assistance.

The internal survey results are not intended to provide detailed, granular analysis or narrative detail on *how* municipalities currently operate; rather, it is a starting point to identify priority areas requiring interventions, and determining the main entry points for technical assistance.

As RAMP UP continues in its development of Municipal Improvement Plans, RAMP UP, through its municipal team leaders and embedded staff, will use the survey results to delve deeper into the specific capacities of municipal personnel and to diagnose structural reforms and changes in core practices required to improve the delivery of essential services. The survey results will contribute to:

- Defining the training and capacity-building needs of municipal staff in the four target functions, which will be incorporated into the municipal improvement plans (MIPs).
- Identifying existing capacities and gaps related to providing services in accordance with municipal mandates
- Developing recommendations for restructuring municipal departments and systems to be incorporated into the Service Delivery Improvement Plan.
- Provide data on a municipality's current assets (basic inventory)
- Explain existing practices related to revenue generation, revenue collections and public expenditure management.

The survey was conducted by municipal department heads supported by their respective Embedded Advisors. Embedded Advisors, in turn, were supported by subject area experts from the RAMP UP main office in Kabul.

METHODOLOGY

In August, 2010, RAMP UP East staff developed the first draft of the internal assessment instrument, as well as a timeline for its deployment. The instrument was vetted with IDLG and USAID, and then field tested in Charikar. Following the field test, RAMP UP staff, including embedded advisors, were trained on how to use the instrument.

A team of interviewers from RAMP UP east visited Charikar in September 2010 to assess the capacity of the municipality. The internal survey team was headed by the municipal team leader and supported by public finance, economic development and public works embedded advisors.

The internal survey team was introduced to municipality staff by the provincial team leader in presence of RAMP UP staff. The objectives of baseline survey were then explained to the interviewees.

The internal survey team leader interviewed the mayor/deputy mayor while embedded advisors grouped with their relevant counterparts within municipal departments, following a brief introduction of the survey.

The completed questionnaires, along with all attachments, were taken back to Kabul for final data entry and analysis.

Table 1: Assessment Areas, Interviewers and Interviewees

Assessment Area	Interviewer	Name of person interviewed	Title of person interviewed	Date of interview
General	Khalilullah Rahmani	Ghulam Sediq Sediq	Mayor	Sep, 15,2010
Financial Management	Ahmad Jan Ahmadi	Sayed Wali Sayed	Head of Finance Department	Sep,15,2010
Planning and Economic Development	Sadullah Popalzai	Hayat ullah	Head of Land Registration Department	Sep,15,2010
Revenue Enhancement	Ahmad Jan Ahmadi	Bahawuddin	Head of Revenue Department	Sep, 15, 2010
Public Works	Eng. Kamal Ahmad Safi	Zalmi Khan	Head of Public Works Department	Sep,15,2010

This report outlines the municipality's current capacities in each of the four functional areas (Financial Management, Planning and Economic Development, Revenue Enhancement, and Public Works), as well as providing an overview of municipal capacity as of September, 2010. For each functional area, an inventory of reference documents, staff and infrastructure were taken. The detailed results are presented below.

A. GENERAL INFORMATION

The following table reflects responses questions asked to mayor and deputy mayor related to basic, overarching topics of municipal administration and management.

Table 2: Municipal Reference and Planning Documents

Type of Document	Document Exists [Yes/No]	
	As reported by municipality	As reported by municipality
Do you have the IDLG terms of reference for your municipality?	Yes	Yes
Do you have a City Master Plan?	Yes	No
Do you have a Municipal profile?	No	No
Do you have a Municipal organization chart?	Yes	Yes
Do all municipal staff members have a written job description?	Yes	Yes
Do you have work plans for different municipal functional areas?	Yes	Yes
Do you have a copy of the Provincial Development Plan (PDP)?	Yes	No
Do you have a list of donors that have assisted your municipality?	Yes	Yes
Do you have a list of city council members?	No	No
If it is meeting, are council meeting minutes being kept?	Yes	No
Do you have a copy of the Current Municipal Law?	Yes	No
Does the municipality have a procedures manual? (A document outlining the standard ways of performing certain functions or duties).	Yes	Yes

The below table reflects the self-reported numbers of municipal employees, in conjunction with the IDLG-approved staffing list (*Tashkeel*).

Table 3: Municipal Employees

Type	Total Number	Filled by men	Filled by women	Not filled
As reported on Tashkeel	22	22	0	0
Reported Contract position	46	46	0	0
Council members*	4	4	0	0

*Council members are neighborhood representatives (Naheya).

The below table contains the municipality's response to the question(s) related to how frequently each type of communication or meeting occurs.

Table 4: Frequency of Events

Type	Weekly	Monthly	Quarterly	Annually
How frequently does the City Council meet?		x		
How frequently do you communicate with IDLG/DMA?			x	

The below table provides the municipality's responses to the open ended question: "With which other provincial line ministry directorates do you coordinate your activities? Please list them and the activities that you coordinate with them:"

Table 5: Provincial Partners

Provincial line ministry directorate	Municipality coordinates with?	Type of activities (as reported by municipality)
PD of Rural Rehabilitation and Development	Yes	1: Establishment of city councils 2: MRRD Project management; road construction, well digging etc
PD of Agriculture and Livestock	Yes	Provision of public land for the establishment of new settlements and public works
Provincial Police Department	Yes	1: Preventing unapproved construction 2: Tax payment/enforcement 3: City order and safety 4: Security
PD of Statistics	Yes	1: Citizen information 2: Demographics

The following table illustrates responses to the following question: “Is the municipality involved in providing the following public services?”

Table 6: Public Services Provided by Municipality

Service type	Yes, all	Yes, some	Not provided by municipality
Water		X	
Power			X
Waste Water/ Sanitation	x		

The below indicates responses to the question: “Do you have a mechanism to receive and handle complaints from citizens? If yes, how do you receive and handle complaints?”

Table 7: Methods for Receiving and Handling Complaints

<ul style="list-style-type: none"> • Through electronic and print media (TV, radio, and newspapers)
--

B. FINANCIAL MANAGEMENT

The below tables (8 and 9) summarize the municipality's responses to basic questions regarding financial management and budgeting.

Table 8: Financial Management Documents

Type of Document	Document Exists [Yes/No]	
	As reported by municipality	As reported by municipality
Do you have a budget for the current year?	Yes	Yes
Does the municipality have a copy of actual revenues and expenditures for the past two years?	No	No
Do you have an operational budget?	Yes	Yes
Do you have a program or development budget?	Yes	Yes
Do you have a general ledger?	Yes	No

Table 9: Financial Management Systems

Type of Document	Manual	Computerized
Is your accounting/budget system manual or computerized?	Yes	No
Do you have a systematic filing system? If so, is it manual or computerized?	Yes	No

Table 10: Financial Management Employees

Type	Total Number	Filled by men	Filled by women	Not filled
Tashkeel	2	2	0	0
Contract position	0	0	0	0

Table 11: Financial Management Office: Physical Resources

Physical Resource	None	Shared/ not enough	Enough for all who need
Office space		X	
Desks and chairs			X
Computers		X	
Financial software	X		
Network for office computers	X		
Internet access	X		
Number of hours each day that power is available		24 hours	

C. PLANNING AND ECONOMIC DEVELOPMENT

There is no Planning Department in Charikar, nor is there an Economic Development Department or Local Economic Development Office.

D. REVENUE ENHANCEMENT

The below tables (12 and 13) summarize the municipality's responses to basic questions regarding revenue enhancement and economic development.

Table 12: Revenue Enhancement Department Documents

Type of Document	Document Exists [Yes/No]	
	As reported by municipality	As reported by municipality
Do you have a list of Municipal owned property (buildings & land)?	Yes	Copy not provided
Do you have a list of revenue sources and how much is collected in each?	Yes	Copy attached to Internal Survey
Are you forecasting revenues?	Yes	Yes
Do you have standard written procedures for collecting revenues?	Yes	No
Do you have standard written procedures for Safeguarding all revenues collected?	Yes	No
Do you have a procedure manual for revenue collection?	Yes	No
Do you have a list of Municipal owned property (buildings & land)?	No	No

The below table indicates the municipality's response to the questions: "Do you have a systematic filing system?" and if so, is it "Manual or Computerized?"

Table 13: Revenue Enhancement Department Systems

Type of Document	Manual	Computerized
Systematic filing system	No	
Revenue system	Yes	

Table 14: Revenue Enhancement Department Employees

Type	Total Number	Filled by men	Filled by women	Not filled
Tashkeel	3	3	0	
Contract position	0			

The below table provides responses to the question: “How often do you collect revenues?”

Table 15: Revenue Collection Frequency and Method

Type	Never	Weekly	Monthly	Quarterly	Annually
Revenue collection*			X	X	X

* We do not have any standardized way of collecting the revenues; the related revenue officer visits each revenue site and collects the revenues from them.

The below table summarizes the municipality’s reported collections by revenue source/type:

Table 16: Revenue Collection Sources

Physical Resource	Collected?	Copy of revenue statement	Number of registered licenses	Annual amount (Afs)	Municipal Estimate of Potential Revenues (Afs)
Property Registration Fees	No	No		No	No
Safayi taxes	Yes	No		150,000	500000
Business license Fees	Yes	No	50	0	0

Table 17: Revenue Enhancement Office: Physical Resources

Physical Resource	None	Shared/ not enough	Enough for all who need
Office space		X	
Desks and chairs		X	
Computers			X
Financial software	X		
Network for office computers	X		

Internet access	X		
Number of hours each day that power is available		4 hours	

E. PUBLIC WORKS

The below table summarizes the municipality’s responses to questions related to public works and service delivery.

Table 18: Public Works Management and Documentation

Type of Document	Document Exists [Yes/No]	
	As reported by municipality	As reported by municipality
Do Public Works activities include “Planning” ?– determining future projects and accompanying costs. (If yes, please share a copy of a planning document.)	Yes	No
Do Public Works activities include “Scheduling”? – setting specific times and progress benchmarks. (If yes, please share a copy of a scheduling document.)	Yes	No
Do Public Works activities include “monitoring”? - seeing project to completion. (If yes, please share a copy of a monitoring document.)	Yes	No
Do Public Works activities include “Maintenance”? – maintaining public works projects once they are complete. (If yes, please share a copy of a maintenance document.)	Yes	Yes
Do Public Works activities include Documenting and Reporting? (If yes, please share a copy of such a document.)	Yes	No
Do you have a trash collection plan? (if so, please share)	Yes	Yes
Do you have a Public Works Asset Inventory List? (If so please share a copy with us).	Yes	Yes
Do you have a regular maintenance schedule for vehicles, tools and equipment?	No	No

Table 19: Public Works Information Systems

Type of Document	Manual	Computerized
Systematic filing system	Yes	No

Table 20: Public Works Employees

Type	Total Number	Filled by men	Filled by women	Not filled
All positions	14			
Tashkeel	22	14	0	8
Contract position	46	46	0	0

Table 21: Public Works Activities and Resources

	Yes/No
Do you conduct regular road maintenance?	No
Do you conduct regular public parks maintenance	No
Does an operations and maintenance facility exist?	No
Do you have a designated dump site?	Yes
If you have a dumpsite, is it a landfill?	Yes

The below table includes responses to the following question: “What Public Works assets does the municipality have?”

Table 22: Public Works Inventory

	Number	Use	Location	Operable	Condition	Operator/ driver
Dump truck	2	Park/Solid waste	In Municipality	Yes	Good	Yes
Loader	2	Street	Municipality	Yes	Good	Yes
Water Tankers	3	Parks/Streets use	In Municipality	Yes	Good	Yes
Shovels	20					
Wheelbarrows	12					

Pick axes	15					

Table 23: Public Works Office: Physical Resources

Physical Resource	None	Shared/ not enough	Enough for all who need
Office space		X	
Desks and chairs		X	
Computers		X	
Public works software	X		
Network for office computers	X		
Internet access	X		
Number of hours each day that power is available		4 hours	