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REGIONAL AFGHAN MUNICIPALITIES PROGRAM FOR URBAN POPULATIONS – REGIONAL COMMAND EAST

MUNICIPAL BASELINE SURVEY REPORT KHOST CITY (2010)

OCTOBER 2010

This publication was produced for review by the United States Agency for International Development. It was prepared by DAI.

REGIONAL AFGHAN MUNICIPALITIES PROGRAM FOR URBAN POPULATIONS – REGIONAL COMMAND EAST

MUNICIPAL BASELINE SURVEY REPORT KHOST CITY (2010)

Program Title: Regional Afghan Municipalities Program for Urban Populations
Regional Command – East (RAMP UP East)

Sponsoring USAID Office: USAID/Afghanistan

Contract Number: 306-C-00-10-00526-00

Contractor: DAI

Date of Publication: November 14, 2010

The authors' views expressed in this publication do not necessarily reflect the views of the United States Agency for International Development or the United States Government.

CONTENTS

- CONTENTS.....2**
- PART ONE: EXTERNAL SURVEY KHOST CITY4**
- FIGURES.....5**
- INTRODUCTION6**
- DEMOGRAPHICS6**
- OVERVIEW.....6**
- QUALITY OF LIFE.....8**
- EMPLOYMENT9**
- SERVICES.....11**
 - SOLID WASTE.....12
 - WATER.....16
 - ELECTRICITY.....18
 - ROADS, DRAINAGE AND SANITATION.....20
 - GREEN AREAS AND PARKS.....22
 - MARKET.....23
 - SERVICE PRIORITIES.....25
- GOVERNANCE26**
- WOMEN IN SOCIETY.....32**
- APPENDIX A: COMPLETE SET OF SURVEY FREQUENCIES34**
- APPENDIX B: SURVEY METHODOLOGY.....57**
- PART TWO: INTERNAL SURVEY KHOST CITY.....60**
- INDEX OF TABLES.....61**
- PURPOSE OF RAMP UP EAST BASELINE INTERNAL SURVEY62**
- METHODOLOGY63**
- A. GENERAL INFORMATION.....64**
- B. FINANCIAL MANAGEMENT67**
- C. PLANNING AND ECONOMIC DEVELOPMENT.....69**
- D. REVENUE ENHANCEMENT.....69**
- E. PUBLIC WORKS.....72**
- F. ANALYSIS..... ERROR! BOOKMARK NOT DEFINED.**

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, 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:** 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 KHOST CITY



October 2010

FIGURES

| | |
|--|----|
| FIGURE 1: QUALITY OF LIFE IN KHOST..... | 8 |
| FIGURE 2: JOB OPPORTUNITIES IN KHOST..... | 9 |
| FIGURE 3: CHANGE IN JOB OPPORTUNITIES IN LAST YEAR..... | 9 |
| FIGURE 4: HEAD OF HOUSEHOLD EMPLOYMENT STATUS..... | 10 |
| FIGURE 5: OVERALL, HOW WELL IS THE CITY PROVIDING THE SERVICES YOU THINK THEY SHOULD PROVIDE? | 11 |
| FIGURE 6: TRASH DISPOSAL METHOD..... | 12 |
| FIGURE 7: SATISFACTION WITH TRASH DISPOSAL METHOD..... | 13 |
| FIGURE 8: FREQUENCY OF TRASH REMOVAL FROM STREET BY CITY | 14 |
| FIGURE 9: WHO DO YOU PAY FOR TRASH SERVICE?..... | 14 |
| FIGURE 10: QUALITY OF CITY TRASH SERVICES..... | 15 |
| FIGURE 11: DRINKING WATER SOURCES..... | 16 |
| FIGURE 12: FAMILY EXPERIENCED DYSENTERY/CHOLERA/SEVERE DIARRHEA BY DRINKING WATER SOURCE | 16 |
| FIGURE 13: WHO DO YOU PAY FOR WATER SERVICE? | 17 |
| FIGURE 14: IF YOU PAY FOR WATER SERVICE, HOW MUCH DO YOU PAY PER MONTH? | 17 |
| FIGURE 15: ELECTRICITY SOURCES | 18 |
| FIGURE 16: WHO DO YOU PAY FOR ELECTRICITY SERVICE? | 18 |
| FIGURE 17: IF YOU PAY FOR ELECTRICITY SERVICE, HOW MUCH DO YOU PAY PER MONTH?..... | 19 |
| FIGURE 18: QUALITY OF CITY ELECTRICITY SERVICES..... | 19 |
| FIGURE 19: TYPE OF TOILET IN HOME | 20 |
| FIGURE 20: TYPE OF DRAINAGE FOR WASTE WATER..... | 20 |
| FIGURE 21: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES | 20 |
| FIGURE 22: QUALITY OF CITY ROADS AND ROAD SERVICES..... | 21 |
| FIGURE 23: AVAILABILITY OF CITY PARKS | 22 |
| FIGURE 24: QUALITY OF CITY PARKS | 22 |
| FIGURE 25: QUALITY OF CITY MARKET | 23 |
| FIGURE 26: FAMILY CAN AFFORD FOOD AT THE MARKET..... | 24 |
| FIGURE 27: MUNICIPAL SERVICE PRIORITIES..... | 25 |
| FIGURE 28: IF YOU HAVE A PROBLEM WITH SOMETHING RELATED TO THE CITY, WHO WOULD YOU CONTACT?..... | 26 |
| FIGURE 29: WHO IS YOUR MAYOR? | 26 |
| FIGURE 30: CONTACT WITH CITY GOVERNMENT..... | 27 |
| FIGURE 31: IF YOU ASKED YOUR MUNICIPAL GOVERNMENT TO FIX YOUR STREET, WHAT DO YOU THINK WOULD HAPPEN? | 27 |
| FIGURE 32: HOW OFTEN DO YOU THINK LOCAL GOVERNMENT OFFICIALS ARE WORKING TO SERVE PEOPLE LIKE YOU?..... | 28 |
| FIGURE 33: HOW MUCH INFLUENCE DO YOU THINK SOMEONE LIKE YOU CAN HAVE OVER GOVERNMENT DECISIONS? | 28 |
| FIGURE 34: LEVEL OF TRUST IN REPRESENTATIVES CONDUCTING ACTIVITIES TO BENEFIT THE PEOPLE IN YOUR CITY?..... | 29 |
| FIGURE 35: LEVEL OF CORRUPTION..... | 30 |
| FIGURE 36: CHANGE IN LEVEL OF CORRUPTION IN LAST YEAR | 30 |
| FIGURE 37: 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? | 31 |
| FIGURE 38: AWARENESS OF MINISTRY OF WOMEN’S AFFAIRS | 32 |
| FIGURE 39: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES LIKE MEN IN EDUCATION | 32 |
| FIGURE 40: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES LIKE MEN IN GOVERNMENT..... | 33 |

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 Ghazni. In-person interviews were conducted with 295 residents from August 15, 2010 to August 29, 2010.

This report outlines the results for the baseline survey conducted in Khost. In-person interviews were conducted with 264 residents from August 15, 2010 to September 1, 2010.

DEMOGRAPHICS

Enumerators visited 264 houses in Khost and interviewed one representative in each home. Of those interviewed, 96% were men, 76% were married and 59% had attended secondary school or higher. Respondents tended to be younger – 55% were 30 years old or younger, 22% were 31 to 40 and 23% were over 40. Most households had more than 10 people. Only 36% of households owned their homes but almost all of these had a Qabala or other way of showing their tenure.

OVERVIEW

Most residents rated the quality of life in Khost as excellent or good. Almost all the heads of households were employed full time and 7 in 10 residents thought that the number of employment opportunities in the city had stayed the same or increased in the past year.

The job their city government was doing providing services was rated as somewhat bad or very bad by a majority of residents.

- Khost residents generally disposed of trash in the street or a public container and were satisfied with these methods. Residents reported that the City never cleaned the trash from the street and City trash services were rated poorly by most residents.
- Two-thirds of residents purchased their drinking water from a private firm and a quarter used wells. No one had water supplied to their home by a government source.
- Electricity in Khost mostly came from government power stations or generators, but 2 in 5 households used a personal or shared generator. Residents gave good ratings to this service for all aspects but the price.
- Residents generally used dry latrines for their toilets but a few had indoor plumbing or a latrine with septic. Almost all had open drainage canals for their wastewater. The condition of drainage canals and the services to clean, repair and construct the ditches were rated as poor by a large majority of residents.
- The condition of highways, main city roads and neighborhood streets received poor ratings by a majority of residents. Street repair and construction services were evaluated as poor by almost all residents. Although, about one-third of residents thought main roads and highways were in good shape.
- Only a few residents were near teen/adult or children's parks, but most said there were some further away. The condition of these parks was generally rated as poor.
- When asked to prioritize services, the top three priorities for residents were supplying clean drinking water, providing electricity service and a new dump site for trash disposal.

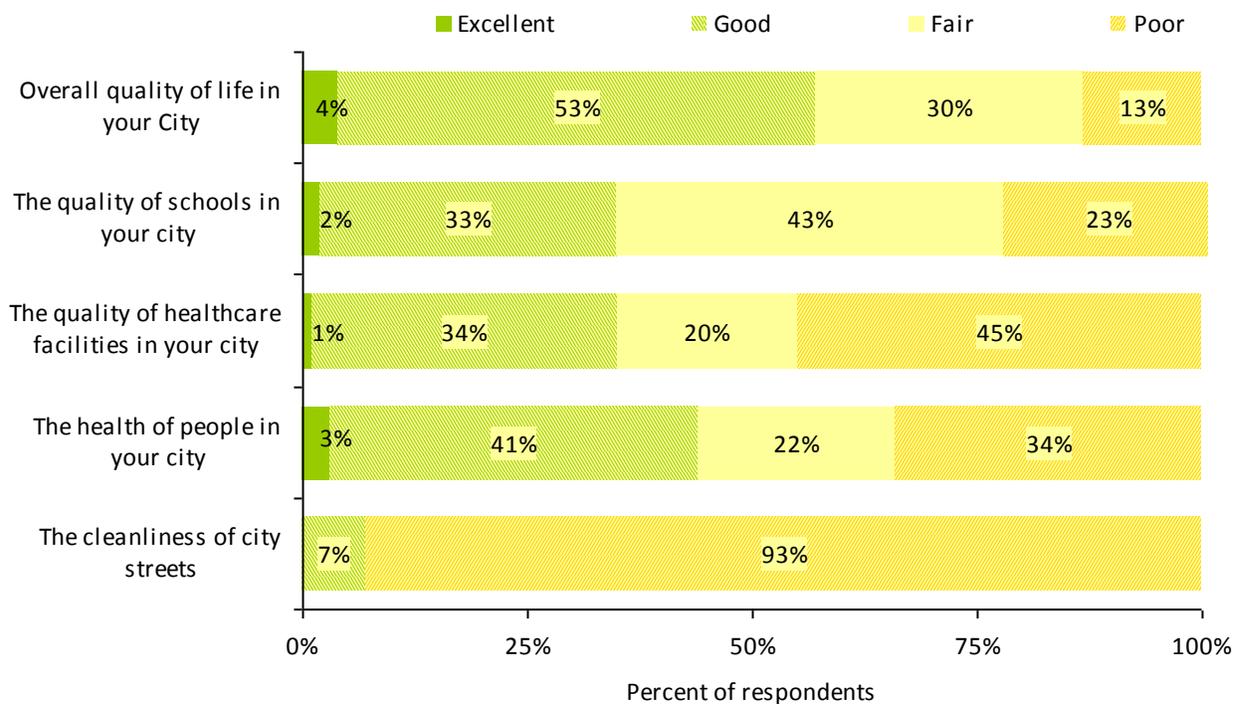
Many residents knew who their mayor was and 6 in 10 had contacted the municipality to request a service or help with a problem. Residents had a fair amount of confidence in their government.

- About two-thirds of residents thought their local government was sometimes or almost always working to serve people like them but most thought they could have a lot (38%) or at least a little (24%) influence on local government decision-making.
- A majority had at least some or a great deal of trust that government was conducting activities for their benefit at the local, provincial and national level. This was more trust than they had in local businessmen and religious leaders.
- About 3 in 10 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; 7 in 10 said they were never asked or only were asked 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 Khost were strongly supportive of women having equal access to education and participation in government. A majority of men strongly supported women having equal access to education, but only half strongly supported women's participation in government; while 37% of men somewhat supported it.

QUALITY OF LIFE

More than half the residents of Khost rated the overall quality of life in their city as excellent or good and only 13% thought it was poor. Residents were more split on the level or health or the people in the city and quality of healthcare facilities. Forty-five percent thought facilities were poor but 35% thought facilities were excellent or good and 34% thought people's health was poor but and 45% thought people's health was excellent or good. Almost all agreed that the cleanliness of city streets was poor.

Figure 1: Quality of Life in Khost



EMPLOYMENT

Eighty-seven percent of the heads of households visited for this survey were employed full time, the remaining 13% were unemployed. About 4 in 10 residents rated the number of job opportunities in the city as excellent or good, 39% thought it was fair and 20% thought it was poor. A similar portion (39%) thought job opportunities had increased over the past year than thought they had decreased (31%).

Figure 2: Job Opportunities in Khost

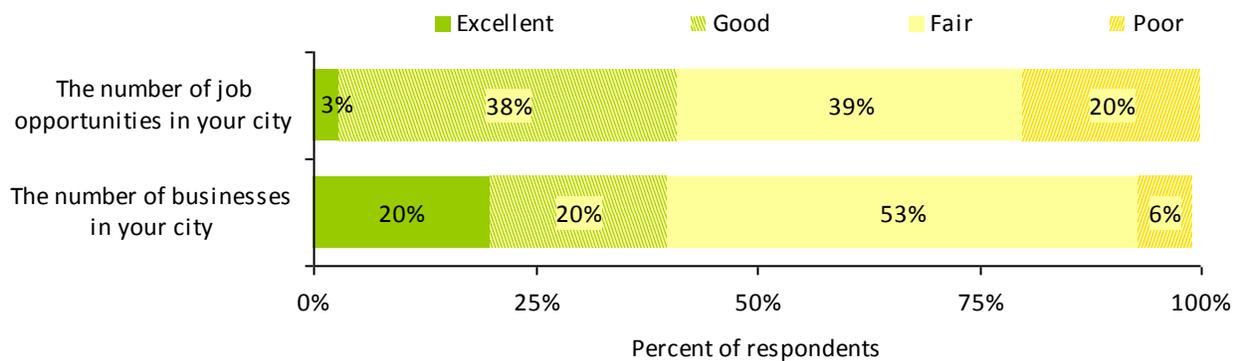


Figure 3: Change in Job Opportunities in Last Year

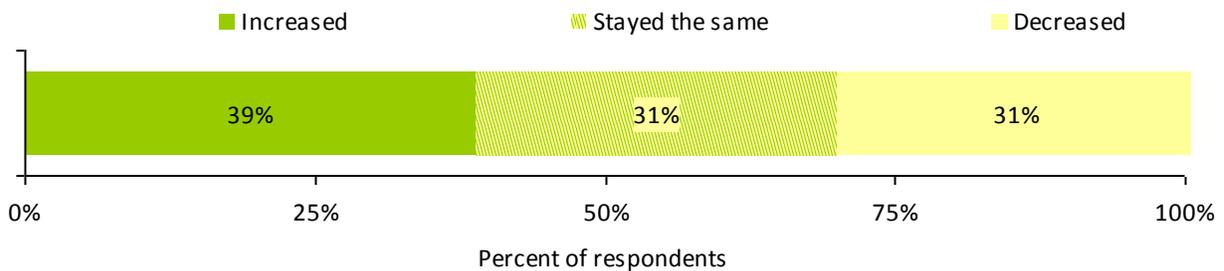
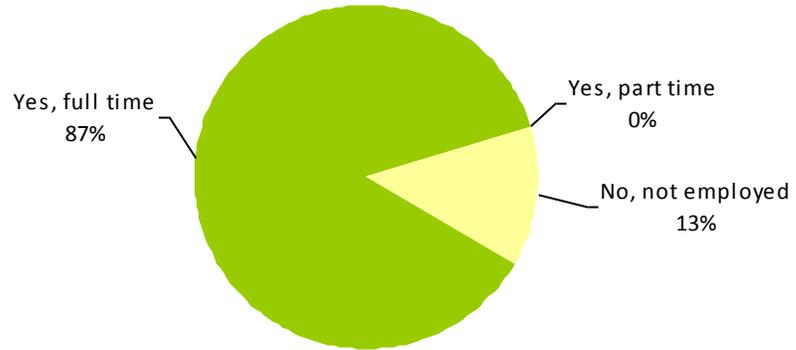


Figure 4: Head of Household Employment Status

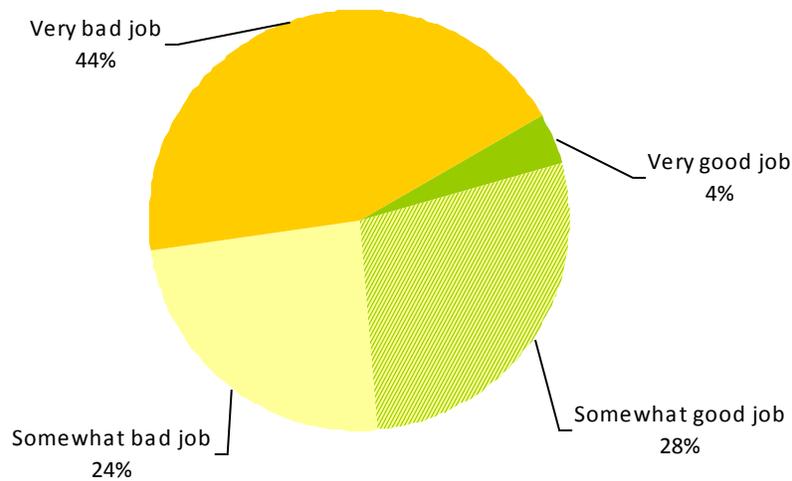


SERVICES

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.

Most Khost residents did not think the city was doing a good job providing services.

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



SOLID WASTE

While 18% of residents were using a public container to dispose of their trash, most were putting it in the street. Residents who were disposing of trash in the street were, on average, somewhat satisfied with the method. Those using public containers were less satisfied.

Figure 6: Trash Disposal Method

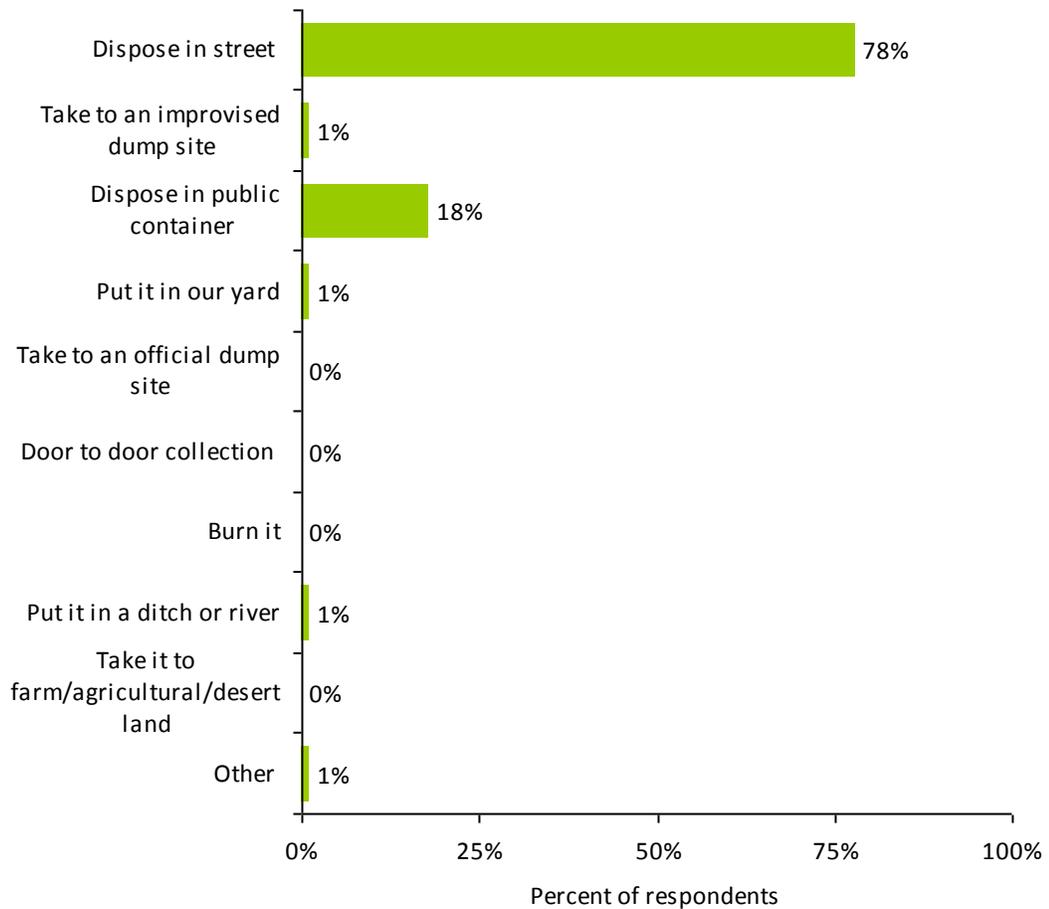
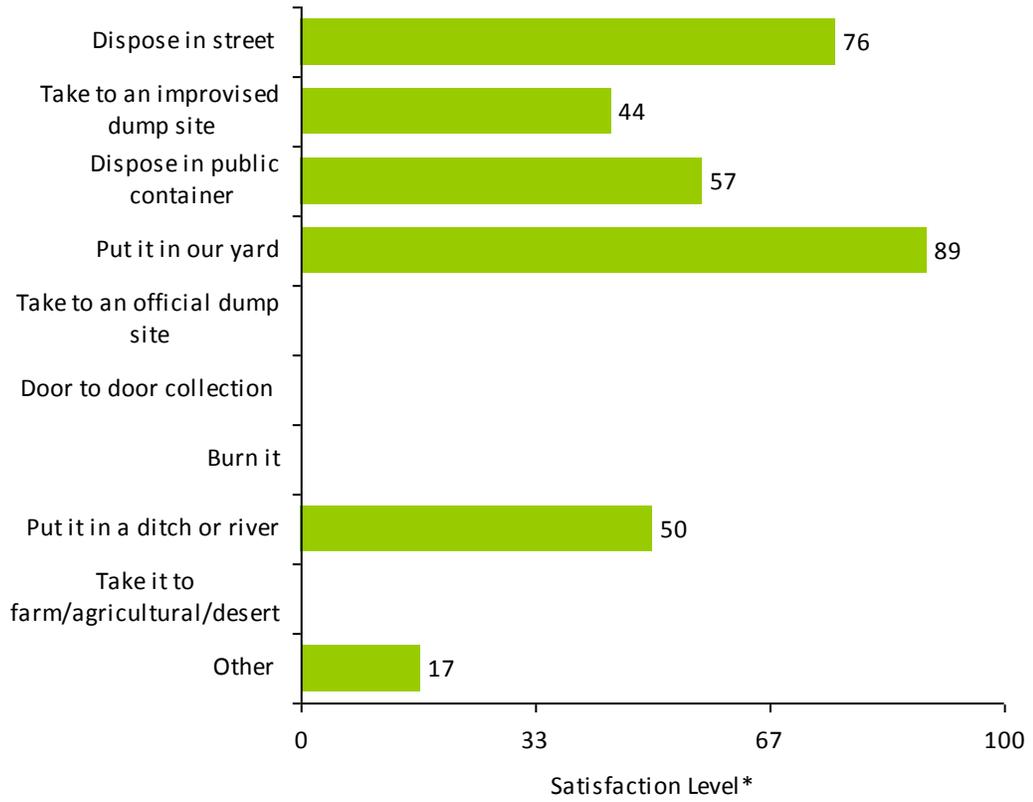


Figure 7: Satisfaction with Trash Disposal Method



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

The city was not cleaning trash from its streets, and no one was paying for this service. Residents rated almost all aspects of City trash services as poor.

Figure 8: Frequency of Trash Removal from Street by City

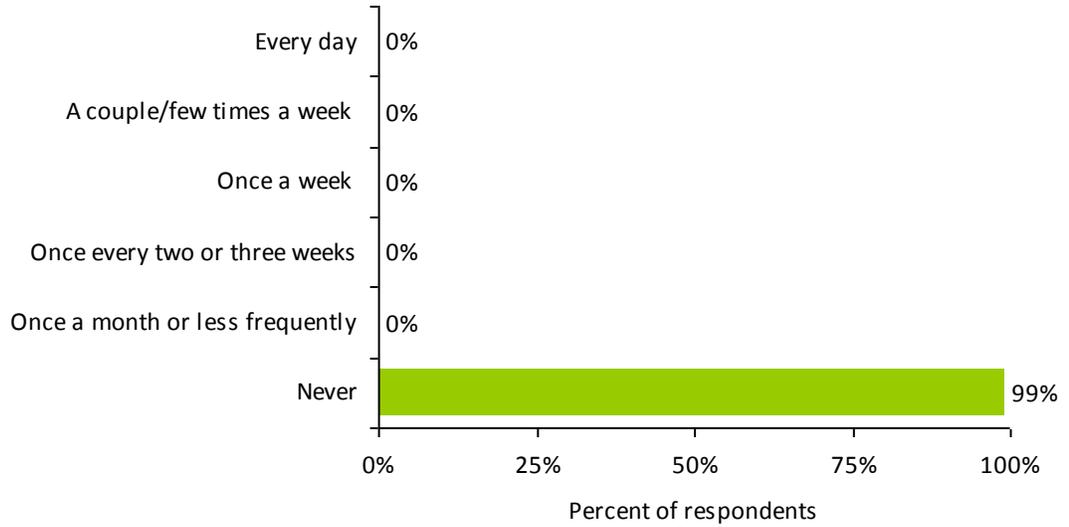


Figure 9: Who Do You Pay for Trash Service?

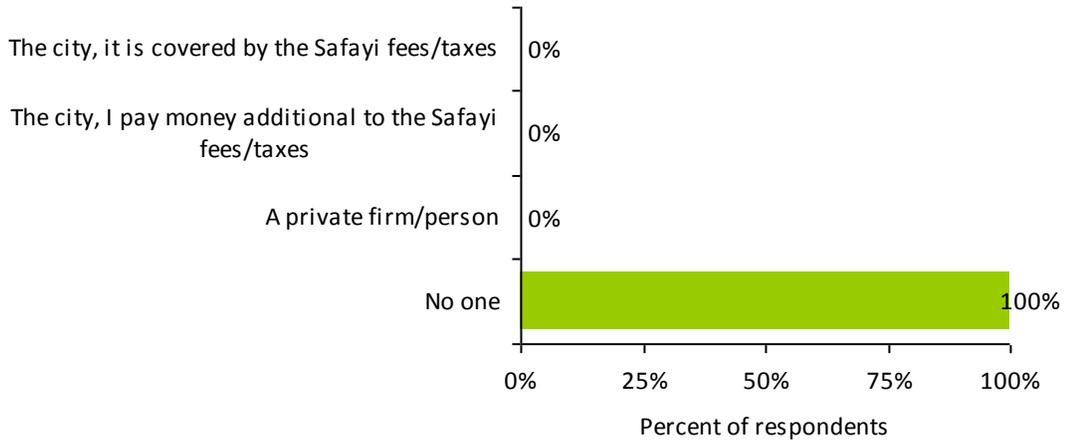
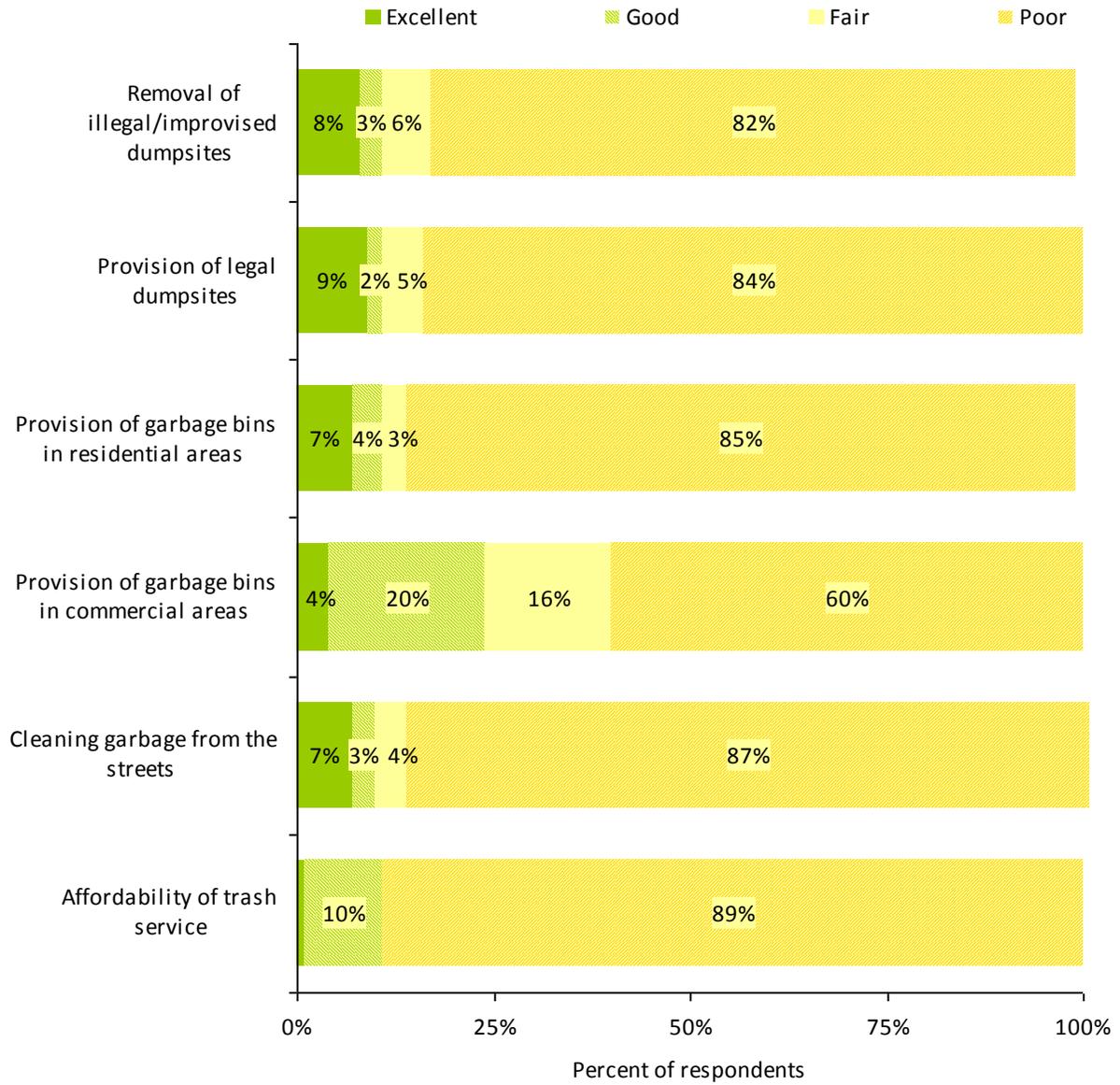


Figure 10: Quality of City Trash Services



WATER

Most residents in Khost purchased their drinking water from a private firm, but that did not reduce the proportion of households who experienced a waterborne illness. About two-thirds of all families in Khost had experienced dysentery, Cholera or severe diarrhea in the past year.

Figure 11: Drinking Water Sources

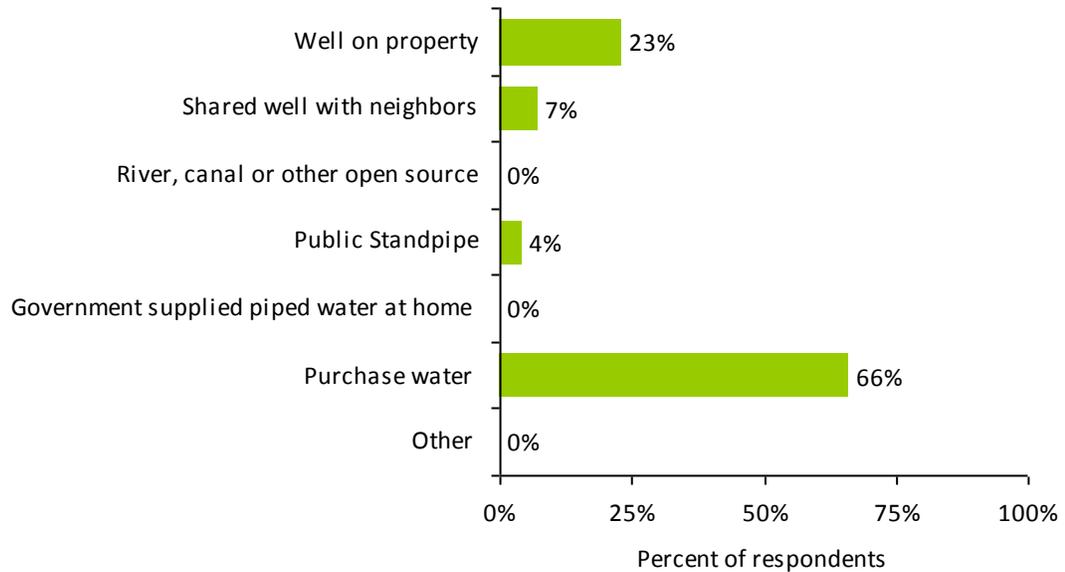
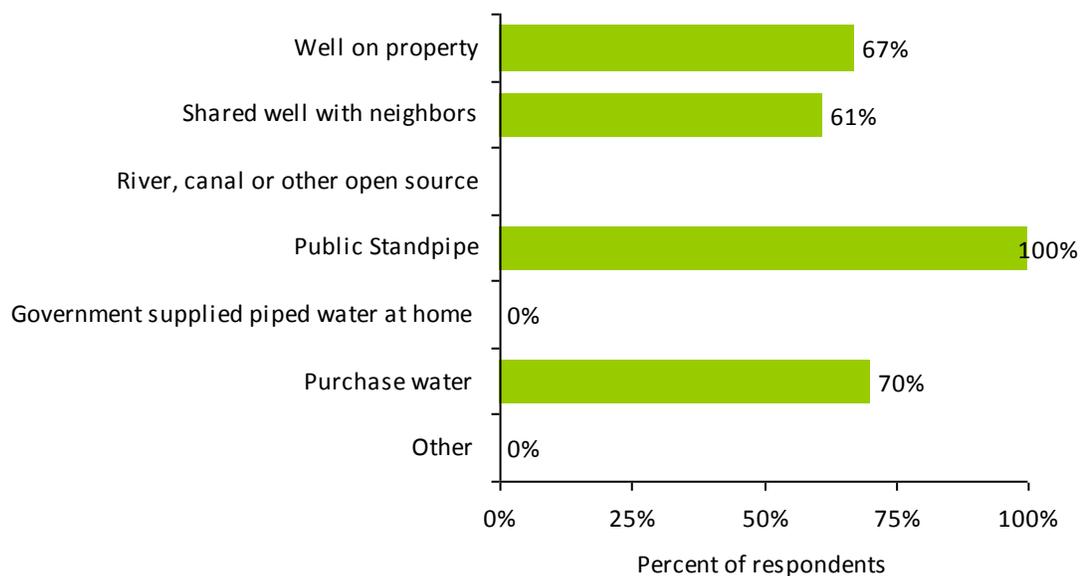


Figure 12: Family Experienced Dysentery/Cholera/Severe Diarrhea by Drinking Water Source



Water was generally purchased from a private firm or person and the costs varied by household. How much water each household was purchasing was not known.

Figure 13: Who Do You Pay for Water Service?

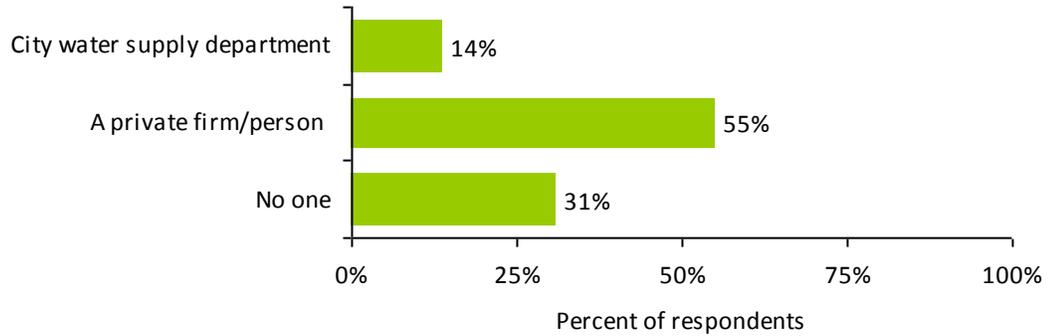
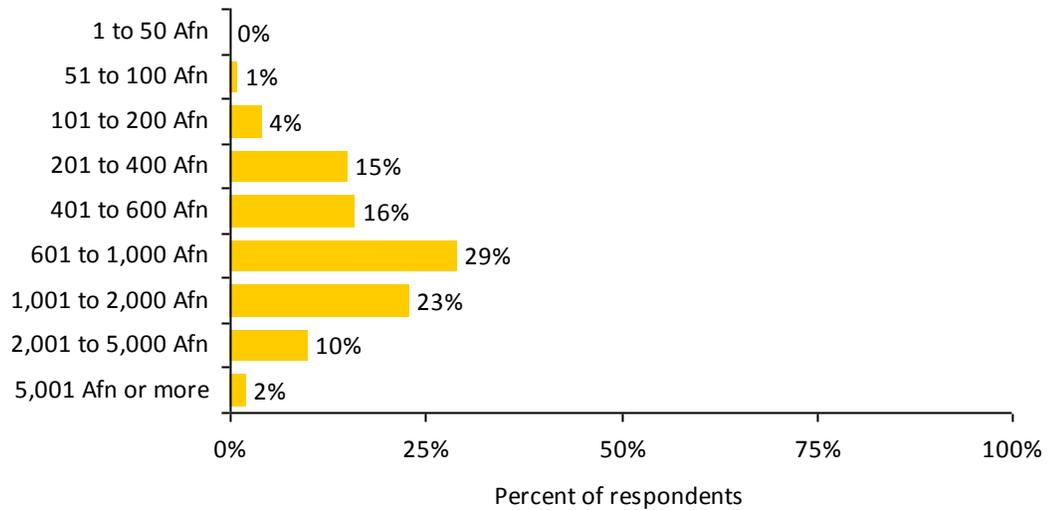


Figure 14: If You Pay for Water Service, How Much Do You Pay Per Month?



ELECTRICITY

More than half of Khost residents received electricity from a government source; 16% from a public generator and 40% from a power plant. Most other households got electricity from a personal generator or one they shared with neighbors. Most of those receiving electricity from the government paid the city for this power. Costs varied by household and how much electricity each household purchased each month was not known.

Figure 15: Electricity Sources

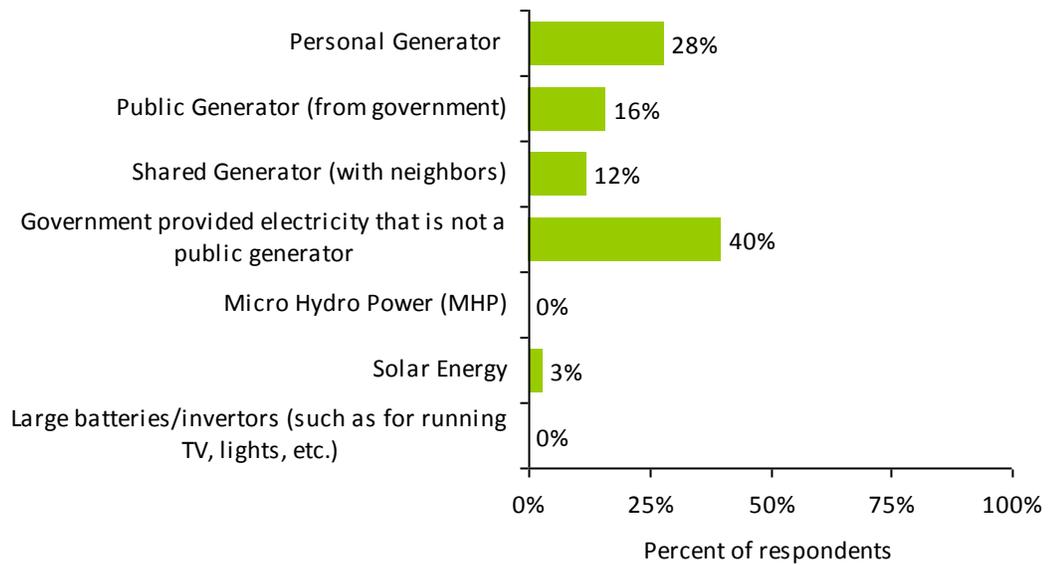


Figure 16: Who Do You Pay for Electricity Service?

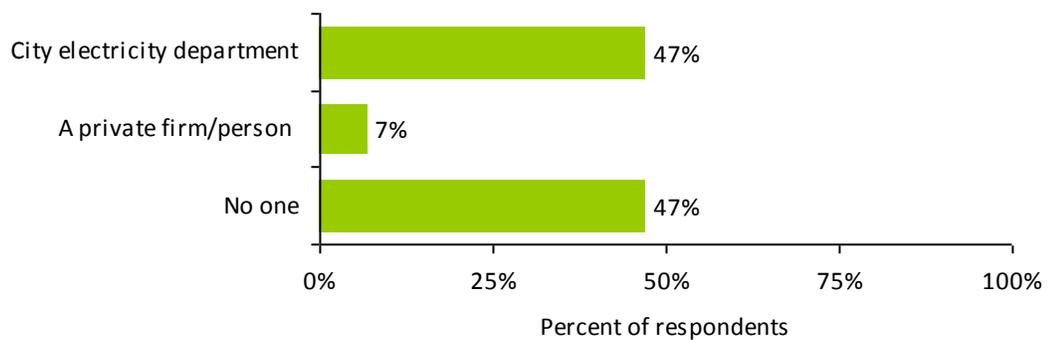
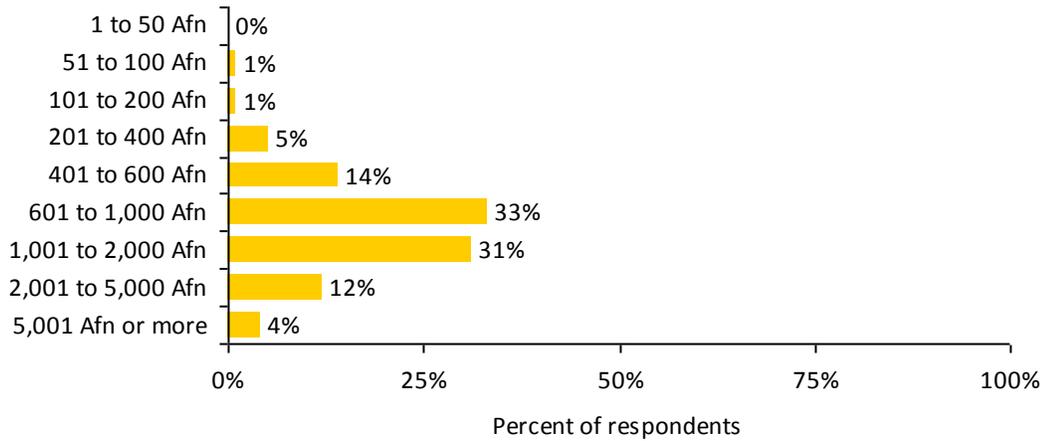
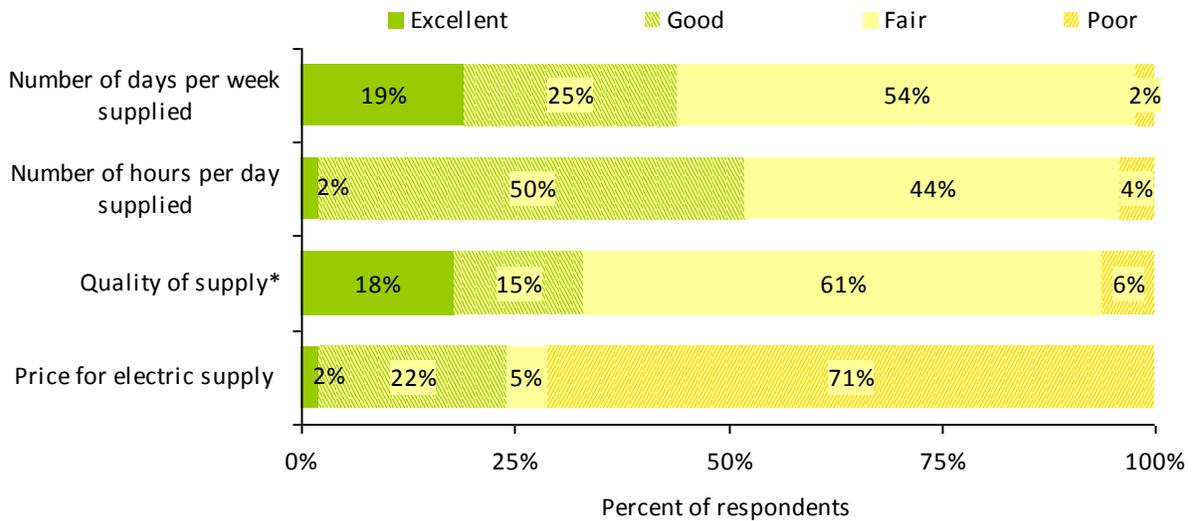


Figure 17: If You Pay for Electricity Service, How Much Do You Pay Per Month?



Residents who received electricity from the city were generally satisfied with their service, but thought the price was too high.

Figure 18: Quality of City Electricity Services



**Electricity power and cut outs during service hours.*

ROADS, DRAINAGE AND SANITATION

Most residents used a dry latrine for their toilet, but 17% had indoor plumbing and 14% had a latrine with a septic system. Almost all households drained their wastewater via an open ditch or canal. Almost all residents rated the condition of these ditches and the quality of city ditch repair, cleaning and construction as poor.

Figure 19: Type of Toilet in Home

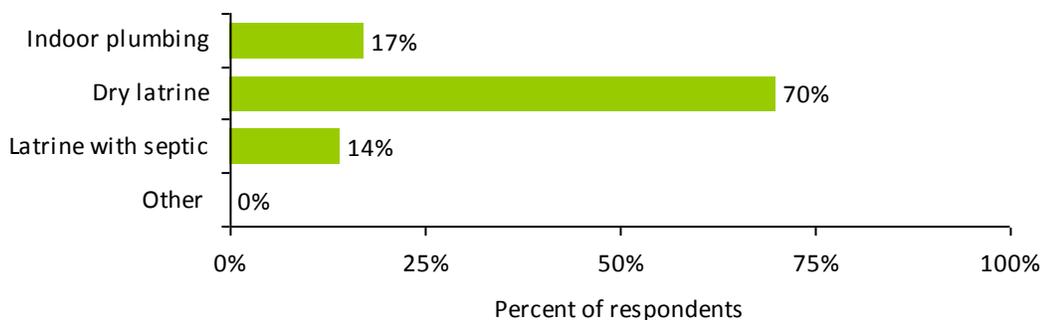


Figure 20: Type of Drainage for Waste Water

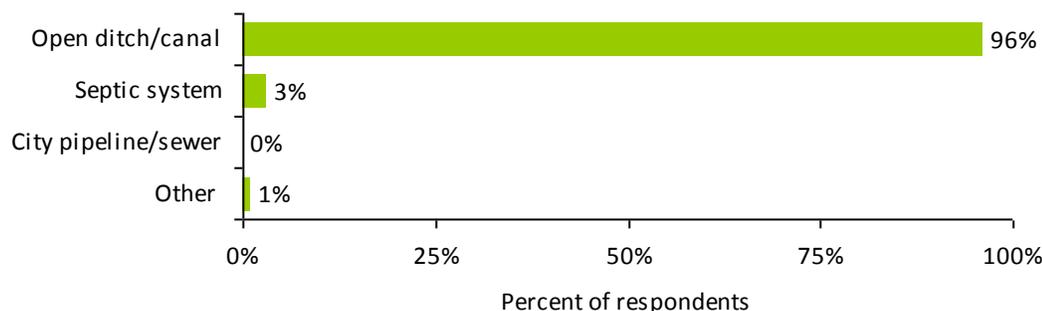
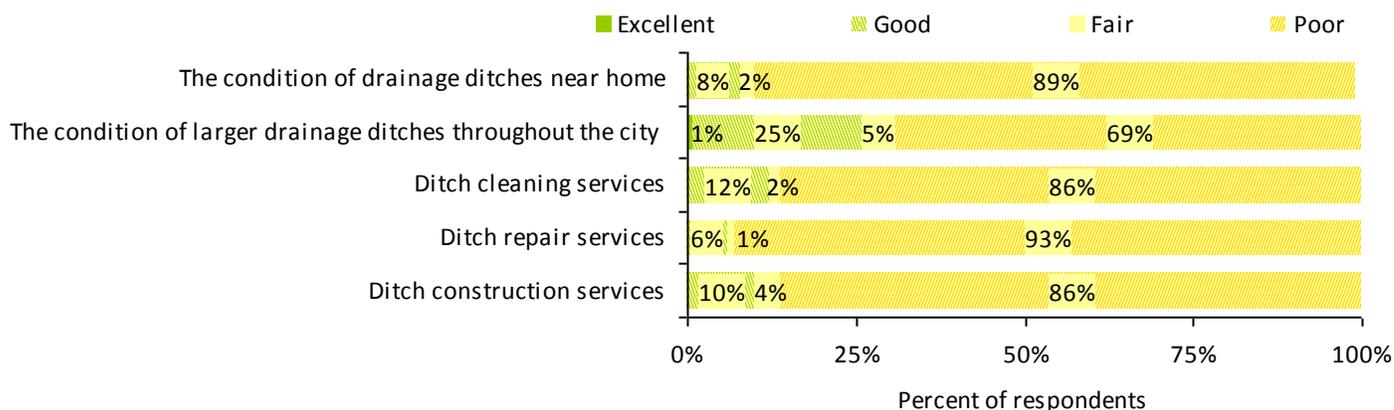
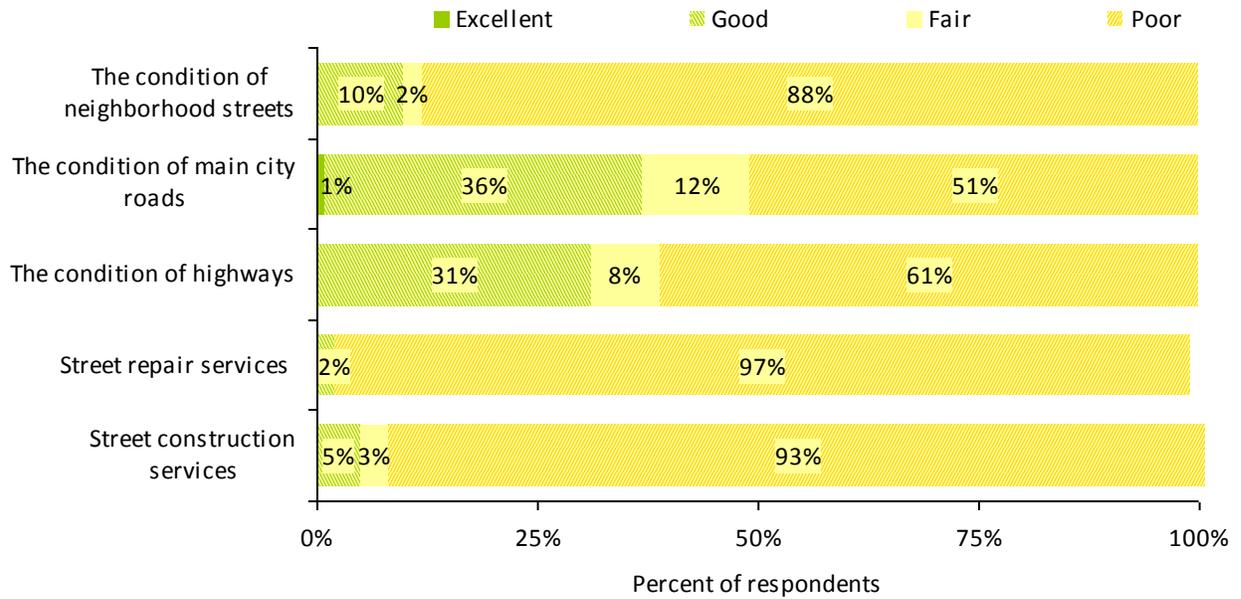


Figure 21: Quality of City Drainage and Drainage Services



The condition of neighborhood streets, and the quality of city street repair, and street construction were also mostly rated as poor. The condition of main roads and highways were rated slightly higher, but at least half the residents also thought these were poor.

Figure 22: Quality of City Roads and Road Services



GREEN AREAS AND PARKS

About one-sixth of Khost residents lived near an adult or children’s park, but almost none were near a park for women. Women’s parks were farther away and received the lowest quality ratings, but many thought adult and children’s parks were also of poor quality.

Figure 23: Availability of City Parks

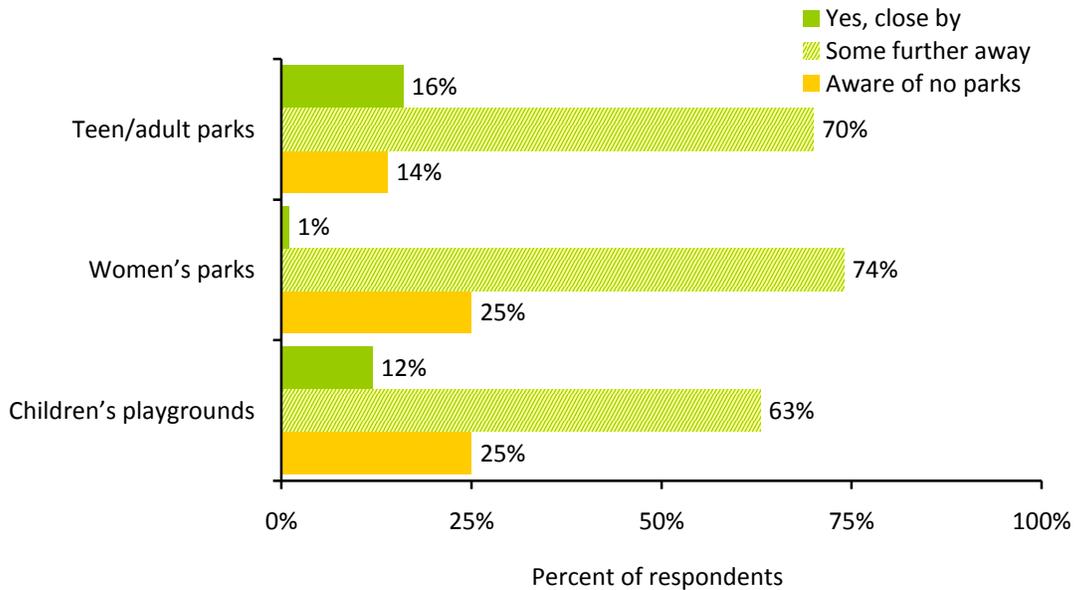
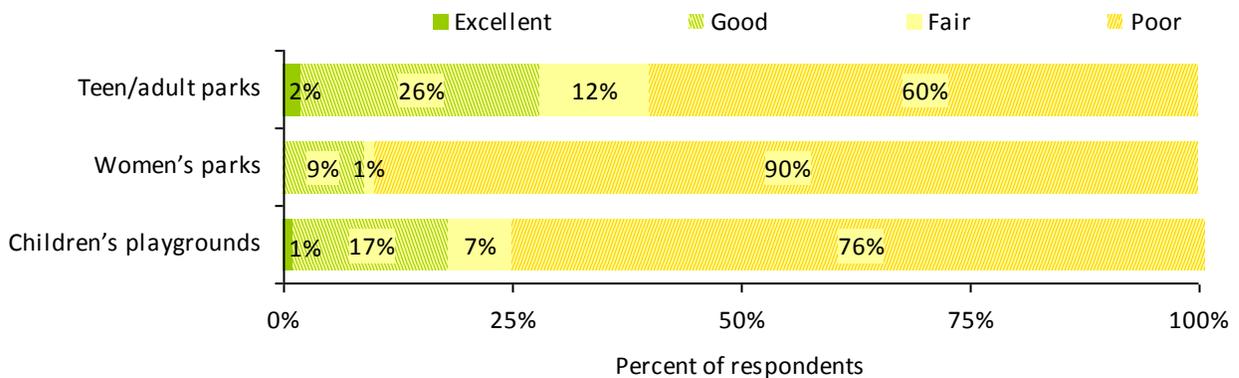


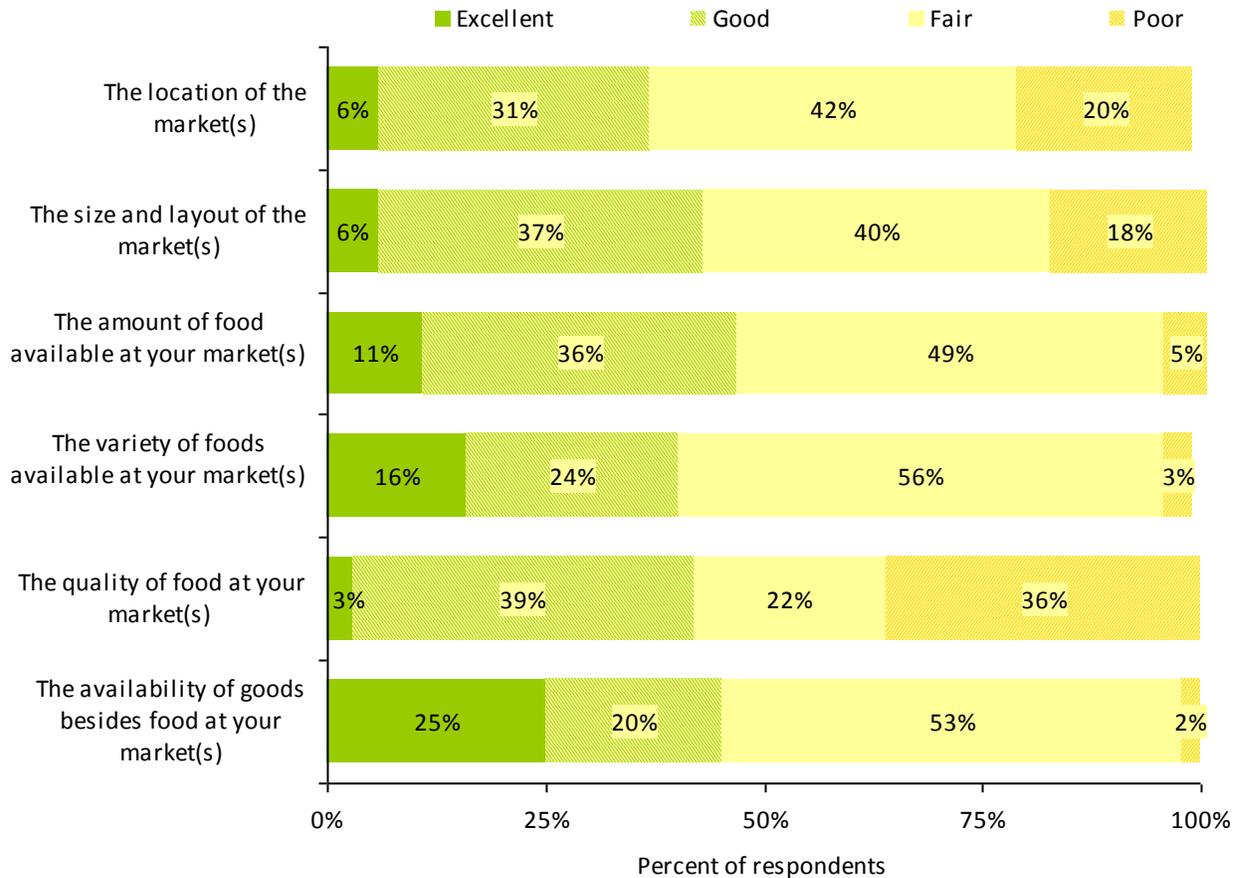
Figure 24: Quality of City Parks



MARKET

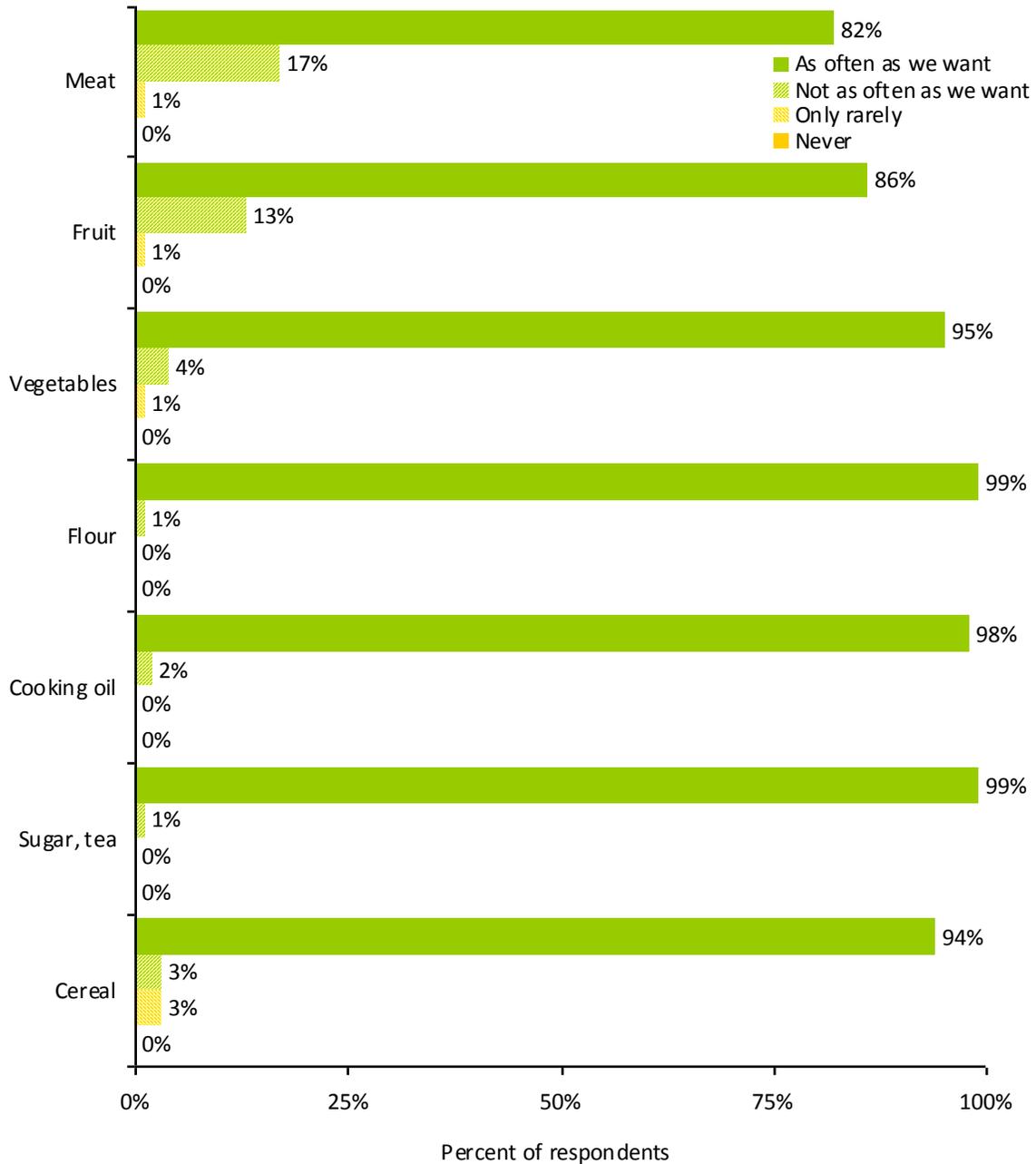
The market in Khost received good ratings about 1 in 4 of the residents and fair ratings by most others. Of most concern, was the quality of food (36% rated this as poor), and the location, size and layout of the market (about 20% rated these as poor),

Figure 25: Quality of City Market



Almost all residents said that they could afford flour, cooking oil, sugar, tea, cereals and vegetables whenever they wanted. Meat and fruit were slightly harder to come by; about 80% said they could afford meat and fruit whenever they wanted.

Figure 26: 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. Supplying clean drinking water was the service most often named in the top three, followed by providing electricity service and a new dumpsite. Providing parks or a new area for a market was of lowest priority.

Figure 27: Municipal Service Priorities

| | Most important | Second most important | Third most important | Not in top three |
|---|-----------------------|------------------------------|-----------------------------|-------------------------|
| Supplying clean drinking water | 30% | 34% | 17% | 19% |
| Provide electricity service | 27% | 22% | 25% | 26% |
| A new dump site for trash to reduce leaching into water and the spread of disease | 22% | 13% | 18% | 47% |
| Street repair | 5% | 9% | 20% | 66% |
| Ditch cleaning, repair and construction | 5% | 12% | 6% | 78% |
| Public containers for trash in residential and commercial areas | 9% | 3% | 6% | 81% |
| Provide green areas/parks | 1% | 5% | 9% | 86% |
| Provide a new area for a market | 0% | 1% | 1% | 98% |

GOVERNANCE

When asked who they would contact if they had a problem related to the city, most Khost residents (74%) said they would contact their mayor. Only 1% would contact their Shura, CDC (Community Development Council) or Jirga and all others (24%) would not try to contact anyone.

Most residents (61%) knew who the mayor was.

Figure 28: If You Have a Problem with Something Related to the City, Who Would You Contact?

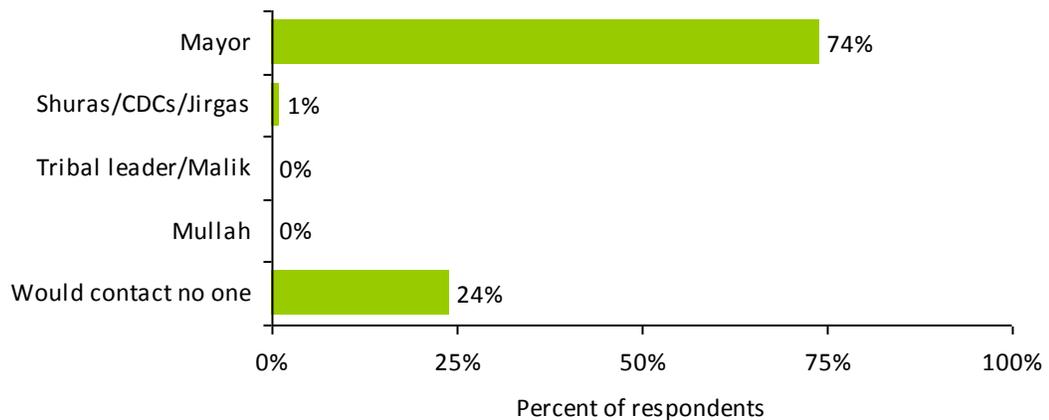
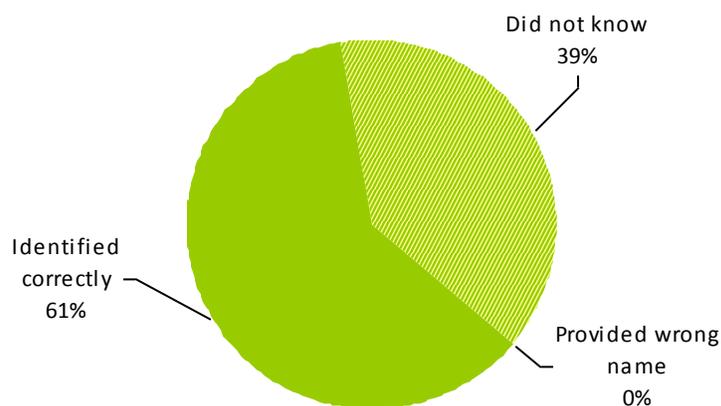


Figure 29: Who Is Your Mayor?



People in Khost did not pay Safayi fees or taxes, but many had asked someone in the municipal government to help solve a problem or get a service.

When asked what they thought would happen if they did ask the municipal government to fix their street, most (86%) thought the request would be put on a long wait list.

Figure 30: Contact with City Government

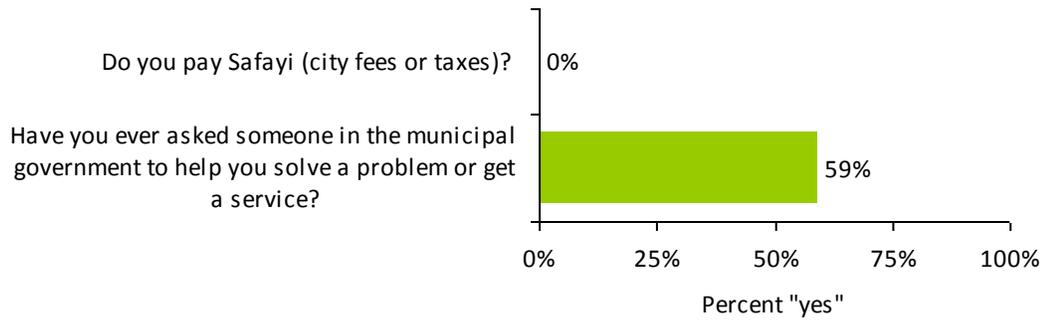
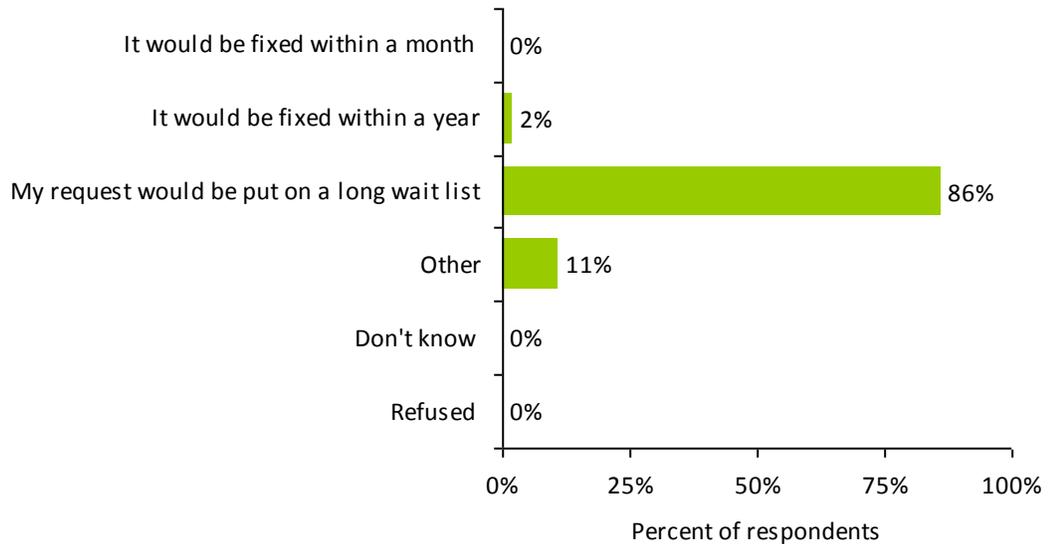


Figure 31: If You Asked Your Municipal Government to Fix Your Street, What Do You Think Would Happen?



About two-thirds of residents in Khost thought their local government officials were sometimes or always working to serve them. They also thought they could have at least a little (24%) or even a lot (38%) of influence on government decisions.

Figure 32: How Often Do You Think Local Government Officials Are Working to Serve People Like You?

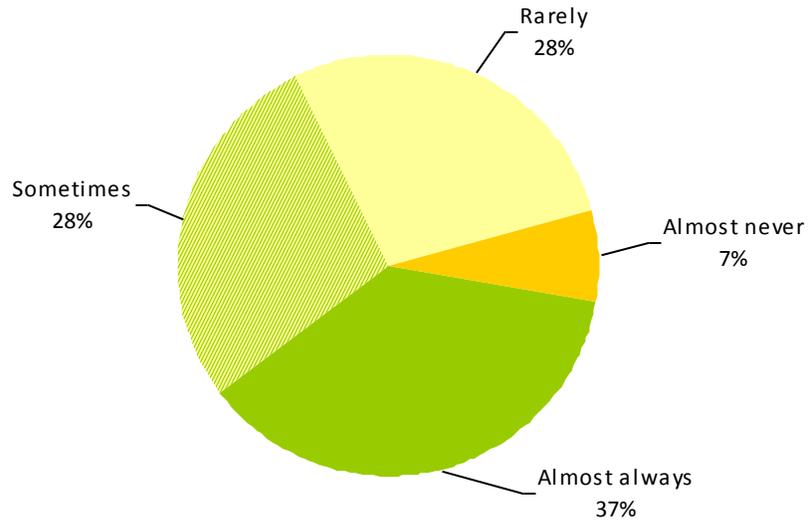
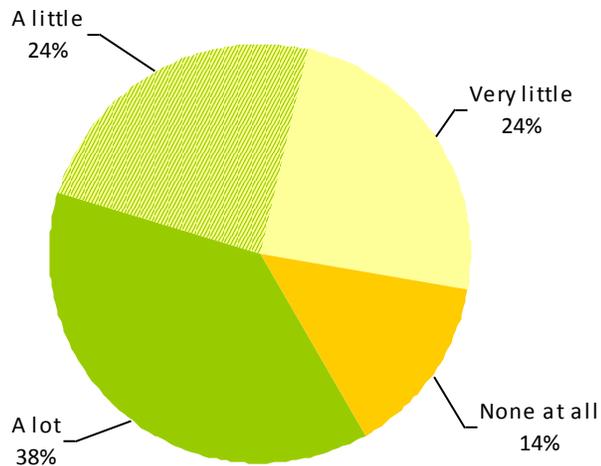


Figure 33: How Much Influence Do You Think Someone Like You Can Have Over Government Decisions?



Most residents expressed at least some trust that government officials were conducting activities to benefit the people of Khost. They had the most trust in the national and provincial government but 57% had at least some trust in local government and 54% had at least some trust donor agencies. Just about half (51%) had at least some trust in religious leaders in the city and 43% had at least some trust in businesses in the local market.

Even though they had some trust in the provincial and national government, almost all thought corruption in the provincial government and Afghanistan as a whole was a major problem and over half thought the corruption had increased in the past year.

Figure 34: Level of Trust in Representatives Conducting Activities to Benefit the People in Your City?

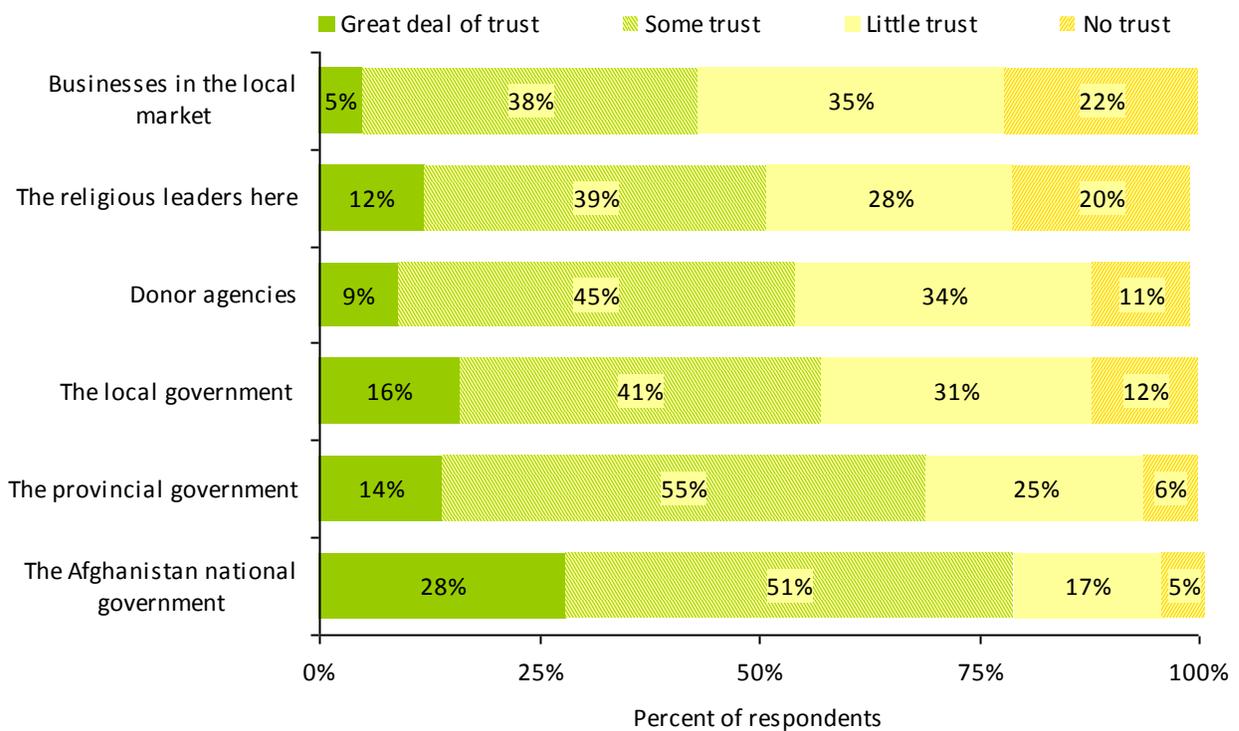


Figure 35: Level of Corruption

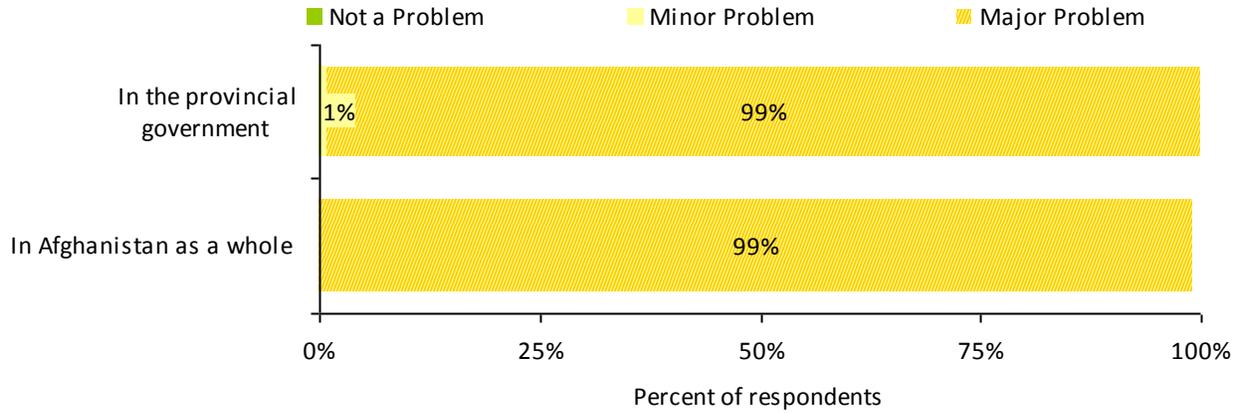
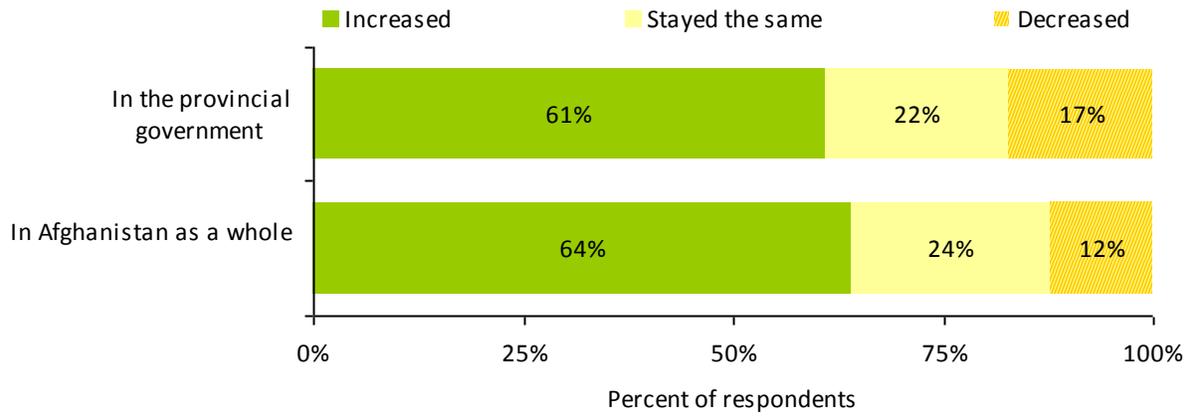


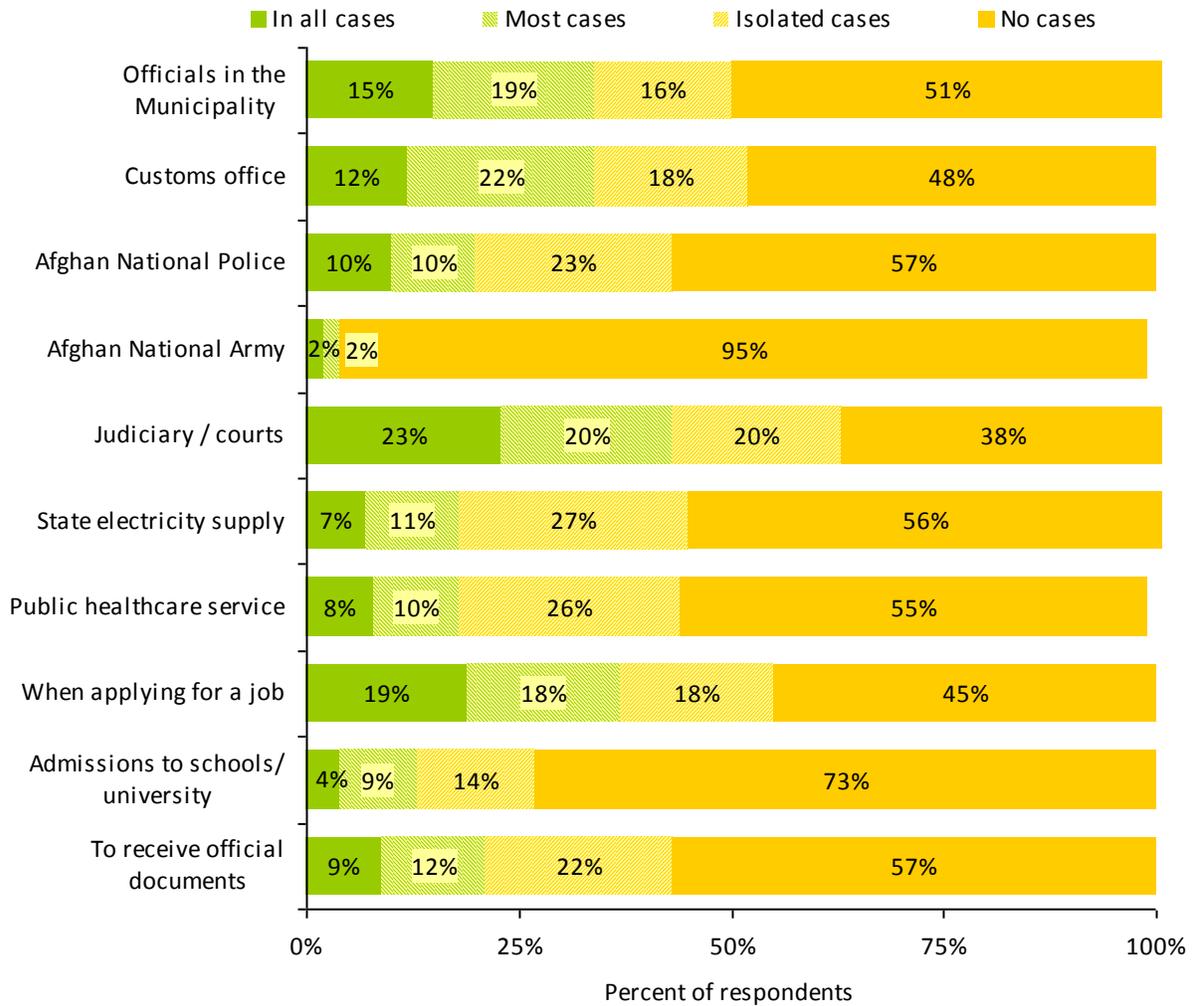
Figure 36: Change in Level of Corruption in Last Year



Residents were asked if they had ever had to give cash, a gift or perform a favor for an official, if they had contact with a government agency. For those who had contacted a municipal official, 51% said they were never asked to give cash, gift or a favor, 16% said only in isolated cases, 19% said in most cases and 15% said in all cases.

The contact that most commonly required cash, gift or a favor was the judiciary or courts.

Figure 37: 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 in Khost had heard of the Ministry of Women’s Affairs and knew that there was a local office where they lived. Regardless of gender, most residents were strongly supportive of women pursuing educations, and most were at least somewhat supportive of women taking a role in government.

Figure 38: Awareness of Ministry of Women’s Affairs

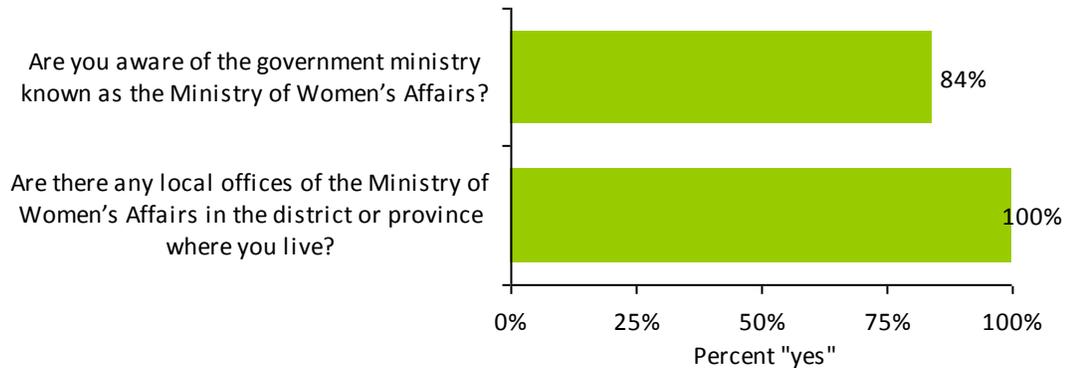


Figure 39: Agreement that Women Should Have Equal Opportunities Like Men In Education

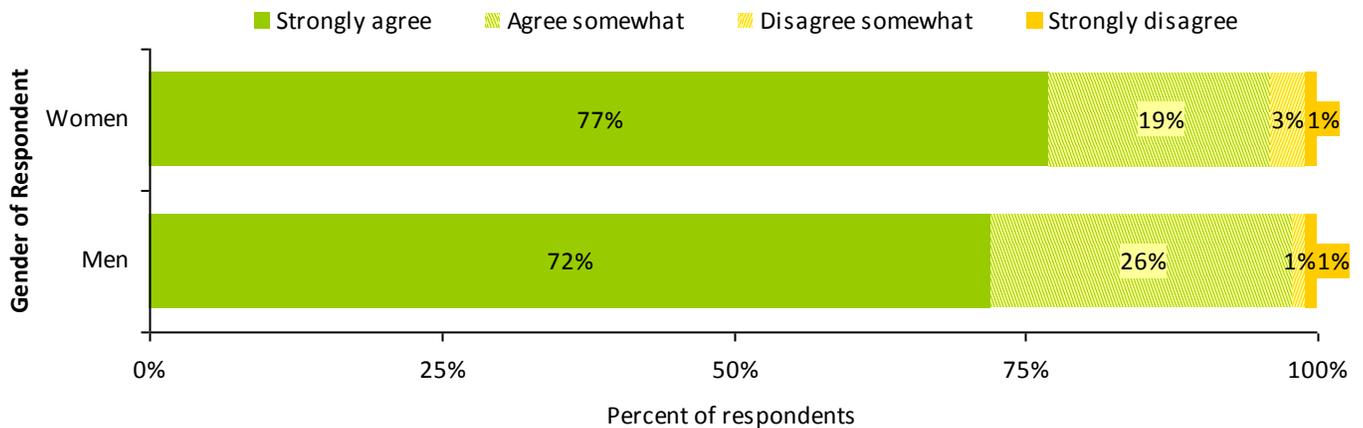
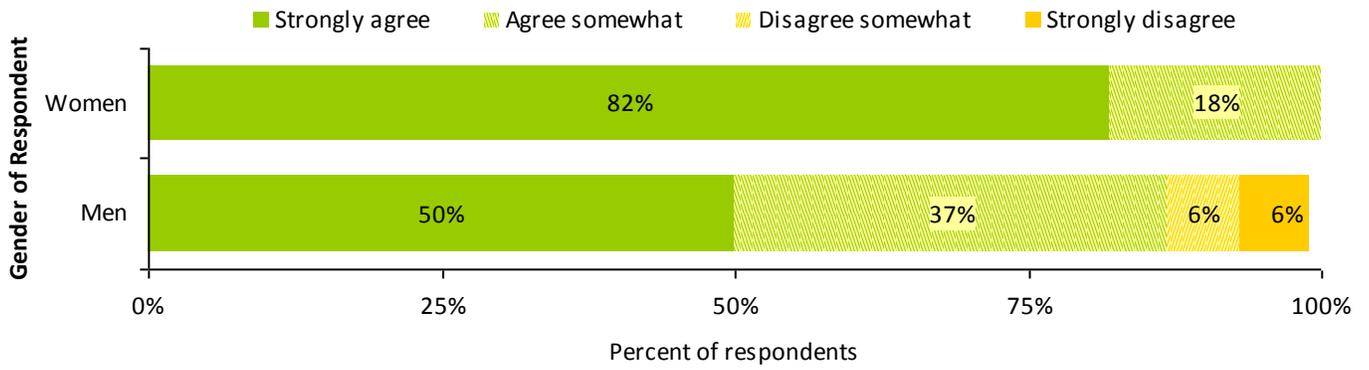


Figure 40: Agreement that Women Should Have Equal Opportunities Like Men In Government



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 this city? | | |
|--|--------|-----------------------|
| | Number | Percent of households |
| 1-5 years | 158 | 60% |
| 6-10 years | 53 | 20% |
| 11-20 years | 40 | 15% |
| 21-40 years | 10 | 4% |
| 41 or more years | 2 | 1% |
| Total | 263 | 100% |

| Q1 Average Number of Years Lived in City | |
|--|---|
| Average years in Khost | 7 |

| Q2 Quality of Life in 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 Khost | 11 | 4% | 139 | 53% | 80 | 30% | 34 | 13% | 0 | 0% | 0 | 0% | 264 |
| The quality of schools in your city | 5 | 2% | 86 | 33% | 113 | 43% | 60 | 23% | 0 | 0% | 0 | 0% | 264 | 100% |
| The quality of healthcare facilities in your city | 2 | 1% | 90 | 34% | 53 | 20% | 119 | 45% | 0 | 0% | 0 | 0% | 264 | 100% |

Q2 Quality of Life in 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 | |
|---|-----------|-----|------|-----|------|-----|------|-----|---------|----|------------|----|-------|------|
| | | | | | | | | | | | | | | |
| The health of people in your city | 9 | 3% | 107 | 41% | 57 | 22% | 91 | 34% | 0 | 0% | 0 | 0% | 264 | 100% |
| The cleanliness of city streets | 0 | 0% | 18 | 7% | 1 | 0% | 245 | 93% | 0 | 0% | 0 | 0% | 264 | 100% |
| The number of job opportunities in your city | 9 | 3% | 99 | 38% | 103 | 39% | 53 | 20% | 0 | 0% | 0 | 0% | 264 | 100% |
| The number of businesses in your city | 54 | 20% | 54 | 20% | 141 | 53% | 15 | 6% | 0 | 0% | 0 | 0% | 264 | 100% |

Q2 Average Rating of Quality of Life in City

| | Average rating* |
|---|-----------------|
| Overall quality of life in Khost | 2.5 |
| The quality of schools in your city | 2.1 |
| The quality of healthcare facilities in your city | 1.9 |
| The health of people in your city | 2.1 |
| The cleanliness of city streets | 1.1 |
| The number of job opportunities in your city | 2.2 |
| The number of businesses in your city | 2.6 |

*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 | 228 | 86% |
| Yes, part time | 0 | 0% |
| No, not employed | 35 | 13% |
| Refused | 0 | 0% |

Q3 Is the head of your household currently employed?

| | Number | Percent |
|------------|---------------|----------------|
| Don't know | 1 | 0% |

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

| | Number | Percent |
|-----------------|---------------|----------------|
| Increased | 102 | 39% |
| Stayed the same | 81 | 31% |
| Decreased | 81 | 31% |
| Refused | 0 | 0% |
| Don't know | 0 | 0% |
| Total | 264 | 100% |

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

| | Number | Percent |
|-------|---------------|----------------|
| Yes | 1 | 0% |
| No | 263 | 100% |
| Total | 264 | 100% |

Q6 How do you dispose of your household trash?

| | Number | Percent |
|--|---------------|----------------|
| Burn it | 1 | 0% |
| Put it in a ditch or river | 2 | 1% |
| Take it to farm/agricultural/desert land | 0 | 0% |
| Dispose in street | 206 | 78% |
| Dispose in public container | 47 | 18% |
| Take to an official dump site | 0 | 0% |
| Take to an improvised dump site | 3 | 1% |
| Door to door collection | 0 | 0% |
| Other | 2 | 1% |
| Refused | 0 | 0% |
| Don't know | 0 | 0% |
| Put it in our yard | 3 | 1% |

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

| Q6a Where is this container? | | |
|-------------------------------------|---------------|----------------|
| | Number | Percent |
| On my street/close to my house | 38 | 81% |
| On the next street | 8 | 17% |
| Several streets away | 1 | 2% |
| Further than several streets away | 0 | 0% |
| Total | 47 | 100% |

| Q7 How satisfied or dissatisfied are you with your current methods of trash disposal? | | |
|--|---------------|----------------|
| | Number | Percent |
| Very satisfied | 182 | 69% |
| Somewhat satisfied | 6 | 2% |
| Somewhat dissatisfied | 8 | 3% |
| Very dissatisfied | 67 | 25% |
| Refused | 0 | 0% |
| Don't know | 1 | 0% |
| Total | 264 | 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) | 3.2 |

*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 | 0 | 0% |
| A couple/few times a week | 1 | 0% |
| Once a week | 0 | 0% |
| Once every two or three weeks | 0 | 0% |
| Once a month or less frequently | 1 | 0% |
| Never | 262 | 99% |
| Refused | 0 | 0% |
| Don't know | 0 | 0% |
| Total | 264 | 100% |

Q9 Who do you pay for this trash service?

| | Number | Percent |
|---|---------------|----------------|
| The city, it is covered by the Safayi fees/taxes | 1 | 0% |
| The city, I pay money additional to the Safayi fees/taxes | 0 | 0% |
| A private firm/person | 0 | 0% |
| No one | 263 | 100% |
| Total | 264 | 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 | 22 | 8% | 9 | 3% | 17 | 6% | 216 | 82% | 0 | 0% | 0 | 0% | 264 | 100% |
| Provision of legal dumpsites | 25 | 9% | 4 | 2% | 12 | 5% | 223 | 84% | 0 | 0% | 0 | 0% | 264 | 100% |
| Provision of garbage bins in residential areas | 19 | 7% | 11 | 4% | 9 | 3% | 225 | 85% | 0 | 0% | 0 | 0% | 264 | 100% |
| Provision of garbage bins in commercial areas | 11 | 4% | 52 | 20% | 42 | 16% | 159 | 60% | 0 | 0% | 0 | 0% | 264 | 100% |
| Cleaning garbage from the streets | 18 | 7% | 7 | 3% | 10 | 4% | 229 | 87% | 0 | 0% | 0 | 0% | 264 | 100% |
| Affordability of trash service | 2 | 1% | 27 | 10% | 1 | 0% | 234 | 89% | 0 | 0% | 0 | 0% | 264 | 100% |

Q10 Average Rating of Satisfaction with Trash Services

| | Average rating* |
|--|------------------------|
| Removal of illegal/improvised dumpsites | 1.4 |
| Provision of legal dumpsites | 1.4 |
| Provision of garbage bins in residential areas | 1.3 |
| Provision of garbage bins in commercial areas | 1.7 |

Q10 Average Rating of Satisfaction with Trash Services

| | Average rating* |
|--|------------------------|
| Cleaning garbage from the streets | 1.3 |
| Affordability of trash service | 1.2 |
| *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 | 60 | 23% |
| Shared well with neighbors | 18 | 7% |
| River, canal or other open source | 0 | 0% |
| Public Standpipe | 10 | 4% |
| Government supplied piped water at home | 1 | 0% |
| Purchase water | 174 | 66% |
| Other | 1 | 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 | 37 | 14% |
| A private firm/person | 145 | 55% |
| No one | 82 | 31% |
| Total | 264 | 100% |

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

| | Number | Percent |
|--------------------|---------------|----------------|
| 1 to 50 Afn | 0 | 0% |
| 51 to 100 Afn | 1 | 1% |
| 101 to 200 Afn | 7 | 4% |
| 201 to 400 Afn | 28 | 15% |
| 401 to 600 Afn | 29 | 16% |
| 601 to 1,000 Afn | 52 | 29% |
| 1,001 to 2,000 Afn | 42 | 23% |
| 2,001 to 5,000 Afn | 19 | 10% |
| 5,001 Afn or more | 3 | 2% |
| Total | 181 | 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) | 0 | 0% | 0 | 0% | 1 | 100% | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% |
| Amount supplied | 0 | 0% | 0 | 0% | 1 | 100% | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% |
| Overall quality of water for drinking | 0 | 0% | 0 | 0% | 1 | 100% | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% |

Q13 Average Rating of Satisfaction with Water Services

| | Average rating* |
|---------------------------------------|------------------------|
| Frequency of supply (times per week) | 2.0 |
| Amount supplied | 2.0 |
| Overall quality of water for drinking | 2.0 |

*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 |
|--|---------------|----------------|
|--|---------------|----------------|

Q14 In the last year, has any family member suffered from dysentery, cholera or severe diarrhea?

| | Number | Percent |
|-------|--------|---------|
| Yes | 182 | 69% |
| No | 82 | 31% |
| Total | 264 | 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 | 81 | 31% |
| No electricity | 59 | 22% |
| Personal Generator | 58 | 22% |
| Public Generator (from government) | 33 | 13% |
| Shared Generator (with neighbors) | 25 | 9% |
| Solar Energy | 7 | 3% |
| Refused | 1 | 0% |
| Micro Hydro Power (MHP) | 0 | 0% |
| Large batteries/invertors (such as for running TV, lights, etc.) | 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 | 123 | 47% |
| A private firm/person | 18 | 7% |
| No one | 123 | 47% |
| Total | 264 | 100% |

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

| | Number | Percent |
|------------------|--------|---------|
| 1 to 50 Afn | 0 | 0% |
| 51 to 100 Afn | 1 | 1% |
| 101 to 200 Afn | 1 | 1% |
| 201 to 400 Afn | 7 | 5% |
| 401 to 600 Afn | 20 | 14% |
| 601 to 1,000 Afn | 46 | 33% |

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

| | Number | Percent |
|--------------------|--------|---------|
| 1,001 to 2,000 Afn | 44 | 31% |
| 2,001 to 5,000 Afn | 17 | 12% |
| 5,001 Afn or more | 5 | 4% |
| Total | 141 | 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 | 22 | 19% | 28 | 25% | 62 | 54% | 2 | 2% | 0 | 0% | 0 | 0% | 114 | 100% |
| Number of hours per day supplied | 2 | 2% | 57 | 50% | 50 | 44% | 5 | 4% | 0 | 0% | 0 | 0% | 114 | 100% |
| Quality of supply (Electricity power & its cut out during service hours) | 21 | 18% | 17 | 15% | 69 | 61% | 7 | 6% | 0 | 0% | 0 | 0% | 114 | 100% |
| Price for electric supply | 2 | 2% | 25 | 22% | 6 | 5% | 81 | 71% | 0 | 0% | 0 | 0% | 114 | 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 | 2.5 |
| Quality of supply (Electricity power & its cut out during service hours) | 2.5 |
| Price for electric supply | 1.5 |

*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 | 44 | 17% |
| Dry latrine | 184 | 70% |
| Latrine with septic | 37 | 14% |
| Other | 1 | 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 | 234 | 89% |
| Drains onto the street/road | 13 | 5% |
| Septic system | 7 | 3% |
| Drains into the yard/garden | 6 | 2% |
| Other | 3 | 1% |
| Don't know | 2 | 1% |
| City pipeline/sewer | 1 | 0% |
| Refused | 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 |
|-------------------------------|---------------|----------------|
| From other public street pump | 3 | 1% |
| No response | 261 | 99% |

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 | 0 | 0% | 22 | 8% | 6 | 2% | 236 | 89% | 0 | 0% | 0 | 0% | 264 | 100% |
| The condition of larger drainage ditches throughout the city | 3 | 1% | 66 | 25% | 13 | 5% | 182 | 69% | 0 | 0% | 0 | 0% | 264 | 100% |
| Ditch cleaning services | 0 | 0% | 32 | 12% | 5 | 2% | 227 | 86% | 0 | 0% | 0 | 0% | 264 | 100% |
| Ditch repair services | 0 | 0% | 17 | 6% | 2 | 1% | 245 | 93% | 0 | 0% | 0 | 0% | 264 | 100% |
| Ditch construction services | 0 | 0% | 26 | 10% | 11 | 4% | 227 | 86% | 0 | 0% | 0 | 0% | 264 | 100% |

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

| | Average rating* |
|--|-----------------|
| The condition of drainage ditches near home | 1.2 |
| The condition of larger drainage ditches throughout the city | 1.6 |
| Ditch cleaning services | 1.3 |
| Ditch repair services | 1.1 |
| Ditch construction services | 1.2 |

*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 | 0 | 0% | 26 | 10% | 6 | 2% | 232 | 88% | 0 | 0% | 0 | 0% | 264 | 100% |
| The condition of main city roads | 3 | 1% | 95 | 36% | 31 | 12% | 135 | 51% | 0 | 0% | 0 | 0% | 264 | 100% |
| The condition of highways | 1 | 0% | 81 | 31% | 20 | 8% | 162 | 61% | 0 | 0% | 0 | 0% | 264 | 100% |
| Street repair services | 0 | 0% | 6 | 2% | 1 | 0% | 257 | 97% | 0 | 0% | 0 | 0% | 264 | 100% |
| Street construction services | 0 | 0% | 12 | 5% | 7 | 3% | 245 | 93% | 0 | 0% | 0 | 0% | 264 | 100% |

Q21 Average Rating of Quality of Roads and Road Services

| | Average rating* |
|---------------------------------------|-----------------|
| The condition of neighborhood streets | 1.2 |
| The condition of main city roads | 1.9 |
| The condition of highways | 1.7 |
| Street repair services | 1.0 |
| Street construction services | 1.1 |

*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 | |
|------------------------|-----------|-----|----------------------------------|-----|-------------------|-----|---------|----|------------|----|-------|------|
| | | | | | | | | | | | | |
| Teen/adult parks | 43 | 16% | 183 | 69% | 37 | 14% | 0 | 0% | 1 | 0% | 264 | 100% |
| Women's parks | 2 | 1% | 195 | 74% | 66 | 25% | 0 | 0% | 1 | 0% | 264 | 100% |
| Children's playgrounds | 32 | 12% | 165 | 63% | 66 | 25% | 0 | 0% | 1 | 0% | 264 | 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 | 4 | 2% | 59 | 22% | 27 | 10% | 136 | 52% | 0 | 0% | 38 | 14% | 264 | 100% |
| Women's parks | 0 | 0% | 18 | 7% | 2 | 1% | 177 | 67% | 0 | 0% | 67 | 25% | 264 | 100% |
| Children's playgrounds | 1 | 0% | 34 | 13% | 13 | 5% | 151 | 57% | 0 | 0% | 65 | 25% | 264 | 100% |

Q23 Average Rating of Quality of Parks

| | Average rating* |
|------------------------|-----------------|
| Teen/adult parks | 1.7 |
| Women's parks | 1.2 |
| Children's playgrounds | 1.4 |

*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) | 17 | 6% | 83 | 31% | 112 | 42% | 52 | 20% | 0 | 0% | 0 | 0% | 264 | 100% |
| The size and layout of the market(s) | 15 | 6% | 97 | 37% | 105 | 40% | 47 | 18% | 0 | 0% | 0 | 0% | 264 | 100% |
| The amount of food available at your market(s) | 28 | 11% | 94 | 36% | 129 | 49% | 13 | 5% | 0 | 0% | 0 | 0% | 264 | 100% |
| The variety of foods available at your market(s) | 42 | 16% | 64 | 24% | 149 | 56% | 9 | 3% | 0 | 0% | 0 | 0% | 264 | 100% |
| The quality of food at | 8 | 3% | 103 | 39% | 57 | 22% | 95 | 36% | 1 | 0% | 0 | 0% | 264 | 100% |

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 | | |
|--|-----------|-----|------|-----|------|-----|------|----|---------|----|------------|----|-------|------|--|
| | | | | | | | | | | | | | | | |
| your market(s) | | | | | | | | | | | | | | | |
| The availability of goods besides food at your market(s) | 66 | 25% | 53 | 20% | 140 | 53% | 5 | 2% | 0 | 0% | 0 | 0% | 264 | 100% | |

Q24 Average Rating of Quality of City's Market

| | Average rating* |
|--|-----------------|
| The location of the market(s) | 2.2 |
| The size and layout of the market(s) | 2.3 |
| The amount of food available at your market(s) | 2.5 |
| The variety of foods available at your market(s) | 2.5 |
| The quality of food at your market(s) | 2.1 |
| The availability of goods besides food at your market(s) | 2.7 |

*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 | 217 | 82% | 44 | 17% | 3 | 1% | 0 | 0% | 0 | 0% | 0 | 0% | 264 | 100% |
| Fruit | 228 | 86% | 34 | 13% | 2 | 1% | 0 | 0% | 0 | 0% | 0 | 0% | 264 | 100% |
| Vegetables | 251 | 95% | 11 | 4% | 2 | 1% | 0 | 0% | 0 | 0% | 0 | 0% | 264 | 100% |
| Flour | 261 | 99% | 3 | 1% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 264 | 100% |
| Cooking oil | 260 | 98% | 4 | 2% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 264 | 100% |
| Sugar, tea | 261 | 99% | 3 | 1% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 264 | 100% |
| Cereal | 248 | 94% | 9 | 3% | 7 | 3% | 0 | 0% | 0 | 0% | 0 | 0% | 264 | 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 | 25 | 9% | 8 | 3% | 16 | 6% | 215 | 81% | 264 |
| A new dump site for trash to reduce leaching into water and the spread of disease | 58 | 22% | 34 | 13% | 47 | 18% | 125 | 47% | 264 | 100% |
| Ditch cleaning, repair and construction | 13 | 5% | 31 | 12% | 15 | 6% | 205 | 78% | 264 | 100% |
| Street repair | 14 | 5% | 25 | 9% | 52 | 20% | 173 | 66% | 264 | 100% |
| Supplying clean drinking water | 79 | 30% | 90 | 34% | 44 | 17% | 51 | 19% | 264 | 100% |
| Provide a new area for a market | 1 | 0% | 2 | 1% | 2 | 1% | 259 | 98% | 264 | 100% |
| Provide green areas/parks | 3 | 1% | 12 | 5% | 23 | 9% | 226 | 86% | 264 | 100% |
| Provide electricity service | 70 | 27% | 58 | 22% | 67 | 25% | 69 | 26% | 264 | 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 | 195 | 74% |
| Shuras/CDCs/Jirgas | 3 | 1% |
| Tribal leader/Malik | 1 | 0% |
| Mullah | 1 | 0% |
| Would contact no one | 63 | 24% |
| Don't know | 1 | 0% |
| Refused | 0 | 0% |
| Total | 264 | 100% |

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

| | Number | Percent |
|-----|--------|---------|
| Yes | 157 | 59% |

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

| | Number | Percent |
|------------|---------------|----------------|
| No | 107 | 41% |
| Don't know | 0 | 0% |
| Refused | 0 | 0% |
| Total | 264 | 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 | 0 | 0% |
| It would be fixed within a year | 6 | 2% |
| My request would be put on a long wait list | 228 | 86% |
| Other | 30 | 11% |
| 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 | 10 | 4% |
| Somewhat good job | 73 | 28% |
| Somewhat bad job | 64 | 24% |
| Very bad job | 117 | 44% |
| Refused | 0 | 0% |
| Don't know | 0 | 0% |
| Total | 264 | 100% |

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

| | Number | Percent |
|---------------|---------------|----------------|
| Almost always | 97 | 37% |
| Sometimes | 75 | 28% |
| Rarely | 73 | 28% |
| Almost never | 19 | 7% |

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

| | Number | Percent |
|------------|--------|---------|
| Refused | 0 | 0% |
| Don't know | 0 | 0% |
| Total | 264 | 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 | 100 | 38% |
| A little | 64 | 24% |
| Very little | 64 | 24% |
| None at all | 36 | 14% |
| Don't know | 0 | 0% |
| Refused | 0 | 0% |
| Total | 264 | 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 | 13 | 5% | 100 | 38% | 93 | 35% | 58 | 22% | 0 | 0% | 0 | 0% | 264 | 100% |
| The religious leaders here | 32 | 12% | 103 | 39% | 75 | 28% | 54 | 20% | 0 | 0% | 0 | 0% | 264 | 100% |
| Donor agencies | 25 | 9% | 118 | 45% | 91 | 34% | 30 | 11% | 0 | 0% | 0 | 0% | 264 | 100% |
| The local government | 42 | 16% | 109 | 41% | 82 | 31% | 31 | 12% | 0 | 0% | 0 | 0% | 264 | 100% |
| The provincial government | 37 | 14% | 144 | 55% | 66 | 25% | 17 | 6% | 0 | 0% | 0 | 0% | 264 | 100% |
| The Afghanistan national government | 74 | 28% | 134 | 51% | 44 | 17% | 12 | 5% | 0 | 0% | 0 | 0% | 264 | 100% |

Q34 Who is your mayor?

| | Number | Percent |
|----------------------|--------|---------|
| Identified correctly | 160 | 61% |

Q34 Who is your mayor?

| | Number | Percent |
|---------------------|---------------|----------------|
| Did not know | 104 | 39% |
| Provided wrong name | 0 | 0% |
| Total | 264 | 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 | 261 | 99% | 2 | 1% | 1 | 0% | 0 | 0% | 0 | 0% | 264 | 100% |
| In Afghanistan as a whole | 262 | 99% | 1 | 0% | 1 | 0% | 0 | 0% | 0 | 0% | 264 | 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 | 160 | 61% | 59 | 22% | 45 | 17% | 0 | 0% | 0 | 0% | 264 | 100% |
| In Afghanistan as a whole | 168 | 64% | 64 | 24% | 32 | 12% | 0 | 0% | 0 | 0% | 264 | 100% |

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 | 30 | 11% | 38 | 14% | 32 | 12% | 104 | 39% | 60 | 23% | 0 | 0% | 0 | 0% | 264 | 100% |
| Customs office | 23 | 9% | 43 | 16% | 35 | 13% | 92 | 35% | 71 | 27% | 0 | 0% | 0 | 0% | 264 | 100% |
| Afghan National Police | 23 | 9% | 24 | 9% | 55 | 21% | 134 | 51% | 28 | 11% | 0 | 0% | 0 | 0% | 264 | 100% |
| Afghan National Army | 5 | 2% | 6 | 2% | 1 | 0% | 237 | 90% | 15 | 6% | 0 | 0% | 0 | 0% | 264 | 100% |
| Judiciary / courts | 48 | 18% | 40 | 15% | 40 | 15% | 77 | 29% | 59 | 22% | 0 | 0% | 0 | 0% | 264 | 100% |
| State electricity supply | 13 | 5% | 21 | 8% | 53 | 20% | 112 | 42% | 65 | 25% | 0 | 0% | 0 | 0% | 264 | 100% |
| Public healthcare service | 20 | 8% | 26 | 10% | 66 | 25% | 139 | 53% | 13 | 5% | 0 | 0% | 0 | 0% | 264 | 100% |
| When applying for a job | 42 | 16% | 39 | 15% | 40 | 15% | 101 | 38% | 42 | 16% | 0 | 0% | 0 | 0% | 264 | 100% |
| Admissions to schools/ university | 10 | 4% | 21 | 8% | 34 | 13% | 177 | 67% | 22 | 8% | 0 | 0% | 0 | 0% | 264 | 100% |
| To receive official documents | 21 | 8% | 28 | 11% | 51 | 19% | 134 | 51% | 29 | 11% | 0 | 0% | 0 | 0% | 263 | 100% |

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

| | Number | Percent |
|------------|--------|---------|
| Yes | 219 | 83% |
| No | 42 | 16% |
| Don't know | 3 | 1% |
| Refused | 0 | 0% |
| Total | 264 | 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 | 217 | 100% |
| No | 1 | 0% |
| Don't know | 0 | 0% |
| Refused | 0 | 0% |
| Total | 218 | 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 | 195 | 74% |
| Agree somewhat | 55 | 21% |
| Disagree somewhat | 8 | 3% |
| Strongly disagree | 6 | 2% |
| Don't know | 0 | 0% |
| Refused | 0 | 0% |
| Total | 264 | 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 | 136 | 52% |
| Agree somewhat | 94 | 36% |
| Disagree somewhat | 19 | 7% |
| Strongly disagree | 15 | 6% |
| Don't know | 0 | 0% |
| Refused | 0 | 0% |
| Total | 264 | 100% |

Q42 How old were you on your last birthday?

| | Number | Percent of households |
|----------------------|--------|-----------------------|
| 13-17 years old | 0 | 0% |
| 18-30 years old | 144 | 55% |
| 31-40 years old | 59 | 22% |
| 41-50 years old | 23 | 9% |
| 51-60 years old | 35 | 13% |
| 61 or more years old | 2 | 1% |
| Total | 263 | 100% |

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

| | Number | Percent of households |
|------------|--------|-----------------------|
| Working | 171 | 65% |
| Retired | 7 | 3% |
| Housewife | 7 | 3% |
| Student | 51 | 19% |
| Unemployed | 25 | 9% |
| Other | 3 | 1% |
| Refused | 0 | 0% |
| Don't know | 0 | 0% |
| Total | 264 | 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 | 71 | 27% |
| Primary School, incomplete (classes 1 to 5) | 19 | 7% |
| Primary School, complete (finished class 6) | 18 | 7% |
| Secondary education, incomplete (classes 7 to 8) | 20 | 8% |
| Secondary education, complete (finished class 9) | 35 | 13% |
| High School (classes 10 to 12) | 63 | 24% |
| University education or above | 38 | 14% |
| Refused | 0 | 0% |
| Don't know | 0 | 0% |
| Total | 264 | 100% |

| Q45 Are you married or single? | | |
|---------------------------------------|---------------|------------------------------|
| | Number | Percent of households |
| Single | 64 | 24% |
| Married | 200 | 76% |
| Widower/ Widow | 0 | 0% |
| Refused | 0 | 0% |
| Don't know | 0 | 0% |
| Total | 264 | 100% |

| Q46 How many people live here in this house? | | |
|---|---------------|------------------------------|
| | Number | Percent of households |
| No people | 0 | 0% |
| 1-5 people | 2 | 1% |
| 6-10 people | 73 | 28% |
| 10-20 people | 151 | 57% |
| 21 or more people | 37 | 14% |
| Total | 263 | 100% |

| Q47 Does your family lease or own this house? | | |
|--|---------------|------------------------------|
| | Number | Percent of households |
| Lease | 168 | 64% |
| Own | 96 | 36% |
| Don't know | 0 | 0% |
| Refused | 0 | 0% |
| Total | 264 | 100% |

| Q48 Does your family have a Qabala or other way of demonstrating your tenure? | | |
|--|---------------|------------------------------|
| | Number | Percent of households |
| Yes | 94 | 36% |
| No | 170 | 64% |
| Don't know | 0 | 0% |
| Refused | 0 | 0% |
| Total | 264 | 100% |

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

| | Number | Percent of households |
|-----------------------------|---------------|------------------------------|
| Pay nothing | 96 | 36% |
| 1,000 Afn or less per month | 11 | 4% |
| 1,001-2,000 Afn per month | 42 | 16% |
| 2,001-3,000 Afn per month | 30 | 11% |
| 3,001-4,000 Afn per month | 22 | 8% |
| 4,001-5,000 Afn per month | 26 | 10% |
| 5,001-7,500 Afn per month | 18 | 7% |
| 7,501 or more Afn per month | 19 | 7% |
| Total | 264 | 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 | 0 | 0% |
| 2,001 - 3,000 Afs | 1 | 0% |
| 3,001 - 5,000 Afs | 10 | 4% |
| 5,001 - 10,000 Afs | 40 | 15% |
| 10,001 - 15,000 Afs | 49 | 19% |
| 15,001 - 20,000 Afs | 43 | 16% |
| 20,001 - 25,000 Afs | 46 | 17% |
| 25,001 - 40,000 Afs | 29 | 11% |
| more then 40,000 Afs | 46 | 17% |
| Refused | 0 | 0% |
| Don't know | 0 | 0% |
| Total | 264 | 100% |

Q51 Gender

| | Number | Percent of households |
|--------|---------------|------------------------------|
| Male | 252 | 96% |
| Female | 11 | 4% |
| Total | 263 | 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 KHOST CITY



September 19, 2010

INDEX OF TABLES

| | |
|---|----|
| TABLE 1: ASSESSMENT AREAS, INTERVIEWERS AND INTERVIEWEES | 63 |
| TABLE 2: MUNICIPAL REFERENCE AND PLANNING DOCUMENTS..... | 64 |
| TABLE 3: MUNICIPAL EMPLOYEES..... | 65 |
| TABLE 4: FREQUENCY OF EVENTS..... | 65 |
| TABLE 5: PROVINCIAL PARTNERS | 65 |
| TABLE 6: PUBLIC SERVICES PROVIDED BY MUNICIPALITY..... | 66 |
| TABLE 7: METHODS FOR RECEIVING AND HANDLING COMPLAINTS | 66 |
| TABLE 8: FINANCIAL MANAGEMENT DOCUMENTS | 67 |
| TABLE 9: FINANCIAL MANAGEMENT SYSTEMS..... | 67 |
| TABLE 10: FINANCIAL MANAGEMENT EMPLOYEES | 67 |
| TABLE 11: FINANCIAL MANAGEMENT OFFICE: PHYSICAL RESOURCES | 68 |
| TABLE 12: REVENUE ENHANCEMENT DEPARTMENT DOCUMENTS | 69 |
| TABLE 13: REVENUE ENHANCEMENT DEPARTMENT SYSTEMS..... | 69 |
| TABLE 14: REVENUE ENHANCEMENT DEPARTMENT EMPLOYEES..... | 70 |
| TABLE 15: REVENUE COLLECTION FREQUENCY AND METHOD | 70 |
| TABLE 16: REVENUE COLLECTION SOURCES..... | 70 |
| TABLE 17: REVENUE ENHANCEMENT OFFICE: PHYSICAL RESOURCES..... | 70 |
| TABLE 18: PUBLIC WORKS MANAGEMENT AND DOCUMENTATION | 72 |
| TABLE 19: PUBLIC WORKS INFORMATION SYSTEMS | 73 |
| TABLE 20: PUBLIC WORKS EMPLOYEES..... | 73 |
| TABLE 21: PUBLIC WORKS ACTIVITIES AND RESOURCES | 73 |
| TABLE 22: PUBLIC WORKS INVENTORY | 73 |
| TABLE 23: PUBLIC WORKS OFFICE: PHYSICAL RESOURCES..... | 74 |

Annexes:

- Survey Instruments
- Samples

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 Khost in September 2010 to assess the capacity of the municipality. The internal survey team was led by the Khost municipal team leader and supported by public finance, economic development and public works embedded advisors.

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

The internal survey team leader interviewed the mayor/deputy mayor while embedded advisors grouped with their relevant municipal department counterparts staff after a brief introduction of the survey questions.

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 | Ahmad Ghani | Ghazi Mohammad Matonwal | Deputy Mayor | Sep, 19, 2010 |
| Financial Management | Kamal Khan | Abdullah | Senior Accountant | Sep, 25, 2010 |
| Planning and Economic Development | Safiullah | Eng. Jahan Gul | Mayor | Sep, 26, 2010 |
| Revenue Enhancement | Gulzada | Shamsullah | Employee of the Revenue department | Sep, 25, 2010 |
| Public Works | Farid ullah | Eng. Mohammad Jalil | Senior Engineer | Sep, 16, 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 | Copy provided to RU/E |
| Do you have the IDLG terms of reference for your municipality? | No | No |
| Do you have a City Master Plan? | Yes | Yes |
| Do you have a Municipal profile? | No | No |
| Do you have a Municipal organization chart? | No | No |
| Do all municipal staff members have a written job description? | No | No |
| Do you have work plans for different municipal functional areas? | No | No |
| Do you have a copy of the Provincial Development Plan (PDP)? | Yes | Yes |
| Do you have a list of donors that have assisted your municipality? | No | No |
| Do you have a list of city council members? | No | No |
| If it is meeting, are council meeting minutes being kept? | No | No |
| Do you have a copy of the Current Municipal Law? | No | No |
| Does the municipality have a procedures manual? (A document outlining the standard ways of performing certain functions or duties). | No | No |

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 | 52 | 35 | 0 | 17 |
| Reported Contract position | 85 | 56 | 0 | 29 |
| Council members* | 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? | N/A | N/A | N/A | N/A |

No city council exists.

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 Public Health | Yes | Collaborate on the removal of expired medicines/ drugs from the marketplace |
| PD of Police | | Coordinate with Police in enforcement of public health standards/inspections |

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 | |

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

-
- There is no system in place
-

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 | Copy provided to RU/E |
| 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 | Yes |

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? | No | No |

Table 10: Financial Management Employees

| Type | Total Number | Filled by men | Filled by women | Not filled |
|-------------------|--------------|---------------|-----------------|------------|
| Tashkeel | 4 | 2 | 0 | 2 |
| Contract position | 0 | 0 | N/A | N/A |

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 | 6 hours | | |

C. PLANNING AND ECONOMIC DEVELOPMENT

There is neither a Planning nor an Economic Department in Khost Municipality.

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 | Copy provided to RU/E |
| Do you have a list of Municipal owned property (buildings & land)? | Yes | Copy attached to RAMP UP – East Internal Survey |
| 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? | No | No |
| Do you have standard written procedures for collecting revenues? | No | No |
| Do you have standard written procedures for Safeguarding all revenues collected? | No | No |
| Do you have a procedure manual for revenue collection? | 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 | Yes | No |
| Revenue system | Yes | No |

Table 14: Revenue Enhancement Department Employees

| Type | Total Number | Filled by men | Filled by women | Not filled |
|-------------------|---------------|---------------|-----------------|---------------|
| Tashkeel | 7 | 6 | 0 | 1 |
| Contract position | Not specified | 1 | 0 | not specified |

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 | | |

* 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 | Yes | Yes | | 74,286,703 | 74,286,703 |
| Safayi taxes | No | No | | 0 | 0 |
| Business license Fees | Yes | Yes | 254 | 100,000 | 100,000 |

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 | 6 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 | Copy provided to RU/E |
| Do Public Works activities include “Planning”?– determining future projects and accompanying costs. (If yes, please share a copy of a planning document.) | No | No |
| Do Public Works activities include “Scheduling”? – setting specific times and progress benchmarks. (If yes, please share a copy of a scheduling document.) | No | No |
| Do Public Works activities include “monitoring”? - seeing project to completion. (If yes, please share a copy of a monitoring document.) | No | 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.) | No | No |
| Do Public Works activities include Documenting and Reporting? (If yes, please share a copy of such a document.) | No | 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). | No | No |
| 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 | 40 | 40 | 0 | |
| Tashkeel | 40 | 40 | 0 | |
| Contract position | 0 | 0 | 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 | Solid waste | | Municipal warehouse | Yes | 2 | Yes |
| Excavator | 1 | | Municipal warehouse | No | 1 | No |
| Water Tanker | 4 | | Municipal warehouse | Yes | 2 | Yes |
| Pick up | 1 | | Municipal | Yes | 2 | Yes |

| | | | | | | |
|------------------|----|--|---------------------|-----|---|-----|
| | | | warehouse | | | |
| Corolla | 1 | | Municipal warehouse | Yes | 3 | Yes |
| Cruiser | 1 | | Municipal warehouse | No | 1 | No |
| Toyota Prado | 1 | | Municipal warehouse | No | 1 | Yes |
| Tractor | 1 | | Municipal warehouse | Yes | 2 | Yes |
| Tricycle | 2 | | Municipal warehouse | Yes | 2 | No |
| Double tractor | 1 | | Municipal warehouse | Yes | 2 | No |
| Shovels | 20 | | | | | |
| Generator | 18 | | | | | |
| Other equipments | 5 | | | | | |

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 | 6 hours | | |