



RAMP UP EAST

2011 Municipal Internal Capacity and External Satisfaction Surveys
REPORT OF RESULTS: CITY OF Asadabad



Construction of the retaining wall along Dam Kelay stream in Asadabad.

NOVEMBER, 2011

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CITY OF ASADABAD

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ACRONYMS

COA	Ministry of Finance - Municipal Chart of Accounts
CDC	Community Development Council
DAI	Development Associates International
IDLG	Independent Directorate of Local Governance
NA	Not asked
NRC	National Research Center, Inc.
PDP	Provincial Development Plan
RAMP UP	Regional Afghan Municipalities Program for Urban Populations
RUE	RAMP UP - Regional Command East
SNGP	Subnational Governance Policy

INTRODUCTION

Through the USAID funded Regional Afghan Municipalities Program for Urban Populations (RAMP UP), Development Associates International (DAI), the International City/County Management Association (ICMA) and National Research Center, Inc. (NRC) are working with 14 municipalities in Eastern Afghanistan to improve local governance by addressing infrastructure, service delivery, leadership and management capacity.

To evaluate a program so vast in scope, as is RAMP UP East (RUE), requires a clear intention of the kinds of achievements that are to be expected and measures of those achievements that can be monitored over time. Great care was taken to keep measurements of administrative activities and resident perceptions consistent across locales. Measures also attempt to target the areas of intervention undertaken by the DAI team of U.S., Afghan and other partners - to improve quality of life, general municipal capacity, public works capacity, financial management capacity, capacity to enhance revenues, governance and the role of women in society.

To assess the success of the programs in these municipalities an annual survey of residents of 13 of these cities is being conducted to measure the change in citizen perspectives about governance and services. Additionally, RUE staff are conducting an annual survey of municipal employees to assess the internal capacity of these local governments. This report outlines the results from the internal (employee) and external (resident) surveys conducted in 2011 in Asadabad. The internal survey interviews with staff were conducted in September to November of 2011 and the external survey interviews with residents were conducted from September 14 to October 9, 2011. A total of 276 residents were interviewed.

This is the second in a series of three planned soundings of resident opinion about the outcomes of the RUE work and it is the first full assessment of measures of internal capacity (some limited data on internal capacity was gathered in 2010). When available, the results from the 2011 surveys are compared to the results from the 2010 surveys.

It is clear from work in America that even the most exuberant interventions – extensive capital improvements, innovate program delivery, enhanced personnel training or numbers – do not always rise to a threshold that moves resident opinion about the services. For example, not everyone necessarily recognizes that police response times have shortened, that bridges have been repaired or built, or that community leaders more often are operating in the interest of the public. Adding trash bins in commercial areas may be a necessary precursor to improving resident opinion about trash haul, but it may not be sufficient.

In this report, we display and discuss the circumstances at the time of the data collection. While we speculate on some of the reasons for circumstances as they are, we are aware that not all descriptions of what has happened in a locale will provide answers about why residents give particular ratings.

Changes observed across the 13 municipalities of RUE are not uniform and, clearly, understanding how residents in different communities view important characteristics of the community will help identify where further effort should be expended. In addition, understanding what kinds of infrastructure capacity exist in municipalities will point the way to building the kind of capacity that is necessary to improve resident opinion.

OVERVIEW

In 2011, the municipal government in Asadabad generally had filing systems that included manual and computerized components. They had computers, adequate office space and furnishings but were lacking hardware and software resources. They had a simple master plan (a map that was more than 10 years old) and an economic profile. They generally had work plans for employees and they had a copy of the municipal law. They were missing some other critical documents such as The Independent Directorate of Local Governance (IDLG) terms of reference for the municipality, Subnational Governance Policy (SNGP) and a copy of the Provincial Development Plan (PDP).

The municipality had an unelected council with 23 members who met weekly. The municipality communicated with the IDLG through quarterly reporting and they did not have more frequent contact though phone or email. Within the city, there were business associations and a Chamber of Commerce and Industry. The department of public works had written plans, schedules and inspection reports for its work, as well as specific crews and equipment for projects. However, the department did not have an operation and maintenance facility or a schedule for maintenance of equipment.

The city collected property registration fees, Safayi taxes and business license fees, completed maintenance for parks and latrines and provided land fill and trash collection services (sanitation). The city was involved in the provision of electricity and sanitation services, but not water and waste water services.

In 2011, most Asadabad residents rated their quality of life as good or fair, as they had in 2010. They thought the number of jobs in the community were good and increasing. They also rated overall city services as somewhat or very good.

From 2010 to 2011, trash disposal methods in Asadabad changed significantly. The proportion of residents with door to door trash collection increased from 0% to 60% and trash services generally received high ratings. The city did not provide water and most residents used wells for drinking water. Few (27%), but more than in 2010 (5%), had issues with waterborne illnesses in 2011. The city was involved in electricity provision, and ratings for the quality of service and price improved from 2010. However, the ratings for the number of days and hours per day of supply decreased.

Although the city did not provide road and drainage services, ratings for both larger drainage canals and larger roads improved, while ratings for neighborhood drainage and roads decreased between 2010 and 2011. Access to some types of food (cereals and fruit) decreased, but access to vegetables improved. More residents also said they now had access to a local park.

When asked about priorities for the services cities could provide, Asadabad residents wanted the city to focus on electricity provision, clean drinking water and a new trash dumpsite.

While the proportion of residents who could identify the mayor increased from 2010 to 2011, measures of trust in government decreased. Fewer residents thought they could influence the government and most still thought corruption was a major problem and was increasing. A bright spot for the municipal government was that it continued to be the least likely place a resident would be asked for cash, a gift or a favor in return for service.

CITY DEMOGRAPHICS

Asadabad is a larger sized city with lower per capita revenues and average per capita expenses, compared to others in the RUE program. They had fewer health centers and education institutions, relative to their population, than other RUE cities.

FIGURE 1: DEMOGRAPHIC OUTLINE FOR RAMP UP EAST CITIES

	Population	Land Size (km2)	Total Education Institutions	Total Health Centers	Total Revenue (million AFN)	Total Expenses (million AFN)	Total Tashkeel Employ	Total Contract Employ
Maidan Shar	5,804	345	27	61	22	14	23	38
Panjshir	15,593	191	11	5	17	10	12	18
Mehterlam	39,254	N/A	63	64	40	25	86	80
Charikar	50,140	273	56	16	61	5	26	58
Sharana	54,416	20	15	4	9	6	17	17
Mahmud Raqi	60,400	120	45	37	7	6	13	21
Gardez	76,858	750	67	38	34	19	30	56
Bamyan	78,000	14,175	48	14	32	3	32	15
Asadabad	90,000	899	29	4	24	16	21	34
Puli Alam	100,000	30	74	29	41	16	26	49
Ghazni	154,618	3,698	98	70	39	16	50	121
Khost	158,546	4,152	50	57	114	41	61	104
Jalalabad	456,500	7,616	51	22	216	N/A	139	341

FIGURE 2: PER CAPITA DEMOGRAPHIC OUTLINE FOR RAMP UP EAST CITIES

	Per Capita Land Size (people per km2)	Education Institutions (people per institution)	Health Centers (people per center)	Per Capita Revenue (AFN per person)	Per Capita Expenses (AFN per person)	Tashkeel Employees (people per employee)	Contract Employees (people per employee)
Maidan Shar	17	215	95	3,754	2,443	252	153
Panjshir	82	1,418	3,119	1,106	656	1,299	866
Mehterlam	N/A	623	613	1,023	648	456	491
Charikar	184	895	3,134	1,218	98	1,928	864
Sharana	2,721	3,628	13,604	171	111	3,201	3,201
Mahmud Raqi	503	1,342	1,632	118	97	4,646	2,876
Gardez	102	1,147	2,023	440	246	2,562	1,372
Bamyan	6	1,625	5,571	408	33	2,438	5,200
Asadabad	100	3,103	22,500	267	173	4,286	2,647
Puli Alam	3,333	1,351	3,448	407	163	3,846	2,041
Ghazni	42	1,578	2,209	252	105	3,092	1,278
Khost	38	3,171	2,782	722	261	2,599	1,524
Jalalabad	60	8,951	20,750	473	N/A	3,284	1,339

INTERNAL CAPACITY

GENERAL MUNICIPAL CAPACITY

The Asadabad government, like most RUE municipalities, had planning documents that were not comprehensive and often were old. The City master plan was a physical plan, a map of the city completed more than 10 years ago. The municipal profile, prepared with assistance from RUE, included economic information, but not social or political information. While all the cities had organizational charts, they were not functionally oriented (showing the responsibilities and roles) or approved by the national government.

This master plan was prepared in 1986 and covered 6 Naiyas. The municipal organization chart was prepared in 2011 with assistance from RUE.

FIGURE 3: CITY MASTER PLAN, 2011

	None	Physical Plan - Map of the city done within last 50 years	Physical Plan had been updated within the last 10 years	Comprehensive Development Plan that included Strategic Municipal Plan
Asadabad	No	Yes	No	No
All cities	0%	62%	38%	0%

FIGURE 4: MUNICIPAL PROFILE, 2011

	None	Economic Profile	Economic and Social Profile	Economic, Social and Political profile
Asadabad	No	Yes	No	No
All cities	0%	100%	0%	0%

FIGURE 5: MUNICIPAL ORGANIZATION CHART, 2011

	None	Organizational chart was not functionally oriented or approved by government	Organizational chart was functionally oriented and approved by government
Asadabad	No	Yes	No
All cities	0%	100%	0%

Like most municipalities, Asadabad had performed a situational analysis of social, economic and political circumstances and created a Municipal Economic Profile, but the profile was not translated to all languages. The process of creating an economic development plan was at an early stage; all that existed was a Municipal Economic Profile.

The municipal government in Asadabad had a copy of the current Municipal Law and work plans for different municipal functional areas, these work plans had a monthly timeframe. The Asadabad municipality did not have terms of reference for each municipal department or written job descriptions for all staff members. The municipality also did not have a copy of the IDLG terms of reference for the municipality Subnational Governance Policy (SNGP) or a copy of the Provincial Development Plan (PDP).

However, there were 12 completed PDP projects and 3 ongoing PDP projects within the city boundaries.

FIGURE 6: MUNICIPAL ECONOMIC PROFILE, 2011

	None	Had, but not in all languages	Had in Dari and Pashto
Asadabad	No	Yes	No
All cities	0%	92%	8%

FIGURE 7: LOCAL ECONOMIC DEVELOPMENT PLAN, 2011

	None	Had an economic profile	Economic profile had been analyzed with stakeholders	Created an economic development committee	Developed economic development plan with intervention strategies and potential projects
Asadabad	No	Yes	No	No	No
All cities	0%	100%	0%	0%	0%

FIGURE 8: WRITTEN STATEMENT OF MUNICIPAL VISION, MISSION AND GOALS, 2011

	None	Performed a situational analysis of social, economic and political situation	Developed mission and vision	Developed goals and objectives
Asadabad	No	Yes	No	No
All cities	0%	92%	8%	0%

FIGURE 9: MUNICIPAL GOVERNMENT DOCUMENTS

	2010	2011	Percent of all Cities in 2011
The IDLG terms of reference for municipality/ Subnational Governance Policy (SNGP)	No	No	8%
A copy of the Provincial Development Plan (PDP)	No	No	77%
A copy of the current Municipal Law	No	Yes	100%
Terms of reference for each municipal department	Not asked (NA)	No	8%
Written job description for all municipal staff members	No	No	62%
Work plans for different municipal functional areas	Yes	Yes	62%

Asadabad had a functioning administrative municipal council with 23 members that met weekly, but unlike 2010, in 2011 they did not have a list of those council members. None of the council members were women. The council was not elected.

In 2011, Asadabad had 55 municipal employees. There were 21 Tashkeel positions, down from 45 in 2010, and 34 contract positions, up from 25 in 2010. None of the positions were filled by women and no positions remained unfilled.

FIGURE 10: MUNICIPAL COUNCIL

	2010	2011	Percent of all Cities in 2011
A functioning administrative municipal council	Yes	Yes	92%
Meeting minutes for the council	No	No	0%
List of council members	Yes	No	0%
An elected council	NA	No	0%

FIGURE 11: FREQUENCY OF MUNICIPAL COUNCIL MEETINGS, 2011

	Weekly	Monthly	Quarterly	Annually
Asadabad	Yes	No	No	No
All cities	58%	42%	0%	0%

FIGURE 12: NUMBER OF MUNICIPAL EMPLOYEES

	Council		Tashkeel positions		Contract positions	
	2010	2011	2010	2011	2010	2011
Total	23	0	45	21	25	34
Filled by men	23	0	45	21	25	34
Filled by women	0	0	0	0	0	0
Unfilled			0	0	0	0
Seeking approval			NA	0	NA	0
Neighborhood representatives	NA	0				

Businesses in Asadabad were represented by business associations and by a Chamber of Commerce and Industry. The municipal government had a list of business associations and contact people, but did not have a list of Chamber members and contact numbers. The municipality also did not have a list of donors that had assisted the municipality.

FIGURE 13: MUNICIPALITY BUSINESS PARTNERS, 2011

	Asadabad	Percent of all Cities
Any business associations in the municipal boundaries	Yes	69%
A list of business associations and contact person	Yes	23%
A Chamber of Commerce and Industry	Yes	46%
A list of Chamber members and contact numbers	No	8%
Chamber of Commerce and Industry minutes of meetings	No	0%
Private sector interest in buying/leasing municipal assets	No	23%
A letter of interest received from private sector	No	0%

FIGURE 14: LIST OF DONORS THAT ASSISTED THE MUNICIPALITY, 2011

	None	Know the donors because there are less than 5 donors	Written list of donors and contact numbers
Asadabad	Yes	No	No
All cities	54%	38%	8%

The Asadabad municipality communicated with the IDLG via quarterly reporting. They did not use phone or email for contacting the IDLG and did not communicate more frequently than quarterly. They did coordinate with all the Provincial Line Ministry Directorates.

FIGURE 15: FREQUENCY OF COMMUNICATION WITH IDLG/DMA, 2011

	Weekly	Monthly	Quarterly
Asadabad	No	No	Yes
All cities	31%	38%	31%

FIGURE 16: MODE OF COMMUNICATION WITH IDLG/DMA, 2011

Mode	Asadabad	Percent of all Cities
Phone	No	46%
Email	No	46%
Quarterly reporting	Yes	85%

FIGURE 17: PROVINCIAL LINE MINISTRIES DIRECTORATES WITH WHICH MUNICIPALITY COORDINATES, 2011

Provincial Line Ministry Directorate	Asadabad	Percent of all Cities
Agriculture, Livestock, and Irrigation	Yes	92%
Cadaster	Yes	77%
Chief Executive	Yes	77%
Department of Old City	Yes	46%
Disaster Management	Yes	77%
Economy	Yes	92%
Education	Yes	92%
Emergency Response	Yes	77%
Environmental Protection	Yes	85%
Finance	Yes	85%
Governor	Yes	92%
Information and Culture	Yes	92%
Labor and Social Affairs	Yes	92%
National Security	Yes	92%
Police	Yes	92%
Power	Yes	92%
Provincial Council	Yes	85%
Public Health	Yes	92%
Public Works	Yes	92%
Rural Rehabilitation	Yes	92%
Sectoral Services	Yes	92%
Sports	Yes	92%
State Judiciary	Yes	77%
Statistics	Yes	85%
Urban Planning and Development	Yes	100%
Water Supply	Yes	77%
Women's Affairs	Yes	92%

The Asadabad municipality was involved in providing power and sanitation systems to residents, but not in providing water and waste water systems.

FIGURE 18: MUNICIPALITY INVOLVED IN PROVIDING SERVICES

Type of Service	2010	2011	Percent of all Cities in 2011
Water	NA	No	31%
Power	Yes	Yes	15%
Waste water system	NA	No	54%
Sanitation system	Yes	Yes	92%

PUBLIC WORKS CAPACITY

The Public Works Department in Asadabad was in possession of some planning and scheduling documents. The department had written plans for at least one department or service area which planned work on a daily and/or weekly basis. The department had written weekly or monthly schedules for maintenance and they maintained service inspection reports in writing.

The Service Delivery Project Maintenance Document indicated that the department had hired specific crew members and purchased equipment for maintaining the projects.

FIGURE 19: PUBLIC WORKS ACTIVITY PLANNING DOCUMENT, 2011

	None	Most planning was done orally for areas like solid waste and services, some written plans	Written plans on a daily and/or weekly basis for at least 1 department or service area	Written plans were weekly/monthly for all departments
Asadabad	No	No	Yes	No
All cities	15%	38%	38%	8%

FIGURE 20: PUBLIC WORKS OPERATIONS AND MAINTENANCE SCHEDULING DOCUMENT, 2011

	None	Most scheduling of latrine, park, and other services was done orally, some written plans	Written schedules for maintenance on weekly/monthly basis for at least 1 department or service area	Written schedules on weekly/monthly basis for all departments	Written schedules for all departments and operations/maintenance included in budget
Asadabad	No	No	Yes	No	No
All cities	31%	38%	23%	8%	0%

FIGURE 21: SERVICE DELIVERY INSPECTION REPORT, 2011

	None	Service inspections were done orally with mayor who provided the monitoring	Service inspection reports were maintained in written format for at least 1 department or area	Service inspection process had a standard form with procedures performed by most or all of the departments or areas
Asadabad	No	No	Yes	No
All cities	31%	46%	15%	8%

FIGURE 22: SERVICE DELIVERY PROJECT MAINTENANCE DOCUMENT, 2011

	None	Estimated project maintenance and part of the initial project scoping	Municipality hired specific crew members and purchased some equipment for maintaining the projects	Municipality had a schedule for crew to complete maintenance included in the budget
Asadabad	No	No	Yes	No
All cities	23%	62%	8%	8%

The Asadabad public works department did not conduct regular road maintenance, but it had a specific crew for parks and latrine maintenance.

Like most cities, Asadabad had been contacted by the Afghan National Environmental Protection Agency (NEPA) about a municipal project in the past.

FIGURE 23: CONDUCTED REGULAR ROAD MAINTENANCE, 2011

	None	Maintenance only included road cleaning and was not scheduled	Municipality had a specific crew and equipment for road maintenance	Municipality had a specific crew and equipment and a line item in the budget for road maintenance
Asadabad	Yes	No	No	No
All cities	38%	54%	0%	8%

FIGURE 24: CONDUCTED REGULAR PUBLIC PARKS MAINTENANCE, 2011

	None	Maintenance only included occasional park cleaning and was not scheduled	Municipality had a specific crew and equipment for park maintenance	Municipality had a specific crew and equipment and a line item in the budget for park maintenance
Asadabad	No	No	Yes	No
All cities	23%	31%	46%	0%

FIGURE 25: CONDUCTED REGULAR LATRINE MAINTENANCE, 2011

	None	Maintenance only included occasional latrine cleaning and was not scheduled	Municipality had a specific crew and equipment for latrine maintenance	Municipality had a specific crew and equipment and a line item in the budget for latrine maintenance
Asadabad	No	No	Yes	No
All cities	31%	31%	38%	0%

The City of Asadabad had 170 designated dumpsites that were located in the municipal coverage area. At least one of the dumpsites was a landfill.

In the City's trash collection plan staff indicated that they had hired a crew, purchased equipment and scheduled service. Approximately 2,300 cubic meters of solid waste were collected each month and the collection was performed with trucks and laborers.

FIGURE 26: DESIGNATED DUMP SITE

	2010	2011	Percent of all Cities in 2011
Designated dump site in City	No	Yes	100%
At least one dumpsite was a landfill	No	Yes	85%

FIGURE 27: TRASH COLLECTION PLAN, 2011

	None	Completed analysis for number of bins, crew size, equipment and fuel	Hired crew, purchased equipment and scheduled service	Hired crew, purchased equipment, schedule service and had a line item in the budget
Asadabad	No	No	Yes	No
All cities	15%	8%	69%	8%

The City of Asadabad had several vehicles to use in their work (car, tractor, trucks, tankers and bikes). The inventory list included more assets in 2011 than in 2010. The City did not do regularly scheduled maintenance of its vehicles, tools and equipment, nor did the City have an operations and maintenance facility. Municipal Administration Finance was responsible for the maintenance of vehicles, tools and equipment.

FIGURE 28: PHYSICAL ASSETS, 2011

	Number	Primary use	Operational	Condition	Has operator
Car/Corolla/Saracha Taxi	1	Construction	Yes	Good	Yes
Coach/Van	1	Office	Yes	Good	Yes
Double Tractor	1	Construction	Yes	Good	Yes
Generator	1	Office	Yes	Good	Yes
Pick Axe	1	Office	Yes	Good	Yes
Jeep/Truck/Pickup	2	Construction	Yes	Good	Yes
Large Mazda	2	Waste management	Yes	Good	Yes
Water Tanker	2	Waste management	Yes	Good	Yes
Large Truck/Trash Truck	3	Waste management	Yes	Good	Yes
Motor Cycle/Bike	3	Waste management	Yes	Good	Yes

FIGURE 29: PHYSICAL ASSETS, 2010

	Number	Primary use	Operational	Condition	Has operator
Jeep/Truck/Pickup	1	Not known	No	Poor	No
Dump Truck	2	Park Maintenance	Yes	Good	Yes
Motor Cycle/Bike	3	Not known	Not known	Not known	Not known
Water Tankers	3	Watering	Yes	Good	Yes
Tricycle/3 wheeler/Zaranj	3	Not known	Not known	Not known	Not known

FIGURE 30: REGULAR MAINTENANCE SCHEDULE FOR VEHICLES, TOOLS AND EQUIPMENT, 2011

	None	Repaired vehicles when needed	Written checklist for vehicle maintenance on daily/weekly basis	Written checklist for vehicle maintenance on daily/weekly basis and also included in budget
Asadabad	Yes	No	No	No
All cities	31%	69%	0%	0%

FIGURE 31: OPERATIONS AND MAINTENANCE FACILITY, 2011

	None	Small garage or work space location	Large space able to perform maintenance on equipment
Asadabad	Yes	No	No
All cities	54%	46%	0%

The public works department had only one Tashkeel position in 2011 (compared to 3 in 2010), but had 10 contract positions in 2011. All positions were filled by men. The department employed a systematic filing system using a book, file folder, or box with organization so that specific items were easily found. The filing system was computerized, which was uncommon among RUE cities. The department had a networking system for its computers and one of the computers had internet access. Electricity was available to the office for an average of 8 hours each day. The office had sufficient space, furnishings and computer hardware, but had no public works related computer software.

FIGURE 32: NUMBER OF PUBLIC WORKS EMPLOYEES

	Tashkeel positions		Contract positions	
	2010	2011	2010	2011
Total	3	1	0	10
Filled by men	3	1	NA	10
Filled by women	0	0	NA	0
Unfilled	0	0	NA	0

FIGURE 33: SYSTEMATIC FILING SYSTEM FOR PUBLIC WORKS, 2011

	None	Memos, letters, vouchers were filed in folder or box but without organization (difficult to find a specific item)	Source documents were filed in a book, file folder, or box with organization so that specific items were easily found	Source documents were filed and organized so they were easily retrieved, kept in a cabinet or shelving
Asadabad	No	No	Yes	No
All cities	0%	62%	38%	0%

FIGURE 34: FILING SYSTEM TYPE, 2011

	Manual	Computerized	Both
Asadabad	No	Yes	No
All cities	82%	18%	0%

FIGURE 35: COMPUTER NETWORK AND ACCESS, 2011

	Networking system that connected office computers	Number of computers with access to the Internet	Hours per day with power (on average)
Asadabad	Yes	1	8
All cities	100%	1.2	11.6

FIGURE 36: OFFICE INFRASTRUCTURE, 2011

	Asadabad			Percent of all Cities		
	None	Shared	Enough	None	Shared	Enough
Office Space	No	No	Yes	8%	77%	15%
Furnishings	No	No	Yes	8%	69%	23%
Information Technology – Hardware	No	No	Yes	77%	15%	8%
Information Technology – Software	Yes	No	No	92%	0%	8%

FINANCIAL MANAGEMENT CAPACITY

All 13 cities surveyed had a budget for the current year as well as an operations budget and a program development budget. Asadabad had a systematic filing system for financial management where documents were filed and organized, but not stored. The filing system had manual and computerized components as did the accounting/budget system for financial management.

Asadabad had 4 years of prior budgets, their budget history started in 1387/1998. For the 2011 (1390) budget year, it took 60 days from submitting the budget to receiving final approval. While they did not have written procedures to disburse cash (including recording the disbursement) they did use a manual correspondence book to record payments and an M20 to record revenues.

A note about accounting in Afghan municipalities: The goal for accounting is to use a general journal and ledger system (standard accounting practice in which all transactions are recorded as balanced debit/credit entries to a general journal and then posted to sub-ledger accounts) but most Afghan cities used a sub-ledger system called an M20. The M20 is a large book with a separate page for each expense account (from the Ministry of Finance Municipal Chart of Accounts (COA)). When a cash payment is made, the amount of the payment is recorded in the M20 book. The Afghan COA does not include a cash account and without a cash account having a general journal and ledger is not possible. Municipal governments record one-sided accounting entries and do not record the outgoing cash to offset the expense account (i.e., not using balanced double entry accounting). However, Afghan cities do keep incoming and outgoing Correspondence Books. Requests for payments from municipal finance departments begin with a formal letter to the mayor, which goes to the governor for approval, signature, and an "official stamp". These letters are recorded in the Correspondence Books.

FIGURE 37: SYSTEMATIC FILING SYSTEM FOR FINANCIAL MANAGEMENT, 2011

	None	Filed but not organized	Filed and organized	Filed, organized and stored
Asadabad	No	No	Yes	No
All cities	0%	15%	69%	15%

FIGURE 38: FILING SYSTEM TYPE FOR FINANCIAL MANAGEMENT, 2011

	Manual	Computerized	Both
Asadabad	No	No	Yes
All cities	77%	0%	23%

FIGURE 39: ACCOUNTING/BUDGET SYSTEM TYPE FOR FINANCIAL MANAGEMENT, 2011

	Manual	Computerized	Both
Asadabad	No	No	Yes
All cities	31%	23%	46%

FIGURE 40: USE OF GENERAL LEDGER, 2011

	None	Correspondence Book and M20 - Manual	Correspondence Book and M20 – Automated	Cash Account and M20	Automated General Journal and Ledger
Asadabad	No	Yes	No	No	No
All cities	0%	46%	38%	15%	0%

FIGURE 41: WRITTEN PROCEDURES TO DISBURSE CASH INCLUDING RECORDING DISBURSEMENT, 2011

	None	Manual written procedures	Automated Procedures	Automated and Flow Chart
Asadabad	Yes	No	No	No
All cities	100%	0%	0%	0%

The Financial Management Department had not been subject to an internal or external audit. But it did use the COA to record revenues and expenditures.

FIGURE 42: FINANCIAL AUDIT AND PROCEDURES, 2011

	Asadabad	Percent of all Cities
Have you had an external audit conducted?	No	92%
Do you conduct any type of internal audit?	No	15%
Do you use Ministry of Finance - Municipal Chart of Accounts (COA) for expenditures?	Yes	100%
Do you use Ministry of Finance - Municipal COA for revenue?	Yes	62%

The Financial Management Department was staffed by two Tashkeel positions and had no contract employees. Both positions were filled by men, and one of the positions that had been unfilled in 2010 was filled in 2011. The office had a network system to connect computers and one computer with internet access. Electricity was available for 8 hours per day. The Financial Management office had sufficient space and furniture but was lacking both computer hardware and software.

FIGURE 43: NUMBER OF FINANCIAL MANAGEMENT EMPLOYEES

	Tashkeel positions		Contract positions	
	2010	2011	2010	2011
Total	2	2	0	0
Filled by men	1	2	NA	0
Filled by women	0	0	NA	0
Unfilled	1	0	NA	0

FIGURE 44: FINANCIAL MANAGEMENT COMPUTER NETWORK AND ACCESS, 2011

	Networking system that connected office computers	Number of computers with access to the Internet	Hours per day with power (on average)
Asadabad	Yes	1	8
All cities	100%	1	9

FIGURE 45: FINANCIAL MANAGEMENT OFFICE INFRASTRUCTURE, 2011

	Asadabad			Percent of all Cities		
	None	Shared	Enough	None	Shared	Enough
Office Space	No	No	Yes	0%	77%	23%
Furnishings	No	No	Yes	0%	92%	8%
Information Technology – Hardware	Yes	No	No	85%	8%	8%
Information Technology – Software	Yes	No	No	85%	8%	8%

REVENUE ENHANCEMENT CAPACITY

The revenue Enhancement Department had a manual revenue system. Like most other RUE cities, it did not have a standard written procedure for recording revenue. However, it did have a systematic filing system in which documents were filed and organized, but not stored. This filing system had both manual and computerized components.

FIGURE 46: REVENUE SYSTEM TYPE, 2011

	Manual	Computerized	Both
Asadabad	Yes	No	No
All cities	62%	0%	38%

FIGURE 47: STANDARD WRITTEN PROCEDURES FOR RECORDING REVENUES, 2011

	None	Manual written procedures	Automated Procedures	Automated and Flow Chart
Asadabad	Yes	No	No	No
All cities	92%	8%	0%	0%

FIGURE 48: SYSTEMATIC FILING SYSTEM, 2011

	None	Filed but not organized	Filed and organized, but not stored	Filed, organized and stored
Asadabad	No	No	Yes	No
All cities	0%	31%	69%	0%

FIGURE 49: FILING SYSTEM TYPE, 2011

	Manual	Computerized	Both
Asadabad	No	No	Yes
All cities	85%	0%	15%

Revenues in Asadabad were collected monthly and included Safayi taxes and business license fees. In 2011, the city had 955 active business licenses and expected to collect 406,958 AFN in license fees. This would be an increase from 2010 when 188,144 AFN was collected. The 2011 fee was projected to be about 420 AFN per active license, which was higher than the 309 AFN average per active license for all thirteen RUE cities.

The municipality expected to collect 282,000 AFN in Safayi taxes in 2011, or 3 AFN per resident. This was low compared to the average of 53 AFN per capita for all 13 cities.

Asadabad did accept cash payments for tax and revenue bills. Staff deposited this cash in the bank and issued receipts for the cash. Cash was deposited in the bank semi-weekly. None of the cities had standard written procedures for collecting revenues.

FIGURE 50: FREQUENCY OF REVENUE COLLECTION

	2010	2011	Percent of all Cities in 2011
Weekly	No	No	8%
Monthly	Yes	Yes	50%
Quarterly	No	No	8%
Biannually	No	No	17%
Annually	No	No	17%

FIGURE 51: TYPE OF FEES AND TAXES COLLECTED

	2010	2011	Percent of all Cities in 2011
Collect Property Registration Fees	Yes	No	0%
Collect Safayi taxes	Yes	Yes	77%
Collect business license fees	Yes	Yes	100%

FIGURE 52: AMOUNT OF FEES AND TAXES COLLECTED

	2010	2011	Average of all Cities in 2011
Estimated number of residents	NA	90,000	103,087
Safayi taxes in 2010 (AFN)	500,000	188,144	1,697,324
Safayi taxes projected for 2011 (AFN)	NA	282,000	5,482,634
Number of active business licenses	NA	966	1,656
Business license fees in 2010 (AFN)	310,000	188,144	377,519
Business license fees for 2011 (AFN)	NA	406,958	512,405

FIGURE 53: CASH RECEIPT PROCEDURES, 2011

	Asadabad	Percent of all Cities
Accept cash payment for tax and revenue bills	Yes	46%
Deposit received cash in the bank	Yes	46%
Issue a receipt for cash received by the municipality	Yes	100%

The revenue enhancement department had a list of municipal owned property with very detailed organized records and most/all properties listed. The city also had a list of revenue sources, recorded in a Revenue Book but also in an electronic file. Data were recorded for each type of revenue with a summary of total revenue collected for each source.

The city had a revenue forecasting report; a Safayi book with all properties and valuations, allowing forecasting calculations to be completed.

FIGURE 54: LIST OF MUNICIPAL OWNED PROPERTY, 2011

	None	Manual Property Book with some property history, but not well organized and not all properties	Manual Property Book with very detailed organized records and most/all properties listed	Manual Property Book converting to automated register	Property register completely automated
Asadabad	No	No	Yes	No	No
All cities	8%	15%	69%	8%	0%

FIGURE 55: LISTING OF REVENUE SOURCES AND HOW MUCH HAS BEEN COLLECTED, 2011

	None	Revenues recorded in Revenue Book with separate page for each revenue type	Revenues recorded in Revenue Book but also electronic file for each type with summary of total collected for each source	All revenue and cash receipt recorded in electronic (Excel) system with summary of each source
Asadabad	No	No	Yes	No
All cities	0%	31%	69%	0%

FIGURE 56: FORECASTING REPORT OR EXAMPLE, 2011

	None	Safayi book with all properties and valuation allowing forecasting calculation to be done	Safayi book with all properties and valuation also included manual/auto business listing allowing forecasting	Excel based forecast report showing calculations for Safayi and Business License revenue	Excel based forecast report showing calculations for all revenue sources
Asadabad	No	Yes	No	No	No
All cities	0%	31%	69%	0%	0%

The Revenue Enhancement Department was staffed by two Tashkeel positions and had no contract employees. Both positions were filled by men, and one of the positions that had been unfilled in 2010 was filled in 2011. The office had a network system to connect computers and one computer with internet access. Electricity was available for 8 hours per day. The Financial Management office had sufficient space and furniture but was lacking both computer hardware and software.

FIGURE 57: NUMBER OF REVENUE ENHANCEMENT EMPLOYEES

	Tashkeel positions		Contract positions	
	2010	2011	2010	2011
Total	2	2	NA	0
Filled by men	1	2	NA	0
Filled by women	0	0	NA	0
Unfilled	1	0	NA	0

FIGURE 58: REVENUE ENHANCEMENT COMPUTER NETWORK AND ACCESS, 2011

	Networking system that connected office computers	Number of computers with access to the Internet	Hours per day with power (on average)
Asadabad	Yes	1	8
All cities	100%	1	9

FIGURE 59: REVENUE ENHANCEMENT OFFICE INFRASTRUCTURE, 2011

	Asadabad			Percent of all Cities		
	None	Shared	Enough	None	Shared	Enough
Office Space	No	No	Yes	0%	92%	8%
Furnishings	No	No	Yes	0%	92%	8%
Information Technology – Hardware	Yes	No	No	85%	15%	0%
Information Technology – Software	Yes	No	No	85%	15%	0%

RESIDENT SURVEY

QUALITY OF LIFE

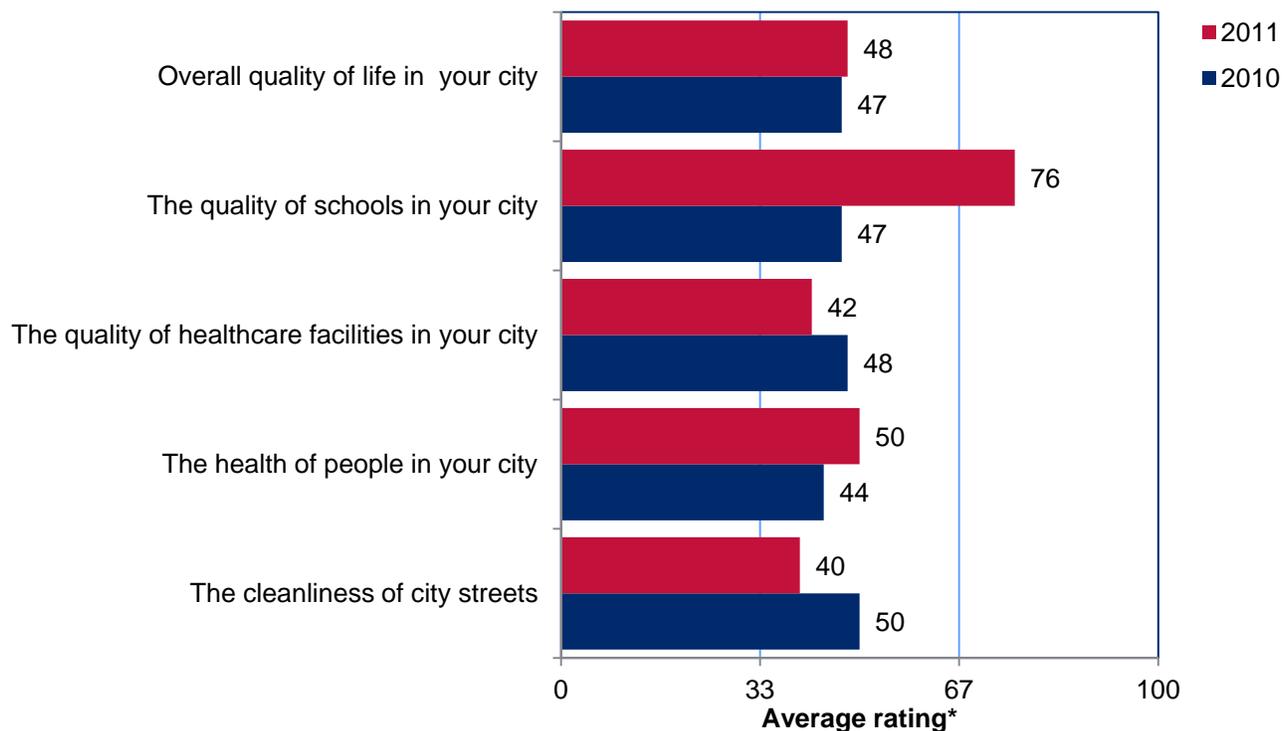
Most residents of Asadabad rated the quality of life in the city as excellent or good (51%), but 40% thought it was fair. Only 9% thought it was poor. This was similar to 2010. Ratings for the quality of schools improved from 2010 to 2011, but ratings for the cleanliness of city streets dropped. Other ratings were similar between years, except for quality of schools which was much better in 2011 than 2010.

FIGURE 60: QUALITY OF LIFE IN ASADABAD, 2011

	Excellent	Good	Fair	Poor	Average rating*
Overall quality of life in your City	2%	49%	40%	9%	48
The quality of schools in your city	42%	43%	15%	0%	76
The quality of healthcare facilities in your city	4%	31%	51%	13%	42
The health of people in your city	6%	48%	36%	10%	50
The cleanliness of city streets	19%	20%	24%	37%	40

* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 61: QUALITY OF LIFE IN ASADABAD COMPARED BY YEAR



* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

EMPLOYMENT

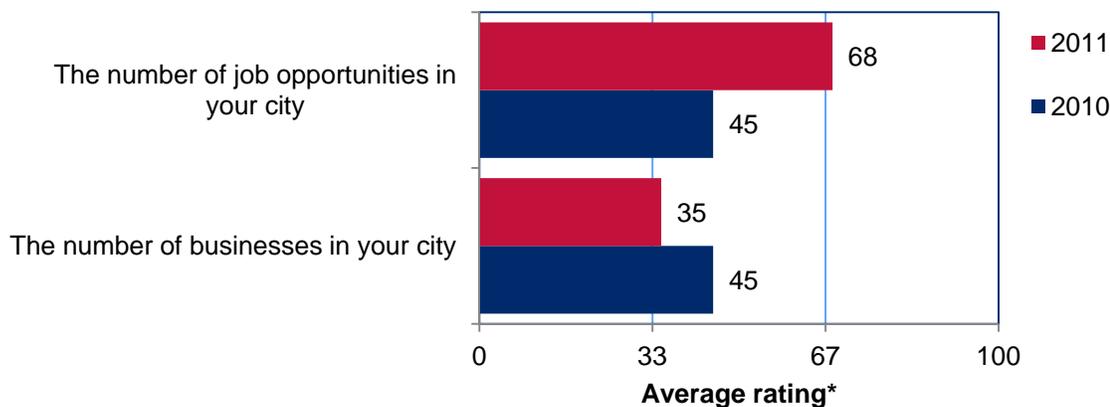
Asadabad residents gave high ratings to the number of job opportunities in their city (40% excellent and 29% good) and most thought this number had increased in 2010 and in 2011. Residents gave low ratings for the number of businesses in their city; 65% thought the number of businesses was fair and 17% thought it was poor.

FIGURE 62: QUALITY OF EMPLOYMENT IN ASADABAD, 2011

	Excellent	Good	Fair	Poor	Average rating*
The number of job opportunities in your city	40%	29%	25%	5%	68
The number of businesses in your city	3%	15%	65%	17%	35

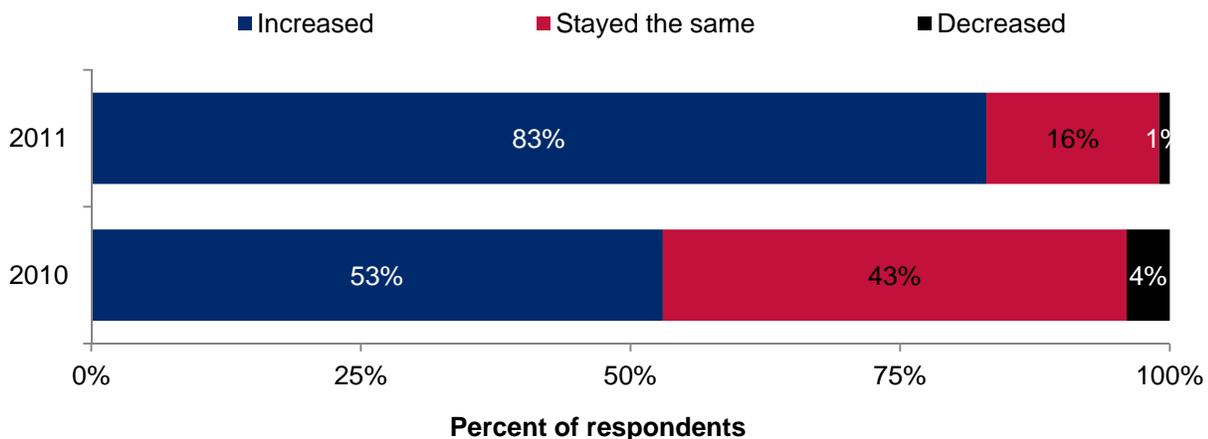
* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 63: JOB OPPORTUNITIES IN ASADABAD COMPARED BY YEAR



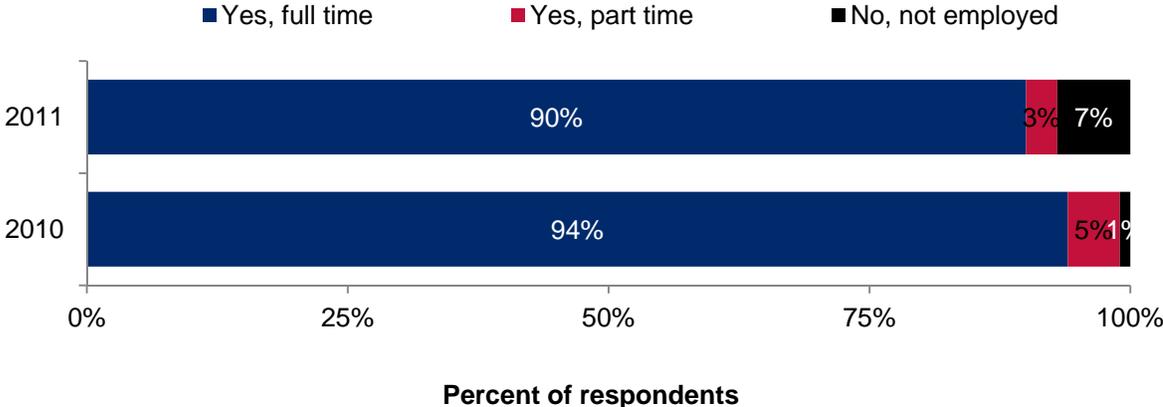
* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 64: CHANGE IN JOB OPPORTUNITIES IN LAST YEAR COMPARED BY YEAR



Almost all the heads of the households interviewed were employed full time.

FIGURE 65: HEAD OF HOUSEHOLD EMPLOYMENT STATUS COMPARED BY YEAR



SERVICES

Afghan cities varied in the number and type of services they were able to provide their residents. The survey asked about several services that could be provided by the city, province or a national agency, and some that may not exist in the city at all. These included solid waste, water, electricity, roads, drainage, sanitation, green areas/parks and markets.

The City of Asadabad was involved in providing power, sanitation, parks maintenance and latrine maintenance, but in providing water or wastewater services or road maintenance.

Most residents thought the city was doing a somewhat (71%) or very (24%) good job of providing services. This was similar to 2010.

FIGURE 66: JOB THE CITY DOES AT PROVIDING SERVICES, 2011

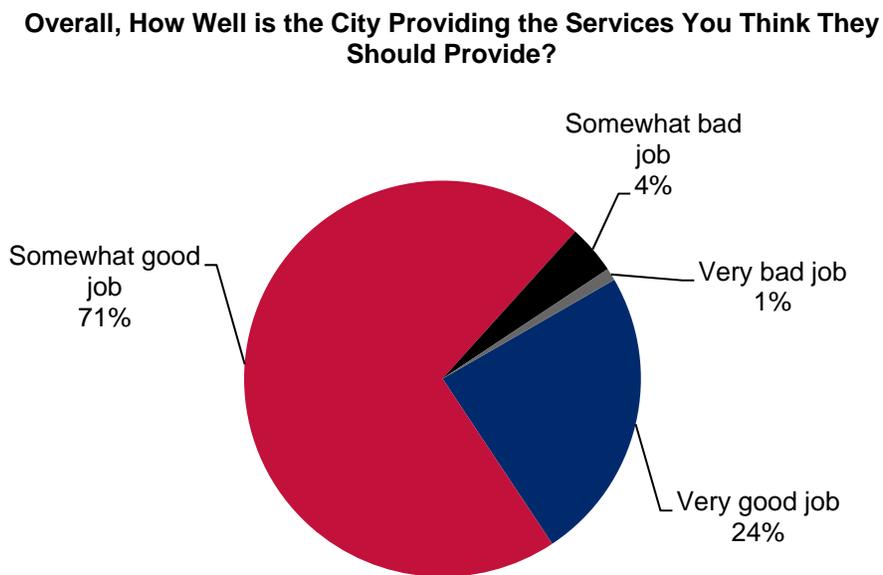
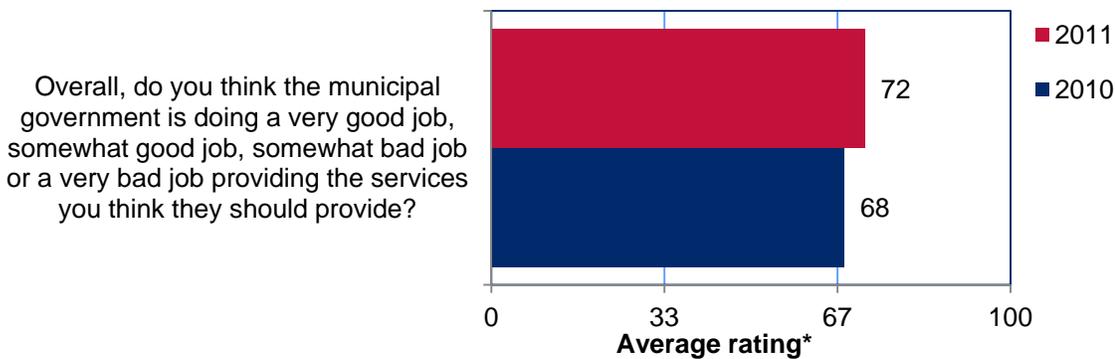


FIGURE 67: JOB THE CITY DOES AT PROVIDING SERVICES COMPARED BY YEAR

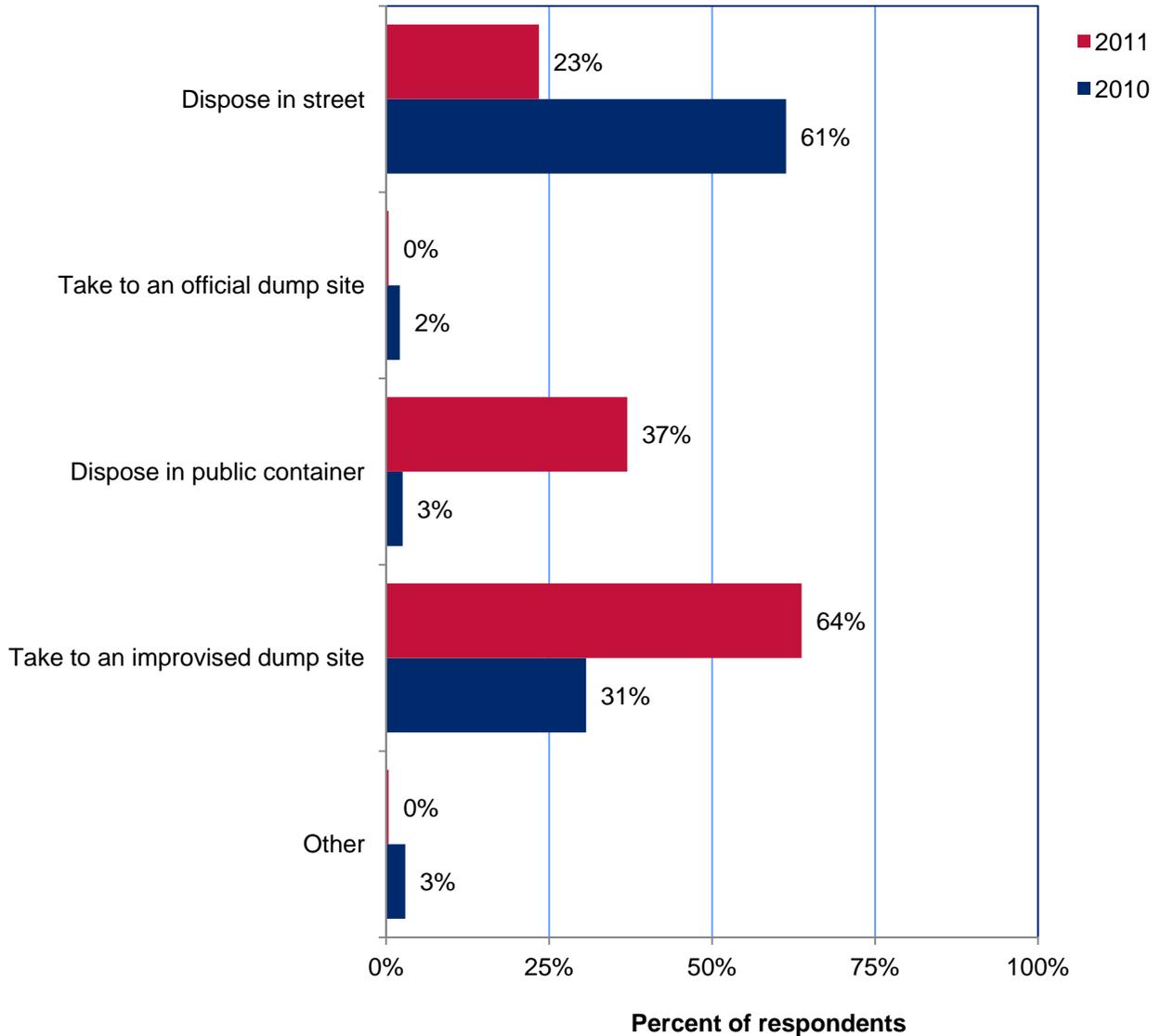


* Average rating where 0=very bad job, 33=somewhat bad job, 67=somewhat good job and 100=very good job.

SOLID WASTE

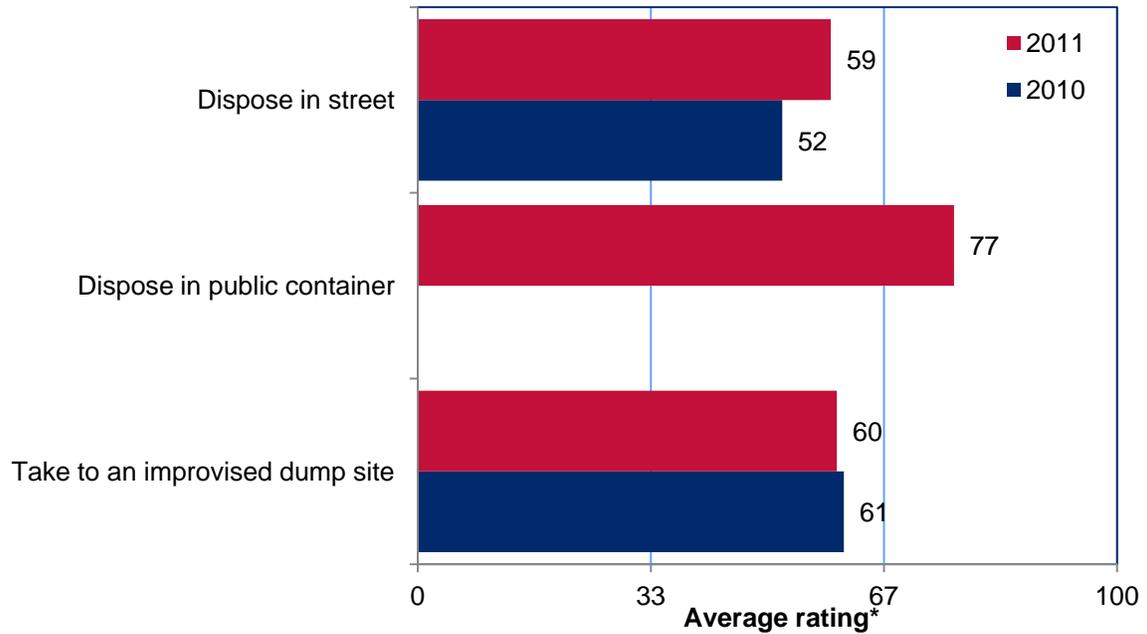
Use of improvised dumpsites in Asadabad increased from 31% of households in 2010 to 64% of households in 2011 receiving this service. The proportion of residents who used public containers increased from 3% to 37% and the proportion that put their trash in the streets decreased from 61% to 23%.

FIGURE 68: TRASH DISPOSAL METHOD COMPARED BY YEAR



Residents' were at least somewhat satisfied with their disposal methods, and had the highest satisfaction with public containers and official dumpsites. Satisfaction generally improved from 2010 to 2011.

FIGURE 69: SATISFACTION WITH TRASH DISPOSAL METHOD



**Average rating where 0=very dissatisfied, 33=somewhat dissatisfied, 67=somewhat satisfied and 100=very satisfied, ratings were not included if fewer than 5% of residents used the method.*

The City of Asadabad had infrequent trash removal service (once a month or less) for most residents. This service was not paid for by residents. Frequency of service was generally similar between the years, although fewer had at least weekly service in 2011.

FIGURE 70: FREQUENCY OF TRASH REMOVAL FROM STREET BY CITY COMPARED BY YEAR

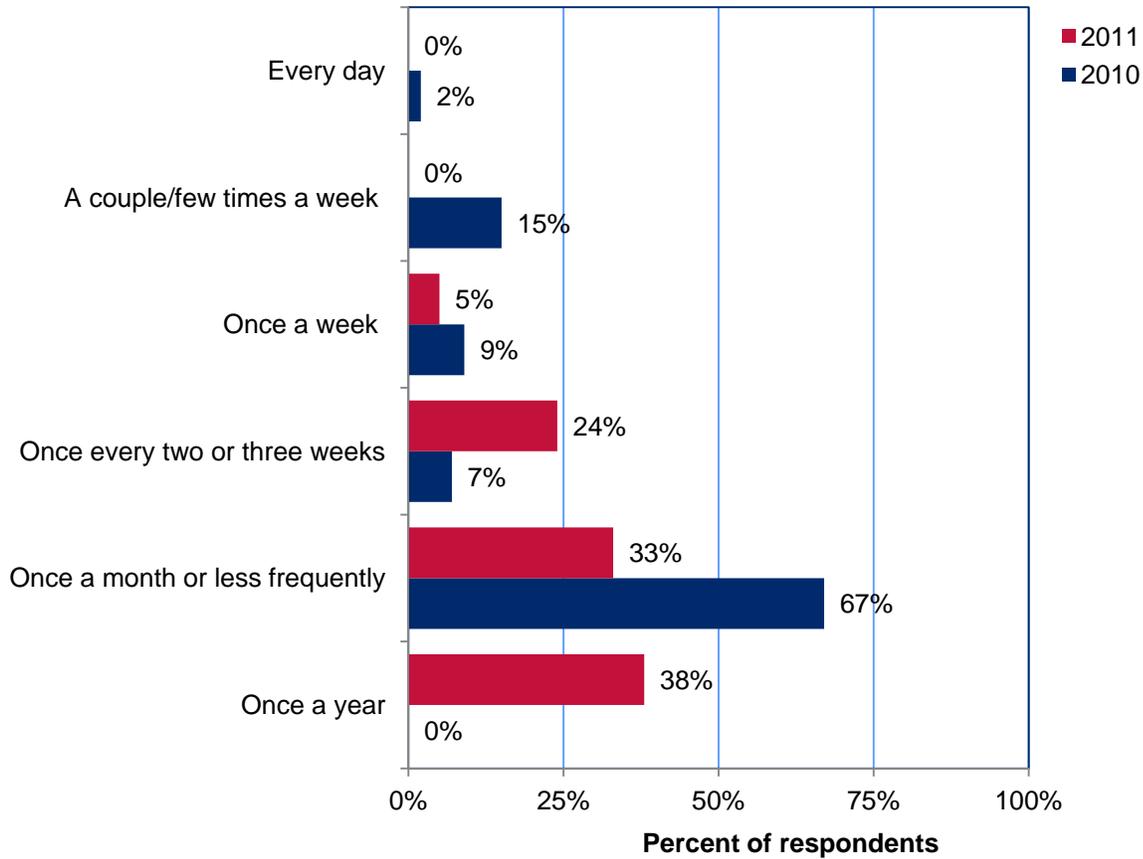
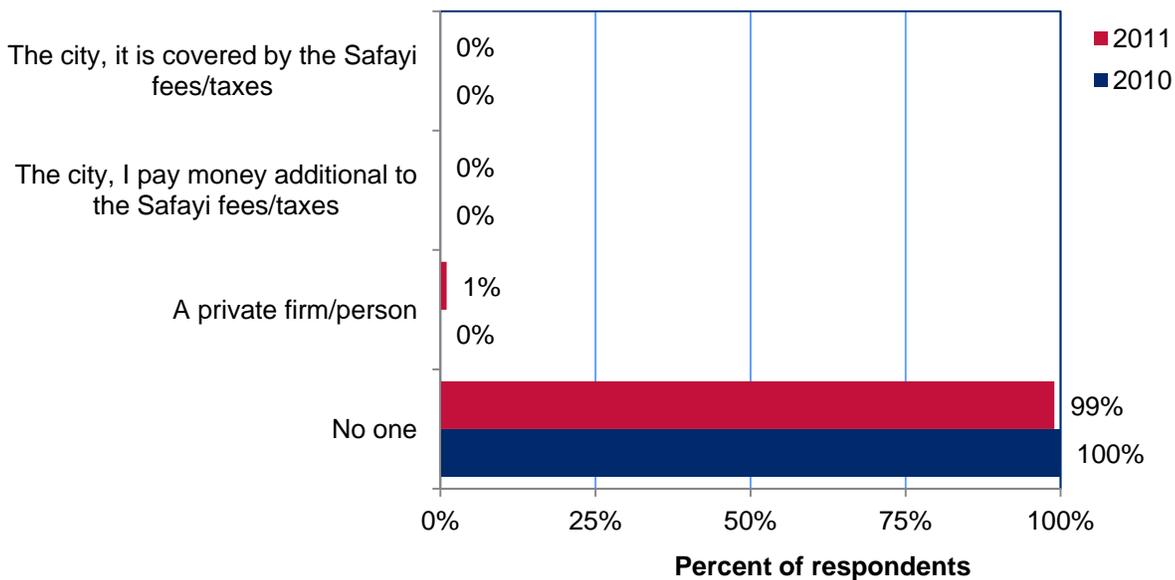


FIGURE 71: PARTY PAID FOR TRASH REMOVAL COMPARED BY YEAR



A majority of Asadabad residents gave excellent ratings to the city trash service for the provision of garbage bins in residential areas, cleaning garbage from the streets and the removal of illegal/improvised dumpsites. They gave good ratings for the provision of garbage bins in commercial areas and provision of legal dumpsites and gave fair to poor ratings for the affordability of trash service.

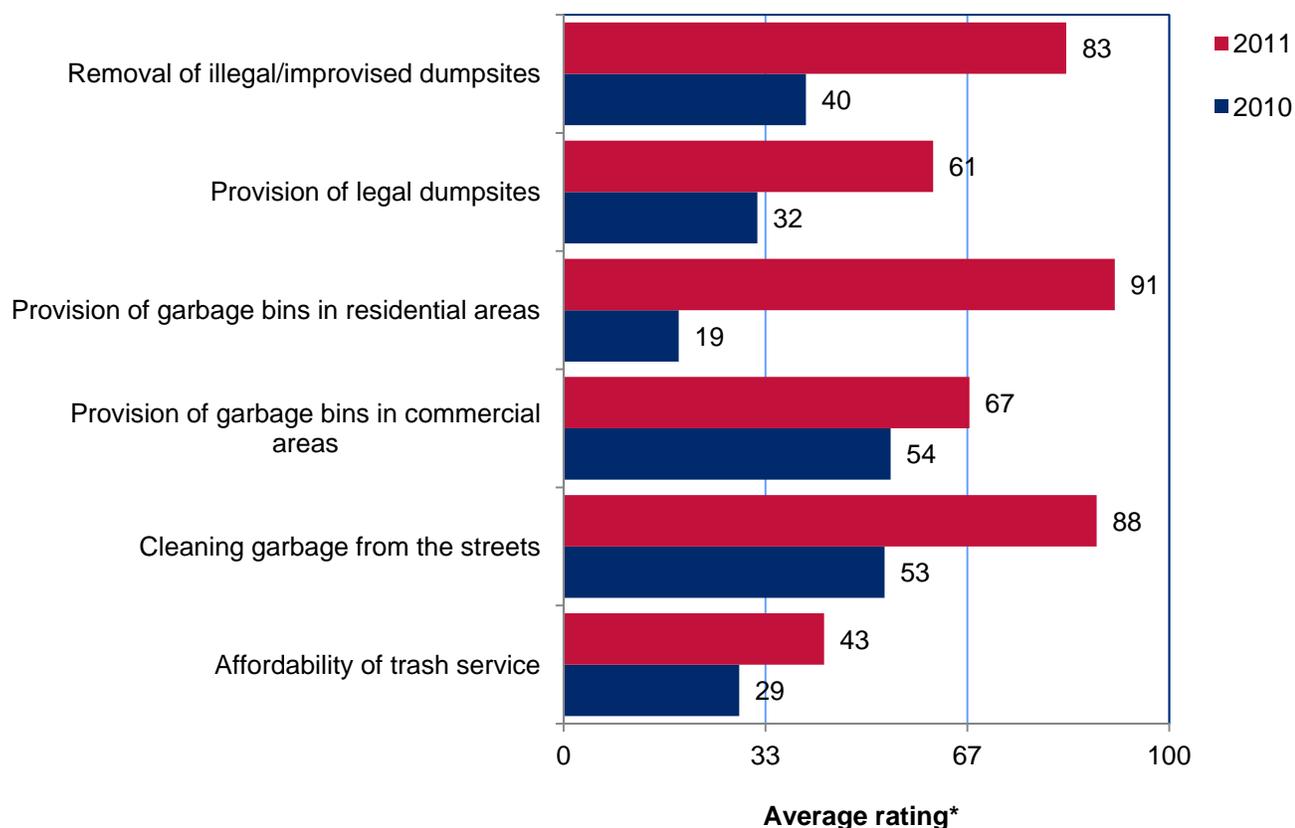
These ratings all increased from 2010 to 2011.

FIGURE 72: QUALITY OF CITY TRASH SERVICES, 2011

	Excellent	Good	Fair	Poor	Average rating*
Removal of illegal/improvised dumpsites	57%	35%	7%	1%	83
Provision of legal dumpsites	24%	34%	40%	1%	61
Provision of garbage bins in residential areas	76%	22%	1%	0%	91
Provision of garbage bins in commercial areas	19%	64%	16%	1%	67
Cleaning garbage from the streets	76%	12%	9%	3%	88
Affordability of trash service	6%	34%	43%	17%	43

* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 73: QUALITY OF CITY TRASH SERVICES COMPARED BY YEAR



* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

WATER

Most residents in Asadabad got their water from wells, either on their property or shared with neighbors. The government did not supply water and most did not pay a private firm for water. This water was generally clean, as most families had not experienced water-borne illnesses in the past year. However the incidence of waterborne illnesses had increased from 2010 to 2011.

FIGURE 74: DRINKING WATER SOURCES COMPARED BY YEAR

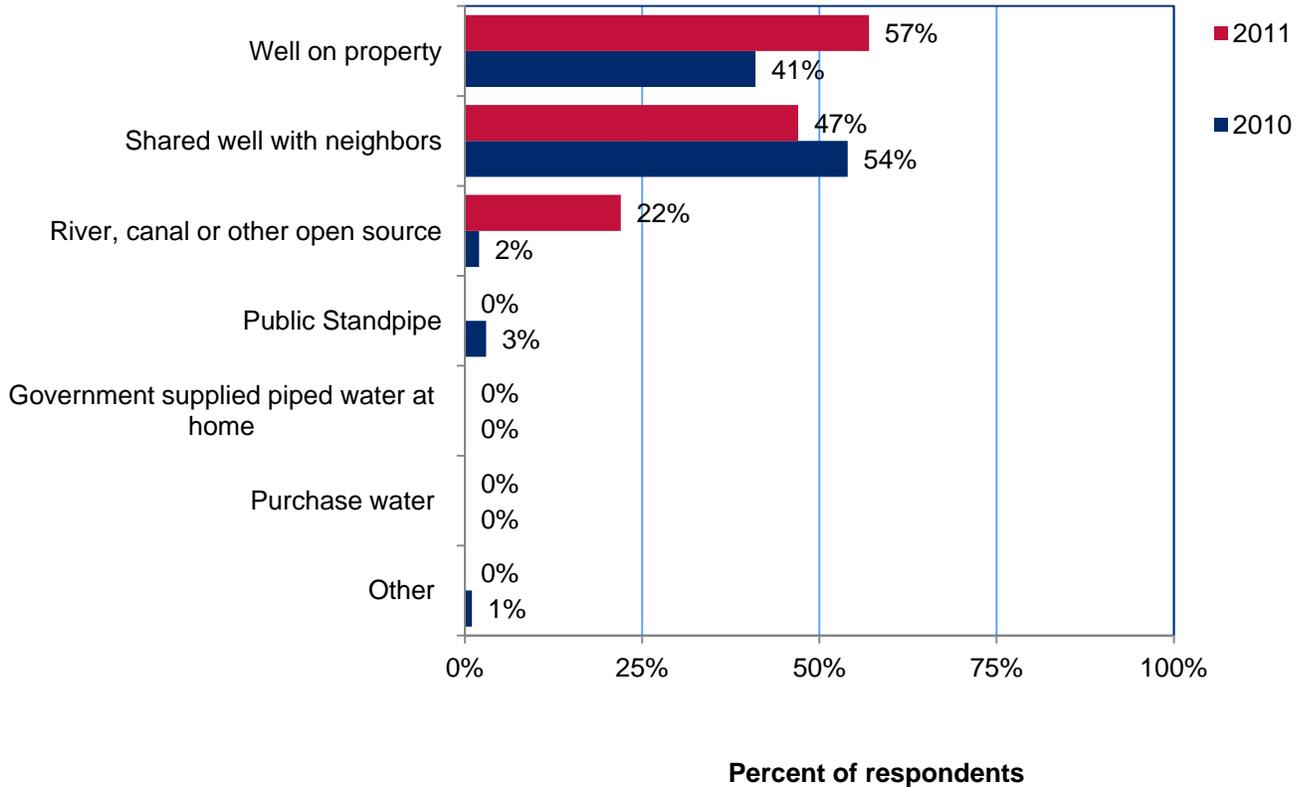


FIGURE 75: PARTY PAID FOR WATER SERVICE COMPARED BY YEAR

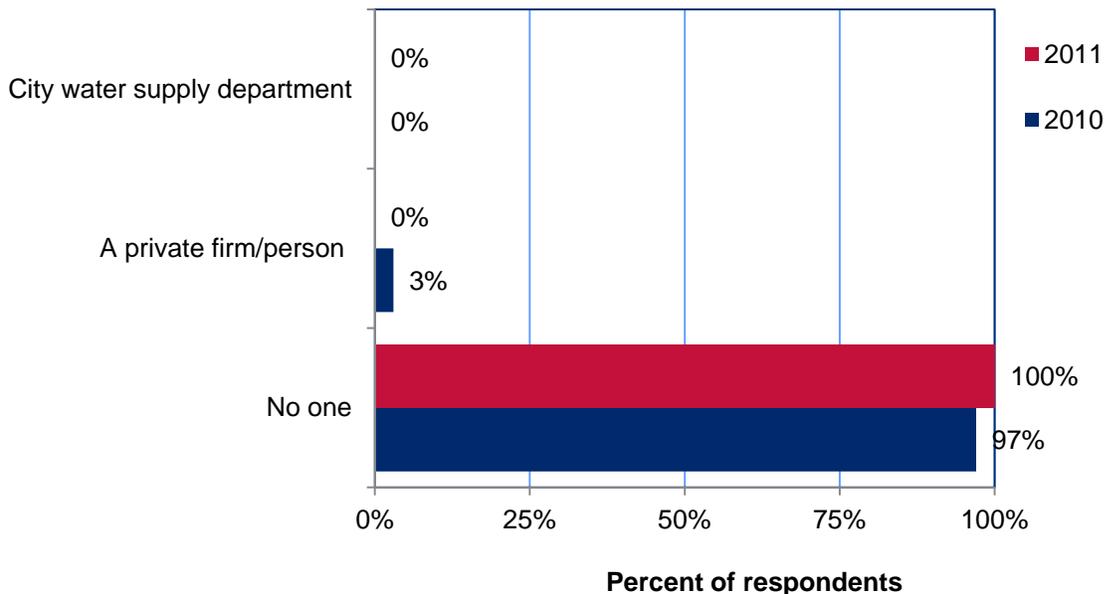
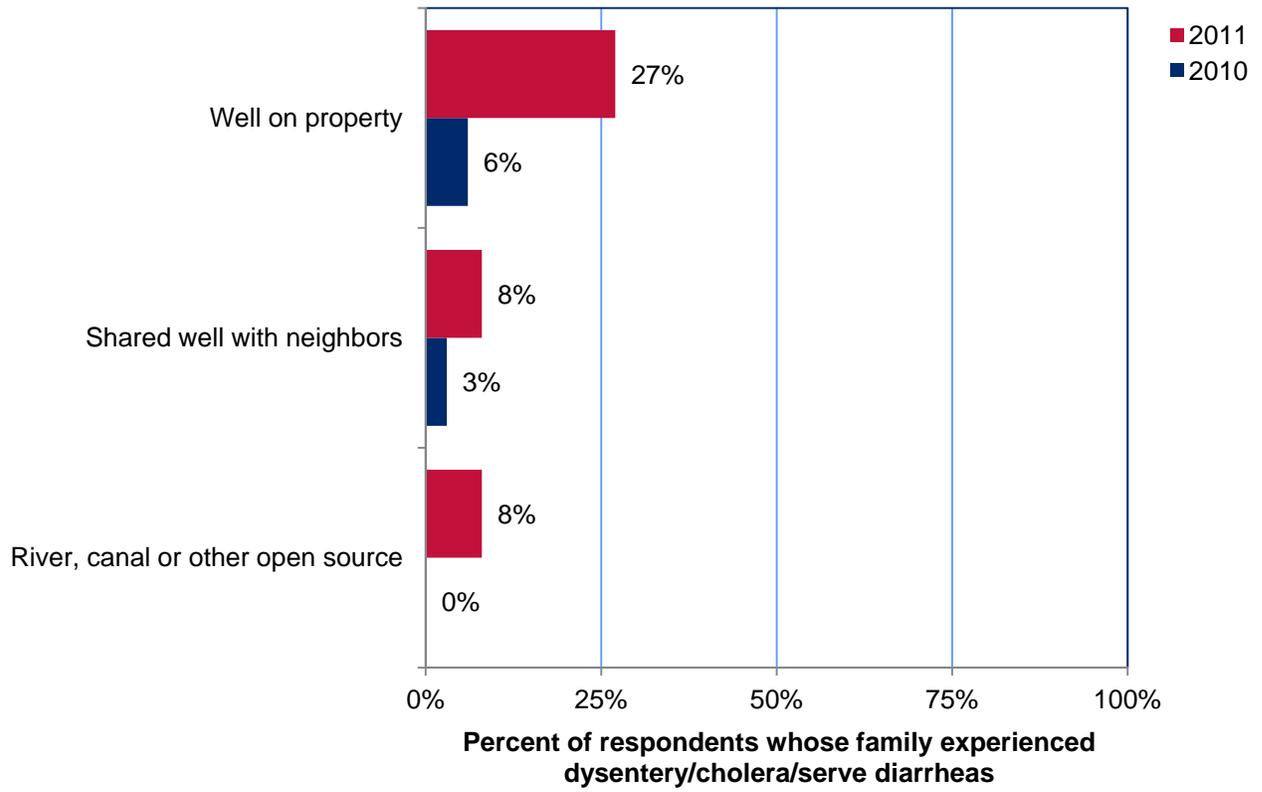


FIGURE 76: FAMILY EXPERIENCED DYSENTERY/CHOLERA/SEVERE DIARRHEA BY DRINKING WATER SOURCE COMPARED BY YEAR



ELECTRICITY

Most residents of Asadabad received government supplied electricity, though more in 2011 than in 2010 relied on a personal generator. How much they paid ranged from 50 to 5,000 AFN per month, with most residents paying 600 to 2,000 AFN per month. This was similar in 2010 and 2011. Residents were not asked how much electricity they received.

FIGURE 77: ELECTRICITY SOURCES COMPARED BY YEAR

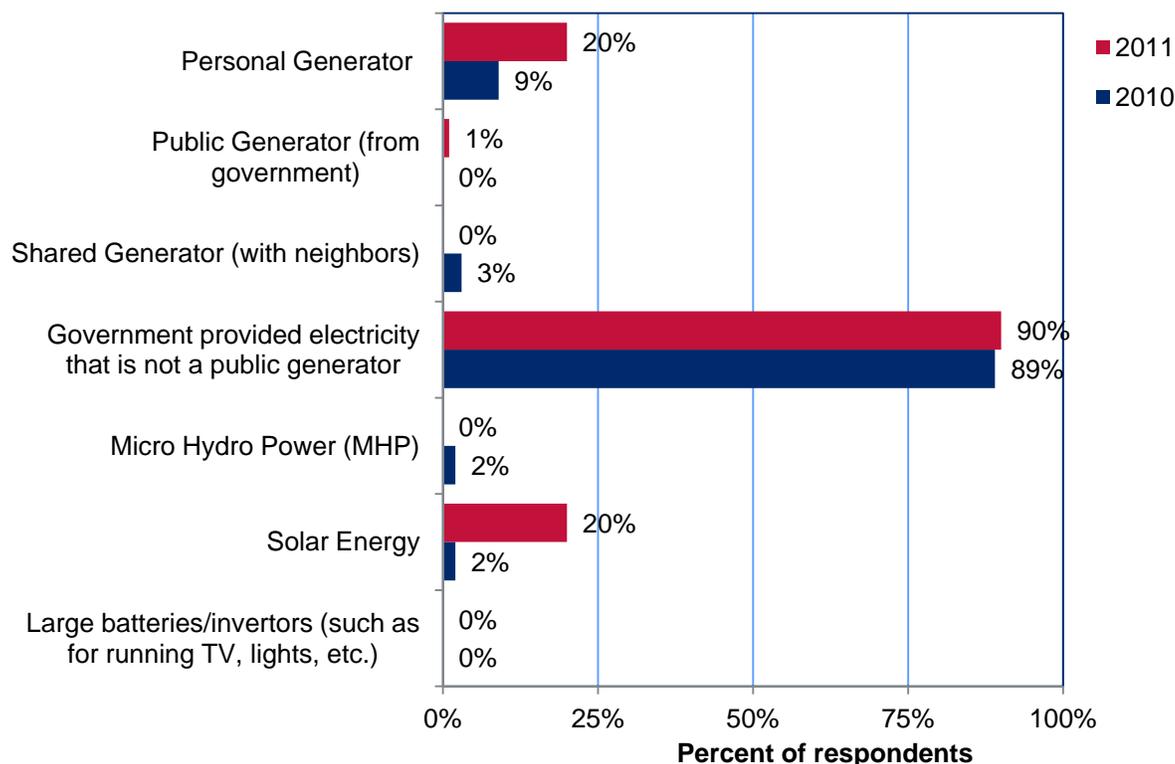


FIGURE 78: PARTY PAID FOR ELECTRICITY COMPARED BY YEAR

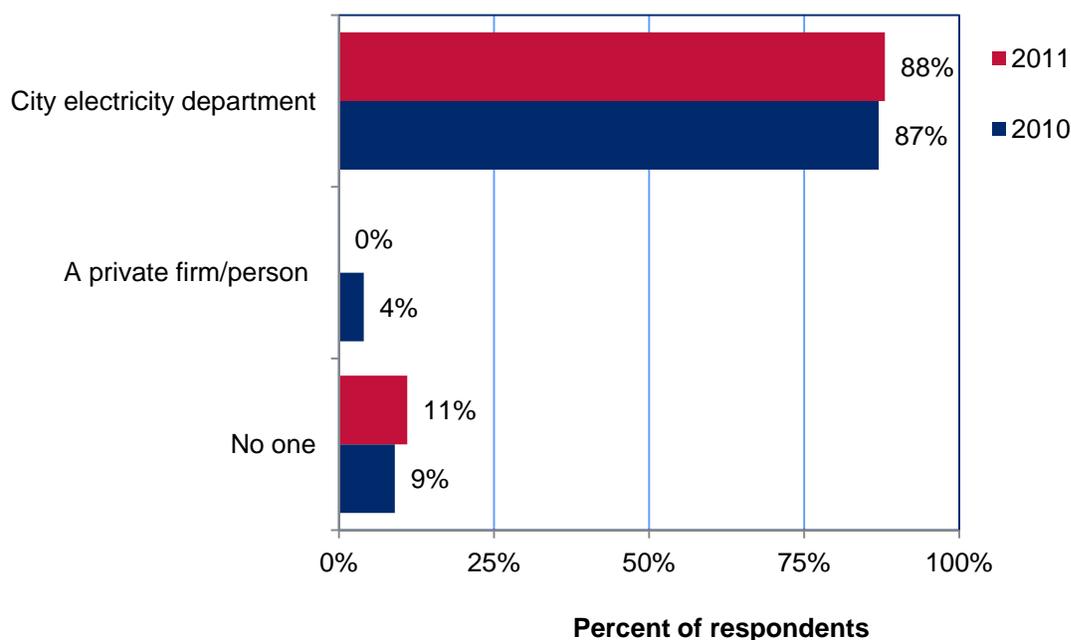
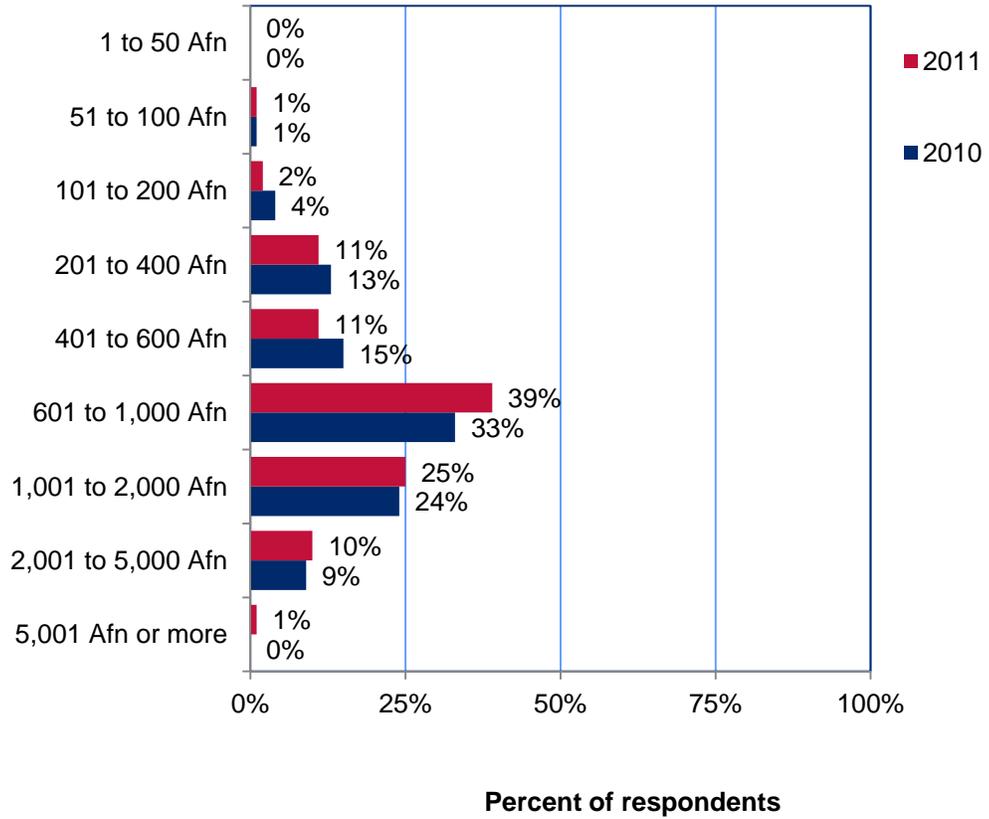


FIGURE 79: MONTHLY AMOUNT PAID FOR ELECTRICITY COMPARED BY YEAR



Most residents felt that the quality (strength of power and number of cut outs during service) and the number of hours per day that electricity was supplied were fair or poor. The number of days per week electricity was supplied and the prices were both thought to be good or fair by most respondents. Ratings for the price of electricity and the quality of service improved from 2010 to 2011, but ratings for the number of days and hours per day electricity was supplied dropped.

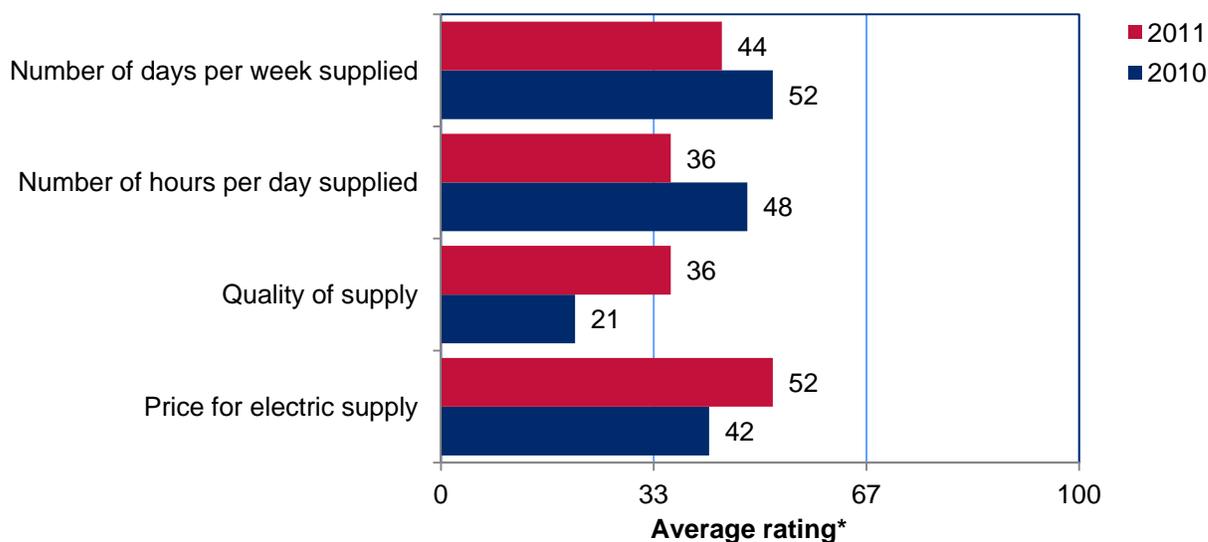
FIGURE 80: QUALITY OF CITY ELECTRICITY SERVICES, 2011

	Excellent	Good	Fair	Poor	Average rating**
Number of days per week supplied	2%	52%	21%	24%	44
Number of hours per day supplied	9%	16%	51%	25%	36
Quality of supply*	2%	26%	50%	21%	36
Price for electric supply	6%	46%	47%	1%	52

*Electricity power and cut outs during service hours.

** Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 81: QUALITY OF CITY ELECTRICITY SERVICES COMPARED BY YEAR



* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

ROADS, DRAINAGE AND SANITATION

Most residents had dry latrines at their homes and all drain their waste water (from rain and home sinks, but not toilets) in an open ditch or canal. From 2010 to 2011, 39% of homes gained indoor plumbing.

FIGURE 82: TYPE OF TOILET IN HOME COMPARED BY YEAR

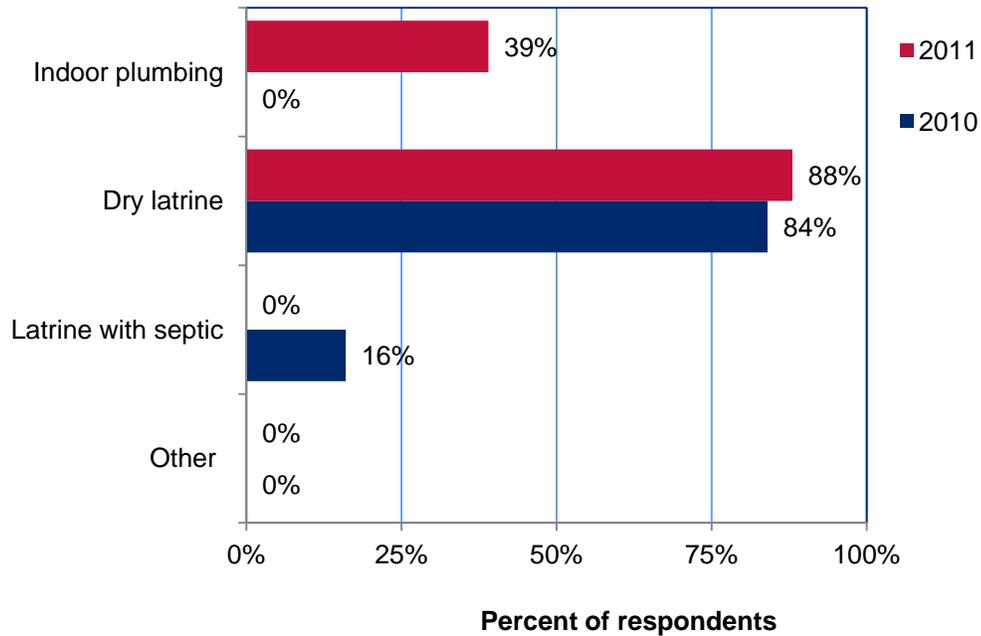
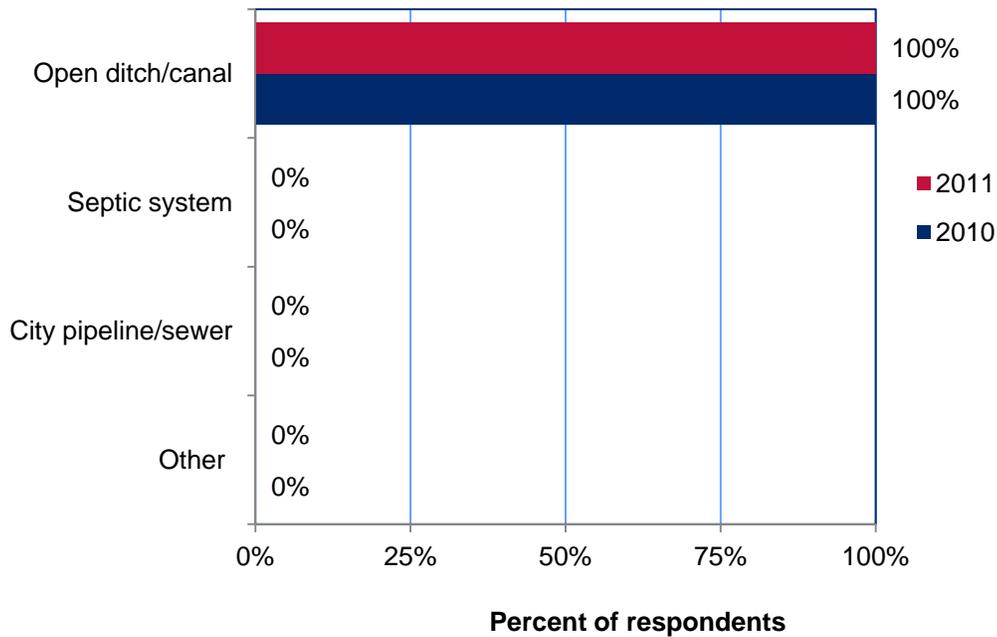


FIGURE 83: TYPE OF DRAINAGE FOR WASTE WATER



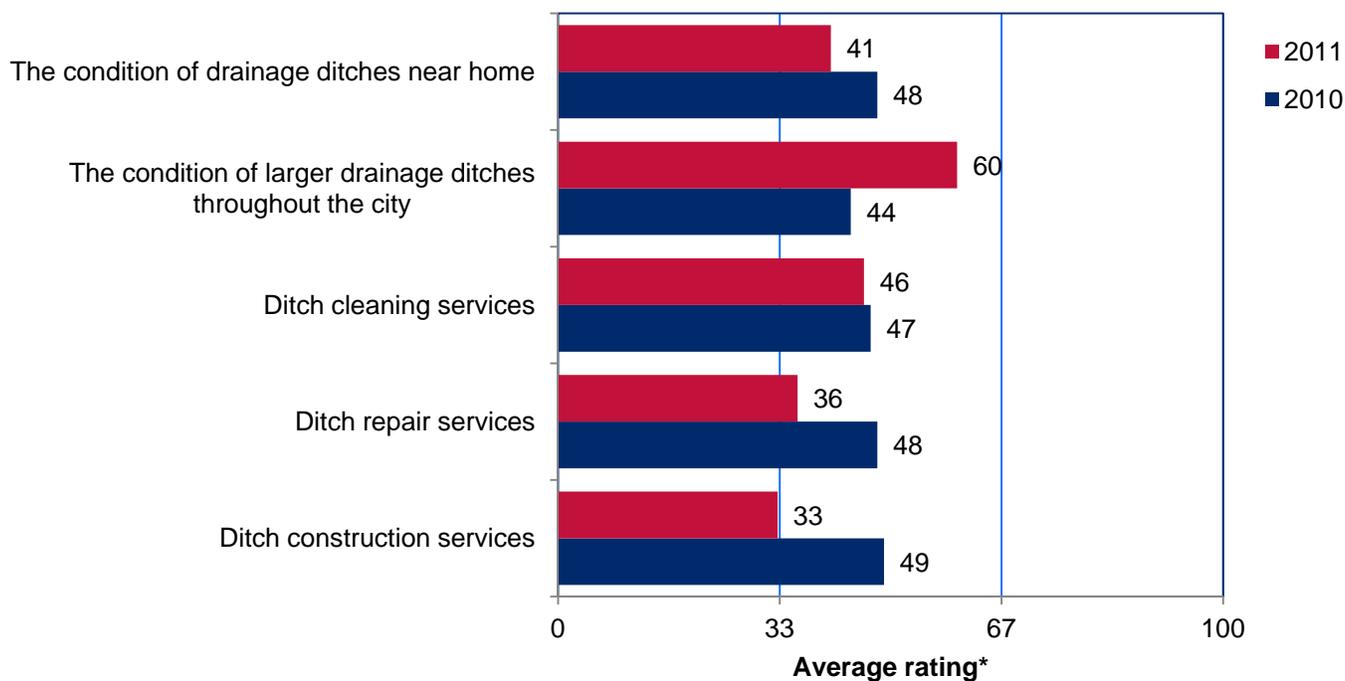
About half the residents rated the condition of ditches and canals near their home as excellent or good and more gave excellent or good ratings to larger ditches throughout the city. Less than half of residents rated the City’s ditch cleaning, repair and construction services as excellent or good. Between 2010 and 2011, ditch repair and construction services ratings dropped, while the condition of larger drainage ditches throughout the city improved.

FIGURE 84: QUALITY OF CITY ROADS AND ROAD SERVICES, 2011

	Excellent	Good	Fair	Poor	Average rating*
The condition of drainage ditches near home	11%	35%	23%	32%	41
The condition of larger drainage ditches throughout the city	11%	59%	28%	1%	60
Ditch cleaning services	11%	23%	59%	7%	46
Ditch repair services	15%	13%	35%	36%	36
Ditch construction services	13%	18%	24%	45%	33

* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 85: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES COMPARED BY YEAR



* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

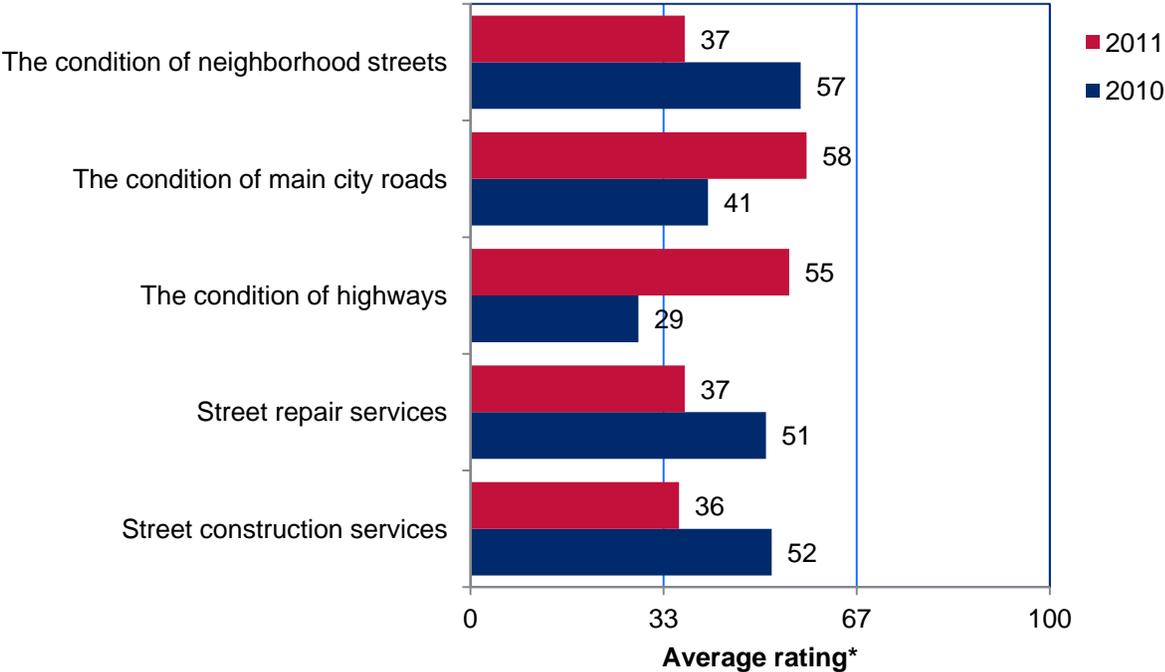
Ratings for the condition of main city roads and highways improved from 2010 to 2011, but ratings for the condition of neighborhood streets and for road repair and construction services decreased. One third or more of residents rated the condition of neighborhood streets and road repair and construction services as poor in 2011.

FIGURE 86: QUALITY OF CITY ROADS AND ROAD SERVICES

	Excellent	Good	Fair	Poor	Average rating*
The condition of neighborhood streets	5%	38%	20%	37%	37
The condition of main city roads	13%	47%	40%	0%	58
The condition of highways	9%	48%	41%	1%	55
Street repair services	15%	13%	40%	32%	37
Street construction services	17%	13%	30%	41%	36

* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 87: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES COMPARED BY YEAR



* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

GREEN AREAS AND PARKS

The proportion of residents who said they knew of nearby parks or green areas increased from 2010 to 2011. In 2011, 40% of residents indicated that they lived near a teen or adult park and 19% were now near a children's playground. There were still no residents who had nearby parks specifically designated for women. Nearby parks were generally rated as fair or poor, and comparisons to 2010 could not be made as so few lived near a park and park ratings were unavailable.

FIGURE 88: AVAILABILITY OF CITY PARKS COMPARED BY YEAR

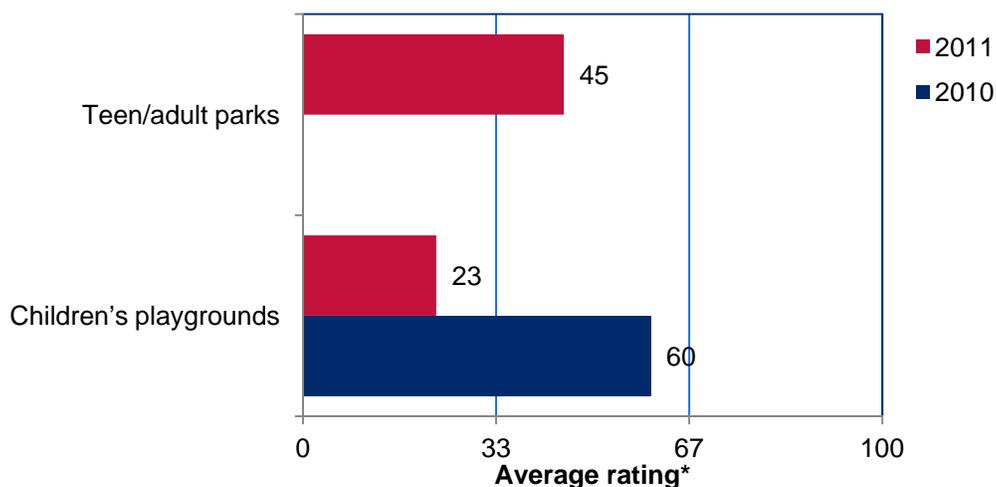
Are there any green areas/parks in close to, or farther from, your home to be used for the following?		2010	2011
Teen/adult parks	Yes, close by	2%	40%
	Some further away	93%	56%
	Aware of no parks	5%	3%
Women's parks	Yes, close by	0%	0%
	Some further away	2%	2%
	Aware of no parks	98%	98%
Children's playgrounds	Yes, close by	0%	19%
	Some further away	45%	49%
	Aware of no parks	55%	32%

FIGURE 89: QUALITY OF PARKS, 2011

	Excellent	Good	Fair	Poor	Average rating*
Teen/adult parks	9%	31%	46%	14%	45
Women's parks	0%	1%	3%	96%	2
Children's playgrounds	0%	16%	36%	48%	23

* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

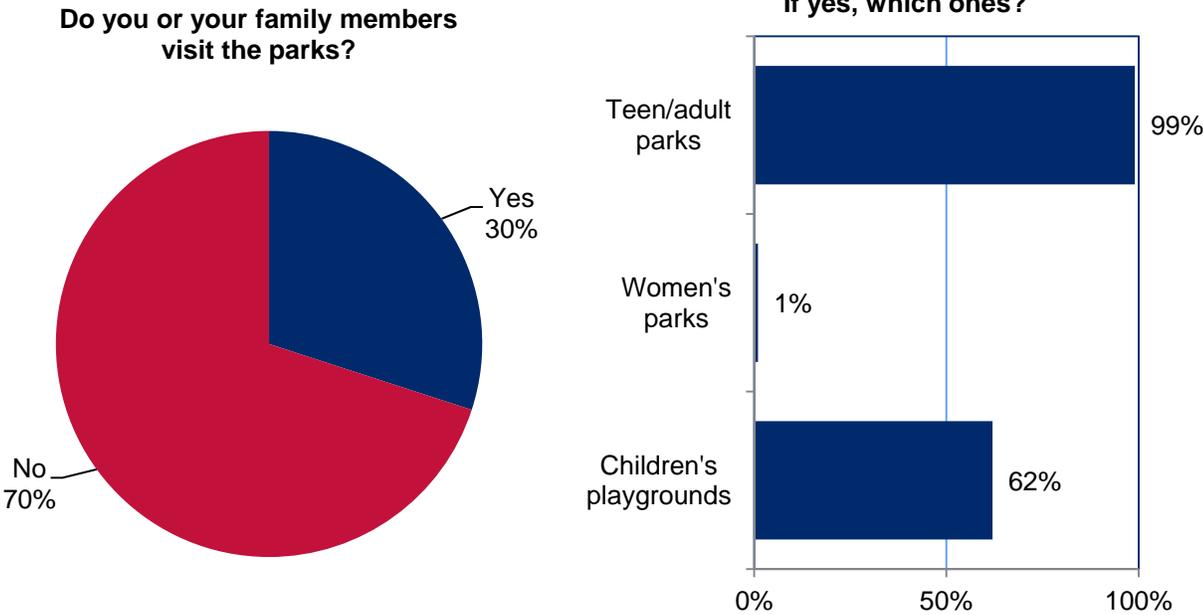
FIGURE 90: QUALITY OF PARKS COMPARED BY YEAR



* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

Thirty percent of respondents had visited a park in Asadabad; almost all among those who had visited a park went to a park for adults and 62% had also visited a park with children's playground facilities.

FIGURE 91: PARKS VISITED, 2011



MARKET

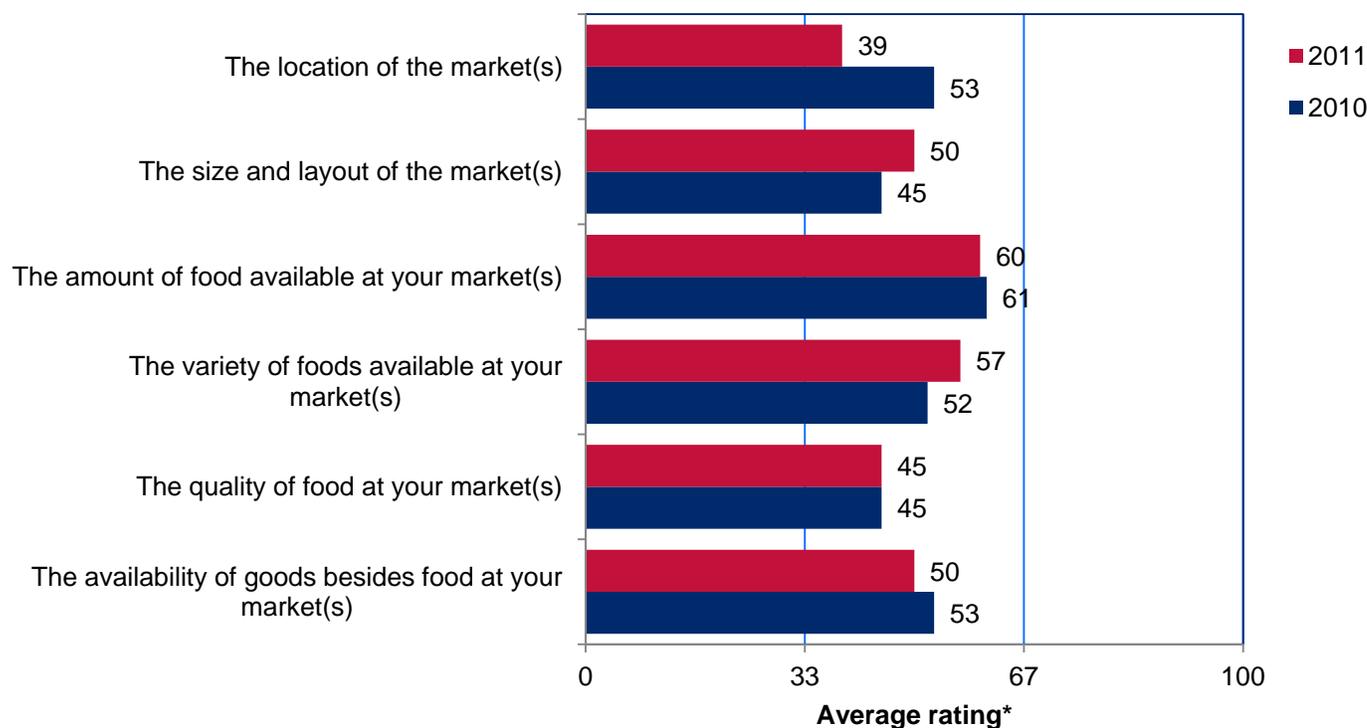
Most residents in Asadabad thought the amount and variety of food at their market was excellent or good, but fewer rated the quality of food and availability of non-food goods as excellent or good. Only about one-third rated the location of the market as excellent or good, down from about half of respondents rating this excellent or good in 2010. Other ratings for the market were similar between years.

FIGURE 92: QUALITY OF CITY MARKET, 2011

	Excellent	Good	Fair	Poor	Average rating*
The location of the market(s)	1%	34%	45%	20%	39
The size and layout of the market(s)	7%	39%	50%	3%	50
The amount of food available at your market(s)	10%	60%	30%	0%	60
The variety of foods available at your market(s)	10%	54%	35%	1%	57
The quality of food at your market(s)	7%	39%	38%	16%	45
The availability of goods besides food at your market(s)	5%	42%	49%	3%	50

* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 93: QUALITY OF CITY MARKET COMPARED BY YEAR



* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

When asked about purchasing different types of food at the market, almost all residents said they could afford flour, cooking oil, sugar, tea and vegetables whenever they wanted, but only 30% could afford fruit (down from 51% in 2010), 10% could afford cereal (down from 53% in 2010) and 7% could afford meat whenever they wanted (similar to 2010).

FIGURE 94: FAMILY CAN AFFORD FOOD AT THE MARKET COMPARED BY YEAR

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?		2010	2011
Meat	As often as we want	13%	7%
	Not as often as we want	61%	82%
	Only rarely	25%	11%
	Never	0%	0%
Fruit	As often as we want	51%	29%
	Not as often as we want	35%	55%
	Only rarely	15%	16%
	Never	0%	0%
Vegetables	As often as we want	74%	82%
	Not as often as we want	26%	18%
	Only rarely	0%	0%
	Never	0%	0%
Flour	As often as we want	92%	95%
	Not as often as we want	8%	5%
	Only rarely	0%	0%
	Never	0%	0%
Cooking oil	As often as we want	98%	100%
	Not as often as we want	1%	0%
	Only rarely	0%	0%
	Never	0%	0%
Sugar, tea	As often as we want	96%	81%
	Not as often as we want	3%	18%
	Only rarely	0%	1%
	Never	0%	0%
Cereal	As often as we want	53%	10%
	Not as often as we want	12%	39%
	Only rarely	34%	49%
	Never	1%	2%

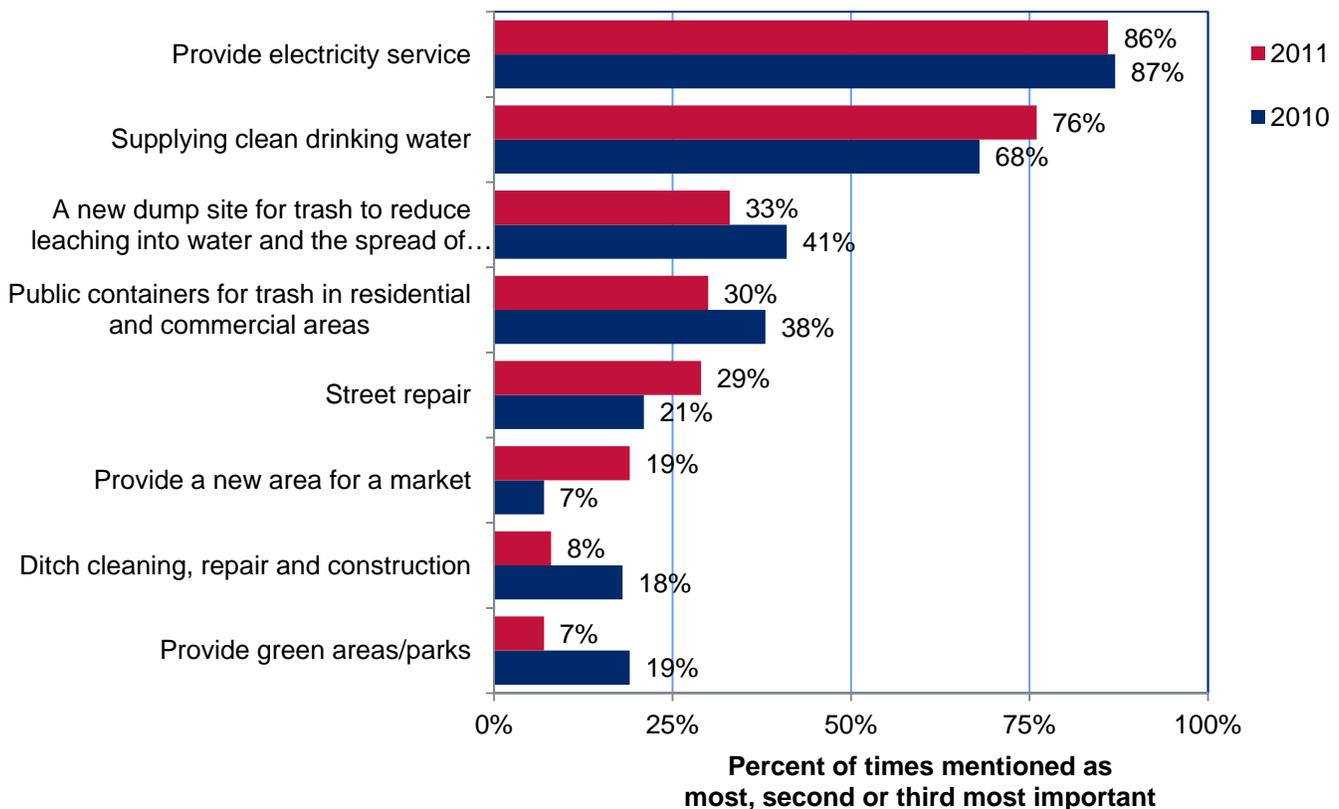
SERVICE PRIORITIES

When asked to rank the importance of the services the City did or could provide, residents ranked providing electricity as the most important, supplying clean drinking water as the second biggest priority and providing a new dump site and public containers for trash as the third. These were the top three priorities expressed in 2010 as well.

FIGURE 95: MUNICIPAL SERVICE PRIORITIES, 2011

	Most important	Second most important	Third most important	Not in top three
Provide electricity service	55%	18%	12%	14%
Supplying clean drinking water	18%	41%	17%	24%
A new dump site for trash to reduce leaching into water and the spread of disease	11%	4%	18%	67%
Public containers for trash in residential and commercial areas	4%	4%	21%	70%
Street repair	4%	11%	14%	71%
Provide a new area for a market	3%	16%	1%	81%
Ditch cleaning, repair and construction	2%	3%	3%	92%
Provide green areas/parks	1%	1%	5%	93%

FIGURE 96: MUNICIPAL SERVICE PRIORITIES COMPARED BY YEAR



GOVERNANCE

As in 2010, in 2011 residents reported they most likely would turn to their Shura, CDC (community development council) or Jurga if they had a problem related to the City. Ten percent would contact the mayor (not statistically different from 2010). About two-thirds knew who the mayor was, up from only 37% in 2010.

FIGURE 97: ENTITY SOUGHT IN CASE OF A PROBLEM COMPARED BY YEAR

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

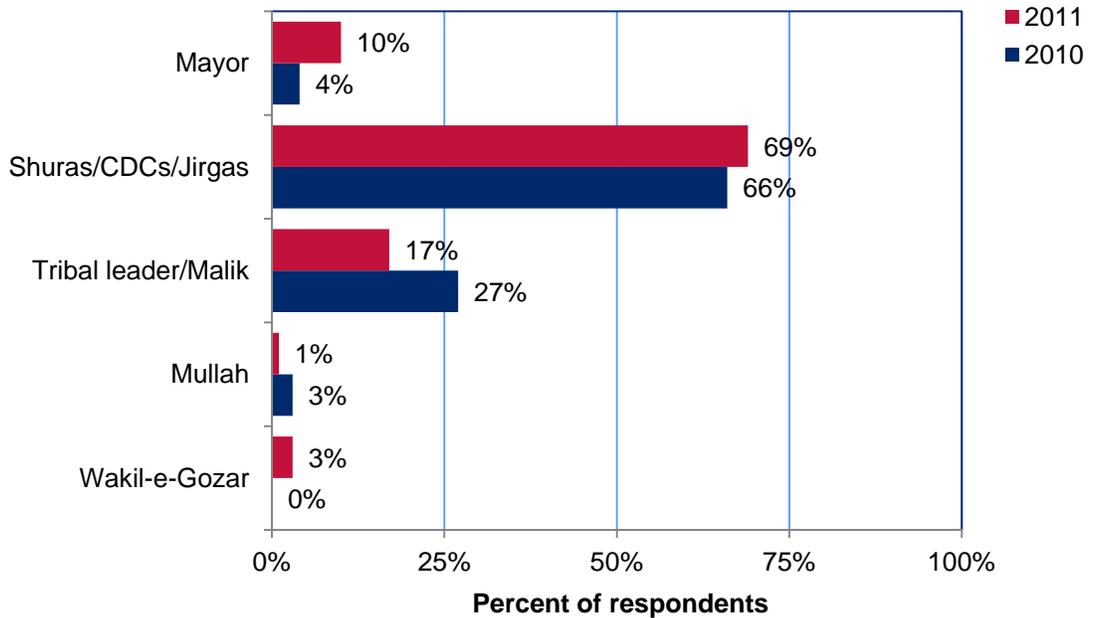
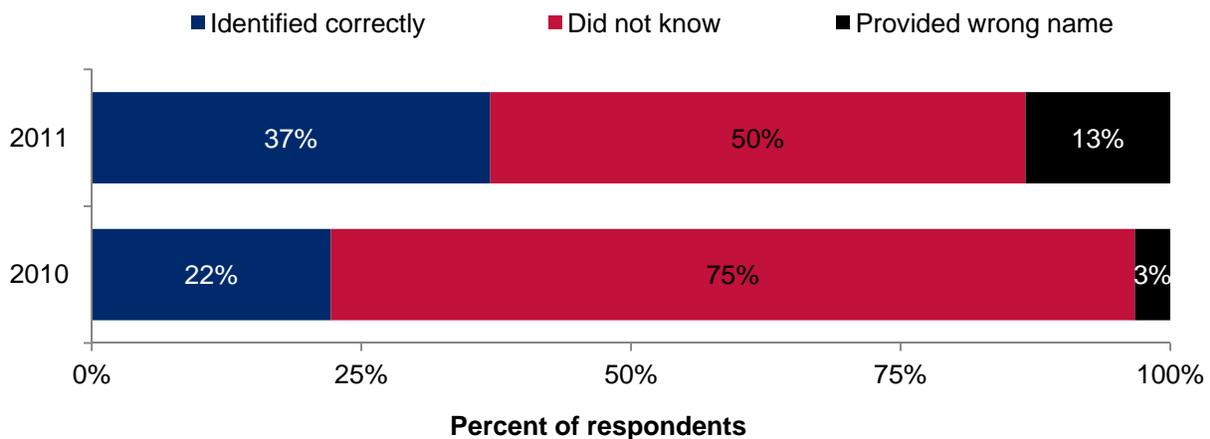
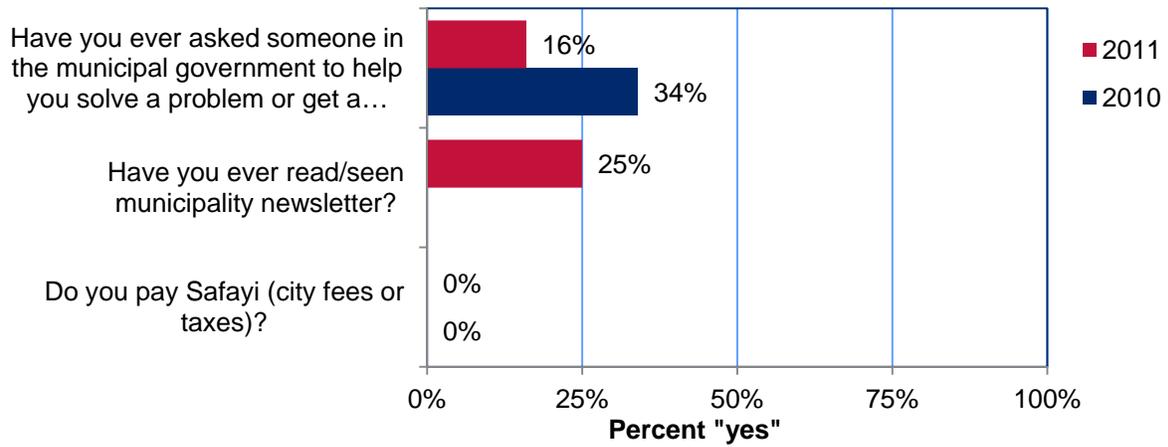


FIGURE 98: IDENTIFICATION OF CITY MAYOR COMPARED BY YEAR



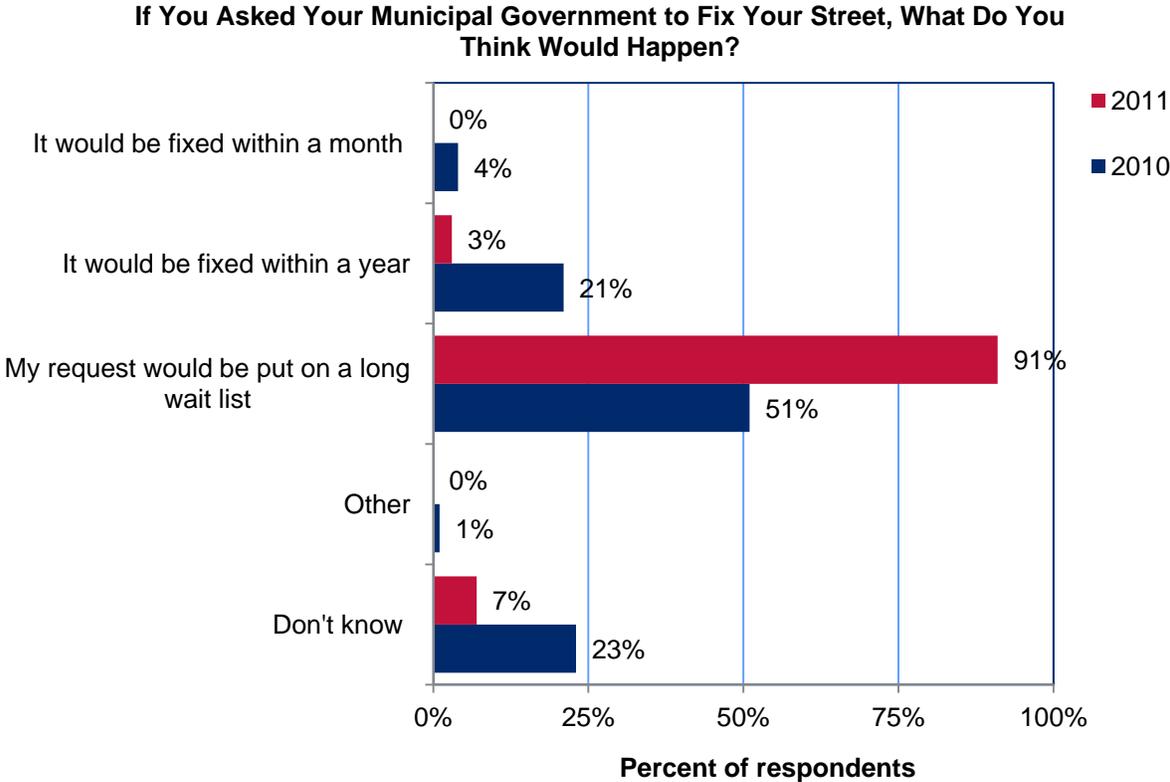
In 2011, only 16% of respondents said they had ever contacted the city government to solve a problem or request a service, compared to 34% in 2010. No one in either year said they paid their Safayi tax, although the municipality said that they collected this type of tax.

FIGURE 99: CONTACT WITH CITY GOVERNMENT COMPARED BY YEAR



When asked what they thought would happen if they contacted the City to have their street fixed, almost everyone (91%) thought they would be put on a long wait list, up from 51% in 2010.

FIGURE 100: PERCEIVED LENGTH OF TIME FOR THE CITY TO ATTEND TO A REQUEST COMPARED BY YEAR



In 2010, over half the respondents thought they could have a lot of influence on government. This dropped to only 3% in 2011. About half the respondents also said they thought the government kept people like them in mind at least sometimes when making decisions; this was down from 86% in 2010.

FIGURE 101: PERCEIVED LEVEL OF INFLUENCE IN GOVERNMENT DECISIONS COMPARED BY YEAR

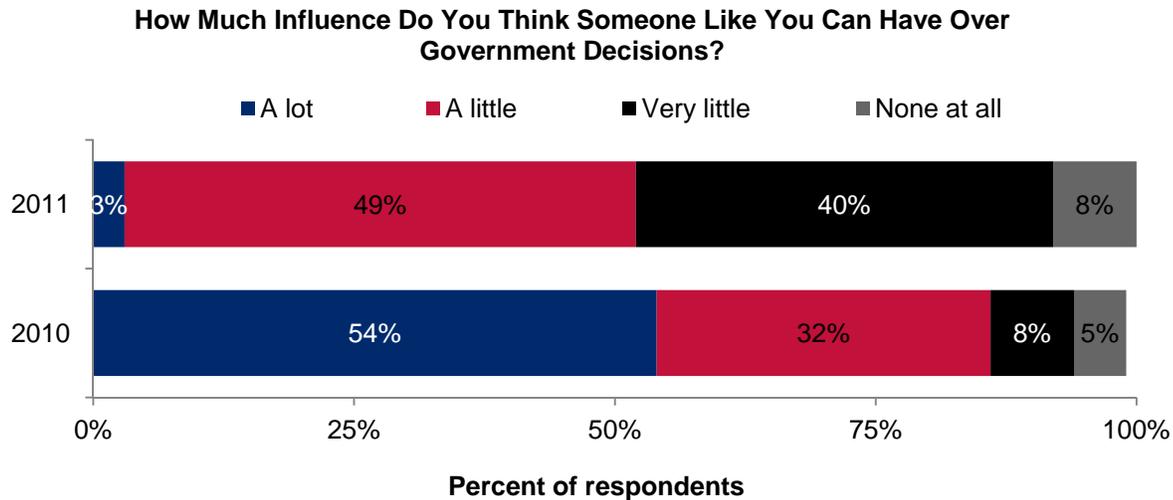
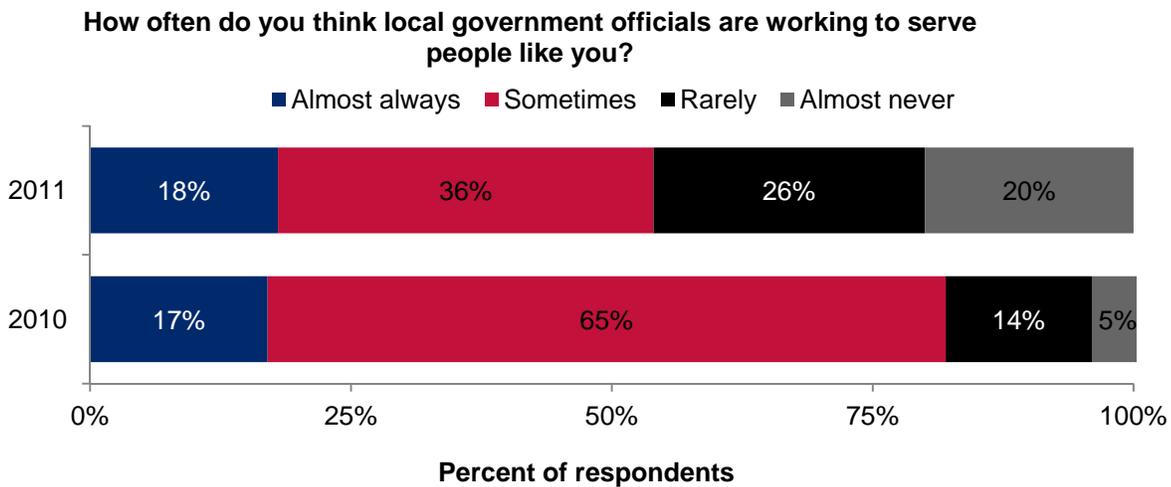


FIGURE 102: FREQUENCY GOVERNMENT OFFICIALS WORK TO SERVE THE PEOPLE COMPARED BY YEAR



Most residents expressed at least some trust that government officials were conducting activities to benefit the people of Asadabad. They had the most trust in religious leaders in the city, followed by the national government. Forty-five percent had at least some trust in local government and 48% in donor agencies. Only 8% had at least some trust in businesses in the local market. Views on the provincial government were split, 46% had some or a great deal of trust and 41% had no trust.

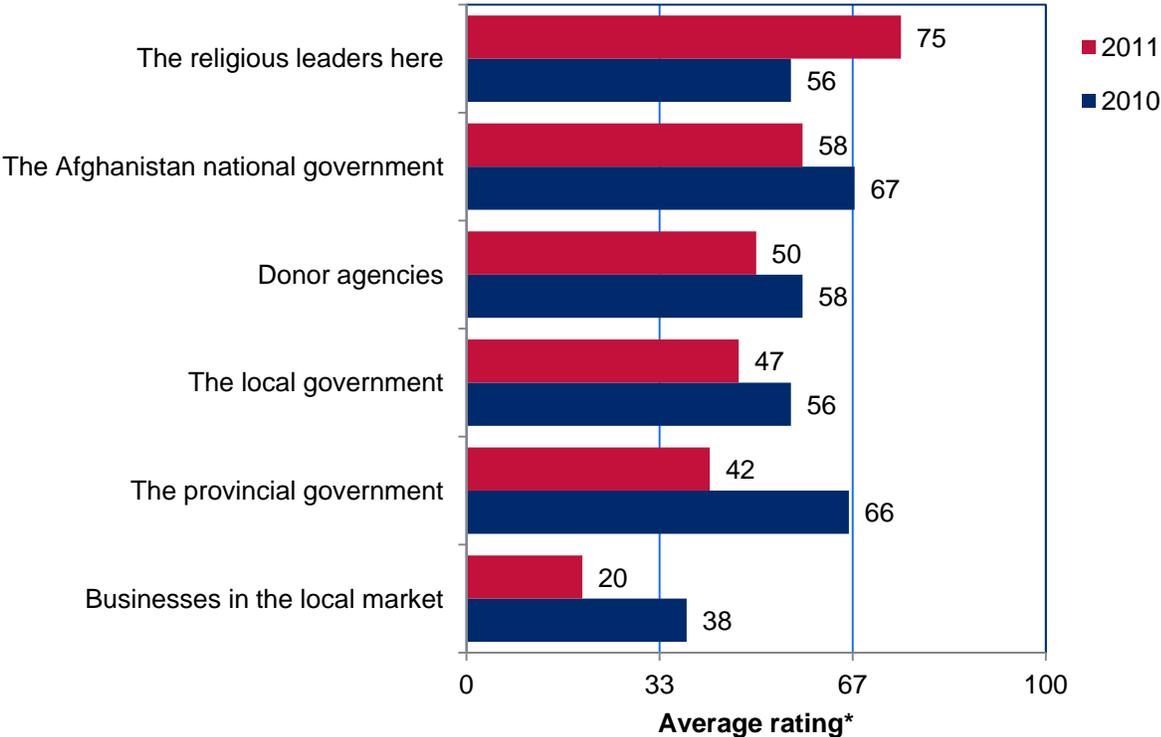
Overall, trust in religious leaders increased and trust in the provincial, national and local governments as well as businesses in the local market decreased.

FIGURE 103: LEVEL OF TRUST IN REPRESENTATIVES CONDUCTING ACTIVITIES TO BENEFIT THE PEOPLE, 2011

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	Average rating*
Businesses in the local market	1%	7%	45%	48%	20
The religious leaders here	47%	33%	21%	0%	75
Donor agencies	6%	42%	48%	4%	50
The local government	8%	37%	43%	12%	47
The provincial government	21%	25%	13%	41%	42
The Afghanistan national government	26%	33%	30%	11%	58

* Average rating where 0=no trust, 33=little trust, 67=some trust and 100=a great deal of trust

FIGURE 104: LEVEL OF TRUST IN REPRESENTATIVES CONDUCTING ACTIVITIES TO BENEFIT THE PEOPLE COMPARED BY YEAR



* Average rating where 0=no trust, 33=little trust, 67=some trust and 100=a great deal of trust

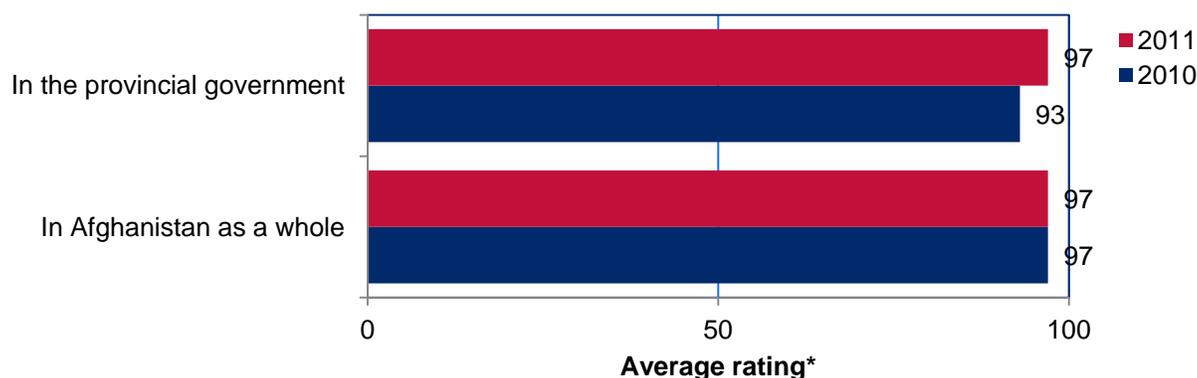
Even though they had some trust in the provincial and national government, most thought corruption in the provincial government and Afghanistan as a whole was a major problem. Most respondents thought corruption had increased from 2010 to 2011.

FIGURE 105: LEVEL OF CORRUPTION, 2011

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	Average rating*
In the provincial government	93%	7%	0%	97
In Afghanistan as a whole	94%	6%	0%	97

* Average rating where 0=no problem, 50=a minor problem and 100=a major problem

FIGURE 106: LEVEL OF CORRUPTION COMPARED BY YEAR



* Average rating where 0=no problem, 50=a minor problem and 100=a major problem

FIGURE 107: CHANGE IN LEVEL OF CORRUPTION COMPARED BY YEAR

Compared to a 12 months ago, do you think the amount of corruption overall stayed the same or decreased in the following areas?	2010	2011	
In Afghanistan as a whole	Increased	58%	78%
	Stayed the same	41%	22%
	Decreased	0%	0%
In the provincial government	Increased	52%	82%
	Stayed the same	48%	17%
	Decreased	1%	1%

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, in 2010, 50% said they were never asked to give cash, gift or a favor, 39% said only in isolated cases, 11% said in most cases and 1% said in all cases. In 2011, 98% said they were never asked to give cash, gift or a favor and 2% said only in isolated cases.

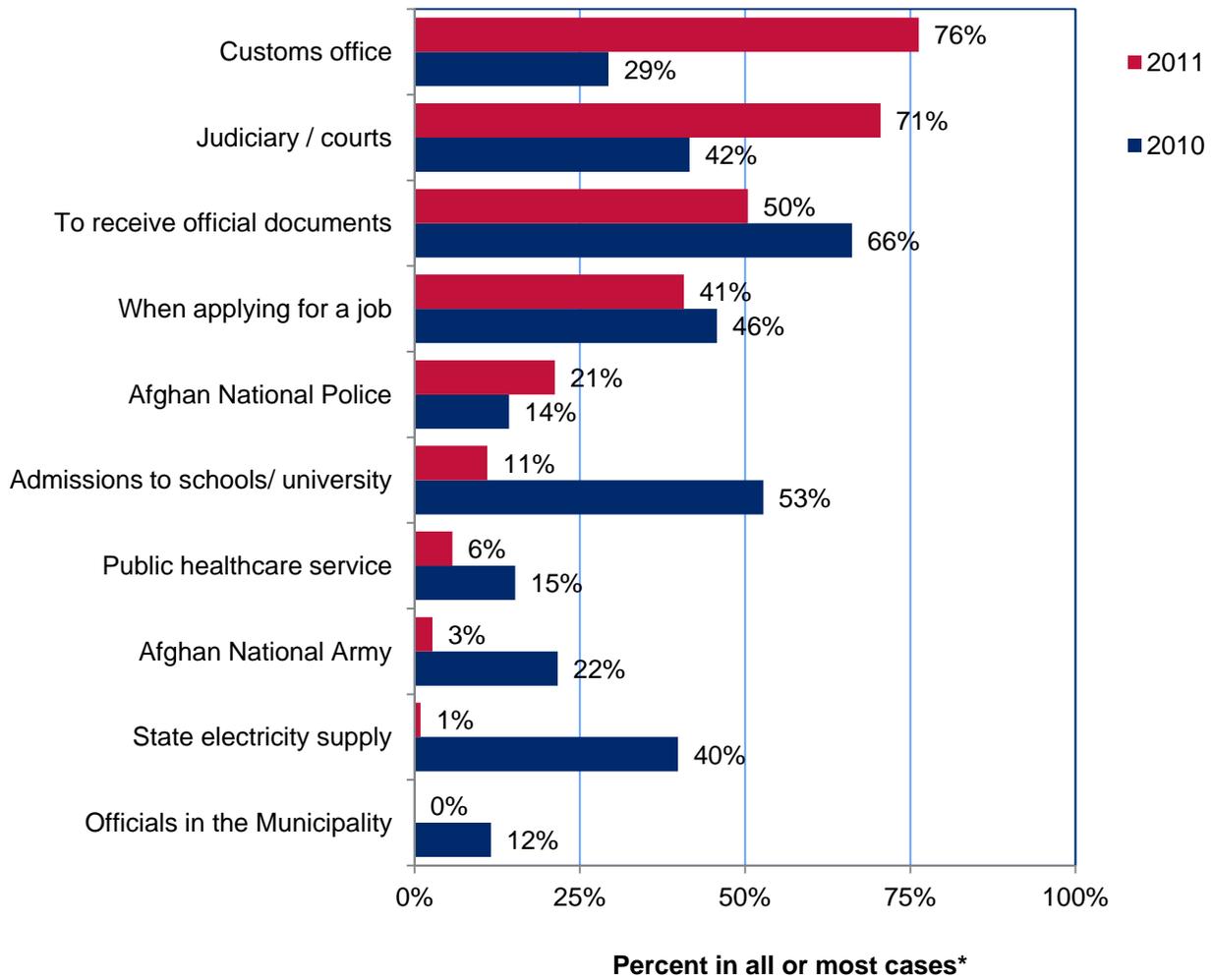
The contacts that most commonly required cash, gift or a favor were the judiciary, when a resident was requesting an official document and at the customs office.

FIGURE 108: FREQUENCY OF GIVING CASH, GIFTS OR PERFORMING FAVORS WHEN CONTACTING GOVERNMENT OFFICIALS, 2011

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
To receive official documents	42%	8%	16%	34%
Admissions to schools/ university	2%	9%	28%	61%
When applying for a job	4%	37%	35%	24%
Public healthcare service	0%	6%	9%	85%
State electricity supply	0%	1%	12%	87%
Judiciary / courts	58%	12%	9%	20%
Afghan National Army	2%	1%	4%	94%
Afghan National Police	1%	21%	49%	30%
Customs office	36%	41%	6%	18%
Officials in the Municipality	0%	0%	2%	98%

**Only for those who had contact with Government Official*

FIGURE 109: FREQUENCY OF GIVING CASH, GIFTS OR PERFORMING FAVORS WHEN CONTACTING GOVERNMENT OFFICIALS COMPARED BY YEAR



** Only for those who had contact with Government Official*

WOMEN IN SOCIETY

Most residents in Asadabad had heard of the Ministry of Women’s Affairs and knew that there was a local office where they lived. Regardless of gender, residents were strongly supportive of women pursuing an education. Men were somewhat supportive and women were strongly supportive of women participating in government. Support for women in government increased from 2010 to 2011.

FIGURE 110: AWARENESS OF MINISTRY OF WOMEN'S AFFAIRS COMPARED BY YEAR

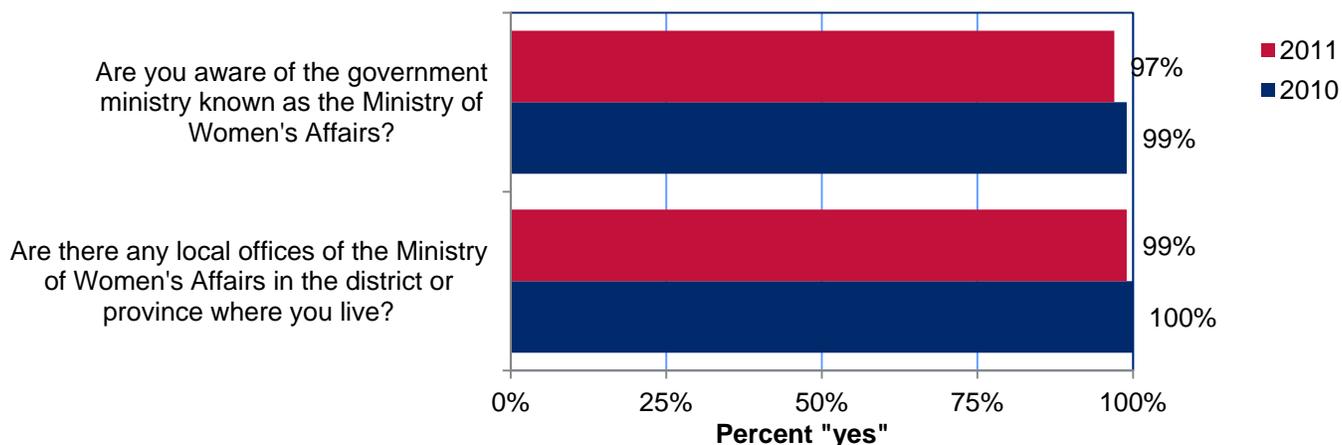
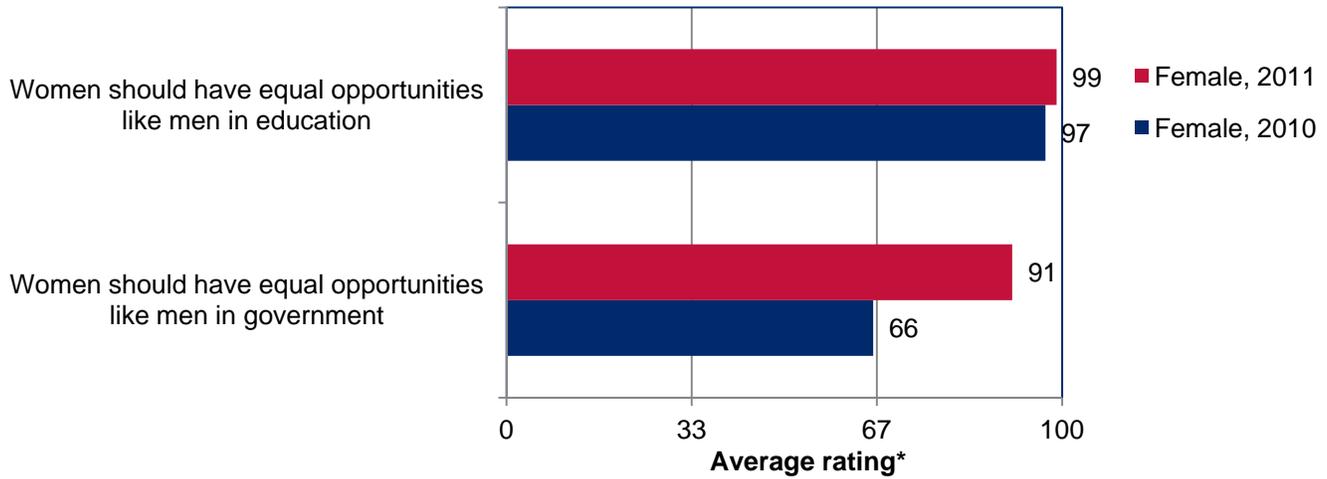


FIGURE 111: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES LIKE MEN IN EDUCATION AND GOVERNMENT, 2011

Do you strongly agree, agree or disagree or strongly disagree with this opinion?		Male	Female
Some people say that women should have equal opportunities like men in education.	Strongly agree	91%	96%
	Agree somewhat	9%	4%
	Disagree somewhat	1%	0%
	Strongly disagree	0%	0%
	Average rating*	97	99
Some people say that women should have equal opportunities like men in participating in government.	Strongly agree	39%	79%
	Agree somewhat	38%	16%
	Disagree somewhat	5%	5%
	Strongly disagree	18%	0%
	Average rating*	66	91

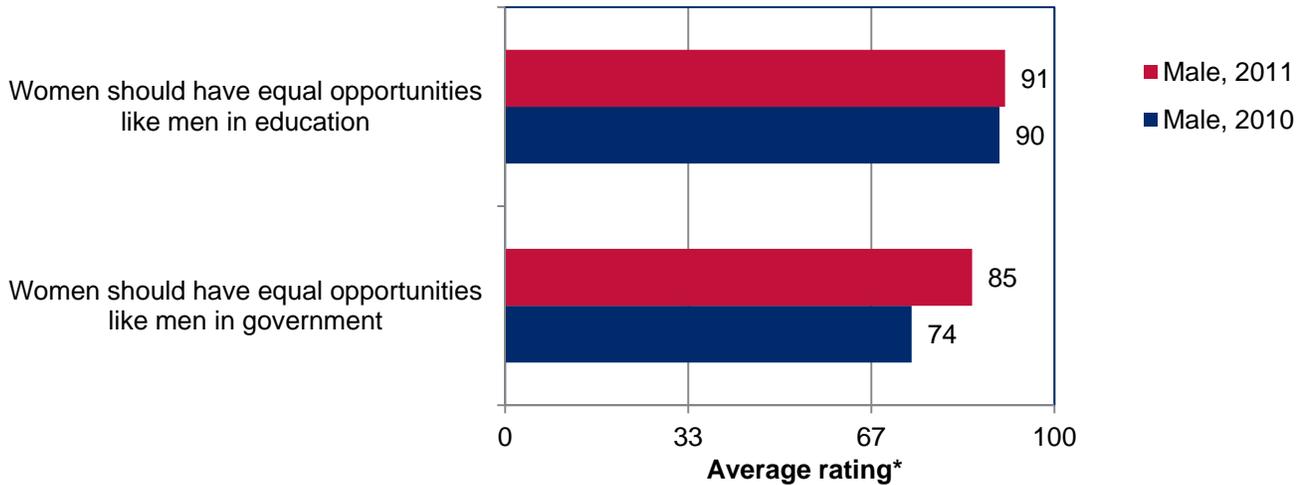
* Average rating where 0=strongly disagree, 33=disagree somewhat, 67=agree somewhat and 100=strongly agree

FIGURE 112: FEMALE RESPONDENTS' AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES AS MEN IN EDUCATION AND GOVERNMENT COMPARED BY YEAR



* Average rating where 0=strongly disagree, 33=disagree somewhat, 67=agree somewhat and 100=strongly agree

FIGURE 113: MALE RESPONDENTS' AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES AS MEN IN EDUCATION AND GOVERNMENT COMPARED BY YEAR



* Average rating where 0=strongly disagree, 33=disagree somewhat, 67=agree somewhat and 100=strongly agree

APPENDIX A: COMPLETE SET OF SURVEY FREQUENCIES, 2011

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	33	12%
6-10 years	46	17%
11-20 years	98	36%
21-40 years	79	29%
41 or more years	19	7%
Total	275	100%

Q1 Average Number of Years Lived in this City

Average years in Sharana	19
--------------------------	----

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	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Overall quality of life in Asadabad	5	2%	134	49%	111	40%	25	9%	0	0%	0	0%	275	100%
The quality of schools in your city	116	42%	118	43%	41	15%	0	0%	0	0%	0	0%	275	100%
The quality of healthcare facilities in your city	12	4%	86	31%	140	51%	37	13%	0	0%	0	0%	275	100%
The health of people in your city	17	6%	131	48%	100	36%	27	10%	0	0%	0	0%	275	100%
The cleanliness of city streets	51	19%	56	20%	65	24%	103	37%	0	0%	0	0%	275	100%
The number	111	40%	79	29%	70	25%	15	5%	0	0%	0	0%	275	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)

of job opportunities in your city														
The number of businesses in your city	9	3%	40	15%	179	65%	47	17%	0	0%	0	0%	275	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Asadabad	2.4
The quality of schools in your city	3.3
The quality of healthcare facilities in your city	2.3
The health of people in your city	2.5
The cleanliness of city streets	2.2
The number of job opportunities in your city	3.0
The number of businesses in your city	2.0

*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	247	90%
Yes, part time	8	3%
No, not employed	20	7%
Refused	0	0%
Don't know	0	0%

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

	Number	Percent
Increased	229	83%
Stayed the same	43	16%
Decreased	3	1%
Refused	0	0%
Don't know	0	0%
Total	275	100%

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

	Number	Percent
Yes	0	0%
No	275	100%
Total	275	100%

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

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	0	0%
101 to 200 AFN	0	0%
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?

Dispose in street	64	23%
Dispose in public container	101	37%
Take to an official dump site	1	0%
Take to an improvised dump site	174	64%
Door to door collection	0	0%
Other	1	0%
Refused	0	0%
Don't know	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
No response	275	100%
put in the river.	1	0%

Q6a Where is this container?

	Number	Percent
On my street/close to my house	24	23%
On the next street	32	31%
Several streets away	30	29%
Further than several streets away	17	17%
Total	103	100%

Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?

	Number	Percent
Very satisfied	64	23%
Somewhat satisfied	153	56%
Somewhat dissatisfied	25	9%
Very dissatisfied	33	12%
Refused	0	0%
Don't know	0	0%
Total	275	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)	2.9

*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	0	0%
Once a week	10	4%
Once every two or three weeks	50	18%
Once a month or less frequently	68	25%
Once a year	78	28%
Never	68	25%
Refused	0	0%
Don't know	1	0%
Total	275	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The city, it is covered by the Safayi fees/taxes	0	0%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	3	1%
No one	272	99%
Total	275	100%

Q9 If you pay, how much do you pay per month?

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	0	0%
101 to 200 AFN	1	50%
201 to 400 AFN	0	0%
401 to 600 AFN	1	50%
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%
Total	2	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? (Circle one answer for each)

	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Removal of illegal/improvised dumpsites	158	57%	97	35%	18	7%	2	1%	0	0%	0	0%	275	100%
Provision of legal dumpsites	67	24%	94	34%	109	40%	4	1%	1	0%	0	0%	275	100%
Provision of garbage bins in residential areas	210	76%	60	22%	4	1%	1	0%	0	0%	0	0%	275	100%
Provision of garbage bins in commercial areas	52	19%	176	64%	43	16%	4	1%	0	0%	0	0%	275	100%
Cleaning garbage from the streets	210	76%	34	12%	24	9%	7	3%	0	0%	0	0%	275	100%
Affordability of trash service	16	6%	93	34%	118	43%	47	17%	0	0%	1	0%	275	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	3.5
Provision of legal dumpsites	2.8
Provision of garbage bins in residential areas	3.7
Provision of garbage bins in commercial areas	3.0
Cleaning garbage from the streets	3.6
Affordability of trash service	2.3

*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	156	57%
Shared well with neighbors	128	47%
River, canal or other open source	61	22%
Public Standpipe	0	0%
Government supplied piped water at home	0	0%
Purchase water	0	0%
Other	0	0%
Refused	0	0%
Don't know	0	0%

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

Q11 Which OTHER sources do you use for drinking water?

	Number	Percent
No response	276	100%

Q12 Who do you pay for this water service?

	Number	Percent
City water supply department	0	0%
A private firm/person	0	0%
No one	274	100%
Total	274	100%

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

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	0	0%
101 to 200 AFN	0	0%
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%
Total	0	0%

Q13 Average Rating of Satisfaction with Water Services

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

*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	52	19%
No	223	81%
Total	275	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	242	88%
Solar Energy	55	20%
Personal Generator	54	20%
No electricity	6	2%
Public Generator (from government)	2	1%
Micro Hydro Power (MHP)	1	0%
Shared Generator (with neighbors)	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	243	88%
A private firm/person	1	0%
No one	31	11%
Total	275	100%

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

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	3	1%
101 to 200 AFN	4	2%
201 to 400 AFN	28	11%
401 to 600 AFN	26	11%
601 to 1,000 AFN	95	39%
1,001 to 2,000 AFN	62	25%
2,001 to 5,000 AFN	24	10%
5,001 AFN or more	2	1%
Total	244	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: (Circle one for each)

	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Number of days per week supplied	6	2%	128	52%	51	21%	59	24%	0	0%	0	0%	244	100%
Number of hours per day supplied	22	9%	38	16%	124	51%	60	25%	0	0%	0	0%	244	100%
Quality of supply*	5	2%	64	26%	123	50%	52	21%	0	0%	0	0%	244	100%
Price for electric supply	14	6%	113	46%	114	47%	3	1%	0	0%	0	0%	244	100%

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

	Average rating*
Number of days per week supplied	2.3
Number of hours per day supplied	2.1
Quality of supply*	2.1
Price for electric supply	2.6

*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	106	39%
Dry latrine	242	88%
Latrine with septic	1	0%
Other	0	0%
Refused	0	0%
Don't know	0	0%

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

Q18 Which OTHER type of toilet do you have at your home?

	Number	Percent
No response	276	100%

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

	Number	Percent
Open ditch/canal	274	100%
Septic system	1	0%
City pipeline/sewer	0	0%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Drains onto the street/road	0	0%
Drains into the yard/garden	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
No response	276	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? (Circle one answer for each)

	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of drainage ditches near home	29	11%	95	35%	64	23%	87	32%	0	0%	0	0%	275	100%
The condition of larger drainage ditches throughout the city	31	11%	163	59%	77	28%	4	1%	0	0%	0	0%	275	100%
Ditch cleaning services	31	11%	64	23%	161	59%	19	7%	0	0%	0	0%	275	100%
Ditch repair services	42	15%	36	13%	97	35%	100	36%	0	0%	0	0%	275	100%
Ditch construction services	37	13%	49	18%	65	24%	124	45%	0	0%	0	0%	275	100%

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

	Average rating*
The condition of drainage ditches near home	2.2
The condition of larger drainage ditches throughout the city	2.8
Ditch cleaning services	2.4
Ditch repair services	2.1
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? (Circle one answer for each)

	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	15	5%	104	38%	55	20%	101	37%	0	0%	0	0%	275	100%
The condition of main city roads	37	13%	129	47%	109	40%	0	0%	0	0%	0	0%	275	100%
The condition of highways	25	9%	132	48%	113	41%	4	1%	0	0%	1	0%	275	100%
Street repair services	42	15%	36	13%	109	40%	88	32%	0	0%	0	0%	275	100%
Street construction services	47	17%	35	13%	81	29%	111	40%	1	0%	0	0%	275	100%

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	2.1
The condition of main city roads	2.7
The condition of highways	2.6
Street repair services	2.1
Street construction services	2.1

*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	109	40%	153	56%	9	3%	3	1%	0	0%	274	100%
Women's parks	1	0%	4	1%	254	93%	4	1%	11	4%	274	100%
Children's playgrounds	51	19%	130	47%	87	32%	4	1%	2	1%	274	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? (Circle one answer for each)

	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Teen/adult parks	24	9%	84	31%	123	45%	38	14%	4	1%	2	1%	275	100%
Women's parks	0	0%	1	0%	5	2%	145	53%	8	3%	116	42%	275	100%
Children's playgrounds	1	0%	40	15%	91	33%	124	45%	6	2%	13	5%	275	100%

Q23 Average Rating of Quality of Parks

	Average rating*	
Teen/adult parks	2.3	
Women's parks	1.0	
Children's playgrounds	1.7	

*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? (Circle one for each)

	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	3	1%	95	34%	124	45%	54	20%	0	0%	0	0%	276	100%
The size and layout of the market(s)	20	7%	109	39%	138	50%	9	3%	0	0%	0	0%	276	100%
The amount of	27	10%	165	60%	84	30%	0	0%	0	0%	0	0%	276	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? (Circle one for each)

food available at your market(s)															
The variety of foods available at your market(s)	27	10%	149	54%	97	35%	3	1%	0	0%	0	0%	276	100%	
The quality of food at your market(s)	19	7%	107	39%	105	38%	45	16%	0	0%	0	0%	276	100%	
The availability of goods besides food at your market(s)	15	5%	117	42%	136	49%	8	3%	0	0%	0	0%	276	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)	2.5
The amount of food available at your market(s)	2.8
The variety of foods available at your market(s)	2.7
The quality of food at your market(s)	2.4
The availability of goods besides food at your market(s)	2.5

*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	19	7%	225	82%	30	11%	1	0%	0	0%	0	0%	275	100%
Fruit	79	29%	151	55%	45	16%	0	0%	0	0%	0	0%	275	100%
Vegetables	225	82%	49	18%	1	0%	0	0%	0	0%	0	0%	275	100%
Flour	261	95%	14	5%	0	0%	0	0%	0	0%	0	0%	275	100%
Cooking oil	274	100%	1	0%	0	0%	0	0%	0	0%	0	0%	275	100%
Sugar, tea	223	81%	49	18%	3	1%	0	0%	0	0%	0	0%	275	100%
Cereal	26	9%	106	39%	134	49%	5	2%	1	0%	2	1%	274	100%

Q26 Municipal Service Priorities: 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.

	Most important		Second most important		Third most important		Not in top three		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Public containers for trash in residential and commercial areas	11	4%	12	4%	59	21%	194	70%	276	100%
A new dump site for trash to reduce leaching into water and the spread of disease	29	11%	11	4%	51	18%	185	67%	276	100%
Ditch cleaning, repair and construction	6	2%	8	3%	8	3%	254	92%	276	100%
Street repair	12	4%	30	11%	38	14%	196	71%	276	100%
Supplying clean drinking water	50	18%	112	41%	47	17%	67	24%	276	100%
Provide a new area for a market	7	3%	44	16%	2	1%	223	81%	276	100%
Provide green areas/parks	2	1%	3	1%	13	5%	258	93%	276	100%
Provide electricity service	151	55%	51	18%	34	12%	40	14%	276	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	27	10%
Shuras/CDCs/Jirgas	188	68%
Tribal leader/Malik	46	17%
Mullah	3	1%
Wakil-e-Gozar	8	3%
Others	4	1%
Would contact no one	0	0%
Don't know	0	0%
Refused	0	0%
Total	276	100%

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

	Number	Percent
Yes	45	16%
No	230	83%
Don't know	1	0%
Refused	0	0%
Total	276	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	1	0%
It would be fixed within a year	7	3%
My request would be put on a long wait list	250	91%
Other	0	0%
Don't know	18	7%
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	66	24%
Somewhat good job	194	70%
Somewhat bad job	12	4%
Very bad job	3	1%
Refused	0	0%
Don't know	1	0%
Total	276	100%

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

	Number	Percent
Almost always	50	18%
Sometimes	97	35%
Rarely	70	26%
Almost never	55	20%
Refused	0	0%
Don't know	2	1%
Total	274	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	9	3%
A little	134	49%
Very little	110	40%
None at all	23	8%
Don't know	0	0%
Refused	0	0%
Total	276	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	2	1%	18	7%	123	45%	133	48%	0	0%	0	0%	276	100%
The religious leaders here	129	47%	90	33%	57	21%	0	0%	0	0%	0	0%	276	100%
Donor agencies	17	6%	117	42%	132	48%	10	4%	0	0%	0	0%	276	100%
The local government	22	8%	103	37%	119	43%	32	12%	0	0%	0	0%	276	100%
The provincial government	58	21%	68	25%	36	13%	114	41%	0	0%	0	0%	276	100%
The Afghanistan national government	73	26%	91	33%	83	30%	29	11%	0	0%	0	0%	276	100%

Q34 Who is your mayor?

	Number	Percent
Identified correctly	102	37%
Did not know	137	50%
Provided wrong name	37	13%
Total	276	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	257	93%	19	7%	0	0%	0	0%	0	0%	276	100%
In Afghanistan as a whole	260	94%	16	6%	0	0%	0	0%	0	0%	276	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	227	82%	46	17%	3	1%	0	0%	0	0%	276	100%
In Afghanistan as a whole	216	78%	60	22%	0	0%	0	0%	0	0%	276	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	0	0%	0	0%	2	1%	112	41%	162	59%	0	0%	0	0%	276	100%
Customs office	48	17%	55	20%	8	3%	24	9%	140	51%	0	0%	1	0%	276	100%
Afghan National Police	1	0%	30	11%	71	26%	44	16%	130	47%	0	0%	0	0%	276	100%
Afghan National Army	2	1%	1	0%	4	1%	105	38%	164	59%	0	0%	0	0%	276	100%
Judiciary / courts	81	29%	17	6%	13	5%	28	10%	137	50%	0	0%	0	0%	276	100%
State electricity supply	0	0%	1	0%	13	5%	97	35%	165	60%	0	0%	0	0%	276	100%
Public healthcare service	0	0%	8	3%	13	5%	119	43%	136	49%	0	0%	0	0%	276	100%
When applying for a job	5	2%	50	18%	47	17%	33	12%	141	51%	0	0%	0	0%	276	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?

Admissions to schools/university	2	1%	10	4%	30	11%	67	24%	167	61%	0	0%	0	0%	276	100%
To receive official documents	48	17%	9	3%	18	7%	38	14%	163	59%	0	0%	0	0%	276	100%

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

	Number	Percent
1	269	97%
2	7	3%
Total	276	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	274	99%
No	2	1%
Don't know	0	0%
Refused	0	0%
Total	276	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	258	93%
Agree somewhat	17	6%
Disagree somewhat	1	0%
Strongly disagree	0	0%
Don't know	0	0%
Refused	0	0%
Total	276	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	162	59%
Agree somewhat	75	27%
Disagree somewhat	14	5%
Strongly disagree	25	9%
Don't know	0	0%
Refused	0	0%
Total	276	100%

Q42 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	0	0%
18-30 years old	67	24%
31-40 years old	114	41%
41-50 years old	62	23%
51-60 years old	26	9%
61 or more years old	6	2%
Total	275	100%

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

	Number	Percent of households
Working	133	48%
Retired	2	1%
Housewife	129	47%
Student	6	2%
Unemployed	10	4%
Other	7	3%
Refused	0	0%
Don't know	0	0%
Total	275	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	75	27%
Primary School, incomplete (classes 1 to 5)	3	1%
Primary School, complete (finished class 6)	8	3%
Secondary education, incomplete (classes 7 to 8)	10	4%
Secondary education, complete (finished class 9)	40	14%

High School (classes 10 to 12)	97	35%
University education or above	43	16%
Refused	0	0%
Don't know	0	0%
Total	276	100%

Q45 Are you married or single?

	Number	Percent of households
Single	11	4%
Married	262	95%
Widower/ Widow	3	1%
Refused	0	0%
Don't know	0	0%
Total	276	100%

Q46 How many people live here in this house?

	Number	Percent of households
No people	0	0%
1-5 people	3	1%
6-10 people	53	19%
10-20 people	148	54%
21 or more people	72	26%
Total	276	100%

Q47 Does your family lease or own this house?

	Number	Percent of households
Lease	22	8%
Own	254	92%
Don't know	0	0%
Refused	0	0%
Total	276	100%

Q48 Does your family have a Qabala or other way of demonstrating your tenure?

	Number	Percent of households
1	253	92%
2	23	8%
Total	276	100%

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

	Number	Percent of households
Pay nothing	0	0%
1,000 AFN or less per month	0	0%
1,001-2,000 AFN per month	3	14%
2,001-3,000 AFN per month	8	36%
3,001-4,000 AFN per month	6	27%
4,001-5,000 AFN per month	3	14%
5,001-7,500 AFN per month	2	9%
7,501 or more AFN per month	0	0%
Total	22	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	0	0%
3,001 - 5,000 Afs	11	4%
5,001 - 10,000 Afs	38	14%
10,001 - 15,000 Afs	45	16%
15,001 - 20,000 Afs	46	17%
20,001 - 25,000 Afs	64	23%
25,001 - 40,000 Afs	32	12%
more than 40,000 Afs	20	7%
Refused	19	7%
Don't know	1	0%
Total	276	100%

Q51 Gender

	Number	Percent of households
Male	139	51%
Female	136	49%
Total	275	100%

APPENDIX B: COMPLETE SET OF SURVEY FREQUENCIES, EXTERNAL SURVEY 2010

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	58	21%
6-10 years	62	23%
11-20 years	105	38%
21-40 years	47	17%
41 or more years	3	1%
Total	275	100%

Q1 Average Number of Years Lived in City

Average years in Asadabad	14
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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?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Overall quality of life in Asadabad	6	2%	109	40%	153	56%	7	3%	0	0%	0	0%	275	100%
The quality of schools in your city	31	11%	64	23%	169	61%	11	4%	0	0%	0	0%	275	100%
The quality of healthcare facilities in your city	7	3%	124	45%	127	46%	16	6%	0	0%	0	0%	274	100%
The health of people in your city	11	4%	101	37%	129	47%	34	12%	0	0%	0	0%	275	100%
The cleanliness of city streets	33	12%	109	40%	97	35%	36	13%	0	0%	0	0%	275	100%
The number of job opportunities in your city	12	4%	90	33%	153	56%	20	7%	0	0%	0	0%	275	100%
The number of businesses in your city	38	14%	73	27%	110	40%	51	19%	0	0%	3	1%	275	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Asadabad	2.4
The quality of schools in your city	2.4
The quality of healthcare facilities in your city	2.4
The health of people in your city	2.3
The cleanliness of city streets	2.5
The number of job opportunities in your city	2.3
The number of businesses in your city	2.4

*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	259	94%
Yes, part time	14	5%
No, not employed	2	1%
Refused	0	0%
Don't know	0	0%

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

	Number	Percent
Increased	145	53%
Stayed the same	118	43%
Decreased	12	4%
Refused	0	0%
Don't know	0	0%
Total	275	100%

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

	Number	Percent
Yes	0	0%
No	275	100%
Total	275	100%

Q6 How do you dispose of your household trash?

	Number	Percent
Burn it	0	0%
Put it in a ditch or river	16	6%
Take it to farm/agricultural/desert land	19	7%
Dispose in street	146	53%
Dispose in public container	6	2%
Take to an official dump site	6	2%
Take to an improvised dump site	73	27%
Door to door collection	1	0%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Put it in our yard	8	3%

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	7	100%
On the next street	0	0%
Several streets away	0	0%
Further than several streets away	0	0%
Total	7	100%

Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?

	Number	Percent
Very satisfied	38	14%
Somewhat satisfied	142	52%
Somewhat dissatisfied	52	19%
Very dissatisfied	43	16%
Refused	0	0%
Don't know	0	0%
Total	275	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?	2.6
*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	5	2%
A couple/few times a week	36	13%
Once a week	22	8%
Once every two or three weeks	16	6%
Once a month or less frequently	159	58%
Never	37	13%
Refused	0	0%
Don't know	0	0%
Total	275	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The city, it is covered by the Safayi fees/taxes	0	0%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	275	100%
Total	275	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? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Removal of illegal/improvised dumpsites	10	4%	114	41%	69	25%	82	30%	0	0%	0	0%	275	100%
Provision of legal dumpsites	34	12%	70	25%	26	9%	145	53%	0	0%	0	0%	275	100%
Provision of garbage bins in residential areas	29	11%	22	8%	23	8%	197	72%	0	0%	4	1%	275	100%
Provision of garbage bins in commercial areas	79	29%	56	20%	91	33%	48	17%	0	0%	1	0%	275	100%
Cleaning garbage from the streets	42	15%	105	38%	104	38%	24	9%	0	0%	0	0%	275	100%
Affordability of trash service	4	1%	54	20%	110	40%	92	33%	0	0%	15	5%	275	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	2.2
Provision of legal dumpsites	2.0
Provision of garbage bins in residential areas	1.6
Provision of garbage bins in commercial areas	2.6
Cleaning garbage from the streets	2.6
Affordability of trash service	1.9

*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	114	41%
Shared well with neighbors	148	54%
River, canal or other open source	6	2%
Public Standpipe	8	3%
Government supplied piped water at home	1	0%
Purchase water	0	0%
Other	2	1%
Refused	0	0%
Don't know	0	0%

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

Q11 Which OTHER sources do you use for drinking water?

	Number	Percent
No response	273	99%
Well on mosque	2	1%

Q12 Who do you pay for this water service?

	Number	Percent
City water supply department	0	0%
A private firm/person	7	3%
No one	268	97%
Total	275	100%

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

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	0	0%
101 to 200 AFN	6	86%
201 to 400 AFN	1	14%
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%
Total	7	100%

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

	Number	Percent
Yes	12	4%
No	263	96%
Total	275	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	236	86%
Personal Generator	25	9%
No electricity	11	4%
Shared Generator (with neighbors)	9	3%
Micro Hydro Power (MHP)	5	2%
Solar Energy	4	1%
Public Generator (from government)	1	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	238	87%
A private firm/person	12	4%
No one	25	9%
Total	275	100%

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

	Number	Percent
1 to 50 AFN	1	0%
51 to 100 AFN	3	1%
101 to 200 AFN	10	4%
201 to 400 AFN	33	13%
401 to 600 AFN	37	15%
601 to 1,000 AFN	83	33%
1,001 to 2,000 AFN	61	24%
2,001 to 5,000 AFN	22	9%
5,001 AFN or more	0	0%
Total	250	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: (Circle one for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Number of days per week supplied	14	6%	135	57%	58	25%	29	12%	0	0%	0	0%	236	100%
Number of hours per day supplied	11	5%	106	45%	92	39%	26	11%	0	0%	0	0%	235	100%
Quality of supply (Electricity power & its cut out during service hours)	3	1%	56	24%	28	12%	149	63%	0	0%	0	0%	236	100%
Price for electric supply	7	3%	76	32%	126	53%	27	11%	0	0%	0	0%	236	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)	1.6
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	0	0%
Dry latrine	232	84%
Latrine with septic	45	16%
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	271	99%
Drains onto the street/road	2	1%

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

Other	1	0%
Drains into the yard/garden	1	0%
Septic system	0	0%
City pipeline/sewer	0	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
Disposed in a river	1	0%
No response	274	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? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
The condition of drainage ditches near home	18	7%	140	51%	61	22%	56	20%	0	0%	0	0%	275	100%
The condition of larger drainage ditches throughout the city	12	4%	82	30%	160	58%	21	8%	0	0%	0	0%	275	100%
Ditch cleaning services	17	6%	117	43%	105	38%	36	13%	0	0%	0	0%	275	100%
Ditch repair services	20	7%	132	48%	70	25%	53	19%	0	0%	0	0%	275	100%
Ditch construction services	43	16%	105	38%	67	24%	60	22%	0	0%	0	0%	275	100%

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

	Average rating*
The condition of drainage ditches near home	2.4
The condition of larger drainage ditches throughout the city	2.3
Ditch cleaning services	2.4
Ditch repair services	2.4
Ditch construction services	2.5

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

*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? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	30	11%	160	58%	60	22%	25	9%	0	0%	0	0%	275	100%
The condition of main city roads	5	2%	68	25%	185	67%	17	6%	0	0%	0	0%	275	100%
The condition of highways	11	4%	25	9%	150	55%	86	31%	0	0%	3	1%	275	100%
Street repair services	17	6%	148	54%	72	26%	38	14%	0	0%	0	0%	275	100%
Street construction services	60	22%	88	32%	71	26%	56	20%	0	0%	0	0%	275	100%

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	2.7
The condition of main city roads	2.2
The condition of highways	1.9
Street repair services	2.5
Street construction services	2.6

*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	6	2%	255	93%	13	5%	0	0%	1	0%	275	100%
Women's parks	0	0%	5	2%	269	98%	0	0%	1	0%	275	100%
Children's playgrounds	1	0%	123	45%	150	55%	0	0%	1	0%	275	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? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Teen/adult parks	0	0%	249	91%	8	3%	5	2%	0	0%	13	5%	275	100%
Women's parks	0	0%	0	0%	0	0%	4	1%	0	0%	271	99%	275	100%
Children's playgrounds	0	0%	111	40%	1	0%	12	4%	0	0%	151	55%	275	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	2.9
Women's parks	1.0
Children's playgrounds	2.8

*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)	28	10%	109	40%	134	49%	4	1%	0	0%	0	0%	275	100%
The size and layout of the market(s)	25	9%	65	24%	164	60%	21	8%	0	0%	0	0%	275	100%
The amount of food available at your market(s)	93	34%	69	25%	86	31%	27	10%	0	0%	0	0%	275	100%
The variety of foods available at your market(s)	73	27%	55	20%	101	37%	46	17%	0	0%	0	0%	275	100%
The quality of food at your market(s)	33	12%	74	27%	123	45%	45	16%	0	0%	0	0%	275	100%
The availability of goods besides food at your market(s)	74	27%	56	20%	105	38%	39	14%	0	0%	1	0%	275	100%

Q24 Average Rating of Quality of City's Market

Q24 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	2.6
The size and layout of the market(s)	2.3
The amount of food available at your market(s)	2.8
The variety of foods available at your market(s)	2.6
The quality of food at your market(s)	2.3
The availability of goods besides food at your market(s)	2.6

*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	36	13%	169	61%	70	25%	0	0%	0	0%	0	0%	275	100%
Fruit	139	51%	96	35%	40	15%	0	0%	0	0%	0	0%	275	100%
Vegetables	203	74%	71	26%	1	0%	0	0%	0	0%	0	0%	275	100%
Flour	254	92%	21	8%	0	0%	0	0%	0	0%	0	0%	275	100%
Cooking oil	270	98%	4	1%	1	0%	0	0%	0	0%	0	0%	275	100%
Sugar, tea	265	96%	9	3%	1	0%	0	0%	0	0%	0	0%	275	100%
Cereal	146	53%	33	12%	94	34%	2	1%	0	0%	0	0%	275	100%

Q26 Municipal Service Priorities

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.	Most important		Second most important		Third most important		Not in top three		Total	
Public containers for trash in residential and commercial areas	31	11%	13	5%	60	22%	171	62%	275	100%
A new dump site for trash to reduce leaching into water and the spread of disease	48	17%	19	7%	47	17%	161	59%	275	100%
Ditch cleaning, repair and construction	6	2%	23	8%	21	8%	225	82%	275	100%
Street repair	9	3%	26	9%	23	8%	217	79%	275	100%
Supplying clean drinking water	39	14%	123	45%	26	9%	87	32%	275	100%

Q26 Municipal Service Priorities

Provide a new area for a market	0	0%	16	6%	4	1%	255	93%	275	100%
Provide green areas/parks	0	0%	7	3%	44	16%	224	81%	275	100%
Provide electricity service	140	51%	47	17%	51	19%	37	13%	275	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	11	4%
Shuras/CDCs/Jirgas	176	64%
Tribal leader/Malik	71	26%
Mullah	8	3%
Would contact no one	9	3%
Don't know	0	0%
Refused	0	0%
Total	275	100%

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

	Number	Percent
Yes	93	34%
No	182	66%
Don't know	0	0%
Refused	0	0%
Total	275	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	10	4%
It would be fixed within a year	58	21%
My request would be put on a long wait list	141	51%
Other	2	1%
Don't know	64	23%
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	38	14%
Somewhat good job	217	79%
Somewhat bad job	12	4%
Very bad job	8	3%
Refused	0	0%
Don't know	0	0%
Total	275	100%

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

	Number	Percent
Almost always	46	17%
Sometimes	178	65%
Rarely	37	13%
Almost never	13	5%
Refused	0	0%
Don't know	1	0%
Total	275	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	149	54%
A little	88	32%
Very little	23	8%
None at all	15	5%
Don't know	0	0%
Refused	0	0%
Total	275	100%

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

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	4	1%	91	33%	117	43%	63	23%	0	0%	0	0%	275	100%
The religious leaders here	52	19%	103	37%	97	35%	23	8%	0	0%	0	0%	275	100%
Donor agencies	39	14%	144	52%	75	27%	17	6%	0	0%	0	0%	275	100%
The local government	37	13%	147	53%	60	22%	31	11%	0	0%	0	0%	275	100%
The provincial government	54	20%	166	60%	51	19%	4	1%	0	0%	0	0%	275	100%
The Afghanistan national government	59	21%	162	59%	49	18%	5	2%	0	0%	0	0%	275	100%

Q34 Who is your mayor?		
	Number	Percent
Identified correctly	61	22%
Did not know	205	75%
Provided wrong name	9	3%
Total	275	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	234	85%	41	15%	0	0%	0	0%	0	0%	275	100%
In Afghanistan as a whole	260	95%	15	5%	0	0%	0	0%	0	0%	275	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	142	52%	131	48%	2	1%	0	0%	0	0%	275	100%
In Afghanistan as a whole	160	58%	114	41%	1	0%	0	0%	0	0%	275	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	1	0%	22	8%	77	28%	99	36%	76	28%	0	0%	0	0%	275	100%
Customs office	12	4%	49	18%	91	33%	56	20%	67	24%	0	0%	0	0%	275	100%
Afghan National Police	6	2%	20	7%	75	27%	81	29%	93	34%	0	0%	0	0%	275	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?

Afghan National Army	6	2%	28	10%	40	15%	83	30%	118	43%	0	0%	0	0%	275	100%
Judiciary / courts	24	9%	80	29%	81	29%	65	24%	25	9%	0	0%	0	0%	275	100%
State electricity supply	20	7%	86	31%	62	23%	98	36%	9	3%	0	0%	0	0%	275	100%
Public healthcare service	13	5%	27	10%	51	19%	172	63%	12	4%	0	0%	0	0%	275	100%
When applying for a job	29	11%	73	27%	39	14%	82	30%	52	19%	0	0%	0	0%	275	100%
Admissions to schools/ university	70	25%	54	20%	19	7%	92	33%	40	15%	0	0%	0	0%	275	100%
To receive official documents	98	36%	37	13%	24	9%	45	16%	71	26%	0	0%	0	0%	275	100%

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

	Number	Percent
Yes	271	99%
No	3	1%
Don't know	1	0%
Refused	0	0%
Total	275	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	270	100%
No	0	0%
Don't know	1	0%
Refused	0	0%
Total	271	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	205	75%
Agree somewhat	62	23%

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?

Disagree somewhat	6	2%
Strongly disagree	2	1%
Don't know	0	0%
Refused	0	0%
Total	275	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	132	48%
Agree somewhat	120	44%
Disagree somewhat	16	6%
Strongly disagree	6	2%
Don't know	1	0%
Refused	0	0%
Total	275	100%

Q42 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	0	0%
18-30 years old	122	44%
31-40 years old	105	38%
41-50 years old	35	13%
51-60 years old	12	4%
61 or more years old	1	0%
Total	275	100%

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

	Number	Percent of households
Working	121	44%
Retired	0	0%
Housewife	125	45%

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

Student	26	9%
Unemployed	3	1%
Other	1	0%
Refused	0	0%
Don't know	0	0%
Total	275	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	114	41%
Primary School, incomplete (classes 1 to 5)	15	5%
Primary School, complete (finished class 6)	16	6%
Secondary education, incomplete (classes 7 to 8)	22	8%
Secondary education, complete (finished class 9)	28	10%
High School (classes 10 to 12)	64	23%
University education or above	16	6%
Refused	0	0%
Don't know	0	0%
Total	275	100%

Q45 Are you married or single?

	Number	Percent of households
Single	34	12%
Married	232	84%
Widower/ Widow	9	3%
Refused	0	0%
Don't know	0	0%
Total	275	100%

Q46 How many people live here in this house?

	Number	Percent of households
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Q46 How many people live here in this house?

No people	0	0%
1-5 people	3	1%
6-10 people	88	32%
10-20 people	162	59%
21 or more people	22	8%
Total	275	100%

Q47 Does your family lease or own this house?

	Number	Percent of households
Lease	30	11%
Own	245	89%
Don't know	0	0%
Refused	0	0%
Total	275	100%

Q48 Does your family have a Qabala or other way of demonstrating your tenure?

	Number	Percent of households
Yes	244	89%
No	31	11%
Don't know	0	0%
Refused	0	0%
Total	275	100%

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

	Number	Percent of households
Pay nothing	245	89%
1,000 AFN or less per month	0	0%
1,001-2,000 AFN per month	5	2%
2,001-3,000 AFN per month	9	3%
3,001-4,000 AFN per month	5	2%
4,001-5,000 AFN per month	6	2%
5,001-7,500 AFN per month	4	1%
7,501 or more AFN per month	1	0%

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

Total	275	100%
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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	2	1%
3,001 - 5,000 Afs	5	2%
5,001 - 10,000 Afs	42	15%
10,001 - 15,000 Afs	66	24%
15,001 - 20,000 Afs	57	21%
20,001 - 25,000 Afs	44	16%
25,001 - 40,000 Afs	31	11%
more than 40,000 Afs	27	10%
Refused	0	0%
Don't know	1	0%
Total	275	100%

Q51 Gender

	Number	Percent of households
Male	139	51%
Female	136	49%
Total	275	100%

APPENDIX C: 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. The survey was implemented in 2010, and then in July 2011, before the second iteration, minor changes and additions were made to the script.

This survey was 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.

The same sampling plan was used for the 2010 and 2011 iteration.

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
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 and 2011

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.



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