SDLG Baseline Survey Report

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Tetra Tech ARD

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Dhaka, Bangladesh

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Acronyms and Abbreviations

ADP	:	Annual Development Program
DI	:	Data International Ltd.
GOB	:	Government of Bangladesh
LGD	:	Local Government Division
LGU	:	Local Government Unit
LG	:	Local Government
LGED	:	Local Government Engineering Department
LGSP	:	Local Government Support Project
M&E	:	Monitoring and Evaluation
MLGRD&C	:	Ministry of Local Government, Rural Development and
	:	Cooperatives
MOF	:	Ministry of Finance
NGO	:	Non-Governmental Organization
SDLG	:	Strengthening Democratic Local Governance
SOW	:	Scope of Work
UP	:	Union Parishad
UPZ	:	Upazila
USAID	:	United States Agency for International Development
VGD	:	Vulnerable Group Development
VGF	:	Vulnerable Group Feeding
WB	:	World Bank
PP	:	Participatory Planning

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Executive Summary

Introduction and Methodology

This study has been undertaken with the support of the USAID Strengthening Democratic Local Governance (SDLG) program in Bangladesh, being implemented by Tetra Tech ARD. SDLG is working to improve local government capacity and increase citizen awareness and participation to achieve transparent and accountable public administration at the sub-national level. Data International Ltd. (DI), a Bangladeshi consulting firm, was commissioned by Tetra Tech ARD to undertake a baseline study to collect, assess, and report on:

- Citizen knowledge, perception, and level of satisfaction relating to local government finances, popular participation, and service delivery;
- Local elected representatives and appointed officials views on local government issues including financial capacity, citizen participation, and service delivery;

Primary quantitative and qualitative data were collected through a field survey of adult citizen respondents from households as well as elected and government officials in selected locations across Bangladesh. Face to face interviews were conducted via structured questionnaires containing qualitative and quantitative questions for all respondents participating in the survey. This was the only means of data collection from the respondents. The sampling technique ensured a statistically representative coverage of various categories of respondents according to location, gender, age, educational level and socioeconomic background.

Bangladesh has a total of seven divisions, with sixty four districts. The districts are further divided into 483 sub-districts or *Upazilas*. Each Upazila is further sub-divided into rural *Unions* and urban or semi-urban *Pourashavas* (municipalities). Each of these three tiers of local government has an elected council or *parishad.* SDLG provided a list of 25 locations or 'clusters' (covering 30 districts) which consisted of 16 treatment areas and 9 control areas. The resulting composition of tiers of LGUs surveyed in the treatment and control areas is shown below.

Sample Coverage of Local Government Units (LGU) and Interview Respondents

Local Government Unit (LGU)	Total LGU	Sample Coverage of LGU		
		Total	Treatment	Control
Upazila Parishad	109	40	30	10
Pourashava Parishad	43	20	15	5
Union Parishad	449	80	60	20
Total	601	140	105	35
Total Elected Representatives				339
Total LG Officials				180
Total Households				2,400
Total Interview Respondents				2,919

Report Findings and Relevance to SDLG Project

This report groups the survey findings around the three themes guiding SDLG training of 600 LGUs over the life of the project, namely: (1) financial management and revenue generation, (2) participatory planning and budgeting, and (3) service delivery and monitoring. Citizens were interviewed in rural unions and urban pourashavas, elected representatives were interviewed at all three LG tiers, and deputed officials from the central government were interviewed at the pourashava and upazila levels. The wide-range of respondents provided multiple views on the current status of all three theme areas. As detailed below, findings indicate ample need for the training topics chosen by SDLG and suggest differing views among citizens and their elected representatives on the transparency, accountability and participatory nature of local governance in Bangladesh. Findings of particular relevance to SDLG project operations include:

- Financial Management and Revenue Generation – Survey findings on this topic as well as those for participatory planning and budgeting indicate very low awareness among citizens of basic functions and structures of LG councils. *Based on this, SDLG requested prospective field training grantees to strengthen community outreach activities in their proposed activity plans and budgets.* While most survey respondents reported receiving both government and NGO training on financial management topics such as accounting and budgeting, both perceived capacity and received training in different forms of tax collection was low, particularly for unions, and potential for increase receipts is high. *Tax collection will be an area of emphasis in SDLG field training on this topic.*

- Participatory Planning and Budgeting – Survey respondents confirmed that various committee structures intended by law to allow citizens' voices to contribute to local government decision making processes are not widely known or used, and tend to lack the participation of women and the poor. *Activating and democratizing these committees and their role in decision making will be the principle area of emphasis for SDLG training on this topic.* Findings also indicate that the sectoral committees that are considered most active by elected representatives, whether they incorporate citizen members or not, *include most of those chosen by SDLG for intervention, in particular the health and agriculture standing committees.*

- Service Delivery and Monitoring – While local governments have the legal authority to deliver a wide range of services, citizens responding to the survey indicated those services received are much more limited. Important services delivered by the unions and pourashavas involve small scale infrastructure projects such as the building and maintenance of local roads or local marketplaces. *SDLG training in participatory planning and budgeting, and implementation oversight, will allow citizens to influence the delivery of these services.* Delivery of other services such as health and education are directed by locally-assigned officials from central government ministries. In their survey responses, these appointed officials identified many constraints to improving service delivery and suggested solutions. However, none of these acknowledged the potential role of local participation and/or monitoring in improving services. *This suggests that SDLG training on this topic to activate citizen oversight of central government services through standing committees must also overcome a preference for*

top-down solutions to service delivery issues among the government bureaucrats who direct these.

Financial Management and Revenue Generation

The SDLG project training will emphasize transparency in financial management and the activation of local sources of revenue generation. Survey data indicates an overwhelming majority of the public that is unaware of means to generate more revenues locally and a substantial minority that is skeptical of their proper use.

- **The vast majority of citizens in both rural unions and urban pourashavas are not aware of any steps taken in their communities to increase revenues.** In unions, 96% of the total respondents either is unaware of specific strategies for revenue generation or has no knowledge of this process. In pourashavas, the corresponding figure is 92%.

- **About half of citizens surveyed had no comment on transparency of fund usage. Of those that did, about half, or one-quarter of the total, believe LGs are not transparent in their use of funds.** In unions 49% and in pourashavas 58% offered no response on transparency. In unions 28% and in pourashavas 23% believe the officials do not manage funds transparently.

Local governments surveyed still rely heavily on external funding, primarily in the form of transfers from the central government, rather than on revenues raised locally. According to LG elected representatives or concerned staff members interviewed across all three tiers, central government development grants (Annual Development Program or ADP) account for an average of 36% and foreign donor funds contribute 25% of total revenue with a LG grant provided by central government through the District administration providing another 14%.

- **On average, only 13% of collected revenues come from local taxes and charges though this varies widely depending on the LG tier surveyed**. Unions surveyed received the least revenue from local sources at 5.3%, Upazilas much more at 29.3% and pourashavas by far the most at 41.9%.

Developing capacity in financial management and revenue generation requires sufficient staff resources, staff training and clear procedures to be followed. Responses from elected representatives indicate that while capacity has been developed in some LGUs in certain functions such as accounting, procurement and budgeting, capacity in tax collection is limited and the potential for increased receipts is high.

- **Pourashavas have a relatively higher number of staff assigned to specific fiscal activities when compared to upazilas and unions.** Unions have only one permanent position for all administrative and fiscal requirements and few of the unions surveyed indicated staff assigned for tax collection, procurement or budgeting. Few of the upazilas reported staff for non-business tax collection. By contrast, a high number of pourashavas reported staff assigned for each fiscal activity.

- **Representatives at all three tiers reported adequate government and NGO training in accounting and budgeting, but few unions reported sufficient training in different**

forms of tax collection and revenue generation. In unions and upazilas 91% and in pourashavas 88% of representatives were satisfied with accounting training, and 70% of union, 88% of upazila and 72% of pourashava representatives were satisfied with training on budgeting. Only 13% of union representatives reported adequate training for staff in household tax collection, with figures for collecting other forms of tax only slightly higher. A similar pattern was seen in NGO training. With the exception of business tax collection, 31%, a quarter or fewer unions reported NGO training in other types of tax collection. Union representatives reported NGO training focused on accounting and budgeting as did, to a lesser extent, those from pourashavas and upazilas.

- **Depending on LG tier, about 30% to over 40% of the household taxes remain uncollected from eligible sources, while for business taxes corresponding figures range between 20 and over 35 percent**, according to survey respondents. Defaults on business taxes also contribute to a significant amount of revenue loss, but like household taxes, many businesses pay overdue taxes in later years. The collection performance for leasing fees is considerably better than business or household tax receipts, as the former is administratively easier to implement. A significantly greater proportion of pourashava officials, 76%, compared to those in unions, 60%, or upazilas, 50%, reported specific steps taken to generate revenue during the 12 months prior to the survey.

Respondents' top three perceived reasons that local government cannot enhance revenue generation are similar across the three tiers of local government. Respondents claim insufficient knowledge of how revenue can be generated locally, a lack of resources to do this and a lack of concrete directives from the government. For all three tiers, tax evasion was cited as a major challenge in revenue generation, in addition to lack of public awareness and political interference.

Participatory Planning and Budgeting

To promote citizen participation in decision making, and to enhance transparency and accountability, Bangladesh law mandates the formation and use of various processes or structures to involve citizens in decision making. SDLG training to promote citizen participation is aligned with this legislation and is designed to activate and promote effective use of mandated structures. These include ward committees at least twice per year as part of a participatory planning process, open budget meetings allowing the public to review revenues and planned expenditures, and various standing committees chaired by members of elected councils with at least one citizen member required. Survey findings indicate that in most communities these processes are unknown, inactive and unrepresentative.

- **Large majorities of citizens surveyed were unaware of the existence of participatory planning, open budgeting and standing committee meetings.** In rural unions only 14% knew of participatory planning, 10% of open budgeting, and 21% of standing committees. In urban pourashavas the figures are similar at 10%, 7% and 20% respectively.

- **In unions, village elders and male leaders dominate participatory planning and open budget meetings according to most who were aware of such meetings, 58% for planning and 61% for budget meetings.** By contrast, 31% said citizens of varied backgrounds attended these meetings. **In pourashavas, the situation is slightly more representative** with smaller portions of those aware of such meetings indicating that elders and males dominate; 37% for planning and 52% for budgeting meetings. The portion of pourashava respondents reporting participants from a variety of backgrounds was about 21% for both types of meetings.

- **In both unions and pourashavas, one-third of citizen respondents said their suggestions were not considered in decision making through other means outside of formal meetings,** while 31% of union respondents and 25% of pourashava respondents said they were.

In contrast to citizens, elected representatives report more active and open decision making processes.

- **About 90% of union representatives claim both public planning and budgeting meetings are held, while almost 70% of pourashava representatives make similar claims.** A majority of representatives reported citizens from both poor and non-poor households in planning meetings (60% for both unions and pourashavas) and budget meetings (71% for unions and 53% for pourashavas). **Almost all elected representatives said income and expenditure information was shared at planning and budgeting meetings – 94% of planning and 98% for budgeting meetings.**

- **Despite reports from elected officials that a variety of methods are used to notify citizens of public meetings, more than 80% of union and pourashava households are unaware of these meetings.** Methods used include:
  - Postings on local government office notice boards
  - Informing community leaders and elites
  - Mobile 'miking' in unions using a loudspeaker mounted on a cycle rickshaw, and stationary 'miking' in marketplaces in pourashavas or upazilas

- **Attendance and quality of participation at open budget meetings is higher than that of participatory planning meetings according to elected officials.** At planning meetings, officials reported a median attendance of 120 to 125 persons while at open budget meetings a median of 178 attend. In both meetings about 20% of the participants were said to be female. Some 25% of union elected leaders and 8% of their pourashava counterparts rated citizen participation as 'very satisfactory' for planning meetings, while 31% of union and 25% of pourashava officials gave the same rating for budgeting meetings.

- **While citizens indicate participation in standing committees is low, elected representatives consistently report active committees for certain subjects.** Only 2% of union citizen respondents indicated they serve on LG standing committees and only 1 pourashava citizen respondent served. Still large majorities of elected representatives in unions, 75%, and pourashavas, 66%, said that two or more standing committees are

active in their areas. **Health standing committees were ranked as most active by elected representatives at all LG tiers, followed by those on finance and agriculture.** Other active committees reported include those on law and order, relief and disaster, and primary education.

Survey findings clearly indicate formal channels for citizen participation are underutilized but satisfaction with elected representatives, particularly chairmen or mayors, is high. Citizens seem to prefer individual visits to representatives to resolve personal grievances with the chairman or mayor being most in demand.

- **Over 75% of citizens in both unions and pourashavas reported being satisfied or very satisfied with the performance of their chairman or mayor.** Corresponding figures for male council members were 65% for unions and 73% for pourashavas; and 55% for unions and 75% for pourashavas for female members. **In pourashavas, female members received the highest portion of 'very satisfactory' ratings at 22% while in unions female members received the highest 'unsatisfactory' ratings at 41%.**

- **Resolution of personal grievances were cited as the main reason for seeking visits with all LG elected representatives by large majorities of citizens, from 70 to 75%.** About 25 to 30% of these visits were made to request services for the community and 4 to 5% to seek information.

Service Delivery and Service Monitoring

Although local governments in Bangladesh are authorized to monitor and deliver a wide range of services, it is the central government that delivers most essential services in health, education, agriculture, and to some extent, water and sanitation, with the range of services delivered locally being much more limited. Local government councils, the union and pourashava parishads, can theoretically influence the quality of essential services delivered by the central government through their monitoring function and structures such as standing committees but seldom do so.

In unions, respondents indicated quite clearly those services they do receive and which they consider to be lacking.

- **The two most common functions of union councils identified by citizens were: (i) construction and repair of local roads and embankments and (ii) assistance during natural disasters.** Only 1% of respondents identified efforts to raise local resources as a responsibility required of the union.

- **The most common locally-delivered services received according to citizens in unions were (i) construction and repair of local roads and embankments (73%), and registration of births and deaths (68%).** Large numbers of citizens reported not receiving basic water and sanitation services such as installation of wells to access clean water (85%) and installation of sanitary latrines (83%), as well as agriculture related services such as the distribution of fertilizer and seeds (87%).

- **Some of the most common local services are also the services rated most poorly.** While most citizens ranked birth, death, and marriage registration, and issuance of trade licenses as good or excellent (66%), the two most common services received had some of the highest numbers of citizens (16%) rating them poor or very poor but also many who rated these as good or excellent (38 to 48%): construction and repair of roads and embankments, and distribution of relief supplies during natural disasters.

- **Mean performance scores indicate similar top rankings.** The top three mean scores are for: (i) registration of births, deaths and marriages, (ii) issuance of trade licenses, and (iii) distribution of relief materials. Planning and implementation of local government projects and distribution of fertilizer and seeds received the lowest mean performance scores

In pourashavas, the situation is similar with some variations in services cited by respondents.

- **Three most common functions identified by citizens in pourashavas were: (i) construction and maintenance of local roads, (ii) installation and maintenance of street lights, and (iii) registration of births, deaths and marriages.** As in unions, almost no respondents identified efforts to raise local resources as a required responsibility of the pourashava.

- **The most common services received were: (i) collection of holding tax (79%), construction and maintenance of local roads, (77%) registration of births, deaths and marriages (72%) and maintenance of market places at 68%.** In both unions and pourashavas surveyed, services related to citizens' basic needs such as ensuring availability of safe drinking water, or appropriate level of health care and education are so absent that citizens are unable to identify local government units delivering these services.

- **A substantial majority of pourashava respondents said service for registration of birth, death and marriage (72%) and issuance of character certificates (60%) was good or excellent**. Almost half of the respondents rated services for road construction and maintenance (47%) and collection of holding taxes (46%) as good. However, 20% of citizens said garbage disposal services was poor or very poor while 30% did not even know it was a service provided by the pourashava.

- **Mean performance scores indicate top rankings for similar services** such as certificate and license issuance and collection of taxes. Other services that also score highly include (i) public safety-mainly fire-fighting services, (ii) creating/maintaining graveyards and crematories, and iii) establishing and maintaining market places. Services to ensure use of safe drinking water and maintain an adequate drainage system received the lowest mean performance scores.

To deliver services to union and pourashava residents, chairmen and mayors report relying on two approaches: the first is to ask help from the council member from the ward or area needing service, and second is to seek assistance from government officials of relevant

ministry at the Upazila level. Limited human and financial resources, particularly at the union level, make these LG councils reliant on central government assistance not under their direct control.

The role of appointed rather than elected government officials is prominent in the Bangladeshi system of public service delivery which is dominated by the central government. While SDLG training is focused on elected representatives and citizens, a limited number of government officials will participate in training sessions at the union and pourashava levels as elected officials do exercise meaningful influence over their work. The situation at the upazila level is markedly different as central government officials assigned to this level in practice continue to take their directions from superiors in each ministry, despite provisions in legislation for their 'transfer' under the upazila parishad.

At the upazila level, the central government assigns officials to guide the delivery of health, education, agriculture and other services by various ministries. For pourashavas, central government funds pay for many staff positions though these are nominally reportable to the pourashava mayor and council while a small number of positions are paid for directly from pourashava revenues. **Government officials at both the pourashava and upazila play a key role in service delivery and were interviewed to better understand what obstacles exist to improved service delivery, and how these might be overcome.**

Pourashava and upazila officials listed four major constraints to service delivery.

- **Insufficient fund availability** was identified as the top constraint by 52-55% of officials at both LG levels.

- **Inadequate capital equipment** constituted the second major constraint according to 45% of both upazila and pourashava respondents.

- **Lack of staff in assigned positions** was rated by about 38% of both pourashava and upazila officials as a third major constraint. Officials are either reassigned to work in other areas or at different government events for extended periods of time, or they are transferred to different locations with long time lags before their replacements arrive.

- Upazila officials (39%) cited **uncertainty and delays in the receipt of central government funding** as a fourth constraint, and pourashava respondents (36%) reported **poor infrastructure and physical facilities** as their fourth major constraint.

Officials were also asked to suggest solutions to the constraints. Respondents in both pourashavas (77%) and upazilas (82%) identified **training opportunities for service providers was identified as the most feasible solution.** Other solutions included better government planning, suggested by 68% of pourashava respondents and 63% of those from upazilas, and more efficient use of existing resources, cited by 67% of pourashava officials and 63% of upazila officials.

Finally, officials were asked about the time spent working with citizens, and any difficulties they faced doing so. **Both upazila and pourashava officials claimed to spend about 20**

hours per week, about 50% of their working hours, attending to individual or community needs of the citizenry, with half of this allotted time used for field visits for inspecting and monitoring projects. The **top three difficulties** LGU officials reported facing during meetings with households were:

- the high volume of the citizens' demands;
- a lack of citizen awareness of the limits of government services; and
- bureaucratic obstacles to solving citizen problems.

As reported above in the section on participatory planning and budgeting, citizens most commonly engage their elected representatives individually, visiting them to seek solutions to personal grievances or, to a lesser extent, seek services for the community. As reported above, appointed officials also engage with citizens individually to resolve problems with the execution of projects or otherwise. **This preference and practice of one-to-one interaction between citizens and elected representatives and government officials potentially contributes to the high workload of public officials and an inability to be responsive to the high volume of concerns.**

The existing situation may provide some degree of motivation for both citizens and officials to activate more collective and structured participatory forums to address service delivery concerns more systematically and efficiently but only if both groups understand how the process can ease the burden and expectations placed on individual public representatives and contribute to the improved services that citizens want.

1.0 Introduction

1.1 General

This study has been undertaken with the support of the USAID Strengthening Democratic Local Governance (SDLG) program in Bangladesh, being implemented by Tetra Tech ARD. SDLG is aimed at enhancing local level participation and decision making in resource allocation and disbursement. SDLG is working to improve local government capacity and increase citizen awareness and participation to achieve transparent and accountable public administration at the sub-national level.

Concurrently, SDLG is supporting local government statutory and policy reforms at the national level to further the cause of sustainable decentralization. The SDLG program specifically intends to improve the capacity of at least 600 local government units across several administrative divisions of Bangladesh, enabling them to be more effective and responsive to the needs of their constituents.

1.2 Study Objectives

Data International Ltd. (DI), a Bangladeshi consulting firm was commissioned by Tetra Tech ARD to undertake a baseline study to collect, assess, and report on:

- Citizen knowledge, perception, and level of satisfaction relating to local government finances, popular participation, and service delivery;
- Local elected representatives and appointed officials views on local government issues including financial capacity, citizen participation, and service delivery;

1.3 Report Structure

This brief Chapter One Introduction is followed by a discussion in Chapter Two of the methodology and sample selection techniques used in this study and their limitations. A visual mapping of the treatment and control units of the survey is included. In Chapter Three study findings are presented in seven sections corresponding to the SDLG training contents for 600 LGUs over the course of the project. These are:

- Financial Management and Revenue Generation;
- Participatory Planning and Budgeting; and
- Service Delivery and Monitoring.

Five annexes are included in the report.

- **Annex 1** provides detailed profile information on: i) characteristics of respondents, including their composition by gender, religion, income, education, profession, and by a number of other areas; and ii) citzens, elected representatives and deputed government officials that participated in survey interviews;

- **Annex 2** provides detailed information on local level government office capacity in terms of staffing, training and equipment;
- **Annex 3** includes information on NGO activities and service provision
- **Annex 4** presents the statement of work (SOW); and
- **Annex 5** includes the multiple survey instruments used for citizens, elected representatives and government officials in English and Bangla versions.

2.0 Methodology and Sample Selection

The survey was administered to collect primary data based on the following objectives:

- To understand citizens' knowledge of and satisfaction in public service delivery, and their perceptions of corruption and local governance participation;
- To assess perceptions of elected representatives of issues such as transparency, inclusion, participation and outreach in local government issues and topics;
- To determine the capacity of the local government staff.

2.1 Primary Data Collection

Primary quantitative and qualitative data were collected through a field survey of adult citizen respondents from households as well as elected and government officials in selected locations across Bangladesh. Face to face interviews were conducted via structured questionnaires containing qualitative and quantitative questions for all respondents participating in the survey. This was the only means of data collection from the respondents. The sampling technique ensured a statistically representative coverage of various categories of respondents according to location, gender, age, educational level and socioeconomic background. The field survey was conducted during April-May 2011.

2.2 Location Selection

Bangladesh has a total of seven divisions, with sixty four districts. The districts are further divided into 483 sub-districts or *Upazilas*. Each Upazila is further sub-divided into rural *Unions* and urban or semi-urban *Pourashavas* (municipalities). SDLG provided a list of 25 locations or 'clusters' (covering 30 districts) which consisted of 16 treatment areas and 9 control areas (Figure 1). For the 15 treatment areas, SDLG provided a list of 600 Local Government Units (LGUs). In most of these, the SDLG project will conduct extensive trainings of local government officials and citizens over a two-year period beginning in the fourth quarter of 2011. Each LGU is represented by an elected council or *parishad* - an Upazila Parishad, Union Parishad or Pourashava Parishad. From this list of 600, Data International Ltd. (DI) randomly selected 105 treatment locations. Since no list of LGUs was given in the 10 control areas, 35 LGU locations, including upazilas, unions, and pourashavas, were randomly selected from within the given control areas. The resulting composition of LGUs surveyed in the treatment and control areas is shown below (Table 1).

Figure 1: The Survey Districts

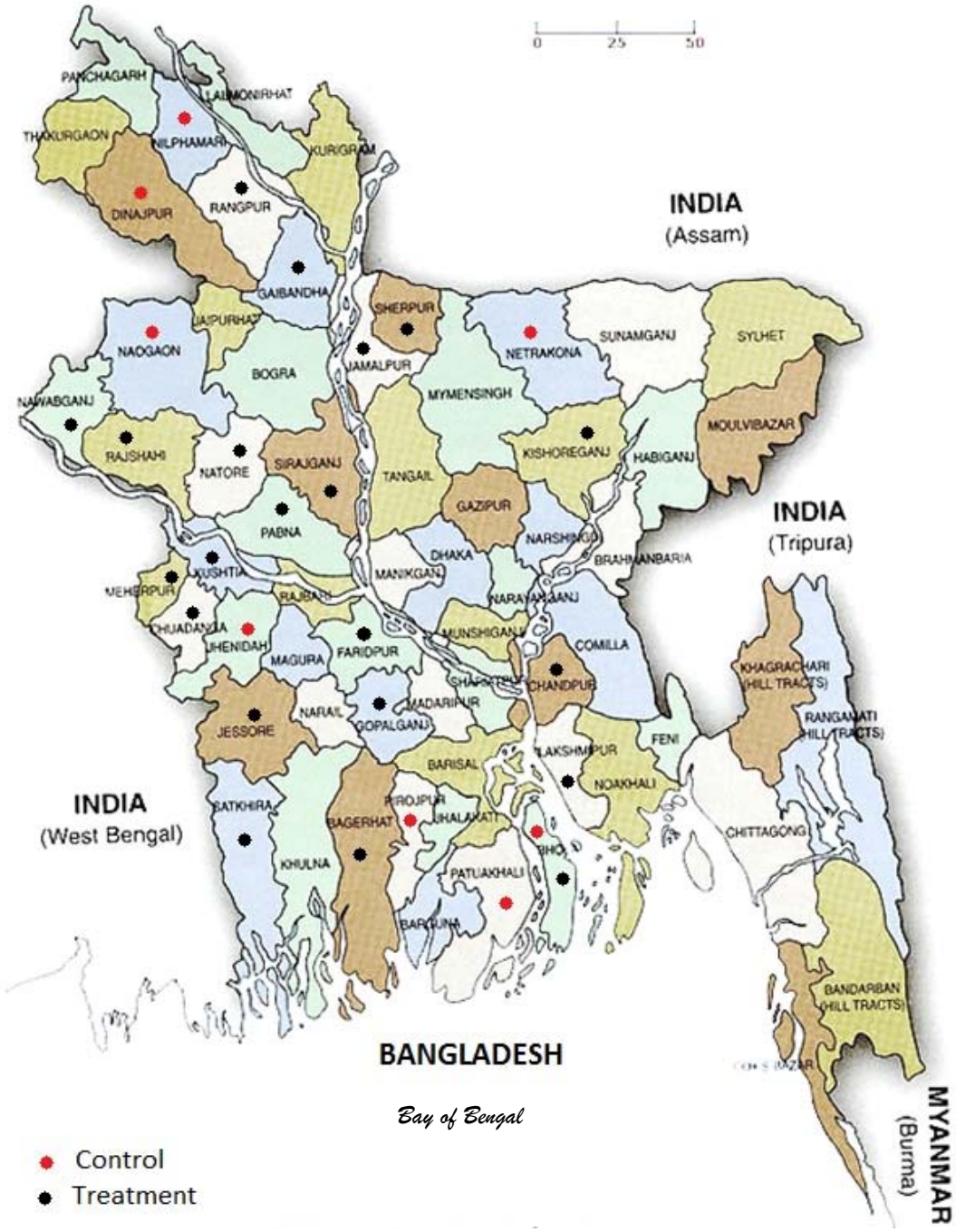


Table 1: Sample Coverage of Local Government Units (LGU)

Local Government Unit (LGU)	Total LGU	Sample Coverage of LGU		
		Total	Treatment	Control
Upazila Parishad	100	40	30	10
Pourashava	50	20	15	5
Union Parishad	451	80	60	20
Total	600	140	105	35

Union Parishads (UP) and their Households: 60 treatment Union Parishads (UP) were selected by the computer at random from the 600 list of possible treatment LGUs provided by SDLG. For each Union selected by the computer, one location was chosen (at random), from which 20 households were chosen at random for interviews.

For the control group, UPs within the 9 given areas that had similar socio-economic and infrastructural environments to the chosen treatment Unions were identified. From that list, 20 control UPs were selected at random. One village was selected in each Union and a total of 20 households were chosen from each selected village in the Union.

Pourashavas and their Households: The list of 600 LGUs provided by SDLG consisted of Pourashavas under an Upazila and Pourashavas under Districts. A total of 15 Pourashavas were chosen randomly by the computer which covered both Upazilas and Districts. Since the spatial area of the Pourashavas was large, two locations were chosen from each Pourashava from which a total of 40 households were interviewed (20 households each).

For the control group, Pourashavas within the 9 given areas that had similar environment to the treatment Pourashavas were identified. From that list, 5 control Pourashavas were selected at random. Two locations were selected from each Pourashava and 20 households were chosen from each selected location in the Pourashava totaling 40 households.

Upazila (UPZ) Parishad Selection: The 40 Upazilas selected were a result of the random selection of UPs and Pourashavas.

Household Selection: From each village, 20 households were selected following a systematic sampling technique. Systematic sampling relies on arranging the target population according to some ordering scheme and subsequently selecting elements at regular intervals through that ordered list. It involves a random start and after that proceeds with the selection at a predetermined equal intervals element from then onwards. In this case, an estimate of total number of households in the selected village was made. For instance, if the total number of household is estimated to be 200, every 20th household unit would be covered.

Elected representatives were interviewed from all three local government units - Upazila, Union, and Pourashava Parishads - while government officials were interviewed only from the Upazila and Pourashava areas. Household respondents were interviewed according to their respective Pourashava or Union Parishad; hence listing of their respective Upazilas was not considered. The table below demonstrates a summary of all the face to face interviews conducted (Table 2).

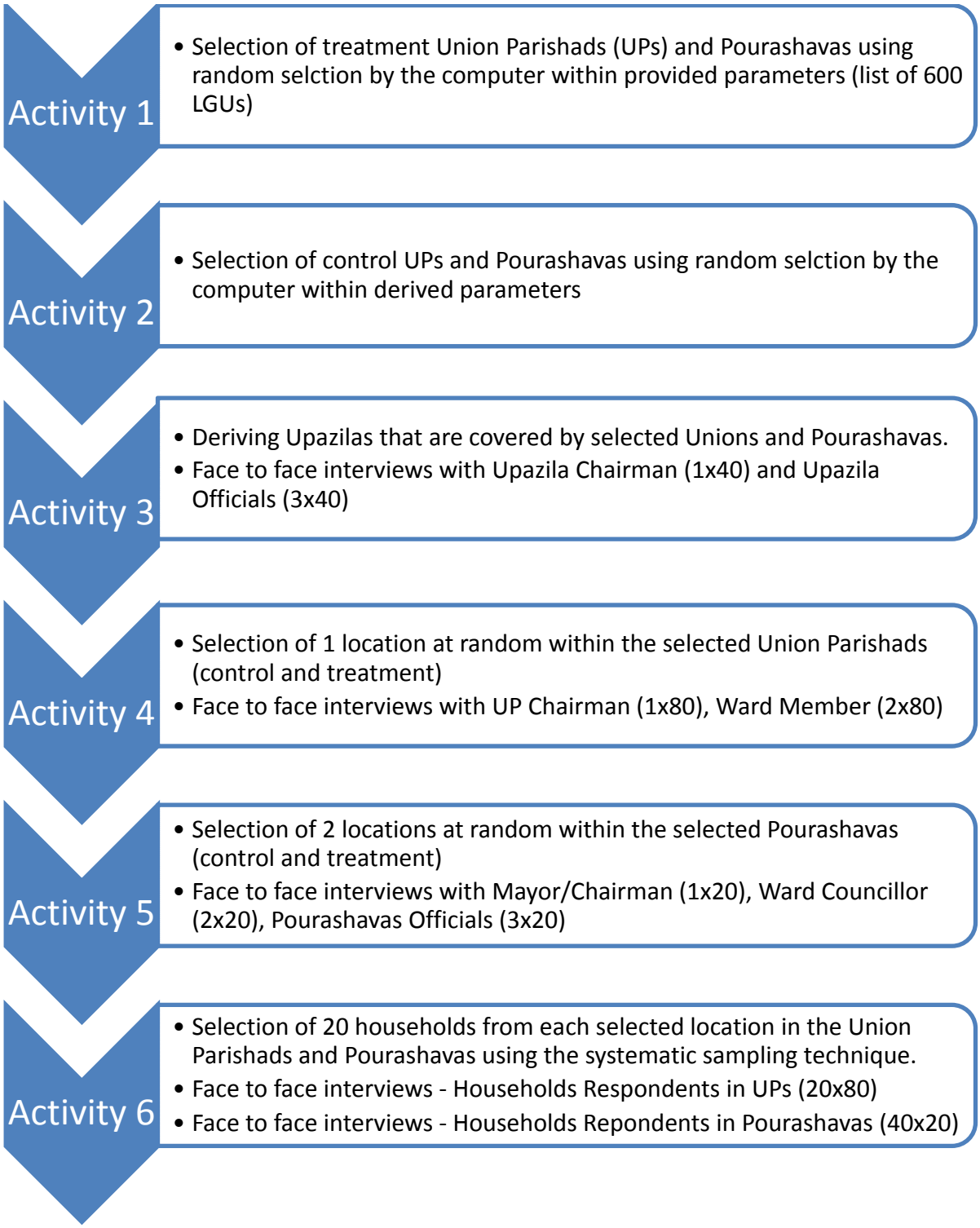
Table 2: Composition of Interview Respondents

Entity and Respondent Type	Respondents per LGU	Total LGU Coverage (Treatment and Control)	Total Respondents
Union Parishad			
Union Parishad Chairman	1	80	80
Ward Member	2		160
Households	20		1,600
Pourashava			
Mayor/Chairman	1	20	20
Ward Councilor/Member	2		40
Pourashava Officials	3		60
Households	20		800
Upazila Parishad			
Upazila Chairman/Vice Chairman	1	39*	39
Upazila Officials	3		120
Total Elected Representatives			339
Total LG Officials			180
Total Households			2,400
Total Interview Respondents			2,919

39*- One Chairman declined to be interviewed

The location selection process discussed above is summarized in Figure 3 below.

Figure 2: Step-by-Step Selection of UP, Pourashava, Upazila, Ward, Village and Households



2.3 Face to Face Interviews via Structured Questionnaires at Union Parishad and Pourashava Levels

To ensure a balanced and objective assessment of the SDLG experience, both service providers (government officials and elected representatives) as well as beneficiaries (citizens in households) were interviewed. Amongst the service providers, the key respondents in the Union are the Union Parishad (UP) Chairmen and Ward Members. In the Pourashava as well as the Upazila headquarters, views of the Mayors or Chairmen respectively as well as various government officials were solicited.

The heads of these areas (Union, Pourashava and Upazila) are the catalysts for local development and guardians and de-facto custodians of documents and records. Their responsibilities involve, among others, overseeing fund disbursement and responding to the needs of their constituencies. For the UP, when the Chairman was not available, his Secretary was interviewed. In the event the Pourashava Mayor was not available, Ward Member or a LGU Official was interviewed depending on who was put in charge by the Mayor. In the absence of the Upazila Chairman, the Vice Chairman was interviewed. Effort was expended to interview each of the 80 UP Chairmen/Secretaries, 20 Pourashava Mayors/Ward Members and 40 Upazila Chairmen/Vice Chairmen.

When questioned about revenue generation, Elected Representatives referred the field staff to an appropriate department or personnel such as the finance department or accounting officer, to provide accurate and up to date information. Information was looked up in official documents and provided accordingly. However, on some occasions some of the information regarding taxes and tax collection were provided from memory by Elected Representatives, but for the most part official documents were consulted.

Both male and female UP, Pourashava, and Upazila Members were interviewed. Specific questions about strengthening local government relating to available services, facilities, jobs, capacity and limitations of funding, capacity and resources were asked.

At the household level, an adult family member was interviewed. A field enumerator was instructed to select a female respondent when or if the preceding interview was a male respondent. Although this should have led to a 1:1 male to female ratio, it resulted instead in only 38% female coverage, as many females were reluctant to participate in the process.

The respondents (Citizens, Government Officials and Elected Representatives) were administered structured questionnaires that contained quantitative and qualitative questions.

2.4 Survey Instruments

The survey instruments were collectively prepared by Tetra Tech ARD's SDLG Project and Data International's technical staff. Each of the draft instruments underwent a pre-testing prior to finalization. The final versions, in Bangla and English, are included in **Annex 5**.

Structured questionnaires were prepared and administered targeting the following service providers: (i) UP Chairman/Secretary; (ii) UP Members; (iii) Pourashava Mayors and Officials; (iv) Upazila Chairmen and Government Officials; and (v) Household Members.

2.5 Limitations of the Study

Reluctance of some of the respondents to provide information constituted one of the prime challenges that the field staff experienced during data collection. The absence of a letter of introduction from the government (Local Government Division of the Ministry of Local Government, Rural Development and Cooperatives) made it challenging to convince many to provide their time or to willingly share information they considered sensitive. In addition, the impending Union Parishad elections kept many Elected Representatives preoccupied with electoral activities, especially with campaigning. In certain survey sites, the target respondents may have been a Ward Member or a Chairman of a Pourashava recently elected, who therefore showed less interest in the study due to their limited knowledge of the functioning of their institution, as well as other priorities in the new office.

Already mentioned above fact that some of the information provided by Elected Representatives on taxes and tax collection was quoted from their memory without consulting any document, serves as another important limitation of the survey. This also implies that not all the documents were readily available or the records were not up to date, which might have discouraged the respondents to consult the documents during interaction. Regarding revenue generation, Elected Representatives directed the field staff to appropriate departments and personnel (such as the finance department or accounting officers respectively) to provide accurate and updated information from official documents. However, although all provided information regarding the budget was claimed to be actual expenditure, it could not be verified completely, and hence might have been different. The planned expenditures could also have been included in figures cited by the officers.

3.0 Survey Findings

3.1 Profiles of Representatives of the Union Parishad, Pourashava and Upazila

The key respondents to the SDLG survey were Household Citizens, Union Parishad (UP), Pourashava and Upazila level elected representatives and government officials. As mentioned before, the survey was conducted via face to face interviews using structured questionnaires. A brief narrative of each of the key local government elected positions interviewed follows. *Paris had*, the Bangle language term for council, is used throughout.

Union Paris had (UP) Chairman: The Union Paris had is the lowest administrative tier of the government. The UP Chairman, a permanent resident of the Union, is elected by the people of that Union for a period of 5 years. However, delays in scheduling the elections have resulted in longer tenure in this post. As the chief elected official of the Union, the UP Chairman holds considerable power and prestige in the community. The financial compensation in terms of 'salary' (paid as an honorarium) provided from the government is low in the context of the high level of responsibility and accountability bestowed. Accordingly, most UP Chairmen are compelled to have a second occupation as a source of income. Hence, it is understood that the Chairmen are seldom involved with UP activities on a full-time basis. The term 'Chairman' is used for both male and female occupants of the position. Voters have elected very few female UP Chairmen so far.

Pourashava Mayor: The Pourashava Mayor also has to be a permanent resident of the Pourashava and is elected by citizens of the Pourashava. S/He is also elected for a period of 5 years. However, as mentioned above, delays in scheduling elections generally results in a much longer tenure (sometimes up to 8-9 years). Since the honorarium is low as in the case of UP Chairmen, and in the context of the high level of responsibility and accountability bestowed, the Mayors are also compelled to have a second occupation as a source of income. It is understood that the Mayor is also not in a position to be involved with Pourashava activities on a full-time basis.

Upazila Chairman and Vice Chairs: The Chairman of the Upazila Parishad is elected to a 5-year term and is supposed to be responsible for overseeing all Upazila development interventions. Two Upazila Vice-Chairs, one male and one female, are elected simultaneously also for 5 years. All elected representatives of the Upazila, as is in the case of the elected representatives of the UPs and the Pourashavas, receive a nominal honorarium. These three upazila elected representatives together with the UP Chairmen and Pourashava Mayors in the Upazila comprise the voting members of the Upazila Council (Upazila Parishad). Other Upazila Parishad members are the Upazila Nirbahi (Executive) Officer (UNO), a representative of central government, who serves as the Parishad's Secretary, and deputed representatives of the various central government line ministries such as the Upazila Health Officer, Upazila Education Officer, etc. According to the 2009 Upazila Law, the Upazila Chairman in close coordination with the Vice Chairs will lead development planning for the Upazila and ensure effective service delivery to the constituents. However, this provision remains de-facto unenforced due to the lack of approval power of the Upazila elected representatives over financial and human resource decisions. In reality , the UNO in collaboration with the concerned Member of Parliament (MP) who is legally designated as

an 'adviser' to the Upazila Parishad makes important decisions bypassing the elected representatives of the Parishad.

Union Parishad (UP) Members: A Union is demarcated into 9 wards. Each ward is composed of several villages. Citizens of each ward elect a UP Member, whose tenure is similar to that of the UP Chairman. As the elected representative of a ward, the Member is expected to address the concerns and wishes of villagers residing in that ward. Similar to the Chairman, the UP Member also receives a nominal honorarium, and is dependent on income from other sources.

Although women can contest elections to become a UP Member, three additional seats are exclusively reserved for women. The 9 wards of a Union are divided into 3 clusters. A female UP Member is elected from each of the 3 clusters. Hence, a Union has at least 3 female elected representatives. In the event a male or female UP Member is indisposed or dies in office, their duties and responsibilities are bestowed amongst the surviving UP Members.

Pourashava Parishad Members: Similar to a (rural) Union, a (semi-urban) Pourashava is divided into a number of wards. The elected members and Reserved Seat Members are expected to address the concerns of citizens residing in respective ward(s). The number of members in a Pourashava Parishad and the system of reserved seats for women are the same as that of a Union Parishad, but the number of members and reserved seat members varies depending on the population of the Pourashava and the number of wards. Most Pouroshovas have 9-12 wards.

3.2 Financial Management and Revenue Generation

3.2.1 Citizen Views – Union Households

Most citizens are unaware of steps the local government officials undertake to increase local government's revenue. Around 96% of the total respondents either is unaware of the specific strategies for revenue generation or has no knowledge of this process. The corresponding figures for the Treatment and Control Unions are 95 and 96 percent, respectively (Table 3).

Table 3: Citizen's Awareness of Steps LG Officials Took to Increase Revenue at Union Level

Response	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Yes	52	5%	26	4%	78	5%
No	344	34%	272	47%	616	39%
Don't know	625	61%	281	49%	906	57%
Total	1021	100%	579	100%	1600	100%
Row %	64%		36%		100%	

The majority of citizens (61%) who know that the local government took steps to increase revenue believe that the Chairman is responsible for managing the Union Parishad (UP)

funds, while about one-third of those (30%) do not know who handles the finances of the UPs (Table 4).

Table 4: Local Elected Representatives Responsible for Handling Funds at Union Level

Official	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Chairman/Mayor	617	60%	357	62%	974	61%
Secretary	52	5%	25	4%	77	5%
Member/ Commissioner	31	3%	16	3%	47	3%
Upazila Chairman	10	1%	5	1%	15	1%
Don't know	311	30%	176	30%	484	30%
Total	1021	100%	579	100%	1600	100%
Row %	64%		36%		100%	

While almost half (49%) of the respondents did not comment on whether the UP is adequately transparent in disbursement of its funds, the remaining 51% are divided in their opinion (Table 5). Around 23% think that the Local Government Units (LGUs) follow a transparent procedure in using its funds, while 28% believe otherwise.

Table 5: Local Government Units are Transparent in Using UP Funds

Response	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Yes	251	25%	109	19%	360	23%
No	256	26%	177	31%	433	28%
Don't know	514	49%	293	50%	807	49%
Total	1021	100%	579	100%	1600	100%
Row %	64%		36%		100%	

3.2.2 Citizen Views – Pourashava

Most citizens are unaware of steps local government officials undertake to increase local government's revenue. Ninety two percent of the respondents were found either completely unaware of the specific steps by Pourashava officials for revenue generation or have no knowledge on this concept (Table 6).

Table 6: Steps Local Government Officials Took to Increase Revenue in Pourashavas

Response	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Yes	34	5%	29	18%	63	8%
No	200	31%	47	29%	247	31%
Don't know	405	63%	85	53%	490	61%
Total	639	100%	161	100%	800	100%
Row %	80%		20%		100%	

Half the respondents (50%) believe that the Chairman is responsible for managing the Pourashava funds (Table 7). A significant number (39%) is not knowledgeable enough to identify the lead person in handling the finances of the Pourashava.

Table 7: Local Elected Representatives Responsible for Handling Funds in Pourashavas

Official	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Chairman/Mayor	329	52%	74	46%	403	50%
Secretary	19	3%	13	8%	32	4%
Member/ Commissioner	20	3%	8	5%	28	4%
Upazila Chairman	19	3%	2	1%	21	3%
Don't know	252	39%	64	40%	316	39%
Total	639	100%	161	100%	800	100%
Row %	80%		20%		100%	

Around 58 percent of the respondents did not comment on whether the Pourashava is adequately transparent in disbursement of its funds. Of those that did comment, more respondents (23%) believe that officials are not transparent in using government funds than those (19%) that do (Table 8)

Table 8: Local Government Units' Transparency in Using Pourashava Funds

Response	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Yes	110	17%	41	25%	151	19%
No	156	24%	30	19%	186	23%
Don't know	373	58%	90	56%	463	58%
Total	639	100%	161	100%	800	100%
Row %	80%		20%		100%	

3.2.3 Elected Representatives' Views: Union, Pourashava and Upazila

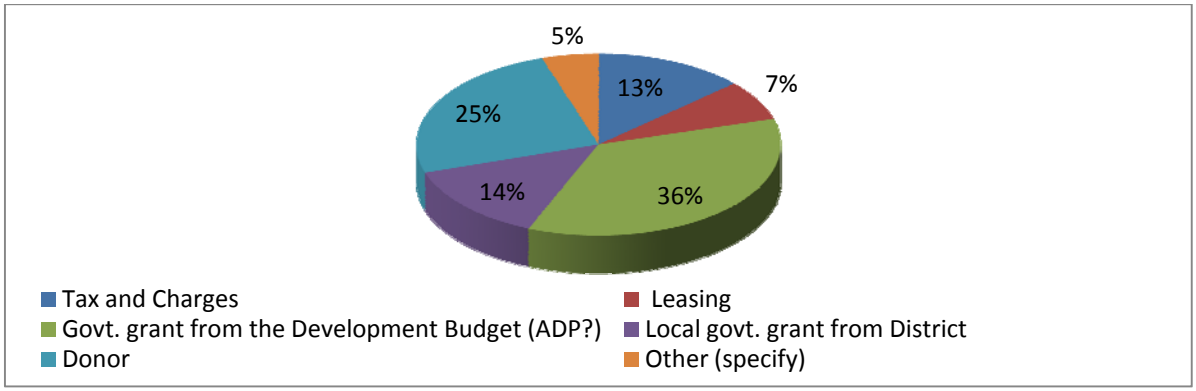
Elected Representatives responded to a series of questions on revenue generation and fiscal management capacity.

Table Table 9 shows the sources and average 2009-10 revenues generated by each LG tier surveyed with the top five sources of revenues shown in Figure 3.

Table 9: 2009-2010 Annual Revenue Collected By Local Governments Surveyed

Revenue Sources	Treatment	Control	Overall
	Million Taka	Million Taka	Million Taka
Tax and Charges	3.88	4.15	3.94
Leasing	2.55	0.77	2.11
Govt. grant from land transfer	0.31	0.42	0.33
Govt. grants from Ministry of Establishment	0.93	0.39	0.82
Govt. grant from the Development Budget (ADP)	11.90	4.94	10.60
Local govt. grant from District	5.81	0.36	4.05
Local govt. grant from Upazila	0.47	0.33	0.42
Donor	11.10	1.37	7.38
NGO	0.56	1.15	0.69
Others	1.33	1.90	1.50
Total Revenue	19.20	9.66	16.80

Figure 3: Top Five Sources of Revenue



Note: Only major sources of revenue are presented

As is seen from the table and the figure, GOB grant from the Development Budget accounted for 36 percent of the total amount of collected revenue in the surveyed local governments, followed by donor sources (25 percent). Tax and charges and local government grant from the District accounted for 13 and 14 percent of the collected revenue, respectively. The implication is that the local government agencies' development efforts continue to depend overwhelmingly on central grant and donor contribution. In other words, the locally generated resources are yet to play due role in local developmental process due to the lack of capacity of the LGAs in local resource generation coupled with administrative and legal impediments or limitations.

Table 10: Annual Average Revenue of Union, Pourashava and Upazila Parishads Surveyed

Revenue Sources	Treatment Million Taka	Control Million Taka	Overall Million Taka
Union Parishad Revenue			
Tax and Charges	0.22	0.22	0.22
Leasing	0.07	0.07	0.07
Govt. grant from land transfer	0.15	0.08	0.14
Govt. grants from Ministry of Establishment	0.58	0.38	0.53
Govt. grant from the Development Budget (ADP)	4.43	2.85	4.14
Local govt. grant from District	4.09	0.16	2.97
Local govt. grant from Upazila	0.47	0.29	0.41
Donor	0.74	1.36	1.05
NGO	0.56	1.15	0.69
Other	0.26	0.85	0.45
Total Revenue	5.47	3.61	5.03
Own Revenues as Portion of Total Revenues	*5.3%*		
Pourashava Revenue			
Tax and Charges	18.49	18.66	18.53
Leasing	12.77	2.63	10.00
Govt. grant from land transfer	1.50	1.53	1.51
Govt. grants from Ministry of Establishment	0.40	0.12	0.35
Govt. grant from the Development Budget (ADP)	44.09	7.80	37.14
Local govt. grant from District	10.10	0.22	6.81

Revenue Sources	Treatment Million Taka	Control Million Taka	Overall Million Taka
Local govt. grant from Upazila	-	-	-
Donor	24.90	-	24.90
NGO	-	-	-
Other	2.07	5.83	3.07
Total Revenue	74.60	30.81	63.46
Own Revenues as Portion of Total Revenues	*41.9%*		
Upazila Revenue			
Tax and Charges	1.24	1.35	1.26
Leasing	3.40	1.99	3.00
Govt. grant from land transfer	2.05	1.16	1.69
Govt. grants from Ministry of Establishment	8.57	1.22	7.10
Govt. grant from the Development Budget (ADP)	8.13	17.30	9.96
Local govt. grant from District	-	2.01	2.01
Local govt. grant from Upazila	-	0.86	0.86
Donor	-	1.52	1.52
NGO	-	-	-
Other	6.35	0.67	4.77
Total Revenue	15.83	10.71	14.35
Own Revenues as Portion of Total Revenues	*29.3%*		

Revenue Sources:

Table 10 above details the various sources of local government revenues in the surveyed LGUs. The mean annual revenue collected was Taka 5 million for Unions, Taka 63.5 million for Pourashavas and Taka 14.3 million for Upazilas. As mentioned earlier, UPs rely primarily on the central government's development budget and grants from district headquarters. Pourashavas as well as Upazilas are also are highly dependent on central government allocations. Development activities through donor funding are not uncommon at the Pourashavas and they also collect a far higher amount of taxes than do the UPs or Upazilas. Through leasing of public land and natural resources (e.g. lakes and swamps for fishing) Upazilas cover varied expenses. The portion of locally generated revenues (from taxes and charges, and leasing) to total revenues varies widely among the three tiers with Unions receiving the least at 5.3%, while Upazilas collect a large portion of their funds locally at 29.3% and Pourashavas collect the most at 41.9%.

Fiscal Management Capacity: Assessment of the fiscal management capacity of the surveyed LGUs was important to ascertain the current revenue collection system in the target areas, identify gaps and scopes for improvement. Elected Representatives were asked if staff were assigned for specific fiscal management activities at respective LGUs. While a high percentage of them claimed to have staffing for maintenance of revenue and expenditure accounts for all types of LGUs, typically Pourashavas were found to have the most staff for fiscal activities (Table 11). The Unions have only one permanent position for all administrative and fiscal requirements. Few Unions indicated having staff assigned for tax collection, procurement and budgeting and few Upazilas reported having staff for non-business tax collection and revenue generation. By contrast, high number of Pourashavas indicated staff assigned for each fiscal activity.

Table 11: Staff Assigned for Fiscal Management Activities

Activity	Percentage of Affirming LGUs		
	Union	Pourashava	Upazila
Revenue and Expenditure Accounts	82	85	87
Procurement – Purchasing Services/Equipment	26	73	68
Budgeting – Planning/Projecting Spending	38	60	66
Revenue Generation	53	85	18
Household Tax Collection	41	88	21
Business Tax Collection	15	75	53
Leasing Operation and Tax Collection	9	48	11
Other Tax Collection	16	42	16

LGU elected representatives were also asked if their assigned staff are adequately trained. Few union representatives reported adequate training for staff in revenue generation and tax collection, while large majorities of upazila and pourashava representatives indicated adequate levels of training across all fiscal functions. At the Union Parishad, only 13% of representatives believe their staff has adequate training in collecting household taxes compared to 72% of Pourashava and 63% of Upazila representatives (Table 12). Ninety one percent of the Unions and Upazilas and 88 percent of the Pourashavas confirmed about the availability of trained staff for accounts on revenue and expenditure. Corresponding figures for budgeting-planning/projecting spending for Unions, Pourashavas and Upazilas are 70, 72 and 88, respectively.

Table 12: Staff Trained by Government

Activity	Percentage of Affirming LGUs		
	Union	Pourashavas	Upazila
Accounts on Revenue and Expenditure	91	88	91
Procurement – Purchasing Services/Equipment	53	80	85
Budgeting – Planning/Projecting Spending	70	72	88
Revenue Generation	20	70	57
Household Tax Collection	13	72	63
Business Tax Collection	31	69	75
Leasing Operation and Tax Collection	18	59	75
Other Tax Collection (Specify)	14	64	67

Respondents indicated similar experience amongst the three tiers of local government in NGO training on fiscal management (Table 13). With the exception of business tax collection in Unions (31%), few reported NGO training in revenue generation and tax collection (16% to 25%). Most Unions reported NGO training focused on accounts, procurement and budgeting as did, to a lesser extent, Pourashavas and Upazilas. None of the Upazilas reported about availability of staff with additional training from NGOs in revenue generation.

Table 13: Staff Received Additional Training from NGOs

Activity	Percentage of Affirming LGUs		
	Union	Pourashavas	Upazila
Accounts on Revenue and Expenditure	55	41	33
Procurement – Purchasing Services/Equipment	37	30	31
Budgeting – Planning/Projecting Spending	44	31	28
Revenue Generation	16	16	0
Household Tax Collection	23	21	13
Business Tax Collection	31	22	25
Leasing Operation and Tax Collection	23	24	25
Other Tax Collection (Specify)	11	20	17

Almost all representatives at all tiers claimed that written policies and procedures were in place for the fiscal management activities, especially those pertaining to procurement-purchasing of services/equipment, and budgeting-planning/projecting spending (Table 14). Leasing operation and tax collection is viewed to be less documented at Upazilas than at Unions and Pourashavas. Reverse is true in the case of revenue generation.

Table 14: Written Policies and Procedures on Fiscal Management in Place

Activity	Percentage of Affirming LGUs		
	Union	Pourashavas	Upazila
Accounts on Revenue and Expenditure	99	96	97
Procurement – Purchasing Services/Equipment	100	100	100
Budgeting – Planning/Projecting Spending	100	94	100
Revenue Generation	91	94	100
Household Tax Collection	95	98	88
Business Tax Collection	89	93	95
Leasing Operation and Tax Collection	91	100	75
Other Tax Collection (Specify)	92	100	67

Most LGU officials indicated that fiscal management activities are performed on a regular basis. This was particularly true for accounts maintenance and budget planning but less true for certain types of tax collection for Unions and Upazilas.

Table 15: Work Performed on Regular Basis

Activity	Percentage of Affirming LGUs		
	Union	Pourashavas	Upazila
Accounts on Revenue and Expenditure	92	90	85
Procurement – Purchasing Services/ Equipment	77	93	77
Budgeting – Planning/Projecting Spending	93	94	76
Revenue Generation	64	82	57
Household Tax Collection	59	91	63
Business Tax Collection	56	84	75
Leasing Operation and Tax Collection	82	97	75
Other Tax Collection (Specify)	59	100	50

Table 16: Average Tax and Charges Not Received at Union Level in a Given Year

Variable	Mean	Std. Dev.	Median
Household Holding Tax			
Total number of households in the Union	6,383	4,923	5,722
Number of households currently under holding tax in Union	4,828	2,769	4,507
Percent of household tax not received in a given year	*43.9*	*25.6*	*40.0*
Business Tax			
Total number of business enterprises (fixed establishments) in the Union	422	470	300
Number of business enterprises currently under business tax	243	280	180
Percentage of business tax not received in a given year	*36.0*	*24.6*	*30.0*
Leasing of Hat/Bazar			
Total number of lease areas in the Union	47	207	3
Number of lease areas currently paying leasing fees	17	49	2
Percentage of leasing fees not received in a given year	*5.1*	*6.3*	-
Other Tax/Fee Collection			
Percentage of other taxes/ fees not received in a given year	*9.00*	*14.90*	-

Tax Collection Effectiveness: Table 17 and Table 18 present the average tax and levies collected by Unions, Pourashavas and Upazilas. Depending on LG tier, about 30% to over 40% of the household taxes remain uncollected from eligible sources, while for business taxes corresponding figures range between 20 and over 35 percent. This, however, does not mean that these taxes will never be paid by the citizens. There are instances of delayed tax payment due to continuous poor crop harvests. Household taxes in many cases are paid as a lump sum- two, three or even five years later. Defaults on business taxes also contribute to a significant amount of revenue loss, but like household taxes, many businesses pay overdue taxes in later years. The collection performance for leasing fees is considerably better than business or household tax receipts, as the former is administratively easier to implement.

Table 17: Average Tax and Charges Not Received at Pourashava Level in a Given Year

Variable	Mean	Std. Dev.	Median
Household Holding Tax			
Total number of households in the Pourashava	8,541	5,359	6,580
Number of households currently under holding tax in the Pourashava	8,026	5,646	6,000
Percent of household tax not received in a given year	*32.8*	*20.4*	*25.0*
Business Tax			
Total number of business enterprises (fixed establishments) in the Pourashava	1,932	1,579	1,560
Number of business enterprises currently under business tax	2,007	1,578	1,560
Percentage of business tax not received in a given year	*28.6*	*18.7*	*25.0*
Leasing of Hat/Bazar			
Total number of lease areas in the Pourashava	22	41	6
Number of lease areas currently paying leasing fees	21	40	5
Percentage of leasing fees not received in a given year	*8.3*	*7.9*	*9.0*
Other Tax/Fee Collection			
Percentage of other taxes/ fees not received in a given year	*4.00*	*4.24*	*4.00*

Table 18: Average Tax and Charges Not Received at Upazila Level in a Given Year

Variable	Mean	Std. Dev.	Median
Household Holding Tax			
Total number of households in the Upazila	52,488	37,001	50,213
Number of households currently under holding tax in the Upazila	42,753	33,744	40,000
Percent of household tax not received on a given year	*35.0*	*16.2*	*40.0*
Business Tax			
Total number of business enterprises (fixed establishments) in the Upazila	977	1,543	264
Number of business enterprises currently under business tax	407	583	26
Percentage of business tax not received in a given year	*20.0*	*14.1*	*20.0*
Leasing of Hat/Bazar			
Total number of lease areas in the Upazila	20	11	20
Number of lease areas currently paying leasing fees	18	12	16
Percentage of leasing fees not received in a given year	*2.4*	*4.8*	*-*
Other Tax/Fee Collection			
Percentage of other taxes/ fees not received in a given year	*0.50*	*0.71*	*0.50*

As regards specific steps that had been taken to generate revenue for the local government during preceding to survey 12 months, a significantly greater proportion of Pourashava officials (76%) compared to those of Union (60%) or Upazila (50%) responded positively (Table 19, Figure 4)

Figure 4: Respondents Claiming to Have Taken Steps for Revenue Generation

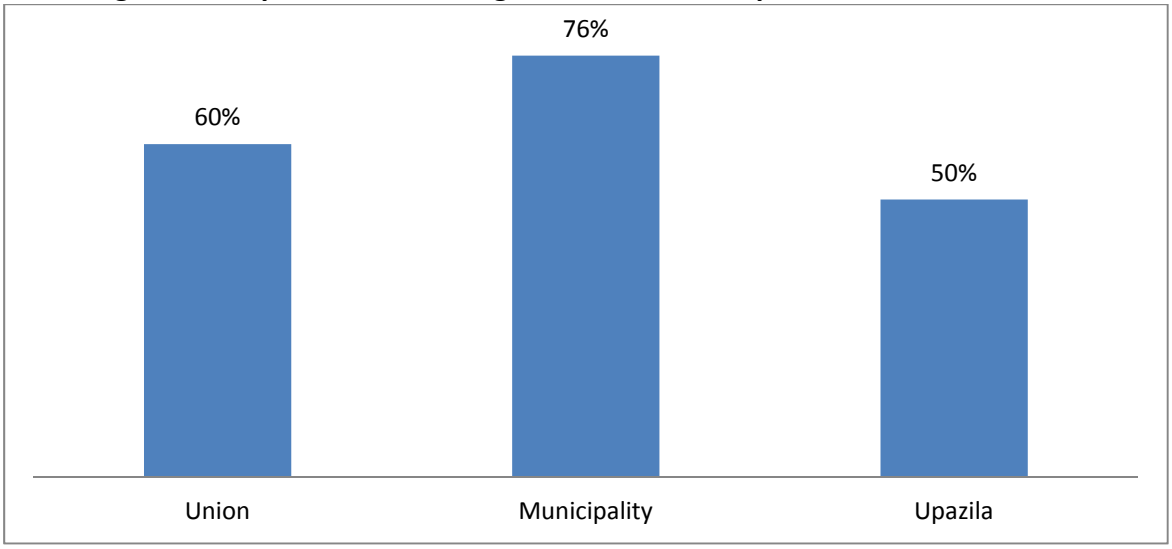


Table 19: Respondents Claiming to Have Taken Steps for Revenue Generation

(Percentages)

Entity	Treatment	Control	Overall
Union	55	75	60
Pourashava	82	60	76
Upazila	43	70	50
Total	58	72	62

Respondents' top three reasons that local government cannot enhance revenue generation are similar across the three tiers of local government. There is a dearth of ideas or knowledge of how revenue can be generated at the local level, further exacerbated by the lack of resources or concrete directives from the government (Table 20).

Table 20: Three Main Reasons for Not Taking Steps towards Revenue Generation

Rank	Union	Pourashava	Upazila
1	There is no scope for revenue generation	No incentive to take steps	Lack of Government concern
2	Lack of Funding	Lack of experience (by those newly elected representatives)	No one has taken any steps & There is no scope for revenue generation
3	No one has taken any steps	There is no scope for revenue generation	Lack of Funding

Reasons cited for increased local level revenue involve tax collection, tree plantation and improving or increasing market places (Table 21). For all three entities, tax evasion was cited as a major challenge in revenue generation, in addition to lack of public awareness and political interference. Funding provided from the government to facilitate tax collection is minimal and elected officials believe this inhibits revenue generation efforts (Table 22).

Table 21: Three Main Reasons for Increased Revenue Generation

Rank	Union	Pourashava	Upazila
1	Tax Collection	Tax Collection	Increasing Number of Haats/Bazars (local market)
2	Planting Trees	Encouragement for Tax Payment	Tax Collection
3	Encouragement for Tax Payment	Planting Trees & Increasing Number of Haats/Bazars (local market)	Planting Trees & Fish Farming.

Table 22: Three Major Difficulties LGU ERs Experienced in Increasing Revenue Generation

Rank	Union	Pourashava	Upazila
1	Tax Evasion	Political Interference	Amount of funding at present small
2	Lack of Public Awareness	Tax Evasion	Others*
3	Amount of Funding is Small	Tax Evasion	Lack of Public Awareness

Note: i) Others*: Lack of public awareness, Complications in the land office system, Disinterested in paying tax, Political interference, Limitations of law and order & Lack of necessary training; ii) ER: Elected Representative.

3.3 Participatory Planning and Budgeting

3.3.1 Citizen Views – Union Participatory Planning and Budgeting

To promote citizenry participation in decision making, and to enhance transparency and accountability, local governments are mandated to involve citizens in various decision making processes and forums. However, implementation of these mandated opportunities for citizen involvement is thought to be the exception rather than the rule in both quantity and quality. The baseline survey attempted to quantify the status of Participatory Planning (for planning and prioritizing union development projects) and Open Budget (for greater transparency and accountability of union revenues and expenses) Meetings, and Standing Committees. A series of questions were posited to assess citizen awareness and participation in (a) Standing Committees; (b) Participatory Planning (PP) Meetings; and (c) Open Budget Meetings.

The baseline survey revealed that an overwhelming majority of the household respondents at the Union level are not aware of the existence and/or functions of Standing Committees, Participatory Planning and Open Budget meetings, and have never attended them (Table 23). More specifically, only 21% are aware of the existence of the Standing Committees, 14% of the Participatory Planning Meetings, and 10% of the Open Budget Meetings. Further probing on respondents' perceptions about the effectiveness of these processes was therefore limited to those who were aware of or participated in those.

Table 23: Citizens' Awareness of SCs, PPs and OBMs at Union Level

Committees and Meetings	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Standing Committee	221	22	116	20	337	21
Participatory Planning Meetings	144	14	81	14	225	14
Open Budget Meetings	94	9	63	11	157	10

Note: i) SC: Standing Committee; ii) PP: Participatory Plannig; iii) OBM: Open Budget Meeting

Standing Committees

The key functions of the Standing Committees, according to those who are aware of their existence, include supervision and implementation of project activities. According to respondents, committee members allocate considerable amount of time in meetings and discussions (Table 24).

Table 24: Perceived Key Functions of Standing Committees by Citizens at Union Level

Function	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Supervision	107	48	53	46	160	47
Directly assist to execute	55	25	23	20	78	23
Meeting and discussion	60	27	40	34	100	30
Others (specify)	0	0	1	0	1	0
Total	222	100	117	100	339	100
Row %		66		34		100

Of the 339 household respondents that were aware of the Standing Committees, only 4 serve as members of such bodies (Table 25). Of the remaining respondents, about half can identify someone who is a Standing Committee member.

Table 25: Participation by Citizens in Standing Committees at Union Level

Member	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Self	4	2	0	0	4	1
Someone known	111	50	64	55	175	52
No one known	107	48	53	45	160	47
Total	222	100	117	100	339	100
Row %		65		35		100

Participatory Planning

Of the 14% of citizens that claimed to know about Participatory Planning (PP) meetings at the Union level, about half claim that they or their family members attend such meetings (Table 26). Of the 1,600 respondents, 97 (6 percent) stated they know someone outside their family who participated in a PP meeting (Table 27).

Table 26: Citizens or their Family Members Attending PP Meetings at Union Level

Response	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Yes	74	52	36	44	110	49
No	70	48	46	56	116	51
Total	144	100	82	100	226	100
Row %		64		36		100

Table 27: Non-Family Members Attending PP Meetings at Union Level

Response	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Yes	59	72	38	69	97	71
No	11	13	5	9	16	12
Don't know	12	15	12	22	24	18
Total	82	100	55	100	137	100
Row %		60		40		100

To gauge nature of citizen participation in the PP meetings, respondents were asked about the types of people in attendance. In treatment areas 64 percent of the respondents stated that the village leaders and the elders dominated PP meetings, while 29 percent stated that households of varied background attended those meetings. Corresponding figures for control areas are 46 and 35 percent, respectively. As a whole 7 percent of the respondents were unaware about the composition of the PP meetings: 3 percent in the treatment areas and as high as 13 percent in the control areas (Table 28).

Table 28: Composition of Citizens in PP Meetings at Union Level

Distribution	Treatment		Control		Total	
	No.	%	No.	%	No.	%
All types of households	42	29	29	35	71	31
Primarily village leaders and elders	92	64	38	46	130	58
Only elected official	3	2	2	2	5	2
Don't know	4	3	11	13	15	7
Other	3	2	2	2	5	2
Total	144	100	82	100	226	100
Row %		64		36		100

When asked to rank the level of participation in the PP Meetings, 62% viewed it to be of medium quality, while 19 and 10 percent, respectively, rated it high and low (Table 29). Citizens' effectiveness in conveying their views and opinions is at best mediocre. Around 75% rated citizen representation in PP meetings as "somewhat" effective, while 7 percent believed that such representation is completely ineffective (Table 30).

Table 29: Level of Participation in PP Meetings at Union Level

Ranking	Treatment		Control		Total	
	No.	%	No.	%	No.	%
High	31	22	11	13	42	19
Medium	88	61	51	62	139	62
Low	14	10	8	10	22	10
Don't know (refuse to answer)	11	8	12	15	23	10
Total	144	100	82	100	226	100
Row %		64		36		100

Table 30: Level of Citizens' Ability to Voice Opinions in PP Meetings at Union Level

Rank	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Very much	13	9	5	6	18	8
Some what	110	77	59	73	169	75
Not at all	10	7	5	6	15	7
Don't know	11	7	13	15	24	10
Total	144	100	82	100	226	100
Row %		64		36		100

Thirty two percent of the citizens opined that their suggestions and feedback in the absence of the formal meetings are not considered at all by the local government officials, while 31 percent believe that those are considered by the concerned officials to some extent. While 35 percent expressed their ignorance about the attitude of the LGU officials, only 2 percent strongly believe that their feedback and input are seriously considered by the LGU officials (Table 31).

Table 31: In the Absence of Meetings, Citizens Input Considered in Decision Making at UPs

Ranking	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Very much	23	2	3	1	26	2
Some what	328	32	163	29	491	31
Not at all	353	35	152	27	505	32
Don't know	312	31	249	44	561	35
Total	1016	100	567	100	1583	100
Row %		64		36		100

Open Budget Meetings

Respondents were also asked about Open Budget meetings that are required by law to be conducted by local government representatives. Only 10% were aware of those meetings with 46% of the respondents stating that they or their family members attend such events (Table 32). A higher proportion of respondents (76%) know someone outside the family who participates in those meetings (Table 33).

Table 32: Citizens/Family Members Attending Open Budget Meetings at Union Level

Response	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Yes	43	46	29	46	72	46
No	51	54	34	54	85	54
Total	94	100	63	100	157	100
Row %		60		40		100

Table 33: Non-Family Members Attending Open Budget Meetings at Union Level

Response	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Yes	39	71	34	83	73	76
No	16	29	7	17	23	24
Total	55	100	41	100	96	100
Row %		57		43		100

Of the 157 respondents only 10 percent acknowledged that they were aware of Open Budget Meetings and 30 percent stated that such gatherings are attended by various types of households (Table 34). The majority (61%) stated that elder village leaders dominate those meetings. An overwhelming 61 percent ranked level of participation in Open Budget meetings as “medium” (Table 35). While 15 percent rated their participation very positively, 11 percent rated it as low. Most (72%) think that citizens’ ability to express their views in Open Budget meetings is moderate (Table 36).

Table 34: Composition of Citizens in Open Budget Meetings at Union Level

Distribution	Treatment		Control		Total	
	No.	%	No.	%	No.	%
All types of households	28	30	19	30	47	30
Primarily village leaders and elders	55	59	39	62	94	61
Only elected official	3	3	1	2	4	3
Don't know	7	6	4	6	11	6
Other	1	1	0	0	1	1
Total	94	100	63	100	157	100
Row %		60		40		100

Table 35: Level of Participation of Citizens in Open Budget Meetings at Union Level

Ranking	Treatment		Control		Total	
	No.	%	No.	%	No.	%
High	19	20	5	8	24	15
Medium	52	55	44	70	96	61
Low	8	9	10	16	18	11
Don't know	15	16	4	6	19	12
Total	94	100	63	100	157	100
Row %		60		40		100

Table 36: Citizen's Ability to Voice Opinions in Open Budget Meetings at Union Level

Ranking	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Very much	10	11	1	2	11	7
Some what	63	67	50	79	113	72
Not at all	10	11	4	6	14	9
Don't know	11	12	8	13	19	12
Total	94	100	63	100	157	100
Row %		60		40		100

Survey revealed very low level of participation in standing committees: 2 percent of citizens interviewed said they serve as members of any local government committee (Table 37).

Table 37: Respondents that are Members of a LG Standing Committee at UPs

Response	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Yes	23	2	3	1	26	2
No	317	31	261	44	578	35
Total	1021	100	579	100	1600	100
Row %		64		36		100

3.3.2 Citizen Views – Union Parishad Elected Representatives

Citizen Recall of Representatives

As a proxy to test the level of citizen interaction with UP representatives, respondents were asked if they could recall the names of their elected representatives. Almost all (97 percent) knew the names of their Chairmen (Table 38) and their Male Ward Members (97 Percent) (Table 39). Around 78% respondents could recall the name of the female UP Members (Table 40). This would indicate that the respondents, of which overwhelming majority are male, seem to have closer associations with the Chairmen and Male Ward Members compared to the female representatives. This, however, may also be indicative of the fact that the female household members have greater level of interaction with the female UP Members. Socio-cultural restrictions and greater geographical coverage of the female UP Members might have served as another bottleneck against required level of interaction. However, it cannot be assumed that the recall of representative names is entirely based on participation and association with citizens.

Table 38: Can Citizens Recall Chairman's Name at Union Level

Response	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Yes	994	97%	560	97%	1554	97%
No	27	3%	19	3%	46	3%
Total	1021	100%	579	100%	1600	100%
Row %	64%		36%		100%	

Table 39: Can Citizens Recall Male Ward Members Names at Union Level

Response	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Yes	979	96%	567	98%	1546	97%
No	42	4%	12	2%	54	3%
Total	1021	100%	579	100%	1600	100%
Row %	64%		36%		100%	

Table 40: Can Citizens Recall Female Ward Members' Names at Union Level

Response	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Yes	802	80%	428	76%	1230	78%
No	219	20%	151	24%	370	22%
Total	1021	100%	579	100%	1600	100%
Row %	64%		36%		100%	

Reasons for Visiting Elected Representatives at the Union Level

Three major reasons were cited by respondents for visiting elected local government officials: personal issues; request for services to others or community; and seeking information on services. The large majority of such visits are for personal needs- 73%, 72%

and 69% for the Chairman, Male Ward Member, and Female Ward Member, respectively (Table 41, Table 42 and Table 43). Only 3% to 4% of visits are made to obtain information on public services, while 23% to 27% are made to request for service to others of the community.

Table 41: Citizen's Reasons for Visiting Chairman at Union Level

Reason for Visit	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Request for service to others or community	108	22%	80	26%	188	23%
Seek personal service	361	74%	224	72%	585	73%
Seek information	22	4%	8	3%	30	4%
Other	0	0%	0	0%	0	0%
Total	491	100%	312	100%	803	100%
Row %	61%		39%		100%	

Table 42: Citizen's Reasons for Visiting Male Ward Member at Union Level

Reason for Visit	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Request for service to others or community	91	23%	84	28%	175	25%
Seek personal service	295	74%	207	70%	502	72%
Seek information	12	3%	6	2%	18	3%
Other	0	0%	0	0%	0	0%
Total	398	100%	297	100%	695	100%
Row %	57%		43%		100%	

Table 43: Citizen's Reasons for Visiting Female Ward Member at Union Level

Reason	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Request for a service	45	25%	33	31%	78	27%
Seek personal service	131	72%	70	65%	201	69%
Seek information	7	4%	5	5%	12	4%
Total	183	100%	108	100%	291	100%
Row %	63%		37%		100%	

People's Perceptions of Performance of Elected Representatives

Respondents believe Chairmen are doing a better job than Ward Councilors. About 75% rank their Chairman's performance as very satisfactory or satisfactory compared to 65% for male Ward Members and 55% for female Ward Members (Table 44, 45 and 46). A significant number of respondents (41%) rated their female Ward Member's performance as unsatisfactory. Corresponding ratios for the Chairman and the male UP Members are 23 and 33 percent, respectively.

Table 44: Citizen's Rating of Performance of Chairman at Union Level

Rating	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Very satisfactory	61	12%	25	8%	86	11%
Satisfactory	306	62%	207	66%	513	64%
Not satisfactory	110	22%	74	24%	184	23%
Don't know	7	1%	6	2%	13	2%
Refuse to answer	7	1%	0	0%	7	1%
Total	491	100%	312	100%	803	100%
Row %	61%		39%		100%	

Table 45: Citizen's Ratings of Performance of Male Ward Members at Union Level

Rating	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Very satisfactory	30	8%	20	7%	50	7%
Satisfactory	230	58%	175	59%	405	58%
Not satisfactory	127	32%	101	34%	228	33%
Don't know	5	1%	1	0%	6	1%
Refuse to answer	6	2%	0	0%	6	1%
Total	398	100%	297	100%	695	100%
Row %	57%		43%		100%	

Table 46: Citizen's Ratings of Performance of Female Ward Member at Union Level

Rating	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Very satisfactory	13	7%	3	3%	16	5%
Satisfactory	96	52%	54	50%	150	52%
Not satisfactory	69	38%	51	47%	120	41%
Don't know	5	3%	0	0%	5	2%
Total	183	100%	108	100%	291	100%
Row %	63%		37%		100%	

3.3.3 Citizen Views – Pourashava Participatory Planning and Budgeting

In Pourashavas as in Unions, the overwhelming majority of the citizens surveyed are not aware of the existence and/or functions of Standing Committees, Participatory Planning and Open Budget meetings, and have never attended them (Table 47). More specifically, only 20% are aware of Standing Committees, and 10% of Participatory Planning Meetings, and 7% of Open Budget Meetings. Further probing on Pourashava households' perception about the effectiveness of these meetings was therefore limited to those citizens who were either aware of or participated in these meetings. The implication is that 80 to 93 percent respondents' perceptions could not be recorded.

Table 47: Citizens Aware of Standing Committees, PP and Open Budget Meetings

Committees, Meetings	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Standing Committee	130	20%	33	20%	163	20%
Strategic Planning Meetings	62	10%	18	11%	80	10%
Open Budget Meetings	48	8%	7	4%	55	7%

Standing Committees

The key functions of the Standing Committees, according to those who are aware of their existence, include supervision and implementation of project activities (Table 48).

Table 48: Perceived Functions of Standing Committees by Citizens in Pourashavas

Function	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Supervision	72	55%	7	21%	79	48%
Directly assist to execute	31	24%	14	42%	45	28%
Meeting and discussion	23	18%	11	33%	34	21%
Others (specify)	4	3%	1	3%	5	3%
Total	130	100%	33	100%	163	100%
Row %	80%		20%		100%	

Only 1 out of the 150 citizen respondents in Pourashavas that were aware of Standing Committees served as a member (Table 49). Of the remaining respondents, 40% can identify someone who is a member, while 59% cannot.

Table 49: Participation by Citizens in Standing Committees in Municipalitites

Member	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Self	1	1%	0	0%	1	1%
Someone known	51	39%	15	45%	66	40%
No one	79	60%	18	55%	97	59%
Total	131	100%	33	100%	164	100%
Row %	87%		22%		100%	

Participatory Planning Meeting

Of those that claimed to know about Strategic Planning Meetings, 49% said that they or their family members attend such meetings (Table 50) and 58% said they know someone outside their family who participated in a Strategic Planning Meeting (Table 51).

Table 50: Citizens or their Family Members Attending PP Meetings in Pourashavas

Response	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Yes	32	52%	7	39%	39	49%
No	30	48%	11	61%	41	51%
Total	62	100%	18	100%	80	100%
Row %	78%		23%		100%	

Table 51: Non Family Members Attending PP Meetings in Pourashavas

Response	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Yes	20	63%	5	45%	25	58%
No	7	22%	2	18%	9	21%
Don't know	5	16%	4	36%	9	21%
Total	32	100%	11	100%	43	100%
Row %	74%		26%		100%	

To gauge citizen perception of the nature of PP Meetings, respondents were asked about the type of participants. While 21% stated that households of varied background attend, 37% claimed that such gatherings primarily include area leaders and elders (Table 52). Around 24% observed that elderly male leaders dominate the PP Meetings, while 12% stated that they had no idea about the composition of participants in such meetings.

Table 52: Composition of Citizens in PP Meetings in Pourashavas

Distribution	Treatment		Control		Total	
	No.	%	No.	%	No.	%
All types of households	14	23%	2	12%	16	21%
Primarily area leaders and elders	22	36%	7	41%	29	37%
Primarily male village leaders, elders	15	25%	4	24%	19	24%
Only elected official	3	5%	0	0%	3	4%
Don't know	5	8%	4	24%	9	12%
Other	2	3%	0	0%	2	3%
Total	61	100%	17	100%	78	100%
Row %	78%		22%		100%	

When asked to rank the level of participation in the PP Meetings, 63% viewed it to be medium, 12% rated it high and 4% low (Table 53). Citizens' effectiveness in conveying their views and opinions in PP Meetings is at best mediocre. About 67% of citizens claimed they could "somewhat" voice their opinions (Table 54) and only 6% felt they were effectively heard. The proportion responding 'don't know' was higher in Pourashavas (18%) than in Unions (10%).

Table 53: Level of Participation in PP Meetings in Pourashavas

Ranking	Treatment		Control		Total	
	No.	%	No.	%	No.	%
High {Highly Satisfactory)	7	11%	2	12%	9	12%
Medium	43	70%	6	35%	49	63%
Low	1	2%	2	12%	3	4%
Don't know	10	16%	7	41%	17	22%
Total	61	100%	17	100%	78	100%
Row %	78%		22%		100%	

Table 54: Citizens Ability to Voice Views and Opinions in PP Meetings in Pourashavas

Rank	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Very much	3	5%	2	12%	5	6%
Some what	46	75%	6	35%	52	67%
Not at all	3	5%	4	24%	7	9%
Don't know	9	15%	5	29%	14	18%
Total	61	100%	17	100%	78	100%
Row %	78%		22%		100%	

When asked if citizens' views were considered by local government officials based on informal input rather than formal meetings, 43% could not give straight answers because it depended on different situations (Table 55). While 25% believe some informal citizen feedback is considered in the decision making process, 31% believe citizen views are not considered at all.

Table 55: In the Absence of Meetings, Citizens' Input Considered in Decision Making

Ranking	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Very much	11	2%	0	0%	11	1%
Some what	171	27%	25	16%	196	25%
Not at all	194	30%	54	34%	248	31%
Don't know	263	41%	82	51%	345	43%
Total	639	100%	161	100%	800	100%
Row %	80%		20%		100%	

Open Budget Meeting

Of those that are familiar with Open Budget Meetings, only 25% stated that they or their family members attend such meetings (Table 56). A higher proportion of respondents (60%) know someone outside the family who participates in those meetings (Table 57).

Table 56: Citizens/Family Members Attending Open Budget Meetings in Pourashavas

Response	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Yes	13	27%	1	14%	14	25%
No	35	73%	6	86%	41	75%
Total	48	100%	7	100%	55	100%
Row %	87%		13%		100%	

Table 57: Non Family Members Attending Open Budget Meetings in Pourashavas

Response	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Yes	21	58%	4	67%	25	60%
No	15	42%	2	33%	17	40%
Total	36	100%	6	100%	42	100%
Row %	86%		14%		100%	

Of the 55 respondents that were aware of Open Budget Meetings, 22% stated that such gatherings are attended by various types of households (Table 58). Around 52% claim that elderly leaders dominate Open Budget meetings. Around half (49%) of the respondents ranked the level of participation in Open Budget Meeting as "medium" (Table 59), and more people (18%) viewed the household involvement as "low" than "high" (9%).

Table 58: Composition of Citizens in Open Budget Meetings in Pourashavas

Distribution	Treatment		Control		Total	
	No.	%	No.	%	No.	%
All types of households	9	19%	3	43%	12	22%
Primarily area leaders and elders	12	25%	3	43%	15	27%
Primarily male village leaders, elders	13	27%	1	14%	14	25%
Only elected official	7	15%	0	0%	7	13%
Don't know	7	15%	0	0%	7	13%
Other	0	0%	0	0%	0	0%
Total	48	100%	7	100%	55	100%
Row %	87%		13%		100%	

Table 59: Level of Participation in Open Budget Meetings in Pourashavas

Ranking	Treatment		Control		Total	
	No.	%	No.	%	No.	%
High	4	8%	1	14%	5	9%
Medium	24	50%	3	43%	27	49%
Low	9	19%	1	14%	10	18%
Don't know	11	23%	2	29%	13	24%
Total	48	100%	7	100%	55	100%
Row %	87%		13%		100%	

Only 4% of the respondents felt they could actively voice their opinions in the Open Budget Meetings. More than half (63%) of the respondents think that they could partially express their views in Open Budget Meetings (Table 60) while 9% perceive their participation would impact insignificantly.

Table 60: Citizens' Ability to Voice Opinions in Open Budget Meetings in Pourashavas

Ranking	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Very much	2	4%	0	0%	2	4%
Some what	33	66%	3	43%	36	63%
Not at all	4	8%	1	14%	5	9%
Don't know	11	22%	3	43%	14	25%
Total	50	100%	7	100%	57	100%
Row %	88%		12%		100%	

Finally, only 1% or 11 out of the 800 respondents interviewed acknowledged that they serve as members of Local Government Committees (Table 61).

Table 61: Citizens-Members of a LG Standing Committees in Pourashavas

Response	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Yes	11	2%	0	0%	11	1%
No	628	98%	161	100%	789	99%
Total	639	100%	161	100%	800	100%
Row %	80%		20%		100%	

3.3.4 Citizen Views – Pourashava Elected Representatives

Citizen Recall of Representatives

Respondents were asked if they could recall the names of their elected representatives to assess the level of citizen interaction with them. Almost all knew the names of their Chairmen (91%) and their representative Male Ward Members (93%) – Figure 5, Tables 62 and 63. Around 79% of the respondents could recall the names of the female Pourashava Members (Table 64).

Table 62: Can Citizens Recall Chairman's Name

Response	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Yes	575	90%	153	95%	728	91%
No	64	10%	8	5%	72	9%
Total	639	100%	161	100%	800	100%
Row %	80%		20%		100%	

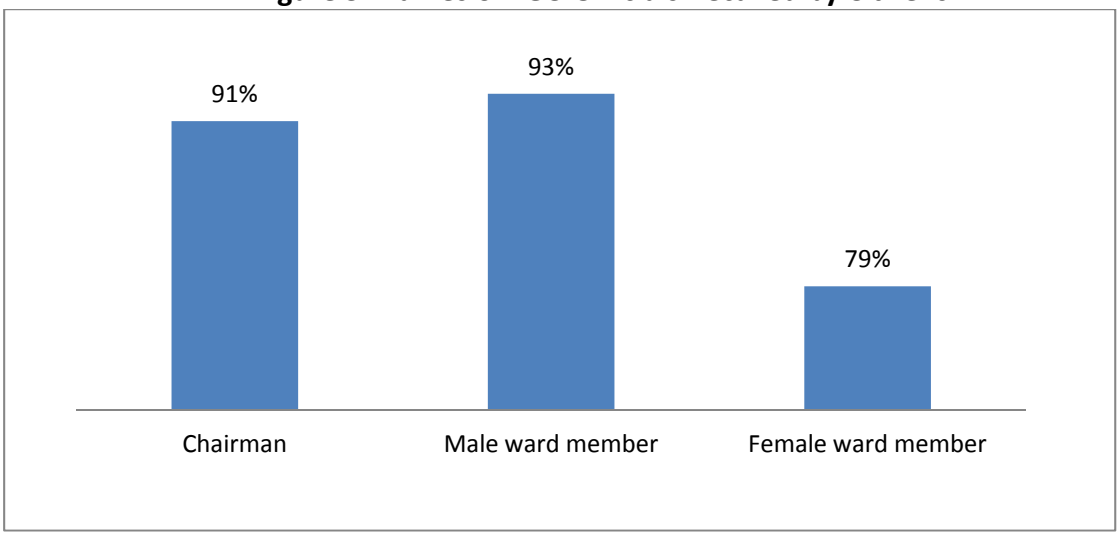
Table 63: Can Citizens Recall Male Ward Members' Names

Response	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Yes	587	92%	155	96%	742	93%
No	52	8%	6	4%	58	7%
Total	639	100%	161	100%	800	100%
Row %	80%		20%		100%	

Table 64: Can Citizens Recall Female Ward Members' Names

Response	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Yes	502	79%	131	81%	633	79%
No	137	21%	30	19%	167	21%
Total	639	100%	161	100%	800	100%
Row %	80%		20%		100%	

Figure 5: Names of LGU Officials Recalled by Citizens



Reasons for Visiting Elected Representatives in Pourashavas

Identical to the Unions, the three major reasons cited for visiting elected local government officials were personal issues; requests for attending to others or the community; and seeking information on government services offered. Personal issues such as a grievance against another citizen were the reasons cited for 75%, 73% and 62% of the respondent visits to the Chairmen, Male Ward Members, and Female Ward Members, respectively (Table 65, Table 66, and Table 67)
Table. Around 20 to 33 percent of the visits were reportedly undertaken to request services for the community and only 4 to 5 percent of those were aimed at seeking information.

Table 65: Citizens' Reasons for Visiting Chairmen in Pourashavas

Reason for Visit	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Request for service to others or community	46	21%	17	20%	63	21%
Seek personal service	161	73%	66	79%	227	75%
Seek information	12	5%	1	1%	13	4%
Other	1	0%	0	0%	1	0%
Total	220	100%	84	100%	304	100%
Row %	72%		28%		100%	

Table 66: Citizen's Reasons for Visiting Male Ward Member in Pourashavas

Reason for Visit	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Request for service to others or community	44	20%	21	27%	65	22%
Seek personal service	156	73%	56	73%	212	73%
Seek information	14	7%	0	0%	14	5%
Other	1	0%	0	0%	1	0%
Total	215	100%	77	100%	292	100%
Row %	74%		26%		100%	

Table 67: Citizen's Reasons for Visiting Female Ward Members in Pourashavas

Reason	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Request for a service	19	26%	13	54%	32	33%
Seek personal service	50	68%	11	46%	61	62%
Seek information	5	7%	0	0%	5	5%
Total	74	100%	24	100%	98	100%
Row %	76%		24%		100%	

Job Performance of Elected Representatives

In Pourashavas household respondents gave all three elected representatives similar performance ratings. Around 78%, 73% and 75% of the citizens ranked the performance of the Chairman, Male and Female Ward Members as very satisfactory and satisfactory respectively, (Table 68, Table 69, and Table 70). Female Ward Members received the highest percentage (22%) of very satisfactory performance ratings, significantly higher than in Unions. Such findings arguably can be attributed to greater mobility of females in urban Pourashavas than Unions, in addition to other factors such as education and training.

Table 68: Citizen's Ratings of Performance of the Chairmen in Pourashavas

Rating	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Very satisfactory	28	13%	22	27%	50	17%
Satisfactory	139	63%	45	55%	184	61%
Not satisfactory	44	20%	11	13%	55	18%
Don't know	7	3%	4	5%	11	4%
Refuse to answer	1	0%	0	0%	1	0%
Total	219	100%	82	100%	301	100%
Row %	73%		27%		100%	

Table 69: Citizen's Ratings of Performance of Male Ward Members in Pourashavas

Rating	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Very satisfactory	26	12%	16	21%	42	14%
Satisfactory	133	62%	40	52%	173	59%
Not satisfactory	53	25%	21	27%	74	25%
Don't know	2	1%	0	0%	2	1%
Refuse to answer	0	0%	0	0%	0	0%
Total	214	100%	77	100%	291	100%
Row %	74%		26%		100%	

Table 70: Citizen's Ratings of Performance of Female Ward Member in Pourashavas:

Rating	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Very satisfactory	13	17%	9	38%	22	22%
Satisfactory	44	58%	9	38%	53	53%
Not satisfactory	19	25%	6	25%	25	25%
Don't know	0	0%	0	0%	0	0%
Total	76	100%	24	100%	100	100%
Row %	76%		24%		100%	

3.3.5 Elected Representative Views – Participatory Planning, Budgeting and Standing Committees

Working Hours and Activities

Elected local government officials were asked to provide a breakdown of their working hours during a typical week for different activities. Representatives from Union, Pourashava, and Upazila Parishads spend around 40 to 46 percent of their time addressing individual or community problems through public discussion, and 20 to 23 percent of their time attending to citizen needs of individual or personal nature (Table 71).

Table 71: Percentage Share of Time Allocation of the Chairman in a Typical Week

Entity	Percentage of Weekly Working Hour		
	Addressing Individual or Community Problems through Public Discussion (Salish)	Attending to Needs on Individual Basis (e.g. Issuance of Birth Certificates, Listening to Grievances, etc.)	Others[1]
Union	45.8	22.5	31.7
Pourashava	40.3	22.3	37.4
Upazila	42.4	20	37.6
Overall	44.4	22.2	33.4

Others[1]: Union/Pourashava/Upazila Committee Meetings, Meeting with officials and representatives from outside the Union/Pourashava/Upazila, Visits outside the Union/Pourashava/Upazila for official work.

As mentioned before, to promote citizen participation in decision making, and to enhance transparency and accountability, the law necessitates LGUs to involve citizens in Participatory Planning and Open Budget Meetings, and also ensure their participation in various local Standing Committees (on health, education, agriculture and other sectoal concerns) as members. Discussed below are the views of elected representatives on each of these mechanisms for citizen involvement in decision making.

Participatory Planning Meetings

Participatory Planning (PP) meetings are more commonly organized in Unions than in Pourashavas or at Upazila offices. Around 88% of UP, 68% of Pourashava and 43% of Upazila elected representatives claimed that PP meetings are held (Table 72). Representatives informed that citizens are notified of PP meetings through announcements on local government office notice boards and to community leaders and elites (Table 73). In rural Unions, *miking* (i.e. making announcements using a slow moving vehicle, like a rickshaw, with a loud speaker connected to it) is a common method of notifying the community about PP meetings.

Table 72: PP Meetings Organized by Elected Representatives for 2009/10

Entity	Total Count	LG Representatives' Affirmative Responses/Yes	
		Number	%
Union	235	207	88%
Pourashava	59	40	68%
Upazila	40	17	43%

Table 73: Top Three Methods Citizens are Notified of PP Meetings

Rank	Union	Pourashava	Upazila
1.	Miking at the Village Level	Pourashava Notice Board	Upazila Notice Board
2.	UP Notice board	Informing Village Leaders and Elites	Others*
3.	Others*	Others*	Informing Village Leaders and Elites

Note: Others* refers to informing citizens through Ward Members or informing Ward Members and citizens through chowkidars (village watch volunteers).

More than 94 percent of the elected representatives mentioned that income and expenditure information for the LGUs is shared in PP meetings (Table 74). This ratio is the highest at the Upazila level (97 percent) and lowest at the Pourashava level (85 percent). However, citizen's responses indicate that around 90% of them are unaware of revenue generation schemes and around 30% do not know who handles LG funds.

Table 74: LGU Estimated Income and Expenditure Statements Shared by Elected Representatives in PP Meetings with Attendees

Entity	Total Count	LG Representatives' Affirmative Responses/Yes	
		No.	%
Union	207	200	97%
Pourashava	40	34	85%
Upazila	17	15	88%
Total	264	249	94%

Around 60 percent of the elected representatives of Unions and Pourashavas and 41 percent of those of the Upazilas claimed that PP meetings were comprised of both poor and non-poor households (Table 75). The participation of village or community leaders is reportedly more common at the Union level (32%) than in Pourashava (18%) or Upazila gatherings (18%). The total number of citizens attending is similar across the three types of LGUs with the median attendance being 120 to 125 persons (Table 76) and about 20 percent female. A relatively higher percentage of UP elected representatives (25%) ranked citizen participation as very satisfactory while only 8% of Pourashava respondents and 18% of Upazila representatives gave it this rank (Table77). Almost all elected representatives support the concept of increased citizen's participation and awareness of local government programs (Table 78).

Table 75: Distribution of Participants in the PP Meetings

(Percentages)

Entity	Treatment	Control	Total
Union			
All types of households, poor and non-poor	66%	44%	60%
Primary village leaders, elders	29%	43%	32%
Primarily male village leaders, elders	5%	13%	7%
Other	1%	0%	0%
Total	100%	100%	100%
Pourashava			
All types of households, poor and non-poor	69%	36%	60%
Primarily village leaders and elders	14%	27%	18%
Primarily male village leaders, elders	3%	9%	5%
Other	14%	27%	18%
Total	100%	100%	100%
Upazila			
All types of households, poor and non-poor	50%	20%	41%
Primarily village leaders and elders	8%	40%	18%
Primarily male village leaders, elders	8%	40%	18%
Other	33%	0%	24%
Total	100%	100%	100%

Table 76: Median Number of Citizens Attending PP Meetings and % of Female Attendees

Entity	Median and Percentage
Union	
Median Number of Citizens Attending PP Meetings	127.5
Percentage of Female Attendees	20%
Pourashava	
Median Number of Citizens Attending PP Meetings	125.0
Percentage of Female Attendees	20%
Upazila	
Median Number of Citizens Attending PP Meetings	120.0
Percentage of Female Attendees	20%
Overall	
Median Number of Citizens Attending PP Meetings	125.0
Percentage of Female Attendees	20%

Table 77: Level of Participation of the Attendees in the Participatory Planning

Response	Level of Participation/Association		
	Union	Pourashava	Upazila
Very satisfactory	25%	8%	18%
Satisfactory	72%	75%	76%
Not satisfactory	3%	13%	6%

Table 78: Elected Representatives' Opinions on Need for Augmenting Citizen Participation

Response	Need for Augmenting Citizen's Participation		
	Union	Pourashava	Upazila
Strongly Agree and Agree	100%	89%	84%
Disagree	0%	3%	0%

Open Budget Meetings

As with Participatory Planning meetings (PP), Union Parishad representatives appear to be the most active in organizing Open Budget meetings. Around 93% of UP representatives attested that Open Budget meetings were organized in 2009-10, compared to 71% in Pourashavas and 38% in Upazilas (Table 79).

Table 79: Open Budget Meetings Organized by Elected Representatives in 2009/2010

Entity	Total Count	LG Representatives' Affirmative Responses/'Yes'	
		Number	%
Union	236	220	93%
Pourashava	59	42	71%
Upazila	40	15	38%

Methods used to inform the public to attend Open Budget meetings are similar to those for PP meetings. These include announcements in local government office notice board, and informing community leaders and elites (Table 80). At the Union level, miking is a common method of notifying the community about Open Budget meetings while notice boards are more popular in the Upazila and Pourashava. Miking in the rural markets is another way of informing citizens in Unions and Upazilas. Judging from fact that roughly 80% of citizens from Unions and Pourashavas are not aware of these meetings (PP/Open Budget) or did not attend or participate in them (Table 23, Table 47), the findings suggest that the means and intensity of notifying and encouraging citizens to take part in these meetings need to be reexamined. The validity of the claims about proper notification also needs verification.

Table 80: Top Three Ways Citizens are Informed about Open Budget Meetings

Rank	Union	Pourashava	Upazila
1.	Miking at the village level	Pourashava Notice board	Upazila Notice board
2.	UP Notice board	Informing village leaders and elites	Others*
3.	Miking in Rural markets	Others*	Informing village leaders and elites & Miking in Rural markets

Note : Others* refers to informing citizens through Ward members or, informing Ward Members and then citizens through chowkidars (village watch).

Around 98 percent of the local government representatives opined that income and expenditure information of the local government are shared in Open Budget meetings (Table 81). This ratio was the lowest at the Pourashava level (93 percent) compared to the highest of 99 percent at the Union level. At the Unions respondents said that 71% of budget meeting participants came from poor and non-poor households compared to 53% in Pourashava and 31% in Upazila meetings (Table 82). The presence of male village or community leaders is also quite common at the Open Budget meetings.

Table 81: LGU Income and Expenditure Statements Shared in Open Budget Meetings

Entity	Total Count	LG Representatives' Affirmative Responses/'Yes'	
		Number	%
Union	222	220	99%
Pourashava	42	39	93%
Upazila	16	15	94%
Total	280	274	98%

Table 82: Distribution of Participants in Open Budget Meeting

Participant	Treatment	Control	Total
Union			
All types of households, poor and non-poor	73%	65%	71%
Primarily village leaders and elders	24%	23%	24%
Primarily male village leaders, elders	2%	12%	5%
Other	1%	0%	0%
Total	100%	100%	100%
Pourashava			
All types of households, poor and non-poor	61%	33%	53%
Primarily village leaders and elders	16%	33%	21%
Primarily male village leaders, elders	6%	8%	7%
Other	16%	25%	19%
Total	100%	100%	100%
Upazila			
All types of households, poor and non-poor	38%	0%	31%
Primarily village leaders and elders	8%	67%	19%
Primarily male village leaders, elders	0%	0%	0%
Other	54%	33%	50%
Total	*100%*	*100%*	*100%*

The attendance level in Open Budget meetings is higher than the PP gatherings in Unions and Pourashavas with the median attendance of 178 at the Union level and 150 at the Pourashava (Table 83). The Upazila level Open Budget meetings attract around 70 citizens. The percentage of females attending Open Budget meetings is the same as in PP meetings.

Table 83: Median Number of Citizens Attending OBM and % of Female Participants

Attendance	Median and Percentage
Union	
Number of citizens attended the Open Budget meeting	177.5
Percentage of Female attendees	20.0
Pourashava	
Number of citizens attended the Open Budget meeting	150.0
Percentage of Female attendees	20.0
Upazila	
Number of citizens attended the Open Budget meeting	70.0
Percentage of Female attendees	10.0
Total	
Number of Citizens Attending Open Budget meetings	165.0
Percentage of Female Attendees	20.0

Note: OBM=Open Budget Meeting

A relatively higher share of UP elected representatives (31%) ranked citizen participation in Open Budget meeting as very satisfactory compared to those of the Pourashavas (25%) and Upazilas (20%) (Table 84). More than 60 percent of them, however, ranked that as 'satisfactory' at the UP and Pouroshova levels. Corresponding ratio for Upazila is 40 percent. A large proportion of the Upazila elected representatives (27 percent) expressed their dissatisfaction over the level of citizen participation. Almost all elected representatives at the Union and Pourashava levels support the concept of increased citizen participation and awareness of local government programs (Table 85). A relatively lower number (82%) of Upazila elected representatives favor active citizenry in government initiated programs.

Table 84: Perception of LG Representatives of the Level of Citizen Participation in OBM

Response	Percentage of LG Representatives		
	Union	Pourashava	Upazila
Very Satisfactory	31%	25%	20%
Satisfactory	65%	61%	40%
Not Satisfactory	3%	9%	27%

Table 85: Elected Representatives' Opinion on Need for Augmenting Citizen Participation

Response	Percentage of LG Representatives		
	Union	Pourashava	Upazila
Strongly Agree and Agree	99%	93%	82%
Disagree	1%	5%	3%

Standing Committees

Representatives claimed an average number of Standing Committees at 11 at the Upazila level, 12 at Pourashava level and and 13 at the Union level. Elected representatives said they are involved on an average in 3 to 6 Standing Committees (Table 86). Around 75, 66 and 73 percent, respectively, of the elected representatives at the Union, Pourashava and Upazila levels suggest that 2 or more committees are active in their areas (Table 87).

Table 86: Mean Number of Standing Committee and Elected Representatives Involvement

Variable	Mean
Union	
No. of Standing Committees	12.9
No. of Committees Elected Representatives Involved	3.4
Pourashava	
No. of Standing Committees	11.7
No. of Committees Elected Representatives Involved	3.9
Upazila	
No. of Standing Committees	11.2
No. of Committees Elected Representatives Involved	5.5
Total	
No. of Standing Committees	12.5
No. of Committees Elected Representatives Involved	3.7

Table 87: Elected Representatives' Awareness of Top Two Most Active Committees

Response	Treatment	Control	Total
Union			
Not sure/Don't know	5%	2%	4%
Only 1 committee is active	21%	22%	21%
Two or more committees are active	74%	77%	75%
Total	100%	100%	100%
Pourashava			
Not sure/Don't know	9%	0%	8%
Only 1 committee is active	28%	17%	26%
Two or more committees are active	63%	83%	66%
Total	100%	100%	100%
Upazila			
Not sure/Don't know	13%	11%	12%
Only 1 committee is active	13%	22%	15%
Two or more committees are active	75%	67%	73%
Total	100%	100%	100%

Standing Committees on health were most commonly cited by the elected representatives from all three levels as among the most active, followed by committees on finance and agriculture. Other active committees, according to them, include those on law and order, relief and disaster and primary education (Table 88, Table 89). Supervision is cited as the main responsibility of these committees, followed by meetings and discussions. (Table 90, Table 91).

Table 88: Top 3 Choices for Most Active Committees According to Elected Representatives

Rank	Union	Pourashava	Upazila
1.	Mother and Child Rights	Relief and disaster	Health
2.	Finance	Health	Finance
3.	Agriculture	Finance and Law and Order	Agriculture

Table 89: Top 3 Choices for 2nd Most Active Committees According to Representatives

Rank	Union	Pourashava	Upazila
1.	Health	Health	Health related
2.	Law and Order	Law and Order &Road development	Agriculture
3.	Primary education and Agriculture	Finance and Relief and disaster	Primary education

Table 90: Main Activities of the Most Active Committees

Activity	Pourashava			Upazila			Union		
	Treatment	Control	Total	Treatment	Control	Total	Treatment	Control	Total
Supervision	69%	67%	69%	52%	67%	57%	71%	71%	71%
Directly assist committee member	3%	17%	6%	24%	11%	20%	7%	9%	7%
Meeting and discussion	28%	17%	26%	24%	22%	23%	22%	21%	22%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 91: Main Activities of the Second Most Active Committee

Activity	Pourashava			Upazila			Union		
	Treatment	Control	Total	Treatment	Control	Total	Treatment	Control	Total
Supervision	62%	67%	63%	72%	57%	68%	53%	64%	56%
Directly assist committee member	12%	17%	13%	6%	14%	8%	16%	9%	14%
Meeting and discussion	27%	17%	25%	22%	29%	24%	31%	26%	30%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

3.3.6 Government Officials Views - Standing Committee Participation

There are more Standing Committees in the surveyed Upazilas (11) than in Pourashavas (7.6) and more LGU officials from the Upazilas (7.7) are involved in their area's respective Standing Committees compared to the target Pourashavas (3.5) – Table 92.

Table 92: Mean Number of Standing Committees and LGU Officials Involvement

Standing Committees	Mean		
	Treatment	Control	Total
Pourashava			
Number of Standing Committee	6.9	10.7	7.6
No. of Committees respondent involved with	3.6	3.2	3.5
Upazila			
Number of Standing Committee	10.5	13.0	11.0
No. of Committees respondent involved with	6.8	11.2	7.7
Overall			
Number of Standing Committee	9.2	12.2	9.9
No. of Committees respondent involved with	5.8	8.7	6.4

The survey also revealed that more officials (14 percent) in the Pouroshavas were unsure or did not know the two most active committees in their respective areas compared to the Upazila officials (5%). A greater percentage of respondents in the target Upazilas (72%) could also name the two most Active committees than in the Pourashavas (61%, Table 93).

Table 93: LGU Officials' Awareness of Active Standing Committees

Response	Percentages of Respondents					
	Pourashava			Upazila		
	Treatment	Control	Total	Treatment	Control	Total
Not sure/don't know	11%	25%	14%	3%	11%	5%
Only one committee is active	28%	13%	25%	24%	22%	23%
Two or more committees are active	61%	63%	61%	74%	67%	72%
Total	100%	100%	100%	100%	100%	100%

According to the respondents, supervision is the main activity of the most active committee in both Pourashavas (76%) and Upazilas (63%) –Table 94. Even in the case of the second most active committee, the respondents confirmed their previous opinion. The corresponding percentages of respondents in the later case were 39 and 58, respectively for the Pourashavas and the Upazilas (Table 95).

Table 94: Main Activities of the Most Active Committees

Activity	Percentage of Respondents					
	Pourashava			Upazila		
	Treatment	Control	Total	Treatment	Control	Total
Supervision	76%	33%	70%	61%	74%	63%
Directly assist committee member	9%	17%	10%	13%	11%	12%
Meeting and discussion	12%	17%	13%	20%	11%	18%
Other	3%	33%	8%	7%	5%	7%
Total	100%	100%	100%	100%	100%	100%

Table 95: Main Activities of the Second Most Active Committees

Activity	Percentage of Respondents					
	Pourashava			Upazila		
	Treatment	Control	Total	Treatment	Control	Total
Supervision	44%	17%	39%	53%	80%	58%
Directly assist committee member	33%	33%	33%	14%	7%	12%
Meeting and discussion	22%	33%	24%	24%	13%	22%
Other	0%	17%	3%	10%	0%	8%
Total	100%	100%	100%	100%	100%	100%

3.4 Service Delivery and Service Monitoring

3.4.1 Citizen Views – Union Service Delivery

To assess citizens' knowledge and appreciation of UP services, a series of questions were posited. Familiarity with the mandated activities was evaluated by asking the respondents to list activities performed by UPs that they can recall. The two most common functions that the respondents mentioned are: (i) construction and repair of local roads and embankments; and (ii) assistance during natural disasters (Table 96). Subsequently, when a list of activities that UPs supposedly implements was read, an overwhelming majority concurred that the UP is involved with those as well. An overwhelming majority (75%) did not know that the Union provided particular health services or even planned and implemented local development projects and schemes (68%), and only 1% of respondents identified efforts to raise local resources as a required responsibility of the UP.

Table 96: Citizens' Recall of Services Delivered by UP

UP Functions and Services	Citizen's Ability to Recall: Percentages of Respondents			
	Respondent's Own Recall	Recall after Reading	Could not Recall	Total
Maintain law and order and prevent/control crime	12%	67%	20%	100%
Use village police to maintain peace	14%	73%	13%	100%
Conduct Salish/arbitration	26%	69%	5%	100%
Operate Village Court and Family Court	10%	62%	28%	100%
Plan and implement local development projects and schemes	2%	29%	68%	100%
Construction and repair of local buildings, e.g. schools, UP offices etc.	7%	45%	47%	100%
Construction and repair of local roads, embankments, canals	53%	44%	3%	100%
Do motivational work in sanitation	10%	59%	32%	100%
Distribute sanitary latrine	27%	68%	5%	100%
Install tube wells for drinking water	24%	67%	9%	100%
Register of birth, death and marriages	33%	62%	5%	100%
Other health services (to test whether citizens associate certain line ministry / Upazila officer based services with the UP)	2%	22%	75%	100%
Maintain school building	4%	36%	60%	100%
Participate in School Management Committee	3%	33%	64%	100%
Providing basic educational instruments	6%	36%	57%	100%
(Books, copy, pencil, etc.)	13%	58%	29%	100%
Distribution of fertilizer/seed	6%	40%	53%	100%
Other agricultural services(agro-disease, irrigation, harvesting)	14%	62%	23%	100%
Assist during disaster and provide disaster relief	47%	49%	4%	100%
Distribution of social safety net benefit (e.g.: VGD, VGF, Old age allowance, Widow allowance, etc.)	15%	62%	23%	100%
Impose of holding (chowkidari) tax	8%	53%	39%	100%
Issue of trade license	22%	61%	17%	100%
Issue of character certificate	1%	19%	81%	100%
Participate in Upazila and Government development projects and schemes	1%	22%	77%	100%
Raising and using local resources	1%	1%	98%	100%

The most common types of services households availed of are: construction and repair of local roads and embankments (73%) and registration of births and deaths (68%) -- Table 97 and Figure 6. Basic services like clean water via installation of tube wells and installation of sanitary latrines are seldom provided by local government officials (Figure 7). Since the

Union is more rural and agro based, services like facilitating irrigation, pest control and promoting fertilizer and seed distribution are much needed but not received.

Figure 6: Top Five Services Households Received at Union Level

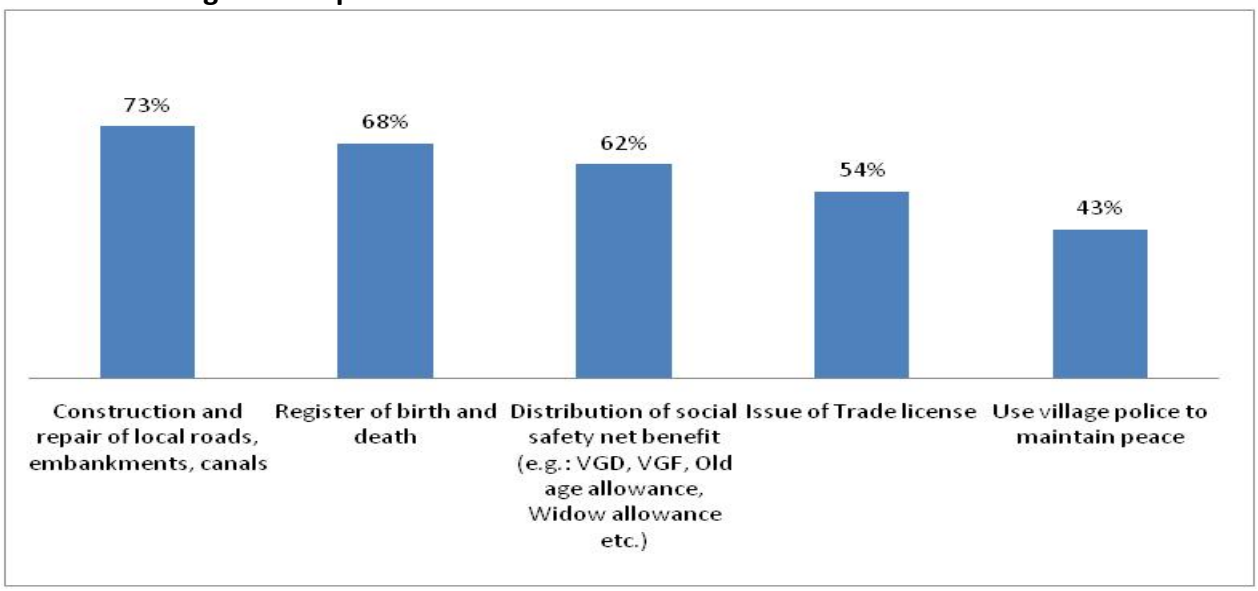


Figure 7: Top Five Services Household Not Received at Union Level

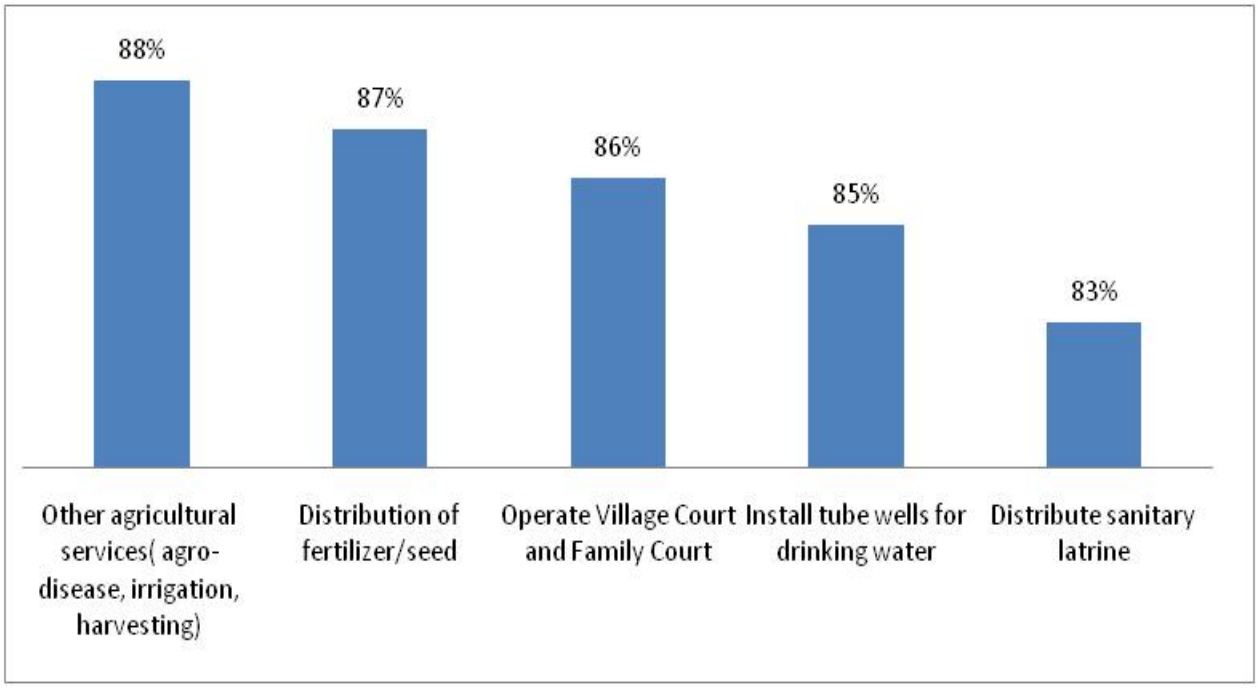
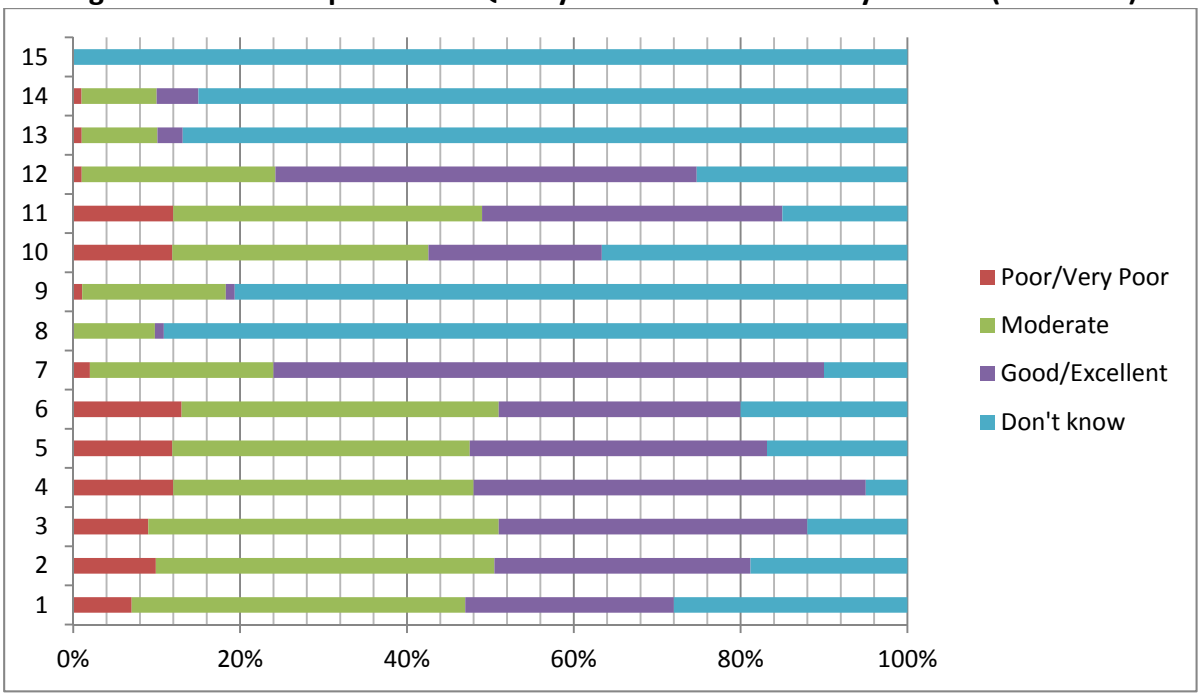


Table 97: Union Parishad Services Received by Households at the Union Level

UP Functions and Services	Citizens Receiving Benefits: % of Respondents			
	Received	Not	Don't	Total
Maintain law and order and prevent/control	33%	66%	1%	100%
Use village police to maintain peace	43%	57%	1%	100%
Conduct Salish/arbitration	24%	76%	0%	100%
Operate Village Court and Family Court	12%	86%	2%	100%
Plan and implement local development	18%	77%	5%	100%
Construction and repair of local buildings, e.g.	29%	68%	3%	100%
Construction and repair of local roads,	73%	26%	0%	100%
Do motivational work in sanitation	32%	67%	1%	100%
Distribute sanitary latrine	16%	83%	1%	100%
Install tube wells for drinking water	14%	85%	1%	100%
Registration of Birth, Death and Marriages	68%	31%	1%	100%
Other health services (to test whether citizens	32%	63%	5%	100%
Maintain school building	20%	75%	5%	100%
Participate in School Management Committee	15%	81%	4%	100%
Providing basic educational instruments	41%	58%	1%	100%
(Books, copy, pencil, etc.)	18%	81%	1%	100%
Distribution of fertilizer/seed	10%	87%	2%	100%
Other agricultural services(agro-disease,	10%	88%	2%	100%
Assist during disaster and provide disaster	16%	83%	1%	100%
Distribution of social safety net benefit (e.g.:	62%	36%	2%	100%
Impose of holding (chowkidari) tax	21%	76%	3%	100%
Issue of Trade license	54%	45%	1%	100%
Issue of character certificate	12%	81%	7%	100%
Participate in Upazila and Government	7%	84%	9%	100%
Raising and using local resources	26%	74%	0%	100%

Figure 8 shows an overview of how citizens ranked the quality of services that the households received. While registration of birth, death, marriage, and issuance of trade license have been ranked good or excellent by 66% of the respondents, around 12 to 13% of the citizens ranked the following services poor or very poor: installation of tube wells, distribution of sanitary latrines, construction and repair of roads and embankments; and distribution of relief materials during natural disasters. It is important to note though that citizens who were not aware of particular services supposedly provided by the Union, or services they did not receive from the Union, chose 'don't know' response when asked about the quality of those services. Therefore, as mentioned earlier nearly all the respondents were unaware that efforts to raise local resources was a required responsibility of the UP.

Figure 8: Citizens' Opinions on Quality of Service Provided by the UPs (Overview)



Legend	
Serial	Services Provided by the Pourashava
1	Maintenance in Law and Order
2	Usage of village police to maintain peace
3	Conduct Salish/Arbitration
4	Construction and repair of local roads
5	Distribution of sanitary latrines
6	Installation of tube wells
7	Registration of birth, death, marriages
8	Other health services
9	Participation in school management
10	Other agricultural services
11	Disaster management
12	Issuance of trade license
13	Issuance of character certificates
14	Participation in Upazila ad Govt development activities
15	Raising and using local resources

Table 98: Citizens' Opinions on Quality of Service Provided by the Union Parishad

UP Functions and Services	Ranking of Services: % of Respondents						
	Very	Poor	Moderate	Good	Excellent	Don't	Total
Maintain law and order and prevent/control crime	1%	6%	40%	23%	2%	28%	100%
Use village police to maintain peace	1%	9%	41%	29%	2%	19%	100%
Conduct Salish/arbitration	1%	8%	42%	34%	3%	12%	100%
Operate Village Court and Family Court	0%	4%	35%	20%	2%	39%	100%
Plan and implement local development projects	0%	3%	16%	6%	0%	74%	100%
Construction and repair of local buildings, e.g.	1%	4%	26%	14%	1%	55%	100%
Construction and repair of local roads,	2%	10%	36%	43%	4%	5%	100%
Do motivational work in sanitation	0%	5%	28%	25%	3%	39%	100%
Distribute sanitary latrine	1%	11%	36%	33%	3%	17%	100%
Install tube wells for drinking water	2%	11%	38%	27%	2%	20%	100%
Register of birth, death and marriage	0%	2%	22%	55%	11%	10%	100%
Other health services (to test whether citizens	0%	1%	9%	7%	1%	82%	100%
Maintain school building	0%	3%	19%	9%	0%	69%	100%
Participate in School Management Committee	0%	1%	16%	8%	1%	75%	100%
Providing basic educational instruments	0%	2%	16%	17%	2%	62%	100%
(Books, copy, pencil, etc.)	1%	9%	28%	18%	2%	42%	100%
Distribution of fertilizer/seed	1%	7%	18%	9%	1%	64%	100%
Other agricultural services(agro-disease,	1%	11%	31%	19%	2%	37%	100%
Assist during disaster and provide disaster relief	1%	11%	37%	30%	6%	15%	100%
Distribution of social safety net benefit (e.g.: VGD,	0%	3%	27%	32%	4%	35%	100%
Impose of holding (chowkidari) tax	0%	2%	22%	20%	2%	54%	100%
Issue of Trade license	0%	1%	23%	43%	7%	25%	100%
Issue of character certificate	0%	1%	9%	3%	0%	86%	100%
Participate in Upazila and Government	0%	1%	9%	5%	0%	85%	100%
Raising and using local resources	0%	0%	0%	0%	0%	99%	100%

The quality assessment of services is based on a likert type ranking. Mean ranking score has been computed whereby a score of 5, 4, 3, 2, and 1 have been apportioned to responses: excellent, good, moderate, poor, and very poor respectively. Hence, higher mean values imply higher level of satisfaction of a service. The top three mean scores are for: (i) registration of birth, death and marriages; (ii) issuance of trade license; and (iii) distribution of relief materials (Table 99). As expected, planning and implementation of local government projects, distribution of fertilizer and seeds received low performance scores.

T-tests[1] were performed to assess if treatment and control group citizens differ in their perception of the quality of alternate UP services. The t-test results (Table 99) suggest that there exists statistically significant difference in opinion in the quality of service between the treatment and control groups in the provision of several types of services including: (i) operation of village and family courts; (ii) installation of tube wells; (iii) registration of birth death and marriage; (iv) distribution of fertilizer and seed (v) provision of social safety net benefits; (vi) imposition of holding (chowkidari) tax; and (vii) issuance of trade licenses.

[1] The t-test assesses whether the means of two groups are *statistically* different from each other.

Table 99: Mean Performance Score of Union Parishad Services

UP Functions and Services	Treatment	Control	Total	T-Value	Significant at 95% Confidence Level
Maintain law and order and prevent/control crime	3.29	3.22	3.26	1.6191	
Use village police to maintain peace	3.28	3.23	3.26	1.1713	
Conduct Salish/arbitration	3.35	3.31	3.33	0.8298	
Operate Village Court and Family Court	3.35	3.26	3.32	2.1354	**√
Plan and implement local development projects and	3.10	3.06	3.09	0.5222	
Construction and repair of local buildings, e.g. schools,	3.25	3.20	3.23	1.1179	
Construction and repair of local roads, embankments,	3.40	3.36		0.9181	
Do motivational work in sanitation	3.39	3.43	3.40	-1.0358	
Distribute sanitary latrine	3.30	3.37	3.32	-1.4626	
Install tube wells for drinking water	3.16	3.34	3.22	-3.9436	**√
Register of birth, death and marriage	3.77	3.89	3.82	-3.2068	**√
Other health services (to test whether citizens	3.41	3.41	3.41	-0.0389	
Maintain school building	3.20	3.20	3.20	-0.1333	
Participate in School Management Committee	3.32	3.29	3.31	0.4775	
Providing basic educational instruments	3.46	3.59	3.51	-2.1921	**√
(Books, copy, pencil, etc.)	3.16	3.24	3.19	-1.4258	
Distribution of fertilizer/seed	3.00	3.24	3.08	-3.4032	**√
Other agricultural services(agro-disease, irrigation,	3.12	3.26	3.17	0.996	
Assist during disaster and provide disaster relief	3.29	3.42	3.33	-2.7533	**√
Distribution of social safety net benefit (e.g.: VGD,	3.48	3.71	3.56	-5.3362	**√
Impose of holding (chowkidari) tax	3.43	3.58	3.48	-3.1368	**√
Issue of trade license	3.69	3.84	3.74	-3.6713	**√
Issue of character certificate	3.20	3.21	3.20	-0.1207	
Participate in Upazila and Government development	3.23	3.10	3.18	1.4392	
Raising and using local resources	3.19	4.00	3.35	-1.3018	

3.4.2 Citizen Views – Pourashava Service Delivery

As in the Union Parishad, to assess citizens' knowledge and appreciation of Pourashava services, a series of questions were posited. Familiarity with the mandated activities was evaluated by asking the respondents to list activities that they can recall performed by the Pourashava. Three most common functions that were mentioned involve: (i) construction and maintenance of local roads; (ii) installation and maintenance of street lights; and (iii) registration of births, deaths and marriages (Table 100).

Subsequently, when a list of other activities that the Pourashava supposedly implements was read, an overwhelming majority concurred that the Pourashava is also involved with those. Citizens were however, unaware of several of the Pourashava functions and activities. For example, maintaining historical sites in the city, ensuring safety and hygiene of food and food products sold in the city, and facilitating hospital services pertaining to communicable diseases. Mirroring the Union, very few respondents identified efforts to raise local resources as a required responsibility of the Pourashava.

Table 100: Citizens Listing of Service Delivery and Monitoring by Pourashava Officials

Pourashava Functions and Services	Citizen's Ability to Recall: % of Respondents			
	Respondent's own recall	Recall after reading	Could not recall	Total
Operate hospital and dispensary services	8%	43%	48%	100%
Educate people on hygiene	9%	57%	35%	100%
Establish health centers and provide services for mothers and children	9%	61%	31%	100%
Promote family planning	8%	61%	31%	100%
Facilitate hospital services in treating patients of communicable diseases	2%	33%	65%	100%
Clean and remove unhealthy physical structures and premises	8%	56%	36%	100%
Create awareness about communicable diseases	2%	35%	63%	100%
Take action in preventing or containing any outbreak of communicable diseases (e.g., give vaccinations, eradicate mosquitoes)	12%	62%	26%	100%
Garbage disposal	21%	55%	24%	100%
Build public toilets, manage the sewerage system	9%	46%	45%	100%
Provide adequate supply of safe drinking water to citizens	18%	56%	26%	100%
Ensure use of safe drinking water where city corporation is not supplying drinking water	6%	34%	60%	100%
Establish and maintain good water drainage system in the city	15%	45%	39%	100%
Ensure safety and hygiene of food and food products sold in the city	4%	33%	64%	100%
Establish and maintain market places for citizens	18%	59%	23%	100%
Construct and maintain roads for citizens	49%	47%	3%	100%
Install and maintain street lights	33%	56%	11%	100%
Public Safety: Provide fire fighting services	5%	63%	32%	100%
Create/maintain graveyards and crematories	8%	58%	34%	100%
Plant and care for trees in the city	4%	43%	53%	100%
Maintain parks and playgrounds	4%	45%	51%	100%
Ensure all school-age children's participation in compulsory education	3%	44%	54%	100%
Maintain historical places of the city	2%	24%	73%	100%
Collecting holding tax	24%	65%	11%	100%
Issue of trade license	15%	61%	24%	100%
Issue of character certificate	29%	60%	11%	100%
Registration of births, deaths and marriages	33%	64%	3%	100%

When queried which services the households availed of, the most common are: collection of holding tax (79%), construction and maintenance of local roads, and registration of births, deaths and marriages (77% and 72% respectively), and maintenance of marketplaces (68%) – Table 101 and Figure 9. In both the Unions and Pourashavas, it appears that most of the services the citizens avail of do not meet their immediate basic needs or do not benefit them directly. Services that are related to citizens' basic needs such as ensuring availability of safe drinking water, or ensuring hygienic food supply in the markets, appropriate level of health care and education are so lacking that citizens are not even in a position to identify local government units with those services (Figure 10).

Figure 9: Pourashava Services Availed of by Households

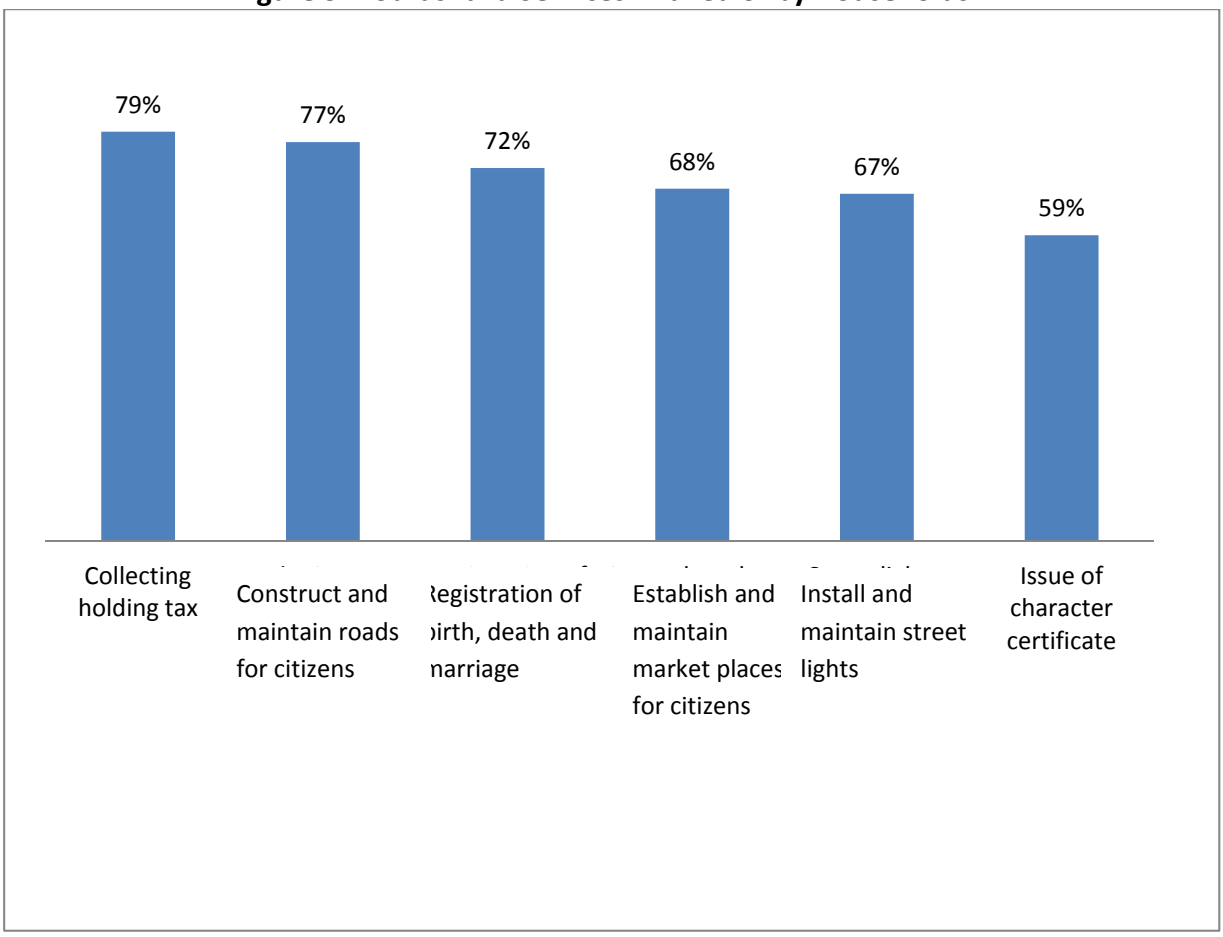


Figure 10: Pourashava Services Not Availed of by Households

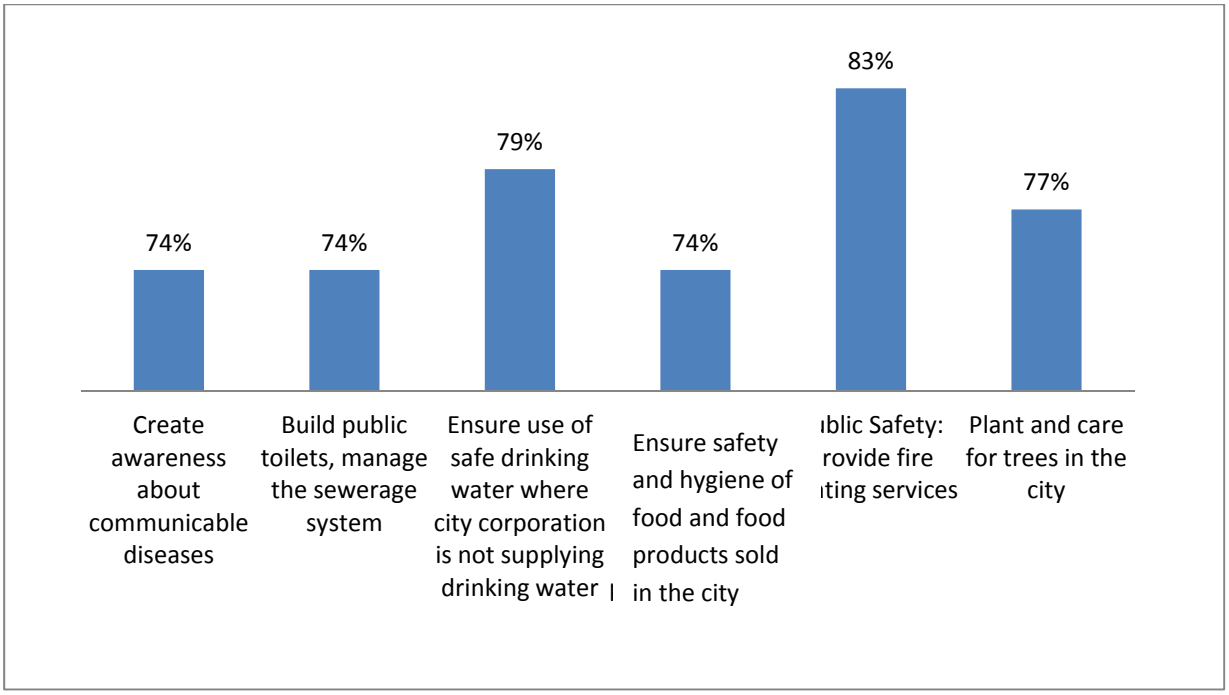


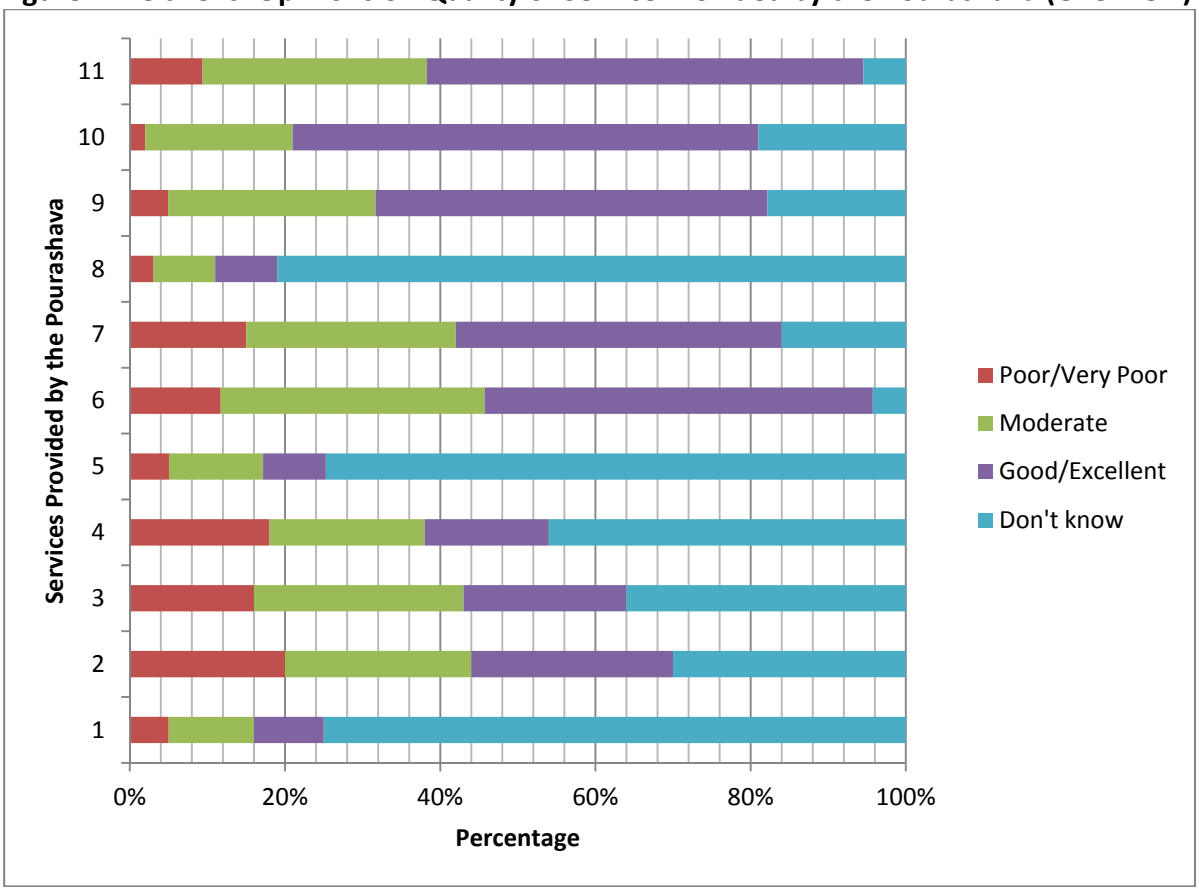
Table 101: Pourashava Functions and Services Availed of by Households

Pourashava Functions and Services	Citizens Receiving Benefits: % of Respondents			
	Received	Not Received	Don't know	Total
Operate hospital and dispensary services	43%	56%	1%	100%
Educate people on hygiene	41%	58%	1%	100%
Establish health centers and provide services for mothers	37%	61%	1%	100%
Promote family planning	40%	59%	1%	100%
Facilitate hospital services in treating patients of	13%	85%	2%	100%
Clean and remove unhealthy physical structures and	40%	59%	1%	100%
Create awareness about communicable diseases	20%	74%	6%	100%
Take action in preventing or containing any outbreak of	51%	48%	1%	100%
Garbage disposal	52%	48%	1%	100%
Build public toilets, manage the sewerage system	23%	74%	3%	100%
Provide adequate supply of safe drinking water to citizens	39%	59%	2%	100%
Ensure use of safe drinking water where city corporation is	16%	79%	5%	100%
Establish and maintain good water drainage system in the	38%	61%	2%	100%
Ensure safety and hygiene of food and food products sold	23%	74%	3%	100%
Establish and maintain market places for citizens	68%	31%	1%	100%
Construct and maintain roads for citizens	77%	23%	0%	100%
Install and maintain street lights	67%	33%	0%	100%
Public Safety: Provide fire fighting services	16%	83%	1%	100%
Create/maintain graveyards and crematories	25%	74%	1%	100%
Plant and care for trees in the city	18%	77%	5%	100%
Maintain parks and playgrounds	34%	64%	2%	100%
Ensure all school-age children's participation in compulsory	31%	65%	3%	100%
Maintain historical places of the city	26%	68%	6%	100%
Collecting holding tax	79%	20%	2%	100%
Issue of trade license	32%	65%	2%	100%
Issue of character certificate	59%	40%	1%	100%
Registration of births, deaths and marriages	72%	28%	0%	100%

A substantial majority claimed services for registration of birth, death and marriage (72%) and issuance of character certificates (60%) was good or excellent (Figure 11) and two similar and substantial percentages of the respondents claimed the services for road construction and maintenance (47%) and collection of holding taxes (46%) was good (Table 102).

Around 20% of people claimed garbage disposal services was poor/very poor while 30% did not even know it was a service provided by the Pourashava. As mentioned before, like the respondents in the Unions, citizens who did not know that the Pourashava provided a particular service such as, creating awareness about communicable diseases (75%) or maintaining historical sites in the city (81%), did not comment on the quality of it.

Figure 11: Citizens' Opinions on Quality of Service Provided by the Pourashava (Overview)



Legend	
1	Services Provided by the Pourashava
2	Facilitate hospital services for communicable diseases
3	Garbage disposal
4	Supply of drinking water
5	Establish and maintain good drainage system
6	Ensure safety and hygiene of food and food products
7	Construct and maintain roads for citizens
8	Install and maintain street lights
9	Maintain historical places of the city
10	Collecting holding tax
11	Issue of character certificates
12	Registration of births, deaths and marriages

Table 102: Citizens' Opinions on Quality of Service Provided by the Pourashava

Pourashava Functions and Services	Ranking of Quality of Services: % of Respondents						
	Very poor	Poor	Moderate	Good	Excellent	Don't know	Total
Operate hospital and dispensary services	1%	8%	16%	15%	1%	59%	100%
Educate people on hygiene	1%	6%	26%	21%	1%	45%	100%
Establish health centers and provide services for mothers and children	1%	4%	24%	30%	1%	41%	100%
Promote family planning	1%	4%	22%	32%	2%	40%	100%
Facilitate hospital services in treating patients of communicable diseases	1%	4%	11%	9%	0%	75%	100%
Clean and remove unhealthy physical structures and premises	2%	10%	22%	22%	1%	43%	100%
Create awareness about communicable diseases	1%	5%	14%	9%	0%	71%	100%
Take action in preventing or containing any outbreak of communicable diseases (e.g., give vaccinations, eradicate mosquitoes)	2%	13%	21%	29%	3%	32%	100%
Garbage disposal	3%	17%	24%	23%	3%	30%	100%
Build public toilets, manage the sewerage system	2%	9%	18%	13%	1%	56%	100%
Provide adequate supply of safe drinking water to citizens	3%	13%	27%	19%	2%	36%	100%
Ensure use of safe drinking water where city corporation is not supplying drinking water	2%	8%	14%	7%	0%	69%	100%
Establish and maintain good water drainage system in the city	2%	16%	20%	15%	1%	46%	100%
Ensure safety and hygiene of food and food products sold in the city	1%	4%	12%	8%	0%	74%	100%
Establish and maintain market places for citizens	0%	4%	30%	34%	3%	28%	100%
Construct and maintain roads for citizens	3%	8%	32%	47%	4%	5%	100%
Install and maintain street lights	3%	12%	27%	38%	4%	16%	100%
Provide fire fighting services	0%	3%	24%	26%	4%	44%	100%
Create/maintain graveyards and crematories	1%	4%	20%	29%	4%	42%	100%
Plant and care for trees in the city	1%	5%	18%	12%	0%	64%	100%
Maintain parks and playgrounds	1%	5%	19%	14%	1%	60%	100%
Ensure all school-age children's participation in compulsory education	1%	4%	14%	17%	1%	63%	100%
Maintain historical places of the city	1%	2%	8%	8%	0%	81%	100%
Collecting holding tax	0%	5%	27%	46%	5%	18%	100%
Issue of Trade license	0%	2%	25%	31%	2%	40%	100%
Issue of character certificate	0%	2%	19%	53%	7%	19%	100%
Registration of Births, Deaths and Marriages	0%	1%	20%	62%	10%	7%	100%

The quality assessment of Pourashava services received by the households is based on a likert type ranking. Mean ranking score has been computed whereby a score of 5, 4, 3, 2, and 1 have been apportioned to responses: excellent, good, moderate, poor and very poor respectively. Hence, higher mean value imply higher level of satisfaction of a service. The top three mean scores in the Pourashava are for: (i) public safety - mainly providing fire-fighting services; (ii) creating/maintaining graveyards and crematories; and iii) establishing and maintaining market places for citizens (Table 103). Ensuring use of safe drinking water where the City Corporation is not supplying drinking water and establishing a good water

drainage system, received low performance. Once again, basic need fulfillment is lacking in Pourashavas as in the Unions.

T-tests[2] were performed to assess if treatment and control group citizens differ in their perception of the quality of alternate Pourashava services. The t-test results (Table 103) suggest that there exists statistically significant difference in opinion in the quality of service between the treatment and control groups in the provision of services, including: i) hospital and dispensary services; (ii) establishing water drainage system; (iii) installation/maintenance of street lights; (iv) planting and caring for trees; (v) collection of holding tax; (vi) issuance of character certificates; and vii) issuance of birth, death and marriage certificates.

Table 103: Mean Performance Score of Pourashava Services

Pourashava Functions and Services	Treatment	Control	Total	T-Value	Significant at 95% Confidence Level
Operate hospital and dispensary services	3.24	2.92	3.16	3.081	**√
Educate people on hygiene	3.27	3.30	3.28	-0.444	
Establish health centers and provide services for mothers and children	3.40	3.61	3.45	-2.903	
Promote family planning	3.46	3.58	3.49	-1.575	
Facilitate hospital services in treating patients of communicable diseases	3.13	3.35	3.17	-1.502	
Clean and remove unhealthy physical structures and premises	3.12	3.46	3.18	-3.138	**√
Create awareness about communicable diseases	3.09	3.24	3.12	-1.219	
Take action in preventing or containing any outbreak of communicable diseases (e.g., give vaccinations, eradicate mosquitoes)	3.17	3.59	3.28	-4.585	**√
Garbage disposal	2.98	3.45	3.07	-4.642	**√
Build public toilets, manage the sewerage system	3.03	3.08	3.04	-0.49	
Provide adequate supply of safe drinking water to citizens	3.00	3.32	3.06	-3.102	**√
Ensure use of safe drinking water where city corporation is not supplying drinking water	2.78	3.12	2.87	-2.755	**√
Establish and maintain good water drainage system in the city	2.81	3.28	2.92	-4.738	**√
Ensure safety and hygiene of food and food products sold in the city	2.98	3.36	3.10	-3.22	**√
Establish and maintain market places for citizens	3.51	3.44	3.50	1.038	
Construct and maintain roads for citizens	3.39	3.63	3.43	-3.202	**√
Install and maintain street lights	3.22	3.69	3.33	-5.83	**√
Public Safety: Provide fire fighting services	3.49	3.62	3.52	-1.589	
Create/maintain graveyards and crematories	3.42	3.82	3.51	-4.591	**√
Plant and care for trees in the city	3.03	3.47	3.17	-4.783	**√
Maintain parks and playgrounds	3.15	3.29	3.19	-1.281	
Ensure all school-age children's participation in compulsory education	3.34	3.42	3.36	-0.756	
Maintain historical places of the city	3.30	3.06	3.24	1.488	
Collecting holding tax	3.54	3.88	3.61	-5.316	**√
Issue of trade license	3.49	3.72	3.55	-3.308	**√
Issue of character certificate	3.71	4.03	3.78	-5.572	**√
Registration of births, deaths and marriages	3.80	4.07	3.86	-4.889	**√

[2] The t-test assesses whether the means of two groups are *statistically* different from each other.

3.4.3 Elected Representatives Views – Service Delivery

Three entities were covered, the Union Parishad, the Pourashava and the Upazila under which there are Unions and sometimes Pourashavas. The elected representatives from these three types of entities were asked about the most frequent ways that they achieved service delivery to the citizens and had five options to choose from (please refer to the questionnaire in Annex 2). Table 104 lists the two most common ways elected representatives at the Union level provided service delivery to the citizens. The most common method of service delivery by them is with the help of respective Ward Members. The elected representatives also seek assistance from government officials of relevant organizations at the Upazila level to implement mandated activities.

The elected representatives in the Pourashava also provided services to citizens with the help of respective Ward Members (42%) with a similar proportion also seeking aid from government officials at the Upazila level (30%) – Table 106. Upazila elected representatives provide services to both Union Parishads (69%) and Pourashavas (78%) via aid from government officials of the service delivery organizations or departments within their offices (Tables 105 and 107).

Table 104: Two Most Common Ways of Service Delivery: UP Functions and Services at UPs

Area of Service Delivery	Self with UP Ward Members	Government Officials of Relevant Organizations at Upazila Level
Law and order	58%	4%
Infrastructure	57%	22%
Health	53%	18%
Education	33%	42%
Agriculture	41%	48%
Social Development	62%	17%
Other Service	49%	21%
Overall	50%	23%

Table 105: Two Most Common Ways of Service Delivery: UPZ Functions and Services at UPZ

Area of Service Delivery	Self	Government Officials of Relevant Organizations at Upazila Level
Law and order	1%	5%
Infrastructure	1%	9%
Health	1%	8%
Education	1%	10%
Agriculture	1%	10%
Social Development	1%	8%
Other Service	1%	9%
Overall	9%	69%

Table 106: Two Most Common Ways of Service Delivery: Pourashava Functions and Services at Pourashava Level

Area of Service Delivery	Self with UP Ward Members	Government Officials of Relevant Organizations at Upazila Level
Law and order	7%	10%
Infrastructure	9%	8%
Health	11%	8%
Education	12%	7%
Agriculture	13%	6%
Social Development	12%	6%
Other Service	10%	7%
Overall	42%	30%

Table 107: Two Most Common Ways of Service Delivery: Pourashava Functions and Services at Upazila Level

Area of Service Delivery	Elected Upazila Chairman or Elected Vice Chairman	Government Officials of Relevant Organizations at Upazila Level
Law and order	0	5%
Infrastructure	1%	4%
Health	1%	5%
Education	1%	5%
Agriculture	1%	5%
Social Development	1%	5%
Other Service	1%	5%
Overall	11%	78%

3.4.4 Service Delivery Constraints

According to Pourashava and Upazila officials, four major constraints that the LGUs experience are illustrated in Table 108. Insufficient fund availability has been identified as the top constraint by 52-55 percent of. Inadequate supply of capital resources constitutes second major constraint according to 45 and 44 percent, respectively of the respondents, followed by unavailability of officials in assigned positions (Pourashava-38%; Upazila-37%). These officials are either reassigned to work in other fields or areas during particular times and events by the government, or they get permission from higher officers to get deputation to a different location. The Upazila experience much uncertainty and delays when receiving central government funding which is their third main constraint. Poor infrastructural facilities have been recorded as the fourth major constraint at the Pourashava level by 36 percent of the respondents.

Table 108: Top Four Constraints, Pourashava and Upazila

Rank	Pourashava	Serious Constraint	Upazila	Serious Constraint
1.	Insufficient fund	55%	Insufficient fund	52%
2.	Inadequate	45%	Inadequate supply	44%
3.	Vacant staff	38%	Delays In funding	39%
4.	Poor facilities	36%	Vacant staff	37%

When asked about remedial measures, "Training opportunities for service providers", was identified as the most feasible solution by the respondents in both Pourashavas (77%) and Upazilas (82%) followed by proper 'Government planning' (Pourashavas - 68% and Upazilas - 63%) – Table 109. Officials from both areas also agreed that there was a need for more efficient use of existing resources (Pourashavas- 67% and Upazilas- 63%).

Table 109: Possible Solutions for Improvements of Services Offered by LGU Officials

Rank	Pourashava	Solutions (% of Respondents)	Upazila	Solutions (% of Respondents)
1.	Training opportunities for service providers	77%	Training opportunities for service providers	82%
2.	Government planning	68%	Government planning	63%
			More efficient use of existing resources	63%
3.	More efficient use of existing resources	67%	Enhance local level decision making and reduced central government dependency	46%
	Better infrastructure	67%		
4.	Enhance local level decision making and reduced central government dependency	48%	Move resources from central govt. source to local level	43%

3.4.5 Service Delivery and Citizen Complaints

According to government officials, the presence of a complaint register is more prevalent in the Pourashava offices than in Upazila headquarters. Around 42% of Pourashava officials stated that they have complaint register available for recording citizens' complaints, compared to 25% of Upazila officials' responses (Table110). When a citizen has a grievance and opts to lodge it, they most often attempt to meet the head of the local government institution or the person in-charge of the relevant unit.

Table 110: Complaint Register Available for Citizens

Response	Percentage of Respondents					
	Pourashava			Upazila		
	Treatment	Control	Total	Treatment	Control	Total
Yes	43%	38%	42%	27%	19%	25%
No	57%	62%	58%	73%	81%	75%
Total	100%	100%	100%	100%	100%	100%

Around 93% of the respondents stated that the aggrieved citizens generally seek access to a senior official for lodging complaints or sharing the problem, while 7 percent opined that those citizens redress their dissatisfaction through written complaint for the complaint box – Table 111. This suggests that citizens prefer the more personal way of addressing problems.

Table 111: Common Method of Expressing Grievances by Citizens

Method	Pourashava			Upazila		
	Treatment	Control	Total	Treatment	Control	Total
Complaint box	9%	0%	7%	4%	15%	7%
Meeting head of respective institute or department	91%	100%	93%	96%	85%	93%
Total	100%	100%	100%	100%	100%	100%

According to citizens, it is the the Chairman to whom they most express their grievances. To lodge their complaints, 78% to 83% of the citizen respondents contact their Chairman (Table112). At the Upazila level this percentage is the highest. At the Union and Pourashava levels, Ward Members are also contacted for the purpose. Survey, as a whole, revealed that a very few aggrieved citizens use the complaint box to submit written complaints. The implication is that, the citizens are more predisposed to have a more personal way to seek help than rely on secondary methods like the complain box.

Table 112: Primary Entity Discontent Citizens Lodge Their Complaints

Person/Entity	Percentages of Respondents		
	Union	Pourashava	Upazila
Chairman	78%	78%	83%
Secretary	1%	5%	5%
Ward Members	13%	8%	0%
Complaint box	1%	0%	3%
Other	6%	8%	10%
Total	100%	100%	100%

In the event the Chairman/Mayor or Ward Member(s) from the three entities are not available, a higher proportion (76%) has no alternate choice to express their complaints. Only 28% of elected representatives at the Upazila headquarters and 18% at the Union Parishad stated that there are others who can be contacted (Table 113). In contrast, significantly greater number of respondents at the Pourashava level mentioned about other options compared to the other two entities.

Table 113: Alternate LGU Designated Person in Absence of Chairman/Mayor/W. Member

Response	Union	Pourashava	Upazila	Total
Yes	18%	43%	28%	24%
No	82%	57%	73%	76%
Total	100%	100%	100%	100%

3.5 Government Officials-Time Spent on Citizen Interaction

Both in Pourashavas and Upazilas, the government officials claim to spend about 20 hours per week - about 50% of their working time, attending to individual or community needs of the citizenry (Table114). The findings suggest a high allocation of time, implying that the respondents arguably included time used to address individual as well as community issues.

Table 114: Hours Allotted by LG Officials to Individual Citizens Needs per Week

LGU/Statistics	Treatment	Control	Total
Pourashava			
Mean	16.7	20.4	17.5
Std.Dev.	11.8	10.4	11.6
Median	20.0	20.0	20.0
Upazila			
Mean	19.5	21.1	19.9
Std.Dev.	11.7	9.9	11.3
Median	20.0	20.0	20.0
Overall			
Mean	18.6	20.9	19.1
Std.Dev.	11.8	10.0	11.4
Median	20.0	20.0	20.0

Further probe on how they attend to citizens' needs, revealed that half of the allotted time is used for field visits for inspection and monitoring of projects. During such visits, officials solicit households' views and suggestions on those activities. Of the weekly 20 hours spent on citizens' needs, 19% is allocated for resolving individual problems and 17% for community issues (Table115). There is no considerable difference in time allocation between the treatment and control groups. When disaggregated by LGU officials at the Pourashava and Upazila levels, their respective time allocations are similar (Table116, Table117).

Figure 12: Overall Allocation of Time Spent by Pourashava Officials on Citizenry

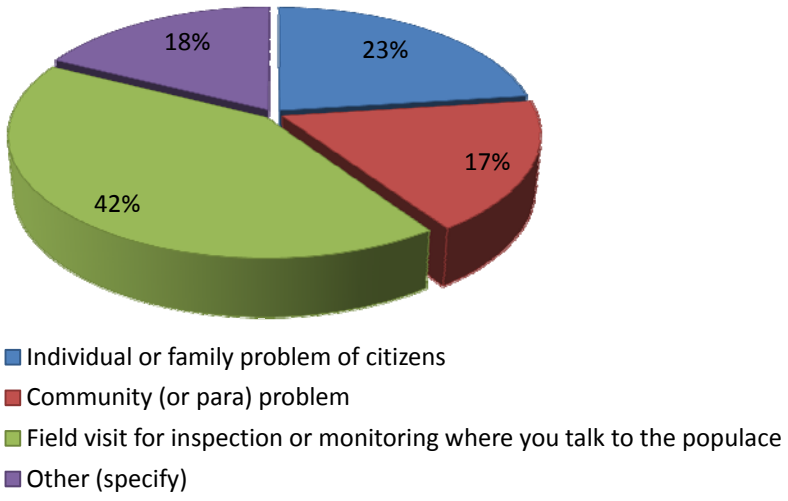


Figure 13: Overall Allocation of Time Spent by Upazila Officials on Citizenry

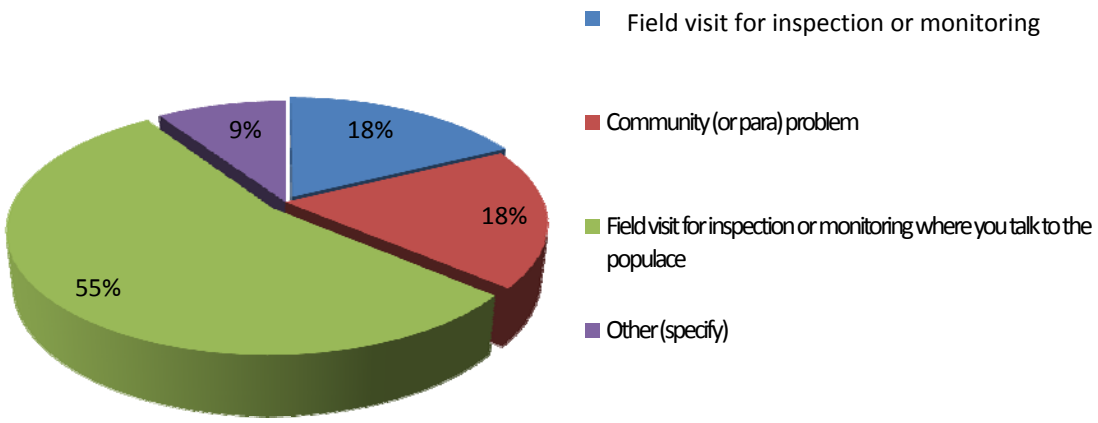


Table 115: Allocation of Time Spent by LGU Officials on Citizenry

Activity	Mean %
Treatment	
Individual or family problem of citizens	19.4
Community (or Para) problem	17.1
Field visit for inspection or monitoring	51.5
Other (specify)	12.0
Total	100
Control	
Individual or family problem of citizens	19.8
Community (or Para) problem	21.4
Field visit for inspection or monitoring	46.3
Other (specify)	12.6
Total	100
Overall	-
Individual or family problem of citizens	19.5
Community (or Para) problem	18.1
Field visit for inspection or monitoring	50.3
Other (specify)	12.1
Total	100

Table 116: Allocation of Time Spent by Pourashava Officials on Citizenry

Activity	Mean %
Treatment	
Individual or family problem of citizens	24.4
Community (or Para) problem	19.2
Field visit for inspection or monitoring	41.6
Other (specify)	14.8
Total	10.0
Control	-
Individual or family problem of citizens	18.1
Community (or Para) problem	11.5
Field visit for inspection or monitoring	43.1
Other (specify)	27.3
Total	100
Overall	-
Individual or family problem of citizens	23.0
Community (or Para) problem	17.5
Field visit for inspection or monitoring	41.9
Other (specify)	17.6
Total	100

Table 117: Allocation of Time Spent by Upazila Officials on Citizenry

Activity	Mean %
Treatment	
Individual or family problem of citizens	16.9
Community (or Para) problem	16.1
Field visit for inspection or monitoring	56.4
Other (specify)	10.6
Total	100
Control	-
Individual or family problem of citizens	20.6
Community (or Para) problem	26.1
Field visit for inspection or monitoring	47.8
Other (specify)	5.6
Total	100
Overall	-
Individual or family problem of citizens	17.7
Community (or Para) problem	18.4
Field visit for inspection or monitoring	54.4
Other (specify)	9.4
Total	100

On an average LGU officials spend around 6.5 hours (median = 5 hours) per week at meetings addressing local level issues (Table 118). The Upazila officials tend to expend marginally more time (6.7 hours) than those working in the Pourashavas (6 hours).

Table 118: Mean Hours Spent at Meetings by LGU Officials

LGU Units	Treatment	Control	Total
Pourashava			
Mean	6.0	6.0	6.0
Std.Dev.	5.1	4.9	5.0
Median	5.0	4.0	5.0
Upazila			
Mean	6.5	7.4	6.7
Std.Dev.	5.2	10.2	6.7
Median	5.0	4.0	5.0
Overall			
Mean	6.3	6.9	6.5
Std.Dev.	5.2	8.8	6.2
Median	5.0	4.0	5.0

The top three difficulties that LGU officials faced during meetings with households were identical for the Upazila and Pourashava samples (Table119). Officials in both entities found that dealing with the high volume of the citizens' demands was the most difficult task (Pourashava 30% and Upazila 21%), followed by lack of citizen awareness of the limits of government services. Bureaucratic hindrances were the third main difficulty (Pourashava 12% and Upazila 15.5%) experienced by the LGU officials, which often prevented them from spending more time with the citizens (Table119).

Table 119: Three Difficulties Experienced By LGU Officials Regarding Citizenry Issues

Rank	Pourashava	Mean %	Upazila	Mean %
1.	High volume of citizen demands	30%	High volume of citizen demands	21%
2.	Lack of citizen awareness of limits of government services	23%	Lack of citizen awareness of limits of government services	21%
3.	High volume of office work is required, limiting time spent with community	12%	High volume of office work is required, limiting time spent with community	15.5%

Annex-1 Profiles of Survey Respondents

This Annex provides profile information on all respondent groups surveyed, namely:

- Household Citizens in Unions
- Household Citizens in Pourashavas
- Government Officials at the Pourashava and Upazila Levels
- Elected Representatives at the Union, Pourashava and Upazila Levels

A.1.1 Union Parishad: Profile of Household Respondents

Of the 1,600 household respondents interviewed at the Union level, 989 (62%) were male and 611 (38%) female (Table 120, Figure 14). The gender distribution between treatment and control sites is identical. Although effort was made to include an equal number of male and female respondents, the later was often hesitant to participate in the survey. The women felt they knew very little about Union Parishad activities. Hence, men constituted significantly higher proportion of the respondents.

Figure 14: Percentage of Male and Female Household Respondents at Union Level

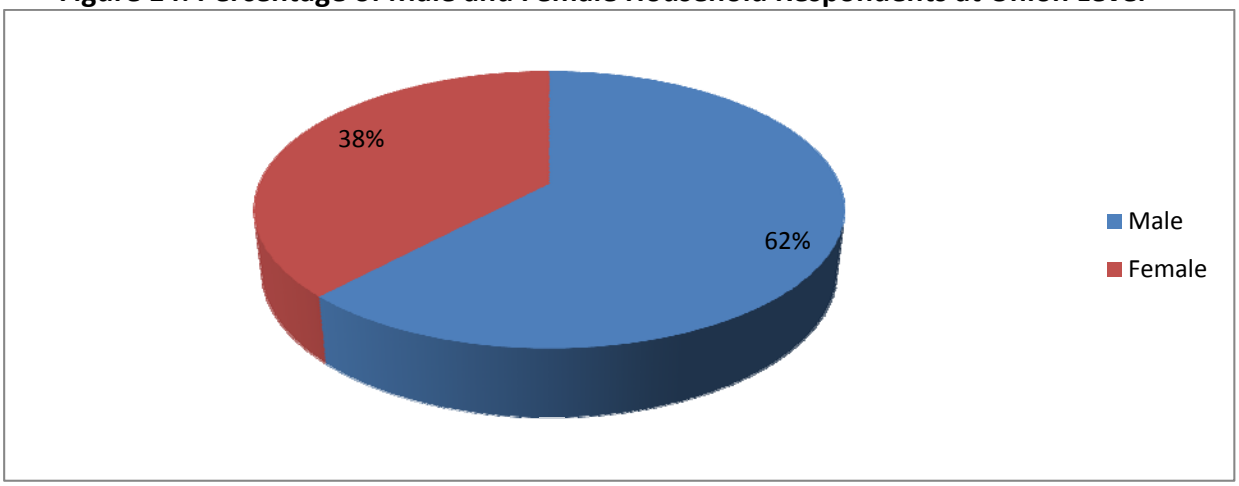


Table 120: Distribution of Male and Female Household Respondents at Union Level

Gender	Treatment		Control		Total	
	Count	Col.%	Count	Col.%	Count	Col.%
Male	629	62%	360	82%	989	62%
Female	392	38%	219	18%	611	38%
Total	1,021	100%	579	100%	1,600	100%

The average age of the respondents is 38 years, with the male being older (40 years) than the female (35 years) – Table 121. The average household[3] size is 5 (median = 5).

[3] Eating out of the same cooking pot

Table 121: Age of Household Respondents by Gender and Family Size at Union Level

Gender		Treatment	Control	Overall
Male	Mean	39.5	41.9	40.4
	Median	37.0	40.0	38.0
	Std. Deviation	14.2	15.6	14.8
Female	Mean	34.5	35.1	34.7
	Median	35.0	33.0	34.0
	Std. Deviation	10.4	10.9	10.6
Total	Mean	37.6	39.3	38.2
	Median	35.0	35.0	35.0
	Std. Deviation	13.1	14.4	13.6
Number of Family Members	Mean	5.0	5.1	5.1
	Median	5.0	5.0	5.0
	Std. Deviation	2.1	2.1	2.1

The Scope of Work (SOW) requires an analysis of citizens' knowledge and views according to three specific age categories: 18-25, 26-50 and >50 years. Table 122(Figure 15) below provides the distribution of citizens interviewed according to these three groups. Of the 1,600 citizens covered, 20 and 63 percent, respectively, belong to the 18-25 and 26-50 age groups , while 17 percent are the older cohort (over 50 years age).

Figure 15: Age Distribution of Household Respondents at Union Level

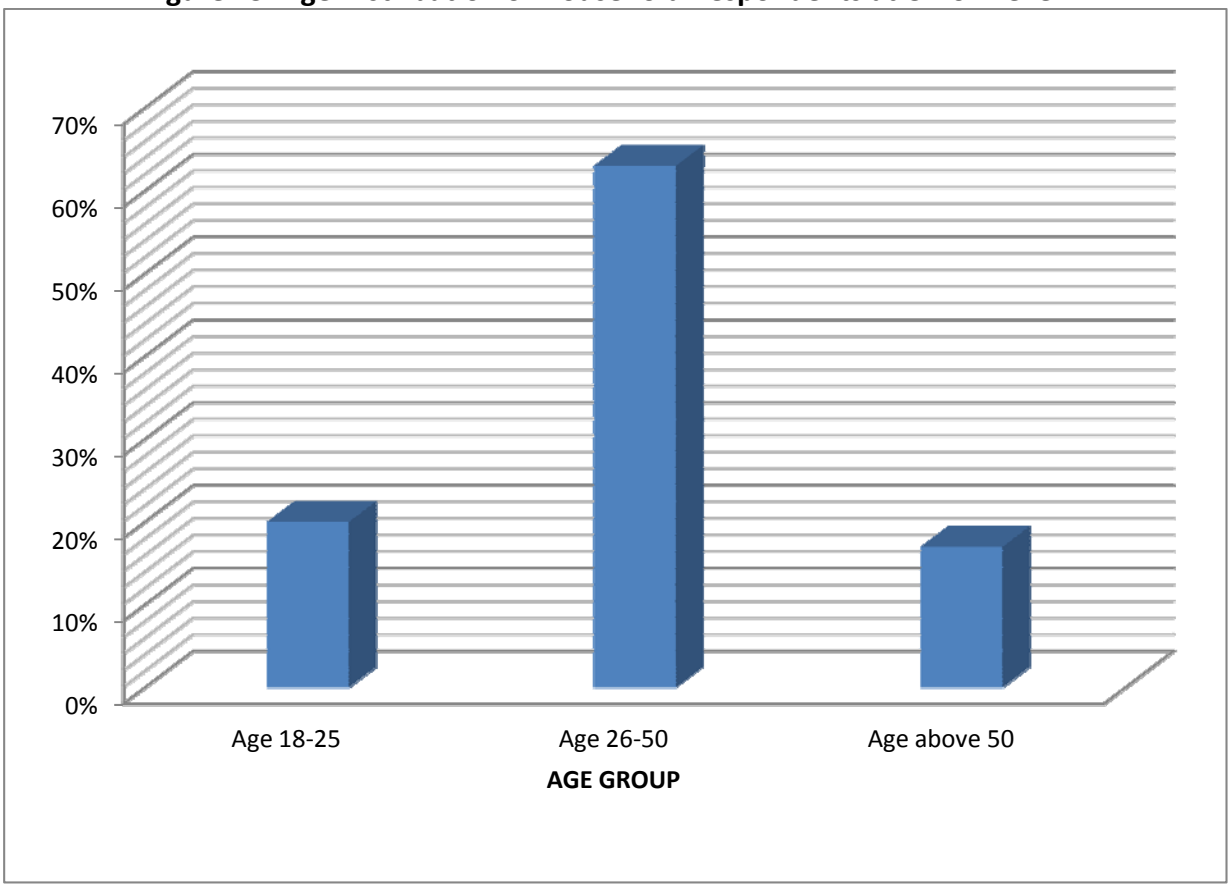


Table 122: Age Distribution of Household Respondents at Union Level

Age Group	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Age 18-25	203	20%	109	19%	312	20%
Age 26-50	666	65%	347	60%	1,013	63%
Age above 50	152	15%	123	21%	275	17%
Total	1,021	100%	579	100%	1,600	100%
Row %	64%		36%		100%	

The distribution of respondents by religion is similar to that of the national profile: 88.4 percent Muslims, 11.4 percent Hindus and less than 1 percent practicing Christianity or Buddhism (Table 123). In terms of ethnicity, only 4 have tribal roots while the rest are Bangalis (Table124). In both the treatment and control groups, 96 percent of the households have male heads (Figure 16, Table 125). Approximately 59% of the villagers interviewed have electricity connection in their residence, with a higher percentage in the treatment (62 Percent) than the control areas (53 Percent). Around 1 to 2 percent of the households reportedly use solar power (Table126).

Table 123: Religious Background of Households Respondents at Union Level

Religion	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Islam	918	89.9%	496	85.7%	1,414	88.4%
Hindu	100	9.8%	83	14.3%	183	11.4%
Christian	3	0.3%	0	0%	3	0.2%
Total	1021	100.0%	579	100%	1,600	100.0%
Row %	64%		36%		100%	

Table 124: Ethnic Background of Households Respondents at Union Level

Ethnicity	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Bengali	1017	100%	577	100%	1594	100%
Tribal	3	0%	1	0%	4	0%
Non-Bengali	0	0%	0	0%	0	0%
Other	0	0%	1	0%	1	0%
Total	1020	100%	579	100%	1599	100%
Row %	64%		36%		100%	

Figure 16: Distribution of Male and Female Household Heads at Union Level

Table 125: Distribution of Male and Female Household Heads at Union Level

Gender	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Male	980	96%	551	95%	1,531	96%
Female	41	4%	28	5%	69	4%
Total	1,021	100%	579	100%	1,600	100%
Row %	64%		36%		100%	

Table 126: Households with Electricity Connection at Union Level

Electricity Connection	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Yes	633	62%	309	53%	942	59%
No	378	37%	258	45%	636	40%
Solar power	10	1%	12	2%	22	1%
Total	1,021	100%	579	100%	1,600	100%
Row %	64%		36%		100%	

Tube well is the main source of drinking water for the Unions covered. An overwhelming 95% rely on tube wells while 2% rely on piped water and another 2% on surface water (Table 127).

Table 127: Main Source of Drinking Water for Citizens at Union Level

Water Source	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Tube well	970	95%	557	96%	1,527	95%
Piped water	17	2%	20	3%	37	2%
Well water	4	0%	1	0%	5	0%
Surface water	30	3%	1	0%	31	2%
Total	1,021	100%	579	100%	1,600	100%
Row %	64%		36%		100%	

The two common types of latrines used in the sample areas are kutcha/pit latrine, permanent (46%) and pucca/concrete latrines (43%). Around 11% of the respondent households use kutcha/pit latrine, temporary (Table128). At least 1% of the population continues to use the open fields as a substitute for latrine.

Table 128: Types of Latrines Used by Citizens at Union Level

Type	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Pucca/concrete latrine	422	41%	268	46%	690	43%
Kutcha/pit latrine, permanent	471	46%	261	45%	732	46%
Kutcha/pit latrine, temporary	121	12%	47	8%	168	11%
Open Field	7	1%	3	1%	10	1%
Total	1,021	100%	579	100%	1,600	100%
Row %	64%		36%		100%	

There is wide variation in the level of formal education amongst the households interviewed (Table 129, Figure 17). Around 26% are either illiterate or never attended school but can read or write; 14% stated they completed primary school education (Class V), and 4% claim that they have a post graduate degree.

Figure 17: Educational Attainment of Household Respondents at Union Level

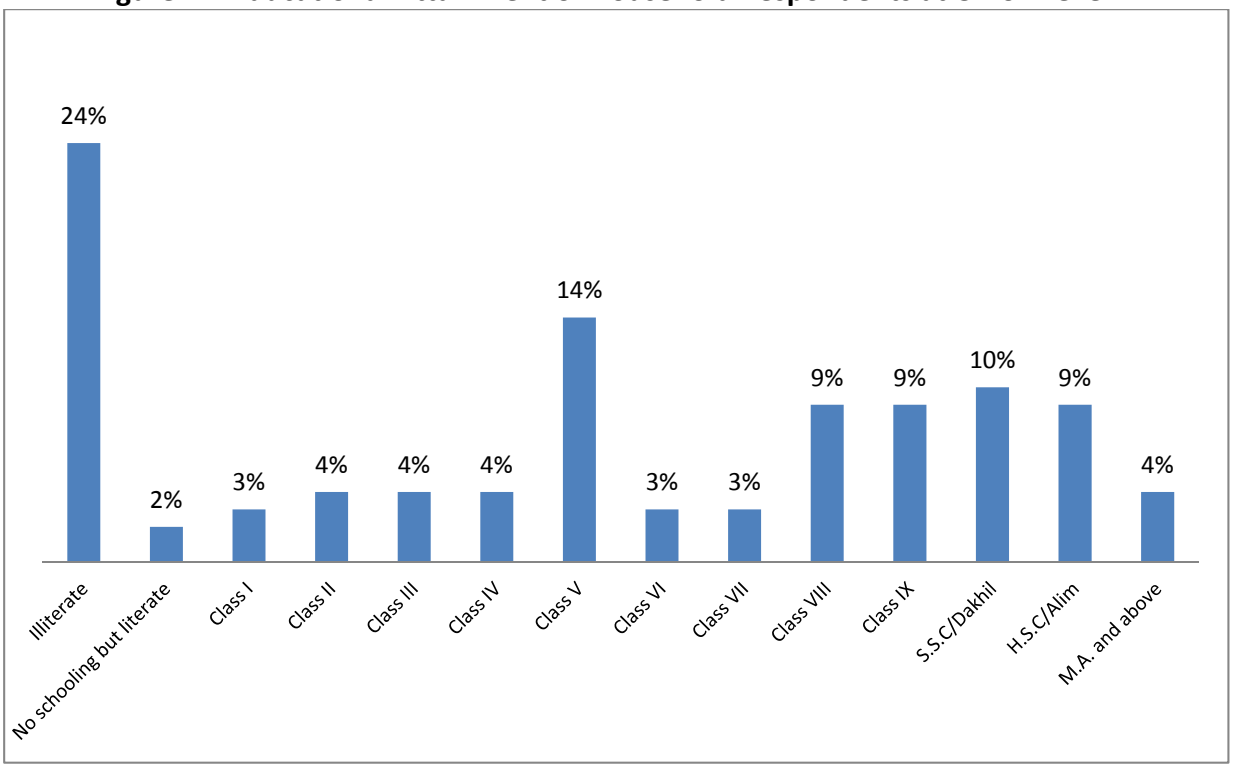


Table 129: Educational Attainment of Household Respondents at Union Level

Level of Schooling Completed	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Illiterate	244	24%	138	24%	382	24%
Never attended school but can read or write	18	2%	6	1%	24	2%
Class I	28	3%	14	2%	42	3%
Class II	45	4%	18	3%	63	4%
Class III	37	4%	22	4%	59	4%
Class IV	39	4%	30	5%	69	4%
Class V	143	14%	73	13%	216	14%
Class VI	33	3%	13	2%	46	3%
Class VII	29	3%	15	3%	44	3%
Class VIII	80	8%	59	10%	139	9%
Class IX	99	10%	42	7%	141	9%
S.S.C/Dakhil	100	10%	61	11%	161	10%
H.S.C/Alim	79	8%	60	10%	139	9%
M.A. and above	47	4%	28	5%	75	4%
Total	1021	100%	579	100%	1600	100%
Row %	64%		36%		100%	

Table 130 and Figure 18 present a detailed breakdown of occupation of the respondents. The three major categories can be segregated as follows: 32% are house wives (which suggests most of the female respondents are housewives), 27% involved in agricultural activities, and around 15% operate micro enterprises.

Figure 18: Occupation of Household Respondents at Union Level

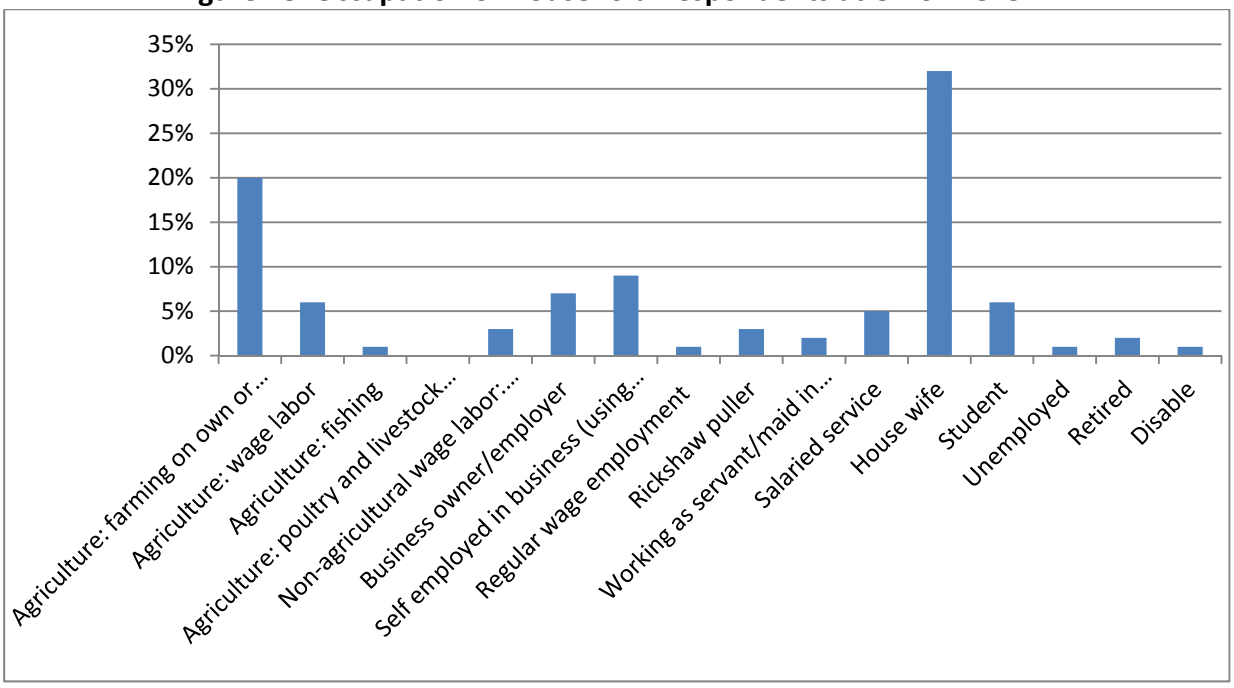


Table 130: Occupation of Household Respondents at Union Level

Occupation	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Agriculture: farming on own or rented-in	196	19%	120	21%	316	20%
Agriculture: wage labor	62	6%	40	7%	102	6%
Agriculture: fishing	15	1%	8	1%	23	1%
Agriculture: poultry and livestock rearing	1	0%	4	1%	5	0%
Non-agricultural wage labor: construction	34	3%	9	2%	43	3%
Business owner/employer	72	7%	41	7%	113	7%
Self employed in business (using family	92	9%	49	8%	141	9%
Regular wage employment	10	1%	11	2%	21	1%
Rickshaw puller	32	3%	13	2%	45	3%
Working as servant/maid in others' house	12	1%	12	2%	24	2%
Salaried service	54	5%	29	5%	83	5%
House wife	338	33%	179	31%	517	32%
Student	61	6%	34	6%	95	6%
Unemployed	16	2%	7	1%	23	1%
Retired	18	2%	9	2%	27	2%
Disable	8	1%	14	2%	22	1%
Total	1021	100%	579	100%	1600	100%
Row %	64%		36%		100%	

Table 131 presents land holding characteristics of households surveyed. There is a wide variation in own land excluding homestead, ranging betwee 114.3 and 176.4 decimal, respectively, in the treatment and control areas. Corresponding overall figure is 58.6 decimal. Average amount of land used in homestead is 34.6 decimal, 15.6 and 137.5 decimal, respectively in the treatment and control areas. Table 131 also includes information on other land use and land leasing or renting arrangements.

Table 131: Landing Holding of Households at Union Level

Land Holding	Mean	Median	Standard Deviation.
Treatment	(decimal)	(decimal)	(decimal)
Own land excluding homestead	114.3	49.8	210.8
Land rented-in	34.6	-	68.5
Land rented-out	44.6	-	188.0
Land not owned but used for cultivation or other	9.3	-	56.5
Land used in homestead	15.6	9.0	21.0
Control	176.4	65.0	573.4
Own land excluding homestead	48.3	-	84.7
Land rented-in	83.2	-	417.3
Land rented-out	6.7	-	45.3
Land not owned but used for cultivation or other	17.9	10.0	27.5
Land used in homestead	137.5	50.0	389.0
Overall	39.7	-	75.2
Own land excluding homestead	58.6	-	293.3
Land rented-in	8.4	-	52.9
Land rented-out	16.4	10.0	24.0
Land not owned but used for cultivation or other	114.3	49.8	210.8
Land used in homestead	34.6	-	68.5

Most families (86%) have a monthly family income between Taka 3,000 to Taka 15,000 (Table132, Figure 19), followed by 7 percent with less than Taka 3,000 and 6 percent earning on an average between Taka 15,001 and 25,000. Only 1 percent of the respondent households belonged to the immediate next strata of household income (Taka 25,001-Taka 35,000). Around 40% of the respondent households stated that their monthly income is between Taka 5,000 and Taka 10,000. The average monthly family expenditure in the treatment and control group is around Taka 6,800 (Table 133). The median outlay in the control areas (Taka 5,500) is marginally lower than in the treatment area (Taka 6,000). Notably, the average monthly household income is sufficiently below the average International standards. However, that does not necessarily reflect a low standard of living.

Figure 19: Monthly Family Income of Household at Union Level

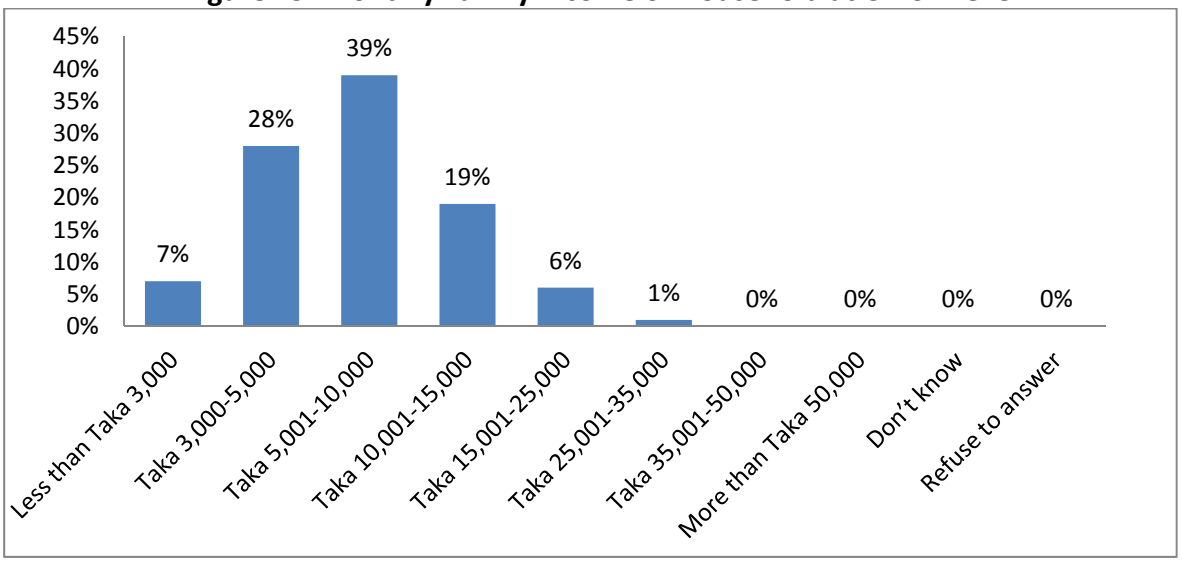


Table 132: Monthly Family Income of Household at Union Level

Income Group	Treatment		Control		Total	
	Count	Col.%	Count	Col.%	Count	Col.%
Less than Taka 3,000	77	6%	90	8%	167	7%
Taka 3,000-5,000	335	28%	336	28%	671	28%
Taka 5,001-10,000	477	40%	461	38%	938	39%
Taka 10,001-15,000	225	19%	223	19%	448	19%
Taka 15,001-25,000	64	5%	69	6%	133	6%
Taka 25,001-35,000	12	1%	12	1%	24	1%
Taka 35,001-50,000	2	0%	2	0%	4	0%
More than Taka 50,000	3	0%	1	0%	4	0%
Don't know	3	0%	4	0%	7	0%
Refuse to answer	2	0%	2	0%	4	0%
Total	1,200	100%	1,200	100%	2,400	100%

Table 133: Average Monthly Household Expenditure (Taka) at the Union Level

Statistics	Treatment	Control	Total
Mean	6,918	6,799	6,875
Median	6,000	5,500	6,000
Std. Deviation	4,074	4,174	4,110

The socioeconomic profile of the households discussed above suggests coverage of both the poor and the non-poor. However, very few, if any, are direct beneficiaries of different programs targeting the poor (Table 134). Agricultural subsidy is the only program under which 13% of the treatment and 15% of the control respondents acknowledged that they are directly benefiting from such intervention.

Table 134: Households Recipient of Targeted Benefit Programs at Union Level

	Treatment				Control			
Benefits	Yes	No	Don't know	Total	Yes	No	Don't know	Total
Vulnerable Group Development (VGD)	3%	97%	0%	100%	4%	96%	0%	100%
Vulnerable Group Feeding (VGF)	2%	98%	0%	100%	2%	98%	0%	100%
Old age allowance	5%	95%	0%	100%	6%	94%	0%	100%
Widow allowance	1%	99%	0%	100%	2%	98%	0%	100%
Disability allowance	0%	100%	0%	100%	0%	100%	0%	100%
Maternity allowance	0%	100%	0%	100%	0%	100%	0%	100%
Enrolled in the 100 days program	1%	99%	0%	100%	2%	98%	0%	100%
Freedom Fighter allowance	1%	99%	0%	100%	1%	99%	0%	100%
Agriculture subsidy	13%	87%	0%	100%	15%	85%	0%	100%

A.1.2 Pourashava: Profile of Households and Respondents

Of the 800 household respondents interviewed at the Pourashava level, 487 (61%) were male and 313 (39%) female (Table 135, Figure 20). The gender distribution between treatment and control areas is identical. Although efforts were made to include an equal number of male and female respondents, the later was often hesitant to participate in the survey. Similar to the Union level, the women felt they knew very little about Pourashava activities. Hence, men emerged as significantly higher proportion of the respondents.

Figure 20: Distribution of Male and Female Households Interviewed in Pourashavas

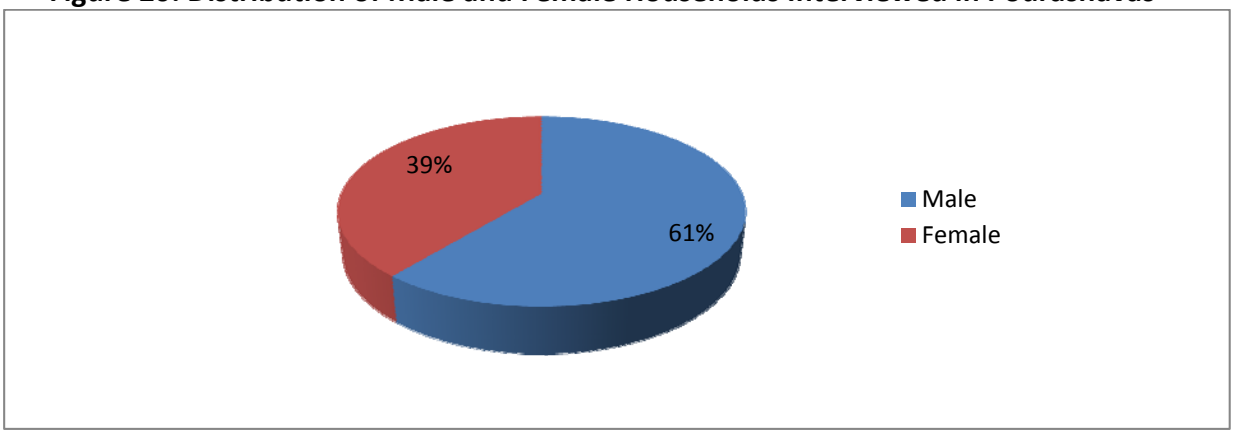


Table 135: Distribution of Male and Female Households Interviewed in Pourashavas

Gender	Treatment		Control		Total	
	Count	Col.%	Count	Col.%	Count	Col.%
Male	390	61%	97	60%	487	61%
Female	249	39%	64	40%	313	39%
Total	639	100%	161	100%	800	100%

The average age of the respondents is 38.5 years, with the male being older (40 years) than the female (35 years) – Table 136. The average size of the household - eating out of the same cooking pot, is 5 (median = 5).

Table 136: Age of Households by Gender and Family Size in Pourashavas

Gender		Treatment	Control	Overall
Male	Mean	40.7	40.2	40.6
	Median	40.0	37.0	40.0
	Std. Deviation	14.5	14.5	14.5
Female	Mean	35.9	34.3	35.5
	Median	35.0	32.0	35.0
	Std. Deviation	11.1	10.5	11.0
Total	Mean	38.8	37.8	38.6
	Median	38.0	35.0	37.0
	Std Deviation	13.5	13.3	13.4
Number of Family Members	Mean	5.0	5.0	5.0
	Median	5.0	5.0	5.0
	Std Deviation	2.2	2.0	2.1

The Scope of Work (SOW)) suggests analysis of citizens' knowledge and views according to three specific age categories: 18-25 years, 26-50 years and those above 50 years of age. Of the 800 citizens covered, 19% belong to the 18-25 category, 64% are in the 26-50 age group and 17% are the older cohort who are over 50 years age (Table 137, Figure 21).

Figure 21: Age Distribution of Citizens Interviewed in Pourashavas

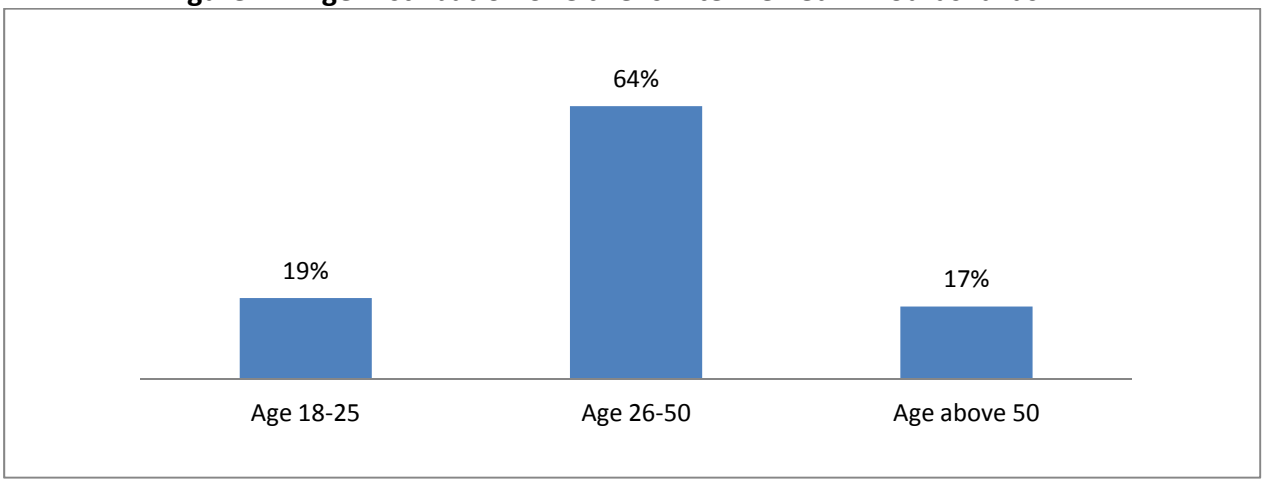


Table 137: Age Distribution of Citizens Interviewed in Pourashavas

Age Group	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Age 18-25	120	19%	31	19%	151	19%
Age 26-50	412	64%	102	63%	514	64%
Age above 50	107	17%	28	17%	135	17%
Total	639	100%	161	100%	800	100%
Row %	80%		20%		100%	

In the Pourashavas the distribution of respondents by religion varied slightly compare to that of the national profile. Around 90% are Muslims, 10% Hindus and practically no Christians or Buddhists (Table 138). In terms of ethnicity, only 1 person has tribal roots while the rest are Bangalis (Table139). In both the treatment and control group, 94% of the households have male heads and only 6% are managed by female heads (Table 140) almost like in the Union Parishads. Eighty six percent of the villagers interviewed have electricity connection in their residences, with a higher percent in control (91%) than the treatment areas (85%) - (Table 141). This is an expected phenomenon, because Pourashavas are usually more developed and urbanized than the Union Parishads. None of the respondent households reportedly used solar power during survey.

Table 138: Religious Background of Households Respondents in Pourashavas

Religion	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Islam	576	90%	136	84%	712	89%
Hindu	63	10%	25	16%	88	11%
Christians and Buddhists	0	0%	0	0%	0	0%
Total	639	100%	161	100%	800	100%
Row %	80%		20%		100%	

Table 139: Ethnic Background of Households Respondents in Pourashavas

Ethnicity	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Bengali	638	100%	151	94%	789	99%
Tribal	1	0%	1	1%	2	0%
Non-Bengali	0	0%	8	5%	8	1%
Other	0	0%	1	1%	1	0%
Total	639	100%	161	100%	800	100%
Row %	80%		20%		100%	

Figure 22: Distribution of Male and Female Household Heads in Pourashavas

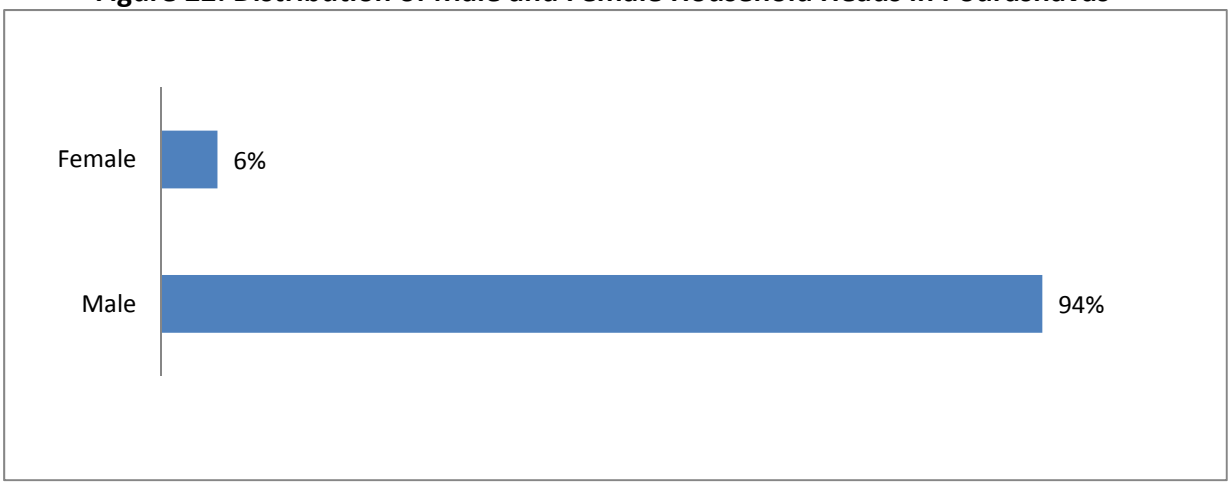


Table 140: Distribution of Male and Female Household Heads in Pourashavas

Gender	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Male	603	94%	148	92%	751	94%
Female	36	6%	13	8%	49	6%
Total	639	100%	161	100%	800	100%
Row %	80%		20%		100%	

Table 141: Households with Electricity Connection in Pourashavas

Response	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Yes	540	85%	146	91%	686	86%
No	99	15%	15	9%	114	14%
Solar power	0	0%	0	0%	0	0%
Total	639	100%	161	100%	800	100%
Row %	80%		20%		100%	

Tube well is the main source of drinking water for the Pourashavas covered. Around 81% rely on tube wells while 17% primarily use piped water and another 1% depends on surface water (Table 142). The larger percentage of respondents in Pourashavas using piped water in comparison to the 2% who do so in the Union Parishads can once again be attributed to the greater degree of infrastructural development in Pourashavas. As in the Union, the two

common types of latrines used are kutcha/pit latrine, permanent (25%) and pucca/concrete latrines (69%). Unlike the Union Parishad where the percentage of kutcha and pucca latrines were almost the same, in Pourashavas the pucca/concrete latrines are more popular. Only 6% of respondents make use of kutcha/pit latrine, temporary (Table 143) while none of the respondents used the open fields as a substitute for latrines.

Table 142: Main Source of Drinking Water for Citizens in Pourashavas

Water Source	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Tube well	529	83%	121	75%	650	81%
Piped water	99	15%	40	25%	139	17%
Well water	0	0%	0	0%	0	0%
Surface water	11	2%	0	0%	11	1%
Total	639	100%	161	100%	800	100%
Row %	80%		20%		100%	

Table 143: Types of Latrines Used by Citizens in Pourashavas

Type	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Pucca latrine	409	64%	143	89%	552	69%
Kutcha latrine, permanent	178	28%	18	11%	196	25%
Kutcha latrine, temporary	51	8%	0	0%	51	6%
Open Field	1	0%	0	0%	1	0%
Total	639	100%	161	100%	800	100%
Row %	80%		20%		100%	

There is wide variation in the level of formal education amongst the households interviewed (Table 144, Figure 23). Around 17% are illiterate and 2% never attended school but can read or write; 12% stated that they completed primary school education (Class V), and 8% claimed that they have a post graduate degree.

Figure 23: Distribution of Educational Attainment of Respondents in Pourashavas

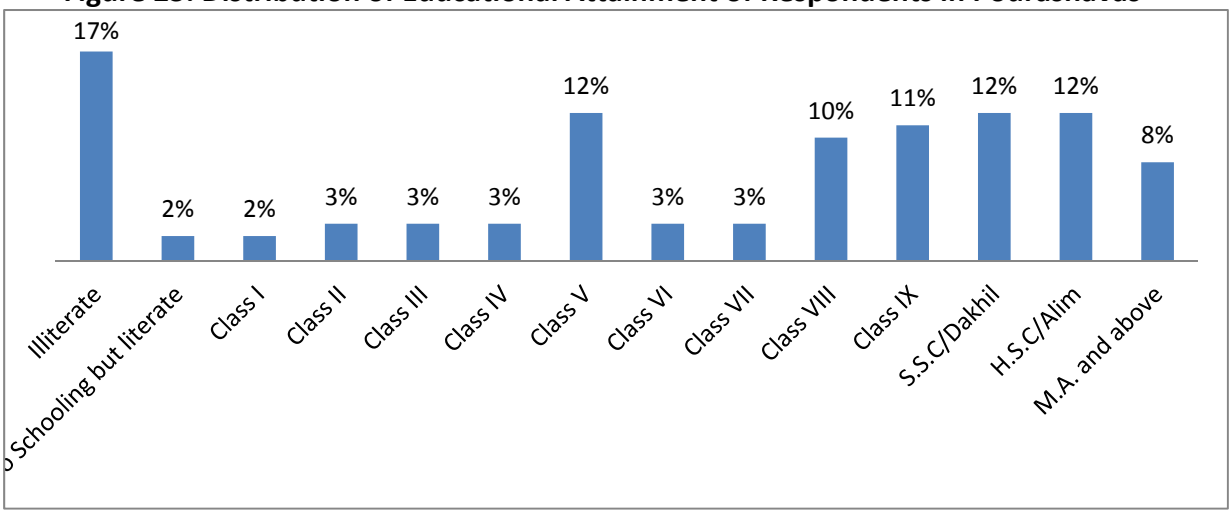


Table 144: Distribution of Educational Attainment of Citizens Interviewed in Pourashavas

Level of Schooling Completed	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Illiterate	111	17%	21	13%	132	17%
Never attended school but can read and write	18	3%	1	1%	19	2%
Class I	11	2%	1	1%	12	2%
Class II	19	3%	6	4%	25	3%
Class III	20	3%	2	1%	22	3%
Class IV	20	3%	5	3%	25	3%
Class V	82	13%	13	8%	95	12%
Class VI	20	3%	1	1%	21	3%
Class VII	17	3%	4	2%	21	3%
Class VIII	63	10%	18	11%	81	10%
Class IX	68	11%	20	12%	88	11%
S.S.C/Dakhil	77	12%	21	13%	98	12%
H.S.C/Alim	67	10%	31	19%	98	12%
M.A. and above	46	8%	17	10%	63	8%
Total	639	100%	161	100%	800	100%
Row %	80%		20%		100%	

Table 145 and **Figure 24** present a detailed breakdown of occupation of the respondents. The three major categories can be aggregated as follows: 32% are house wives, 10% involved in agricultural activities (17% less than that in Unions), and a substantial 29% operate micro enterprises.

Figure 24: Occupation of Respondents in Pourashavas

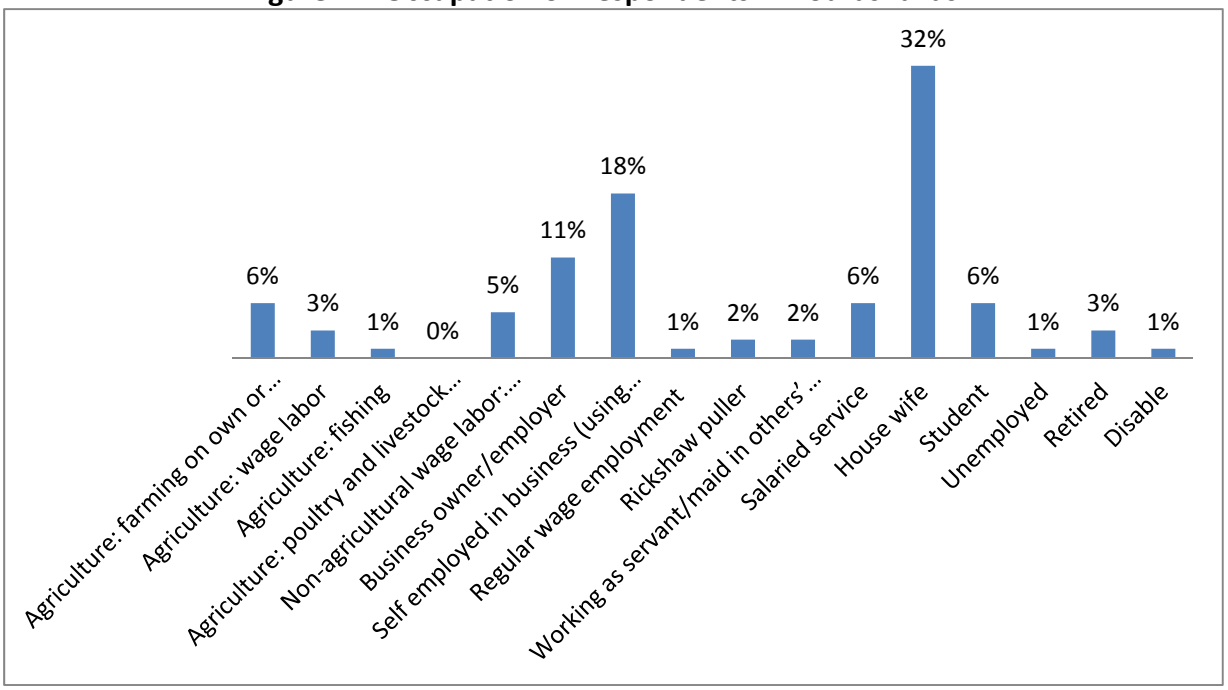


Table 145: Occupation of Households in Pourashavas

Occupation	Treatment		Control		Total	
	No.	%	No.	%	No.	%
Agriculture: farming on own or rented-in	41	6%	7	4%	48	6%
Agriculture: wage labor	25	4%	1	1%	26	3%
Agriculture: fishing	7	1%	0	0%	7	1%
Agriculture: poultry and livestock rearing	1	0%	1	1%	2	0%
Non-agricultural wage labor: construction	34	5%	6	4%	40	5%
Business owner/employer	62	10%	26	16%	88	11%
Self employed in business (using family	118	18%	24	15%	142	18%
Regular wage employment	10	2%	1	1%	11	1%
Rickshaw puller	12	2%	3	2%	15	2%
Working as servant/maid in others' house	11	2%	6	4%	17	2%
Salaried service	36	6%	15	9%	51	6%
House wife	210	33%	45	28%	255	32%
Student	35	5%	15	9%	50	6%
Unemployed	9	1%	1	1%	10	1%
Retired	19	3%	8	5%	27	3%
Disable	9	1%	2	1%	11	1%
Total	639	100%	161	100%	800	100%
Row %	80%		20%		100%	

Table 131 presents land holdings characteristics of households surveyed Pouroshavas. In comparison to the Union, there was much less land holdings, an average size of 74.4 decimal excluding land used for homestead. The average amount of land used for homestead is 8.2 decimal, which is half of that in Unions.

Table 146: Land Holding of Households in Pourashavas

Land Holding	Mean (Decimal)	Median (Decimal)	Standard (Decimal)
Treatment			
Own land excluding homestead	74.41	-	199.57
Land rented-in	13.26	-	59.44
Land rented-out	32.04	-	133.47
Land not owned but used for cultivation or other	2.29	-	15.07
Land used in homestead	8.04	5.00	10.64
Control	101.24	16.00	192.61
Own land excluding homestead	6.50	-	20.09
Land rented-in	44.79	-	125.02
Land rented-out	2.97	-	17.81
Land not owned but used for cultivation or other	8.62	6.00	9.96
Land used in homestead	79.44	-	198.41
Overall	12.01	-	54.40
Own land excluding homestead	34.39	-	131.94
Land rented-in	2.41	-	15.59
Land rented-out	8.15	5.25	10.51
Land not owned but used for cultivation or other	74.41	-	199.57
Land used in homestead	13.26	-	59.44

Most of the inhabitants of the Pourashavas (85%) have an average monthly family income between Taka 3,000 and Taka 15,000 (Table 147, Figure 25). Around 10% stated that their monthly income is between Taka 15,000 and Taka 25,000. Only 1% of the respondents earned more than Taka 35,000 and 2% of the respondents earned less than Taka 3,000. The average monthly family expenditure in the treatment and control group is around Taka 7,856 (Table 148) (Taka 1,000 higher than that in Union Parishads). The median outlay in the control areas (Taka 7,000) is marginally higher than in the treatment area (Taka 6,000) which is vice versa in Union Parishads.

Figure 25: Monthly Family Income of Household (Taka) in Pourashavas

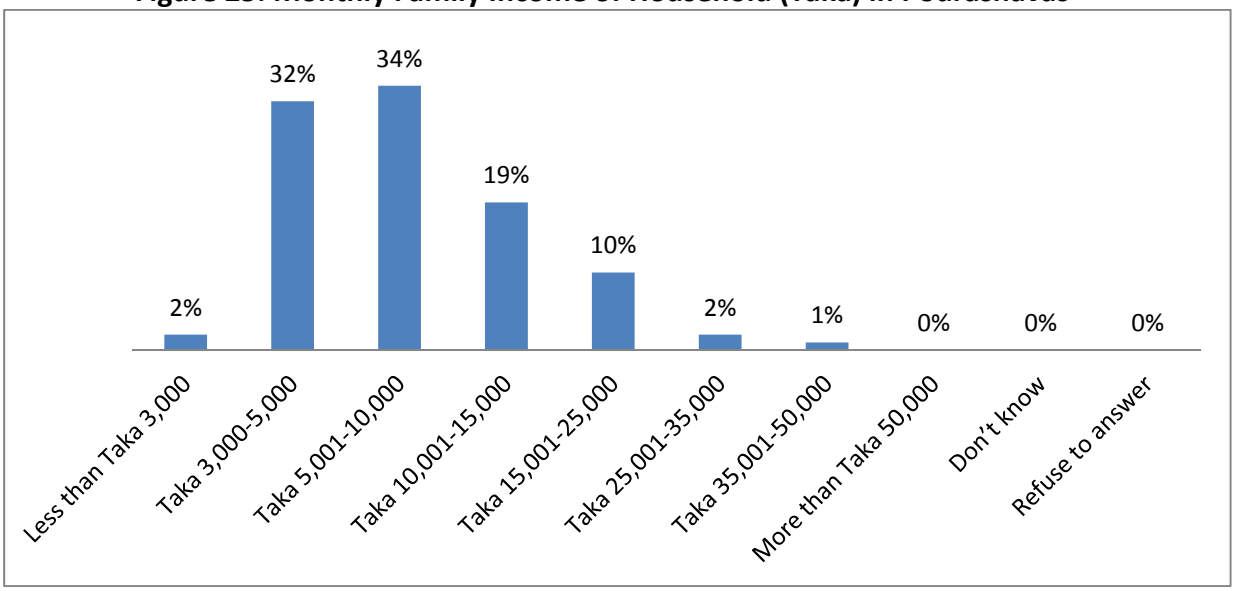


Table 147: Monthly Family Income of Household (Taka) in Pourashavas

Income Group	Treatment		Control		Total	
	Count	Col.%	Count	Col.%	Count	Col.%
Less than Taka 3,000	16	3%	2	1%	18	2%
Taka 3,000-5,000	209	33%	47	29%	256	32%
Taka 5,001-10,000	211	33%	58	36%	269	34%
Taka 10,001-15,000	117	18%	33	20%	150	19%
Taka 15,001-25,000	65	10%	12	7%	77	10%
Taka 25,001-35,000	11	2%	5	3%	16	2%
Taka 35,001-50,000	6	1%	2	1%	8	1%
More than Taka 50,000	2	0%	0	0%	2	0%
Don't know	0	0%	1	1%	1	0%
Refuse to answer	2	0%	1	1%	3	0%
Total	639	100%	161	100%	800	100%
Row %	80%		20%		100%	

Table 148: Average Monthly Household Expenditure (Taka) in Pourashavas

Statistics	Treatment	Control	Total
Mean	7,740	8,315	7,856
Median	6,000	7,000	6,000
Std. Deviation	5,068	5,698	5,202

Alike Union Parishads, in Pourashavas, very few respondents, if any, are direct beneficiaries of different programs targeting the poor (Table149). There are hardly any programs under which respondents are getting substantial benefits from the respective interventions.

Table 149: Households Recipients of Targeted Benefit Programs in Pourashavas

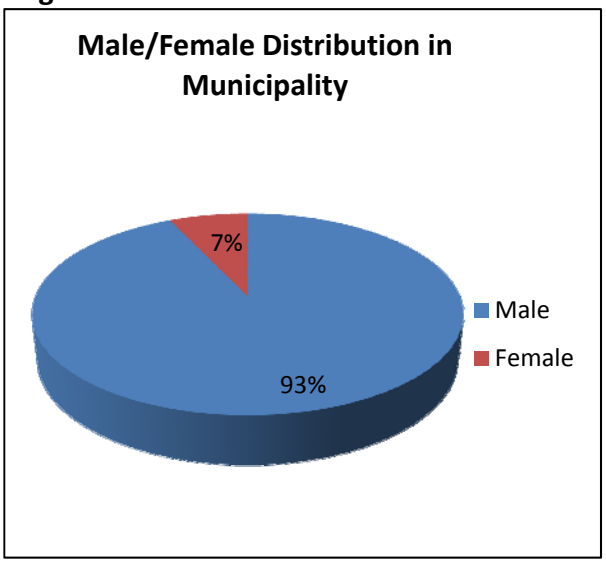
Benefits	Treatment				Control			
	Yes	No	Don't know	Total	Yes	No	Don't know	Total
Vulnerable Group Development (VGD)	1%	99%	0%	100%	1%	99%	0%	100%
Vulnerable Group Feeding (VGF)	1%	99%	0%	100%	2%	98%	0%	100%
Old age allowance	3%	97%	0%	100%	5%	95%	0%	100%
Widow allowance	2%	98%	0%	100%	2%	98%	0%	100%
Disability allowance	0%	100%	0%	100%	0%	100%	0%	100%
Maternity allowance	0%	100%	0%	100%	0%	100%	0%	100%
Enrolled in the 100 days program	0%	100%	0%	100%	0%	100%	0%	100%
Freedom Fighter allowance	0%	100%	0%	100%	1%	99%	0%	100%
Agriculture subsidy	2%	98%	0%	100%	6%	94%	0%	100%

A.1.3 Local Government Unit Officials Profile

A.1.3.1 Profile of Government Officials

A total of 20 Pourashavas and 80 Union Parishads covering 40 Upazilas were included in the study. In the rural setting, the interview of LGU officials were limited to Upazila headquarters, as the Secretary is the sole government official at the Union level. The Union Secretary primarily reflects the views of the Union Parishad Chairman, and therefore was not targeted for an interview. Of the 60 Pourashava officers interviewed, 47 were from treatment locations and 13 from control areas. Of the 180 Local Government Unit (LGU) officials interviewed at the Pourashava and Upazila level, 166 were male and 14 were female (Table150). The gender distribution between treatment and control sites is similar, and almost the same in Pourashavas and Upazilas (Figure 26).

Figure 26: Distribution of Male and Female Pourashava and Upazila Officials Interviewed



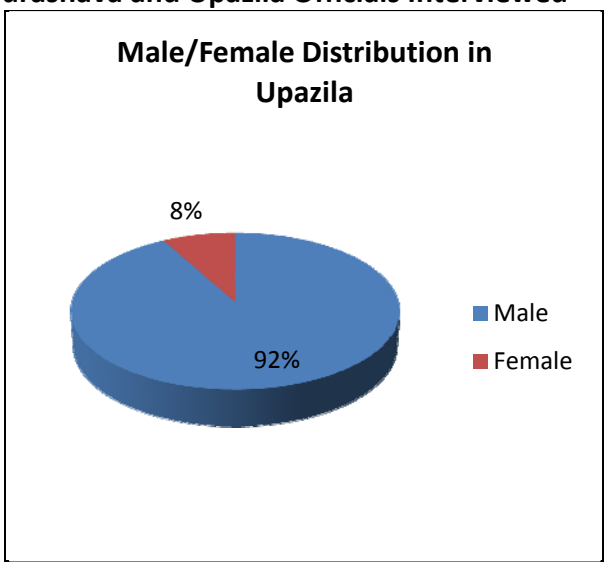


Table 150: Distribution of Male and Female Pourashava and Upazila Officials Interviewed

Gender	Pourashava						Upazila					
	Treatment		Control		Total		Treatment		Control		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Male	43	91%	13	100%	56	93%	84	90%	26	96%	110	92%
Female	4	9%	0	0%	4	7%	9	10%	1	4%	10	8%
Total	47	100%	13	100%	60	100%	93	100%	27	100%	120	100%
Row %	78%		22%		100%		78%		23%		100%	

The list of services provided by the local government is considerable. It includes activities in agriculture, health, education and infrastructure. To assess the capacity, performance and constraints of the local government units, officers from pertinent departments were interviewed. Table 151 provides the distribution of officials included in the study covering the Pourashavas and Upazilas. In the Pourashava the largest number of officials was designated as secretaries, and then deputy engineers and tax assessment officers. For the Upazila, the highest number of officials was Agricultural Officers followed by Cooperative and Educational Officers.

Table 151: Distribution of Pourashava and Upazila Officials Interviewed

Department	Pourashava						Upazila					
	Treatment		Control		Total		Treatment		Control		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Agricultural Officer	0	0%	0	0%	0	0%	19	20%	3	11%	22	18%
Cooperative Officer	0	0%	0	0%	0	0%	9	10%	4	15%	13	11%
Live-stock Officer	0	0%	0	0%	0	0%	4	4%	2	7%	6	5%
Education Officer	0	0%	0	0%	0	0%	8	9%	5	19%	13	11%
Social Welfare Officer	0	0%	0	0%	0	0%	5	5%	0	0%	5	4%
Fisheries Officer	0	0%	0	0%	0	0%	9	10%	3	11%	12	10%
Engineer	4	9%	0	0%	4	7%	8	9%	5	19%	13	11%
Family Planning Officer	0	0%	0	0%	0	0%	1	1%	0	0%	1	1%
Upazila Nirbahi Officer	0	0%	0	0%	0	0%	3	3%	2	7%	5	4%
Youth Development Officer	0	0%	0	0%	0	0%	5	5%	1	4%	6	5%
Women Welfare Officer	0	0%	0	0%	0	0%	3	3%	0	0%	3	3%
Statistics Officer	1	2%	0	0%	1	2%	7	8%	0	0%	7	6%
Upazila Election Officer	0	0%	0	0%	0	0%	1	1%	0	0%	1	1%
Accountant	3	6%	1	8%	4	7%	2	2%	0	0%	2	2%
Upazila Health and Family	1	2%	0	0%	1	2%	2	2%	0	0%	2	2%
Secretary(Pourashava)	11	23%	4	31%	15	25%	0	0%	0	0%	0	0%
Deputy Engineer	9	19%	2	15%	11	18%	3	3%	1	4%	4	3%
Sanitary Inspector	4	9%	1	8%	5	8%	0	0%	0	0%	0	0%
Tax Assessment and Collection	5	11%	3	23%	8	13%	0	0%	0	0%	0	0%
Trade License Officer	4	9%	0	0%	4	7%	0	0%	0	0%	0	0%
EPI Supervisor	1	2%	1	8%	2	3%	0	0%	0	0%	0	0%
Project Establishment Officer	0	0%	0	0%	0	0%	2	2%	0	0%	2	2%
Executive Engineer	0	0%	1	8%	1	2%	0	0%	1	4%	1	1%
Health Assistant	2	4%	0	0%	2	3%	0	0%	0	0%	0	0%
Public Health Officer	0	0%	0	0%	0	0%	1	1%	0	0%	1	1%
District Ansar V.D.P. officer	0	0%	0	0%	0	0%	1	1%	0	0%	1	1%
Administrative Officer	1	2%	0	0%	1	2%	0	0%	0	0%	0	0%
Slum Development Officer	1	2%	0	0%	1	2%	0	0%	0	0%	0	0%
Total	47	100	13	100	60	100	93	100	27	100	120	100

The categories of officials interviewed have been aggregated into five types: (i) Accounts Officers; (ii) Agriculture Officers; (iii) Engineers; (iv) Health and Social Welfare Officers; and (v) Others (Table 152). Those belonging to the "other" group includes: Upazila Nirbahi Officer (UNO), Secretary (Pourashava), Tax Assessment and Collection Officer, Education Officer, and Upazila Health and Family Planning Officer. Table 152 presents the distribution of LGU officials interviewed based on the five categories. At the Pourashava level, 40% of the respondents belong to the "other" category, 18% are Administrative and Accounts Officers, 15% Engineers and 15% Health and Social Welfare Officers. At the Upazila level, a high number of Agriculture Officers (n = 40) participated in the survey. A total of 32 Administrative and Accounts Officers, 20 "other" officers, and 18 Engineers were interviewed.

Table 152: Segregated List of Pourashava and Upazila Officials Interviewed

Department	Pourashava						Upazila					
	Treatment		Control		Total		Treatment		Control		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Admin. and Account Officers	10	21%	1	8%	11	18%	27	29%	5	19%	32	27%
Agriculture Officers	0	0%	0	0%	0	0%	32	34%	8	30%	40	33%
Engineers	13	28%	3	23%	16	27%	11	12%	7	26%	18	15%
Health and Social Welfare Officers	7	15%	2	15%	9	15%	10	11%	0	0%	10	8%
Others	17	36%	7	54%	24	40%	13	14%	7	26%	20	17%
Total	47	100%	13	100%	60	100%	93	100%	27	100%	120	100%

Note: Other = *Upazila Nirbahi officer, Secretary (Pourashava), Tax assessment and collection officer, Education officer and Upazila health and Family planning officer*

An overwhelming majority of officials interviewed are college graduates. Amongst those interviewed at the Pourashavas, 82% have a bachelor's degree or above while 96% of the respondents from the Upazilas claimed to have finished a university degree (Table 153, Figure 27).

Figure 27: Educational Attainment of Pourashava and Upazila Officials Interviewed

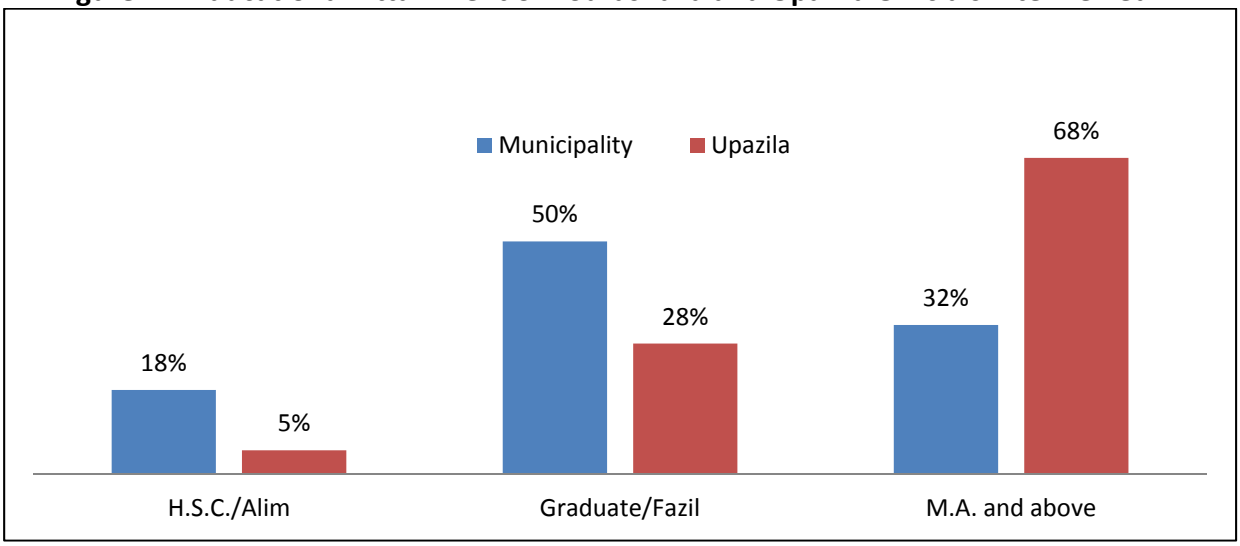


Table 153: Educational Attainment of Government Officials

Education	Pourashava						Upazila					
	Treatment		Control		Total		Treatment		Control		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
H.S.C./Alim	7	15%	4	31%	11	18%	6	6%	0	0%	6	5%
Graduate/Fazil	26	55%	4	31%	30	50%	24	26%	9	33%	33	28%
M.A. and above	14	30%	5	38%	19	32%	63	68%	18	67%	81	68%
Total	47	100%	13	100%	60	100%	93	100%	27	100%	120	100%

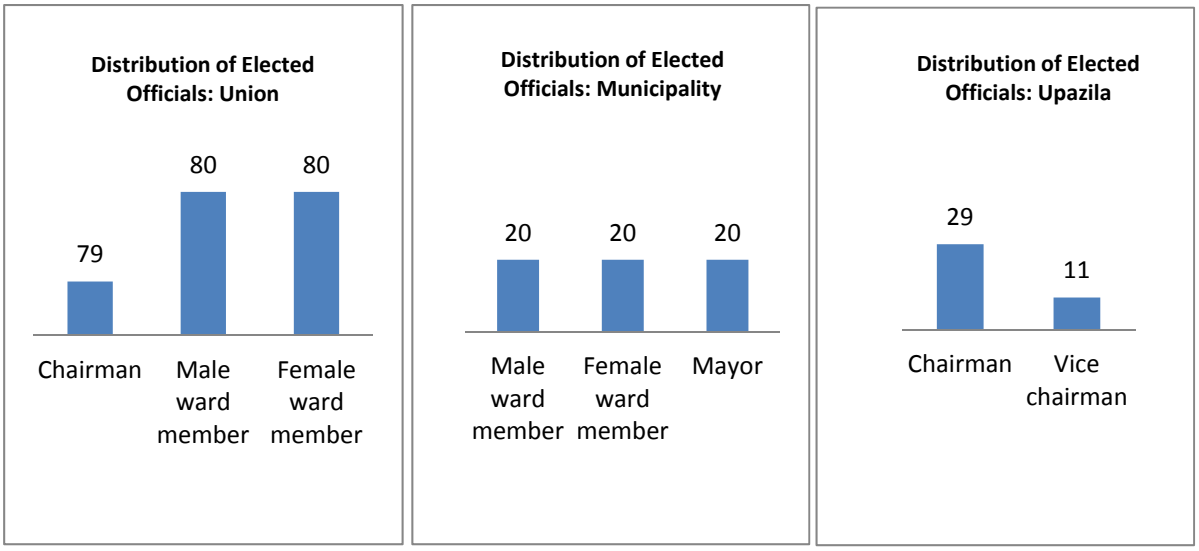
A.1.3.2 Local Government Unit Elected Representatives Profile

Local Government Unit (LGU) elected representatives (of Union Parishad (UP), Pourashava and Upazila) were interviewed. Pourashavas are urban while UP's represent the rural populace. Upazila headquarters may be catering to rural areas or a mix of urban and rural locations. A total of 339 elected individuals were interviewed. Although 240 respondents from UPs were targeted for coverage, one Chairman opted not to participate in the survey. All the UP Chairmen are male, while an equal number (80) of male and female Ward Members were covered (Table 154, Figure 28). Of the Pourashava elected representatives 20 are Mayors and the rest (40) are Ward Members. At the Upazila level, 29 Chairmen and 11 Vice Chairmen were interviewed.

Table 154: Distribution of Elected Representatives Interviewed

Respondent/Area	Male	Female	Total
Union			
Chairman	79		79
Male ward member	80		80
Female ward member		80	80
Total	159	80	239
Pourashava			
Male ward member	20		20
Female ward member		20	20
Mayor	20		20
Total	40	20	60
Upazila			
Chairman	29		29
Vice chairman	6	5	11
Total	35	5	40

Figure 28: Distribution of Elected Representatives: Union, Pourashava, and Upazila



The mean formal education level of the elected representatives ranges from 8 years of schooling for male UP Ward Members to 13 years of that for Upazila Chairmen (Table 155). Elected local government officials receive a nominal monthly honorarium for their service to the local government. Therefore, it is common that they have a second source of income. UP officials, residing in rural areas, are primarily involved in agriculture while Pourashava male representatives are associated with business. The primary occupation of the majority of female Ward Members in urban or rural locations is home making or identifying themselves as house wives (Table 156).

Table 155: Mean Years of Schooling of Elected Representatives

Entity	Male	Female	Total
Union			
Chairman	11		11
Male ward member	8		8
Female ward member		9	9
Total	10	9	9
Pourashava			
Male ward member	11		11
Female ward member		10	10
Mayor	12		12
Total	12	10	11
Upazila			
Chairman	13		13
Vice chairman	13	10	12
Total	13	10	13

Table 156: Occupation of Elected Representatives

Entity	Agriculture/ Farming	Business	Self Employed	Service	House Wife
Union					
Chairman	45%	27%	27%	1%	0%
Male ward member	55%	18%	25%	3%	0%
Female ward member	4%	1%	4%	8%	84%
Total	34%	15%	18%	4%	28%
Pourashava					
Male ward member	10%	55%	25%	10%	0%
Female ward member	10%	0%	0%	10%	80%
Mayor	10%	70%	20%	0%	0%
Total	10%	42%	15%	7%	27%
Upazila					
Chairman	34%	52%	10%	3%	0%
Vice chairman	9%	36%	9%	0%	45%
Total	28%	48%	10%	3%	13%

Annex-2 Government Office Capacity: Staffing, Training and Equipment

A.2.1 Staffing - Government Office Vacancies in Pourashavas and Upazilas

In the treatment areas most (79%) of the office positions approved are filled while in the control areas there is 35% of empty office positions (Table157)

Table 157: Capacity of LGU: Office Personnel

Capacity	Mean	Std.Dev.	Median	Ratio filled in
Treatment				
Number of Office Positions Approved	3.8	6.3	2.0	
Number of Office Positions Presently Filled	3.0	5.9	2.0	79%
Number of Staff Positions Approved	10.1	17.3	4.0	
Number of Staff Positions Presently Filled	7.0	15.6	3.0	69%
Control				
Number of Office Positions Approved	5.0	5.1	3.0	
Number of Office Positions Presently Filled	3.2	3.4	2.0	65%
Number of Staff Positions Approved	19.6	37.7	4.0	
Number of Staff Positions Presently Filled	15.0	24.4	3.0	77%
Total				
Number of Office Positions Approved	4.1	6.1	2.0	
Number of Office Positions Presently Filled	3.1	5.4	2.0	75%
Number of Staff Positions Approved	12.1	23.3	4.0	
Number of Staff Positions Presently Filled	8.8	18.2	3.0	73%

In general the Upazilas have a better recruitment of government officials and staff (85% and 85% respectively) than the Pourashavas (59% filled office and 62% filled staff positions) (Table158, Table 159)

Table 158: Capacity of LGU: Office Personnel in the Pourashava

Capacity	Mean	Std.Dev.	Median	Ratio Filled in
Treatment				
Number of Office Positions Approved	3.4	3.5	2.5	
Number of Office Positions Presently Filled	2.2	1.5	2.0	64%
Number of Staff Positions Approved	13.7	14.9	7.5	
Number of Staff Positions Presently Filled	6.4	8.6	3.0	46%
Control				
Number of Office Positions Approved	9.5	6.7	8.0	
Number of Office Positions Presently Filled	4.9	5.3	2.0	52%
Number of Staff Positions Approved	57.4	58.5	31.5	
Number of Staff Positions Presently Filled	37.7	32.6	44.0	66%
Total				
Number of Office Positions Approved	4.7	5.0	3.0	
Number of Office Positions Presently Filled	2.8	3.0	2.0	59%
Number of Staff Positions Approved	21.5	32.1	9.0	
Number of Staff Positions Presently Filled	13.3	21.2	5.0	62%

Table 159: Capacity of LGU: Office Personnel (Upazila)

Capacity	Mean	Std.Dev.	Median	Ratio Filled in
Treatment				
Number of Office Positions Approved	4.1	7.4	2.0	
Number of Office Positions Presently Filled	3.5	7.1	2.0	85%
Number of Staff Positions Approved	8.3	18.2	3.0	
Number of Staff Positions Presently Filled	7.3	18.1	3.0	88%
Control				
Number of Office Positions Approved	2.8	1.7	3.0	
Number of Office Positions Presently Filled	2.4	1.5	2.0	85%
Number of Staff Positions Approved	5.6	5.4	3.0	
Number of Staff Positions Presently Filled	4.0	4.2	3.0	73%
Total				
Number of Office Positions Approved	3.8	6.5	2.0	
Number of Office Positions Presently Filled	3.2	6.3	2.0	85%
Number of Staff Positions Approved	7.7	16.2	3.0	
Number of Staff Positions Presently Filled	6.6	16.1	3.0	85%

A.2.2 Government Officials and Training Received

Training

There is a wide variation in the mean and median value of the total number of training programs in which local government officials participated in the past three years (Table 160). The mean and median value of all local government officials – Pourashavas and Upazilas-- interviewed is 11 and 5 respectively. This significant difference suggests that some officials can avail frequent training opportunities while others do not. The difference can also be pronounced between officers within a department. Another factor that may have contributed to higher mean values is how the respondent defined "participation" in a training program. There are government officials who serve as a resource person or a facilitator of training activities. Such individuals therefore can claim to have been involved with training activities during much of the year. Due to the limitations of the mean statistics, associated with high standard deviation on training related questions, only median values are presented and discussed on further findings.

Table 160: Training Programs Participated by LG Government Officials in Past Three Years

(Numbers)

Group	Mean	Std.Dev.	Median
Treatment	11.9	37.5	5.0
Control	7.4	11.8	4.0
Overall	11.0	33.8	5.0

Table 161: Median Number of Days of Training Received (Pourashava)

Staff	Treatment	Control	Overall
Admin. and Account Officer	5.0	-	5.0
Engineers	5.0	7.0	5.0
Health and Social Welfare	1.5	2.5	2.0
SDLG Targeted Group*	3.0	3.0	3.0
Overall	3.0	3.0	3.0

Note: SDLG Targeted Group* - Upazila Nirbahi Officer (UNO), Secretary (Pourashava), Tax Assessment and Collection Officer, Education Officer, and Upazila Health and Family Planning Officer

Table 162: Median Number of Days of Training Received (Upazila)

Staff	Treatment	Control	Overall
Admin. and Account Officer	6.0	5.0	5.0
Agriculture officer	5.0	7.0	5.0
Engineers	5.0	3.0	4.5
Health and Social Welfare	3.0	4.0	3.0
SDLG Targeted Group	5.0	-	5.0
Overall	5.0	5.0	5.0

Most of the LGU officers in both the Pourashava (72%) and the Upazila (76%) are getting trained in their areas of service (Table 163, Table 164).There is hardly any training in the Pourashavas and Upazilas for good governance and both areas (Pourashava 12% and Upazila 14%) get minimal management training. Although Pourashava officers (especially administrative and Accounts Officers) receive twice (13%) the training in computer skills than officers in the Upazila (6%) it is still not considered as a substantial level of training.

Figure 29: Main Areas/Topics of Training Received By Pourashava Officials

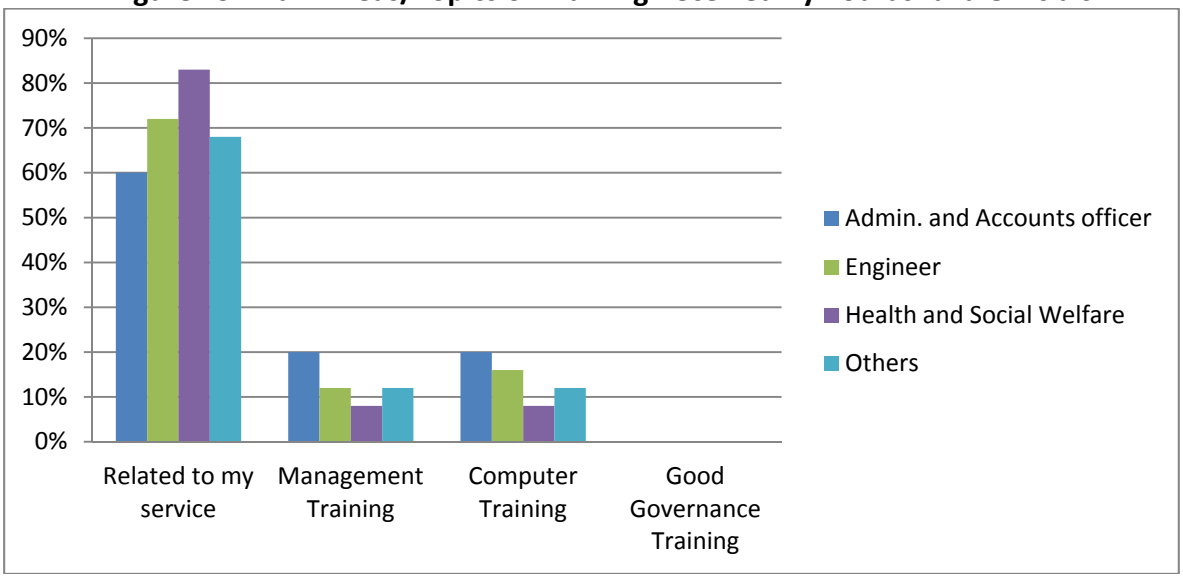


Figure 30: Main Areas/Topics of Training Received By Upazila Officials

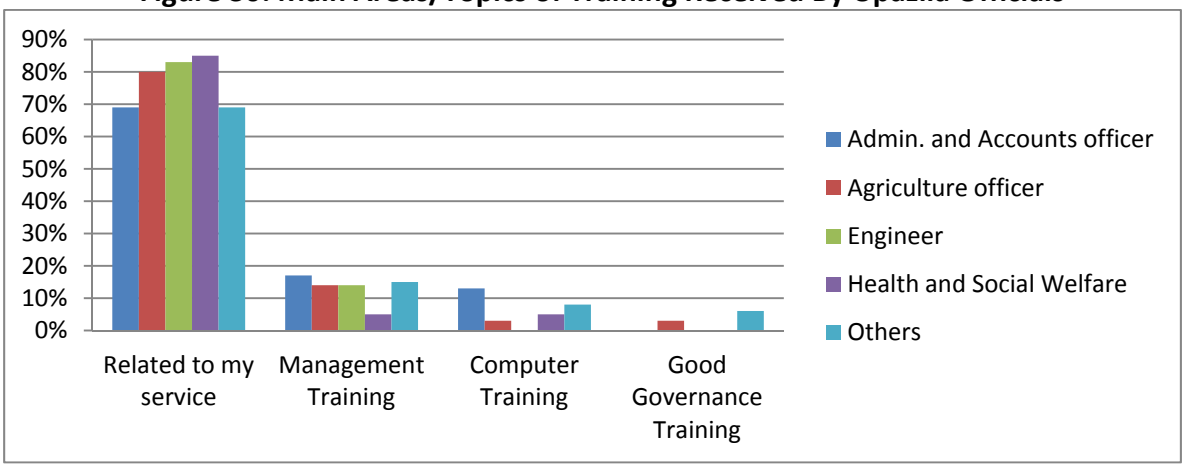


Table 163: Main Areas/Topics of Training Received by Pourashava Officials

Designation of the Officer	Related to My Service		Management Training		Computer Training		Good Governance Training		Other	Total		
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Admin. and Accounts Officer	3	60%	1	20%	1	20%	0	0%	0	0%	5	100%
Agriculture Officer												
Engineer	18	72%	3	12%	4	16%	0	0%	0	0%	25	100%
Health and Social Welfare	10	83%	1	8%	1	8%	0	0%	0	0%	12	100%
SDLG Targeted Group	17	68%	3	12%	3	12%	0	0%	2	8%	25	100%
Total	48	72%	8	12%	9	13%	0	0%	2	3%	67	100%

Note: SDLG Targeted Group* - Upazila Nirbahi Officer (UNO), Secretary (Pourashava), Tax Assessment and Collection Officer, Education Officer, and Upazila Health and Family Planning Officer

Table 164: Main Areas/Topics of Training Received by Upazila Officials

Designation of Officer	Related to My Service		Management Training		Computer Training		Good Governance Training		Other		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Admin. and Accounts Officer	37	69%	9	17%	7	13%	0	0%	1	2%	54	100%
Agriculture Officer	82	80%	14	14%	3	3%	3	3%	1	1%	103	100%
Engineer	30	83%	5	14%	0	0%	0	0%	1	3%	36	100%
Health and Social Welfare	17	85%	1	5%	1	5%	0	0%	1	5%	20	100%
SDLG Targeted Group	33	69%	7	15%	4	8%	3	6%	1	2%	48	100%
Total	199	76%	36	14%	15	6%	6	2%	5	2%	261	100%

The largest provider of training for LGU officials is the government (Figure 32, Figure 17, and Table 166). The government is a larger contributor of training in the Upazila (89%) than in the Pourashava (70%) and tends to provide most of its services to Administrative and Accounts Officers**,** and others, meaning UNOs, Secretaries (Pourashava), Tax Assessment and Collection Officers, Education Officers, and Upazila Health and Family Planning Officers. NGOs tend to offer more of their services in the Pourashavas (6%) than in the Upazilas (4%), but the amount is quite minimal.

Figure 31: Provider of Training to Upazila Officials

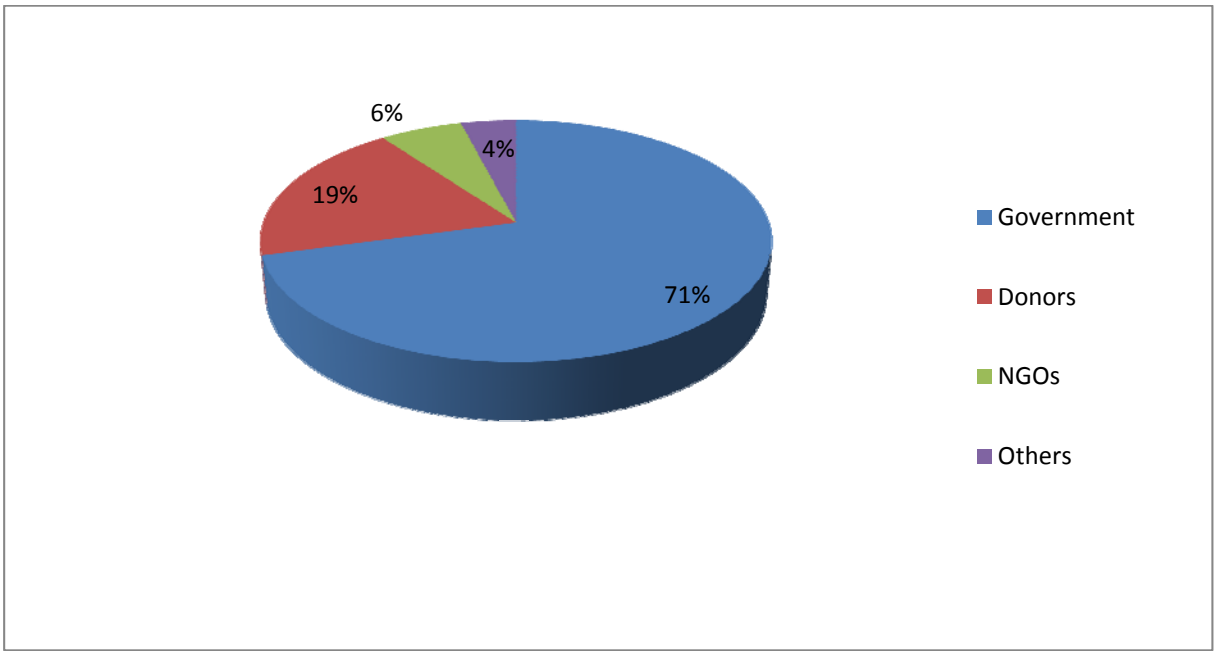


Figure 32: Provider of Training to Pourashava Officials

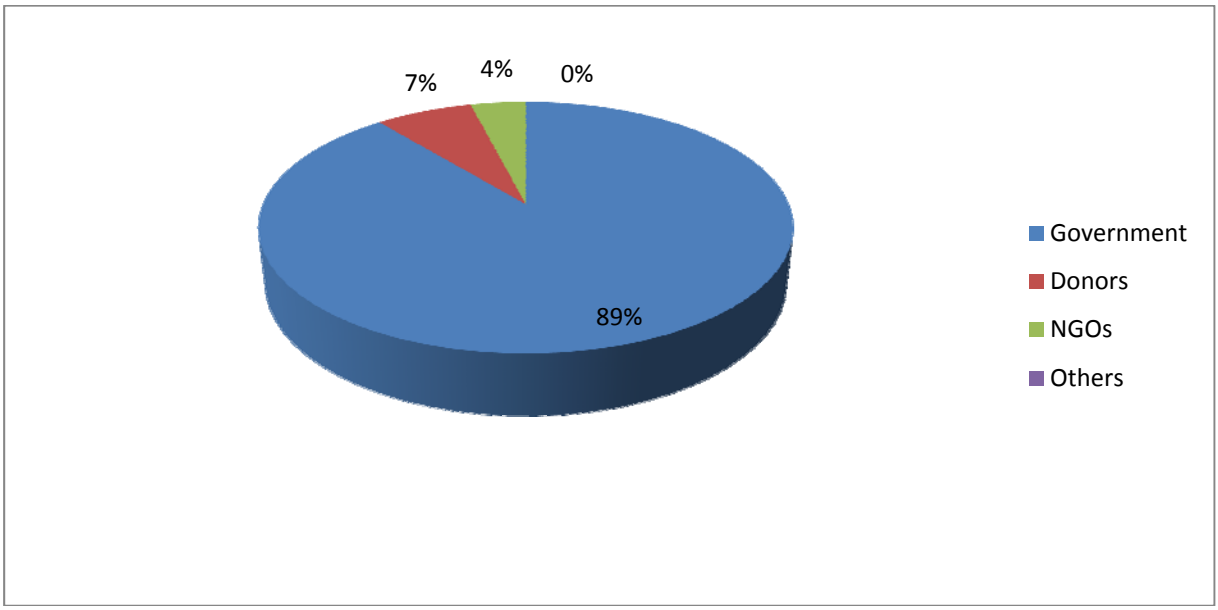


Table 165: Institutions Providing Training to Pourashava Officials

Designation of Officer	Government		Donor		NGOs		Other		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Admin. and Accounts Officer	4	80%	0	0%	1	20%	0	0%	5	100%
Agriculture Officer										
Engineer	13	52%	9	36%	0	0%	3	12%	25	100%
Health and Social Welfare	7	58%	3	25%	2	17%	0	0%	12	100%
SDLG Targeted Group	23	92%	1	4%	1	4%	0	0%	25	100%
Total	47	70%	13	19%	4	6%	3	4%	67	100%

Table 166: Institutions Providing Training to Upazila Officials

Designation of Officer	Government		Donor		NGOs		Other		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Admin. and Accounts Officer	51	94%	1	2%	2	4%	0	0%	54	100%
Agriculture Officer	89	86%	8	8%	5	5%	1	1%	103	100%
Engineer	32	91%	2	6%	1	3%	0	0%	35	100%
Health and Social Welfare	17	85%	2	10%	1	5%	0	0%	20	100%
SDLG Targeted Group	44	90%	4	8%	1	2%	0	0%	49	100%
Total	233	89%	17	7%	10	4%	1	0%	261	100%

Most of the LGU officials in the Upazilas (88%) and Pourashavas (73%) think the training provided is very effective. The Engineers (94%) and Health and Social Welfare Officials (100%) from the Upazilas are the most satisfied (Table 167). However, one third of Administrative and Accounts Officers do not think that the training is as effective as they would like it to be.

Table 167: Effectiveness of Training According to LGU Officials

Designation of the Officer	Pourashava						Upazila					
	Very effective		Effective		Total		Very effective		Effective		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Admin. and Accounts officer	3	60%	2	40%	5	100%	46	87%	7	13%	53	100%
Agriculture Officer							87	84%	16	16%	103	100%
Engineer	19	76%	6	24%	25	100%	34	94%	2	6%	36	100%
Health and Social Welfare	8	67%	4	33%	12	100%	20	100 %	0	0%	20	100%
SDLG Targeted Group	19	76%	6	24%	25	100%	43	88%	6	12%	49	100%
Total	49	73%	18	27%	67	100%	230	88%	31	12%	261	100%

A.2.3 Capital Equipment Available in Government Offices

The LGU offices on an average have two computers each with a printer, a typewriter and fax machine, one phone and internet line, one to two air conditioners and a standby generator. Of the equipment available most are functional with the exception of the photocopier (64% of the available, functional), typewriter (65%) and generator (66%) – Table 168. These three appliances seem to be in use mostly hence their breakdown is more frequent. The Pourashava offices in general have more fans (11) - than Upazila offices because of their greater number of rooms and Upazila offices do not have any official vehicles (motorized/non-motorized) for garbage disposal (Table 169, Table 170).

Table 168: Capital Equipment in LGU Offices

Equipment	Number Available			Number Functional			Ratio of Functional		
	Treatment	Control	Total	Treatment	Control	Total	Treatment	Control	Total
Electric fan	5.7	10.3	6.7	5.4	9.9	6.4	95%	96%	95%
Air conditioner	1.4	1.5	1.5	1.4	1.5	1.5	100%	100%	100%
Photocopier	1.1	1.0	1.0	0.6	0.8	0.7	60%	80%	64%
Computer	1.8	3.1	2.0	1.6	2.5	1.8	89%	83%	87%
Printer	1.6	2.9	1.9	1.5	2.3	1.6	92%	80%	88%
Typewriter	1.3	1.4	1.3	0.8	0.9	0.8	66%	63%	65%
Motorized Vehicles for	1.7	2.8	2.0	1.3	2.2	1.6	78%	77%	77%
Non-Motorized Vehicles for	8.7	7.2	8.1	6.9	6.8	6.8	79%	94%	85%
Standby generator	1.4	1.2	1.3	0.7	1.2	0.9	49%	100%	66%
Telephone land line	1.2	1.7	1.3	1.1	1.7	1.2	91%	100%	93%
Fax machine	1.0	1.0	1.0	0.9	0.9	0.9	85%	89%	86%
Internet Connection	1.2	1.4	1.2	1.1	1.4	1.2	97%	100%	98%
Total	2.4	3.8	2.7	2.2	3.4	2.5	89%	91%	90%

Table 169: Capital Equipment in Pourashava Offices

Equipment	Number available			Number Functional			Ratio of Functional		
	Treatment	Control	Total	Treatment	Control	Total	Treatment	Control	Total
Electric fan	8.1	21.5	11.1	7.5	20.9	10.4	92%	97%	94%
Air conditioner	1.3	1.5	1.4	1.3	1.5	1.4	100%	100%	100%
Photocopier	1.0	1.0	1.0	0.6	0.8	0.7	63%	75%	67%
Computer	2.5	5.5	3.3	2.1	4.5	2.7	84%	81%	83%
Printer	2.2	5.4	3.0	2.1	4.2	2.6	94%	77%	86%
Typewriter	1.4	1.4	1.4	0.7	1.0	0.8	50%	69%	58%
Motorized Vehicles for	1.7	2.8	2.0	1.3	2.2	1.6	78%	77%	77%
Non-Motorized Vehicles for	8.7	7.2	8.1	6.9	6.8	6.8	79%	94%	85%
Standby generator	1.1	1.3	1.2	0.7	1.3	0.9	59%	100%	79%
Telephone land line	1.6	3.1	1.9	1.3	3.1	1.7	81%	100%	87%
Fax machine	1.1	1.0	1.0	0.9	0.9	0.9	82%	86%	83%
Internet Connection	1.3	1.8	1.4	1.3	1.8	1.4	97%	100%	98%
Total	3.3	5.6	3.9	2.8	5.0	3.5	87%	90%	88%

Table 170: Capital Equipment in Upazila Offices

Equipment	Number available			Number Functional			Ratio of Functional		
	Treatment	Control	Total	Treatment	Control	Total	Treatment	Control	Total
Electric fan	4.5	4.9	4.6	4.4	4.6	4.4	97%	94%	96%
Air conditioner	2.0	-	2.0	2.0	-	2.0	100%		100%
Photocopier	1.1	1.0	1.1	0.6	1.0	0.7	58%	100%	62%
Computer	1.4	1.4	1.4	1.3	1.2	1.3	94%	88%	93%
Printer	1.3	1.3	1.3	1.2	1.1	1.2	90%	87%	90%
Typewriter	1.2	1.3	1.2	0.9	0.8	0.8	70%	58%	67%
Motorized Vehicles for garbage disposal									
Non-Motorized Vehicles for garbage disposal									
Standby generator	1.7	1.0	1.6	0.7	1.0	0.8	42%	100%	46%
Telephone land line	1.0	1.2	1.1	1.0	1.2	1.0	98%	100%	98%
Fax machine	1.0	1.0	1.0	0.9	1.0	0.9	90%	100%	92%
Internet Connection	1.0	1.0	1.0	1.0	1.0	1.0	96%	100%	97%
Total	1.9	2.1	1.9	1.8	1.9	1.8	92%	90%	92%

Annex 3 NGO Activities and Local Service Provision

Participation of Non Government Organizations (NGOs)

NGO activities complement government's efforts in economic and social uplift of the communities. Around 84% of the Union Parishad elected representatives stated that NGOs are involved in programs related to health in their areas, while 65% of Pourashava and 90% Upazila headquarter respondents acknowledged their presence (Table 171). NGO participation is less prominent in natural disaster management and infrastructure development.

Table 171: NGO Involvement in Social, Humanitarian and Economic Activities

Area	Union	Pourashava	Upazila
Health	84%	65%	90%
Education	62%	57%	80%
Agriculture	32%	22%	35%
Infrastructure	27%	20%	23%
Micro Credit	66%	60%	75%0
Environment	26%	23%	28%
Natural disaster	29%	22%	23%

Table 172-179 list the three major activities under each of the seven areas of intervention mentioned in Table 171. Awareness creation in the health, education and social sectors is a key contribution of NGOs. Apart from awareness creation, in the health sector, NGOs contribute to water and sanitation, and awareness and immunization (Table 172). In quality enhancement and pre-school programs, NGOs continue to be quite active. Technical assistance at the field level to farmers and some level of involvement in infrastructure repair is done by the NGOs as well. In addition, small loans to micro enterprises, tree plantation, and distribution of relief are important NGO supported activities.

Table 172: Three Major NGO Activities on Health

Rank	Union	Pourashava	Upazila
1	Water, Sanitation	Water, Sanitation	Water, Sanitation
2	Health awareness activities	Health awareness activities	Health awareness activities
3	Mother and child health care	Immunization	Supplying nutritious food*

Note: Nutritious food*: Depending on the area and citizens different types of food are provided for example: Food for pregnant mothers like milk; Tiffin for primary children like nutrition biscuits and etc

Table 173: Three Major NGO Activities on Education

Rank	Union	Pourashava	Upazila
1	Building schools to increase quality	Building schools to increase quality	Pre-primary education
2	Awareness creation on education	Pre-primary education	Building schools to increase quality
3	Pre-primary education	Awareness creation on education	Awareness creation on education

Table 174: Three Major NGO Activities on Agriculture

Rank	Union	Pourashava	Upazila
1	Providing seeds, assistance with irrigation	Providing seeds, assistance with irrigation	Providing seeds, assistance with irrigation
2	Training and technical assistance	Training and technical assistance	Training and technical assistance
3	Offering loans	Offering loans	Vegetable and nursery in household premise

Table 175: Three Major NGO Activities on Infrastructure

Rank	Union	Pourashava	Upazila
1	Road construction	Road construction	Road construction
2	Building dams and culverts	Building dams and culverts	Building dams and culverts
3	Building houses and latrines	Building houses and latrines	Building houses and latrines

Table 176: Three Major NGO Activities on Micro Credit

Rank	Union	Pourashava	Upazila
1	Providing micro credit to the poor	Providing micro credit to the poor	Providing micro credit to the poor
2	Loans to small business	Loans for animal husbandry	Loans to small business
3	Poverty reduction	Loans to small business	Poverty reduction

Table 177: Three Major NGO Activities on Environment

Rank	Union	Pourashava	Upazila
1	Awareness building to save environment	Awareness building to save environment	Tree planting program
2	Tree planting program	Tree planting program	Awareness building to save environment
3	Financial assistance	Slum development	Financial assistance

Table 178: Three Major NGO Activities on Natural Disaster

Rank	Union	Pourashava	Upazila
1	Public awareness creation	Providing relief	Providing relief
2	Providing relief	Public awareness creation	Training on disaster management
3	Training on disaster management	Canal digging	Public awareness creation

Table 179: Two Major NGO Activities on Awareness Creation

Rank	Union	Pourashava	Upazila
1	Awareness on social and environment issues	Awareness on social and environment issues	Awareness on social and environment issues
2	Prevention of early marriage*	Cleanliness	Sanitation and water drainage

Note: Early Marriage* means marriage before 18.

Unlike Porashava elected representatives, Union and Upazila elected representatives view that NGOs always contact them for assistance and discussion more frequently (Table 180).

The main reason for associating with elected representatives is to seek collaboration and support for implementation of their projects (Table 181). For Pourashavas it is for implementing sanitation. There is a good degree of contact relating to health and education programs

Table 180: NGOs Contacting LGU Elected Representatives for Assistance/Discussion

Response	Union	Pourashava	Upazila	Total
Yes, always	29%	7%	30%	25%
Yes	50%	40%	28%	45%
Sometime	4%	7%	13%	6%
Yes, seldom	17%	47%	30%	24%
Total	100%	100%	100%	100%

Table 181: Three Main Reasons NGOs Meet LGU Elected Representatives

Rank	Union	Pourashava	Upazila
1	Assistance for project implementation	Implement sanitation programs	Assistance for project implementation
2	Health awareness programs	Implement education and health programs	Implement sanitation programs
3	Implement sanitation programs	Assistance for project implementation	Implement education and health programs

Almost half (45%) of the elected representatives interviewed stated that the local government units and NGOs in recent years have been jointly implementing programs in their locality (Table 182). The main areas of collaboration involve installation of sanitary latrines, awareness creation on social issues, road construction and installation of arsenic-free tube wells (Table 183). Some of these are services that the citizens felt they did not receive from their local government units. Thus, GO-NGO collaboration at the local levels contributes to improved service delivery.

Table 182: Development Activities Jointly Implemented by LGU and NGOs in Past 2 Years

Response	Union	Pourashava	Upazila	Total
Yes	49%	38%	33%	45%
No	51%	62%	68%	55%
Total	100%	100%	100%	100%

Table 183: Development Activities Jointly Implemented by NGOs and LGU Elected Representatives

Rank	Union	Pourashava	Upazila
1	Sanitary latrine distribution	Sanitary latrine distribution	Sanitary latrine distribution
2	Installation and maintenance of arsenic free tube wells	Installation and maintenance of arsenic free tube wells	Road construction
3	Road construction	Awareness building and practical use of that knowledge*	Developing education and health services

Note: Awareness*: Awareness building on various topics such as; Immunization, Nutrition, Violence against Women, Sanitation etc.

Annex 4 Statement of Work (SOW)

Strengthening Democracy and Local Governance (SDLG) Program Baseline Study

A) Introduction: The SDLG program seeks to improve transparent and participatory public administration at the sub-national level and to enhance legal and policy reform at the national level in order to promote and expand decentralization. The program aims to improve the capacity of at least 600 local government units covering all six divisions of Bangladesh, to better respond to the needs of their constituents.

Using qualitative and quantitative data collection, SDLG seeks to design and implement a baseline study that will collect, access, analyze, and report on:

1) Household level data on such topics as satisfaction and access of public service delivery, corruption, local governance participation,
2) Elected Representatives' perceptions of increased transparency, inclusion, participation, and outreach in local government/governance issues and topics, and
3) Capacity of Local Government Unit (LGU) staff.

The study will take place in a randomly chosen sample from 15 treatment areas and 10 control areas located throughout Bangladesh. The specific questions of the household survey will be developed by the Vendor in collaboration with SDLG.

B) Methodology: The total number of households (n = 2,400) and key informant interviews (n = 520) to be distributed as follows unless agreed to otherwise in writing:

a) Household interviews – 2,400, Upazila LGU interviews – 40, Municipal LGU interviews – 20, Union LGU interviews – 80 for a total of 2,920 interviews.
b) The household surveys will be distributed randomly among the 15 treatment and 10 control areas to be provided by SDLG (excluding Sylhet).
c) Selection of households for interview in each location will follow a systematic random sampling approach as described in the Vendor's proposal submission.
d) All data must be disaggregated by sex, age (cohorts of 18-25 (youth), 26-50, and 50+), religious affiliation, ethnic minorities, geographic area, and control group/ treatment group.

C) Deliverables: The assignment will require, and the payment schedule will be based on, the submission of five deliverables.

1. **Draft Question Sets** – In consultation with and following preliminary guidance received from SDLG, the Vendor shall submit English-language drafts of the household, elected official and local government staff question sets to be used in the survey.

2. **Final Questionnaires** - In consultation with SDLG, the Vendor shall submit final English-language drafts of the household, elected official and local government staff question sets to be used in the survey.

   These final questionnaires shall serve as the basis for Bangla language translation for questionnaires to be used by field enumerators who shall receive thorough training in their administration. The Vendor will employ all field data collection methods to ensure quality as detailed in their proposal submission.

3. **Survey Data** – Upon completion of field data collection, cleaning and analysis, the Vendor shall submit complete data sets identified by question in Excel format. These data sets will be presented in aggregate and disaggregated form according to the categories set out in B) d. above.

   The Vendor will employ all data analysis and cleaning methods to ensure quality as detailed in their proposal submission. **The survey data shall be submitted no later than May 15, 2011.**

4. **Draft Report** – In consultation with SDLG, the Vendor shall develop and submit a draft report for SDLG review discussing the results of the field data collection and analysis including charts, graphs and narrative description as appropriate.

   The Vendor's Team Leader with assistance from senior staff shall prepare the draft and final reports as detailed their proposal submission.

5. **Final Report** – The Vendor shall incorporate SDLG comments and modifications and additions into a final report and submit to SDLG as the final contract deliverable. **The final report shall be submitted no later than June 15, 2011.**

Annex 5 SDLG Program Baseline Study 2011: Questionnaires

A.5.1 Citizen Questionnaire: ENGLISH

Questionnaire Serial Number.	

A. Location Identification

Sl.	Area	Code	Name
A1	Village/Para		
A2	Union/Ward no.		
A3	Upazila		
A4	District		
A5	Division		
A6	Type of Area Code: 1= Union; 2= Pourashava		
A7	Type of Group Code: 1= Treatment; 2= Control		

		Name	Signature	Year	Month	Day
A8	Enumerator					

B. Respondent Identification

B1	Name of Respondent _____ Code: 1= Male; 2= Female	Code	
B2	Age of the Respondent	Year	
B3	Religion Code: 1= Islam; 2= Hindu; 3= Christian ; 4= Buddhist; 5= Other (specify)_____	Code	
B4	Ethnic Code: 1= Bengali ; 2= Tribal ; 3=Non-Bengali ; 4= Others (specify) _____	Code	
B5	Name of Household Head:_____ Code: 1= Male; 2= Female	Code	
B6	Relationship with Household Head Code: 1= Household head; 2= Spouse of household head; 3= Son/Daughter; 4= Brother/Sister; 5= Father/Mother; 6= Other family member (Specify)_____	Code	
B7	Number of household members (number of people eating from the same cooking pot)	Number	
B8	Education Qualification of Respondent(Completed class level) Code:0 = No schooling; 1 = Class 1; 2 = Class 2; 3 = Class 3; 4 =	Code	

	Class 4; 5 = Class 5; 6 = Class 6; 7 = Class 7; 8 = Class 8; 9 = Class 9; 10 = SSC/Dakhil; 12= HSC/Alim; 14 = Graduate/ Fazil; 16 = Masters/ Kamil/Title;17 = Ph.D; 77=No schooling but literate; 88= Others (specify)_____				
B9	Occupation of Respondent Code: 1= Agriculture: farming in on own or rented-in land; 2= Agriculture: wage labor; 3= Agriculture: fishing; 4= Agriculture: poultry and livestock rearing; 5= Non-agricultural wage labor: construction work, repairing work, etc.;6= Business owner/employer; 7= Self employed in business (using family labor only); 8= Regular wage employment in some fixed business establishment: shop, industry, etc.;9= Rickshaw/van puller/ Boatman; 10= Working as servant/maid in other's houses; 11= Salaried service; 12=Housewife; 13=Student; 14= Unemployed; 15=Retired; 16=Disable; 17=Others (specify)_____			Code	
B10	Does the household have an electricity connection ? Code: 1= Yes; 2= No; 3= Solar electricity If answer is 1, then go to B12			Code	
B11	If not, does your village/ward have an electricity connection? Code: 1= Yes; 2= No			Code	
B12	How much land does your household own (excluding homestead)?			Decimals	
B13	How much land is rented-in?			Decimals	
B14	How much land is rented-out?			Decimals	
B15	What is the area of land that you cultivate or use for any other income-earning or other purpose, but which you do not own or have not rented in?			Decimals	
B16	What is the land area of your homestead?			Decimals	
B17	What type of latrine does the household use? Code: 1 = Pucca latrine; 2 = Kacha latrine (permanent); 3 = Kacha latrine (Temporary); 4 = Open field; 5 = Others (specify)_____			Code	
B18	What is the main source of drinking water of your household? Code: 1 = Tube well; 2 = Piped water; 3 = Well water; 4 = Surface water (pond/t/lake/river); 5 = Others (specify)_____			Code	
B19	Distance from your household (Km)	Union Parishad	Upazila Parishad	Pourashava	

C. Monthly Family Income

Sl.	Monthly family income	Tick (√) response
C1	Less than Taka 3,000	
C2	Taka 3,000-5,000	
C3	Taka 5,001-10,000	
C4	Taka 10,001-15,000	
C5	Taka 15,001-25,000	
C6	Taka 25,001-35,000	
C7	Taka 35,001-50,000	
C8	Taka 50,001-100,000	
C9	More than Taka 100,000	
C10	Don't know	
C11	Refuse to answer	

C12. Average Monthly Household Expenditure _____Taka

D. Household Received Benefits

Does anybody in your household receive any of the following benefits?

Sl.	Benefits	1= Yes; 2= No; 3= Don't know
D1	Vulnerable Group Development (VGD)	
D2	Vulnerable Group Feeding (VGF)	
D3	Old age allowance	
D4	Widow allowance	
D5	Disability allowance	
D6	Maternity allowance	
D7	Enrolled in the 100 days program	
D8	Freedom Fighter allowance	
D9	Agriculture subsidy	
D10	Others (specify)_____	

E. Revenue Generation

E1	In your opinion has your UP Chairman/Pourashava Mayor taken any steps towards increasing revenue generation? Code:1= Yes; 2= No; 3= Don't know If answer to E1 is 2 or 3, then go to E3.	Code	
E2	If yes, what steps s/he has taken? _____		
E3	Who do you think primarily responsible for handling UP/Pourashava/Upazila funds? 1= Chairman/Mayor; 2= Secretary; 3= Member/ Commissioner; 4=Upazila Chairman; 5. Don't know 6.others(specify)_____	Code	

E4	Do you think the people and/or systems that hold the UP/Pourashava/Upazila funds are accountable or transparent? 1. Yes 2. No 3. Don't know	Code	

F. Service Delivery and Service Monitoring (Union Parishad)

Sl.	UP Functions and Services	What are the functions or services of the UP that you are aware of? 1=Respondent's own recall 2= Recall after reading 3= Could not recall	Have your households benefited from the functions of UP during the last year? 1=Received 2=Not Received 3=Don't know	Quality of service: 1=Very poor, 2= poor 3=Moderate 4=Good, 5= Excellent 6= Don't know
	Law and order			
F1	Maintain law and order and prevent/control crime			
F2	Use village police to maintain peace			
F3	Conduct Salish/arbitration			
F4	Operate Village Court and Family Court			
	Infrastructure			
F5	Plan and implement local development projects and schemes			
F6	Construction and repair of local buildings, e.g. schools, UP offices etc.			
F7	Construction and repair of local roads, embankments, canals			
	Health			
F8	Do motivational work in sanitation			
F9	Distribute sanitary latrine			
F10	Install tube wells for drinking water			
F11	Registration of birth and death			
F12	Other health services (to test whether citizens associate certain line ministry / Upazila officer based services with the UP)			
	Education			
F13	Maintain school buildings			
F14	Participate in School Management Committee			

Sl.	UP Functions and Services	What are the functions or services of the UP that you are aware of? 1=Respondent's own recall 2= Recall after reading 3= Could not recall	Have your households benefited from the functions of UP during the last year? 1=Received 2=Not Received 3=Don't know	Quality of service: 1=Very poor, 2= poor 3=Moderate 4=Good, 5= Excellent 6= Don't know
F15	Providing basic educational instruments (Books, copy, pencil, etc.)			
	Agriculture			
F16	Distribution of fertilizer/seed			
F17	Other agricultural services(agro-disease, irrigation, harvesting)			
	Social Development			
F18	Assist during disaster and provide disaster relief			
F19	Distribution of social safety net benefits (e.g.: VGD, VGF, Old age allowance, Widow allowance etc.)			
	Other Service			
F20	Collect holding (chowkidari) tax			
F21	Issue trade licenses			
F22	Issue character certificates			
F23	Participate in Upazila and Government development projects and schemes			
F24	Raising and using local resources			
	Others			
F25				

G.Function and Service of the Pourashava

	Pourashava's Functions and Services	What are the functions or services of the Pourashava that you are aware of? 1=Respondent's own recall 2= Recall after reading 3= Could not recall	Have your households benefited from the functions during the last year? 1=Received 2=Not Received 3=Don't know	Quality of service: 1=Very poor, 2= poor 3=Moderate 4=Good, 5= Excellent 6= Don't know
	Public Health			
G1	Operate hospital and dispensary services			
G2	Educate people on hygiene			
G3	Establish health centers and provide services for mothers and children			
G4	Promote family planning			
G5	Facilitate hospital services in treating patients of communicable diseases			
	Sanitation			
G6	Clean and remove unhealthy physical structures and premises			
G7	Create awareness about communicable diseases			
G8	Take action in preventing or containing any outbreak of communicable diseases (e.g., give vaccinations, eradicate mosquitoes)			
G9	Garbage disposal			
G10	Build public toilets, manage the sewerage			
	Water supply			
G11	Provide adequate supply of safe drinking water to citizens			
G12	Ensure use of safe drinking water where city corporation is not supplying drinking water			
G13	Establish and maintain good water			

	Pourashava's Functions and Services	What are the functions or services of the Pourashava that you are aware of? 1=Respondent's own recall 2= Recall after reading 3= Could not recall	Have your households benefited from the functions during the last year? 1=Received 2=Not Received 3=Don't know	Quality of service: 1=Very poor, 2= poor 3=Moderate 4=Good, 5= Excellent 6= Don't know
	drainage system in the city			
G14	Ensure safe and hygienic food and food products sold in the city			
	Infrastructure			
G15	Establish and maintain market places for citizens			
G16	Construct and maintain roads for citizens			
G17	Install and maintain street lights			
G18	Provide fire fighting services			
G19	Create/maintain graveyards and crematories			
	Tree plantation and parks			
G20	Plant and care for trees in the city			
G21	Maintain parks and playgrounds			
	Education and Culture			
G22	Ensure all school-age children's participation in compulsory education			
G23	Maintain historical places of the city			
	Other services			
G24	Collecting holding tax			
G25	Issue trade license			
G26	Issue character certificate			
G27	Registration of Births, Deaths and Marriages			

H. Standing Committees

H1	Are you aware that your UP/Pourashava/UPZ has a series of Standing committees? 1=Yes; 2= No 3=Don't Know If H1=1 then go to H3	Code	
H2	If so, what do you think the functions of the Standing Committees are? 1 Code: 1= Supervision; 2= Directly assist to execute; 3= Meeting and discussion; 4= Others (specify)	Code	
H3	Are you or anyone you know, a member of a Standing Committee? 1=myself; 2= Familiar one; 3=No one If H3=2 0r 3 then go to I1.	Code	
H4	If so, what services do you monitor and how do you monitor these?		
	What services do you monitor?	How do you monitor?	

I. Participatory Planning Meeting

I1	Was there any Participatory Planning meetings organized under Union Parishad/Pourashava in the past 12 months? Code: 1= Yes; 2= No; 3= Don't know If 2 or 3, go to no. I7.	Code	
I2	Did you or any other member of your household attend these meetings? Code: 1=Yes; 2=No	Code	
I3	If no, do you know any person from your village/ward who attended these meetings? Code: 1=Yes; 2=No 3=Don't know	Code	
I4	Which of the following best describes the mix of participants in the Participatory Planning Meetings? Code: 1 = All types of households,(poor and non-poor, male and female), 2 = Primarily village leaders and elders, 3 = Primarily male village leaders, elders, 4 = Only elected official; 5 = Don't know; 6=Other (specify) _____	Code	

I5	What was the level of participation/association of citizen in the Participatory Planning meetings? Code: 1= High; 2= Medium; 3= Low; 4= Don't know; 5= Refuse to answer	Code	
I6	Do you think citizens can voice their views and opinion in Participatory Planning meetings? Code: 1=Very much; 2=Some what; 3=Not at all; 4=Don't know	Code	
I7	If there is no Open Budget or Participatory Planning Meeting, how well do you think your views and input are considered by the UP/Pourashava/Upazila during its decision making? Code: 1=Very much; 2=Some what; 3=Not at all; 4=Don't know	Code	

J. Open Budget Meetings

J1	Was there any Open Budget Meetings organized under the UP/Pourashava in the past 12 months? Code: 1= Yes; 2= No; 3= Don't know If 2 or 3, go to no. J7.	Code	
J2	Did you or any other member of your household attend this meeting? Code: 1=Yes; 2=No	Code	
J3	If no, do you know any person from your village/ward who attended this meeting? Code: 1=Yes; 2=No	Code	
J4	Which of the following best describes the mix of participants in the Open Budget Meetings? Code: 1 = All types of households, (poor and non-poor, male and female), 2 = Primarily village leaders and elders, 3 = Primarily male village leaders, elders, 4 = Only elected official; 5 = Don't Know 6= Other (specify) _____	Code	
J5	What was the level of participation/association of the citizen in the Open Budget Meeting? Code: 1= High; 2= Medium; 3= Low; 4= Don't know; 5= Refuse to answer	Code	
J6	Do you think citizens can voice their views and opinion in Open Budget Meetings? Code: 1=Very much; 2=Some what; 3=Not at all; 4=Don't know	Code	
J7	Are you a member of any local government committee? Code: 1=Yes; 2=No	Code	
J8	If yes, name of the committee? _____		

K. Association with Elected representatives

	Officials	Do you know name of the following officials? 1=Yes 2=No	How often did you or a member of your household go to the following persons during past 12 months? (Number)	Reason for visit: 1=Request for a service 2=Seek service 3 = Seek information 4=other (specify)	Overall performance of elected representatives: 1=Very satisfactory; 2=Satisfactory; 3=Not satisfactory; 4= Don't know; 5=Refuse to answer
K1	Chairman/Mayor				
K2	Male Ward Member				
K3	Female Ward Member				

A.5.2 Government Officials' Questionnaire: ENGLISH

Questionnaire Serial Number: [ ]

A. Location Identification

Sl.	Area	Code	Name
A1	Village		
A2	Union/Pourashava		
A3	Upazila		
A4	District		
A5	Division		
A6	Types of Area Code: 1= Union 2= Pourashava 3= Upazila		
A7	Types of Group Code: 1= Treatment 2= Control		

		Name	Signature	Year	Month	Day
	Enumerator					

B. Respondent Identification

Sl	Particulars		
B1	Name of Respondent_____ Code: 1=Male; 2=Female	Code	
B2	Age of Respondent	Year	
B3	Designation of Respondent _____		
B4	Department		
B5	Institution		
B6	Mobile No:		
B7	How many years you have been serving in this UP/Pourashava/Upazila?	Year	
B8	Educational Qualification of Respondent Code: 0=No Schooling, 01=Class 1, 02=Class 2, 03=Class 3, 04=Class 4, 05=Class 5, 06=Class 6, 07=Class 7, 08=Class 8, 09=Class 9, 10=SSC pass, 12=HSC pass, 14=Graduate pass, 16=Masters	Code	

C. Time Allocation

C1**.** During a typical week (40 hours total), how many hours do you spend on a one-to-one basis with the citizens of your community? _____hours

Of the hours spent with the community, please distribute on types of services listed below:

Sl	Particulars	Percentage
C1	Individual or family problem of citizens	
C2	Community (or para) problem	
C3	Field visit for inspection or monitoring where you talk to the populace	
C4	Other (specify)	
	Total	100%

C5**.**During a typical week (40 hours total), how many hours do you spend in meetings to address local level issues? _____hours

What are the major difficulties you face in working with the citizens of your community?

Sl	Particulars	
C6	High volume of citizen demands	
C7	Lack of citizen awareness of limits of government services	
C8	High volume of office work is required limiting time spent with community	
C9	Lack of transport allowance limiting time spent with community	
C10	Unrealistic demands of the citizens	
C11	Political interference	
C12	Other(specify)	
	Total	100%

D. Capacity of Local Government Unit

Personnel in your office

Sl	Personal	Approved Position	Number of Presently Filled
D1	Number of officer		
D2	Number of support staff		

E. Training

E1. Number of training programs you participated in the past three years _____

S.l	Name of training	How many days of training?	Main areas/topics of training 1=Related my service 2= Management	Provider 1= Goverment 2= Donor	How effective was the training 1=very effective;

			Training 3= Computer Training. 4= Good Governance Training 5= Others (specify)	3= NGO 4= Others (specify)	2=effective; 3=not effective; 4=don't know; 5=refuse to answer
E1					
E2					
E3					
E4					

F. Capital Equipment in your office

Sl	Equipment	1= Yes 2=No	If Yes	
			Number available	Number functional
F1	Electric fan			
F2	Air conditioner			
F3	Photocopier			
F4	Computer			
F5	Printer			
F6	Typewriter			
F7	Motorized Vehicles for garbage disposal			
F8	Non-Motorized Vehicles for garbage disposal			
F9	Standby generator			
F10	Telephone land line			
F11	Fax machine			
F12	Internet Connection			
F13	Others (Specify)			

G. Service Offered

Services offered by your department/office to the local community

S.l	Service offered	At office	Door-to-door	Field level/community
G1				
G2				
G3				
G4				
G5				
G6				
G7				
G8				

H. Major constraints you experience in providing these services

Sl.	Constraints/Challenges	1= Serious constraints; 2= Moderate constraints; 3= Not at all; 4= Not applicable
H1	Lack of skilled staff assigned	
H2	No problem with the number assigned but position are vacant	
H3	Absenteeism of staff	
H4	Inadequate supplies and other capital goods	
H5	High turnover of staff	
H6	Political interference	
H7	Too much central government intervention	
H8	Poor law and order situation	
H9	Insufficient fund	
H10	Delays and uncertainties in receipt of central govt. funding	
H11	Poor infrastructural facilities (e.g. electricity, road)	
H12	Too many rules and regulations	
H13	Bad policies and directives	
H14	Other (specify)	

I. Possible Solutions for Improvements of Services you offer

Sl	Solutions	1=Strongly Agree; 2=Somewhat Agree; 3=Do not Agree; 4=Strongly Disagree; 5=Don't know; 6=Not Applicable
I1	More efficient use of existing resources	
I2	Bring policy changes	
I3	Policies are alright, need better implementation of policies	
I4	Training opportunities for service providers	
I5	Move resources from central govt. source to local level	
I6	Enhance local level decision making and reduce central government planning	
I7	Better infrastructure	
I8	Other (specify)	

J. Standing Committees

Sl.	Question	
J1	How many standing committees are there in your UP/Pourashava/Upazila? (Number)	
J2	How many committees are you involved with? (Number)	
J3	In your view list top two standing committees that are most active. Code: 1: Not sure/don't know; 2=only 1 committee is active; 3=2 or more committees are active	
	If answer to J3 is 2 or 3, name of the committees	
J4	1.	
J5	2.	
J6	Main activities of the most active committee: Code: 1= Supervision; 2= Directly assist committee member; 3= Meeting and discussion; 4= Others (specify)	
J7	Main activities of the second most active committee: Code: 1= Supervision; 2= Directly assist committee member; 3= Meeting and discussion; 4= Others (specify)	

K. Complaint Box

Sl.	Question	
K1	Do you have any complaint register where complaints are recoded or a complaint drop box? Code: 1=Yes; 2= No	
K2	If citizens are unsatisfied with your office services, how do they most frequently express their grievances? Code: 1=Complaint box; 2=Meet head of my institute or department;	

A.5.3 ElectedOfficials Questionnaire: ENGLISH

Questionnaire Serial Number: [ ]

A. Location Identification

Sl.	Area	Code	Name
A1	Village		
A2	Union/Pourashava		
A3	Upazila		
A4	District		
A5	Division		

		Name	Signature	Year	Month	Day
A6	Enumerator					

B. Respondent Identification

Sl	Particulars		
B1	Name of Respondent_____ Code: 1=Male; 2=Female	Code	
B2	Mobile no.		
B3	Designation of Respondent _____		
B4	Holding this position/office since (month/year)	Year	
B5	Age of Respondent	Year	
B6	Educational Qualification of Respondent Code: 00=No class, 01=Class 1, 02=Class 2, 03=Class 3, 04=Class 4, 05=Class 5, 06=Class 6, 07=Class 7, 08=Class 8, 09=Class 9, 10=SSC pass, 12=HSC pass, 14=Graduate pass, 16=Masters, 77=Pre primary school; 88= Did not attend school but can read/write 99=Others	Code	
B7	Occupation of Respondent Code: 1= Agriculture: farming in on own or rented-in land; 2= Agriculture: wage labor; 3= Agriculture: fishing; 4= Agriculture: poultry and livestock rearing; 5= Non-agricultural wage labor: construction work, repairing work, etc.;6= Business owner/employer; 7= Self employed in business (using family labor only); 8= Regular wage employment in some fixed business establishment: shop, industry, etc.; 9= Rickshaw/van puller/ Boatman; 10= Working as servant/maid in other's houses; 11= Salaried service, 12=Housewife 13=Student 14= Unemployed 15=Retired 16=Disable 17=Others (specify)_____	Code	

C. Fiscal Management and Revenue Generation

C1. What was your UP/Pourashava/Upazila's total revenue for 2009-10: Taka_____

Please provide breakdown of your revenue earnings for 2009-10:

Sl.	**Source of Revenue**	Amount (Taka)	Share %
C2	Tax and Charges		%
C3	Leasing		%
C4	Govt. grant from land transfer		%
C5	Govt. grants from Ministry of Establishment		%
C6	Govt. grant from the Development Budget		%
C7	Local govt. grant from District		%
C8	Local govt. grant from Upazila		%
C9	Donor		%
C10	NGO		%
C11	Other (specify)		%
C12	**Total Revenue**		100%

Please, respond to the following questions that will facilitate in understanding your fiscal management and revenue generating capacity for your UP/Pourashava/Upazila.

Sl.	Particular	Is there any staff Assigned to this Duty? 1= Yes; 2= No	Is the staff by Government? 1= Yes; 2= No	Has staff Received Additional Training by NGOs or Others? 1= Yes; 2= No	Are written Policies and Procedures followed correctly? 1= Yes; 2= No	Are duties performed regularly? 1= Strongly Agree; 2= Somewhat Agree; 3= Don't Agree; 4= Don't Know
	Fiscal Management					
C13	Accounting for Revenues and Expenditures					
C14	Procurement – Purchasing Services/Equipment					
C15	Budgeting – Planning/Projecting Spending					
	Revenue					

	Generation					
C16	Household Tax Collection					
C17	Business Tax Collection					
C18	Leasing Operation and Tax Collection					
C19	Other Tax Collection (Specify) _____					
C20	Projecting Tax Revenue and uncollected Tax					

	Tax and Charges	
	a) Household holding tax	
C21	i) Total number of households in the Union/Pourashava/Upazila	
C22	ii) How many households are currently under holding tax in your union/Pourashava/Upazila? (Number)	
C23	iii) What percentage of your household tax remains uncollected in a given year? (%)	
	b) Business tax	
C24	i) Total number of business enterprises (fixed establishments) in the Union/Pourashava/Upazila	
C25	ii) How many business enterprises are currently under business tax?	
C26	iii) What percentage of your business tax remains uncollected in a given year?	
	Leasing (Hat/Bazar, Ferry/Boat Terminals, Jalmahal, Other)	
	c) Leasing of Hat/Bazar	
C27	i) Total number of lease areas in your in the Union/Pourashava/Upazila	
C28	ii) How many lease areas are currently paying leasing fees?	

C29	iii) What percentage of your leasing fees remains uncollected on a given year?	
	Other Tax/Fee Collection	
C30	i) What percentage of your other taxes/ fees remains uncollected on a given year?	

C31. Have you taken any specific steps towards increasing revenue generation for the Union/Pourashava/Upazila in the past 12 months?

Code: 1= Yes; 2=No

C32. If not, why?

C33. If yes, what steps?

C34. What are the major difficulties you experienced in implementing the steps?

In your Union/Pourashava/Upazila, please identify if NGOs have been involved in any of the following activities in the past two years?

Sl.	Activity	1=Yes 2=No	Describe
C35	Health		
C36	Education		

C37	Agriculture		
C38	Infrastructure (e.g. road, bridge etc)		
C39	Micro Credit		
C40	Environment		
C41	Natural disaster		
C42	Awareness creation		
C43	Other (specify)_____		

C44. Do the NGOs come to you for any assistance/discussion?

Code: 1= Yes, always; 2= Yes, sometime; 3= Yes, seldom; 4=Never

C45. If yes, what types of assistance/discussion do they come for?

C46. In the past two years has there been any development activity jointly implemented by UP/Pourashava/Upazila and NGOs?

Code: 1= Yes: 2= No

C47. If yes, describe the activities?

D. Complaints

D1. If citizens are unsatisfied with any UP/Pourashava/Upazila services, where do they most frequently express the complaints?

a. Chairman
b. Secretary
c. Ward Members
d. Complaint box
e. Other (specify)

D2. Other than the Chair and Councilors, do you have any designated person to address citizens' complains?

Code: 1= Yes: 2= No [ ]

E. SERVICE DELIVERY

To ensure satisfactory delivery of the services listed in the table below, how do you primarily try to achieve your objectives?

Function and Service of the Union Parishad

Sl.	Union Parishad Functions and Services	[1=Self; 2=Self with UP Members; 3=Shahlishi – involving community elites; 4=government officials of relevant organizations or departments at Upazila level ; 5= government officials of relevant organizations or departments at district or higher level; 6=elected Upazila Chairman or elected Vice Chairmen; 7= Member of Parliament; 8=Other (specify)
	Law and order	
E1	Maintain law and order and prevent/control crime	
E2	Use village police to maintain peace	

Sl.	Union Parishad Functions and Services	[1=Self; 2=Self with UP Members; 3=Shahlishi – involving community elites; 4=government officials of relevant organizations or departments at Upazila level ; 5= government officials of relevant organizations or departments at district or higher level; 6=elected Upazila Chairman or elected Vice Chairmen; 7= Member of Parliament; 8=Other (specify)
E3	Conduct Salish/arbitration	
E4	Operate Village Court and Family Court	
	Infrastructure	
E5	Plan and implement local development projects and schemes	
E6	Construction and repair of local buildings, e.g. schools, UP offices etc.	
E7	Construction and repair of local roads, embankments, canals	
	Health	
E8	Do motivational work in sanitation	
E9	Distribute sanitary latrine	
E10	Install tube wells for drinking water	
E11	Registration of birth and death or marriage	
E12	Other health services (to test whether citizens associate certain line ministry / Upazila officer based services with the UP)	
	Education	
E13	Maintain school buildings	
E14	Participate in School Management Committees	
E15	Providing basic educational instruments (Books, copy, pencil, etc.)	
E16	Other educational services (to test whether citizens associate certain line ministry / Upazila officer based services with the UP)	

Sl.	Union Parishad Functions and Services	[1=Self; 2=Self with UP Members; 3=Shahlishi – involving community elites; 4=government officials of relevant organizations or departments at Upazila level ; 5= government officials of relevant organizations or departments at district or higher level; 6=elected Upazila Chairman or elected Vice Chairmen; 7= Member of Parliament; 8=Other (specify)
	Agriculture	
E17	Distribution of fertilizer/seed	
E18	Other agricultural services(agro-disease, irrigation, harvesting)	
	Social Development	
E19	Assist during disaster and provide disaster relief	
E20	Distribution of social safety net benefit (e.g.: VGD, VGF, Old age allowance, Widow allowance etc.)	
	Other Service	
E21	Collect of holding (chowkidari) tax	
E22	Issue of Trade licenses	
E23	Issue of character certificates	
E24	Participate in Upazila and Government development projects and schemes	
E25	Raising and using local resources	
	Others	
E26		

Function and Service of the Pourashava

	Pourashava's Functions and Services	[1=Self; 2=Self with Ward Members; 3=Shahlishi – involving community elites; 4=government officials of relevant organizations or departments at Upazila level ; 5= government officials of relevant organizations or departments at district or higher level; 6=elected Upazila Chairman or elected Vice Chairmen; 7= Member of Parliament; 8=Other (specify)
	Public Health	
E1.1	Operate hospital and dispensary services	
E1.2	Educate people on hygiene	
E1.3	Establish health centers and provide services for mothers and children	
E1.4	Promote family planning	
E1.5	Facilitate hospital services in treating patients of communicable diseases	
	Sanitation	
E1.6	Clean and remove unhealthy physical structures and premises	
E1.7	Create awareness about communicable diseases	
E1.8	Take action in preventing or containing any outbreak of communicable diseases (e.g., give vaccinations, eradicate mosquitoes)	
E1.9	Garbage disposal	
E1.10	Build public toilets, manage the sewerage system	
	Water supply	
E1.11	Provide adequate supply of safe drinking water to citizens	
E1.12	Ensure use of safe drinking water where city corporation	

	Pourashava's Functions and Services	[1=Self; 2=Self with Ward Members; 3=Shahlishi – involving community elites; 4=government officials of relevant organizations or departments at Upazila level ; 5= government officials of relevant organizations or departments at district or higher level; 6=elected Upazila Chairman or elected Vice Chairmen; 7= Member of Parliament; 8=Other (specify)
	is not supplying drinking water	
E1.13	Water drainage system: Establish and maintain good water drainage system in the city	
E1.14	Food and beverage: Ensure safety and hygiene of food and food products sold in the city	
E1.15	**Infrastructure**	
E1.16	General market: Establish and maintain market places for citizens	
E1.17	Roads: Construct and maintain roads for citizens	
E1.18	Street lights: Install and maintain street lights	
E1.19	Public Safety: Provide fire fighting services	
E1.20	Create/maintain graveyards and crematories	
	Tree plantation and parks	
E1.21	Plant and care for trees in the city	
E1.22	Maintain parks and playgrounds	
	Education and Culture	
E1.23	Ensure all school-age children's participation in compulsory education	
E1.24	Maintain historical places of the city	
E1.25	Registration of Births, Deaths and Marriages	

F. Time Allocation

Time allocation of the chairman in a typical week

	Activity	% Share
F1	Shalishi/Addressing individual or community problems through public discourse	
F2	Attending to individual needs of the citizens (e.g. signing birth certificates, listening to grievances on a one-to-one level)	
F3	Union/Pourashava/Upazila Committee Meetings	
F4	Meeting with officials and representatives from outside the Union/Pourashava/Upazila	
F5	Visits outside the Union/Pourashava/Upazila for official work	
F6	Other (specify)	
	Total	**(100%)**

G. Participatory Planning

Sl.	Description	2009-10
G1	Did you organize any Participatory Planning Meetings for the year 2009/10? Code: 1=Yes; 2=No	
G2	In that meeting, did you share the UP/Pourashava/Upazila estimated income and expenditure statements with the attendees? Code: 1=Yes; 2=No	
G3	What are two most common means of letting people know about the Participatory Planning Meetings? Code: 1 = Miking in rural markets, 2 = Miking at the village level, 3 = UP/Pourashava Notice Board, 4 = Letting a sample of households in each para/mouza know about the meeting, 5 = Informing village leaders and elites 6 = Other (specify), 7 = None, as no attempt is made to let people know	
G4	Which of the following best describes the distribution of participants in the Participatory Planning Meetings? Code: 1 = All types of households, poor and non-poor, male and female households, 2 = Primarily village leaders and elders, 3 = Primarily male village leaders, elders, 4 = Other (specify) _____	
G5	On an average how many persons attended the Participatory Planning Meetings	
G6	In Participatory Planning on average what percent of attendees were women?	
G7	What was the level of participation/association of attendees in the Participatory Planning? Code: 1=high; 2=medium; 3=low; 4=don't know; 5=refuse to answer	
G8	How did you feel about the level of participation of the citizens in the Participatory Planning Meetings?	

Sl.	Description	2009-10
	Code: 1=very satisfactory; 2=satisfactory; 3=not satisfactory; 4= don't know; 5=refuse to answer	
G9	Government programs, projects and regulations are formed and implemented with little participation of the citizens. Do you agree that in government programs citizen's awareness and participation should be increased? Code: 1=strongly agree; 2=agree; 3=disagree; 4=strongly disagree; 5=don't know	

H. Open budget Meeting

Sl.	Description	2009-10
H1	Did you organize any Open Budget Meeting for the year 2009/10? Code: 1=Yes; 2=No	
H2	In that meeting, did you share the UP/Pourashava/Upazila estimated income and expenditure statements with the attendees? Code: 1=Yes; 2=No	
H3	What are two most common means of letting people know about the Open Budget Meeting Code: 1 = Miking in rural markets, 2 = Miking at the village level, 3 = UP/Pourashava/Upazila notice board, 4 = Letting a sample of households in each para/mouza know about the meeting, 5 = Informing village leaders and elites 6 = Other (specify), 7 = None, as no attempt is made to let people know	
H4	Which of the following best describes the distribution of participants in the Open Budget Meeting Code: 1 = All types of households (poor and non-poor, male and female), 2 = Primarily village leaders and elders, 3 = Primarily male village leaders, elders, 4 = Other (specify) _____	
H5	On an average how many people attended the Open Budget Meeting	
H6	In Open Budget Meeting on average what percent of attendees were women?	
H7	How did you feel about the level of participation/association of attendees in the open budget meeting? Code: 1=high; 2=medium; 3=low; 4=don't know; 5=refuse to answer	
H8	What was the level of participation of the citizens in the open budget meeting? Code: 1=very satisfactory; 2=satisfactory; 3=not satisfactory; 4= don't know; 5=refuse to answer	
H9	Government programs, projects and regulations are formed and implemented with little participation of the citizens. Do you agree that in government programs citizen's awareness and participation should be increased?	

Sl.	Description	2009-10
	Code: 1=strongly agree; 2=agree; 3=disagree; 4=strongly disagree; 5=don't know	

I. Standing Committees

	Question	
I1	How many standing committees are there in your UP/Pourashava/Upazila? (Number)	
I2	In how many committees are you involved? (Number)	
I3	In your view list top two standing committees that are most active. Code: 1: Not sure/don't know; 2=only 1 committee is active; 3=two or more committees are active	
	If answer to J3 is 2 or 3, name of the committees	
I4	1.	
I5	2.	
I6	Main activities of the most active committee: Code: 1= Supervision; 2= Directly assist committee member; 3= Meeting and discussion; 4= Others (specify)	
I7	Main activities of the second most active committee: Code: 1= Supervision; 2= Directly assist committee member; 3= Meeting and discussion; 4= Others (specify)	

A.5.4 Citizen Questionnaire: BANGLA

প্রশ্নপত্রের সিরিয়াল নম্বর	

A. Location Identification

Sl.	এলাকা	কোড	নাম
A1	গ্রাম/পাড়া		
A2	ইউনিয়ন/ওয়ার্ড নং		
A3	উপজেলা		
A4	জেলা		
A5	বিভাগ		
A6	এলাকার ধরন কোড:1= ইউনিয়ন; 2= পৌরসভা		
A7	গ্রুপের ধরন: কোড:1= ট্রিটমেন্ট; 2= কন্ট্রোল		

A8	নাম	স্বাক্ষর	বছর	মাস	দিন
তথ্য সংগ্রহকারী					

B. Respondent Identification

B1	উত্তরদাতার নাম _____ কোডঃ1= পুরুষ; 2= মহিলা	কোড	
B2	উত্তরদাতার বয়স	বছর	
B3	ধর্ম কোডঃ1 = ইসলাম;2 = হিন্দু;3 = খ্রীষ্টান;4 = বৌদ্ধ;5 = অন্যান্য ----------(উল্লেখ করুন)	কোড	
B4	জাতি কোডঃ 1= বাঙ্গালী ;2= উপজাতি ;3=অ-বাঙ্গালী ;4= অন্যান্য (উল্লেখ করুন)_____	কোড	
B5	খানা প্রধানের নাম _____ কোডঃ 1=পুরুষ; 2=মহিলা	কোড	
B6	খানা প্রধানের সাথে সর্ম্পক কোডঃ1=খানা প্রধান, 2=স্বামী/স্ত্রী, 3=পুত্র/কন্যা, 4=ভাই/বোন, 5=বাবা/মা 6= অন্যান্য (উল্লেখ করুন)_____	কোড	
B7	মোট খানার সদস্য সংখ্যা (একই হাঁড়িতে রান্না করা খাবার যে কয়জন খায়)	সংখ্যা	
B8	উত্তর দাতার শিক্ষাগত যোগ্যতা(সমাপ্ত শ্রেনী) কোডঃ 0= অক্ষরজ্ঞানহীন; 1= ১ম শ্রেনী; 2 = ২য় শ্রেনী; 3 = ৩য় শ্রেনী; 4 = ৪র্থ শ্রেনী; 5 = ৫ম শ্রেনী; 6 = ৬ষ্ঠ শ্রেনী; 7 = ৭ম শ্রেনী; 8 = ৮ম শ্রেনী; 9 = ৯ম শ্রেনী; 10 = এস.এস.সি/দাখিল;12= এইচ.এস.সি/আলিম; 14 = স্নাতক/ফাজিল; 16 = স্নাতোকত্তর/কামিল/টাইটেল;17 = পিএইচডি; 77=স্কুলে যায়নি কিন্তু লিখতে পরতে পারে; 88= অন্যান্য (উল্লেখ করুন)_____	কোড	
B9	উত্তরদাতার পেশা কোডঃ 1= কৃষিকার্য: নিজ অথবা ভাড়া করা জমিতে; 2= কৃষিকার্য: দিন মজুর; 3= কৃষিকার্য: মাছ ধরা; 4=কৃষিকার্য: হাস, মুরগী এবং পশুপালন; 5=কৃষি বর্হিভুত কাজে দিনমুজুর; নির্মান কাজ,,মেরামতইত্যাদি; 6= **ব্যবসায়** প্রতিষ্টানের মালিক/নিয়োগকর্তা;7= নিজস্ব **ব্যবসায় স্বনিয়োজিত** (শুধুমাত্র বেতন বর্হিভূত পারিবারিক শ্রমিক);8= স্থায়ী ব্যবসায় নিয়মিত বেতনভুক্ত	কোড	

	কর্মচারী, দোকান, কারখানা ইত্যাদি; 9= রিকশা চালক/ভ্যান চালক/নৌকা চালক; 10= গৃহপরিচারক/পরিচারিকা; 11=বেতনভুক্ত চাকুরী; 12=গৃহিনী; 13= ছাত্র; 14= বেকার; 15=অবসর প্রাপ্ত; 16=অক্ষম; 17=অন্যান্য (উলেণ্টখ করুন)__		
B10	আপনার খানায় কি বিদ্যুৎ সংযোগ আছে? কোডঃ 1=হ্যাঁ; 2=না; 3=সৌর বিদ্যুত উত্তর হ্যাঁ হলে B12 G যান	কোড	
B11	যদি না হয় তবে আপনার গ্রামে কি বিদ্যুৎ সংযোগ আছে? কোডঃ 1=হ্যাঁ; 2=না	কোড	
B12	আপনার খানার নিজস্ব জমির পরিমান কতটুকু (বসতবাড়ী ছাড়া)?	শতাংশ	
B13	বর্গা নেয়া জমির পরিমান কত?	শতাংশ	
B14	বর্গা দেয়া জমির পরিমান কত?	শতাংশ	
B15	আপনার কি এমন কোন জমি আছে যাতে আপনি চাষাবাদ অথবা উপার্জন হয় এমন কিছু করছেন যা আপনার নিজস্ব অথবা ভাড়া বা বর্গা নেয়া নয় তবে সেই জমির পরিমান?	শতাংশ	
B16	আপনার বসত বাড়ীর জমির পরিমান (নিজস্ব) কতটুকু?	শতাংশ	
B17	আপনার খানা কি ধরনের পায়খানা ব্যবহার করে? কোডঃ 1= পাকা পায়খানা; 2 = কাঁচাপায়খানা (স্থায়ী); 3 = কাঁচাপায়খানা (অস্থায়ী);; 4 = খোলা মাঠে; 5 = অন্যান্য (উলেণ্টখ করুন)_____	কোড	
B18	আপনার খানার খাবার পানির প্রধান উৎস কি? কোডঃ 1= টিউবওয়েল; 2 = পাইপের পানি; 3 =কুয়ার পানি; 4 = জলাশয়ের পানি (পুকুর/লেক/নদী); 5 = অন্যান্য (উলেণ্টখ করুন)_____	কোড	

B19	আপনার খানা থেকে দূরত্ব (কিমি)	ইউনিয়ন পরিষদ	উপজেলা পরিষদ	পৌরসভা/সিটি করপোরেশন

C. Monthly Family Income

	খানার মাসিক আয়	টিক চিহ্ন দিন
C1	৩,০০০ টাকার কম	
C2	টাকা৩,০০০-৫,০০০	
C3	টাকা ৫,০০১-১০,০০০	
C4	টাকা১০,০০১-১৫,০০০	
C5	টাকা১৫,০০১ - ২৫,০০০	
C6	টাকা২৫,০০১ - ৩৫,০০০	
C7	টাকা ৩৫,০০১ - ৫০,০০০	
C8	টাকা ৫০,০০১ -১,০০,০০০	
C9	টাকা ১,০০,০০০ এর উর্ধ্বে	
C10	জানি না	
C11	উত্তরদানে অসম্মতি	

C12. খানার মাসিক ব্যয় _____টাকা

D. Household Received Benefits

আপনার খানার কোন সদস্য গত এক বছরে নিমোক্ত সুবিধাগুলোর কোনটি ভোগ করেছেন?

	সুবিধা সমূহ	1= হ্যাঁ 2= না 3= জানি না
D1	ভিজিডি কার্ড	
D2	ভিজিএফ কার্ড	
D3	বয়স্ক ভাতা	
D4	বিধবা ভাতা	
D5	অক্ষম ভাতা	
D6	মাতৃত্ব ভাতা	
D7	১০০ দিনের প্রোগ্রাম	
D8	মুক্তিযোদ্ধা ভাতা	
D9	কৃষি ভর্তূকি	
D10	অন্যান্য (উলেণ্ঢখ কর ন)_____	

E. Revenue Generation

E1	আপনার মতে ইউনিয়ন পরিষদের চেয়ারম্যান/ পৌরসভার মেয়র আয় বাড়ানোর উদ্দেশ্যে কোন ধরনের পদক্ষেপ গ্রহন করেছেন কি? ? কোডঃ 1=হ্যাঁ; 2=না; 3=জানি না উত্তর 2বা3E3 তে যান	কোড	
E2	হ্যাঁ হলে কি ধরনের পদক্ষেপ গ্রহন করেছেন?		
E3	আপনার মতে ইউনিয়ন পরিষদ/উপজেলা পরিষদ/পৌরসভার ফান্ড প্রাথমিক ভাবে কে নিয়ন্ত্রন করে? কোডঃ1= চেয়ারম্যান/মেয়র/; 2= সচিব; 3=মেম্বার/ কমিশনার; 4= উপজেলা চেয়ারম্যান; 5=জানি না; 6= অন্যান্য (উলেণ্ঢখ কর ন)_____	কোড	
E4	আপনি কি মনে করেন এই ফান্ড গুলো ব্যবহারে তাঁরা স্বচ্ছ? কোডঃ1=হ্যাঁ; 2=না; 3=জানি না	কোড	

F. Service Delivery and Service Monitoring (Union Parishad) [নোট:শুধুমাত্র ইউনিয়ন পরিষদেও গ্রামবাসীর জন্য]

Sl.	ইউনিয়ন পরিষদের কার্যাবলী ও সেবাসমূহ	আপনি ইউনিয়ন পরিষদের কোন কোন কার্য এবং সেবা সমূহ সর্ম্পকে জানেন? 1= উত্তরদাতা নিজে মনে করেছেন 2= শোনানোর পর মনে করেছেন 3= মনে করতে	আপনার খানা কি গত এক বছরে এই সেবা সমূহ থেকে কোনটি গ্রহন করেছেন? 1=গ্রহন করেছেন 2=গ্রহন করেন নি 3= জানি না	সেবার মান কেমন? 1=খুবই খারাপ 2= খারাপ 3=সন্ড়েষজনক কিন্তু খুব ভালো নয়/মুটামুটি 4=ভালো 5=খুব ভালো 6=জানি না

		পারেন নি		
	আইন শৃংখলা			
F1	আইনশৃংখলা রক্ষা করা এবং অপরাধ প্রতিরোধ/নিয়ন্ত্রন করা			
F2	শান্ড়ি রক্ষায় গ্রাম্য পুলিশ ব্যবহার			
F3	সালিশ এবং মধ্যস্থতার ব্যবস্থা করা			
F4	গ্রাম্য এবং পারিবারিক আদালত পরিচালনা করা			
	অবকাঠামোগত			
F5	স্থানীয় উন্নয়নমূলক প্রকল্প এবং স্কিম সমূহের পরিকল্পনা এবং বাস্ড়বায়ন করা			
F6	স্থানীয় দালানকোঠা, যেমন: বিদ্যালয়, ইউনিয়ন পরিষদ অফিস ইত্যাদি নির্মাণ এবং রক্ষনাবেক্ষন করা			
F7	স্থানীয় রাস্ড়াঘাট, খাল,বাধ নির্মান ও রক্ষণাবেক্ষন করা			
	স্বাস্থ্য বিষয়ক			
F8	স্বাস্থ্যসম্মত পায়খানা ব্যবহার নিয়ে উৎসাহব্যঞ্জক কাজ করা			
F9	স্বাস্থ্য সম্মত পায়খানা বিতরন			
F10	খাবার পানির জন্য টিউবওয়েল বসানো			
F11	জন্ম এবং মৃত্যু নিবন্ধন করা			
F12	অন্যান্য স্বাস্থ্য সেবা (স্বাস্থ্য মন্ত্রনালয় ব্যতিত অন্যান্য প্রতিষ্ঠান কর্তৃক সেবা)			
	শিক্ষা			
F13	বিদ্যালয় ভবনের রক্ষনাবেক্ষন			
F14	বিদ্যালয় ব্যবস্থাপনা কমিটিতে অংশগ্রহন			
F15	প্রাথমিক শিক্ষা উপকরন সরবরাহ (বই, খাতা, পেন্সিল ইত্যাদি)			
	কৃষি			
F16	সার/বীজ বিতরন করা			
F17	অন্যান্য কৃষি সেবা সমূহ (কৃষি রোগ বালাই, সেচ)			
	সামাজিক উন্নয়নমূলক			
F18	দুর্যোগে সহায়তা করাএবং ত্রান বিতরন করা			
F19	সামাজিক নিরাপত্তা মূলক কার্ড বিতরন (যেমন: ভিজিএফ, ভিজিডি, বয়স্ক ভাতা, বিধবা ভাতা ইত্যাদি)			
	অন্যান্য সেবাসমূহ			
F20	হোল্ডিং ট্যাক্স(চৌকিদারি)আদায় করা			
F21	ট্রেড লাইসেন্স প্রদান করা			
F22	চারিত্রিক সনদপত্র প্রদান করা			
F23	উপজেলা এবং সরকারী উন্নয়নমূলক প্রকল্প এবং স্কিম সমূহে অংশগ্রহন করা			
F24	স্থানীয় সম্পদ বৃদ্ধি এবং ব্যবহার করা			
	অন্যান্য			
F25				

G.Function and Service of the Pourashava[নোট:শুধুমাত্র পৌর -বাসীর জন্য]

	পৌরসভার কার্যাবলী ও সেবাসমূহ	আপনি পৌরসভার কোন কোন কার্য এবং সেবা সমূহ সর্ম্পকে জানেন? 1= উত্তরদাতা নিজে মনে করেছেন 2= শোনানোর পর মনে করেছেন 3= মনে করতে পারেন নি	আপনার খানা কি গত এক বছরে এই সেবা সমূহ থেকে কোনটি গ্রহন করেছেন? 1=গ্রহন করেছেন 2=গ্রহন করেন নি 3= জানি না	সেবার মান কেমন ? 1=খুবই খারাপ 2= খারাপ 3=সন্তোষজনক কিন্তু খুব ভালো নয়/মোটামোটি 4=ভালো 5=খুব ভালো 6=জানি না
	স্বাস্থ্য			
G1	হসপিটাল এবং ডিসপেনসারি সেবা পরিচালনা করা			
G2	পরিষ্কার পরিচ্ছন্নতা সর্ম্পকে জনগনকে শিক্ষিত করা			
G3	মা এবং শিশুর জন্য স্বাস্থ্য কেন্দ্র স্থাপন এবং সেবা প্রদান করা			
G4	পরিবার পরিকল্পনায় উৎসাহিত করা			
G5	ছোঁয়াচে রোগীদের জন্য হাসপাতালে চিকিৎসা সেবা দেয়া			
	পয়:নিষ্কাশন			
G6	অস্বাস্থ্যকর সামগ্রী সরিয়ে ফেলা এবং অস্বাস্থ্যকর স্থান সমূহ পরিস্কার রাখা			
G7	ছোঁয়াচে রোগ সর্ম্পকে জনসচেতনতা তৈরী করা			
G8	ছোঁয়াচে রোগ সমূহ প্রতিরোধ বা বিস্তার রোধে পদক্ষেপ গ্রহন করা (যেমন:টিকা দান, মশা নিধন)			
G9	বর্জ্য নিষ্কাশন			
G10	গণ শৌচাগার নির্মাণ এবং পয়:নিষ্কাশন ব্যবস্থা			
	পানি সরবরাহ			
G11	নাগরিকদের জন্য পর্যাপ্ত নিরাপদ খাবার পানি সরবরাহ করা			
G12	সিটি করপোরেশন যেখানে খাবার পানি সরবরাহ করছে না সেসব জায়গায় বিশুদ্ধ খাবার পানির ব্যবহার নিশ্চিত করা			
G13	**পানি নিষ্কাশন ব্যবস্থা:** শহরে উন্নত পানি নিষ্কাশন ব্যবস্থা স্থাপন এবং রক্ষণাবেক্ষন করা			
G14	**খাদ্য এবং পানীয়:** শহরে বিক্রিকৃত খাদ্য এবং **পানীয়** যেন নিরাপদ এবং স্বাস্থ্যসম্মত হয় তা নিশ্চিত করা			
	অবকাঠামো			
G15	**বাজার:**নাগরিকদের জন্য বাজার স্থাপন এবং তা			

	পৌরসভার কার্যাবলী ও সেবাসমূহ	আপনি পৌরসভার কোন কোন কার্য এবং সেবা সমূহ সর্ম্পকে জানেন? 1= উত্তরদাতা নিজে মনে করেছেন 2= শোনানোর পর মনে করেছেন 3= মনে করতে পারেন নি	আপনার খানা কি গত এক বছরে এই সেবা সমূহ থেকে কোনটি গ্রহন করেছেন? 1=গ্রহন করেছেন 2=গ্রহন করেন নি 3= জানি না	সেবার মান কেমন ? 1=খুবই খারাপ 2= খারাপ 3=সন্তোষজনক কিন্তু খুব ভালো নয়/মোটামোটি 4=ভালো 5=খুব ভালো 6=জানি না
	রক্ষনাবেক্ষন করা			
G16	**রাস্তাঘাট:** নাগরিকদের জন্য রাস্তাঘাট স্থাপন এবং তা রক্ষনাবেক্ষন করা			
G17	**সড়ক বাতি:**নাগরিকদের জন্য সড়ক বাতি লাগানো এবং তা রক্ষনাবেক্ষন করা			
G18	**জন নিরাপত্তা :**অগ্নি নির্বাপন ব্যবস্থা সরবরাহ করা			
G19	**কবর স্থান এবং শশ্মানঘাট নির্মাণ এবং রক্ষনাবেক্ষন করা**			
	বৃক্ষ রোপন এবং পার্ক			
G20	শহরে বৃক্ষরোপন এবং তা পরিচর্যা করা			
G21	খেলার মাঠ এবং পার্ক গুলোর রক্ষনাবেক্ষন করা			
	শিক্ষা এবং সংস্কৃতি			
G22	সকল স্কুল গামী বয়সের শিশুদের স্কুলে যাওয়া নিশ্চিত করা			
G23	ঐতিহাসিক স্থানসমূহ রক্ষনাবেক্ষন করা			
	অন্যান্য সেবা সমূহ			
G24	হোল্ডিং ট্যাক্সআদায় করা			
G25	ট্রেড লাইসেন্স প্রদান করা			
G26	চারিত্রিক সনদপত্র প্রদান করা			
G27	জন্ম, মৃত্যু এবং বিবাহ নিবন্ধন করা			

H. Standing committee

H1	আপনি কি জানেন আপনার ইউনিয়ন পরিষদ/পৌরসভা/উপজেলা পরিষদে কোন নির্বাহী কমিটি আছে? কোড:1=হ্যাঁ; 2=না; 3=জানি না উত্তর 2বা3H3তে যান	কোড	
H2	হ্যাঁ হলে এই কমিটিগুলোর কাজ কি? কোড: 1= তত্ত্বাবধান; 2= কাজ করতে সরাসরি সহযোগিতা; 3= সভা এবং সিদ্ধান্ড় নেয়া; 4= অন্যান্য (উলেণ্টখ কর্ন)	কোড	
H3	আপনি বা আপনার পরিচিত কেউ কি কোন নির্বাহী কমিটির সদস্য? 1=নিজে; 2= পরিচিত কেউ; 3=কেউ না উত্তর 2বা3I1তে যান	কোড	
H4	নিজে হলে, আপনি কি কাজ পর্যবেক্ষন করেন এবং কিভাবে পর্যবেক্ষন করেন?		

কি কাজ পর্যবেক্ষন করেন	কিভাবে পর্যবেক্ষন করেন

I. Participatory Planning

I1	গত ১২ মাসে স্থানীয়সরকারেরঅধীনে কোন অংশগ্রহনমূলক পরিকল্পনাসভা আহবান করা হয়েছিল কি? কোডঃ 1=হ্যাঁ; 2=না; 3=জানি না **উত্তর 2 বা 3 হলে I7 - G hvb**	কোড	
I2	আপনি অথবা আপনার পরিবারের কোন সদস্য কি এই পরিকল্পনা সভায় অংশগ্রহন করেছিলেন? কোডঃ 1=হ্যাঁ; 2=না	কোড	
I3	না হলে, আপনার পরিচিত এই গ্রাম/ওয়ার্ডের কেউ কি পরিকল্পনা সভায় অংশগ্রহন করেছিল? কোডঃ 1=হ্যাঁ; 2=না; 3=জানি না	কোড	
I4	পরিকল্পনাসভা আহবানের জন্য যে সমস্ড় পদ্ধতি ব্যবহার করা হয়েছিল, তাদের মধ্যে নিম্নে বর্ণিত কোন পদ্ধতিটির সাথে সবচাইতে বেশী মিল রয়েছে? (যে কোন একটি উত্তর গ্রহনযোগ্য) কোডঃ1 = ইউনিয়নের প্রতিটি খানা (ধনী, দরিদ্র, পুর্ষ, মহিলা)কে জানানো হয়েছিল; 2 = প্রধানত গ্রামের নেতা , মুর্ব্বীদের আমন্ত্রন জানানো হয়েছিল; 3 = প্রাধানত গ্রামের পুর্ষ নেতা , মুর্ব্বীদের আমন্ত্রন জানানো হয়েছিল; 4 = শুধুমাত্র নির্বাচিত সদস্য; 5 =জানি না;6=অন্যান্য (উলেণ্টখ কর্ন)	কোড	
I5	পরিকল্পনা সভায় অংশগ্রহনের জনগনের অংশগ্রহনের মাত্রা কেমন ছিল? কোডঃ 1= খুববেশী অংশগ্রহণ; 2 = অংশগ্রহণ ; 3 = কম অংশগ্রহণ; 4= জানি না; 5= উত্তর দানেঅসম্মতি	কোড	
I6	আপনি কি মনে করেন পরিকল্পনা সভায় নাগরিকরা কি তাঁদের মতামত প্রকাশের সুয়োগ পায়? কোডঃ 1= খুববেশী ; 2 = মোটামোটি ; 3 = মোটেই না; 4= জানি না	কোড	
I7	ইউনিয়ন পরিষদ/উপজেলা পরিষদ/পৌরসভায় যদি কোন উন্মুক্ত বাজেট আলোচনা অথবা অংশগ্রহনমূলক পরিকল্পনা সভা না হয়ে থাকে তবে কোন সিদ্ধান্ড়গ্রহনে আপনার মতামতকে কতটুকু মূল্যায়ন করা হয়? কোডঃ 1=খুব বেশী; 2=মোটামোটি; 3=মোটেই না; 4=জানি না	কোড	

J. Open Budgeting

J1	গত ১২ মাসে স্থানীয়সরকারেরঅধীনে কোন উন্মুক্ত বাজেট আলোচনা আহবান করা হয়েছিল কি? কোডঃ 1=হ্যাঁ; 2=না; 3=জানি না **উত্তর 2 বা 3 হলে J7 - G hvb**	কোড	

J2	আপনি অথবা আপনার পরিবারের কোন সদস্য কি এই উন্মুক্ত বাজেট আলোচনা সভায় অংশগ্রহন করেছিলেন? কোডঃ 1=হ্যাঁ; 2=না	কোড	
J3	না হলে, আপনার পরিচিত এই গ্রাম/ওয়ার্ডের কেউ কি উক্ত উন্মুক্ত বাজেট সভায় অংশগ্রহন করেছিল? কোডঃ 1=হ্যাঁ; 2=না	কোড	
J4	উন্মুক্ত বাজেট সভা আহবানের জন্য যে সমস্ড় পদ্ধতি ব্যবহার করা হয়েছিল, তাদের মধ্যে নিম্নে বর্ণিত কোন পদ্ধতিটির সাথে সবচাইতে বেশী মিল রয়েছে? (যে কোন একটি উত্তর গ্রহনযোগ্য) কোডঃ1 = ইউনিয়নের প্রতিটি খানা (ধনী, দরিদ্র, পুর ষ, মহিলা)কে জানানো হয়েছিল; 2 = প্রধানত গ্রামের নেতা , মুর ব্বীদের আমন্ত্রন জানানো হয়েছিল; 3 = প্রধানত গ্রামের পুর ষ নেতা , মুর ব্বীদের আমন্ত্রন জানানো হয়েছিল; 4 = শুধুমাত্র নির্বাচিত সদস্য; 5 =জানি না;6= অন্যান্য (উলেণ্ঢখ কর ন)	কোড	
J5	উন্মুক্ত বাজেট সভায় অংশগ্রহনের জনগনের অংশগ্রহনের মাত্রা কেমন ছিল? কোডঃ 1= খুববেশী অংশগ্রহণ; 2 = অংশগ্রহণ ; 3 = কম অংশগ্রহণ; 4= জানি না; 5= উত্তর দানেঅসম্মতি	কোড	
J6	আপনি কি মনে করেন উন্মুক্ত বাজেট সভায় নাগরিকরা কি তাঁদের মতামত প্রকাশের সুয়োগ পায়? কোডঃ 1= খুববেশী ; 2 = মোটামোটি ; 3 = মোটেই না; 4= জানি না	কোড	
J7	আপনি কি স্থানীয় সরকারের কোন কমিটির সদস্য? কোডঃ 1=হ্যাঁ; 2=না	কোড	
J8	হ্যাঁ হলে কমিটির নাম		

K. Association with Elected representatives

Sl.	কর্মকর্তা	আপনিকি নিম্নলিখিত কর্মকর্তাদের নাম জানেন? 1=হ্যাঁ 2=না	গত ১২ মাসে আপনি বা আপনার খানার কোন সদস্য কতবার নিম্নলিখিত কর্মকর্তাদের কাছে গিয়েছিলেন? (সংখ্যা)	যাওয়ার কারন: 1= কোন সেবা পাবার অনুরোধের জন্য 2= কোন সেবা পাবার জন্য 3= তথ্য পাবার জন্য 4= অন্যান্য (উলেণ্ঢখ কর ন)	নির্বাচিত কর্মকর্তাদের সামগ্রিক কার্যকলাপ: 1=খুবই সন্ড়েষজনক; 2= সন্ড়েষজনক; 3= সন্ড়েষজনক নয়; 4= জানি না; 5=উত্তর দিতে অসম্মতি
K1	চেয়ারম্যান/মেয়র				
K2	পুর ষ ওয়ার্ড সদস্য				
K3	মহিলা ওয়ার্ড সদস্য				

A.5.5 Government Officials Questionnaire: BANGLA

প্রশ্নপত্রের সিরিয়াল নম্বর	

A. Location Identification

Sl.	এলাকা	কোড	নাম
A1	গ্রাম/পাড়া		
A2	ইউনিয়ন/ওর্য়াড নং/পৌরসভা		
A3	উপজেলা		
A4	জেলা		
A5	বিভাগ		
A6	এলাকার ধরন কোড:1= ইউনিয়ন; 2= পৌরসভা; 3= উপজেলা		
A7	গ্রুপের ধরন: কোড:1= ট্রিটমেন্ট; 2= কন্ট্রোল		

	নাম	স্বাক্ষর	বছর	মাস	দিন
তথ্য সংগ্রহকারী					

B. Respondent Identification

Sl	বিবরন		
B1	উত্তরদাতার নাম _____ কোডঃ 1 = পুরুষ; 2 = মহিলা	কোড	
B2	উত্তরদাতার বয়স	বছর	
B3	উত্তর দাতার পদবী_____		
B4	বিভাগ _____		
B5	প্রতিষ্ঠান _____		
B6	মোবাইল নাম্বার		
B7	এই প্রতিষ্ঠানে আপনি কতদিন যাবত কাজ করছেন?	বছর	
B8	উত্তরদাতার শিক্ষাগত যোগ্যতা কোডঃ 0= অক্ষরজ্ঞানহীন; 1= ১ম শ্রেনী; 2 = ২য় শ্রেনী; 3 = ৩য় শ্রেনী; 4 = ৪র্থ শ্রেনী; 5 = ৫ম শ্রেনী; 6 = ৬ষ্ঠ শ্রেনী; 7 = ৭ম শ্রেনী; 8 = ৮ম শ্রেনী; 9 = ৯ম শ্রেনী; 10 = এস.এস.সি/দাখিল;12= এইচ.এস.সি/আলিম;, 14 = স্নাতক/ফাজিল; 16 = স্নাতোকত্তর/কামিল/টাইটেল	কোড	

C. Time Allocation

C1. সাধারনত আপনি এক সপ্তাহে (৪০ ঘন্টায়) আপনার এলাকার জনগনের সাথে একান্ড়ে কত সময় ব্যয় করেন? ঘন্টা _____

আপনি এলাকায় যে সময় ব্যয় করেন দয়া করে নিমোক্ত সেবাসমূহের মধ্যে তা বিভাজন করুন:

Sl	সেবাসমূহ	শতকরা
C1	জনগনের ব্যক্তিগত ও পারিবারিক সমস্যা সমাধানে	
C2	এলাকার (পাড়া) সমস্যা সমাধানে	
C3	মাঠ পর্যায়ে পরিদর্শন বা তদারকি	
C4	অন্যান্য (উলেণ্টখ করুন)	
	মোট	**100%**

C5.সাধারনত আপনি এক সপ্তাহে (৪০ ঘন্টায়) স্থানীয পর্যায়ের সমস্যা চিহ্নিত করার জন্য সভায় কতটুকু সময় ব্যয় করেন? ঘন্টা_____

আপনার এলাকার জনগনের সাথে কাজ করার সময় আপনাকে প্রধানত কি কি ধরনের সমস্যার সম্মূক্ষীন হতে হয়?

Sl	সমস্যা সমূহ	
C6	জনগনের অতিরিক্ত চাহিদা	
C7	সরকারী সেবাসমূহের সীমাবদ্ধতা সর্ম্পকে জনগনের জানার অভাব	
C8	অতিরিক্ত অফিস কার্যাবলীর জন্য এলাকায় সময় দেয়ার ক্ষেত্রে সীমাবদ্ধতা	
C9	ভ্রমনভাতার অপ্রতুলতার জন্য	
C10	নাগরিকদের অবাস্ড়ব চাহিদা	
C11	রাজনৈতিক হস্ড়ক্ষেপ	
C12	অন্যান্য (উলেণ্টখ করুন)	
	মোট	**100%**

D. Capacity of LGU

আপনার অফিসে লোকবল

Sl	লোকবল	মঞ্জুরকৃত	বর্তমানে কর্মরত
D1	কর্মকর্তার সংখ্যা		
D2	অফিস সহকারীর সংখ্যা		

E. Training

E1. গত ৩ বছরে আপনি কতগুলো প্রশিক্ষনে অংশ নিয়েছিলেন? সংখ্যা: _____

S.I	প্রশিক্ষনের নাম	প্রশিক্ষনের সময়(দিন)	প্রশিক্ষনের মূলবিষয়/ক্ষেত্র 1=আমার সেবার সাথে সর্ম্পকযুক্ত 2= ব্যবস্থাপনা প্রশিক্ষন 3=কম্পিউটার প্রশিক্ষন 4= সুশাসন বিষয়ক প্রশিক্ষন 5= অন্যান্য (উলেণ্টখ করুন)	প্রশিক্ষন প্রদানকারী প্রতিষ্ঠান 1= সরকার 2= দাতা সংস্থা 3= এনজিও 4= অন্যান্য (উলেণ্টখ করুন)	প্রশিক্ষন কেমন কার্যকরী ছিল? 1=খুবই কার্যকরী 2= কার্যকরী 3=কার্যকরী নয় 4=জানি না 5=উত্তর দানে অসম্মতি

E1					
E2					
E3					
E4					

F. Capital Equipment in your office

Sl	যন্ত্রপাতি	1= হ্যাঁ 2=না	হ্যাঁ হলে	
			কতগুলো আছে (সংখ্যা)	কার্যক্ষম (সংখ্যা)
F1	বৈদ্যুতিক পাখা			
F2	এসি			
F3	ফটোকপি মেশিন			
F4	কম্পিউটার			
F5	প্রিন্টার			
F6	টাইপরাইটার			
F7	বর্জ্য নিষ্কাশনের জন্য মোটর চালিত বাহন			
F8	বর্জ্য নিষ্কাশনের জন্য মোটরবিহীন বাহন			
F9	জেনারেটর			
F10	টেলিফোন লাইন (ল্যান্ড ফোন লাইন)			
F11	ফ্যাক্স লাইন			
F12	ইন্টারনেট সংযোগ			
F13	অন্যান্য (উলেণ্ঢখ কর ন)			

G. Services Offered

আপনার দপ্তর/অফিস কর্তৃক স্থানীয়ভাবে প্রদত্ত সেবাসমূহ:

S.I	প্রদেয় সেবাসমূহ	অফিসে	বাড়ী -বাড়ী	মাঠ পর্যায়ে/ এলাকাতে
G1				
G2				
G3				
G4				
G5				
G6				
G7				
G8				

H. Major constraints experienced in providing these services

আপনার অভিজ্ঞতায় এই সেবা প্রদানের প্রধান বাধাসমূহ:

Sl.	বাধাসমূহ	1= বড় বাধা;2= মোটামোটি বাধা; 3= মোটেই না;4= প্রযোজ্য নয়
H1	দক্ষ জনশক্তির অভাব	
H2	মঞ্জুরকৃত লোকের সংখ্যা সমস্যা নয়, বরং পদ শূন্য থাকাটা সমস্যা	
H3	কর্মকর্তা/কর্মচারীদের অনুপোস্ড়িতি	
H4	সরঞ্জামাদী এবং সম্পদের অপর্যাপ্ততা	
H5	কর্মকর্তা/কর্মচারীদের ঘনঘন বদলি	
H6	রাজনৈতিক হস্ড়ক্ষেপ	
H7	কেন্দ্রীয় সরকারের অতিরিক্ত হস্ড়ক্ষেপ	
H8	দুর্বল আইন শৃংখলা পরিস্থিতি	
H9	ফান্ডের অপর্যাপ্ততা	

H10	সরকারী ফান্ড প্রাপ্তিতে বিলম্ব বা অনিশ্চয়তা	
H11	দুর্বল অবকাঠামো(যেমন: বিদ্যুৎ, রাস্তাঘাট ইত্যাদি)	
H12	অনেক বেশী নিয়ম কানুন	
H13	দুর্বল নীতি এবং নির্দেশনা	
H14	অন্যান্য (উল্লেখ করুন)	

I. Possible Solutions for Improvements of Services you offer

সেবার মান উন্নত করার জন্য আপনার মতে সম্ভাব্য সমাধান:

SI	সমাধানসমূহ	1=দৃঢ় ভাবে একমত; 2=মোটামোটি একমত; 3=একমত নই 4=দৃঢ় ভাবে দ্বিমত; 5=জানি না; 6=প্রযোজ্য নয়
I1	সম্পদের অধিক কার্যকরী ব্যবহার করে	
I2	নীতি নির্ধারনী কৌশল পরিবর্তনের মাধ্যমে	
I3	নীতি নির্ধারনী কৌশল ঠিক আছে, দরকার কার্যকরী প্রয়োগ	
I4	সেবা দানকারীদের প্রশিক্ষনের ব্যবস্থা করা	
I5	কেন্দ্রীয় সরকার থেকে সম্পদ স্থানীয় সরকারে স্থানান্তর করার মাধ্যমে	
I6	স্থানীয় সরকার পর্যায়ে সিদ্ধান্তগ্রহন বৃদ্ধি করন এবং কেন্দ্রীয় পর্যায়ে তা কমানো	
I7	উন্নত অবকাঠামো	
I8	অন্যান্য (উল্লেখ করুন)	

J. Standing Committees this relevant for Upazila government (not elected) officials?

J1	আপনার ইউনিয়ন পরিষদ/ উপজেলা / পৌরসভায় কতগুলো স্ট্যান্ডিং কমিটি আছে? (সংখ্যা)	
J2	কয়টি কমিটিতে আপনি জড়িত? সংখ্যা:	
J3	আপনার মতে সবচেয়ে সক্রিয় দুইটি কমিটি: কোডঃ 1= নিশ্চিত নই/জানি না; 2=মাত্র একটি কমিটি সক্রিয়; 3=দুই বা অধিক কমিটি সক্রিয়	
	উত্তর যদি 2 বা 3 হয় তবে কমিটির নাম:	
J4	1.	
J5	2.	
J6	সবচেয়ে সক্রিয় কমিটিটির প্রধান কার্যাবলী: কোডঃ 1= তত্ত্বাবধান; 2= সরাসরি কমিটি সদস্যদেও সাহায্য করা; 3= সভা ও আলোচনা করা; 4= অন্যান্য (উল্লেখ করুন)	
J7	২য় সক্রিয় কমিটিটির প্রধান কার্যাবলী: কোডঃ 1= তত্ত্বাবধান; 2= সরাসরি কমিটি সদস্যদেও সাহায্য করা; 3= সভা ও আলোচনা করা; 4= অন্যান্য (উল্লেখ করুন)	

K. Complaint Box

K1	অভিযোগ নিবন্ধন করার জন্য আপনার কি কোন নিবন্ধন খাতা বা কোন অভিযোগ বাক্স আছে? কোডঃ 1=হ্যাঁ; 2= না	
K2	যদি জনগন আপনার অফিসের সেবাতে অসন্তুষ্ট হয় সেক্ষেত্রে, তাঁরা বেশির ভাগ কিভাবে তাদের অভিযোগ জানান? কোডঃ 1=অভিযোগ বাক্স; 2=আমার প্রতিষ্ঠান বা বিভাগের প্রধানের কাছে	

A.5.6 Elected Representatives Questionnaire: BANGLA

প্রশ্নপত্রের সিরিয়াল নাম্বার:

A. Location Identification

Sl.	এলাকা	কোড	নাম
A1	গ্রাম		
A2	ইউনিয়ন		
A3	উপজেলা		
A4	জেলা		
A5	বিভাগ		

		নাম	স্বাক্ষর	বছর	মাস	দিন
A6	তথ্য সংগ্রহকারী					

B. Respondent Identification

Sl	বিবরন		
B1	উত্তরদাতার নাম _____ কোডঃ 1 = পুরুষ; 2 = মহিলা	**কোড**	
B2	মোবাইল:		
B3	উত্তর দাতার পদবী:_____		
B4	এই উপজেলায় আপনি কতদিন যাবত কাজ করছেন?	বছর	
B5	উত্তরদাতার বয়স	বছর	
B6	উত্তরদাতার শিক্ষাগত যোগ্যতা কোডঃ 0= অক্ষরজ্ঞানহীন;১= ১ম শ্রেনী; 2 = ২য় শ্রেনী; 3 = ৩য় শ্রেনী; 4 = ৪র্থ শ্রেনী; 5 = ৫ম শ্রেনী; 6 = ৬ষ্ঠ শ্রেনী; 7 = ৭ম শ্রেনী; 8 = ৮ম শ্রেনী; 9 = ৯ম শ্রেনী; 10 = এস.এস.সি/দাখিল;12= এইচ.এস.সি/আলিম;14 = স্নাতক/ফাজিল; 16 = স্নাতোকত্তর/কামিল/টাইটেল; 17 = পিএইচডি; 77=প্রাক প্রাথমিক শিক্ষা; 88= স্কুলে যায়নি কিন্তু লিখতে পরতে পারে; 99=অন্যান্য (উলেণ্ঢখ করুন)_____	**কোড**	
B7	উত্তরদাতার পেশা কোডঃ 1= কৃষিকার্য: নিজ অথবা ভাড়া করা জমিতে; 2= কৃষিকার্য: দিন মজুর; 3= কৃষিকার্য: মাছ ধরা; 4=কৃষিকার্য: হাস, মুরগী এবং পশুপালন; 5=কৃষি বর্হিভুত কাজে দিনমুজুর; নির্মান কাজ,,মেরামতইত্যাদি; 6= **ব্যবসায়** প্রতিষ্টানের মালিক/নিয়োগকর্তা;7= নিজস্ব **ব্যবসায় স্বনিয়োজিত** (শুধুমাত্র বেতন বর্হিভূত পারিবারিক শ্রমিক);8= স্থায়ী ব্যবসায় নিয়মিত বেতনভুক্ত কর্মচারী, দোকান, কারখানা ইত্যাদি; 9= রিকশা চালক/ভ্যান চালক/নৌকা চালক; 10= গৃহপরিচারক/পরিচারিকা; 11=বেতনভুক্ত চাকুরী; 12=গৃহিনী; 13= ছাত্র; 14= বেকার; 15=অবসর প্রাপ্ত; 16=অক্ষম; 17=অন্যান্য (উলেণ্ঢখ করুন)___	**কোড**	

C. Fiscal Management and Revenue Generation

C1. ২০০৯-১০ অর্থ বছরে আপনার ইউনিয়ন পরিষদ/পৌরসভা/উপজেলার মোট আয়:টাকা:_____

দয়া করে২০০৯-১০ অর্থ বছরের আপনার আয়কে ভাগ করুন।

Sl.	**আয়ের উৎস**	পরিমান (টাকা)	শতকরা বিভাজন
C2	কর ও চার্জ সমূহ		%
C3	লিজ		%
C4	জমি পরিবর্তনে সরকারী অনুদান		%
C5	স্থাপনা মন্ত্রনালয় থেকে সরকারী অনুদান		%
C6	উন্নয়ন বাজেট হতে সরকারী অনুদান		%
C7	জেলা থেকে স্থানীয় সরকারী অনুদান		%
C8	উপজেলা থেকে স্থানীয় সরকারী অনুদান		%
C9	দাতা		%
C10	বেসরকারী প্রতিষ্ঠান (এন, জি, ও)		%
C11	অন্যান্য (উলেণ্টখ করুন)		%
C12	**মোট আয়**		100%

দয়াকরে, নিচের প্রশ্নের উত্তরের জবাব দিন যেটা কিনা আপনার ইউনিয়ন পরিষদ/পৌরসভার/উপজেলার অর্থ ব্যবস্থাপনা ও আয় বাড়ানো সম্পর্কে ধারনাকে সহজ করবে।

	বিবরণ	এই দ্বায়িত্বের জন্য কোন কর্মী নিয়োগকৃত আছে? 1= হ্যাঁ; 2= না	এই কর্মী সরকার কর্তৃক কি প্রশিক্ষন প্রাপ্ত? 1= হ্যাঁ; 2= না	এনজিও বা অন্য কোথাও থেকে আরও কোন প্রশিক্ষন কি নিয়েছিল? 1= হ্যাঁ; 2= না	লিখিত নিয়মনীতি ও আইনকানুন মেনে চলা হয়? 1= হ্যাঁ; 2= না	নিয়মিত ভাবে কাজ করছে? 1= দৃঢ় ভাবে একমত; 2=মোটামোটি একমত; 3= একমত নয়; 4= জানি না
	আর্থিক ব্যবস্থাপনা					
C13	আয় ব্যয়ের হিসাব					
C14	সেবা ও সরঞ্জাম ক্রয় সংক্রান্ড়					
C15	বাজেট করন-পরিকল্পনা/প্রকল্প ব্যয়					
	আয় বৃদ্ধিকরন কার্যাবলী					
C16	বসত বাড়ীর কর আদায়					
C17	ব্যবসায় কর আদায়					
C18	লিজ নিয়ন্ত্রন এবং কর আদায়					
C19	অন্যান্য কর আদায়_____					
C20	কর আয় প্রকল্প এবং অনাদায় কর					

Performance

Sl.	**Tax and Charges**	
	a) বসত বাড়ির কর	
C21	i) ইউনিয়নে/পৌরসভায়/উপজেলায় মোট বসত বাড়ি	
C22	ii) বর্তমানে আপনার ইউনিয়নে কতগুলো বসতবাড়ি, কর আওতায় আছে	
C23	iii) বছরে কত শতাংশ বসতবাড়ি কর অনাদায় থাকে?	
	b) ব্যবসায়িক কর	
C24	i) আপনার ইউনিয়নে/পৌরসভায়/উপজেলায় মোট ব্যবসায় প্রতিষ্ঠান (স্থায়ী)	
C25	ii) কতগুলো ব্যবসায় প্রতিষ্ঠান ব্যবসায় করের অন্তর্ভুক্ত?	
C26	iii) বছরে কত শতাংশ ব্যবসায় কর অনাদায় থাকে ?	
	Leasing (Hat/Bazar, Ferry/Boat Terminals, Jalmahal, Other)	
	c) হাট বাজার লিজ	
C27	i) আপনার ইউনিয়নে / পৌরসভায় / উপজেলায় মোট বর্গাকৃত	
C28	ii) কতগুলো বর্গাজমি, বর্গা ফি দেয়?	
C29	iii) বছরে কত শতাংশ বর্গা ফি অনাদায় থাকে ?	
	অন্যান্য কর এবং ফি আদায়	
C30	i) কত শতাংশ বর্গা ফি / কর অনাদায় থাকে	

C31. গত বার মাসে আয় বাড়ানোর জন্য কোন সুনির্দিষ্ট পদক্ষেপ নিয়েছেন কি ?কোড: 1= হ্যাঁ; 2= না

C32.যদি না হয়, কেন নয়?

C33.যদি হ্যা হয়, কি পদক্ষেপ?

C34. পদক্ষেপগুলো বাস্তবায়নে প্রধান প্রতিবন্ধকতাগুলো কি কি?

আপনার পৌরসভা/উপজেলা/ইউনিয়নে, গত দুবছরে যদি কোন এনজিও নিচের কাজে জড়িত থাকে তাহলে চিহ্নিতকরুন ?

Sl.	কার্যাবলী	1= হ্যাঁ; 2= না	বর্ণনা

C35	স্বাস্থ্য		
C36	শিক্ষা		
C37	কৃষি		
C38	অবকাঠামো উদাহরণ স্বরূপ রাস্ড়া, সেতু ইত্যাদি		
C39	ক্ষুদ্র ঋন		
C40	পরিবেশ		
C41	প্রাকৃতিক দূযোগ		
C42	সতর্কতা বৃদ্ধি		
C43	অন্যান্য (উলেণ্টখ কর্ন)_____		

C44. আপনার কোন সাহায্যে বা পরামর্শে এনজিওআসে কি ?

কোড: 1= হ্যাঁ, সবসময়; 2= হ্যাঁ, মাঝে মাঝে; 3= হ্যাঁ কদাচিৎ; 4=কখনও না

C45. যদি হ্যা হয়, কোন ধরনের সাহায্য/পরামর্শে আসে ?

C46. গত দুইবছরে পৌরসভা/উপজেলা/ইউনিয়ন ওএনজিওযৌথ উদ্দ্যোগে কোন উন্নয়ন কার্য করেছে কি?

কোড: 1= হ্যাঁ; 2= না

C47. যদি হয়, কাজের বিস্ড়রিত বর্ণনা দিন?

D. Complaints

D1. যদি জনগন আপনার পৌরসভা/উপজেলা/ইউনিয়ন সেবাতে অসন্তুষ্ট হয়, সেক্ষেত্রে তাঁরা বেশির ভাগ কোথায় তাদের অভিযোগ জানান?

1 = চেয়ারম্যান ;2 = সচিব; 3 = ওয়ার্ড সদস্যরা; 4 = অভিযোগ বাক্স; 5 = অন্যান্য (উলেণ্ঢখ করুন) [ ]

D2.চেয়ারম্যান এবং কাউন্সিলর ছাড়া জনগনের অভিযোগ চিহ্নিত করার জন্য আপনার অফিসে নির্ধারিত কেউ আছে কি

কোড: ১= হ্যাঁ; ২= না [ ]

D. Service Delivery

সন্তোষজনক সেবা প্রদান (নিম্নে উলেণ্ঢখিত) নিশ্চিত করার লক্ষ্যে প্রাথমিক ভাবে আপনি কি করেন?

Function and Service of the Union Parishad

Sl.	ইউনিয়ন পরিষদের কার্যাবলী এবং সেবাসমূহ	1=নিজে; 2=নিজে ইউনিযন মেম্বারদের সাথে 3=সালিশি – এলাকার সুশীলদের সাথে; 4=উপজেলা পর্যায়ের সংশিণ্ঢষ্ট বিভাগ বা প্রতিষ্ঠানের সরকারী কর্মকর্তা ; 5= জেলা অথবা উচ্চ পর্যায়ের সংশিণ্ঢষ্ট বিভাগ বা প্রতিষ্ঠানের সরকারী কর্মকর্তা; 6=নির্বাচিত উপজেলা চেয়ারম্যান অথবা ভাইসচেয়ারম্যান; 7= সংসদ সদস্য; 8= অন্যান্য (উলেণ্ঢখ করুন)
	Law and order	
E1	আইনশৃংখলা রক্ষা করা এবং অপরাধ প্রতিরোধ/নিয়ন্ত্রন করা	
E2	শান্তি রক্ষায় গ্রাম্য পুলিশ ব্যবহার	
E3	সালিশ এবং মধ্যস্থতার ব্যবস্থা করা	
E4	গ্রাম্য এবং পারিবারিক আদালত পরিচালনা করা	
	Infrastructure	
E5	স্থানীয় উন্নয়নমূলক প্রকল্প এবং স্কিম সমূহের পরিকল্পনা এবং বাস্তবায়ন করা	
E6	স্থানীয় দালানকোঠা, যেমন: বিদ্যালয়, ইউনিয়ন পরিষদ অফিস ইত্যাদি নির্মাণ এবং রক্ষনাবেক্ষন করা	
E7	স্থানীয় রাস্তাঘাট, খাল,বাধ নির্মান ও রক্ষণাবেক্ষন করা	
	Health	
E8	স্বাস্থ্যসম্মত পায়খানা ব্যবহার নিয়ে উৎসাহব্যঞ্জক কাজ করা	
E9	স্বাস্থ্য সম্মত পায়খানা বিতরন	
E10	খাবার পানির জন্য টিউবওয়েল বসানো	
E11	জন্ম এবং মৃত্যু নিবন্ধন করা	

Sl.	ইউনিয়ন পরিষদের কার্যাবলী এবং সেবাসমূহ	1=নিজে; 2=নিজে ইউনিযন মেম্বারদের সাথে 3=সালিশি – এলাকার সুশীলদের সাথে; 4=উপজেলা পর্যায়ের সংশিণ্টষ্ট বিভাগ বা প্রতিষ্ঠানের সরকারী কর্মকর্তা ; 5= জেলা অথবা উচ্চ পর্যায়ের সংশিণ্টষ্ট বিভাগ বা প্রতিষ্ঠানের সরকারী কর্মকর্তা; 6=নির্বাচিত উপজেলা চেয়ারম্যান অথবা ভাইসচেয়ারম্যান; 7= সংসদ সদস্য; 8= অন্যান্য (উলেণ্টখ করুন)
E12	অন্যান্য স্বাস্থ্য সেবা (স্বাস্থ্য মন্ত্রনালয় ব্যতিত অন্যান্য প্রতিষ্ঠান কর্তৃক সেবা)	
	Education	
E13	বিদ্যালয় ভবনের রক্ষনাবেক্ষন	
E14	বিদ্যালয় ব্যবস্থাপনা কমিটিতে অংশগ্রহন	
E15	প্রাথমিক শিক্ষা উপকরন সরবরাহ (বই, খাতা, পেন্সিল ইত্যাদি)	
E16	অন্যান্য শিক্ষা সেবা (শিক্ষা মন্ত্রনালয় ব্যতিত অন্যান্য প্রতিষ্ঠান কর্তৃক সেবা)	
	Agriculture	
E17	সার/বীজ বিতরন করা	
E18	অন্যান্য কৃষি সেবা সমূহ (কৃষি রোগ বালাই, সেচ)	
	Social Development	
E19	দুর্যোগে সহায়তা করাএবং ত্রান বিতরন করা	
E20	সামাজিক নিরাপত্তা মূলক কার্ড বিতরন (যেমন: ভিজিএ, ভিজিডি, বয়স্ক ভাতা, বিধবা ভাতা ইত্যাদি)	
	Other Service	
E21	হোল্ডিং ট্যাক্স(চৌকিদারি)আদায় করা	
E22	ট্রেড লাইসেন্স প্রদান করা	
E23	চারিত্রিক সনদপত্র প্রদান করা	
E24	উপজেলা এবং সরকারী উন্নয়নমূলক প্রকল্প এবং স্কিম সমূহে অংশগ্রহন করা	
E25	স্থানীয় সম্পদ বৃদ্ধি এবং ব্যবহার করা	
	Others	
E26		

সন্তোষজনক সেবা প্রদান (নিম্নে উলেণ্টখিত) নিশ্চিত করার লক্ষ্যে প্রাথমিক ভাবে আপনি কি করেন?

Function and Service of the Pourashava

	পৌরসভার কার্যাবলী এবং সেবাসমূহ	1=নিজে; 2=নিজে পৌরসভার মেম্বারদের সাথে 3=সালিশি – এলাকার সুশীলদের সাথে; 4=উপজেলা পর্যায়ের সংশিণ্টষ্ট বিভাগ বা প্রতিষ্ঠানের সরকারী কর্মকর্তা ; 5= জেলা অথবা উচ্চ পর্যায়ের সংশিণ্টষ্ট বিভাগ বা প্রতিষ্ঠানের সরকারী কর্মকর্তা; 6=নির্বাচিত উপজেলা চেয়ারম্যান অথবা ভাইসচেয়ারম্যান; 7= সংসদ সদস্য; 8= অন্যান্য (উলেণ্টখ করুন)
	Public Health	
E1.1	হসপিটাল এবং ডিসপেনসারি সেবা পরিচালনা করা	
E1.2	পরিষ্কার পরিচ্ছন্নতা সর্ম্পকে জনগনকে শিক্ষিত করা	
E1.3	মা এবং শিশুর জন্য স্বাস্থ্য কেন্দ্র স্থাপন এবং সেবা প্রদান করা	
E1.4	পরিবার পরিকল্পনায় উৎসাহিত করা	
E1.5	ছোঁয়াচে রোগীদের জন্য হাসপাতালে চিকিৎসা সেবা দেয়া	
	পয়:নিষ্কাশন	
E1.6	অস্বাস্থ্যকর সামগ্রী সরিয়ে ফেলা এবং অস্বাস্থ্যকর স্থান সমূহ পরিস্কার রাখা	
E1.7	ছোঁয়াচে রোগ সর্ম্পকে জনসচেতনতা তৈরী করা	
E1.8	ছোঁয়াচে রোগ সমূহ প্রতিরোধ বা বিস্ড়ার রোধে পদক্ষেপ গ্রহন করা (যেমন:টিকা দান, মশা নিধন)	
E1.9	বর্জ্য নিষ্কাশন	
E1.10	গণ শৌচাগার নির্মাণ এবং পয়:নিষ্কাশন ব্যবস্থা	
	পানি সরবরাহ	
E1.11	নাগরিকদের জন্য পর্যাপ্ত নিরাপদ খাবার পানি সরবরাহ করা	
E1.12	সিটি করপোরেশন যেখানে খাবার পানি সরবরাহ করছে না সেসব জায়গায় বিশুদ্ধ খাবার পানির ব্যবহার নিশ্চিত করা	
E1.13	**পানি নিষ্কাশন ব্যবস্থা:** শহরে উন্নত পানি নিষ্কাশন ব্যবস্থা স্থাপন এবং রক্ষণাবেক্ষন করা	
E1.14	**খাদ্য এবং পানীয়:** শহরে বিক্রিকৃত খাদ্য এবং পানীয যেন নিরাপদ এবং স্বাস্থ্যসম্মত হয় তা নিশ্চিত করা	
E1.15	**অবকাঠামো**	
E1.16	**বাজার:**নাগরিকদের জন্য বাজার স্থাপন এবং তা রক্ষনাবেক্ষন করা	
E1.17	**রাস্ড়াঘাট:** নাগরিকদের জন্য রাস্ড়াঘাট স্থাপন এবং তা রক্ষনাবেক্ষন করা	
E1.18	**সড়ক বাতি:**নাগরিকদের জন্য সড়ক বাতি লাগানো এবং তা রক্ষনাবেক্ষন করা	
E1.19	**জন নিরাপত্তা :**অগ্নি নির্বাপন ব্যবস্থা সরবরাহ করা	
E1.20	**কবর স্থান এবং শশ্নানঘাট নির্মাণ এবং রক্ষনাবেক্ষন করা**	
	বৃক্ষ রোপন এবং পার্ক	
E1.21	শহরে বৃক্ষরোপন এবং তা পরিচর্যা করা	
E1.22	খেলার মাঠ এবং পার্ক গুলোর রক্ষনাবেক্ষন করা	
	শিক্ষা এবং সংস্কৃতি	

	পৌরসভার কার্যাবলী এবং সেবাসমূহ	1=নিজে; 2=নিজে পৌরসভার মেম্বারদের সাথে 3=সালিশি – এলাকার সুশীলদের সাথে; 4=উপজেলা পর্যায়ের সংশিণ্টষ্ট বিভাগ বা প্রতিষ্ঠানের সরকারী কর্মকর্তা ; 5= জেলা অথবা উচ্চ পর্যায়ের সংশিণ্টষ্ট বিভাগ বা প্রতিষ্ঠানের সরকারী কর্মকর্তা; 6=নির্বাচিত উপজেলা চেয়ারম্যান অথবা ভাইসচেয়ারম্যান; 7= সংসদ সদস্য; 8= অন্যান্য (উলেণ্টখ কর্ন)
E1.23	সকল স্কুল গামী বয়সের শিশুদের স্কুলে যাওয়া নিশ্চিত করা	
E1.24	ঐতিহাসিক স্থানসমূহ রক্ষনাবেক্ষন করা	
E1.25	জন্ম, মৃত্যু এবং বিবাহ নিবন্ধন করা	

E. Time Allocation

সাধারনত চেয়ারম্যান এক সপ্তাহে যে সময় ব্যয় করেন তার বিভাজন

	কার্যাবলী	% Share
F1	জনগনের সাথে আলোচনা করে সালিশি/ব্যক্তিগত বা এলাকার সমস্যা চিহ্নিতকরনে	
F2	জনগনের ব্যক্তিগত প্রয়োজন মেটাতে (যেমন: জন্ম নিবন্ধনে স্বাক্ষর, জনে জনে কথা শোনা)	
F3	ইউনিয়ন পরিষদ/পৌরসভা /উপজেলার কমিটি মিটিং এ	
F4	ইউনিয়ন পরিষদ/পৌরসভা /উপজেলার বাইরের কর্মকর্তা এবং প্রতিনিধিদের সাথে মিটিং এ	
F5	আফিসের কাজে ইউনিয়ন পরিষদ/পৌরসভা /উপজেলার বাইরে	
F6	অন্যান্য (উলেণ্টখ কর্ন)_____	
	মোট	**(100%)**

J. Participatory Planning meeting

Sl.	বর্ণনা	2009-10
G1	আপনি কি ২০০৯-১০ অর্থ বছরে কোন অংশগ্রহনমূলক পরিকল্পনাসভা আহবান করেছিলেন? কোডঃ 1=হ্যাঁ; 2=না	
G2	উক্ত সভায়পৌরসভা/উপজেলা/ইউনিয়নেরআয়-ব্যয়ের অনুমিত হিসাব অংশগ্রহনকারীদেও কাছেউপস্থাপন করেছিলেন কি? কোডঃ 1= হ্যাঁ, 2 = না	
G3	জনসাধারন অংশগ্রহনমূলক পরিকল্পনাসভার বিষয়টি সাধারনত কোন দুটি পদ্ধতিতে জেনেছিল? কোড: 1=গ্রামের বাজারেমাইকিং; 2= গ্রাম পর্যায়ে মাইকিং; 3;= ইউনিয়ন/উপজেলা/পৌরসভার নাটিশ বোর্ডে; 4= প্রতিটিপাড়া/মৌজায় কিছু সংখ্যক খানাকে সভা সর্ম্পকে অবহিত করে; 5= গ্রামের নেতা এবং সুশীলদের অবহিত করে; 6= অন্যান্য(উলেণ্টখ কর্ন)_____; 7= কাউকে কোন কিছু না জানিয়ে	
G4	অংশগ্রহনমূলক পরিকল্পনাসভায় অংশগ্রহনকারীদের উপস্থিতি আপনি নিম্নের কোন বর্ণনা দ্বারা বর্ণনা করবেন? কোড: 1 = সব ধরনের খানা (ধনী,গরীব, পুর্ষ,মহিলা); 2 = প্রাধানত গ্রামের নেতা, মুর্ব্বীদের; 3 = প্রাধানত গ্রামের পুর্ষ নেতা, মুর্ব্বীরা; 4 = অন্যান্য_____	
G5	আনুমানিক কত জন এই পরিকল্পনাসভায় যোগদান করেছিল?	
G6	উক্ত পরিকল্পনাসভায় মহিলাদের শতকরা উপস্থিতির হার কেমন ছিল?	
G7	পরিকল্পনা সভায়জনসাধারণের সম্পৃক্ততা কেমন ছিল? 1 = খুবই সম্পৃক্ত ছিল; 2 =সম্পৃক্ত ছিল;	

Sl.	বর্ণনা	2009-10
	3 = সম্পৃক্ত ছিলনা; 4 =জানি না; 5 =উত্তর দানে অস্বীকৃতি	
G8	আপনার মতে পরিকল্পনা সভায়জনসাধারনের অংশগ্রহণ মাত্রা কেমন? কোডঃ 1= খুবই সন্তোষ জনক, 2 = সন্তোষ জনক; 3 =সন্তোষ জনক নয়; 4 = জানি না, 5 = উত্তর দানে অস্বীকৃতি	
G9	সরকারী প্রোগ্রাম, প্রজেক্ট ও নীতিমালা জনগনের সীমিত অংশ গ্রহনে তৈরি ও বাস্তবায়িত হয়। আপনার কি মনে যে সরকারী প্রোগ্রামে নাগরিকদেও সচেতনতা ও অংশগ্রহন বৃদ্ধি করা উচিত? 1=দৃঢ়ভাবে একমত; 2=একমত; 3=দ্বিমত; 4=দৃঢ়ভাবে দ্বিমত; 5=জানি না	

K. Open budget meetings

Sl.	বর্ণনা	
H1	২০০৯-১০ অর্থ বছরে কোন উন্মুক্ত বাজেট আলোচনা সভা আহবান করা হয়েছিল কি? কোডঃ1=হ্যাঁ; 2=না	
H2	উক্ত সভায়পৌরসভা/উপজেলা/ ইউনিয়ন পরিষদের আয়-ব্যয়ের অনুমিত হিসাব অংশগ্রহনকারীদেও কাছেউপস্থাপন করেছিলেন কি? কোডঃ 1= হ্যাঁ, 2 = না	
H3	জনসাধারন উন্মুক্ত বাজেট আলোচনা সভাবিষয়টি সাধারনত কোন দুটি পদ্ধতিতে জেনেছিল? কোডঃ 1=গ্রামের বাজারেমাইকিং; 2= গ্রাম পর্যায়ে মাইকিং; 3;= পৌরসভা/উপজেলা/ ইউনিয়ন পরিষদের নাটিশ বোর্ডে; 4= প্রতিটিপাড়া/মৌজায় কিছু সংখ্যক খানাকে সভা সর্ম্পকে অবহিত করে;5= গ্রামের নেতা এবং সুশীলদের অবহিত করে; 6= অন্যান্য(উলেণ্টখ করুন)_____; 7= কাউকে কোন কিছু না জানিয়ে	
H4	উন্মুক্ত বাজেট আলোচনা সভাঅংশগ্রহনকারীদের উপস্থিতি আপনি নিম্নের কোন বর্ণনা দ্বারা বর্ণনা করবেন? কোডঃ 1 = সব ধরনের খানা (ধনী,গরীব, পুরুষ,মহিলা); 2 = প্রাধানত গ্রামের নেতা, মুরুব্বীদের; 3 = প্রাধানত গ্রামের পুরুষ নেতা, মুরুব্বীরা; 4 = অন্যান্য_____	
H5	আনুমানিক কত জন এই উন্মুক্ত বাজেট আলোচনা সভায় যোগদান করেছিল?	
H6	উন্মুক্ত বাজেট আলোচনা সভায় মহিলাদের শতকরা উপস্থিতির হার কেমন ছিল?	
H7	উন্মুক্ত বাজেট আলোচনা সভায় জনসাধারণের সম্পৃক্ততা কেমন ছিল? 1 = খুবই সম্পৃক্ত ছিল, 2 = সম্পৃক্ত ছিল, 3 = সম্পৃক্ত ছিল,না, 4 = জানি না, 5 = উত্তর দানে অস্বীকৃতি	
H8	আপনার মতে বিভিন্ন সভাগুলোতে সাধারন জনগনের অংশগ্রহণ মাত্রা কেমন? কোডঃ 1= খুবই সন্তোষ জনক, 2 = সন্তোষ জনক; 3 =সন্তোষ জনক নয়; 4 = জানি না, 5 = উত্তর দানে অস্বীকৃতি	
H9	সরকারী প্রোগ্রাম, প্রজেক্ট ও নীতিমালা জনগনের সীমিত অংশ গ্রহনে তৈরি ও বাস্তবায়িত হয়। আপনার কি মনে যে সরকারী প্রোগ্রামে নাগরিকদেও সচেতনতা ও অংশগ্রহন বৃদ্ধি করা উচিত? 1=দৃঢ়ভাবে একমত; 2=একমত; 3=দ্বিমত; 4=দৃঢ়ভাবে দ্বিমত; 5=জানি না	

L. Standing Committees

I1	আপনার ইউনিয়ন পরিষদ/উপজেলা/পৌরসভায় কতগুলো স্ট্যান্ডিং কমিটি আছে? (সংখ্যা)	
I2	কয়টি কমিটিতে আপনি জড়িত? সংখ্যা:	
I3	আপনার মতে সবচেয়ে সক্রিয় দুইটি কমিটি: কোডঃ 1= নিশ্চিত নই/জানি না; 2=মাত্র একটি কমিটি সক্রিয়; 3=দুই বা অধিক কমিটি সক্রিয়	
	উত্তর যদি 2 বা 3 হয় তবে কমিটির নাম:	
I4	1.	
I5	2.	
I6	সবচেয়ে সক্রিয় কমিটিটির প্রধান কার্যাবলী: কোডঃ 1= তত্ত্বাবধান; 2= সরাসরি কমিটি সদস্যদেও সাহায্য করা; 3= সভা ও আলোচনা করা; 4= অন্যান্য (উলেণ্টখ কর ন)	
I7	২য় সক্রিয় কমিটিটির প্রধান কার্যাবলী: কোডঃ 1= তত্ত্বাবধান; 2= সরাসরি কমিটি সদস্যদেও সাহায্য করা; 3= সভা ও আলোচনা করা; 4= অন্যান্য (উলেণ্টখ কর ন)	