

Citizens Report Card for Panchayat and Rural Development Department, West Bengal



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Partnership for Better Governance



Name of the client:

The Department for International Development (DFID)

Objectives:

- to generate citizen feedback on delivery of public services
- to provide a good diagnosis of the critical problems with public services in terms of access, usage, reliability, quality, transparency and responsiveness
- to provide insights and pointers for setting up an agenda for process review, reengineering and subsequent reforms

Methodology:

Citizen Report Card

Sectors:

The following services were covered in the CRC:

- Drinking Water
- Roads
- Birth/Death Certificates
- Shishu Shiksha Kendra (SSK)
- National Rural Employment Guarantee Scheme (NREGS)
- National Old Age Pension Scheme (NOAPS)
- Health & Sanitation
- ICDS - Anganwadi
- Grievance Redress

Indicators:

These services were assessed on the basis of the following criteria:

- Availability – ability to access a particular service
- Quality / Reliability – how dependable the service is
- Responsiveness – effectiveness of the provider to redress grievances
- Satisfaction – user's rating of the overall effectiveness of the service
- Improvements in service

Sample:

6000 respondents were interviewed for this survey.

Major Conclusions:

Citizens' satisfaction with services shows big variations.

Overall satisfaction across different services varied considerably. Issue of Birth and Death certificates were rated high in term of complete satisfaction, while, NREGA ranks low. Across the services, less than half of the sampled population reported overall satisfaction. Except for Birth and Death certificate, satisfaction for all other services was reported by less than a third of the sampled population

Quality/Reliability of services seems to impact more on total satisfaction than mere access.

User feedback on service attributes and derived analysis on explanatory factors underlying complete satisfaction clearly point out that regularity, predictability and quality of services are factors that rank in the priority of users for most of the services. In addition to the quality, access is also a determining factor for satisfaction for drinking water, old age pension and grievance redress.

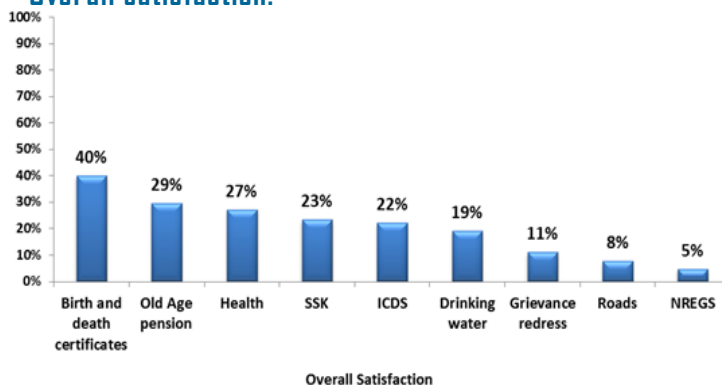
Social groups:

Minority households appear to be in a disadvantaged position compared to the other social groups.

Phase I and Phase II GPs:

Variability in user satisfaction for most of the services across GPs is more in phase I GPs as compared to phase II GPs.

Overall satisfaction:



Actions taken:

- The findings informed reform actions in least performing Gram Panchayats'.
- Subsequently, two years later a follow up study was undertaken to assess improvement in service delivery against the benchmark.

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