

Social Audit of Public Service Delivery in Namchi, South District, Sikkim



PUBLIC AFFAIRS FOUNDATION

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Partnership for Better Governance



Name of the client:

The Government of Sikkim

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

Sample:

User feedback was generated from a total of 1,100 interviews (of which 600 were household interviews, 300 were tracer interviews, and 200 were exit interviews).

Sectors:

The services covered in this audit are the following :

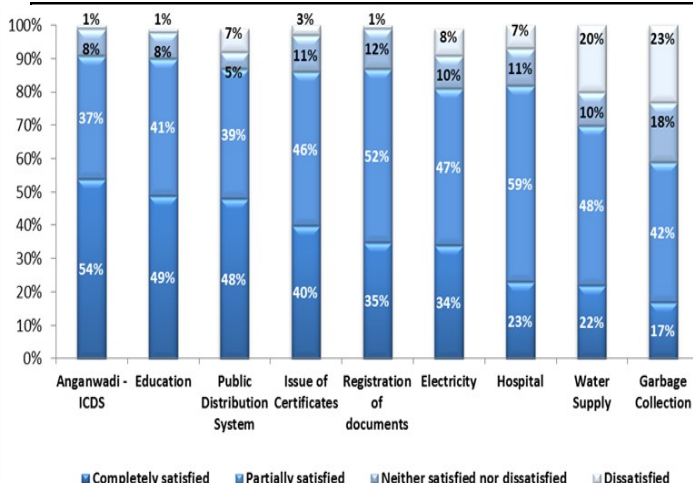
- Water supply
- Electricity
- Education
- Public Distribution System
- Garbage collection
- Anganwadi – ICDS
- Health
- Registration of documents
- Issue of Caste, Domicile and Income Certificate

Indicators:

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

- Access and usage
- Quality and Reliability
- Responsiveness of service providers
- Corruption
- Satisfaction
- Improvements in service

Overall satisfaction:



Recommendations:

- Learning from best practices in other states, forming inter-agency working groups.
- Establish formal channels for garbage disposal.
- Provide staff training on soft skills
- Improve accessibility to schools and reliability of health services

Areas of concern:

- Non / limited availability of formal methods of garbage collection and disposal
- Staff availability and behaviour at district hospital
- Duration of frequency of water supply
- Constrained resources (few centres and human resource) for timely delivery of issuance of certificates
- Inconsistent electricity supply

Action taken:

- Department specific task groups were set up to address the issues identified in the report

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