

SOCIAL AUDIT OF PUBLIC SERVICES IN KOHIMA, NAGALAND

March, 2010

Partnership for Better Governance



Name of the client:

The Government of Nagaland

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:

Sectors:

The following services were covered in the CRC:

- Water Supply by PHE
- Electricity
- Government primary and middle schools
- Health Care at Sub-centre
- Issue of Driving licenses
- Hospital – Inpatient and outpatient treatment
- Transportation

Indicators:

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

- Access
- Usage
- Quality
- Responsiveness
- Satisfaction

Recommendations:

- The service providers have to plan for provision of water during scarcity period and train employees to be courteous to the citizens
- Inform citizens about power cut and better management of power supply
- Provision of drinking water across all schools should be a priority for the education department. Awareness programs for parents and community members are essential
- Adherence to norms and requirements and enforcement through stricter monitoring of ration shops.
- Increase citizen awareness on available services and entitlements

Areas of Concern:

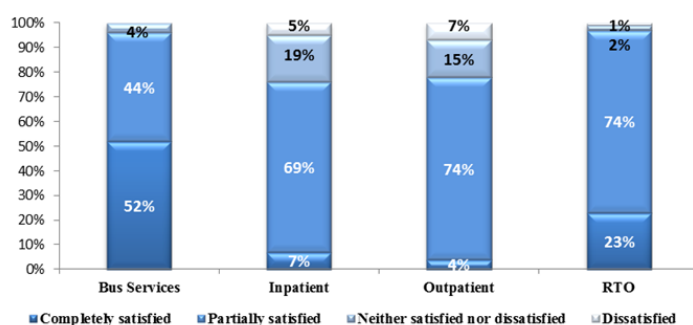
- Long wait for water during scarcity period
- Staff behaviour across all the services
- School drop-out
- Access to the health facilities

Actions taken:

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

Overall satisfaction:

Overall Satisfaction at the District Level*



* These services were assessed only at the district level

Overall Satisfaction: Urban & Rural

