

Citizen Report Card on Public Services in Rural Bihar



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Partnership for Better Governance

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Data collection in one of the villages

Sectors:

The Citizen Report Card covered the following services in rural Bihar:

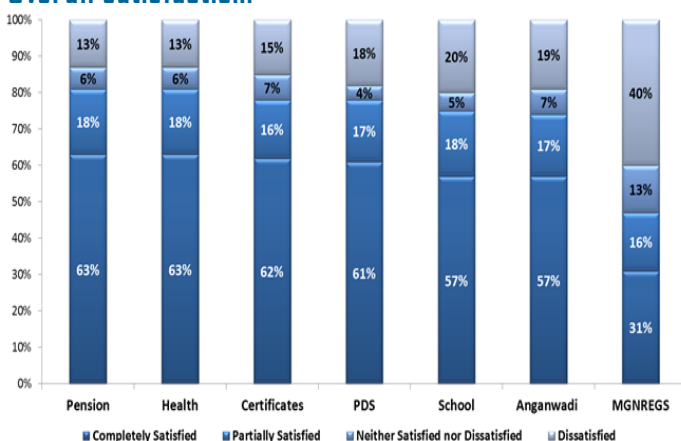
- Public Distribution System - Ration shops (PDS)
- Integrated Child Development Scheme (ICDS) - Aanganwadi
- Government Primary and Middle School
- Government Health Facilities
- Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS)
- Old age / Widow / Disability Pension
- Issuance of Income / Residential / Caste Certificates
- Grievance Redress System*

Indicators:

The Citizen Report Card assesses the services on the following indicators:

- Awareness
- Access
- Usage
- Quality
- Reliability
- Responsiveness
- Satisfaction

Overall satisfaction:



*State wide sample inadequate; findings not presented

Name of the client:

Deloitte Touche Tohmatsu India Private Limited
(for DFID Supported and Government of Bihar initiated "Bihar Prashasanik Sudhar Mission" program)

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:

31,556 rural households covering all 38 districts of Bihar

Recommendations:

Findings from the CRC show that while satisfaction levels were reasonably high for most services, several areas of concern remain with respect to the efficiency and equity of service delivery across the state.

Areas of concern:

- Infrastructure across Services – Lack of adherence to norms (PDS, MGNREGS, pensions)
- Direct and indirect forms of corruption – A high price paid (PDS, MGNREGS, pensions)
- Delays in service delivery (across all services)

Actions taken:

- The findings of the CRC have been presented to the government, other stakeholders and the citizens of Bihar (through the media).
- These findings will help each department to take the next steps in the process by studying the findings, planning reforms, increasing oversight and accountability and, finally leading to better and more efficient delivery of services to the citizens of Bihar.
- A digital dashboard has been created to enable the officers at each department/district access and drill down the CRC findings to their area of interest.

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