

Benchmarking Public Services in “Sample” Pradeshiya Sabha

An Electronic Citizen Report Card

What is a Citizen Report Card?

User feedback is a cost-effective way for a government to find out whether its services are reaching the people, especially the poor. Users of a public service can tell the government a lot about the quality and value of a service. The Citizen Report Card (CRC) represents an assessment of the city’s public services from the perspective of its citizens who can provide useful feedback on the quality, efficiency, and adequacy of the services and the problems they face in their interactions with service providers. A citizen report card on public services is not just one more opinion poll. Report cards reflect the actual experiences of people with a wide range of public services. The survey on which a report card is based covers only those individuals who have had experiences in the use of specific services, and interactions with the relevant public agencies.

The Electronic Citizen Report Card

The Electronic Citizen Report Card (eCRC) is a revolutionary concept that enables reliable collection of citizen feedback through an Android-based mobile application and analyzing and reporting the information collected in real time. The key features in an eCRC are:

- Uses mobile Android Tablets and state of the art technology to collect and report data.
- Immediate analysis and report of findings.
- Ability to present information on a map.
- Conducted by trained CDOs.
- Can be repeated over time.

The eCRC in “Sample’ Pradeshiya Sabha

As part of The Asia Foundation’s Subnational Governance Program (SNGP), an Electronic Citizen Report Card (eCRC) was carried out for “Sample” Pradeshiya Sabha in 2016. The eCRC looked at ten basic services provided by the Pradeshiya Sabha:

1. Water Services
2. Storm Water Drains
3. Solid Waste Management
4. Access Roads & By-lanes
5. Street-lighting
6. Mother & Child Care
7. Cemetery
8. Parks
9. Playgrounds
10. Library

For the eCRC, a total of 474 households spread over all the 5 GN Divisions were contacted for the eCRC. Out of this, the valid sample finalized for analysis after all quality checks was 443 **households**.

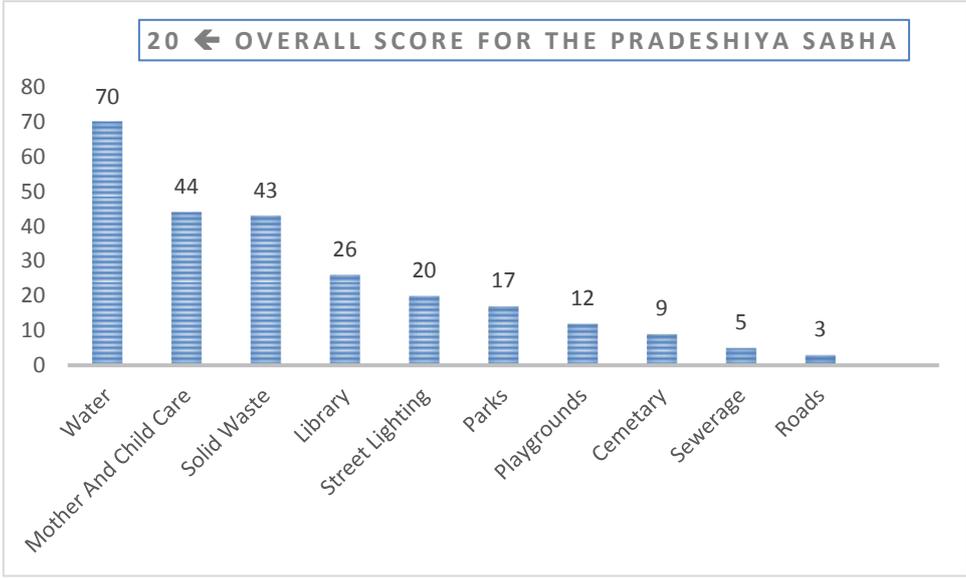
Key Findings

- A large proportion of residents expressed availability and use of most of the services. Services reporting high levels of usage are Access Roads (85%) Street-lighting (70%), and Cemetery (59%). Services less used include Park (4%), Water (8%) and Solid Waste (9%). Services that are reported to be not available at all include Water (91%) Parks (88%), and Solid Waste (78%).
- Taking all the services together, citizens residing in the Pradeshiya Sabha Area have given a combined satisfaction score of 20 out of a maximum 100.
- Overall satisfaction scores are on the higher side for Water **(70)**, **Mother and Child Care (44)**, **Solid Waste (43)** and **Park (58)**. Services requiring urgent attention include **Roads (3)**, **Sewerage (5)**, and **Cemetery (9)** as ratings for these services are relatively on a lower scale.
- Non Samurdhi recipients have indicated a higher satisfaction compared with Samurdhi respondents. This is point of concern for the UC.
- Women respondents have expressed a marginally 18% satisfaction with the overall service delivery compared to men.
- A major finding from the CRC exercise is the vulnerability of communities living in the peripheries of the Pradeshiya Sabha area. There is a marked and worrying fall in service levels in areas that are far off from the centre of the PS.
- There are significant variations across GN Divisions in terms of service delivery ratings. The top score obtained by a GN Division is 34 out of 100 (Name of GND) while the bottom score was a low mark of 1 out of 100 for 2 GN Division (Names of GND's).
- Citizens identified three services as priority services for the 2017 Budget allocations – Sewerage, Access Roads and Cemetery.

Recommendations

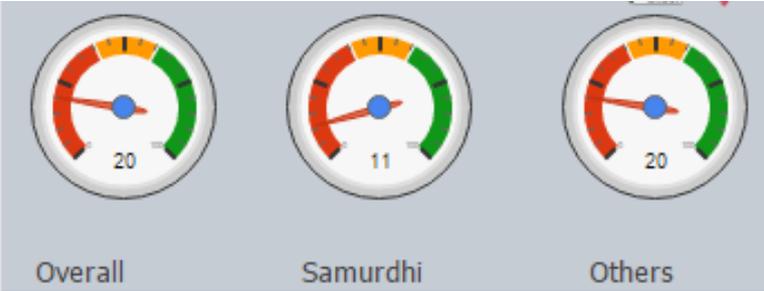
- On average, the Pradeshiya Sabha has performed reasonably well in terms of delivering services to citizens. Overall score is (20) during 2016. However, there is much scope for improvement.
- **Priority services for improvements** include Access Roads, Sewerage, and Cemetery.
- **Priority areas for improvements include improving access to facilities in distant communities, construction and maintenance of facilities**
- The **wide variation in service delivery** parameters among the GN Divisions is a matter that deserves a closer look. Reducing inequities should be major reform agenda for the PS.
- Poor ratings from **economically disadvantaged communities** and those residing in **remote areas** should be a top priority for the Council to redress.
- Citizens have clearly indicated their top priority services for investments in the 2017 Budget – **Access Roads, Sewerage and Playgrounds**. These priorities should reflect in budgetary allocations.

Satisfaction Scores for PS Services



Scores (Max:100)

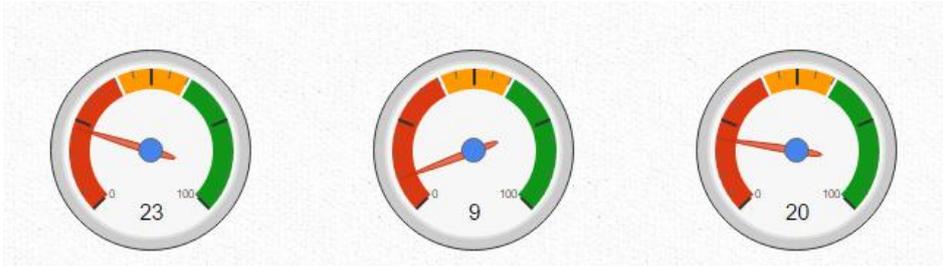
Satisfaction Scores - Samurdhi and non-Samurdhi Households



Satisfaction Scores – Male and Female Respondents



Satisfaction Scores Based on Location of Households



Close to the
city centre

Little away from
city centre

Far away from
city centre



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