



Findings of the Electronic Citizen Report Card (eCRC) Survey on the Delivery of Public Services by Pradeshiya Sabhas

**Report for selected GNs
in Monaragala District**

June 2018

**Basith Inadeen, Isuru Thennakoon, Mehala Mahilrajah,
K. Romeshun, Hasanthi Tennakoon**

**Findings of the Electronic Citizen Report
Card (eCRC)
Survey on the Delivery of Public
Services by Pradeshiya Sabhas**

**Report for selected GNs
in Monaragala District**

June 2018

Basith Inadeen, Isuru Thennakoon, Mehala Mahilrajah,
K. Romeshun, Hasanthi Tennakoon

© Centre for Poverty Analysis 2018

First Published – 2018

ISBN: 978-955-3628-07-7

National Library of Sri Lanka – Cataloguing of Publication Data

Findings of the Electronic Citizen Report Card (eCRC) survey on the delivery of public services by Pradeshiya Sabhas : report for selected GNs in Monaragala District / Basith Inadeen...[et al.]. - Colombo : Center for Poverty Analysis, 2018
42 p. ; 29 cm.

ISBN 978-955-3628-07-7

i . 352.1607205493 DDC23 ii. Inadeen, Basith (co. author)

1. Local government - Sri Lanka -Research

Copyright of this publication belongs to the Centre for Poverty Analysis. Any part of this book may be reproduced with due acknowledgment to the author/s and publisher.

The CEPA Publication Series currently include: Studies, Edited Volumes, Working Papers and Briefing Papers. The findings and recommendations expressed in this study are those of the providers and receivers of public services of the respective Divisional Secretariat Divisions. The study does not reflect the views or policies of CEPA or the donor.

All inquiries relating to this publication should be directed to:

Centre for Poverty Analysis
29 R G Senanayake Mawatha, Colombo 7, Sri Lanka
Tel: + 94(011) 2676 955, 4690200
Fax: +94(011) 2676 959
Email: info@cepa.lk
www.cepa.lk

This publication has been produced with the assistance of the European Union. The contents of this publication are the sole responsibility of CEPA and can in no way be taken to reflect the views of the European Union.

AUTHOR DETAILS

Basith Inadeen

is a Research Professional at CEPA. He obtained his Bachelor's Degree in Social Science from the University of Colombo. He holds international licenses from the Wageningen University, The Netherlands, on Multi Stakeholder Process and Social Learnings, and on Social Accountability Tools especially the Citizen Report Card methodology from the Public Affairs Centre, Bangalore, India. At CEPA, Basith is involved in capacity building and training as well as research, where he brings his expertise in action and applied research. He is currently playing a leading role working with grass roots level civil society organisations and support to build capacity on social accountability mechanisms, he has also led the Citizen Report Card survey and publication in 2014 carried out by CEPA on Secondary Education Service in Vavuniya and Mullaitivu. He currently leads the Citizen Report Card – Good Governance tool at CEPA.

Isuru Thennakoon

works as a Junior Research Professional at CEPA. He is currently following a Post Graduate Diploma in Economic Development at the University of Colombo and holds a Bachelor's Degree in economics, economic policy and management from the University of Colombo. He also holds a diploma in counseling physiology and has worked as a counselor. Isuru is a poet and has currently published three books of poetry. He has previously worked with non-profit organisations as a project coordinator and a research assistant. At CEPA, Isuru works with the Facets of Poverty research thematic and the Communications Team. Currently, he is working on a study focusing on citizen report card and he is in charge of field coordination work of the Monaragala district.

Kulasabanathan Romeshun

is a Senior Research Professional and a Member of the Management Team at CEPA. He has worked in the development field for the past twenty years with government and funding organisations. He has a Masters in Financial Economics from the University of Colombo.

As Team Leader for the Facets of Poverty programme, Romesh and his team are responsible for collating messages on poverty, inequality and prosperity, drawing from CEPA's research and advisory activities. Additionally, the Facets of Poverty Team works on poverty measurement and is starting to look at the impact of macro factors on poverty.

Mehala Mahilrajah

is a Research Professional at CEPA. She has a Master in Development Practice from the University of Peradeniya. She has Completed a Diploma in Monitoring and evaluation at National Institute of Labour Studies (NILS) with Sri Lanka Evaluation Association (SLEVA). At CEPA, Mehala is involved in capacity building and training, as well as research, to which she brings her expertise in action research. Mehala is currently playing a leading role working with grass roots level civil society organisations and support to build capacity on social accountability mechanisms particularly the "Citizen Report Card" tool. She also has contributed to the Citizen Report Card survey and publication in 2014 carried out by CEPA on Secondary Education Services in Vavuniya and Mullaitivu.

Hasanthi Tennakoon

has a Master's degree in Environmental Management from the University of Tasmania, and has extensive experience in corporate sustainability. Her areas of focus are environmental and social sustainability. She currently works as a research consultant for CEPA and also as a social safeguards consultant for the World Bank.

About CEPA

The Centre for Poverty Analysis (CEPA) is an independent, Sri Lankan think-tank promoting a better understanding of poverty-related development issues. CEPA believes that poverty is an injustice that should be overcome and that overcoming poverty involves changing policies and practices nationally and internationally, as well as working with people in poverty. CEPA strives to contribute to influencing poverty-related development policy, at national, regional, sectoral, programme and project levels. At CEPA, our emphasis is on providing independent analysis, capacity building of development actors, and seeking opportunities for policy influence. We are influenced by a strong orientation towards service provision that is grounded in sound empirical evidence while responding to the needs of the market. CEPA maintains this market orientation through client requests, and also pursues a parallel independent research agenda based on five broad thematic areas: such as post conflict development, vulnerability, migration, infrastructure and the environment.

List of Figures

Figure 1: Availability and Usage of Water	7
Figure 2: Availability and Usage of Roads and By-Roads	8
Figure 3: Availability of Streetlights	8
Figure 4: Availability and Usage of Garbage Collection Services	9
Figure 5: Availability and Usage of Library Facilities	10
Figure 6: Availability and Usage of Drainage Facilities	10
Figure 7: Availability and Usage of Playground Facilities	11
Figure 8: Satisfaction with Water Services	11
Figure 9: Satisfaction with Roads	12
Figure 10: Satisfaction with Street-lighting	12
Figure 11: Satisfaction with Library Facilities	13
Figure 12: Satisfaction with Drainage Facilities	13
Figure 13: Satisfaction with Playground Facilities	14
Figure 14: Hidden Costs Incurred when Obtaining Services	14
Figure 15: Satisfaction with Response to Complaints / Grievances	15
Figure 16: Satisfaction Ratings for Services	17
Figure 17: Priority Services for Immediate Attention by DS Division	18
Figure 18: Priority Services for Improvement in Badalkumbura Division	19
Figure 19: Priority Services for Improvement in Medagama Division	19
Figure 20: Priority Services for Improvement in Madulla Division	20

List of Abbreviations

ACLGs	Assistant Commissioner of Local Government
EU	European Union
CEPA	Centre for Poverty Analysis
CSO	Civil Society Organisation
CRC	Citizen Report Card
eCRC	Electronic Citizen Report Card
DS	Divisional Secretary
DDE	Deputy Director of Education
GNDs	Grama Niladhari Divisions
PS	Pradeshiya Sabha
WRDS	Women's Rural Development Society
RDS	Rural Development Society

ACKNOWLEDGEMENTS

The Centre for Poverty Analysis (CEPA) would like to thank the European Union for supporting this study. The study was undertaken as part of the project on “Co-creating social development and good governance: fostering cooperation between CSOs and government authorities for better social services” in which CEPA partners with ACTED. CEPA took the lead in the design and the conduct of the CRC survey.

This study was made possible by the support extended to us by the Districts Secretaries,

Additional Secretaries, Divisional Secretaries, Assistant Commissioners of Local Government (ACLGs), Secretaries of Pradeshiya Sabhas (PSs) in Batticaloa, Monaragala, and Mullaitivu districts and Educational Zonal Directors, Deputy Directors of Education (DDEs) and officers of Mullaitivu, Batticaloa, Monaragala.

CEPA wishes to also thank the Civil Society Organisations from Monaragala District listed below that took part in this study.

CEPA also wishes to thank the Civil Society Organisations from Monaragala District:

No	DS Division	GN Division	Name of CSO
1	Badalkumbura	Dewathura	Ekamuthu Famer Organisation
2	Badalkumbura	Miyanakandura	Miyanakandura RDS
3	Badalkumbura	Kotamuduna	Kotamuduna Eksath Maranadara Samithiya
4	Badalkumbura	Ella	Sarana Subasadaka Sangamaya
5	Badalkumbura	Maligathanna	Dilenatharu Women Organisation
6	Badalkumbura	Lunugala Colony	Aruna RDO
7	Madulla	Pangura	Sri Panghasekara Samagi Subasadana Samithiya
8	Madulla	Namaloya Colony	Namaloya Janapadaya Village Society
9	Madulla	Panguwa	Lahiru Farmer Organisation
10	Madulla	Thalkotayaya	Samurdhi Village Society
11	Madulla	Magandaoya Colony	Pragathi Farmer Organisation
12	Madulla	Kolladeniya	Dinidu Farmer Organisation
13	Madulla	Ritigahawathta	Asarana Sarana Death Donation
14	Medagama	Bibilemulla	Deepthi Kantha Sanvidanaya
15	Medagama	Elhena	Nawahiru Lama Samajaya
16	Medagama	Kotaboowa	“Aluthwela Ekamuthu Parisara Samajikayange Samaja Subasadana Samithiya”
17	Medagama	Bandiyawa	“Badiyawa Thirasara sahayogitha padanama”
18	Medagama	Pitadeniya	Samurdhi Village Society
19	Medagama	Mallagama	Mallagama RDS
20	Medagama	Rattanadeniya	Wewmada Ekamuthu Subasadana Maranadara Samethiya

CEPA would also like to acknowledge the invaluable contribution of the parents and students who provided information to enable this study.

CONTENTS

1.	Introduction	1
1.1.	The Project	1
1.2.	Scope of the Report	1
1.3.	Objectives of the Study	1
1.4.	Sampling	1
1.5.	Methodology	3
1.5.1.	What is a Citizen Report Card?	3
1.5.2.	What is an Electronic Citizen Report Card (eCRC)?	4
1.5.3.	The Designing of the eCRC	4
1.5.4.	Identifying Services to be Surveyed through the eCRC	4
1.5.5.	Development of Performance Indicators	5
1.6.	The Study Area	6
2.	Key Findings	7
2.1.	Availability, Access and Usage of Services	7
2.2.	Overall Satisfaction with the Services	11
2.3.	Hidden Costs	14
2.3.1.	Costs Incurred for Services	14
2.3.2.	Responsiveness to Complaints / Grievances	15
3.	Overall Scoring for Secondary Education Services	16
4.	Recommendations	18
4.1.	Service-wise Areas for Improvement	18
4.1.1.	Areas for Immediate Action	18
4.1.2.	Other Considerations	20
4.2.	Way Forward	20

1. INTRODUCTION

1.1. The Project

The European Union funded project “Co-creating social development and good governance: fostering cooperation between CSOs and government authorities for better social services” aims to strengthen and enhance the capacity of Civil Society Organisations (CSOs) to collaborate with government authorities to promote better access and improved quality of public services, while ensuring the accountability of service providers. ACTED and CEPA are collaborating to achieve the following project results. While this study provided baseline data on the delivery of the surveyed public services, a second study is planned for the latter part of the year to monitor progress and findings will be published in December 2018.

ACTED was tasked with delivering the following Results (R1 & R2):

- R1 – The capacity of CSOs to implement their mandates and actively engage in local social development processes is enhanced,
- R2 – Local needs and gaps in terms of social services are identified through a participatory multi-stakeholder approach and addressed by CSOs and government authorities.

CEPA was tasked with delivering the following Result- (R3):

- R3 – Enhanced monitoring of social service delivery/quality for better accountability of service providers is promoted, and best practices are disseminated for mainstreaming.

This entailed CEPA to undertake a number of activities which included:

- Identification of public service providers at different levels,
- Selection of enumerators from target CSOs,
- Training enumerators on the Citizen Report Card (CRC) process,
- Facilitation of questionnaire development and data collection,

- Channelling results to government authorities and supporting them in developing plans to address gaps for better service delivery.

1.2. Scope of the Report

This report covers the eCRC findings on the Delivery of Public Services in selected GN Divisions within Monaragala District based on the eCRC carried out in the DS Divisions of Badalkumbura, Medagama and Madulla.

1.3. Objectives of the Study

The specific objectives of the study are:

- (i) To use the CRC as a tool for assessing access, quality and satisfaction of actual users of public services as well as a tool for social accountability and transparency,
- (ii) To proactively disseminate the findings from this study and use them to advocate operational policy and practice reform measures,
- (iii) To present this experience from the actual users for similar initiatives in other public agencies in the other Districts.

1.4. Sampling

There are two approaches to assessing the performance of service delivery in a given study area by extracting information such as the percentage of people using a service, percentage of people satisfied with a service and so on. One method is to examine each and every individual of that group and collect the necessary information and then consolidate the findings. This method is called Complete Enumeration or Census. Another way of extracting this information is to select a subset from the larger population and collect relevant information from that subset. This method is called Sampling and the selected subset is known as the Sample. A sampling survey was preferred for this study as it was more cost effective and less labour intensive.

Reliable and accurate data depends on the manner in which the sample is selected. The best case of a

sample is when it represents all the variations and characteristics of the total population living within the study area.

The eCRC was carried out for two types of services. One was secondary free education and the other was Pradeshiya Sabha services. The eCRC covered 60 GN Divisions selected by ACTED in the Mullaitivu, Batticaloa and Monaragala Districts. The sample size for the survey was determined as 1200 households for selected 60 GNs or 400 households for 20 GN Divisions in each district. The 400 households per 20 GN Division, was then divided according to the number of actual service receivers of each GN Division.

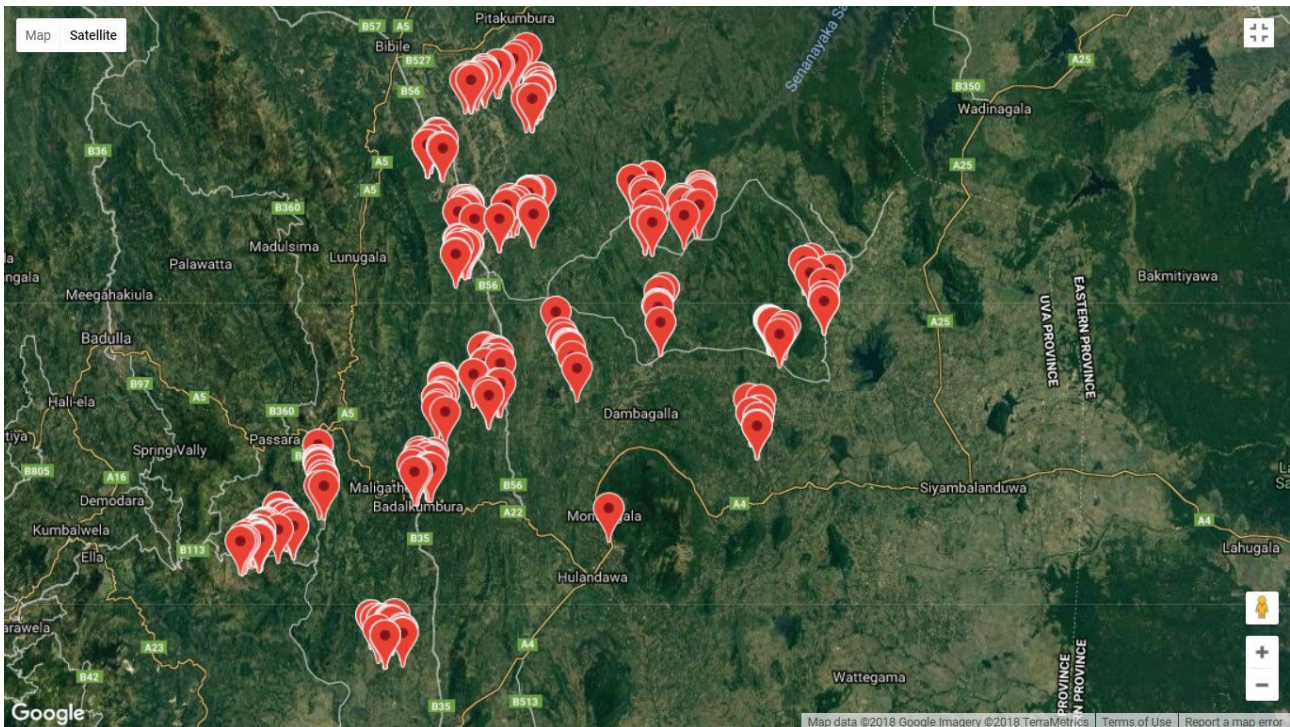
In all three Districts of Batticaloa, Mullaitivu and Monaragala the sampling process was completed in a number of stages. In the first stage, households with school aged children (attending grades 5 to 13) were identified and listed by CSO members for each

GN Division, based on data on households within the GN Division. Out of this, the sample of households for the survey was randomly selected according to the calculated sample size for each GN. Meanwhile the sample for the Pradeshiya Sabha services survey was also drawn from the previously mentioned households identified by CSO members for each GN Division, based on the criteria that these households are using at least one public service provided by the Pradeshiya Sabhas. The sampling exercise in each GN Division was undertaken keeping in perspective the ethnic ratios and the spread to achieve wider coverage that is representative of all villages in the GN area. In total, 1240 households (414 in Batticaloa District, 418 in Monaragala District, and 408 in Mullaitivu District) were contacted for the eCRC; out of this, the valid sample that was finalised for analysis, following all quality checks, was 1200 households for the 60 GNDs in all three districts.

Sampling was undertaken based on the sampling matrix below:

Population (Households)	Sample size to be selected based on the households (95 % Confidence level)	Sample size to be selected based on the households (90 % Confidence level)
100	80	66
500	217	141
1000	278	164
5,000	357	189
10,000	370	192
30,000	379	195
50,000	381	195
100,000	383	196
200,000	383	196

Satellite images, such as the image shown below, were used for the sampling process.



1.5. Methodology

1.5.1. What is a Citizen Report Card?

The Citizen Report Card (CRC) is a simple, yet powerful tool that can solicit systematic and actual user feedback on the performance of public services. It is a participatory survey that collects feedback on the quality and adequacy of public services from actual users. The CRC provides a sound basis and a proactive approach for communities, CSOs or local governments to engage in a dialogue with service providers and hold them accountable for improving the delivery of public services. Although the CRC was initially conducted in urban contexts, it is now being applied in a wider range of geographic settings and sectoral contexts to understand the status of public service delivery.

The CRC presents a number of benefits. It offers service providers a cost-effective means of finding out if the public services they provide reach the public, especially the more underserved members of the community. In turn, it provides users of public services an opportunity to convey feedback to local government regarding the quality, efficiency, and adequacy of the services that they receive as well as the problems they face in their interactions with service providers. In cases where there are

different service providers, it is possible to compare their ratings across various services. The resultant assessment (based on user satisfaction) is then converted into a 'report card' on the performance of public services for a certain locality. The CRC should not be confused with an opinion poll on public services as the CRC reflects the actual experiences of public services users. For example, the surveys that generate the CRCs only target individuals who have used specific services, and/or interacted with the relevant public agencies.

CRCs have been used by various entities ranging from local and national governments, civil society organisations to development partners in over 20 countries as a tool for citizen engagement and service improvements. As this instrument typically generates data at the intersection of citizen-government engagement, its usefulness can branch out into many areas of influence. For example, it can become the basis for informing public policies and programmes, re-engineering of governance processes and service delivery mechanisms, and restructuring of government and community institutions.

One of the salient features of the CRC is its ability to give a voice to marginalised communities, as was the case with this particular study, which focused

on engaging communities from very remote and underserved areas in the Batticaloa, Monaragala and Mullaitivu Districts. The aim was to empower communities to make their own choices, meet their needs and lead a self-reliant and sustainable life. For the purpose of this study CEPA focused on assessing prioritised services identified through community based research. The objective was to influence existing practices as well as policies from a pro-poor and rights based perspective.

1.5.2. What is an Electronic Citizen Report Card (eCRC)?

The Electronic Citizen Report Card or the eCRC is a revolutionary approach to conducting CRCs harnessing the power and convenience of state of the art technology. The eCRC enables the reliable collection of citizen feedback through an Android-based mobile application while analyzing and reporting the information collected in real time. There are several components to the eCRC process:

(a) Conducting the survey

A scientific sample survey of public feedback and experiences is conducted via a tablet using a mobile application. A GIS tracking system in the cell phones/ tablets indicates the location from where data is collected, thereby enhancing the reliability of data collection.

(b) Remote monitoring for quality control

A web-based survey management module enables survey managers to track the progress of the survey on a real-time basis. This module enables remote monitoring and management of survey activities and hence ensures greater quality control.

(c) Data analysis

Online Dashboard and Data Analysis Tools developed as a part of the eCRC addresses the information needs of various stakeholder groups (e.g. policy makers, administrators, political representatives, and citizens etc.). The results of the survey are presented through easy to understand graphs, tables and maps. Simple colour codes are used to facilitate easy inferences on performance levels.

As the eCRC uses mobile tablets and state of the art technology for survey reporting it has a number of advantages:

- It generates highly accurate data;
- provides immediate results;
- enables data / results to be displayed on a map of the geographic location where the survey is being undertaken;
- it is more cost efficient as it allows the exercise to be repeated with a one-time investment cost.

1.5.3. The Designing of the eCRC

For the purpose of this study, the eCRC survey was designed for 20 selected Grama Niladhari Divisions in each of the districts of Batticaloa, Monaragala and Mullaitivu. The survey was designed to cover the delivery of services by the Pradeshiya Sabhas and the status of secondary education services in the areas identified for study. The timing of the survey and other logistical details were finalised in consultation with District Secretaries, Zonal Education Directors and the Secretaries of Pradeshiya Sabhas in the districts concerned. The survey was carried out by a team of Civil Society Organisations (CSO) that represent each GN division. The team of CSO members had been trained as a pool of resource persons by CEPA for implementing eCRC surveys in the three districts with the direct supervision of CEPA researchers as well ACTED field officers.

1.5.4. Identifying Services to be Surveyed through the eCRC

During focus group discussions (FGDs) with the community, and members of the CSOs, the two issues that emerged as priority areas for improvement were the delivery of (i) Pradeshiya Sabha services, and (ii) secondary education (year 5 - year 13) services. These priorities also aligned with priorities outlined in the ACTED village development plans (VDPs).

As the community was keen on having critical services improved, they were interested in engaging with the Pradeshiya Sabhas under the new Pradeshiya Sabha electoral system which gives citizens more access to interact with the political representatives of their

area and raise issues that concerned them. There are many different types of services delivered by the Pradeshiya Sabhas, out of which seven priority services were selected by the community to be included in the eCRC survey. These include:

- Water Services
- Storm Water Drains
- Garbage Cleaning
- Access Roads & By-lanes
- Street-lighting

- Playgrounds
- Library

Among these, the priority areas for improvement were identified by the rankings provided by the community and CSO representatives.

In the case of education services, secondary education was identified as a priority through FGDs undertaken with the community.

1.5.5. Development of Performance Indicators

A set of specific indicators were identified for services delivered by the Pradeshiya Sabhas following a series of consultations with community groups and Local Government Authorities in the

three districts. The following performance indicators were selected to assess the services delivered by the Pradeshiya Sabhas:

Selected Services of the Pradeshiya Sabhas	Indicators
Water	<ul style="list-style-type: none"> • Quality • Quantity • Maintenance • Overall Satisfaction
Garbage	<ul style="list-style-type: none"> • Service Coverage • The system of collection • Disposal methods • Timely collection • Overall Satisfaction
Roads	<ul style="list-style-type: none"> • Maintenance / repair during rainy days • Quality of maintenance work • Keeping roads free of potholes • Overall Satisfaction
Streetlights	<ul style="list-style-type: none"> • Number of streetlights • Response to breakdowns • Intensity / brightness of the streetlights • Overall Satisfaction
Drainage facilities	<ul style="list-style-type: none"> • Response time for cleaning the drains • Maintenance • Construction • Overall Satisfaction
Playgrounds	<ul style="list-style-type: none"> • Access to the playground • Safety measures • Cleanliness • Facilities available • Overall Satisfaction
Library	<ul style="list-style-type: none"> • Time of opening • Maintenance • Availability of recent publications • Facilities available

1.6. The Study Area

This study covers a number of areas within the Monaragala District that fall under the Pradeshiya Sabhas and Educational Zonal Offices of the DS

Divisions of Badalkumbura, Medagama and Madulla as shown in the table below.

DS Division / Pradeshiya Sabha (PS)	GN Name	Total villages	Number of Households
Madulla DS Division/Madulla PS	Namal Oya colony	5	318
	Thalkotayaya	2	229
	Ritigahawatta	3	278
	Panguwa	3	286
	Pangura	4	213
	Kolladeniya	12	412
	Maganthaoya colony	4	248
Medagama DS Division/Medagama PS	Rattanadeniya	6	372
	Mellagama	4	432
	Pitadeniya	4	296
	Bendiyawa	4	408
	Kotabowa	6	383
	Bibilamulla	3	328
	Elhena	2	280
Badalkumbura DS Division / Badalkumbura PS	Maligathenna	3	394
	Ella	4	305
	Kotamudhuna	5	410
	Lunugala Colony	5	532
	Dewathura	4	699
	Miyanakandhura	2	484

2. KEY FINDINGS

2.1. Availability, Access and Usage of Services

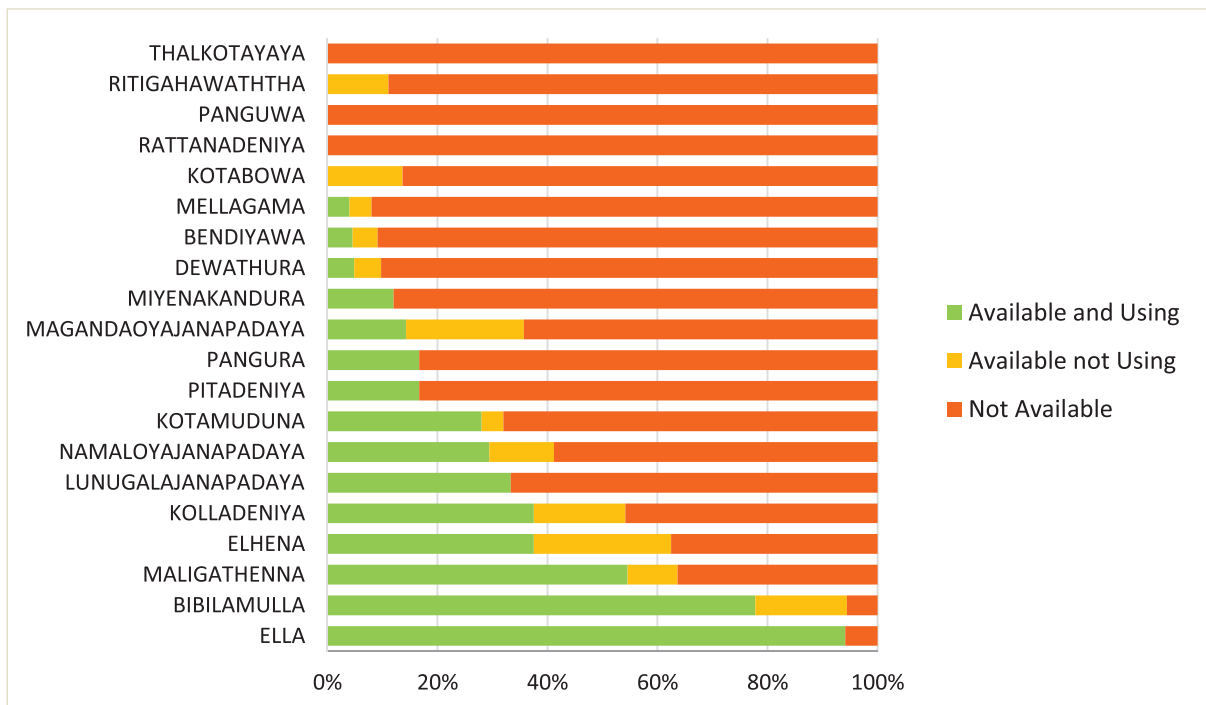
The eCRC survey gathered data on the availability and usage of seven selected service areas, namely water services, storm water drainage, garbage collection, access roads and by-lanes, street-lighting, playgrounds, and library facilities. The subsequent sections discuss public access to each service area surveyed.

Water

Water supply services provided by the Pradeshiya Sabhas do not appear to be equitably distributed

within the study area. As shown in Figure 1, the GN Divisions of Thalkotayaya, Panguwa, Rattanadeniya do not receive any water supply services. A considerable number of other GN Divisions (11 GN Divisions) in the study area also receive very minimal services where less than 30% of the respondents seem to be accessing water supply services. Of the 20 GN Divisions in the study area, only three Divisions have over 50% of the respondents accessing and using water supply services.

Figure 1: Availability and Usage of Water

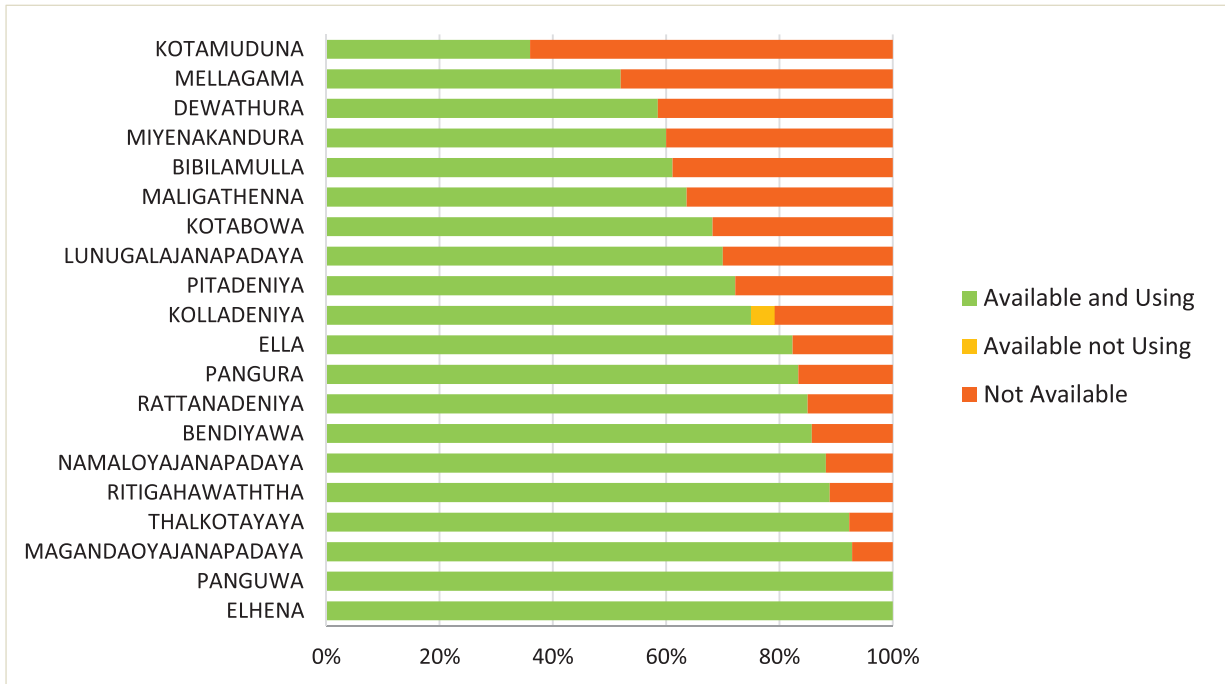


Roads

As shown in Figure 2, respondents in a majority of the GN Divisions in the study area have indicated the availability and access to roads and by-roads within their GN Divisions. In 17 GN Divisions, 60% or more respondents have indicated availability and access to roads and by-roads. The Kotamuduna, Mellagama and Dewathura Divisions indicated comparatively less availability and usage of roads and by-roads within their divisions, with only 36%

of the respondents from Kotamuduna indicating that they have access to adequate roads and by-roads. It should be kept in mind that those who responded that Pradeshiya Sabha maintained roads were not available may have done so because of a lack of awareness as to who maintained the roads and not because the roads were actually unavailable in those areas.

Figure 2: Availability and Usage of Roads and By-Roads

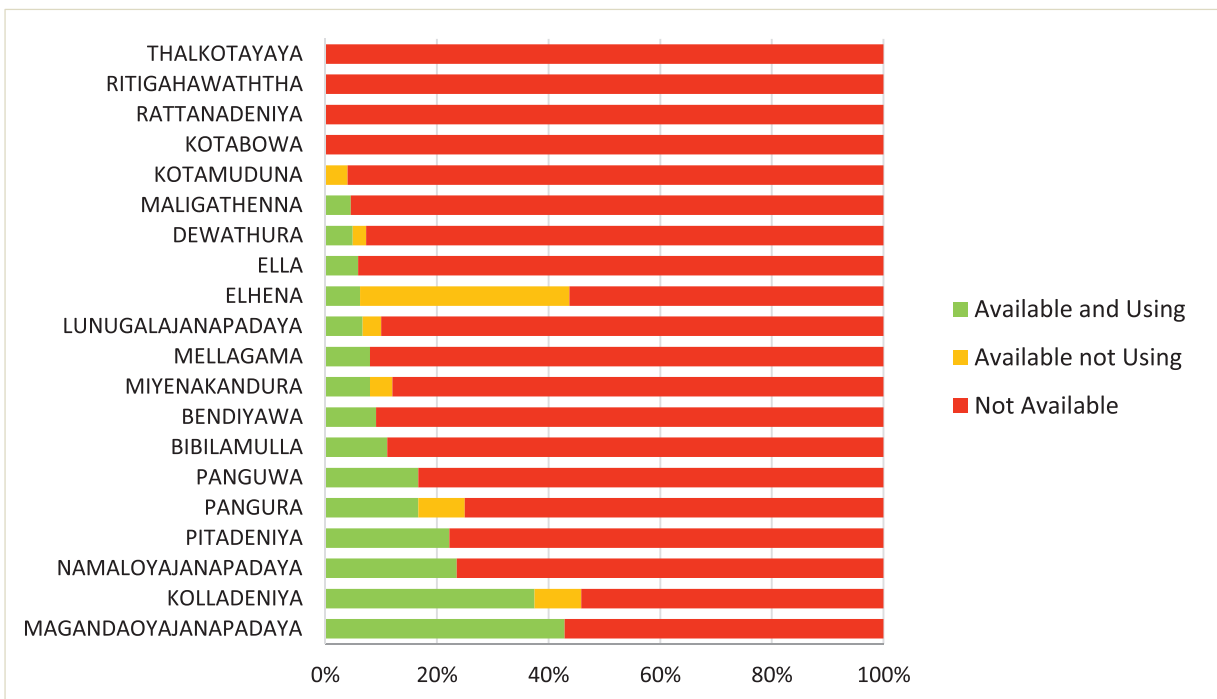


Streetlights

Availability of street lighting appears to be very minimal in the majority of the GN Divisions in the study area as shown in Figure 3. The GN Divisions of Thalakatayaya, Ritigahawatta, Rattanadeniya, and

Kotabowa have no street lighting. The availability and usage of street lighting is less than 45% in all of the GN Divisions surveyed.

Figure 3: Availability of Streetlights

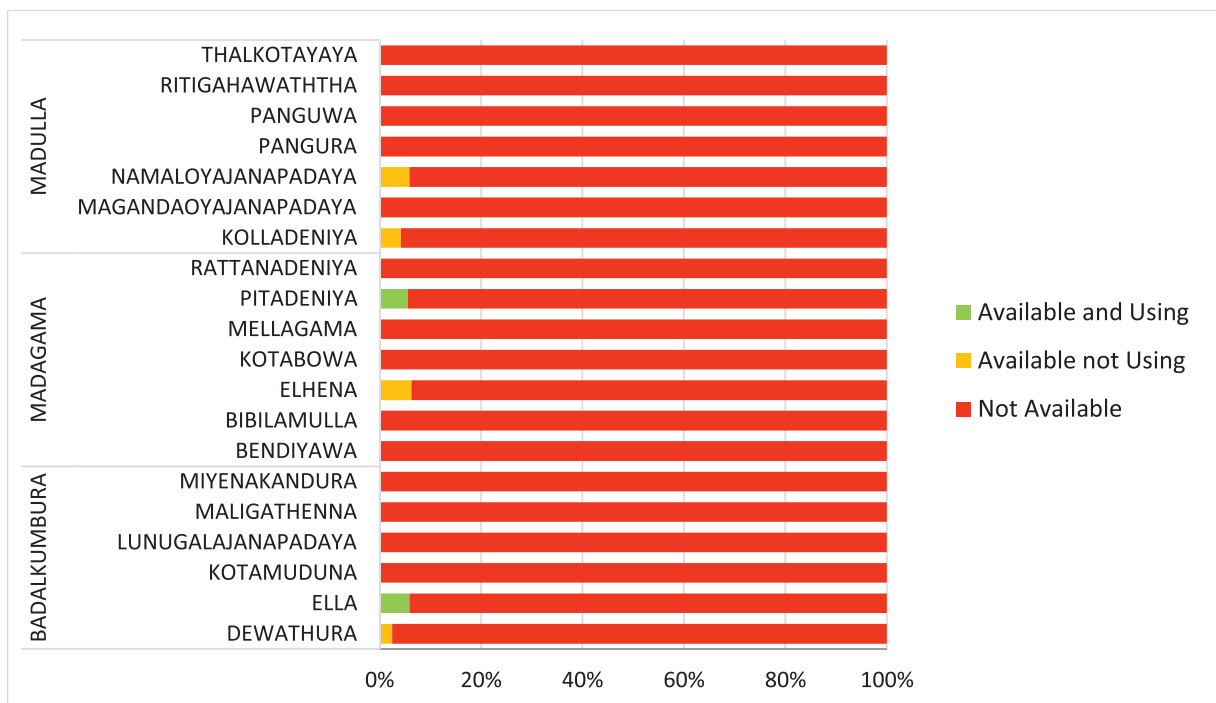


Garbage Collection Services

Figure 4 indicates the extent of garbage collection services available in the study area. As can be seen from Figure 4 an overwhelming majority of the GN Divisions have no garbage collection services. In the GN Divisions where it exists (only two GN Divisions), the services appear to very rudimentary as less than 10% of the respondents from these GN Divisions have said it is available and they use the service. However, the non-availability of garbage collection services needs to be understood in the context of a recent circular issued by the government

that bio-degradable garbage will not be collected from houses with more than 20 perches of land. As most of these rural households have more than 20 perches of land, this may be the reason for garbage collection not being undertaken in certain areas. It was also noted that some households burnt polythene and plastics to ignite their stoves. Health-wise, the toxic fumes from burning plastics can be hazardous and sufficient awareness building is required to educate the public on proper waste management methods.

Figure 4: Availability and Usage of Garbage Collection Services

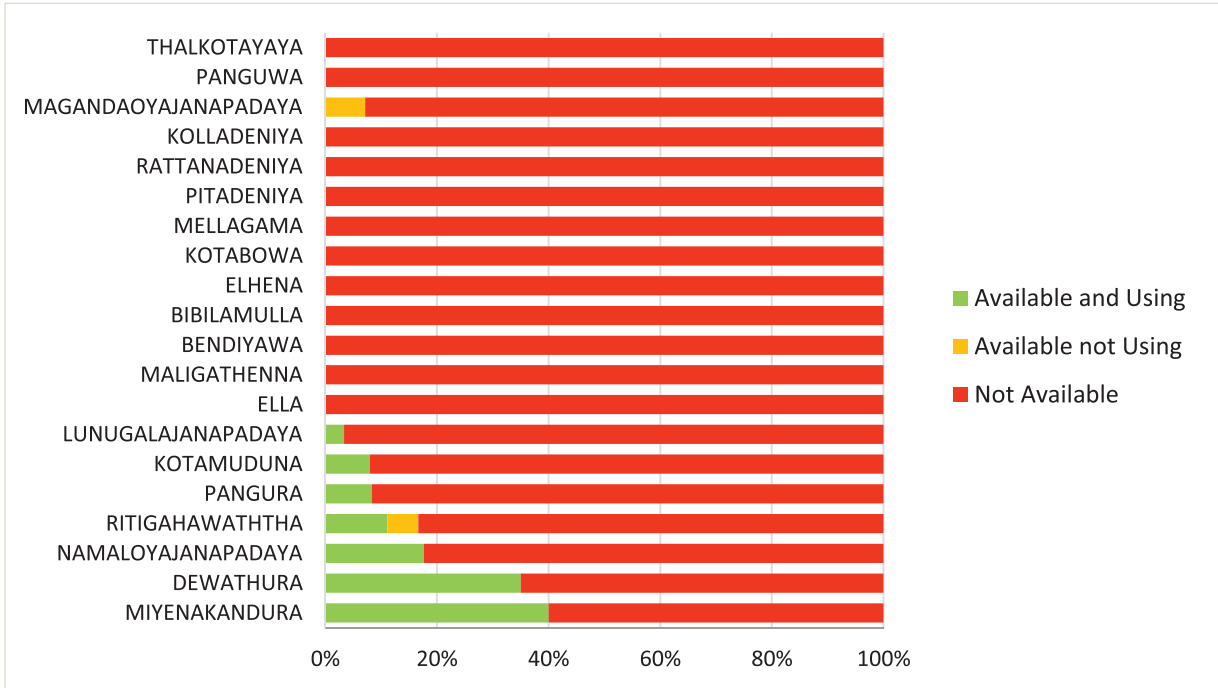


Library Facilities

Figure 5 shows that 12 out of the 20 GN Divisions being surveyed do not have library facilities. In four GN Divisions less than 10% access library facilities,

while in 2 GN Divisions less than 40% of the respondents access library facilities.

Figure 5: Availability and Usage of Library Facilities

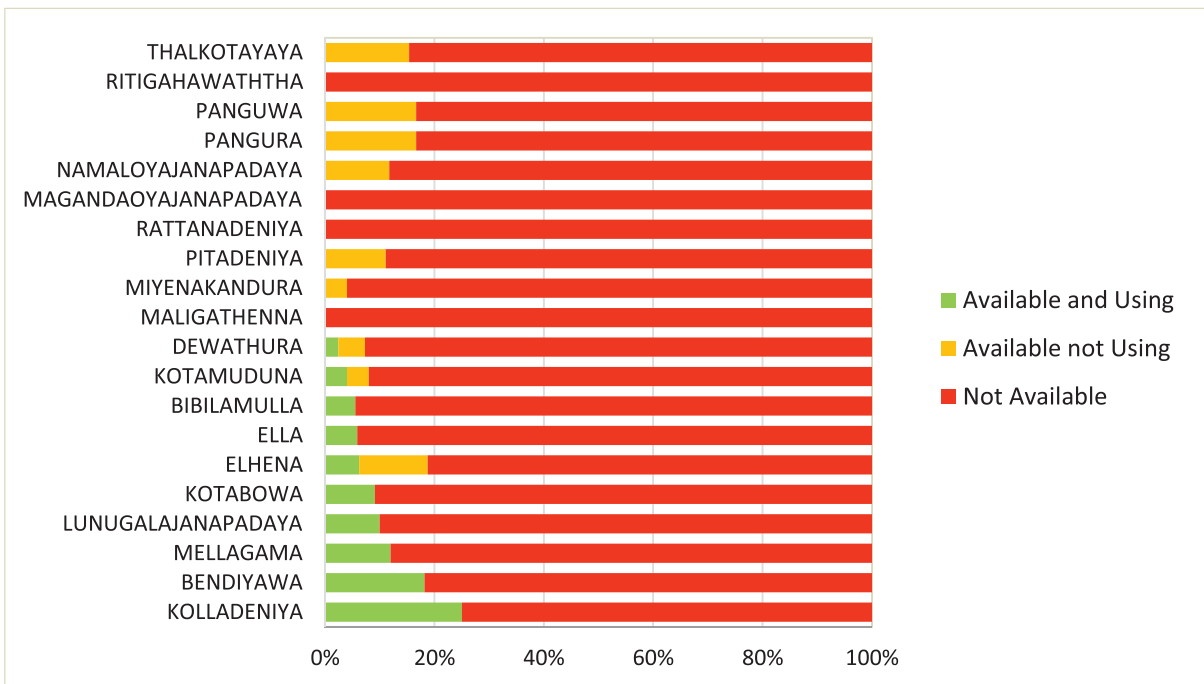


Drainage Facilities

Figure 6 indicates that only a small minority of the respondents are accessing and using drainage facilities. In a number of GN Divisions, the available drainage systems appear not to be functional as they

are not being used by the public. The GN Divisions of Ritigahawatta, Magandaoya, Rattanadeniya, and Maligathenna have no drainage facilities.

Figure 6: Availability and Usage of Drainage Facilities

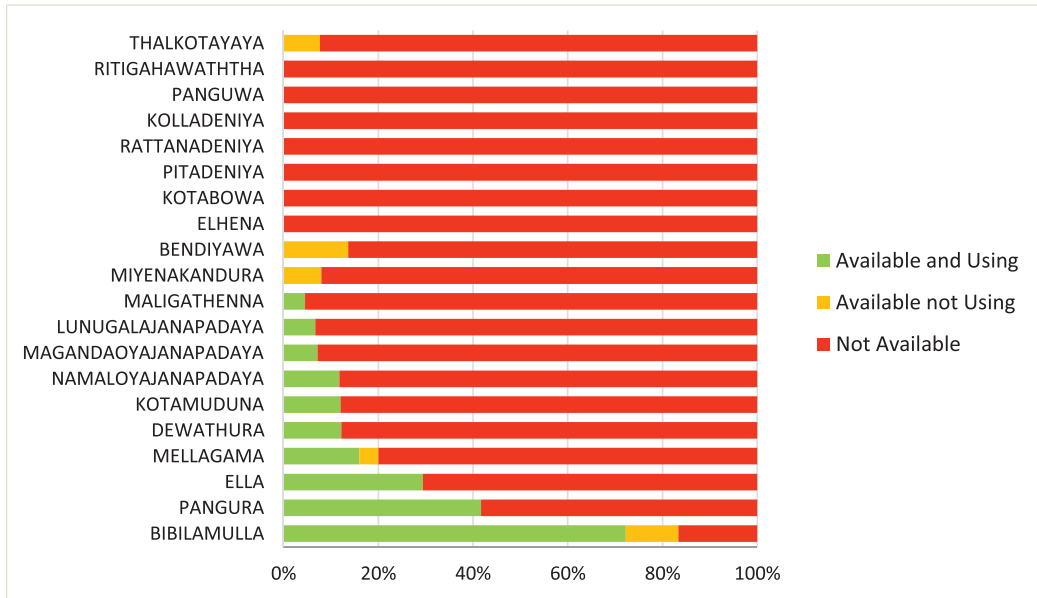


Playgrounds

Figure 7 shows that a considerable number of the GN Divisions have no playground facilities, while only a very small percentage of people access and use playground facilities in the other GN Divisions. The

Bibilamulla GN Division appears to be an exception as more than 80% of the respondents have access to playground facilities.

Figure 7: Availability and Usage of Playground Facilities



2.2. Overall Satisfaction with the Services

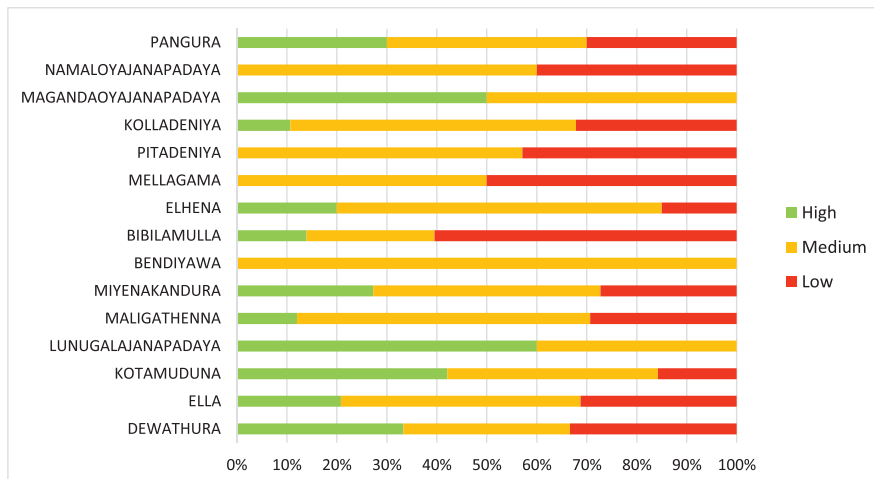
From among the users of the seven public services discussed above, the survey also gathered data on the satisfaction levels of the service users. The public satisfaction levels are discussed in the subsequent sections.

water supply services are quite mixed. The majority of water supply service users are either highly or moderately satisfied with the service. Low levels of satisfaction can also be seen in some GN Divisions with Bibilamulla showing the highest levels of low satisfaction (almost 50%).

Water

As shown in Figure 8 satisfaction levels of the

Figure 8: Satisfaction with Water Services

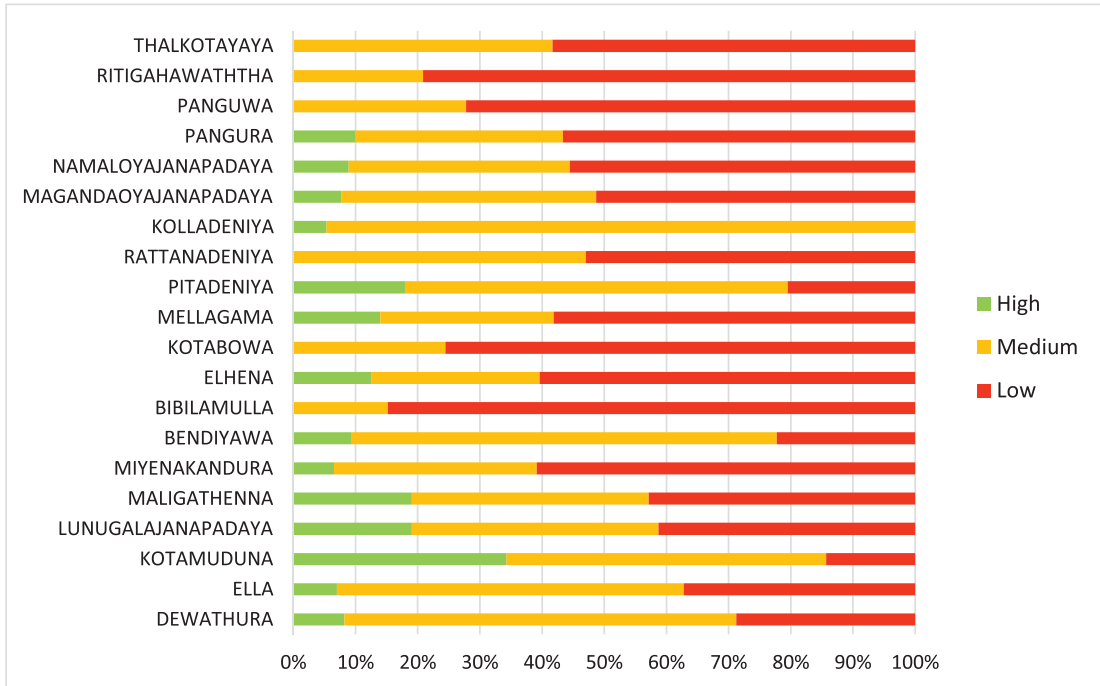


Roads

Levels of satisfaction associated with roads and by-lanes available to the public in the surveyed GN Divisions are indicated in Figure 9. A significant proportion of the respondents have indicated low satisfaction associated with road infrastructure

within their divisions. Those who have indicated high levels of satisfaction are in the minority. The GN Divisions of Bibilamulla, Kotabowa, Panguwa and Ritigahawatta may be particularly underserved in terms of road infrastructure based on satisfaction levels indicated by respondents.

Figure 9: Satisfaction with Roads

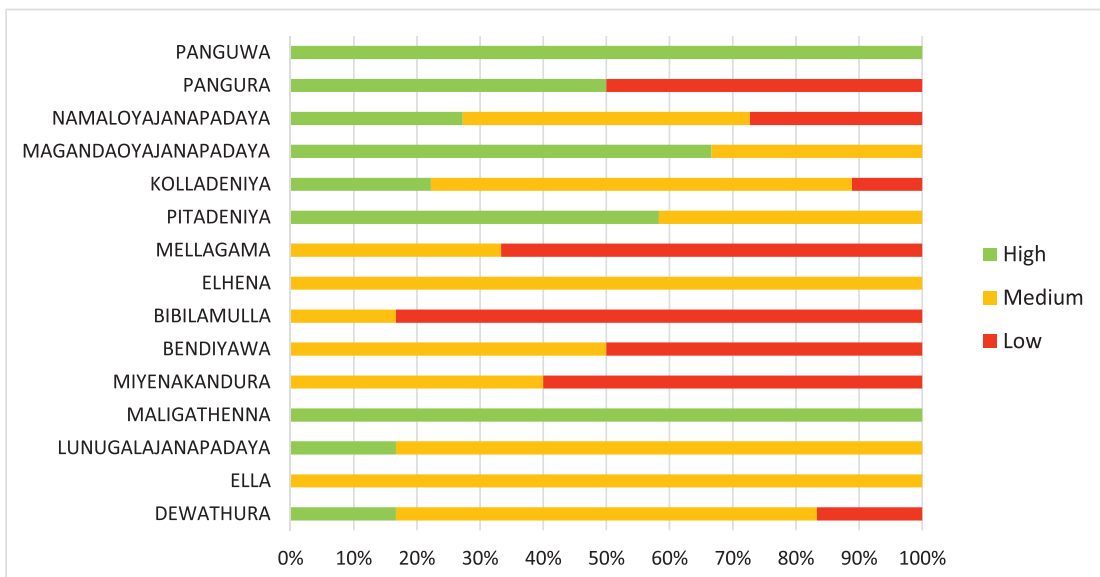


Street lighting

As indicated in Figure 10, satisfaction levels of street lighting facilities also show very mixed results, with those who are either highly satisfied

or moderately satisfied, slightly outnumbering those who have indicated low levels of satisfaction with the service.

Figure 10: Satisfaction with Street-lighting

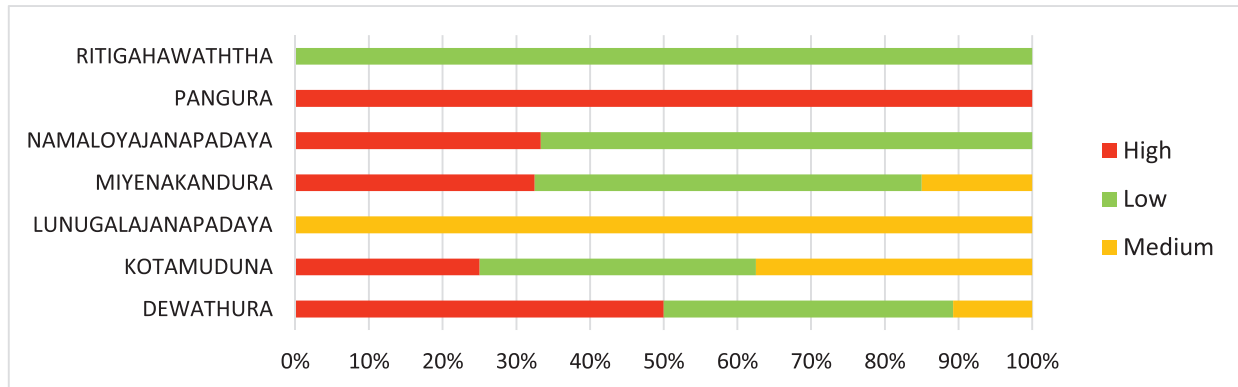


Library Facilities

As indicated in **Figure 11**, most respondents appear to be either highly satisfied or moderately satisfied with library services. Lunugala, however,

maybe experiencing considerable shortcomings judging by 100% low satisfaction levels among the respondents in terms of library facilities.

Figure 11: Satisfaction with Library Facilities

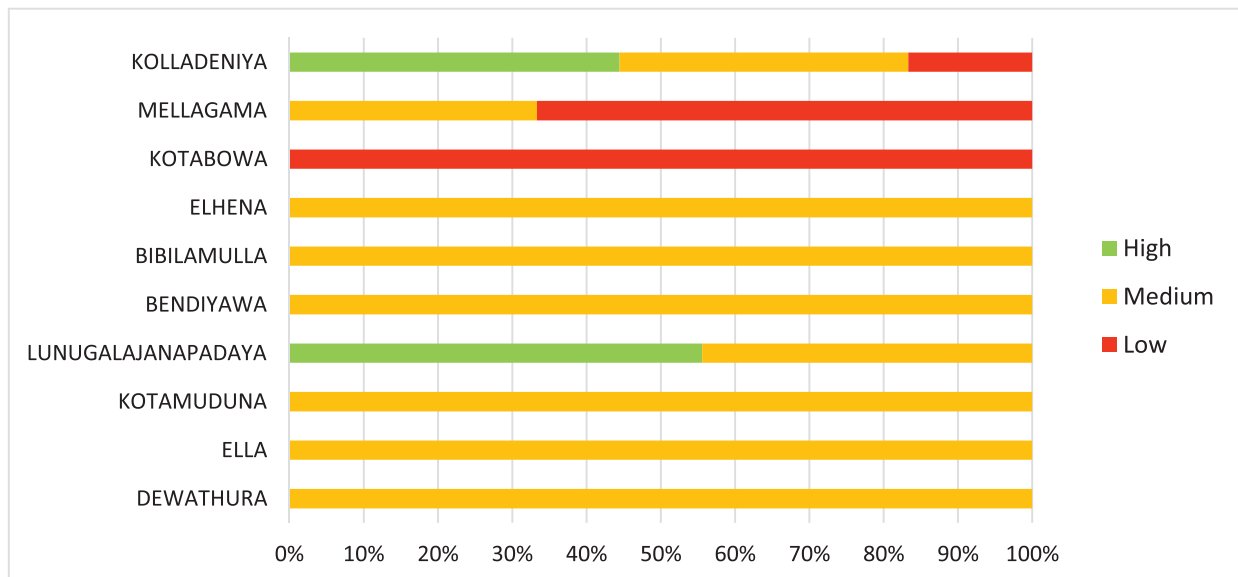


Drainage Facilities

Figure 12 indicates that most respondents are moderately satisfied with drainage facilities. The GN Divisions of Kotabowa and Mellagama on the

other hand may be experiencing significant issues with their drainage facilities as indicated by the levels low satisfaction from users.

Figure 12: Satisfaction with Drainage Facilities

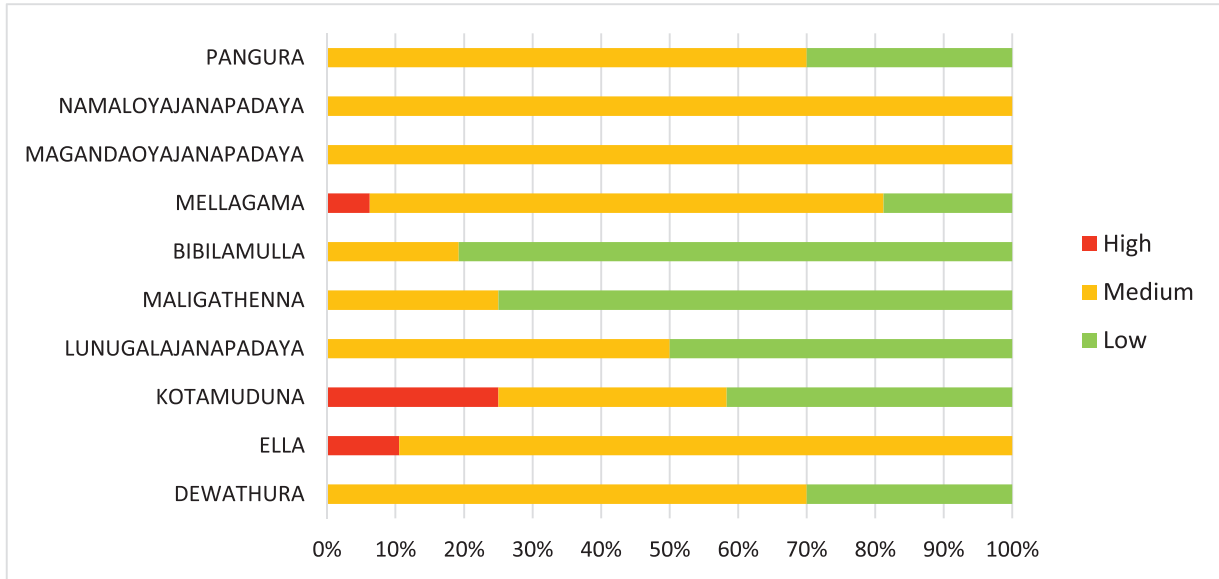


Playgrounds

Figure 13 shows that in most GN Divisions there are moderate levels of satisfaction associated with playground facilities. However, GN Divisions such as Bibilamulla and Maligathenna may have less

than adequate conditions associated with their playground facilities judging by the low levels of satisfaction.

Figure 13: Satisfaction with Playground Facilities



Garbage Collection

As garbage collection services are almost nonexistent in most GN Divisions, no analysis is

provided on satisfaction levels.

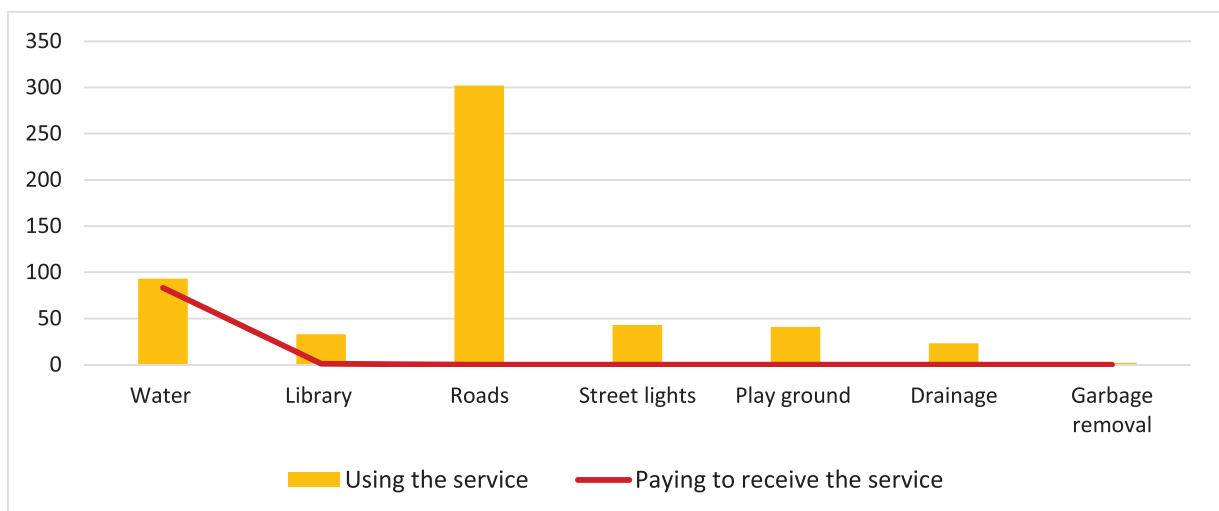
2.3. Hidden Costs

2.3.1. Costs Incurred for Services

The survey also looked into hidden costs incurred by the public when obtaining services by way of various payments that they are requested to pay to service providers. These payments are separate from utility payments. Understanding the nature and occurrence of hidden costs can provide authorities a means to determine if these costs are legitimate or if they are necessary.

Most users of the services in question indicated that there were no hidden costs associated with the services that they obtained, except in the case of water supply. It is possible that some of the respondents considered water utility payments to be hidden costs as about 93 persons indicated that they incurred costs associated with obtaining a water supply as shown in **Figure 14**.

Figure 14: Hidden Costs Incurred when Obtaining Services

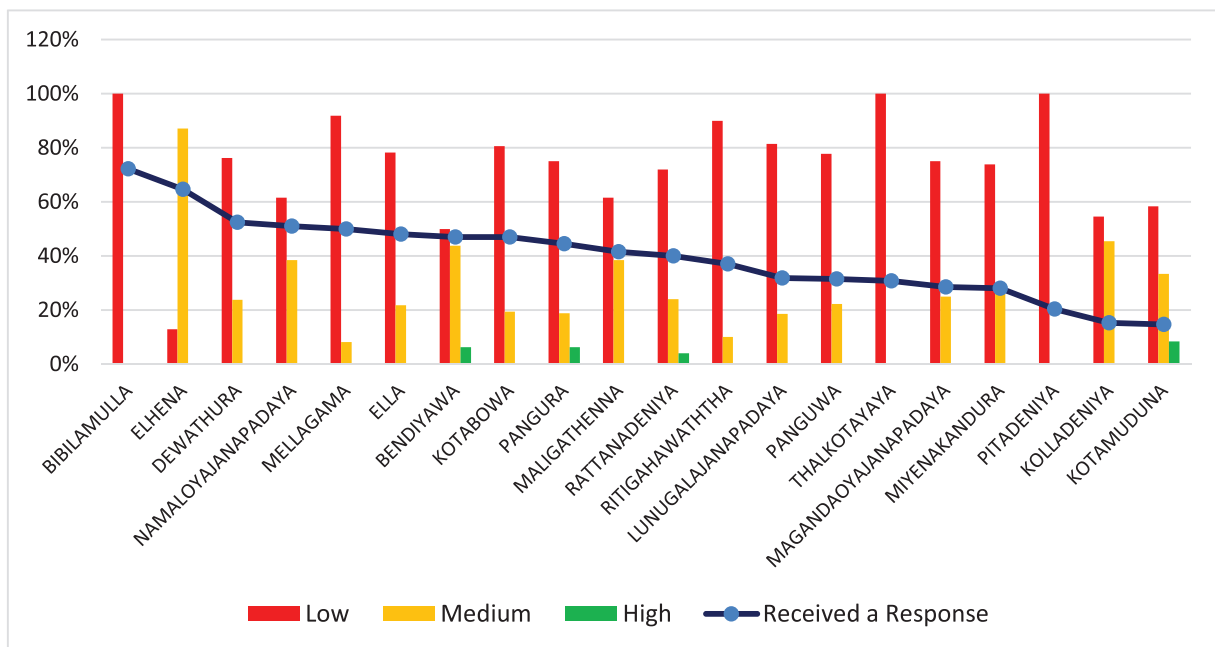


2.3.2. Responsiveness to Complaints / Grievances

Figure 15 shows that there are considerably low levels of response to public complaints and grievances from local government / service providers. In 14 out of 20 GN Divisions, less than 50% of the respondents received a response to their complaint / grievance. In Kolladeniya and Kotamuduna GN Divisions less than 20% of the respondents received responses, indicating very weak levels of grievance redress in these GN Divisions.

In the majority of the GN Divisions satisfaction levels with the response received is very low with some divisions (Bibilamulla, Thalakyaya and Pitadeniya) showing low satisfaction among 100% of the respondents. In Elhena on the other hand, more than 80% of the respondents have indicated they were moderately satisfied with the response received. For this indicator, overall, high satisfaction levels are very minimal or nonexistent across the 20 GN Divisions.

Figure 15: Satisfaction with Response to Complaints / Grievances






3. OVERALL SCORING FOR SERVICES

Figure 16 indicates the scoring given to the performance of the selected public services delivered by the surveyed Pradeshiya Sabhas in Monaragala District. The scoring is provided for public service performance within each of the GN Divisions in the study area. Scoring is provided

based on the percentages of highly satisfied users of the surveyed public services.

For example, the colour coding in Figure 16 denotes the following:

Colour	% of highly satisfied users	Action required
	highly satisfied users below 40%	Needs urgent attention
	highly satisfied users between 40%-60%	Needs improvement
	highly satisfied users above 60%	Needs to maintain performance or better still if improvements can continue.

As shown in Figure 16, there are a number of areas needing urgent attention within each GN Division. Roads, followed by water supply facilities appear to be the key priorities for most GN Divisions.

Figure 16: Satisfaction Ratings for Services

Service	Badalkumbura						Madagama						Madulla							
	Dewatura	Ella	Kotamuduna	Lungalalanapadaya	Malligathenna	Miyenakandura	Bendiyawa	Biblamulla	Ehena	Kotabowa	Mellagama	Pitadeniya	Rattadeniya	Kolladeniya	Magandayalanapadaya	Namaloalanapadaya	Pangura	Panguwa	Ritigahawaththa	Thalkotayaya
Water		21%	38%	60%	8%	11%		10%	22%			0%	4%	50%	0%	17%				
Solid waste management																				
Roads	3%	5%	15%	19%	19%	4%	9%	0%	0%	5%	18%	0%	2%	8%	9%	10%	0%	0%	0%	0%
Streetslights								0%			58%		22%	67%	25%	50%	100%			0%
Drainage				56%			0%			0%			44%							
Playground	0%	10%	25%					0%								0%				
Library	50%					33%										33%				0%



4. RECOMMENDATIONS

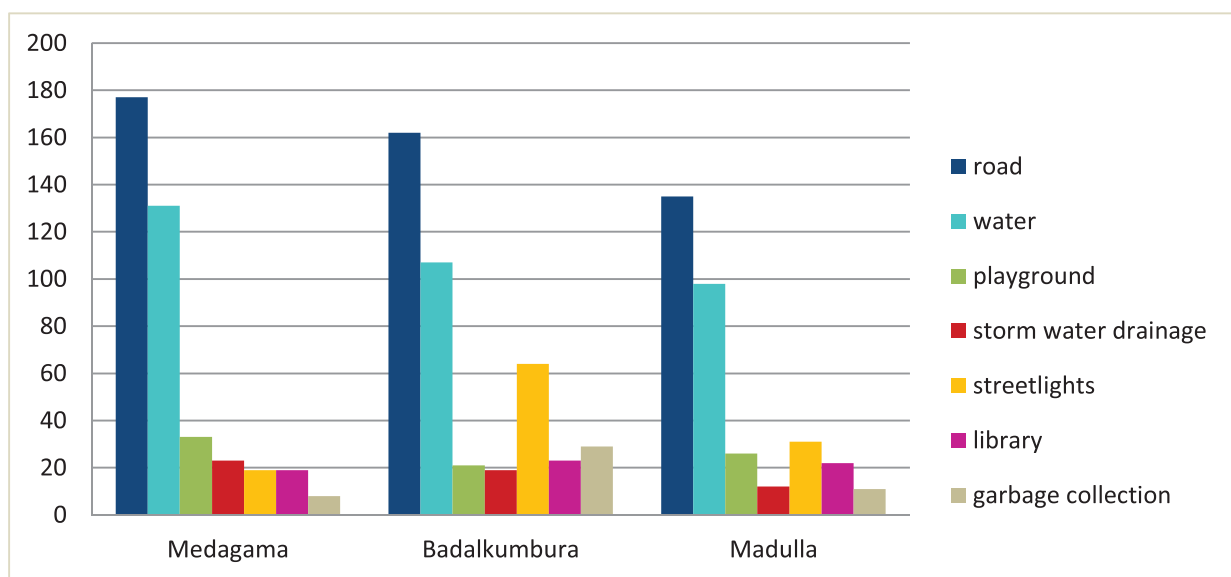
4.1. Service-wise Areas for Improvement

4.1.1. Areas for Immediate Action

The eCRC survey results revealed a number of areas that the respondents identified as requiring immediate attention. This is summarised for each DS Division in Figure 17. Overall in all three of the DS Divisions, roads and water supply facilities are the key priorities. It is recommended that these priorities are considered for immediate action.

Division, key priorities for immediate action include playgrounds, sanitation facilities and school buildings. In Madulla Division, the key priorities for immediate action include playgrounds, school buildings and science lab facilities. It is recommended that these priority areas are taken into consideration for immediate action.

Figure 17: Priority Services for Immediate Attention by DS Division



Figures 18, 19 and 20 shown below indicate the areas that need attention within each DS Division and which may need to be prioritised for the next budget.

- Priority Areas for Badalkumbura - Street lighting and Roads

- Priority Areas for Medagama - Roads and Water supply
- Priority Areas for Badalkumbura - Roads and Water supply

Figure 18: Priority Services for Improvement in Badalkumbura Division

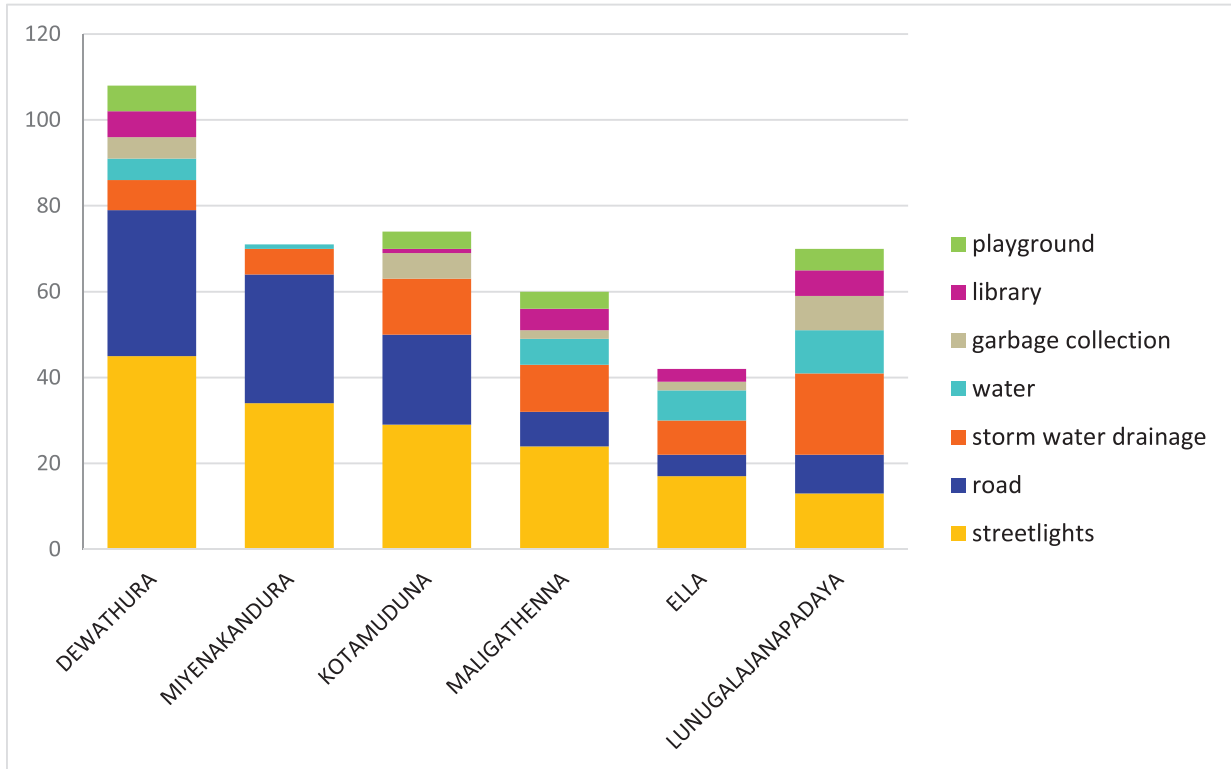


Figure 19: Priority Services for Improvement in Medagama Division

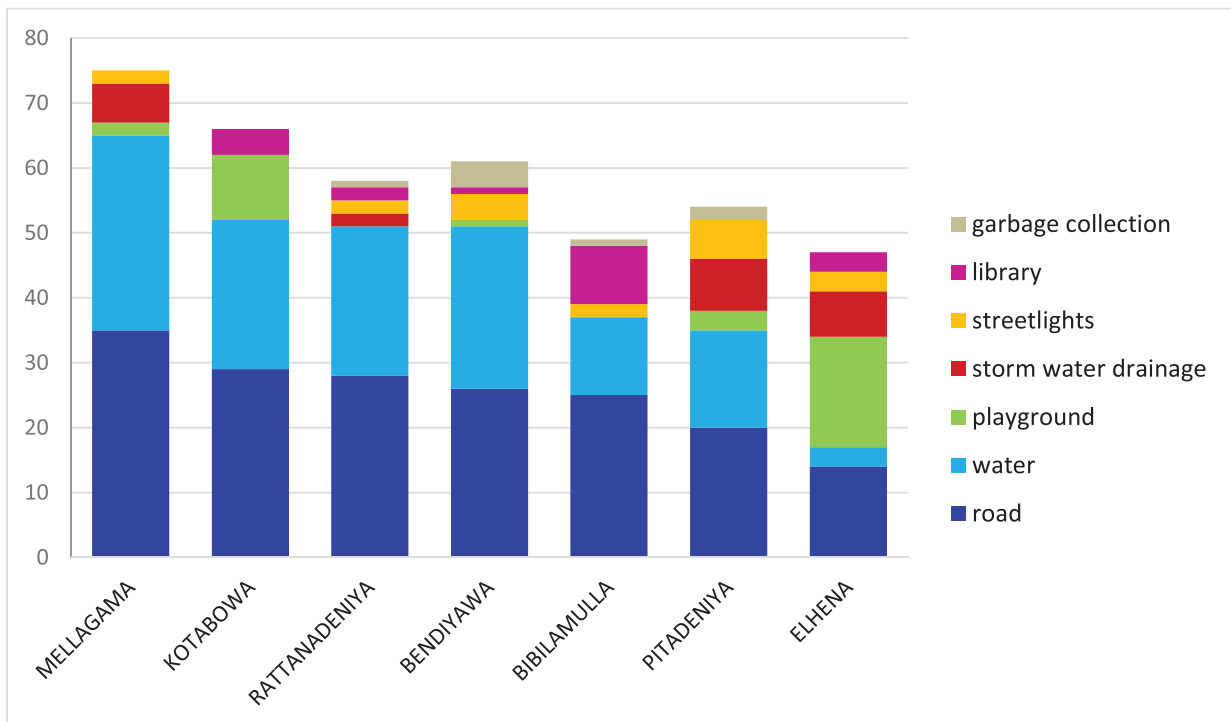
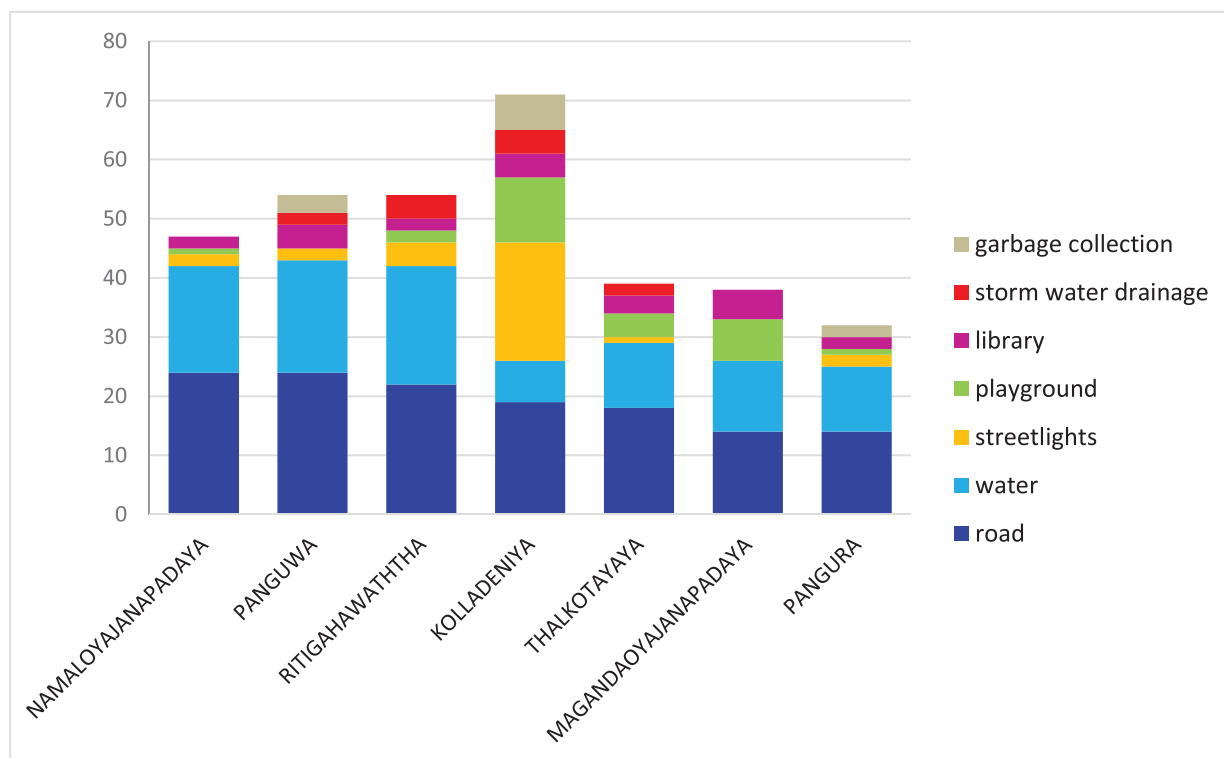


Figure 20: Priority Services for Improvement in Madulla Division



In instances where respondents were dissatisfied with the delivery of public services by the Pradeshiya Sabhas in general, they identified a number of reasons for dissatisfaction such as, the lack of maintenance of facilities; inadequate attention paid to development needs; poor response from government officials in addressing complaints; and political disinterest and inertia in taking necessary action. Suggestions made by respondents for improving the delivery of Pradeshiya Sabha services emphasized the need for politicians and government officials to be more actively engaged in addressing community concerns; the need for officials to be responsive in addressing complaints made by service users and to develop facilities at the village levels.

4.1.2. Other Considerations

Given the fact that Monaragala is a District with high poverty levels, the Pradeshiya Sabhas have performed well with scope for further improvement. The data from this study can provide a good benchmark (especially the scoring provided in Figure 16) to plan reforms and improvements.

Immediate priorities and areas identified for improvement for the next budget should be taken

into account in planning activities concerning public service delivery.

The wide variation in service delivery among the GN Divisions deserve to be examined more closely to understand how inequities in the delivery of public services across GN Divisions can be addressed.




4.2. Way Forward

Action plans have been prepared based on the preliminary findings of the eCRC survey. Findings were presented to senior officials of Local Government, Secretaries of PS and community representatives. Discussions between service providers and service receivers were facilitated to produce actions plans identifying short term and long term objectives for improving services before the 2nd round of the eCRC. The action plans for service delivery of the Monaragala Pradeshiya Sabhas are provided in Annex 1.

The 2nd eCRC survey is planned for October 2018, which will enable tracking of progress against the ratings provided for service delivery in **Figure 16**. It is expected that progress will be made on the short term actions identified in the action plan. If satisfaction of service delivery has improved colour

changes in the ratings chart (**Figure 16**) can be expected to reflect the following satisfaction ratings. Even if a colour changes are not evident, an increase

in the satisfaction percentage can be considered as progress being made in terms of service delivery.

Colour	% of highly satisfied users	Action required
	highly satisfied users below 40%	Needs urgent attention
	highly satisfied users between 40%-60%	Needs improvement
	highly satisfied users above 60%	Needs to maintain performance or better still if improvements can continue.

The service providers will need to implement the actions identified in the action plans to improve service delivery while the community will closely follow up with the service providers on the progress of the activities and track progress against the ratings provided in Figure 16. This progress tracking system may also be a useful tool for public representatives to demonstrate to the public, how service delivery improvements are taking place in their respective electorates.

The information provided by this eCRC can be used for launching further investigation into problem areas keeping in mind that the findings from the eCRC are signposts based on community feedback, indicating where more complex underlying issues of service delivery may reside. To understand the causes that underpin these issues, it may require deeper probing and study.

To undertake focused action, the following can be recommended:

- Based on the eCRC ratings, identify delivery performance areas that are particularly weak,
- Investigate underlying causes and factors that impede effective service delivery diagnosing gaps that need to be filled in order that the services may be improved,
- A combination of interventions may be required to address service delivery gaps,
- Once delivery gaps are addressed, following up on the satisfaction levels of the service users will be useful to determine if delivery performance has improved from the benchmarked levels.

ANNEX 1: ACTION PLANS

Citizen Report Card Survey– Action Plan– Badalkumbura Pradeshiya Sabha

Names of GNDs covered by the CRC
Kotamuduna, Dewathura, Miyenakandura, Ella, Maligathanna, Lunugala Colony

No	Priority services	Short Term/Long Term	Who is the responsible to provide the service	Other stakeholders for improvement	Date of starting	Closing Date	Who is monitoring the process	Monthly meeting
01	Street lights	Short term	Badalkumbura PS	Electrician of the PC, Electricity board	20 May-2018	2018-12-31	Chairman of PS & CSOs	2018-07-20
02	Roads & Bi-lanes (maintain the roads and building necessary roads)	Short term & Long term	Badalkumbura PS	Badalkumbura PS Uva Provincial Council	20 May-2018	Year 2020	Chairman of the PC & CSOs	After three months
03	Drinking water (extending the water service and purifying the water)	Long term	Badalkumbura PS National Water Supply & Drainage Board	Badalkumbura PS	25 May-2018	Year 2020	Badalkumbura PS, National Water Supply & Drainage Board, CSOs	After three months
04	Toilet facilities	Long term	Badalkumbura PS	PHI	May-2018	Year 2020	CSOs & PS	After three months

Contribution:

S.H.A. Chathurika – Secretary - Badalkumbura Pradeshiya Sabhawa
M.A. Dhammika - Kotamuduna
R.W. Ashoka Wijesinghe - Ella
A.M. Sapun Priyankara - Maligatanna
J.M. Somalatha - Lunugala Janapadaya.
R.M. Premathilaka - Lunugala Janapadaya

Date– 10.05.2018, Venue – Assistant Commissioner – Office of Local Government (ACLG office) – Monaragala

Citizen Report Card Survey – Action Plan – Medagama Pradeshiya Sabha

**Names of the GN Divisions covered in the survey
Rattanadeniya, Bandiyawa, Kotabowa, Mallagama, Bibilamulla, Elhena, Pitadeniya, Rattanadeniya.**

No	Priority servicers	Short term/ Long term	Who is responsible for the work	Other stakeholders for improvements	Date of the start	Date of end	Who is monitoring the process	Monthly meeting
01	Drinking water	Long term	PS member of the relevant GN division, CSO members	Ministers, PS member of the relevant GN division, CSO members, Government officials	June 2018	2020	Technical officer, Medagama PS	Friday-Third week of every month
02	Street Lights	Short term	CSOs and PS	Technical officer, Technical Assistant, Electricity Board	May 2018	December 2018	Civil society organisations	Friday-Third week of every month
03	Roads and Bi-lanes	Long term	CSOs and PS	CSOs and Ps representative of the relevant Zone	May 2018	August 2019	CSOs and Ps representative of the relevant Zone	Friday-Third week of every month
04	Wastage management	Short term	COS members and PHI officer	PHI (Public Health Inspector), Relevant government officials of the particular GN	May 2018	2019	PHI (Public Health Inspector), Praja Police unit, CSOs	Friday-Third week of every month

Contribution:

R.M. Senevirathna – Secretary – Madagama PS.
 Padmini Neranjala – Rattanadeniya
 Chandima Jeewanthi - Bendiyawa
 Gayani Madhuwanthi- Pitadeniya
 Wasanthi Sanjeevani - Rattanadeniya
 Chamodi Upeshika- Pitadeniya

Date- 10.05.2018, Venue – Assistant Commissioner – Office of Local Government (ACLG office) – Monaragala

Citizen Report Card Survey- Action Plan- Madulla Pradeshiya Sabha

Names of GN Divisions covered in the survey
Namaloya Janapadaya, Pangura, Kolladeniya, Ritigahawatta, Panguwa, Thalkotayaya, Magandaaya Janapadaya

No	Service that community want to give priority to	Short term/ Long term	Who is responsible for the work	Other stakeholders for improvements	Date of start	Date of end	Who is monitoring the process	Monthly Meeting
01	Street Lights	Short term	Chairman of Madulla PS & Technical Assistant	PS & Community	2018-05-10	2018-10-10	PS & CSOs	Once a month
02	Roads and bi-lanes	Long term	Madulla PS	PS & Community	2018-05-10	2020	PS & CSOs	Once a month
03	Drinking Water	Long term	Madulla PS & Provincial Council	Madulla PS	2018-05-10	2020	PS & CSOs	Once a month
04	Wastage management	Short term	PS	Madulla PS	2018-05-10	2018-06-10	PS	Once a month
05	Drainage	Short term	General Public	Madulla PS	2018-05-10	2018-06-10	PS	Once a month
06	Playground	Long term	Madulla PS	Madulla PS	2018-05-10	2018-06-10	PS	Once a month
07	Library	Short term	Madulla PS	Madulla PS	2018-05-10	2018-06-10	PS	Once a month

Contribution:

D.M. Chaminda Pushpakumara - Chairman, Madulla PS,
H.M. Chandrika Herath - Namaloya Janapadaya - Community Organisation
N. Champika Damayanthi - Namal Oya Janapadaya - Community Organisation
K.M. Chandrapala, Ritigahawatta
K.M. Pushpa Kumari, Ritigahawatta
R.M. Samansiri - Magandaaya Janapadaya

Date- 10.05.2018, Venue - Assistant Commissioner - Office of Local Government (ACLG office) - Monaragala

Under the European Union funded project “Co-creating social development and good governance: fostering cooperation between CSOs and government authorities for better social services” CEPA undertook electronic Citizen Report Card (eCRC) Surveys in selected Grama Niladhari Divisions within three districts, namely Batticaloa, Monaragala and Mullaitivu Districts. The eCRC surveys aimed to determine the quality of services, accountability of service providers and areas for improvement in two sectors:

- (i) Delivery of secondary education services and
- (ii) Delivery of public services by Pradeshiya Sabhas, within the study area.

This report presents the findings of the first eCRC survey with the objective of attempting to use the eCRC as a tool for assessing access, quality and satisfaction of actual users of public services as well as a tool for social accountability and transparency. The eCRC survey results revealed a number of areas that the respondents identified as needing immediate attention and action to improve service delivery within the three districts. Based on the preliminary findings of the eCRC survey, action plans were prepared and discussions between service providers and service receivers were facilitated. This report has been prepared to proactively disseminate the findings from this study and use this information to advocate operational policy and practice reform measures, where needed.



29, R. G. Senanayake Mawatha,
Colombo 7, Sri Lanka
Tel : +94 11 4690200, 2676955
Fax : +94 11 2676959
E-mail : info@cepa.lk
www.cepa.lk