

Social Audit of Public Services

An assessment of delivery of community
services in 6 Union Councils
Under WISE project area

May, 2019

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Foreword

Under its project “Strengthening Local Governance in Punjab” Women in Struggle for Empowerment (WISE) is striving to strengthen local governance institutions and enhance citizen political participation in two districts of Lahore and Sheikhpura for the last three years. The project aims at fostering greater understanding of the structure and function of the local government system among newly elected councilors, the staff of the local government bureaucracy, local communities and social activists. The Specific Objective of the Project is to strengthen Local councils and empower local communities that participate actively in development and exercise their right to accountable the LGIs in under developed areas of Lahore and Sheikhpura Districts in Punjab.

WISE is endeavoring to improve communities' access to basic services through enhancing the capacities of communities and local government institutions to make the development services democratic, transparent, accountable and efficient and by increasing cooperation and coordination between LGIs and local communities.

As a result of 2015, LG elections, some 60,000 people including women, minorities, peasants and workers joined LG system in Punjab. Through this system, we think, common folk and women have gained some space, though insufficient, in local governance to exercise their political rights after decades of struggle for political representation.

The local government Institutions in Punjab are going to complete a duration of 2 years in January 2019. Wise thinks this is time to carry out a social audit of the delivery of public services in its project area' comprising 6 union councils of Two districts of Lahore and Sheikhpura. The report aims to assess the delivery of public services in the said union councils at the local level from community perspective. The report findings are based on information collected from UC chairmen, secretaries and concerned communities.

Sincerely,
Bushra Khaliq
Executive Director

May, 2019

Acronyms

FGD	Focus Group Discussion
BHU	Basic Health Unit
RHC	Rural Health Center
DHQ	District Headquarter Hospital
Govt.	Government
LG	Local Governments
LHW	Lady Health Worker
MCH	Mother and Child Health Center
MNA	Member National Assembly
MPA	Member Provincial Assembly
NGO	Non-Government Organization
UC	Union Council

I- Introduction

Under its project “Strengthening Local Governance in Punjab” Women in Struggle for Empowerment (WISE) is striving to strengthen local governance institutions and enhance citizen political participation in six union councils of two districts of Lahore and Sheikhupura for the last three years. The project aims at fostering greater understanding of the structure and function of the local government system among newly elected councilors, the staff of the local government bureaucracy, local communities and social activists.

The purpose of the study is to assess the delivery of public services by the UCs under its project area and register the community opinions about the said public services. The study measures the extent and quality of public services, including, cleanliness and condition of roads, streets, sewerage, water and sanitation in the target Union Councils. The objective is to draw implications concerning the functioning of Union councils, since their inception in January 2017. The instruments adopted to collect desired information include: (i) Focus Group Discussions with communities; (ii) in-depth interviews with elected representatives e.g., Chairmen/vice chairmen and UC Secretaries.

The report describes research methodology, design, overall scope and summary. This is followed by detail assessment of the delivery of public services in selected Union Councils.

II- Methodology

The structured questionnaires were developed for interviews with Chairmen and secretaries. Every interview was conducted in two parts; first half with secretaries and second half with Chairmen. For FGDs, WISE field coordinator facilitated to collect the community people at a convenient place. 9 -13 people, including women from vulnerable communities were present in every discussion.

2.1: Limitations

The uncertainty about the fate of local governments, particularly after PTI govt. in Punjab, during the field days created an overall environment of negativity among UC members and communities. However, measurable and factual results such as access to services seemed to have been less affected by the unfavorable atmosphere.

2.2: Objectives:

The fundamental objective of the study is social audit of the community services, delivered by the targeted UCs during the last 2 years. An important objective is to assess the impact of the WISE interventions in these areas in terms of engagement with UCs administration and particularly the marginalized and excluded communities.

2.3: Research scope

Total 6 Union councils; four in Lahore (UCs# 19 and 20, Badami Bagh, 228 and 229 Kot Lakhpat), and two in Sheikhpura (UCs 27 and 28 Wandala Dyal Shah Shahdhra). Structured interviews were conducted with 6 UC Chairmen and 6 secretaries. Six Focus Group Discussions (FGDs) were carried out, one each in every union council, participated by the community members, including marginalized groups.

III- Executive Summary

Provision of community services at grass roots level through Union Councils is important task of the local govt. institutions. Notwithstanding the fact that LGIs have few powers and narrow space to play their development role in the respective areas, however, their social and official role was still there to assert. For instance, the UCs can mobilize the masses for social campaigns and conflict resolution through Panchait or Anjuman Musalihat. Similarly, their duty to register births, deaths, marriages and divorces and other social services, UCs deliver to the community. The said services are above the municipal and development services, which required no particular funding.

In backdrop of the prevailing context; limited powers of the UCs, freezing of development funding by the PTI govt. in Punjab for the last 10 months and the existing state of uncertainty, the social audit of the UCs public services was designed to assess the realistic situation on ground and gauge the peoples' perception of the said services. The study measures the extent and quality of public services, delivered by the target UCs. The objective is to draw implications concerning the functioning of Union councils, since their inception in January 2017.

With regard to **provision and repair of Roads and streets**, more development schemes related to roads and streets were carried out in UCs 19 and 20. The reason may be the more a chairman active the more chances of getting funds. Secondly the political relations with provincial govt., local MPA and MNA matter a lot. In most of the UCs the work of roads and streets construction was reportedly done with development funds of MNAs and MPAs. The level of community satisfaction, in this regard, was below 40%.

With regard to **electrification of roads and streets**, The Metropolitan Corporation Lahore and district Council Sheikhpura provided street lights to the UCs from their funds. The community people confirmed the installation of street lights. However, around 30% people complained that certain marginalized areas, were discriminated in this regard. Moreover, the situation of maintenance of streets lights was very poor. Over 70% respondents were dissatisfied in this regard.

Most of the **sewerage and sanitation** work in all the target union councils was carried out just before general elections 2018 through development schemes of MNAs and MPAs. The data shows that the chairmen with good connections with provincial govt. were facilitated with different schemes while others were deprived. Over all around 40% people were satisfied with sewerage & sanitation services.

Provision of **parks and green belts** were among the main functions of the UCs, however, none of the UCs under study has any park to develop and maintain. Over 90% people were dissatisfied in this regard. The UCs were also supposed to undertake cultural activities, including traditional festivals and sport galas, however, data shows only couple of such measures were taken in the two UCs. Over 80% response was negative in this regard.

Conflict resolution through Panchait/AnjumnMusalihat, is one of the main functions of Union Councils. However, situation was dismal in this regard. Out of six only two UCs have formed the desired bodies and in rest of the four, generally the UC Chairmen perform these functions. In two UCs where AnjumnMusalihat exist, majority of the people around 80% were satisfied but in rest of the UCs situation was different. Although chairman of UC-20, BadamiBagh resolved around 150 cases in 24 months but majority of the people (70%) were not satisfied with his performance in this regard. The main reason described was the biased attitude of the chairman. For number of petty disputes over 50% people still approach courts and police in this regard.

With regard to **social campaigns**, all the UCs launched occasional campaigns related to plantation, cleanliness and anti-Dengue drive. Around 40% response confirmed it but their level of satisfaction was as low as 15-20%. However, no awareness campaign on clean environment was ever launched in any UC except once in UC 20.

The **registration of births**, deaths, marriages and divorces is among the major source of income of the UCs, which is shared with NADRA per 40-60 formula. 40% is retained by the UC and 60% proceeds go to NADRA. The data shows that in majority of the UCs births are registered within stipulated period of 60 days, except the UC 19, Badami Bagh where 60 % births were registered after 60 days up to 7 years. The data shows that ratio of male babies was comparatively higher in all UCs, while registration of disables was negligible; 1-3 cases in each UCs. However, no registration of any transgender has been reported in any of the UCs under study.

In case of deaths of babies and disables, people generally don't get their deaths registered. Like birth ratio, the death ratio was also comparatively higher among male. The difference was between 1-4% with little variations in the target UCs.

As far as **registration of marriages** is concerned, this was major source

of income for Nikah Khawan Registrar and UC secretary. As a connived group, they charge very high amount in violation of the prescribed fee. They were also blamed for underage marriages. For this Nikah Khawans excused they face social pressure to register the under marriage. Over 80% respondents were dissatisfied with UC performance in this regard.

A rising trend of **divorce/Khulah** has been observed in almost all the UCs and the important aspect of the issue is the mounting trend of dissolution of marriages (Khulah) as compare to divorce. In every UC, the ratio of Khulah was higher than divorce. In this regard UC 229 KotLakhpat was on top with 170 cases, followed by UC 20, BadamiBagh (150 cases), UC 228, KotLakhpat (123), UC 19 BadamiBagh (69), UC 27 WandalaDiyal Shah (52) and UC 28, WandalaDiyal Shah (43). There was split opinion about UC performance in this regard. The majority of women and their parents, seeking Khulah were dissatisfied as they blamed UC chairman and secretary for unnecessary delay.

IV- Major Findings

- The development funds for LGIs were frozen after General Elections 2018 and consequent change in Punjab Govt. Whatever development schemes were carried out, were in 2017 and during the first quarter of 2018.
- Most of the development schemes like; water and sanitation, sewerage, provision of roads and streets were carried out through Funds of MNAs and MPAs. However, the schemes related to electrification of streets were done with LG funds.
- The UC chairmen having good connections with provincial govt. were facilitated with different development schemes while opposition members were deprived.
- A minority section of community (around 40%), particularly their vulnerable part was found dissatisfied with delivery of development services due to one reason or the other. They claimed their localities were either ignored or services remained incomplete.
- In the absence of development role, most of the UC chairmen least bothered to perform their non-development role like; community mobilization and social campaigns for cleanliness, plantation and good environment. A majority section of community was found dissatisfied with their performance in this regard.
- The conflict resolution at local level is one of the major functions of UCs. However, the concerned Chairmen ignored the formation of Panchait or Anjuman Mulihat. Only two UCs 27 & 28 set up Panchayatin their UCs. But majority of chairmen perform this role on their own. The majority part (60%) of the community was found dissatisfied in this regard.
- The majority of disputes reached for resolution were related to civil matters; money matters, rent disputes between owner and renter, etc. among criminal cases settled generally comprise; minor

disputes related to kite flying, cricket matches in streets, quarrels related to mobile phones etc.

- The performance of women councilors was found comparatively better vis-à-vis their male colleagues. Their role in community mobilization and conflict resolution was emerged as good. Majority part of the community (around 80%) was happy with their role as local leader.
- None of the UCs has developed or maintained any park in their respective areas. Only two UCs; 19,20 maintain just one green belt each in two years. Same is the case with libraries as none of the UCs even a single reading room.
- With regard to cultural activities, including traditional festivals and sport galas, no such measures were taken in most of the UCs. However, interestingly all the UCs every year faithfully celebrated the religious occasion of Eid-e-Milad and national event of 14 August.
- The communities generally get the birth of their babies (both male/female) register, however there was no tendency of birth registration of disable and transgender babies. In majority of the UCs births are registered within stipulated period of 60 days, except one UC 19, BadamiBagh where 60 % births are registered between 60 days to 7 years
- The registration of birth, deaths, marriages and divorces is among the major source of income of the UCs. Majority of the community members were highly dissatisfied with UC services in this regard, due to high fee usually charged by the UC Secretaries. They particularly complained about the fee of marriage registration.
- The birth and death ratios were comparatively higher among male. The difference was between 1-4% with little variations in the target UCs. People generally don't get the deaths of infants and disables registered with Ucs.
- The proceeds of registration of births, deaths, marriages and divorces are mutually shared among the UC, Secretary and NADRA per 30-10-60 formula. Thus 40% is retained by the UC and 60% proceeds go to NADRA.

- A trend of underage marriages of girls was found in some UCs, where Nikahkhawans and UC secretaries were allegedly connived. However, UC secretary and NikahKhawans excuse they do it under social pressure.
- A rising trend of Khula (dissolution of marriage) as compare to divorce, was found in almost all UCs. The main reasons behind the problem were seen as unemployment among husbands, domestic violence, 2nd marriage by husbands, drug addiction by husbands.

V- Delivery of Public Services by Ucs

Provision of community services at grass roots level through Union Councils is important task of the local govt. institutions. Notwithstanding the fact that LGIs have little space to play their development role in the respective areas, however, their social and official role was still there to assert. For instance, the Ucs can mobilize the masses for social campaigns and conflict resolution through Panchait/AnjumanMusalihat. Similarly, their duty to register births, deaths, marriages and divorces, are social services, UCs deliver to the community. The said services are above the municipal and development services, which required no particular funding.

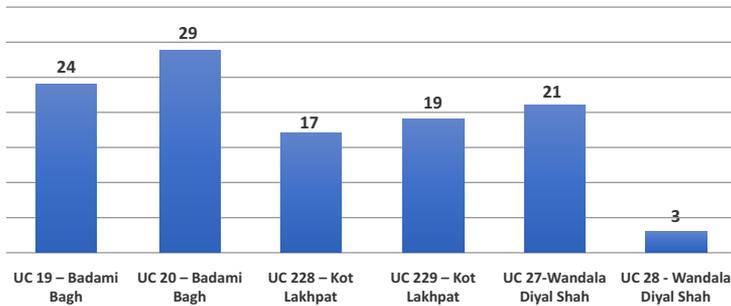
Below is analysis of the social and development services by the target UCs in the last two years and their social audit by the relevant communities. The information below is collected from the secretaries of the concerned UCs through structured interviews.

Repair of Roads/Streets in the last two years (Jan 2017-Jan 2019)

No.	UC Name	Repair of roads & streets
1	19 – BadamiBagh	24
2	20– BadamiBagh	29
3	228 – Kot Lakhpat	17
4	229 – Kot Lakhpat	19
5	27– Wandala Diyal Shah	21
6	28 - Wandala Diyal Shah	03

The data shows that comparatively more development schemes related to roads and streets were carried out in UCs 19 and 20. The reason may be the more a chairman active the more chances of getting funds. Secondly the political relations with provincial govt., local MPA and MNA matter a lot. In most of the UCs the work of roads and streets construction was reportedly done with development funds of MNAs and MPAs. UC 28, Wandala Diyal Shah, district Sheikhpura is clear example of discrimination on the basis of political affiliations. The UC panel here was aligned with opposition. As a result, they could not secure development funds.

Repair of Roads/Streets in the last two years (Jan 2017-Jan 2019)

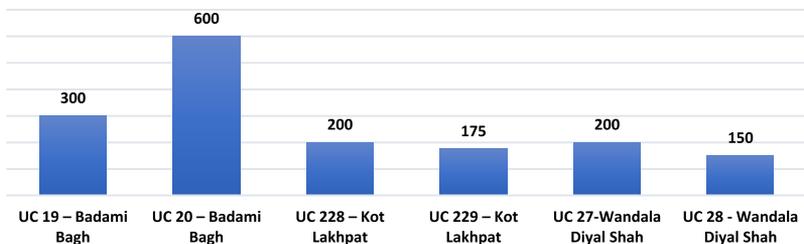


Electrification of roads and streets in the last two years (Jan 2017-Jan 2019)

No	UC Name	Number of lights
1	19 – BadamiBagh	300
2	20 – BadamiBagh	600
3	228 – KotLakhpat	200
4	229 – KotLakhpat	175
5	27 – WandalaDiyal Shah	200
6	28 - WandalaDiyal Shah	150

With regard to electrification of roads and streets, The Metropolitan Corporation Lahore provided lights all the UCs from its own funds. If we look at the numbers the UC 20, BadamiBagh secured 600 lights (2 or 3 times more lights than rest of the 5 union councils). Again, this was because of the Chairman of this UC, who was a deputy mayor as well and obviously was in better position to secure more benefits for his UC. Whereas the UC 28 (with opposition panel) got just 150 lights, too little for too big UC.

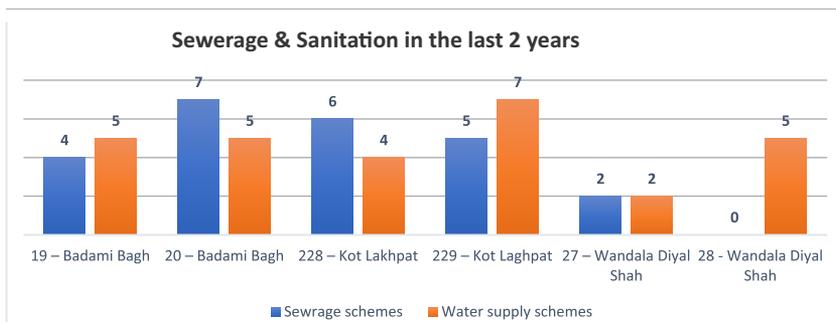
Electrification of roads and streets in the last two years (Jan 2017-Jan 2019)



Sewerage & Sanitation in the last two years(Jan 2017-Jan 2019)

No	UC Name	Sewerage schemes	Water Supply schemes
1	19 – Badami Bagh	4	5
2	20 – Badami Bagh	7	9
3	228 – KotLakhpat	6	4
4	229 – KotLakhpat	5	7
5	27 – Wandala Diyal Shah	2	5
6	28 – Wandala Diyal Shah	0	5

Most of the sewerage and sanitation work in all the union councils was carried out just before general elections 2018 through development schemes of MNAs and MPAs. Which means the provincial govt. deliberately undermined the importance and lack trust on the LGIs. However, the data shows that chairmen with good connections with provincial govt. were facilitated with different schemes while others were deprived. The consistent pattern of discrimination with opposition UCs is evident through development figures of UC28.



Parks/green belts in the last two years(Jan 2017-Jan 2019)

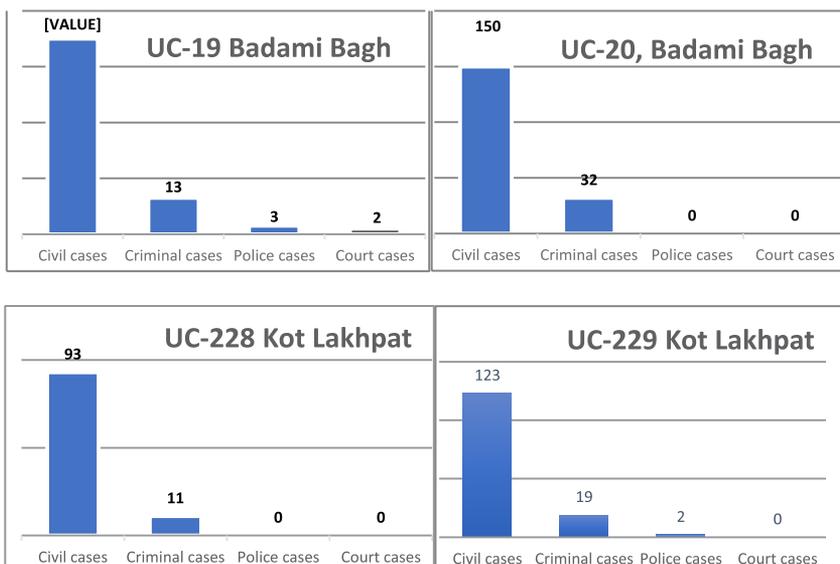
No	UC Name	Green belts	Public parks
1	19 – BadamiBagh	1	0
2	20 – BadamiBagh	1	0
3	228 – KotLakhpat	0	0
4	229 – KotLakhpat	0	0
5	27 – WandalaDiyal Shah	0	0
6	28 - WandalaDiyal Shah	0	0

Provision of parks and green belts were among the main functions of the UCs, however unfortunately, above and beyond none of the UCs under study has any park to develop and maintain. Only two UCs; 19,20 maintain just one green belt each in two years. The discussion on funds aside, the UCs have no interest to develop green areas.

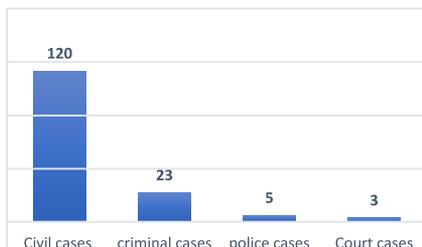
Conflict resolution by UCs in the last two years (Jan 2017-Jan 2019)

No	UC Name	Civil cases	Criminal cases	Police Cases	Court Cases
1	19 – BadamiBagh	70	13	3	2
2	20 – BadamiBagh	150	32	0	0
3	228 – KotLakhpat	93	11	0	0
4	229 – KotLakhpat	123	19	2	0
5	27 – WandalaDiyal Shah	120	23	5	3
6	28 - WandalaDiyal Shah	144	17	0	0

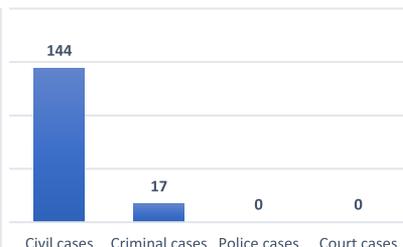
Under PLGA2013, Union Councils have been assigned the function of conflict resolution through Panchait/Anjumn Musalihat. Out of six only two UCs have formed the desired bodies and in rest of the four, generally the UC Chairmen perform these functions. The data shows that nature of majority of cases was related to civil matters; money matters, rent disputes between owner and renter, etc. among criminal cases settled generally comprise; minor disputes related to kite flying, cricket matches in the streets, quarrels related to mobile phones etc. Sometimes police stations and local civil courts also refer cases to UCs. A total 10 police cases and 5 court cases were referred in the last two years to the UCs under study.



UC-27 Wandala Diyal Shah



UC 28 Wandala Diyal Shah

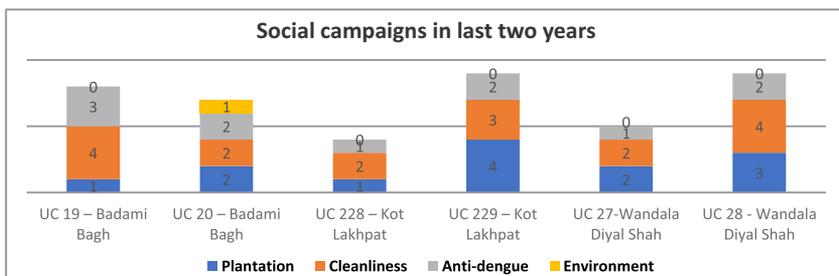


Social campaigns in last two years (Jan 2017-Jan 2019)

No	UC Name	Plantation	Cleanliness	Anti-dengue	Environment
1	19 – BadamiBagh	1	4	3	0
2	20 – BadamiBagh	2	2	2	1
3	228 – KotLakhpat	1	2	1	0
4	229 – KotLakhpat	4	3	2	0
5	27 – WandalaDiyal Shah	2	2	1	0
6	28 - WandalaDiyal Shah	3	4	2	0

The data shows that UCs did launch occasional campaigns related to plantation, cleanliness and anti-Dengue. However, no awareness campaign on clean environment was ever launched in any UC except once in UC 20. It also reflects how issue of environment was badly ignored. Notwithstanding the impact of the said campaigns, two UCs of 229, KotLakhpat and 28, WandalaDiyal Shah undertook 9 campaigns each in the last two years.

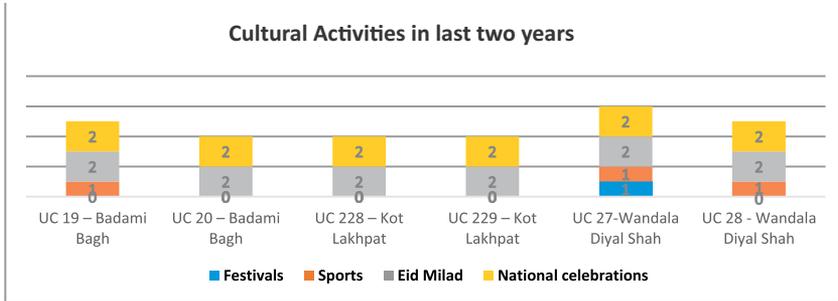
Social campaigns in last two years



Cultural Activities in last two years (Jan 2017-Jan 2019)

No	UC Name	Festivals	Sports	EidMilad	National celebrations
1	19 – BadamiBagh	0	1	2	2
2	20 – BadamiBagh	0	0	2	2
3	228 – KotLakhpat	0	0	2	2
4	229 – KotLaghpat	0	0	2	2
5	27 – WandalaDiyal Shah	1	1	2	2
6	28 - WandalaDiyal Shah	0	1	2	2

The UCs were also supposed to undertake cultural activities, including traditional festivals and sport galas, however, data shows no such measures were taken in most of the UCs except UC 27 & 28 Wandala Diyal Shah, district Sheikhpura. However, interestingly all the UCs every year faithfully celebrated the religious occasion of Eid-e-Milad and national event of 14 August. The UC19, Badami Bagh arranged a cricket tournament through its own funds.



Registration of Marriages in last two years (Jan 2017-Jan 2019)

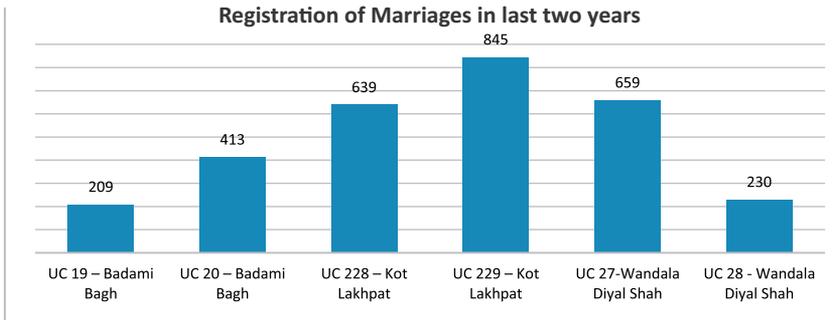
No	UC name	Marriages
1	19 – BadamiBagh	209
2	20 – BadamiBagh	413
3	228 – KotLakhpat	639
4	229 – KotLakhpat	845
5	27 – WandalaDiyal Shah	659
6	28 - WandalaDiyal Shah	230

The registration of marriages is among the major source of income of the UCs, which is continuous function of the council. The data shows UC 229, KotLakhpat was on top with 845 registrations, followed by UC 27, WandalDiyal Shah with 659 marriages, UC 228 with 639, UC 20 (413), UC 28 (230) and UC 19 BadamiBagh with 209 marriages in the last two years.

There were some cases of underage marriages reported by community members, but secretaries refused such cases. It was learnt that some Nikahkhawans register under marriages after taking bribe. But general practice is that UC secretary register these marriages when the spouse in question comes of legal age certificate. NikahKhawans excuse they face social pressure to register the under marriage.

There were also cases of second marriages reported in some UCs but this is normal practice that spouse in question conceal it and tell the

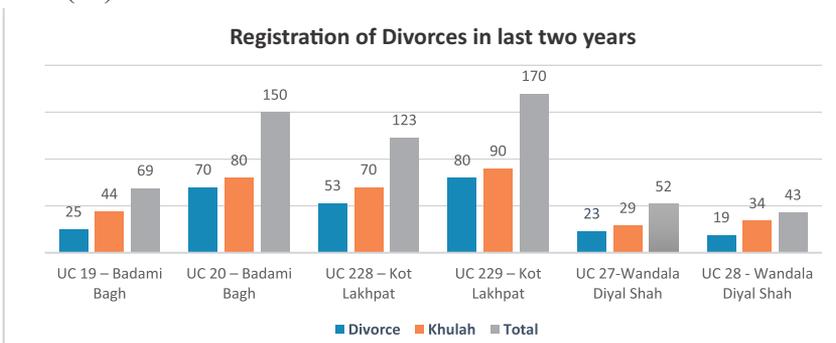
Nikahkhawan that it was his/her first marriage and there is no system in place to prove his/her wrong. In such cases the NikhKhawan is either under social pressure or monetary pressure.



Registration of Divorces in last two years (Jan 2017-Jan 2019)

No	UC name	Divorce	Marriage dissolution	Maintenance	Total
1	19 – BadamiBagh	25	44	1	69
2	20 – BadamiBagh	70	80	0	150
3	228 – KotLakhpat	53	70	0	123
4	229 – KotLakhpat	80	90	2	170
5	27 – WandalaDiyal Shah	23	29	0	52
6	28 - WandalaDiyal Shah	19	34	0	43

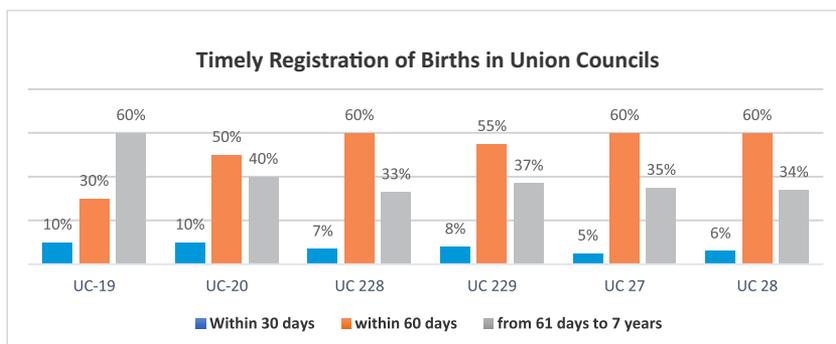
A rising trend of divorces has been observed in almost all the UCs and the important aspect of the issue is mounting trend of dissolution of marriages (Khulah) as compare to divorce. In every UC, the ratio of Khulah was higher than divorce. In this regard UC 229 Kot Lakhpat was on top with 170 cases in the last two years, followed by UC 20, BadamiBagh (150 cases), UC 228, KotLakhpat (123), UC 19 Badami Bagh (69), UC 27 Wandala Diyal Shah (52) and UC 28, Wandala Diyal Shah (43)



Timely registration of Births

No	UC name	Within 30 days	Within 60 days	From 60 days to 7 years
1	19 – BadamiBagh	10%	30%	60%
2	20 – BadamiBagh	10%	50%	40%
3	228 – KotLakhpat	7%	60%	33%
4	229 –KotLakhpat	8%	55%	37%
5	27 – WandalaDiyal Shah	5%	60%	35%
6	28 - WandalaDiyal Shah	6%	60%	34%

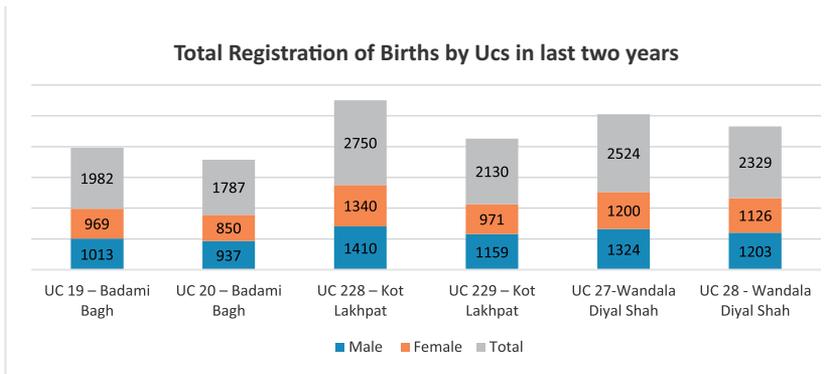
With regard to birth registration, the data shows that in majority of the UCs births are registered within stipulated period of 60 days, except one UC 19, Badami Bagh where 60 % births are registered between 60 days to 7 years. There are only 6-10% births registered within 30 days of birth. Main reasons among low and late registration of births is fee and lack of campaigning on the part of concerned UCs. In UC 19 and 20 Badami Bagh, it was shared that ratio of birth registration increased when UC announced free birth registration. The reports collected through informal talk suggest that there was almost no registration of births of disable and transgenders mostly due to social reasons, however people do register the birth of female babies.



Total Registration of Births by Ucs in last tow years (Jan 2017-Jan 2019)

No	UC name	Male	Female	Female %	Disable	Transgender	Total
1	UC 19 – BadamiBagh	1013	969	49%	3	0	1982
2	UC 20 – BadamiBagh	937	850	48%	1	0	1787
3	UC 228 – KotLakhpat	1410	1340	49%	0	0	2750
4	UC 229 – KotLakhpat	1159	971	47%	1	0	2130
5	UC 27-Wandala Diyal Shah	1324	1200	48%	2	0	2524
6	UC 28 -WandalaDiyal Shah	1203	1126	49%	2	0	2329

The data shows that ratio of male babies was comparatively higher. The difference between male/female births was between 1-3%. The UC 228 KotLakhpat was on top with 2750 registrations, followed by UC 228, WanadalDiyal Shah (2524 registration), UC 227, WanadalDiyal Shah (2329), UC 229, KotLakhpat (2130), UC 19, BadamiBagh (1982) and UC 20, BadamiBagh (1787). With regard to registration of disables, it was just 1-3 registrations in different UCs in the last two years. However, no registration of any transgender has been reported in any of the UCs under study.

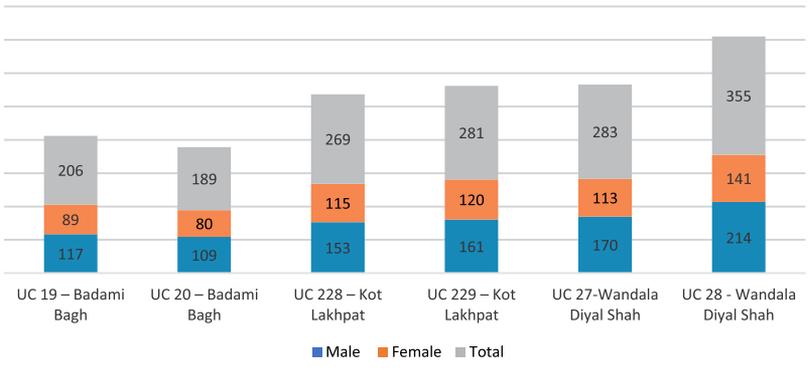


Registration of Deaths by Ucs in last tow years (Jan 2017-Jan 2019)

No	UC name	Male	Female	Female %	Disable	Transgender	Total
1	19 – BadamiBagh	111	95	46%	0	0	206
2	20 – BadamiBagh	104	85	45%	0	0	189
3	228 – KotLakhpat	138	130	48%	0	0	269
4	229 – KotLakhpat	146	135	48%	0	0	281
5	27 – WandalaDiyal Shah	145	138	49%	0	0	283
6	28 - WandalaDiyal Shah	189	166	47%	0	0	355

Like birth ratio, the death ratio was also comparatively higher among male. The difference was between 1-4% with variations in the target UCs. The data shows that UC 28, Wandala Diyal Shah was on top with 355 death registrations in last two years, followed by UC 27, Wandala Diyal Shah (283), UC 229, Kot Lakhpat (281), UC 228, Kot Lakhpat (269), UC 19, Badami Bagh (206) and UC 20, Badami Bagh (189)

Registration of Deaths by Ucs in last two years



VI- Community perceptions of Public Services

To assess the community perceptions regarding the delivery of public services by the concerned union councils, Focus Group Discussions (FGDs) were arranged with community members, including women, men and vulnerable groups. Overall six FGDs were organized, one each in every UC, participated by more than 100 people. Below are the UC-wise findings of each FGD. The purpose of the exercise was to know how community perceive and to what extent, it is satisfied with performance of the UCs in the last two years. To gauge the nature and level of women participation in development and social work, 6 case studies of selective women have been reported.

UC-19, BadamiBagh, Lahore

The cases of Divorce, particularly ratio of dissolution of marriage cases were being increased. Majority of the FGD participants were satisfied with Chairman role in the settlement of divorce and Khulah cases. The prevailing perception about this social issue was termed as the widespread misuse of internet and mobile phones.

However, majority of the participants (90%) were not satisfied with the registration fee of marriages. The legal fee is Rs.300-/, but NikahKhawan charge between Rs.5000-10,000/. Many parents can't afford this amount. Women registered protest against Nikah registrar.

Air Pollution: There are many small plastic factories in residential areas of the UC, causing environmental and sound pollution. People suffer from lungs and eye diseases in the area. Around 70% of the participants showed dissatisfaction with UC performance in this regard.

Sewerage & Sanitation is another major issue of the area, some 50-60% participants expressed dissatisfaction and complained that despite repeated complaints, UC administration least bothered to address the issue. While UC administration claim solid waste is LDA responsibility and UC members were helpless.

Water supply lines were laid down in different streets of the UC but some 30% participants from vulnerable groups complained that their

their localities were damaged and needed to be replaced. People have to boil water before use.

Electrification of streets: The participants (around 90%) said they were initially happy with the UC initiatives, but now majority of the lights have gone out of order and UC has failed to provide maintenance services. As a result, people have to fix the street light problems on their own.

Conflict Resolution. The social conflicts generally brought before the UC chairman, related to money matters, house and shop rent disputes and family matters related to husband-wife quarrels. Majority of the participants (80%) were satisfied with chairman performance in this regard.

Case Study (Sadaf)

Ms. Sadaf, 50 - the lady councilor UC 19, BadamiBagh and member of WISE. Her proposal to wave off birth registration fee brought positive results. A significant number of Pakhtoon population resides in the UC, who generally lack interest to register the births of their children. “Being a lady councilor i suggested to UC Chairman to wave off the birth registration fee for one year. The UC agreed to my proposal. As a result, about 50% increase was noticed in the birth registration and vaccination of children in UC”, told Sadaf, while sharing her views.

UC-20, Badami Bagh, Lahore

According to UC chairman, development funds worth Rs.50 million have been spent on different schemes in the UC. This includes water supply connections, concrete of streets, electrification of roads and streets and repair of graveyard wall. All the streets in the UCs are fully concrete except two streets, he claimed. But community perception was on the contrary.

Overcrowded Graveyard. There is no further space for burial in the two existing graveyards in this UC. A big majority of the participants (90%) were dissatisfied with UC performance in this regard. They told people have to cover miles of distance to reach the provincial gov.-controlled graveyard “*Shehr-e-Khamoshan*”, where burial charges are as high as Rs.5000-10,000.

Electrification of Streets: According to chairman 600 lights were fixed on roads and streets. The FGD participants verified his claim but at the same time majority of them (60%) expressed unhappiness over the fact that several street lights were went off within 3-6 months and no maintenance work was ever carried out.

Water & Sanitation: About 30-40% of the participants expressed dissatisfaction regarding water and sanitation services delivered by the UC in the last two years. However, 40-50% participants termed it satisfactory after the installation of new pipelines.

Underage marriages: There are cases of underage marriages of girls as young as 14-15 years, but it is not considered as something illegal by the community. Minority of 30% participants claimed that in this connection, the UC Chairman and secretary were connived with nikahkawan.

Conflict Resolution. There was no AnjumnMusalihat formed in the UC and the Chairman himself generally performs this role. Majority of the participants (60%) were satisfied with chairman performance in this regard.

Air Pollution: There are many small plastic factories in residential areas of the UC, causing environmental and sound pollution. People suffer from lungs and eye diseases in the area. A big majority of over 70% of the participants showed dissatisfaction with UC performance in this regard.

Case Study (Z)

Ms. Asia Naz, 39 is resident of UC-20, BadamiBagh. She is active member of WISE and attended several women rights trainings. Being an aware activist, she has been strong critic and concerned individual about the issue of air pollution in the UC. Her struggle helped brought the problem in the forefront. There are over two dozen furnace units making plastic, used for making slippers and shoes. This is causing lungs diseases among the residents. Asia Nazmet UC members requesting them to take action against the units creating pollution, but they expressed helplessness. “Then I wrote letters to the environment and labor department, drawing their attention towards the serious issue. After few weeks labor department contacted me. Their team visited the area, conducted raids and issued notices to several units. They locked three units forthwith. They owners of the said units threatened me and my family members for inciting action against them, but when I refused to budge, they requested me to withdraw application. But I am pressurizing them to either shift their units from the area or cut down the running hours to at least 50%”, said Asia Naz, while expressing her resolve this struggle.

UC-228, Kot Lakhpat, Lahore.

Water and Sanitation: Sewerage system was laid down in some streets but most of the streets were still ignored. The water pipes are needed to be changed. There is water filtration plant in the area but its filters are not changed regularly. Over 60% of the participants were satisfied with UC performance in this regard.

Streets lights were fixed on main roads and in some streets, but many streets were ignored. Half of the participants (50%) were dissatisfied with UC performance in this regard and demanded of the administration to install lights in the streets and repair those gone fuse.

Cleanliness: The UC administration has made arrangements for cleanliness of the streets. A majority of participants (50%) said they were dissatisfied in this regard but almost same number of participants were unhappy as they considered it was not regular basis and sweepers demand money for the desired services.

Conflict Resolution. There was no AnjumnMusalihat formed in the UC and the Chairman himself generally performs this role. Majority of the participants (70%) were not satisfied with chairman performance in this regard as according to them he was not easily approachable.

Sewerage & Sanitation: Some 70% participants expressed dissatisfaction and complained that despite repeated complaints, UC administration least bothered to address the issue. While UC administration claim solid waste is LDA responsibility and UC members were nothing to do.

Water supply lines were laid down in different streets of the UC but some 40% participants, particularly from vulnerable groups complained that their localities were still waiting for the new water connections. They said water pipes in their localities were damaged and needed to be replaced. People have to boil water before use.

Case Study (local woman councilor, Khalida)

Khalida, 54, lady councilor UC 228, KotLakhpat is social activist member of local vigilance committee (VC). Her efforts set precedent and helped bring general relief to community, when she put proposal in the UC to make all the Nikakhawans bound not to charge more than prescribed legal fee of marriage registration. "Initially some UC members put resistance to my proposal, saying that the additional amount is only source of income of nikakhawans. However, I told them they charge as much as Rs. 10,000-15000/- which is big amount and it was something unaffordable for the parents of many bridegrooms. The UC panel was convinced and directed all the nikakhawans in the UC to stop pressuring the people in the name of nika fee otherwise their services would be de notified". Told, Khalida while sharing why nikakhawans were not happy with her.

UC-229, KotLakhpat, Lahore

Birth registration: Majority of the FGD participants (70%) were not satisfied with the performance of the UC Secretary. According to them the legal fee is Rs.100/- but UC secretary charges Rs.300-400.

Marriage registration: A big majority (90%) were highly critical of Marriage registration fee. It is Rs.300, but nikah registrar usually charge a minimum Rs.5000-/. The community members blamed UC secretaries are connived with nikakhawan register underage marriages and 2nd marriages of husbands without consent of the first wife.

Divorce and khula: The phenomenon of divorce and khula is increasing. However, majority of the participants (80%) were satisfied with the role of UC chairman in this regard. In the last two years out of a total 170 cases 90 were dissolution of marriages. The dominant perception is that unemployment among husbands, domestic violence, 2nd marriage by husbands, drug addiction by husbands.

Streets lights were fixed only on main roads and points but streets were still dark. Half of the participants (50%) were dissatisfied with UC performance in this regard and demanded of the administration to install lights in the streets and repair those gone fuse

Water and Sanitation: Sewerage system was placed but on account of absence of disposal pump in the area, gutters are choked. The water pipes are rotten and the running water was polluted. People have to cover long distance to fetch water from the filtration plant. Over 60% of the participants were critical of the UC performance in this regard.

Cleanliness: Although the UC administration has made arrangements for cleanliness of the streets and hired 4 persons on daily wage basis, but that was enough to cover the entire UC. A majority of participants (60%) said they have clean their streets themselves, therefore highly dissatisfied.

Case Study (Asia)

Asia, 45, is social activist and a WISE volunteer in UC 229, Kotlakhpat. Her efforts to defend women from domestic violence were remarkable. She rescued at least five women from wife battering. The latest case of Hameedabibi, whose husband used to beat her almost daily. On hearing Hameeda's story, Asia approached UC chairman and requested him to intervene, but he ignored. This did not discourage Asia. After Hameeda's approval she decided to go to police. "I got registered police case against her husband, Niamat. When police called him, he was scared. In the presence of her wife, Niamat tendered apology to Hameeda and promised not to beat him again. Since then Niamat is a changed person, regularly giving home expenditures to his wife. Hameeda is very thankful to me. While I am thankful to WISE for giving me confidence to resist violence against women and help women", said Asia, a mother of three school-going children.

UC-27, Wandala Diyal Shah, Sheikhpura

Electrification of streets: The UC fixed lights on main roads and some public places like areas around local BHU and mosques. Majority of the participants(80%) were happy with it but at the same time they expressed dissatisfaction with maintenance of lights.

Water & Sanitation: Although UC administration carried out some drainage schemes and tried to resolve the issue, but still the problem persisted in several localities. Over 60% participants were not satisfied with UC performance in this regard.

Agricultural water channels: Since the UC is rural in nature, the majority of local farmers (70%) were not happy with UC performance as according to them no scheme has ever been initiated to benefit the peasants in the UC. For instance, they requested repeatedly for cementing water channels but in vain.

Cultural events: Majority of the participants (70%) were satisfied with UC support to annual cultural festival in the area. A large number of people including women participate in the 3-day festival, organized in March every year. Similarly, the UC administration has been celebrating the Eidmilad and 14 August every year.

Religious diversity:The UC has good size of Christian population; more than 10,000 Christians are residing in 6 localities. Majority of the population (60%) was satisfied with UC performance with regard to water and sanitation, electrification of streets and cleanliness drives.

Divorce and khula: The phenomenon of divorce and khula is increasing. However, majority of the participants (80%) were satisfied with the role of UC chairman in this regard. The social issue of rising trend of Khula and Divorce is increasing here as well.

Case Study (Y)

NabeelaBano, 44 is resident of UC 27, WandalaDiyal Shah, is active member of local vigilance committee and local volunteer of WISE. Her efforts helped two women securing their khula certificates from UC. “The family court had already issued decree in both cases, but chairman and secretary were using delaying tactics and pressuring the women for patch up with their husbands. The parents of these women talked me and sought my help”. Being member of the vigilance committee Nabeela met the UC chairman and secretary. “I told them they have no right to pressure the women for patch up. They must issue the certificate, as period of 90 days has already passed otherwise they would be taken to court. This worked and Secretary issued the certificates forthwith”. Told upbeat Nabeela while sharing her success story.

UC-28, Wandala Diyal Shah, Sheikhpura

Development funds: This UC was generally ignored as far as development funds are concerned. The winning panel here was the spilt group of the ruling party and due to rivalry with local MNA, no significant development scheme was launched in this area.

Water & Sanitation: A big majority of the participant (90%) were unhappy UC performance in this regard. Sewerage is the most import issue of the area. Pipes are old and need to be replaced. Some areas are full of castles and cows, adding cleanliness problems. Water supply connections were provided but not water. For potable water people have to cover long distance to bring water from the filtration plant.

Environmental Pollution: The canal pass through this UC is kind of environmental disaster. It is full of plastics bags and stagnant dirty and polluted water with poisonous chemicals, releasing by various factories

in Barkat Town and WASA tube wells. The UC has never made any effort to clean the canal. Over 90% participants were dissatisfied in this regard.

Electrification of Streets: Majority of the lights installed on roads were refused now and no maintenance work was done after the installation. Over 70% of the participants were unhappy with UC performance in this regard.

Birth Registration: The people in general avoid registration of disabled and transgender babies. In some verbally reported cases, such babies are exterminated secretly in the early days of birth. Some 40% of the participants were of the view that UC administration must take notice of this issue.

Underage Marriages: There were incidents of underage marriages, particularly of girls in the UC. Some 50% of the participants were critical of the UC performance in this regard. The concerned NikahKhawan and UC secretary were generally involved in such cases.

Majority of the women are home-based workers; like; peeling nuts, packing and embellishment work, shoe-making. With regard to social issues, domestic violence is common,

Case study of Khalida

Ayesha Afzal, 50, member UC 28, Wadala Diyal Shah is active WISE volunteer. She secured a drainage scheme for her street. “In 2017 our local MPA started a drainage scheme in our UC and asked the UC members to identify the areas for this scheme. The chairman opposed the scheme in my street on different pretexts, but I knew he was personally against the said area on political grounds. In the meeting I convinced the MPA not to buy the arguments of chairman. I told MPA, he may earn more votes from my street if he agrees to extend the scheme to my area”. Thus, Ayesha finally secured the drainage scheme for her area. “The people of my area are happy with me and I feel women have more positive political ability compare to men”. Said confident Ayesha



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