



**CITIZENS' PERCEPTIONS ON  
IMPLEMENTATION OF ELEVENTH FIVE YEAR PLAN  
AT THE MID-TERM FEEDBACK ON  
BASIC PUBLIC SERVICES  
2017**



## FOREWORD

The Five Year Plans of Royal Government of Bhutan encapsulate the national development aspirations and objectives. The Eleventh Five Year Plan, which is the second plan since the introduction of democratic constitutional monarchy, had set out an ambitious development agenda of empowering people to ensure *prosperity for all*. A notable paradigm shift of the Eleventh Five year Plan is the adoption of results based planning framework with articulated Key Result Areas (KRAs) and outcomes, which were defined through an extensive process of consultations at all levels. Therefore the logical way forward will be to engage with common people to elicit their feedback on the performance of Eleventh Five Year Plan programmes to track people's perception on plan implementation

The Mid Term Review of Eleventh Five Year Plan offered opportune moment for Bhutan Transparency Initiative to undertake this endeavour. Citizen Report Card (CRC), a credible social accountability method was used to generate systematic feedback directly from people. The CRC survey questions were derived from the articulated KRAs of Eleventh Five Year Plan; but the ambit was limited only to basic public services and entitlements that touch the daily lives of common citizens of Bhutan. These feedbacks are analysed to serve as the pointers for citizens' perception on plan implementation. The Youth Engagement and Support (YES) members of BTI were intrinsically involved in the design of survey questionnaire, and they also conducted the household level interactions covering all Chiwogs of three Dzongkhags: Paro, Lhuntse and Zhemgang.

Bhutan Transparency Initiative is very pleased to present the learning from this pioneering journey in this Citizens' Perception Report. At the same time, it must be admitted that findings presented here are limited to selected Dzongkhags; and do not reflect the quality and reliability of basic public services across the country. BTI would advocate towards scaling this effort to generate systematic feedback directly from people of all Dzongkhags of Bhutan; and to use these insights towards designing responsive programmes under the Twelfth Five Year Plan of Bhutan.

I take this opportunity to acknowledge and thank the respondents from the households for their frank participation during the Survey and look forward to their continued support in our future endeavours. Finally, I call upon all to read this Report and work with us to enhance accountability and transparency in public service in our country.



Pema Lhamo  
Executive Director



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## EXECUTIVE SUMMARY

The research study on citizens' perception at Mid-Term on the implementation of Eleventh Five Year Plan was conducted to generate systematic feedback directly from people on their experience of accessing basic public services and entitlements that were prioritised under the Eleventh Five Year Plan (11th FYP). The aim is to understand how citizens judge the performance of government agencies on the implementation of 11th FYP programmes. The development planning framework on Gross National Happiness and social accountability approaches provided the overarching frame and guiding principles for the design of this research to elicit citizens' feedback on basic public services.

The Mid Term Review offered opportune moment for conducting this study, which Bhutan Transparency Initiative had undertaken in three select Dzongkhags: Paro, Lhuntse and Zhemgang. These three Dzongkhags have been selected on the basis of their geographic location (West, North & South) and also their relative rankings on the GNH Index 2010. Citizen Report Card (CRC), a simple yet credible social accountability tool was used to systematically collect citizens' feedback on access to and quality of basic public services that touch their daily lives. Participatory surveys were conducted to gather primary information from 793 select representative households covering all Chiwogs of selected Dzongkhags. Stratified random sampling method was used to identify the respondent households. Information available with National Statistics Bureau served as the frame for sampling design.

The CRC findings point towards availability and reliability of basic services related to the sectors covered in these three Dzongkhags, with specific areas that might need improvement or/and corrective actions. For example, citizens' access to basic health care is almost universal and most of the respondents are satisfied with the services received at Referral hospitals. But high incidence of referrals together with inadequacies related to Ambulance services place additional financial burden on households for accessing quality healthcare service. On Education sector, there are causes of concern with regard to educational attainments in Zhemgang, which needs to be examined further for designing appropriate remedial interventions. Another worrying aspect is that no households Zhemgang and only one household in Lhuentse had reported that their children are pursuing college/tertiary education.

With regard to benefits in RNR sector, only two-fifth of respondent households in Zhemgang have access to irrigation, as against around three-quarter of household in Paro. Respondent households of Paro also reported accessing farm machineries and pursuing modern farming techniques; but these new facilities for agriculture are not leveraged in the other Dzongkhags. The findings also point to the need of substantially improving the process of G2C service delivery through Community Centres in each Gewogs.

## PREAMBLE

Over past five decades the national development objectives and aspirations of Royal Government of Bhutan have been guided through the Five Year Plans. The Eleventh Five Year Plan builds on these strong foundations of planned development since 1961. Based on the development philosophy of Gross National Happiness, the 11<sup>th</sup> Five Year Plan (11 FYP) sets out an ambitious development agenda with the theme of promoting “Prosperity for All” by empowering people with liberty, equality and prosperity through the devolution of power and authority from the centre to the people – “*Wangtse Chhirpel*”.

A notable paradigm shift of the Eleventh Five year Plan is the adoption of a Results Based Planning (RBP) framework with articulated outputs and outcomes that need to be achieved in order to realize the Eleventh Plan objective of “Self-reliance and Inclusive Green Socio-Economic Development”. The outcomes and outputs, defined as Key Result Areas (KRAs), have been identified at the National, Sectoral, Dzongkhag, Thromde and Gewog levels through an extensive process of consultations with all relevant stakeholders, both at the central and local levels. Performance of all government agencies towards delivery of Key Results Areas are measured through Key Performance Indicators (KPIs) consisting of baseline and targets.

The Mid Term Review (MTR) of 11<sup>th</sup> Five Year Plan was conducted during 2015-16 to collectively (i) take stock of progress related to FYP programmes in the fiscal years 2013-14 and 2014-15; (ii) deliberate upon implementation issues; and (iii) recommend mid-course corrections. The MTR provided an opportunity for sectors/agencies to seek realistic solutions to implementation challenges and to reprioritize programmes in the remaining years of the 11<sup>th</sup> Five Year Plan.

The process of Mid Term Review also offered opportune moment to bring forth citizens’ feedback with regard to their experience of accessing basic public services and entitlements that were prioritised in the 11<sup>th</sup> Five Year Plan – to serve as pointer related to their perceptions on the progress at the mid-term of 11th Five Year Plan implementation. Bhutan Transparency Initiative decided to embark on this mandate of eliciting feedback directly from people in three select Dzongkhags: Paro, Lhuentse and Zhemgang. The learning from this journey has been summarized in this report.



## RESEARCH METHODOLOGY

The development planning framework on Gross National Happiness (GNH) and social accountability approaches provided the overarching frame and guiding principles for the design of this research to elicit citizens' feedback on basic public services.

### Gross National Happiness (GNH)

GNH has been the guiding principle for Bhutan's multidimensional development planning framework of last four decades. The philosophy of Gross National Happiness operates as both a personal ethos as well as a development philosophy. While GNH can be very helpful as a personal ethos to holistically pursue wellbeing and happiness in an individual capacity, it should also be reflected in the legislations, policies and programmes of the government across various sectors: education, healthcare, agriculture and livelihoods, services, cultural affairs and governance. Accordingly, GNH became part of the official policy tools involving diverse various institutional actors and policy levers.

The Royal Government of Bhutan has endeavoured to bring convergence between GNH and five-year plans; and since the 10th five-year plan (2008-2013), the plans have been explicitly framed using the GNH Index as one of the instruments for measuring development. The baseline indicators of 11<sup>th</sup> FYP Key Result Areas at national, sectoral and dzongkhag level have mostly been estimated from the GNH Index that provides an overview of performance across the 9 domains:

1. Living standards: material comfort measured by income, financial security, housing, asset ownership.
2. Health: both physical and mental health.
3. Education: types of knowledge, values and skills.
4. Good governance: how people perceive government functions.
5. Ecological diversity and resilience: people's perception on environment.
6. Time use: how much time is spent on work, non-work, sleep; work-life balance.
7. Psychological wellbeing: quality of life, life satisfaction and spirituality.
8. Cultural diversity and resilience: strength of cultural traditions and festivals.
9. Community vitality: relationship and interaction within community, social cohesion and volunteerism

The research design encompasses all these 9 domains clustered around the four GNH pillars of development planning framework: (i) sustainable and equitable socio-economic development, (ii) preservation and promotion of culture, (iii) conservation and sustainable

utilization and management of the environment, and (iv) promotion of good governance. Using structured survey questionnaire, feedback has been gathered at household level to understand people's views on the achievement of 11<sup>th</sup> Five Year Plan

## **Social Accountability**

Citizens' improved access of basic public services encompasses two interlinked dimensions: (i) provisioning of quality basic services by the government; and (ii) strengthening engagement and synergy between citizen and public service providers to bolster 'answerability' for service delivery obligations. Even though all essential conditions of better public service delivery are met there is no guarantee that quality service will be actually delivered unless the accountability mechanism functions well. Inclusive citizen engagement in which ordinary citizens and CSOs participate to demand accountability, commonly referred to as Social Accountability<sup>1</sup>, has increasingly been recognised as one of the key approaches for improving access to quality public services on equitable basis.

Citizens, civil society organizations and independent media can use a broad range of tools and mechanisms to in exacting answerability of officials and public service providers. Citizen Report Card (CRC) is one such simple yet credible tool to solicit user feedback on the performance of public services. In more practical terms, Citizen Report Cards provide the following strategic inputs:

- Benchmarks on access, adequacy and quality of public services as experienced directly by the users of specific public service;
- Measures of citizen satisfaction to help prioritise corrective actions;
- Indicators of problem areas in the delivery of public services; and
- Reasonably reliable estimates on corruption and other hidden costs

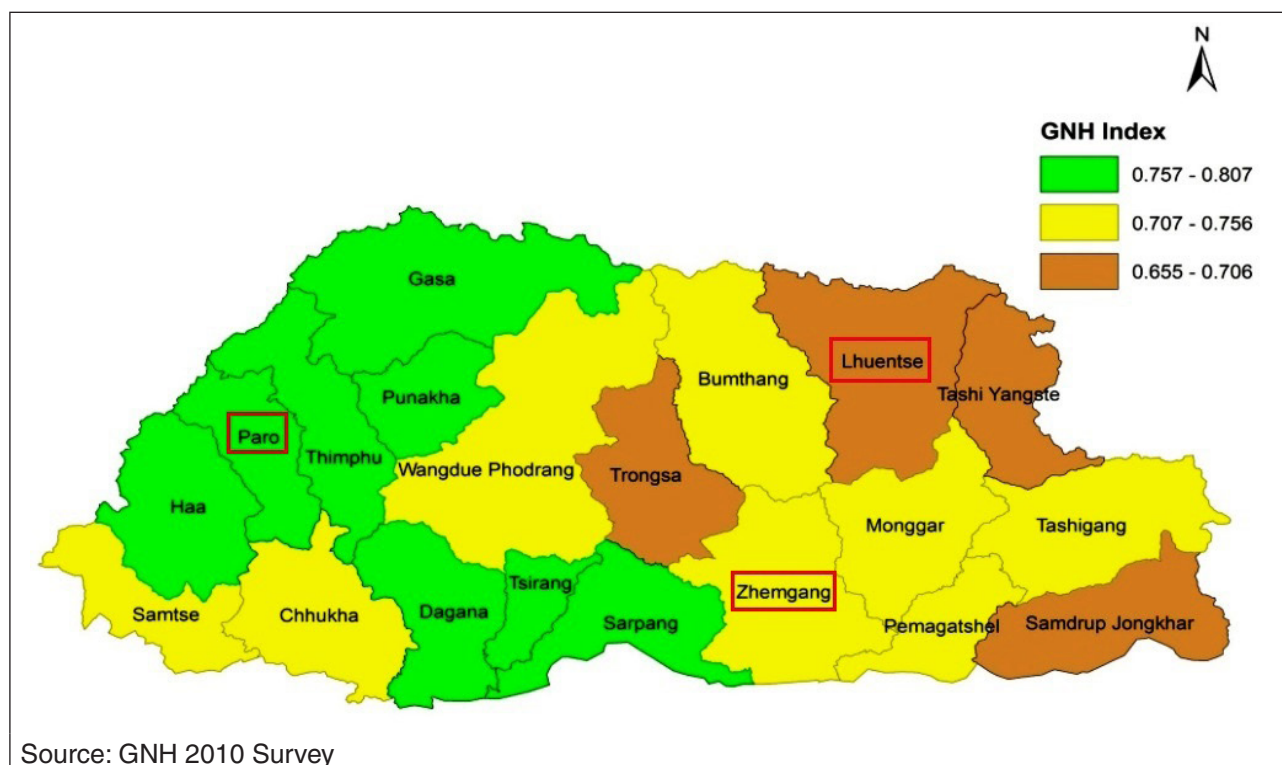
By collecting feedback from actual users (and not opinions from the general public), CRCs provide good evidence on quality and reliability of public services and responsiveness of the providers. The research design therefore decided to adopt CRC as the method for the participatory surveys to monitor people's access of public services. The design approach however goes beyond being just a data collection exercise; and will involve wider dissemination of CRC survey findings to be followed-up with targeted advocacy efforts for reform.

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1 Malena and McNeil (2010) attempted to define Social Accountability as "... the broad range of actions and mechanisms beyond voting that citizens can use to hold the State to account, as well as actions on the part of government, civil society, media and other societal actors that promote or facilitate these efforts". Grandvionnet et. al. (2015) conceptualized this framework for accountability as the interplay of both citizen and state action, supported by three interplaying constitutive elements: information, civic mobilisation and citizen-state interface, which aim to neutralize the 'power imbalance' between citizen and state actors.

## Citizen Report Card Survey

Primary information was gathered from select representative households of all Chiwogs of Paro, Lhuentse and Zhemgang Dzongkhags. These three Dzongkhags have been selected for CRC survey on the basis of their geographic location (West, North & South) and also their relative rankings on the GNH Index 2010<sup>2</sup>.



Participatory field surveys of the Citizen Report Card process were conducted by Youth Engagement and Support (YES) Members of BTI. The team was also fully involved in the design of the CRC survey questionnaire for household level interactions. The survey questions were derived from the National Key Result Areas (NKRAs), Sector Key Result Areas (SKRAs) and Dzongkhag Key Result Areas (DKRAs) of 11<sup>th</sup> FYP, and the associated Key Performance Indicators (KPIs).

Only the KRAs that could be mapped to citizen centric public service and entitlements were considered, so that direct feedbacks on basic public service serve as the pointers on citizens' perception on 11FYP implementation. Accordingly the services related to the following sectors were considered in the CRC survey coverage:

- Healthcare, Sanitation and Drinking Water

<sup>2</sup> On the basis of GNH Index 2010, the Dzongkhags are classified into three categories: low (0.655 - 0.706), medium (0.707 - 0.756) and and high (0.757 - 0.807). Of the three selected Dzongkhags Lhuentse was in low, Zhemgang in medium and Paro was in high category. It is worthwhile to note that the rankings improved substantially in the provisional results of GNH Index 2015. With GNH Index between 0.772 to 0.858, both Lhuentse and Paro were classified in the high category; and Zhemgang with GNH Index 0.745 remained classified under medium level

- Education
- Renewable Natural Resources (RNR)
- Employment and Social Protection
- Preservation and Promotion of Culture
- Conservation of Environment
- G2C (Government to Citizen ) Services Delivery

A sample of CRC survey questionnaire is presented at Annexure 2

### **Sampling design**

Stratified random sampling method was used to identify the respondent households. Chiwogs were taken as the primary stratum, and within each Chiwog the sample households were drawn using random sampling. The Chiwog-wise details of households of these three Dzongkhags that is available with National Statistics Bureau served as the frame for sampling design of CRC survey.

To ensure adequate representation of citizens’ feedback from sparsely populated Chiwogs<sup>3</sup>, the sampling design of the CRC survey adopted the strategy of completing the CRC survey questionnaire from one randomly selected household from a catchment of every 20 households of the Chiwog. The sample size of the survey has accordingly been:

Dzongkhag	No of Gewogs	No. of Chiwogs	No. of total Households	Sample size for CRC Survey
Paro	10	50	7,700	400
Lhuntse	8	40	3,206	197
Zhemgang	8	40	3,286	196
Total	26	130	14,192	793

### **Data Collection and Analysis**

A team of three YES members was responsible for primary data collection at each Dzongkhag; three teams worked concurrently during November and December 2016 to cover all 130 Chiwogs of Paro, Lhuentse and Zhemgang Dzongkhags. Conventional paper-based questionnaires were used for data collection in field, and these were subsequently tran-

<sup>3</sup> The no. of Households in the identified Chiwogs is not homogeneous. There are 807 households in Dochhoeten Neyphu Chiwog of Paro Dzongkhag; and on the other side there are just 1 household each in Hoongrelkha Jangsarbu & Loongchungna Chiwogs. Similarly in Lhuntse, there are 529 Households in Tagmochhu Gorgan Chiwog and just 14 in Zhongmaed Chiwog of Maedtsho Gewog. Similar variations of Chiwog-wise household nos. have also been observed in Zhemgang Dzongkhag. Thus CRC survey feedback will be gathered from 41 randomly selected households of Dochhoeten Neyphu Chiwog; and Dochhoeten Neyphu Chiwog, only 1 of 14 households will be chosen for primary data collection.

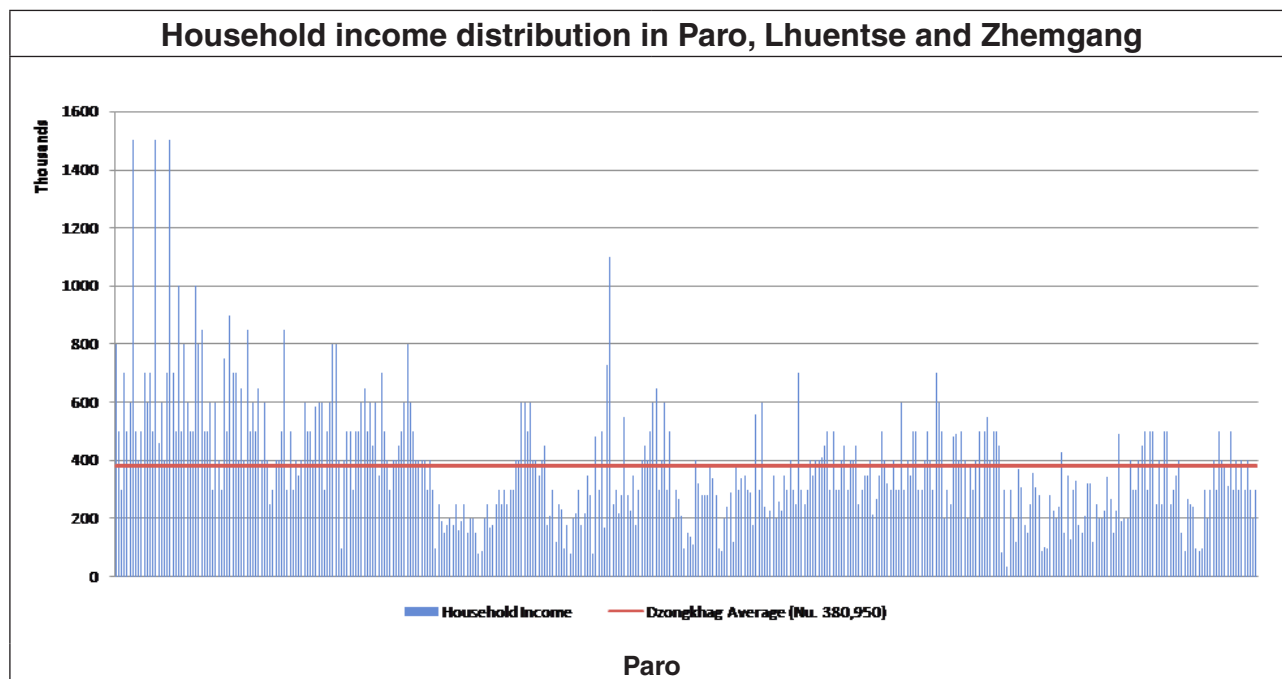
scribed into digital format using designated Excel based templates. Data triangulation techniques were applied to validate and scrub the gathered household data before their analysis; and basic statistical tools and techniques used to analyse the quantitative datasets of CRC survey.

The analytical insights emerging from the collated CRC survey information were presented in a consultative sharing interaction with key policy makers and relevant stakeholders in February 2017. This enabled assimilation of new information, insights and ideas to enrich the analytical outcomes prior to the finalisation of the report on citizens’ feedback and perception on the performance of Eleventh Five Year Plan implementation.

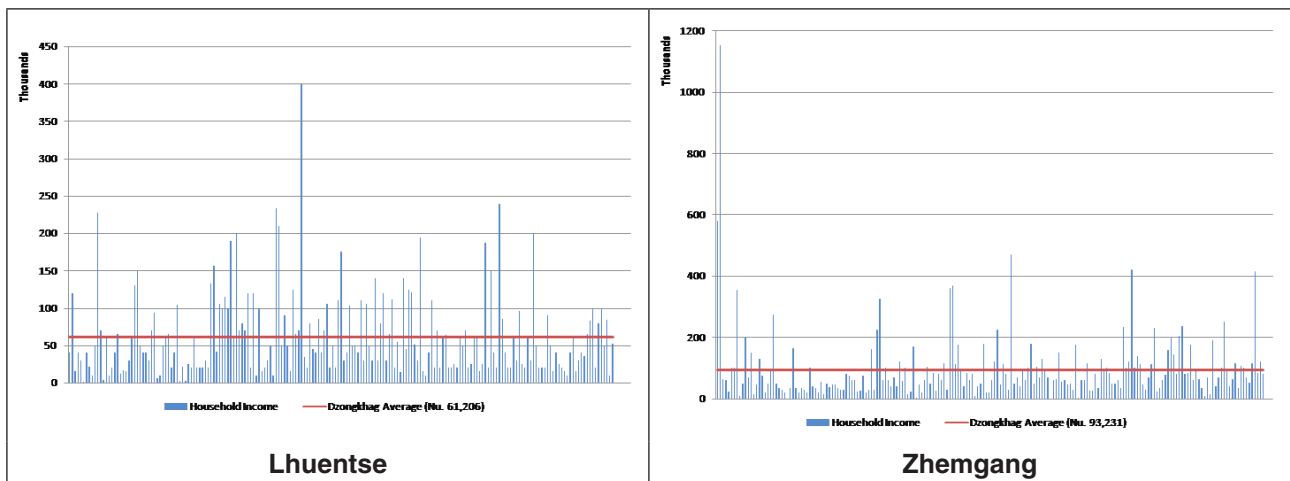
## PROFILE OF RESPONDENT HOUSEHOLDS

The 793 respondent households covered under CRC survey in three Dzongkhags represent uniformity as well as diversity of Bhutanese society. While Buddhism is followed universally in all respondent households and average household size is more or less consistent across all three Dzongkhags<sup>4</sup>, there are linguistic and economic variations. The native language of almost all households of Paro is Dzongkha, the national language of Bhutan. But 85% respondent households in Lhuentse speak Kurtoep and in Zhemgang 86% speak Khengkha.

The household income (as reported to the field investigators) also varies between Paro, Lhuentse and Zhemgang and also within the Dzongkhag. These inter and intra Dzongkhag variations of household income could be seen at the following three graphs. Even the Dzongkhag level average of household income varies widely between Nu.380,950 in Paro to Nu.93,231 in Zhemgang and to Nu. 61,206 in Lhuentse.



4 Average size of households is 4.9 in Paro, 5.6 in Lhuentse and 5.8 in Zhemgang



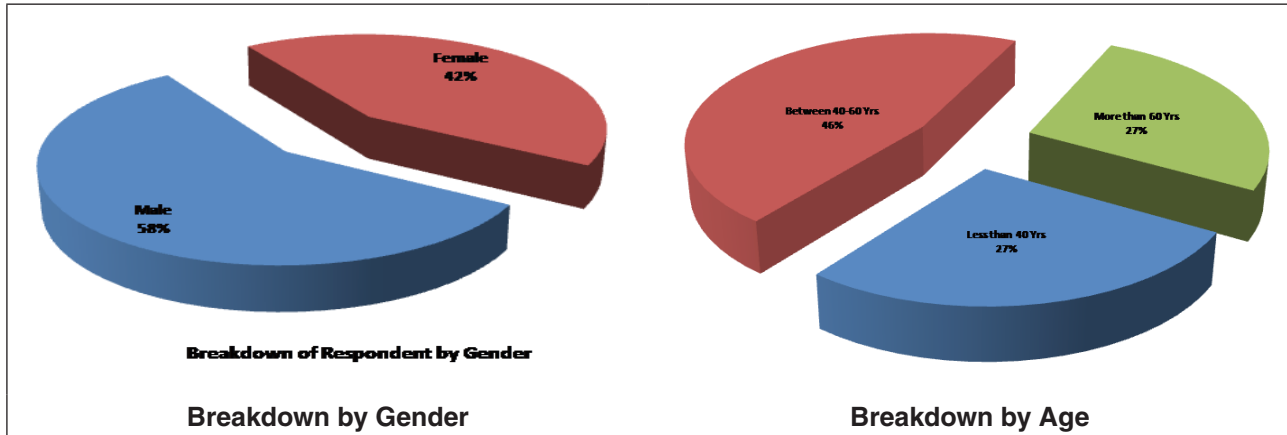
Dzongkhag level average of household land ownership is 3.07 acres in Paro; and in Lhuentse this average stands at 3.92 acres per household. But one-fourth respondent households in Paro and one-fifth in Lhuentse are smallholder farmers, owing land 1 acre or less. This land-ownership pattern is however not seen in Zhemgang where average land ownership is high at 7.32 Acre per household<sup>5</sup> and only 3 households reported owning land 1 acre or less. But land-use for agriculture activities is fairly low (65%) owing to multitude of constraints such as shortage of irrigation, threat from wild animals and lack of manpower.

Agriculture and allied activities account for nearly half of Dzongkhag level average of household income in Lhuentse and Zhemgang; but this share is significantly high in Paro. Agriculture continues to remain the mainstay occupation of more than 80% respondent households; but this is getting diversified for other household members in Paro and Lhuentse. A considerable proportion of households in these two Dzongkhags have reported family members pursuing alternate professions as well – notably civil service including service in local governments, shop ownership and trading, and employment in private sector.

As could be observed from the charts below, the proportion of women among interview respondents (in the 793 household covered) was slightly less at 42% as against 58% male respondents; and nearly half of these respondents are in the age-group of 40-60 years.

<sup>5</sup> This is average of 182 households; 14 households in Zhemgang did not report their land ownership details.

## Gender and Age wise breakdown of the Respondents



The percentage of household family members in the productive age-group of 25-60 years is further high at 65% - 70%. However contribution to household income by family members' of this age-group is not uniform: around 84% of family members have reported contributing to household income in Paro, probably reflecting high earning capabilities as well as better income opportunity in that Dzongkhag. This marker however diminishes sharply to 57% in Zhemgang and to a measly 18% in Lhuentse, and echoes the trend of diminished household income levels in these three Dzongkhags. It is also worthwhile to note here that both Zhemgang and Lhuentse do not have a single college in the whole Dzongkhag, limiting young people's ability to easily access higher education.

### FINDINGS FROM THE CRC SURVEY

#### Healthcare, Sanitation and Drinking Water

The 11<sup>th</sup> Five Year Plan attached high priority towards enabling access to quality and equitable healthcare services, improving efficiency and effectiveness of preventive, curative and rehabilitative health service delivery, and promoting financially sustainable Healthcare. Certain key Health sector performance indicators of 11<sup>th</sup> FYP included:

- Expanding healthcare access so that 95% of population are within 3 hours to the nearest health facility
- Maintaining nationwide OPD waiting time at the level of baseline (23 min)
- Ensuring patient satisfaction rate at above 95%
- Ensuring 80% Institutional Delivery and reducing Maternal Mortality Ratio to less than 100 for every 100,000 live birth
- Immunization coverage at more than 95%
- Reducing Infant Mortality Rate per 1000 live birth from 47 to 30

- Enabling access to
  - improved drinking water to more than 95% rural population; and
  - improved sanitation to more than 80% rural population

The CRC survey therefore attempted to bring forth feedback from citizen on these aspects, and the findings are listed below:

### Citizens' Feedback on Access to Healthcare Facilities - I

Feedback of services over past 12 months	Dzongkhag specific responses		
	Paro	Lhuentse	Zhemgang
Households reported visiting BHU	377 (94%)	162 (82%)	181 (92%)
Physical access to Healthcare facility	Easily accessible for all respondents, except 3 remote households	Around 12% of respondents households reported difficulty in access	More than 50% households reported difficulty in access
Average waiting time at OPD	Around 45 minutes; but 10% respondents had reported wait-period of 2 hours or more	Around 45 minutes, with an exception of 3 households who reported wait-period of 2 hours or more	Around 40 minutes.
Patient Admissions at BHUs	50	20	34
Satisfied with BHUs: Very Satisfied Moderately satisfied	80% 12%	55% 45%	62% 21%

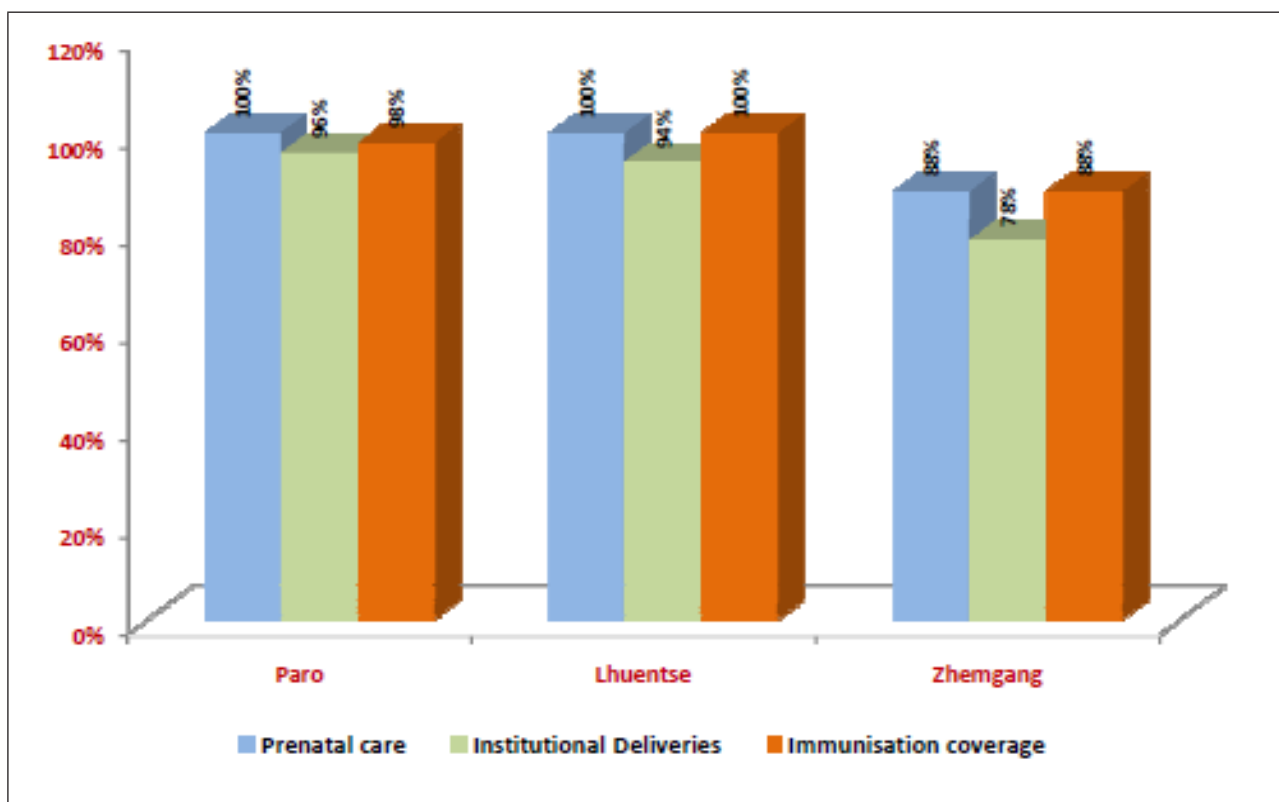
A sizeable section of respondent households had reported referrals from BHU to District/ Regional/ National Hospitals. While CRC survey didn't examine this issue in greater depth, it seems that shortage of qualified Medical Professional is one of the primary reasons for such large scale referrals. This problem gets compounded by inadequacies related to Ambulance services; and households reported spending significant financial resources for in-country transportation. In Lhuentse and Zhemgang, this accounts for almost 40% of health related expenditure of the household.

### Citizens' Feedback on Access to Healthcare Facilities - II

Feedback of services over past 12 months	Dzongkhag specific responses		
	Paro	Lhuentse	Zhemgang
Percentage of BHU referrals	44%	54%	32%
Accessed Ambulance On-demand	16%	14%	51%
Transportation (in-country) as share of Healthcare expenses	28%	42%	41%



Satisfied with Referral hospitals:			
Very satisfied	83%	80%	26%
Moderately satisfied	15%	20%	76%
Incidence of petty corruption	None	3 households had to pay bribe	None



However on the positive side, 80% respondents from Paro and Lhuentse are very satisfied with the services received at Referral hospitals; and by-and-large citizens do not have to pay bribe for accessing healthcare services, either at BHU or at the Referral hospital. The average satisfaction levels of respondent households with regard to healthcare services echo the Patient satisfaction rate of 92% reported in the Mid-Term Review report, even though there are inter Dzongkhag variations.

And as we could see from the accompanying illustration and the table below, the outcome indicators related to Reproductive & Child Health and Water & Sanitation efforts in these three Dzongkhags are in alignment with the corresponding national level indicators presented in the Mid Term Review Report.

## Citizens' Feedback on Water & Sanitation Outcome

Outcome Indicators on WASH	Dzongkhag specific responses		
	Paro	Lhuentse	Zhemgang
Drinking water source			
Household Piped water	28%	8%	26%
Public piped water	67%	91%	70%
Bore-well	1%	0%	1%
Quantity of water			
Sufficient	65%	84%	82%
Not adequate	35%	16%	18%
Quality of water			
Satisfactory:	92%	95%	91%
Could be improved	8%	5%	9%
Type of Toilets used			
Flush Toilet	68%	79%	41%
Pit Latrine	32%	19%	59%
Public Toilet	-	1%	-
Solid waste disposal			
Civic collection	14%	-	3%
Dumping Pit	65%	73%	79%
Others (mostly burning)	22%	26%	18%

## EDUCATION

The 11<sup>th</sup> Five Year Plan placed priority on enhancing access to quality education at primary, secondary and tertiary levels (including TVET<sup>6</sup>) towards developing Bhutan as knowledge based society; and achieving MDG plus goals on enrolment, gender equality and adult Literacy. Emphasis was also placed on ensuring education sustainability in terms of maintaining school and tertiary education expenditure at consistent pace. Key performance indicators for Education and TVET sectors included,

- Adult literacy rate 15 years+
- Basic and adjusted Net Enrolment Ratios (6-16 yrs old)
- Attendance rates
- Survival rates and transition from primary to secondary
- Completion rate at secondary level
- Learning Outcomes in select intervals and on select subjects
- Teacher development and satisfaction
- Gross Enrolment Ratio at tertiary level,

<sup>6</sup> TVET: Technical and Vocational Education and Training

- Ratio of females to males and percentage of self-financed students in tertiary education
- TVET graduates employed in four months
- Environment friendly practices incorporated into TVET curriculum
- Indicators for measuring knowledge on culture and traditional values
- Turn-around-time (TAT) for commonly availed services

Assessing performance on many of these indicators would typically require specific tools and methods, beyond generating feedback from actual service users. The CRC survey therefore pursued a light-touch approach to develop understanding from common people’s perspective on how public investment in Education sector is translating into tangible outcomes on ground. For example, in absence of instruments (and comprehensive datasets) for building education indices, the CRC survey looked at percentage of school age children being in school and it presented certain fascinating insights:

Age-group relevant enrolment patterns	Paro	Lhuentse	Zhemgang
Children in School	98.5%	95.4%	85%
Children in Elementary School	95.1%	89.6%	91%
Children in local High School	97.5%	83%	53%

Enrolment analysis cited above points to almost universal enrolment except in Zhemgang; and variations in elementary school and high school enrolment rate are also quite striking there. This raises a red-flag with regard to educational attainment in this Dzongkhag; and might require detailed study of underlying causes for designing remedial interventions. Variations in elementary and high school enrolment are also discernible in Lhuentse, pointing to varying degree of educational attainment in terms of transition, survival and completion rates.

Another worrying aspect is that no households Zhemgang and only one household in Lhuentse had reported that their children are pursuing college/tertiary education. This could directly be attributed to the absence of colleges in these two Dzongkhags. In Zhemgang, physical access even to high-school been a challenge; and that perhaps (partially) explains the significant drop in high-school enrolment. Access to primary school is however not a constraint in any of the three Dzongkhags.

ECCD centers, on the other hand, are not conveniently located for households of Paro and Lhuentse with average commute time being in the range of 50-75 minutes, which is very high for children of 3-6 years age group. Not surprisingly the utilisation of ECCD in Paro and Lhuentse are at 22% and 38% respectively. In Zhemgang, the average commute time to an ECCD center is less than 30 minutes, and their utilisation is slightly higher at 49%.

The survey team found that around 45% of households in Zhemgang and 30% of households of Lhuentse have sent their children to study in Central Schools. In comparison, only 10% of households in Paro have reported sending their children to a Central School. There seems to be a direct correlation between proximity of local high-school and demand for admission in Central school; and in most scenarios, the parents are satisfied with the facilities available at Central Schools. Royal Government of Bhutan might consider framing a more nuanced strategy of leveraging Central School system to address access constraints in high-school education.

The household level feedback also seems to point towards lackadaisical impact of TVET efforts of 11<sup>th</sup> FYP. Less than 5% of the households reported receiving any pre-service internship or pre-engagement training program. Even from this very small pool of TVET graduates, only around 30% of trainees/ interns could secure employment within four months.

## **RENEWABLE NATURAL RESOURCES (RNR)**

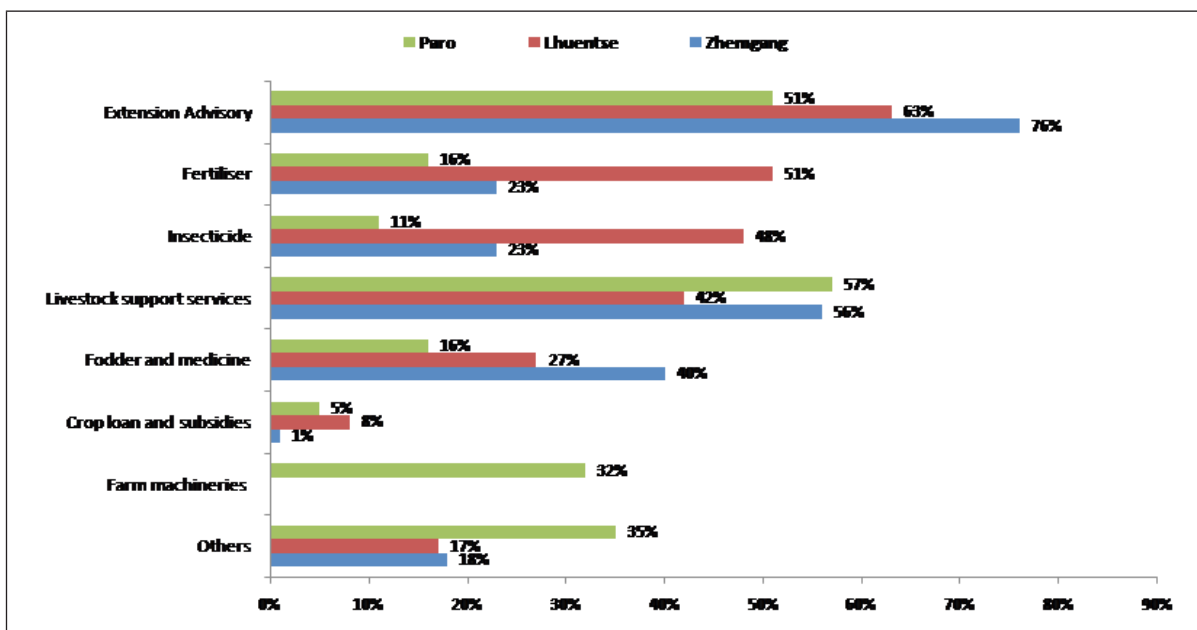
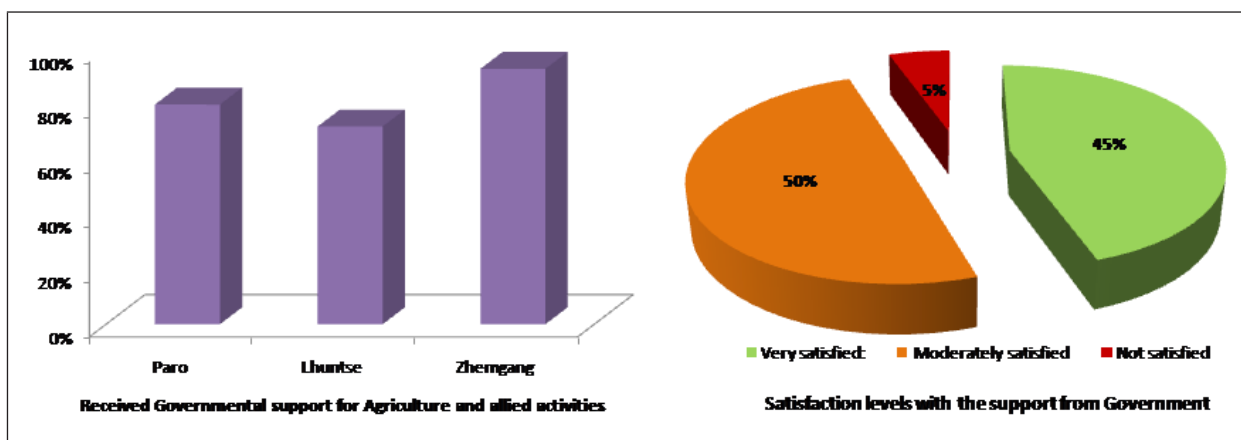
Renewable Natural Resources (RNR) Sector comprises of agriculture, livestock and forestry. Given that more than 60% of Bhutanese society depends on agriculture for their livelihoods, performance of RNR sector is important for enhancing rural prosperity, achieving self-reliance and bringing-in equitable development. The Eleventh Five Year plan targeted concentrated endeavour for accelerated growth of RNR sector to enhance food and nutrition security, improve rural livelihood and augment household income, promote sustainable land and biodiversity management, and increase efficiency and effectiveness of RNR service delivery. The plan also aimed at targeted investment in terms of application of technologies for crop productivity, preferential access to market and finance and extension support services to facilitate gradual transition from subsistence to commercial agriculture. Select Key Performance Indicators related to RNR sector include:

- Boost in production of agricultural and livestock produces: paddy, maize and other cereal, vegetable, horticulture, MAPS (ginger and cardamom), milk, egg, chicken, chevon beef et. al.
- Percentage of farming households adopting new technologies
- Cash crops area under irrigation and proportion of land under effective protected area management
- Area of forest under sustainable management and utilization; and employment generated through NWFP based enterprise
- Volume of RNR product exported and value of Export
- Status of agro-biodiversity maintenance on farm
- Turn-around-time and effectiveness of commonly availed RNR services

Achievement on these indicators, especially the ones related agricultural and livestock produces, is contingent upon the farming practices and output at household level; but a multitude of factors involving macro-level policy framework on agriculture and allied areas, and implementations of these policies and programmes on ground influence that outcome. The scope of CRC survey on RNR sector was therefore aimed at ascertaining

- i) how individual households benefited from RNR service delivery by concerned departments,
- ii) how these services helped in improving agriculture produces and income, and
- iii) support received and challenges faced in their transition from subsistence to commercial agriculture.

From the graphical illustration, one could notice that more than 80% of respondent households have received some form governmental support for their agriculture and allied activities; and they by and large are satisfied with the support received from government:

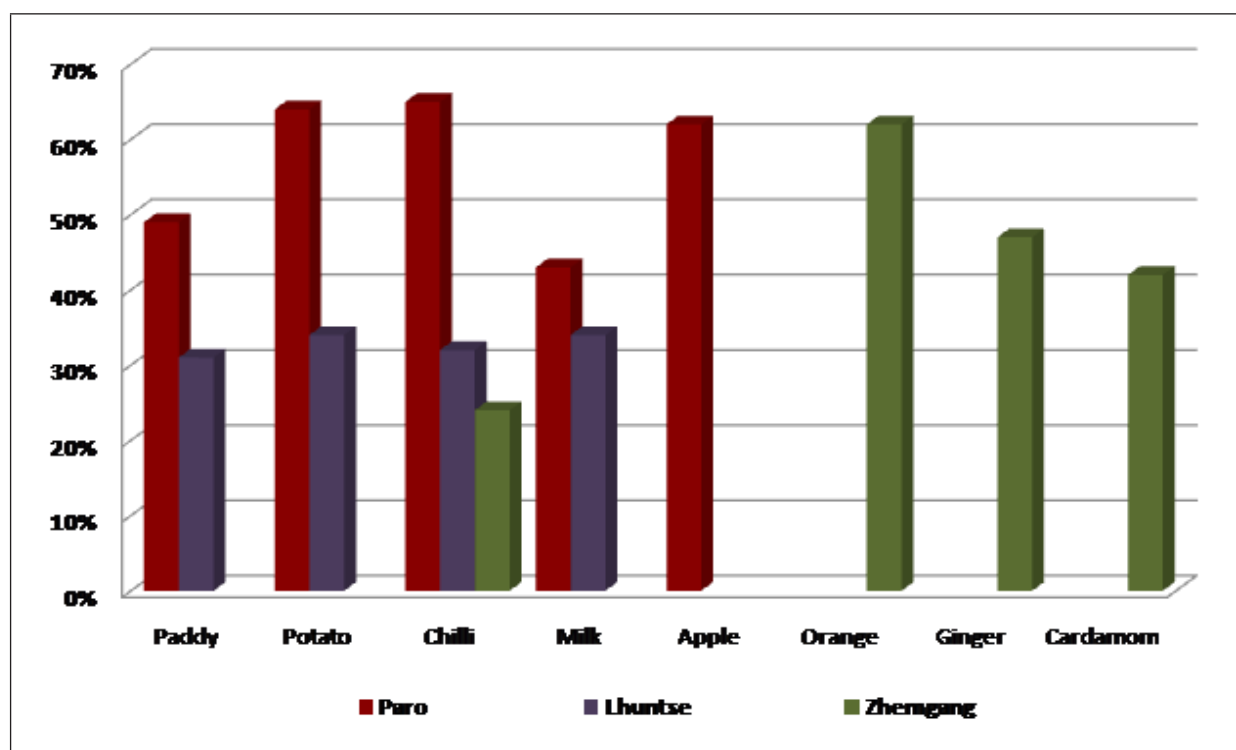


Interestingly, almost one-third of households in Paro reported accessing farm machineries and pursuing modern farming techniques; but these new facilities for agriculture are not leveraged in the other Dzongkhags. Also two households in Paro and one in Lhuentse had reported receiving free-of-cost green-house for their vegetable farming.

Access to irrigation appears to be well developed in Paro and quite limited in Zhemgang. More than 90% of the households having access to irrigation are however satisfied with the irrigation provided to their farms:

Feedback related to irrigation facilities	Dzongkhags specific responses		
	Paro	Lhuentse	Zhemgang
Households having access to irrigation	73%	54%	40%
Satisfaction on irrigation provided			
Very satisfied:	52%	50%	25%
Moderately satisfied:	39%	50%	71%

These input measures on agriculture and allied activities seem to have ushered-in positive results; prominent farm produces that the respondent households reported growing include: paddy, potato, chilli, milk, apple, orange, ginger and cardamom. A sizeable section of respondent households has also reported producing these crops for commercial purposes:



## EMPLOYMENT AND SOCIAL PROTECTION

The feedback from respondent households once again reiterates that agriculture and allied activities continue to be largest employer in all the three Dzongkhags. Only around 30% of the respondent households in Lhuentse and Zhemgang had reported employment of their family members in non-agricultural sectors, with around half of them reporting employment opportunities for more than one family members of the household. In contrast, only around 18% of households in Paro had reported non-agricultural employment, and of these households only around one-third have more than one family members employed in non-agricultural jobs. This finding is unexpected given that employment opportunities in Paro are wider and more diversified; and will probably require further subsequent probing to understand this occurrence.

Within the array of non-agricultural jobs, civil service and public administration still seem to be the most preferred sectors for employment. In spite of 11<sup>th</sup> Five Year Plan priorities of increasing private sector employment avenues; only 5% of households in Paro, 6% in Zhemgang and interestingly 17% in Lhuentse have reported employment in private / corporate sector. Family members of around 20% of households in Paro also pursue such as small trade or shop-keeping as their occupation.

The social protection programme under National Pension Plan seem to be working functioning reasonably well with two-thirds of the retirees in respondent households confirming receipt of regular financial support from National Pension and Provident Fund (NPPF).

## PRESERVATION AND PROMOTION OF CULTURE

The preservation and promotion of culture is an important pillar of GNH and the 11<sup>th</sup> FYP accorded high importance on safeguarding and promoting of tangible cultural heritage. The CRC survey therefore attempted to take stock on the following aspects of cultural heritage:

- Awareness about culture and celebration of festivals;
- Household participation in community festival; and
- Voluntary Service in community festival.

The responses from household during survey are tabulated below:

Preservation of Cultural Heritage		Paro	Lhuentse	Zhemgang
Awareness about culture and celebration of festivals	Fully aware	57%	80%	47%
	Somewhat aware	38%	18%	50%
	Not Aware	5%	1%	4%

Preservation of Cultural Heritage		Paro	Lhuentse	Zhemgang
Household participation in community festival	Regularly	77%	85%	78%
	Sometimes	22%	14%	22%
	Never	1%	1%	-
Voluntary Service in community festival	Regularly	57%	60%	54%
	Sometimes	38%	35%	38%
	Never	5%	4%	8%

## CONSERVATION OF ENVIRONMENT

This section of CRC survey primarily focused on preservation and management of Community Forest, and also tried to locate key environmental problems being encountered at community level. Around 60% of households in Paro reported membership of Community Forest. The CF membership is higher at 70% in Zhemgang, and in Lhuentse, more than 90% households reported their membership in Community Forest. Timber and firewood are two most commonly harnessed Community Forest product and to a much lesser extent NWFP (non-wood forest products) are also used by the communities.

## G2C (GOVERNMENT TO CITIZEN) SERVICES DELIVERY

Improving public service delivery through G2C, G2B and G2G services is one of the key strategies for achieving good governance under 11<sup>th</sup> FYP. The target is to increase the no. of functional online e-services to 150 within the plan period. One of the key performance indicators for NKRA 11 (Improved Public Service Delivery) include reducing the turn-around time by 70 percent. At present 23 e-services (excluding Thromde services) are made available under G2C service delivery on the basis of their priority among common public:

Department specific G2C Services at Community Centers	
<u>Department of Civil Registration and Census</u> a) Birth registration b) Death registration c) Census transfer (inter- Dzongkhag) d) Census transfer (intra- Dzongkhag) e) Census transfer (intra – Gewog) f) Household information	<u>Department of Forest and Park Services</u> a) Rural timber permit b) Permit for flag pole, fencing pole and firewood c) Permit for removal of produce from private land
<u>Department of Adult and Higher Education</u> a) Submission and selection of scholarship b) Registration of tertiary students c) Registration of scholarship students d) Registration of BSA members e) Management of BSA proposals	<u>Department of Employment</u> a) Online registration of job seekers b) Online registration of employers c) Job posting
<u>Department of Trade</u> a) Micro Trade registration b) Audit clearance system c) Security clearance system	<u>Department of Labour</u> a) Issuance and renewal fresh work permit b) Issuance of additional work permit c) Re-submission of application

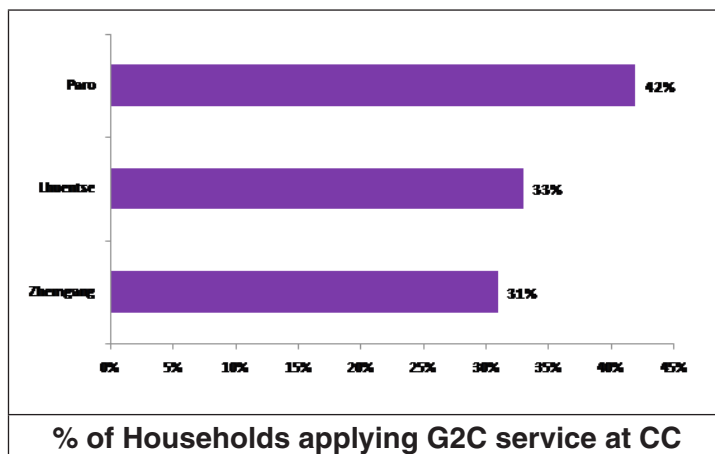


In consequent engagement with the Office of G2C, it was however explained that these services are clustered into two categories: ‘*open services*’ that can directly be availed online; and ‘*not open services*’. The G2C services of the Department of Civil Registration and Census, and Department of Forestry and Park Services are ‘*not open services*’, availing of which require visits to the Community Centres for physical verification of applications and related documents. Naturally therefore the services for which most applications are submitted at the Community Centres are:

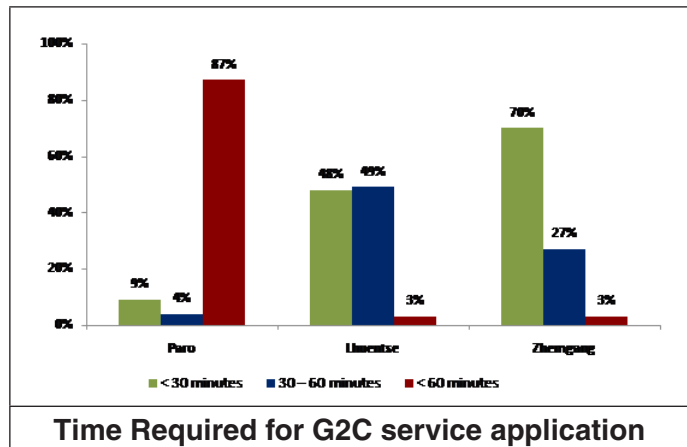
- Birth & Death registration, Census transfer certificate and Household information from Department of Civil Registration and Census (DCRC) Services
- Permit for flag pole and Rural timber permit from Department of Forest and Park Services

The Office of G2C had further elaborated that Community Centres are just one avenue for accessing G2C services, especially for citizens who does not have adequate access to ICT and connectivity infrastructure. Beyond the CCs, the citizens can avail these services by applying directly through their own computers with internet connectivity or from their mobile phones. Also people can manually apply for these services from concerned departments / agencies at Dzongkhag or Central level. For example, more than 96,000 applications across the country were received in 2016 for security clearance services - either through Community Centres or Departmental Agencies / Head Office. Similarly more than 23000 applications were received for Audit clearance certificates; and around 2000 applications were submitted for availing services under Department of Adult and Higher Education.

Nevertheless it is worthwhile to mention that less than 40% of 793 respondent households had applied for a G2C service through Community Centres in past twelve months; and only a tiny fraction of these households (i.e. those who applied for G2C service at Community Center) had reported submitting application for ‘*open G2C services*’. For the purpose of an objective validation of household level feedback on G2C service delivery, the Research Team had requested for disaggregated information of service usage for the three Dzongkhag covered under this research; but did not manage to access the dataset with requested level of disaggregation. The information made available by the Office of G2C only provides nationally aggregated number of applications for ‘*open services*’; and it is unclear how-many of these applications were submitted directly at respective Departmental Agencies and/or Head Offices.



Also usage experience of the households who applied for service through Community Centres was not been satisfactory – a staggering 87% users of Community Centr in Paro have reported needing more than one hours of time to just complete the application process; and 45% of users reported needing three hours or more. User experience of households is however relatively better in Lhuentse and Zhemgang is relatively better, but could be improved further



### ENDNOTE

The information collated and analysed during the course of CRC survey has presented valuable insights on citizens’ perceptions related to the implementation performance of Eleventh Five Year Plan. Bhutan Transparency Initiative intends to widely disseminate these findings and insights to help reshape or/and reprioritise current services, policy practices and programmes the Eleventh Five Year Plan. BTI would also undertake advocacy efforts towards scaling this effort to generate systematic feedback directly from people of all 20 Dzongkhags of Bhutan.

## **Annexure**



## ANNEXURE 1: CHIWOG-WISE NO. OF HOUSEHOLDS COVERED IN THE CRC SURVEY

Dzongkhag Name	Name of the Gewog	Name of the Chiwog	Households Covered the Survey
Paro	Wangchang	Gebtoed/Olathang/Tajoog	8
		Khangku/Changmethangka	8
		Dungkhar/Namkhar	8
		Changkhar/Jangteyna	9
		Mendrel/Nakha	7
	Naja	Bhemphu/Lingzhi/Nagu	9
		Bueltikha/Jagoen	8
		Rangzhangang/Tshibji	8
		Wankha/Zursuna	8
		Jazhina/Tsuegoen	8
	Dokar	Mendrel/Uesuna	8
		Goensakha/Phuchhekha	8
		Khamdraag/Sali	8
		Dawakha/Tshogkha	7
		Tenchhikha/Tsiphooog	5
	Doteng	Jabji-Looched	9
		Chubar	9
		Phooshor	5
		Joogar/Pachhu	7
		Aa-tsho/phunoob	8
	Loog-nyi	Naemgoj	7
		Jieu/Woochu	9
		Dzongdraag / Gadraag	8
		Baangdey	7
		Pangbisa	10
	Lomgong	Gonjoog/Kyidchhu	9
		Ngopo/shomo	8
		Jagarthang	7
		Tsendonong	7
		Chhukha	8
Dopshari	Rinchehending/Sharri	9	
	Duezhi/Jipa	8	
	Kempa/Kuduphu	8	
	Jizhigang	7	
	Jangsa/Jooka	8	

Dzongkhag Name	Name of the Gewog	Name of the Chiwog	Households Covered the Survey
	Hungrel	Hungrelkha-Jangsarbu	12
		Gaupel	4
		Goenkha	7
		Chubjakha	8
		Lunchungna	9
	Sharpa	Bara/Zhunjgar	8
		Dochhoeten/Neyphu	8
		Gangjoogkha/chhukha	8
		Bjizhikha/phubararna	8
		Druyaldingkha	8
	Tsento	Chhungjey/Zamsar	10
		Nyajey/Phangdo	8
		Mitshig/Shana	8
		Nyechhu/Shari	8
		Soe/Yangsa	6
Paro Municipal		5	
Lhuentse	Gangzur	Sonshing/Kyidloong	8
		Tongling	3
		Nimshong	5
		Ney	4
		Jang-Ngar	5
		Thrima/Shawa/Zhamling	6
	Kurtoed	Jasabi/Ugyenphu	7
		Tabi	4
		Chagdrom-Chusa	8
		Rangthong/Wavel	6
	Khoma	Berpa-Kholma	5
		Baptong-dragten	7
		Gangla-Kholma	7
		Pangkhar	7
	Menbi	Phagidoong	7
		Tangmachu	5
		Kamdhar-moormor	4
		Nyaibi- Zhungkhar	8
	Menjay	Zham/Amadrangchhu	6
		Wangzhing	5
Dragoon-Jalang		4	
Chusa-Legshogang		4	
Bhudur-Kupi-Nyalsa		5	

Dzongkhag Name	Name of the Gewog	Name of the Chiwog	Households Covered the Survey
	Tasenkhar	Tshochen/Dekaling	6
		Chharbi	3
		Guendrang	6
		Domhar-Umling	3
		Wambur-Gonyid	5
	Jaray	arotobi-nga-nye	4
		Ladrong	6
		Zangkhar-Yabi	6
		Kharchung	5
		Yumche	3
	Maedtsho	Oongar	6
		Gortshom	4
		Orbi-Thongthro	4
		Zhongmaed	3
		Bamdhir-yurung	2
Zhemgang	Ngangkhor	Dhakphel-Tali	6
		Buli	5
		Goling	5
		Nyakhar	6
		Duenmang	3
	Shingkhar	Thrisa	4
		Nyimzhong/Thajong	5
		Shingkhar	8
		Wamling	4
		Radi	4
	Bardo	Bardo	5
		Khomshar	5
		Phulabi	4
		Kharsa-Thangbi	5
		Dhigala	6
	Trong	Gongphu	5
		Berti-Tgma	6
		Dangkar-Trong	4
		Tshanglajong-Zurphel	5
		Soobdrang	5
	Bjoka	Bjoka	6
Kamati		6	
Dali		3	
Chabdenba Dzarkabla		3	
Barpang-Namrigang		6	

Dzongkhag Name	Name of the Gewog	Name of the Chiwog	Households Covered the Survey
	Ngangla	Kagtong	5
		Ngangla-trong	5
		Sonam-thang	5
		Ribati	5
		Marangduet	5
	Phangkhar	Phangchula-Tadijong	6
		Panabi	4
		Mamo-Trong-Pantang	4
		Chang-Ngar-Zam	5
		Shalingtoed-Tashibi	6
	Goshing	Mewanggang	5
		Lamtang	5
		Budhashi	4
		Lingmapomg-Samcholin	5
		lichibi	3



## ANNEXURE 2: THE CRC SURVEY QUESTIONNAIRE



### CITIZEN REPORT CARD (CRC) SURVEY QUESTIONNAIRE FOR DEVELOPING CITIZNES' SHADOW REPORT ON MIDTERM REVIEW OF 11<sup>TH</sup> FIVE YEAR PLAN OF BHUTAN

Dzongkhag  Questionnaire No.

Interviewer  Interview date   /   /

Interview Start Time   :   Interview End Time   :

Gewog / Town  Chiwog

#### 1. INTERVIEWER'S OBSERVATION (to be completed after the interview)

#### 1.1 Comments & Acceptance by Team Lead (to be completed post submission)

## 2. DEMOGRAPHICS

2.1 Name of the Head of House Hold

Native Language<sup>1</sup>

If your native language is not Dzongkha, do you have functional proficiency (read/write/speak) in this language Yes  No

### 2.2 Adult Members of the Household (above 18 years)

Sl.	Members of the household	Gender	Age	Marital Status	Years of formal Education	Highest Educational Qualification	Years of Monastic Education	Years of Non-formal Education <sup>2</sup>	Present Occupation <sup>3</sup>	Contributing to Household income? Y/N	Estimated Yearly Contribution <sup>4</sup>

<sup>1</sup> Please use codes listed below.

<sup>2</sup> Applicable only in-case of no formal education.

<sup>3</sup> Please use codes listed below.

<sup>4</sup> Not-applicable for Household dependent on Agriculture only

### 2.3 Minor Members of the Household (0-18 years)

Sl.	Minor members	Gender	Age	Present Education	Years of previous schooling completed			Language Proficiency <sup>2</sup>
					College	High School	Elementary	

### 2.4 Religion

Buddhism	
Hinduism	
Christianity	
Others	
Specify	
None	

### <sup>2</sup> Codes for language proficiency

Dzongkha	1	Khengkha	6
Nepali	2	Sharshop Kha	7
English	3	Others (specify)	8
Kurtoep	4		
Bumthab Kha	5		

### <sup>3</sup> Codes for Occupational Status

1 = Farmer	7 = Corporate employee
2 = Trader/shopkeeper/businessman	8 = Private employee
3 = Civil servants	9 = Homemaker
4 = LG officials	10 = Unemployed
5 = Monk / Anim	11 = Others (Please specify)
6 = Gomchen	

### 3. HOUSEHOLD INCOME AND ASSETS

3.1 What are the income sources of your household?

Sources	Amount Earned (approx)
Agriculture	
Business	
Civil Servant/private	
Others	

3.2 In case of Agriculture, what are the farm products you produce?

Products	Yes	Estimated Quantity <sup>5</sup>	Purpose for which the farm products are used			Quantity disposed off as wastage
			Self Consumed	Commercial	Other purpose	
Paddy						
Maize						
Millet						
Wheat						
Barley						
Potato						
Cauliflower						
Cabbage						
Carrot						
Chilli						
Garlic						
Ginger						
Milk						
Egg						
Chicken						
Beef						
Pork						
Fish						
Apple						
Orange						
Mango						
Hazel Nut						
Cardamom						
Banana						
Others (Specify )						

<sup>5</sup> This will either be Quintals or Litres (for Milk) or Trays of Egg

3.3. 1. Do you have access to irrigation facilities? Yes  No

3.3.2. If yes, are you satisfied with the irrigation facilities?

Very Satisfied  Moderately Satisfied  Not Satisfied

3.3.3 What types of method do you use during the farming?

a. Traditional Farming	
b. Modern Farming	
c. Mixed Farming	

3.4. Did you receive government support in last 12 months for the Agriculture and related activities?

Yes  No

3.4.1. What kind of support govt. provided?

Items of Support	Y / N	Nature of Government Support
Supply of Fertiliser		
Supply of insecticide		
Agri Extension Advisory		
Livestock support services		
Supply of fodder, feed and medicine		
Crop Loan		
Subsidies		
Other (please specify)		

3.4.2. Are you satisfied with the support government provided?

Very Satisfied  Moderately Satisfied  Not Satisfied

3.5. What are the modes of transportation you use for taking your farm product to market?

Mode of Transport	Distance travelled	Cost Incurred	Complication (if any)
Own Vehicle			
Hired Vehicle			
Using Animals			
Hired Labourers			
Other (please specify)			

3.6. What are the major threats to your farming?

Causes	Estimated value of crop lost during last 1 year
Natural Disaster	
Water shortage	
Threats from Wild Animal	
Others (please specify)	

3.6.1 Are there any initiatives taken to overcome those threats?

- I. Self
- II. Community
- III. Government Supported
- IV. Private Dination

3.6.2 If answer to part III above is yes, what support did you receive from government during the past 1 year?

3.7. Which of the following equipments does your household own?

Equipments	Yes/No	Equipments	Yes/No
Tractor		Mobile telephone/fixed line telephone	
Power tiller		Personal computer/laptop	
Power thresher		Camera	
Power Chainsaw		Television	
Power reaper		Refrigerator	
Peddle thresher		Family car	
Rice or maize mill set		Other vehicle	
Oil mill set		Motor-bike / scooter	
Sewing machine		Other Assets (please specify)	
Weaving loom			

3.8. How much acre of land do you own?

3.8.1 How much land is used for cultivation?

3.8.2 The reason behind uncultivated land

3.9. What is the average weekly expenditure (in Nu) of the household?

a. Overall expenditure related to food

b. Non-food expenditure

#### 4. HEALTH STATUS

4.1. In the past 12 months, did you/your family visit a health centre?

Yes  No

In case, the answer is No, Skip Q.2

4.2. What routine causes of the sicknesses do the members to visit health centre?

Causes of Sickness	Who in the family suffered sickness	
Common Cough and Cold		
Routine Fever		
Diarrhoea		
Jaundice		
ENT and/or Eye treatment		
TB		
Malaria		
HIV/Aids		
Diabetes		
Blood Pressure		
Cardio-vascular disease		
Diseases of respiratory system		
Others[specify]		

4.3. How long did you have to wait before receiving the health services?[record exact time]

.....

4.4. How long would it usually take to reach the nearest health centre?

By Walking  By Car

4.5. Was you/your member admitted to stay overnight of a medical facility (BHU) in the past 12 months?

Yes  No

4.6. What is the satisfaction of the in-patient services provided by BHU?

Very Satisfied  Moderately Satisfied  Not Satisfied

4.7. Do you/ your family have to give any bribe for the services at BHU?

Always  Often  Sometimes  Never

Are there other expenses for getting service at BHU: Yes  No

4.8 In the past 12 months, were you had to refer to District / Regional/National Hospital?

Yes  No

4.9. What is the satisfaction of the in-patient services provided by Regional/National hospital?

Very Satisfied  Moderately Satisfied  Not Satisfied

4.10. 1 Are there other expenses for getting the laboratory tests done Yes  No

If Yes, the amount paid for laboratory tests

4.11. How much did you/your family spend on treatment and services received?

Items of Expenditure	Expenditure Incurred (in Nu)
Health Book	
Hospital charges/consultation fee	
Purchase of medicines and health accessories	
Transportation (in-country)	
Transportation (ex-country)	
Rimdo/Puja	
Other health expenditure (specify)	

4.12 Has there been a child-birth in your family given birth in the past 12 months?

Yes  No

If there has been child birth in the family,

4.12. 1. Was pre-natal care from a doctor or qualified nurses received during pregnancy?

Yes  No

4.12.2 Where was the baby born?

a. Hospital

b. At home

c. At home with medical Assistance

d. Others (Specify)

.....

4.12.3 Was the immunisation schedule of the baby completed?

Yes  No  Don't Know

If yes,

4.12.4. Where was the immunisation done?

In BHU  Other Govt. Hospital  Private Hospital/Clinic

4.12. 5. Are you satisfied with the current health of the baby?

Yes  No  In case you are not satisfied, why? \_\_\_\_\_

4.13. Are the ambulance services benefiting you and your family?

Always  Often  Sometimes  Never

4.13. 1 Could you cite an event when the Ambulance provided critical help?

4.14. Has there been any death in your family in the past 12 months?

Yes  No

4.14.1 What were the cause(s) of death ?

4.14. 1. Did the death occur during the period of pregnancy? Yes  No

4.14. 2 Did the death occur within 42 Days of delivery of a child? Yes  No

4.15. 1. Does everyone in your family use the toilet?

Yes  No

4.15.2 What types of toilet do you/your family uses?

Flush Toilet  Pit Latrine  Others  Please Specify \_\_\_\_\_

4.15.3 How do you dispose your waste?

Municipal Collection  Dumping Pit  Recycle

Others  Please Specify \_\_\_\_\_

4.16. What are the main sources of safe drinking water in your family?

Bore well  Public Tap  Household piped water s

Natural Spring  Others  Please Specify \_\_\_\_\_

4.16. 1. How far are these sources from your house?

4.16. 2. Is the quantity sufficient for the household needs?

Yes  No

4.16.3. Is the quality of water you use satisfactory?

Yes  No



**5. EDUCATION STATUS**

5. 1. How far are the schools/Colleges from your home?

- a. Primary School
- b. High School
- c. College
- d. Others (Specify)

5. 2. Does the school have adequate facilities such as library, computer/internet etc.

Yes  No  Don't know

5. 3. Do any of your children go to ECCD center?

Yes  No

5. 4. How far is ECCD Centre from your home?

5. 5. Are any of your children studying in Central School?

Yes  No

5. 6. Are you satisfied with the school facilities of the Central School

Yes  No  Don't know

5. 7. Are you satisfied with the overall progress of studies of your children

Yes  No  Don't know

5. 8. Do any of your children receive any kind of scholarship? Provide details

Name of the Scholarship	Amount Received in last 12 months

## 6. EMPLOYMENT & SOCIAL PROTECTION

6.1. How many of your family members are employed?

Sl. no	Occupation	Income (annually in Nu.)

6.2. Did ever you/your family member have the pre-service/pre-engagement program/ internship program?

Yes  No  Don't know

6.3. Does any member of the family have retired from the service?

Yes  No

6.4. Anyone in the family getting help from the National Pension Policy Program?

Yes  No  Don't know

6.5. If the answer to above is is Yes, what kind of assistance was received from the NPPF?

Financial assistance  Infrastructures

Others (specify)

6.6. Do any member in your family did graduated from TVET?

Yes  No

6.7. Does he/she got employed in four months?

Yes  No

6.8. Did anyone receive employment within 6 months of completion of his or her qualification?

Education /Qualification	Employment received
Phd./Masters/Degree	
Higher Education	
Middle/Primary	
Others	

## 7. CULTURE

7.1. What are the festivals celebrated in your locality?

Festival	Periodicity	Organizer

7.2. How aware you all are about the culture and celebration of festivals?

Fully aware  Somewhat aware  Don't know

7.3. How often you take part in local festival in your community?

Regularly  Sometimes  Never

7.4. Does all of your family attend the celebration?

Yes  No

7.5. How often you all give a voluntary service to participate in festival?

Regularly  Sometimes  Never

7.6. How often do you conduct rituals at your home?

Once in a month  Once in Six months  Sometimes

7.7. Do you face any difficulty in getting monks for performing rituals?

Yes  No

## 8. ENVIRONMENT

8.1. Does your village own Community Forest (CF)?

Yes  No

8.2. If yes, are you the members of CFs?

Yes  No

8.3. Types of product from the CFs

a. Timber

b. Firewood

c. Non-wood Forest Product (NWFP)

d. Other (specify)

8.4. What do you do with the products generated from the CFs?

Sale (continue Q.6&7)  Self- Consumption  Both (continue Q 6 & 7)

8.5. Income generated from the sale of CFs products in the past 12 months. (in Nu.)

8.6. Where do you use the income generated from the CFs?

8.7. Do your community celebrate social forestry day? Yes  No

8.8. Who initiates and provided fund for celebration?

8.9. Do you have Water Shed Management in the CFs/ in the locality?

Yes  No

8.10. What are the environmental problems faced in the community?

Soil erosion/landslides  Floods  Others  Specify \_\_\_\_\_

8.11. What kind of mitigation provided by the concern authority in protecting natural disaster in the community?

Infrastructure rebuilt  Cash support  Others  Specify \_\_\_\_\_

**9. TURN AROUND TIME FOR ACCESSING PUBLIC SERVICES**

9.1. Have you visited Community Centre to access designated public service?

Yes  No

9.2. Time required for completing the application at the Community Centre (in Minutes)

9.3. Details of Public Services applied and Received:

Name of the Service Applied	Fee paid for application	Visit to other offices <sup>6</sup> made for availing the applied service	No visits made to different offices and total distance covered	Final Turn Around Time (TAT) for availing the applied service (in days)	Additional cost <sup>7</sup> incurred for availing the applied service (in days)
<b>Department of Civil Registration and Census (DCRC) Services</b>					
a) Birth registration					
b) Death registration					
c) Census transfer (inter- Dzongkhag)					
d) Census transfer (intra- Dzongkhag)					
e) Census transfer (intra – Gewog)					
f) Household information					
<b>Department of Forest and Park Services (DoFPS) Services</b>					
a) Rural timber permit					
b) Permit for flag pole, fencing pole and firewood					
c) Permit for removal of produce from private land					
<b>Department of Trade (DoT) Services</b>					
a) Micro Trade registration					
<b>Royal Audit Authority (RAA) Services</b>					
a) Audit clearance system					

Name of the Service Applied	Fee paid for application	Visit to other offices <sup>6</sup> made for availing the applied service	No visits made to different offices and total distance covered	Final Turn Around Time (TAT) for availing the applied service (in days)	Additional cost <sup>7</sup> incurred for availing the applied service (in days)
<b>Royal Bhutan Police (RBP) Services</b>					
a) Security clearance system					
<b>Department of Adult and Higher Education (DAHE) Services</b>					
a) Submission and selection of scholarship					
b) Registration of tertiary students					
c) Registration of scholarship students					
d) Registration of BSA members					
e) Management of BSA proposals					
<b>Department of Employment (DoE) Services</b>					
a) Online registration of job seekers					
b) Online registration of employers					
c) Job posting					
<b>Department of Labour Services</b>					
a) Issuance of fresh work permit					
b) Issuance of additional work permit					
c) Re-submission of application					
d) Re-newel of work permit					
<b>Thromde services</b>					
a) Issuance of building occupancy certificate					
b) New water line connection					
c) Sewer connection to main sewer land					
d) Vacant tanker services					
e) Online grievance management					

<sup>6</sup> Other than Community Centre where application was made.

<sup>7</sup> Other than fee prescribed for applying the service