eCitizen Report Card 2023

Mannar Urban Council

How do services delivered by Mannar UC measure up?

(Percentages indicate medium and high satisfaction scores reported by users of each service)

Service Category 1: Common Free Services

Solid Waste Management	Access Roads & Bylanes	Storm Water Drains	Crisis Response	Complaint Redress
39 🔴	32 🔴	28 🔴	38 🔴	45 🟡

Service Category 2: Common Free & Paid Services

Library	Cemetery/ Crematorium / Burial grounds	Parks	Playgrounds	Markets & Fairs	Fish & Meat Stalls
50 🟡	50 🟡	38 🔴	50 🟡	46 🟡	47 🟡

Service Category 3: Paid Services

Trade Licence	Business Tax	Construction Permit	Streetline Certificate	Environmental Protection Certificate
49 🟡	48 🟡	48 🟡	50 🟡	49 🟡

Overall Score for Mannar UC: 44/100 🟡

🟩 >60%	Needs to Maintain Performance
🟨 40-60%	Needs Improvement
🟥 <40%	Needs Urgent Attention

How do various service aspects compare?

SERVICES	INDICATORS		
Service Category 1: Common Free Services			
Solid Waste	Availability of disposal facilities 🟡	Timely collection 🟡	Frequency of Collection 🔴
Access Roads & Bylanes	No potholes 🔴	Quality of maintenance 🔴	Care during rainly season 🔴
Storm Water Drains	Maintenance during rains 🔴	Regular maintenance 🔴	Proper construction 🔴
Crisis Response	Preparedness of LA 🔴	Response time 🔴	Quality of response 🔴
Grievance Redress	Time taken to respond 🟡	Staff Behaviour 🟡	Quality of problem resolution 🟡
Service Category 2: Common Free & Paid Services			
Library	Convenience of timing 🟡	Quality of maintenance 🟡	Quality of books/periodicals 🟡
Cemetery/Crematorium/Burial Ground	Information on availability of services 🟡	Quality of maintenance 🟡	Adequate infrastructure 🟡
Parks	Quality of facilities 🔴	Safety 🟡	Cleanliness 🔴
Playgrounds	Access at all times 🟡	Safety 🟡	Cleanliness 🟡
Markets & Fairs	Accessibility 🟡	Quality of infrastructure 🟡	Cleanliness 🟡
Fish & Meat Stalls	Accessibility 🟡	Quality of infrastructure 🟡	Cleanliness 🟡
Service Category 3: Paid Services			
Trade License	Availability of information 🟡	Feedback on status of processing 🟡	Time taken to obtain the license 🟡
Business Permit	Timely receipt of tax notice 🟡	Availability of information 🟡	Time spent on making payments 🟡
Construction Permit	Availability of information 🟡	Feedback on status of processing 🟡	Time taken to obtain the license 🟡
Streetline Certificate	Ease of application 🟡	Availability of information 🟡	Time to obtain certificate 🟡
Environmental Protection Certificate	Availability of information 🟡	Feedback on status of processing 🟡	Time taken to obtain the license 🟡

Legend:

- 🟩 >60% — Needs to Maintain Performance
- 🟨 40-60% — Needs Improvement
- 🟥 <40% — Needs Urgent Attention

Resident's top 3 priorities for the 2024 Budget

Common Services – Group I

1. Storm water drains
2. Access roads & Bylanes
3. Crisis Response

Common Services – Group II

1. Public Parks
2. Markets & Fairs
3. Ayurvedha Clinics

Paid Services

1. Building/Construction permit
2. Registration of Change of Owners of Lands and Buildings
3. Vehicle Parking Services

Be an Active Citizen!

- ✓ Pay your taxes on time to help your Council manage expenses.
- ✓ Educate yourself on the services provided by your Council.
- ✓ Exercise your right to know your Council's budget allocations and development projects.
- ✓ Support your Council by giving your ideas and suggestions to improve their services.
- ✓ Improve your knowledge on Right to Information Act (RTI).
- ✓ Support your Council to maintain cleanliness and safety of the locality.

FAQ

- **What is the eCRC?**

  eCitizen card is an electronic survey of public services provided by local authorities from the perspective of the residents. eCRC provides useful feedback on the quality, efficiency, and adequacy of services and the problems residents face in their interactions with service providers.

- **Who conducts the eCRC survey?**

  The survey is conducted by the trained enumerators from the Department of Local Government of Western Province.

- **How was the sample selected?**

  Based on a scientific calculation, a total of **389 household** spread over all the **10 wards** and covering all **7 GN Divisions** were interviewed for the eCRC.

- **When was the survey carried out?**

  The survey was carried out between August 31 and September 1, 2018.

How is the eCRC Survey useful??

- Helps the Council leadership to identify priority areas for improvements.
- Facilitates evidence-based planning and budgeting based on actual needs and priroties.
- Improves accountability by helping political representatives and administrators to listen to citizens voices

19 % recipient of Samurdhi Satisfied of 43% Response of Survey.

25 % recipient of Samurdhi Satisfied of 57% Response of Survey

33 % males Satisfied of 74% response of Survey.

11 % females Satisfied 26% response of Survey.

Satisfaction scores for social groups (44 %)

Recommendations

1

- Proper investigations on low satisfied services and immediate steps to improve access , Quality and Reliability.

2

- Understand and address the differences in terms of space, ethnicity and GNDs/Wards.

3

- Consultative forums with citizens.
- Setting up advisory committee with citizens representation.

4

- Improving quality of inclusion and participation
- Enhancing access and usability of LA budget.
- Improving the resolution rate of complaints.

5

- Allocating a budget for supporting eCRC as an annual exercise. Repeated use of surveys is a proven approach to strengthen service delivery, improve accessibility and stronger ties with local constituencies.