

## Annex 9 Sample survey on rural infrastructure development

17. For gossiping with friends and others (3)
18. Frequency of travel increased to 100% and walk-around the road even with no reason (3)
19. Regular visit to nearby market everyday with purpose and no purpose (3)
20. For better treatment purpose (2)
21. Movement can be made even in the rainy days in case of any need (2)
22. Mode of transport changed from boat to road transport (2)
23. Due to increasing of educational institutions (2)
24. Visit frequency increased because the road linked with UPC, growth centers, rural markets. (2)
25. To accompany the school going kids (2).
26. Being a university student presently, frequency of travel increased (1)
27. For looking job outside (1)
28. Being a physician, frequency of travel increased for outside call (1)
29. Used alternative road before the road developed (1)
30. Used the improved road to avoid bad road with short distance (1)
31. Due to decreasing of traveling cost (1)
32. For purchasing essentials (1)
33. Easy reaches to markets and shops are also available alongside the road
34. To visit BRAC office and Upazila health complex
35. For social work purpose and to join various functions (1)
36. To get access to various services

### **Question 6: Social impact of the road developed**

As shown in Table 10, almost all the respondents suggested that the road development had brought positive impacts. Many noted the positive impacts on education, and intra- and inter-village social relations. Eighteen respondents suggested that marriage with a 'good family' has become easier. Although some of the reasons given by the respondents may not exactly be considered as social impacts, it is evident that socio-economic repercussions of the road development are significant.

**Table 10 Social impact of the road developed**

Answer	Male	Female	Total
Positive	51	47	98
No impact		2	2
Negative			
Total	51	49	100

#### *Reasons for the answer "positive"*

1. Increased rate of literacy at village level (25)
2. Easy to make marriage relation with good family (18)
3. Created employment opportunities (14)
4. Increased educational institutions / facilities (14)
5. Raised awareness in general (9)
6. Established small-scale industries at local level (8)
7. Clothing / dresses become nobility (8)

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8. Social norms and values / mentality improved (8)
9. Housing pattern improved at village level (7)
10. Land value increased comparatively than other village (7)
11. Social situation / status surrounding the area improved (6)
12. People become economically solvent (6)
13. Law and order situation improved (6)
14. Local women became improved awareness through extended NGO activities (5)
15. Rapport building / personal relationship among the local people increased (5)
16. Increased religious institutions (5)
17. The local markets become meeting place of local inhabitants (4)
18. Students, particularly female students feel safe to go school (4)
19. Participation in social gatherings and arbitration increased (4)
20. Village level wedding ceremonies / festivals are observed with better decoration now (4)
21. Students going to school can attend the class in time (4)
22. Number of shops increased in markets and roadside (4)
23. Life style and social status changed / improved (3)
24. Easy to get information of relatives / friends (3)
25. Created positive atmosphere for trading (3)
26. Improved health service at village level (3)
27. Trade and business expanded and traders come to village for purchasing local commodities (3)
28. Extension of electricity to village level (2)
29. Decreased terrorism and crime at local level (2)
30. Cohesiveness increased among the villagers (2)
31. People / relatives come forward to help others in case of any problems (2)
32. Radical change in agro-products cultivation (2)
33. Cooperation from local administration enhanced (2)
34. Number of students increased (2)
35. Reduced poverty (2)
36. Visit from various development organizations increased (2)
37. Interest to go school increased (2)
38. The rich people who used to live in the towns / city are now building modern houses in their home villages (1)
39. Rich people's attitudes and approaches have become friendlier (1)
40. Local women feel safer to travel around on roads (1)
41. Access to information increased as a result of establishing linkage with city towns (1)
42. Building houses in the village instead of building them in towns (1)
43. Many young people who were involved in criminal activities have started jobs due to an increase in local employment opportunities(1)
44. Build up relationship with people from far away (1)
45. Daily newspaper is available on the same day (1)
46. Many people gather at Eid prayer (1)
47. Easy to attend in social gathering in time (1)
48. Rate of business owners increased (1)

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49. The bridegroom party can come with car / bus (1)
50. Cultural activities increased (1)
51. Employment created for destitute women (1)
52. Radical change in availability of all type of vehicles / transport (1)
53. Dowry, early marriage, and violation against women are decreasing gradually (1)
54. Village people become influenced by city culture (1)
55. The business owners can go to office in town from village and come back on the same day (1)
56. Prawn culture increased (1)

### **Question 7: Environmental impact of the road developed**

As shown in Table 11, out of the 100 respondents, only one felt that the environmental impact of the road development was negative while 96 felt it was positive. One quarter of the respondents attribute the positive impact to the tree-planting done during the development of the roads. Nineteen respondents mentioned that the use of water-sealed latrine had increased. This change was probably due to the improved road conditions which enabled easy transportation of latrines.

**Table 11 Environmental impact of the road developed**

Answer	Male	Female	Total
Positive	50	46	96
No impact		3	3
Negative	1		1
<b>Total</b>	<b>51</b>	<b>49</b>	<b>100</b>

### *Reasons for the answer "positive"*

1. Roadside plantation of timber, fruit and herbal trees increased (25)
2. Increased use of water sealed latrine (19)
3. Homestead plantation / cultivation increased (11)
4. Environmental awareness raised through governmental organization (GO) / NGO (10)
5. Homestead premises become neat and clean (10)
6. Improved housing (tin/building) replacing wet floors (10)
7. Improved cleanliness and health and hygienic situation (7)
8. No mud and water stagnant over the road (6)
9. People are regularly clean and well dressed (5)
10. Decreased water logging due to sufficient openings (bridges / culverts) (5).
11. Ecological balance improved through social afforestation (4)
12. Increased use of arsenic-free tube well water instead of pond, river and canal water (3)
13. Campaigns on health and hygienic awareness through NGOs (2)
14. Increased use of environmental friendly agro technology (2)
15. Recreation environment created (1)
16. Awareness on garbage / kitchen waste management increased (1)
17. Sexual harassment and molestation decreased (1)
18. The road becomes a recreation place, particularly in moonlit night (1)
19. Created a calm and quite environment through plantation (1)

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20. Rate of waterborne diseases reduced (1)
  21. Vegetable cultivation alongside the road
  22. Dead animals / poultry buried for the safety of environment (1)
- Reasons for the answer "negative"*
23. Noise pollution by vehicle horns (1)
  24. Black smoke from bus and other vehicles (1)

### **Question 8: Problems regarding the current condition of the road developed**

As shown in Table 12, 26 % of the respondents specified problems regarding the current condition of the road developed. The proportion of the respondents who identified problems is higher in men than in women. However, many of the problems mentioned were concerned with the use of the roads such as "drying of paddy, jute, jute sticks, thatch, etc. on road" rather than the physical condition of the roads. "Damage of bridge approach," "water logging," and "narrow road crest" were the only three problems that are directly concerned with the design and / or construction of the roads. Nine respondents suggested that the incident of traffic accidents had increased, which could be attributed to both the condition of the roads and use of the roads (e.g. driving manners).

**Table 12 Problems regarding the current condition of the road developed**

Answer	Male	Female	Total
None	33	41	74
Yes	18	8	26
<b>Total</b>	<b>51</b>	<b>49</b>	<b>100</b>

#### *Problems specified*

1. Increased road accidents (9)
2. Terrorist can easily disappear after crime (6)
3. Road obstacles due to drying of paddy, jute, jute stick, thatch, etc. on roads (4)
4. Damaged bridge approaches created obstacle for traffic (4)
5. Loss of agricultural land (3)
6. Road developed only partially (3)
7. Water logging in some places (2)
8. Narrow road crest (2)
9. Cattle sheds on road (1)
10. Roadside plantation harmful for crops (1)
11. Increased road accidents on zigzag roads and sharp bend roads (1)
12. Old part of the road became damaged (1)

### **Question 9: Problems regarding the maintenance of the road developed**

As shown in Table 13, 29 % of the respondents suggested that there were problems with the maintenance of the road developed. Similarly to the previous question, the proportion of the respondents noticing problems is higher in men than in women. However, some of the suggestions were not very specific. Of the specific points made, seven people mentioned that termination of the LCS (female maintenance workers) was a problem. This point and several other problems identified

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are related to problems with care-taking of planted trees. Similarly to the previous question, subsidence in some part of the roads including the bridge approach was mentioned as a problem by a few.

**Table 13 Problems regarding the maintenance of the road developed**

Answer	Male	Female	Total
None	34	37	71
Yes	17	12	29
<b>Total</b>	<b>51</b>	<b>49</b>	<b>100</b>

*Problems specified*

1. No proper maintenance of road / road shoulder (11)
2. The female maintenance workers who worked on the roads lost their jobs (7)
3. Some parts of the roads are damaged in some places (5)
4. Road shoulder, even the carpeting in some places, are damaged due to steep slope and lack of palisades (4)
5. No caretakers for the trees planted (2)
6. No proper care-taking for planted trees (2)
7. Road maintenance activities are less than the requirements (1)
8. Potholes created on road shoulder due to rain (1)
9. Small damages created on the road (1)
10. Road damaged due to rearing cattle on road (1)
11. Problem on bridge approaches (1)
12. Banana trees planted by roadside dwellers are harmful for road shoulder (1)
13. Traffic movement hindered due to raring cattle on road (1)

**Question 10: Problems during the construction of the road**

As shown in Table 14, only 9 % of the respondents (all men) suggested that there were problems during the construction of the road developed. Roughly half of the issues raised were concerned with providing land for the road development. Others were problems in the collection of earth, uprooting of trees and performance of a contractor.

**Table 14 Problems during the construction of the road**

Answer	Male	Female	Total
None	42	49	91
Yes	9		9
<b>Total</b>	<b>51</b>	<b>49</b>	<b>100</b>

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### Problems specified

1. UP Chairman made objection to providing land, but settled later on (3)
2. Land losses during construction due to change of road alignment (1)
3. Reluctance to provide land (2)
4. Earth could not be collected from roadside borrow pit, and thus long time was required to complete the road (2)
5. Problem in collection of earth (1)
6. Problem occurred for uprooting of roadside trees (1)
7. The contractor did not properly maintain quality, but local people gave it to the notice of LGED and the problem solved (1)

## 3 Growth center

### 3.1 Selected growth centers

Five growth centers indicated in Table 15 were selected in consultation with the concerned LGED District officials for the survey.

**Table 15 Selected growth centers**

No.	Name of growth centers	Location		
		District	Upazila	Union
1	Kamarkhali	Faridpur	Madhukhali	Kamarkhali
2	Madhukhali	Faridpur	Madhukhali	Madhukhali
3	Mohonganj	Barisal	Babuganj	Madhabpasha
4	Manpasha	Jhalokathi	Sadar	Binaikathi
5	Baniakhali	Khulna	Dumuria	Sorafpur

### 3.2 Background of the respondents

For the growth center survey, 100 consumers / buyers and 50 vendors / sellers were interviewed in the five selected growth centers as shown in Table 16. All the female vendors (28% of the total vendors) interviewed were traders doing business at the WMS established by the LGED.

**Table 16 Number of respondents by type and sex**

Respondent type	Male	Female	Total
Consumer (buyer)	50	50	100
Vendor (seller)	36	14	50
<b>Total</b>	<b>86</b>	<b>64</b>	<b>150</b>

The total number of respondents is given by age group and sex in Table 17. The majority of the respondents fall in the age group of 26-40. Female respondents tend to be younger than their male counterparts.

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**Table 17 Number of respondents by age group and sex**

Age group	Male	Female	Total
18 to 25	9	18	27
26 to 40	35	37	72
41 to 55	34	8	42
56 and above	8	1	9
<b>Total</b>	<b>86</b>	<b>64</b>	<b>150</b>

### 3.3 Results of the survey

#### Question 1: Overall impact of the growth center developed

As shown in Table 18, 149 out of 150 respondents suggested that the overall impact of the growth center developed was positive. Roughly 43 % of the respondents suggested that the hygienic conditions and the appearance of the growth center improved due to the development. Many referred to the impact of WMS suggesting that it had the effect of encouraging women to trade. Many also suggested that the number of shops, traders and visitors, and the volume and variety of goods traded increased. A few pointed to the benefits of pavement and drainage which eased movement within the market particularly during the monsoon season.

**Table 18 Overall impact of the growth center developed**

Answer	Consumer	Vendor	Total
Positive	99	50	149
No impact	1		1
Negative			
<b>Total</b>	<b>100</b>	<b>50</b>	<b>150</b>

#### *Reasons for the answer "positive"*

1. Improvement of market facilities gives a hygienic / good-looking atmosphere (64)
2. Construction of women's market section brought encouraged females to try nontraditional activities (39)
3. Increased number of shops / traders (23)
4. Increased / expanded trading (22)
5. All commodities are available (18)
6. Access roads improved (16)
7. Transportation facilities improved (15)
8. Employment increased both for men and women (13)
9. Access of women buyers increased due to construction of women's section (11)
10. Easy movement inside the market (11)
11. Number of visitors (male and female) increased (10)
12. Turnover of commodities increased (9)
13. Have sheds to protect from sunlight / rain (9)
14. No water logging in the market (8)
15. Commodities available as per need (7)

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16. Increased lease value (7)
17. Land value in and around market increased (7)
18. Have MMC office to run activities properly (6)
19. Fair prices ensured (6)
20. Market remains open until midnight (6)
21. No more mud in the market (6)
22. Increased number of buyers (6)
23. Increase in variety of offices in growth center (5)
24. Area of market increased (5)
25. Variety of commodities increased (4)
26. Increase in number of wholesale shops (3)
27. Social security ensured (3)
28. Well-planned market (3)
29. Increased value of shops (3)
30. Wastage of perishable items reduced (3)
31. Started wholesale market for rice (2)
32. No longer demanded undue money (2)
33. No need to go to other market (2)
34. Increase in number of shops led to more competitive prices (2)
35. Increase in number of small industries (2)
36. Market became a nerve center and meeting place of the area (2)
37. All areas paved (1)
38. Doctor available (1)
39. Seasonal fairs organized (1)
40. Improvement of individual shops (1)
41. Increased marketing (1)
42. Market section constructed by individuals (1)
43. Daily newspapers available on the same day (1)
44. Modernization / decoration of shops (1)
45. Separate space for separate commodities (1)
46. No disturbance of vagabonds (1)
47. More female student buyers (1)
48. Market has electricity (1)
49. Family permits women to go shopping (1)
50. Market became well-known (1)
- Reasons for the answer "none"*
51. The development achieved was less than required (1)

### **Question 2: Amount of purchase**

As shown in Table 19, the amount of purchase increased since the development of the growth center for 87 % of the consumer respondents, while for 13 % it did not change. However, all the reasons for "no change" have nothing to do with the growth center development, but are rather attributed to other



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factors including the recent price hike of goods. Likewise, some respondents pointed to a growth in their family members as a reason for their increased spending - obviously not related to the growth center development. On the other hand, many other reasons given for their increased purchase, such as increased availability of various goods and new goods, are likely to be impacts of the development. The establishment of a WMS was noted by 13 respondents as a reason for their increased purchase. In sum, it can be reasonably concluded that the growth center development has encouraged the consumers' spending.

**Table 19 Amount of purchase**

Answer	Consumer
Decreased	
No change	13
Increased	87
<b>Total</b>	<b>100</b>

*Reasons for the answer "no change"*

1. Dramatic price hike of daily necessities (10)
2. Limited source of income (1)
3. Number of family members remain the same (1)
4. Increase of education cost (1)

*Reasons for the answer "increased"*

5. Increase in needs and family members (30)
6. Variety of commodities available (27)
7. Well is accessible (14)
8. Construction of a women's market (13)
9. Incomes rose / purchasing capacity rose (12)
10. Frequent visits to market (7)
11. Good atmosphere (7)
12. Competitive prices (7)
13. Convenient for shopping (6)
14. Market has sheds while raining (6)
15. Safe for traveling (5)
16. Established police camp (3)
17. Market remains open almost all the time (3)
18. Change of habit (1)
19. Increased purchase of cattle food due to increase in number of cattle (1)
20. Husband allows visit market (1)
21. Possible to bargain (1)
22. Become more luxurious (1)
23. Have desire to purchase (1)
24. Fresh vegetables available (1)
25. Market is open for longer time (1)
26. Well acquainted with shopkeepers (1)

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### Question 3: Amount of sales

As shown in Table 20, out of the 50 vendors, one suggested that the amount of sales decreased and four answered that it did not change since the development of the growth center. The remainder saw an increase in the sales. The reason for the decrease was basically increased competition. "No change" was due to price rise (i.e. a decrease in costumers as a result) or increased competition. The reasons for the increase in the sales were attributed to increased buyers, improved market facilities, improved road access, increased variety of goods sold, etc. which were obviously interrelated. Synergetic effect of simultaneous development of roads and markets is observed. In sum, the growth center development has enhanced the sales of majority of the vendors.

**Table 20 Amount of sales**

Answer	Vendor
Decreased	1
No change	4
Increased	45
<b>Total</b>	<b>50</b>

*Reasons for the answer "no change"*

1. Increase in price (2)
2. Increase in number of shops (1)

*Reasons for the answer "increased"*

3. Number of buyers increased (11)
4. Improvement of market facilities (10)
5. Access roads improved (8)
6. Variety of goods available (6)
7. Market is always crowded (6)
8. Increase in purchasing capacity / income (4)
9. Women buyers increased because there are separate shops for women (3)
10. Stock of quality goods is available (3)
11. Transportation facilities improved (3)
12. Due to separate shops for women (2)
13. Number of shop increased (2)
14. Variety of shops increased (2)
15. Needs increased (2)
16. Due to having education institution / UPC near the market (2)
17. Wholesale thread increased (2).
18. Market became well-known (1)
19. Better negotiation with customers (1)
20. Desire to buy and needs increased (1)
21. Number of visitors increased (1)
22. Increase in local production (1)
23. Safer travel for women (1)
24. Good atmosphere of market (1)

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### **Question 4: Variety of goods and services provided at the growth center developed**

As shown in Table 21, 96 % of both consumer and vendor respondents answered that the variety of goods and services provided at the growth center developed had increased while 4 % found no change.

**Table 21 Variety of goods and services provided at the growth center developed**

Answer	Consumer	Vendor	Total
Decreased			
No change	4	2	6
Increased	96	48	144
<b>Total</b>	<b>100</b>	<b>50</b>	<b>150</b>

### **Question 5: Frequency of visits to the growth center developed**

As shown in Table 22, 97 % of the consumers and 88 % of the vendors have increased their frequency of visits to the growth center developed, while others have not changed. The main reason for the increased frequency is better access which is probably due to road development. Out of 150 respondents, 80 suggested that “easy access” was the reason. Others also mentioned that ease in transporting of goods and traveling had allowed them to come to the growth center more frequently. Other reasons mentioned imply that due to improved facilities, the respondents are encouraged to do more business or shopping. A few suggested that they now visited the growth center simply to socialize. The existence of a separate market section for women was a reason for more visits to the market for 6 % of the total respondents.

**Table 22 Frequency of visits to the growth center developed**

Answer	Consumer	Vendor	Total
Decreased			
No change	3	6	9
Increased	97	44	141
<b>Total</b>	<b>100</b>	<b>50</b>	<b>150</b>

*Reasons for the answer “no change”*

1. Has had business for a long time, and frequency of customer visits remain the same (6)
2. Limited requirements (1)

*Reasons for the answer “increased”*

3. Easy access (80)
4. Availability of various goods (36)
5. For buying and selling (24)
6. Transport facilities improved (18)
7. To do / start business (14)
8. Improved market facilities (14)
9. Increase in needs (11)
10. For selling agricultural products (9)

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11. Less time required to travel to market (9)
12. Easy to transport products / goods (9)
13. Separate market section for females (9)
14. To see acquaintances / friends (9)
15. Safer overall (8)
16. To have tea and to chat (6)
17. Safer travel for females (5)
18. Convenient to purchase (4)
19. Shorter distance to market from home (4)
20. Increase in traders (4)
21. Visit to enjoy (2)
22. To consult doctor (2)
23. Can get current news (1)
24. Increase in van passengers (1)
25. To get orders for handicrafts (1)
26. Market became well known (1)
27. Ensure fair prices (1)
28. To get service from NGOs (1)
29. To attend arbitration meetings (1)
30. To carry food for son (1)
31. Affiliation with the shopkeepers (1)
32. College is located beside the market (1)
33. Different bank, insurance, and other government offices exist around the market (1)

### **Question 6: Social impact of the growth center developed**

As shown in Table 23, 95 % and 96 % of the consumers and the vendors respectively felt that the growth center developed generated positive social impacts while a few felt otherwise. The most popular reason in favor of “positive impact” was related to the status of women. Out of 150 respondents, 10 suggested that women visitors to the growth center had increased and another 10 suggested that their social status had improved. Some of the reasons mentioned imply that relationships of people have diversified and strengthened. Although two respondents felt negative impacts, they were referring to a very specific case hence not amenable to generalization.

**Table 23 Social impact of the growth center developed**

Answer	Consumer	Vendor	Total
Positive	95	48	143
No impact	4	1	5
Negative	1	1	2
<b>Total</b>	<b>100</b>	<b>50</b>	<b>150</b>

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### *Reasons for the answer "positive"*

1. Women are more empowered and social status increased (10)
2. Women visitors, particularly buyers, increased as a result of building women's section (10)
3. Built up relations with each other and with new people from far away (8)
4. Exchange views with each other (8)
5. Change in outlook of the people (7)
6. More people choose business as their profession (7)
7. The market becomes a meeting place, particularly in the afternoons (7)
8. Change in lifestyles (6)
9. Various offices and bank branches established (6)
10. Increased / improved religious institutions (6)
11. Township environment developed surrounding the market (5)
12. The area became well-known (5)
13. Antisocial activities decreased (5)
14. Sense of ownership of the market, since the stakeholders have been involved in the process of market improvement (4)
15. Women's market section brought a new dimension in market life (4)
16. People are generally better-dressed now (4)
17. Increase in local trading (4)
18. Change in values (3)
19. Created employment (3)
20. Convenient and safe movement (3)
21. The businessmen help each other (3)
22. Increased number of people praying (3)
23. Outside visitors visit frequently (3)
24. Law and order improved (2)
25. Socio-economic development of the locality (2)
26. Political consciousness improved (2)
27. NGO activities increased at market level (2)
28. Decrease in disturbances by vagabonds (2)
29. Demonstration effect on neighboring markets (2)
30. Value of land surrounding and inside the markets increased (2)
31. Doctors are available at rural market (2)
32. Faster access to national and global news and information (1)
33. Change in people's behaviors (1)
34. Businessmen became more united as a group for solving problems, if any (1)
35. Personal development (1)
36. Cooperative society formed (1)
37. Relation between all religions (1)
38. The tin shed shops are gradually upgrading to brick (1)
39. Local people more solvent through businesses (1)
40. Convenient for people to visit market (1)

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41. A meeting place of many different kinds of people (1)
42. Arrangement of games and sports by businessmen (1)
43. Incensed number of social / religious gatherings at market (1)
- Reasons for the answer "negative"*
44. Some teen-aged boys gossiping resulted in bad impact on women visitors (2)

### **Question 7: Environmental impact of the growth center developed**

As shown in Table 24, seven out of 150 respondents suggested that there were negative environmental impacts from the growth center development while 10 observed none, and 129 observed positive impacts. The positive impacts identified are diverse. More than one-third of the respondents observed that cleaning was done regularly. About one-quarter mentioned that sanitation improved. Many suggested that the drainage, waste disposal, hygiene and water supply had improved. Many mentioned that the trading environment had improved, with a few emphasizing that women could choose to purchase from a WMS in a "nice atmosphere." The reasons in support of "negative" are related to sanitation, waste or drainage. The reasons given are specific, which imply that there is room for improvement.

**Table 24 Environmental impact of the growth center developed**

Answer	Consumer	Vendor	Total
Positive	86	43	129
No impact	7	3	10
Negative	7		11
<b>Total</b>	<b>100</b>	<b>50</b>	<b>150</b>

### *Reasons for the answer "positive"*

1. Cleaning is done regularly (55)
2. Use of toilet increased; increased awareness / ownership on use of toilet (38)
3. No muddy roads (29)
4. Change in attitudes and behaviors of local people (23)
5. Increased use of dustbins / kept waste in fixed places (22)
6. Increase in drainage facilities (20)
7. Women can purchase all goods from women's market section and other shops in nice atmosphere (20)
8. Growing interest of people toward trees planted beside markets or besides homestead / fallow lands (18)
9. Internal roads became paved (pucca) (17)
10. Improved law and order situation (15)
11. Sitting arrangement for small traders is more systematic (14)
12. Developed awareness on health and hygiene (14)
13. Awareness developed among the consumers and buyers (11)
14. Change in housing patterns (11)
15. Pure water is available (11)

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16. Culturally improved (7)
  17. Increase of various institutions (7)
  18. No water logging (7)
  19. People are better-dressed (6)
  20. Used slaughterhouse everyday (3)
  21. Increased security with night guard (3)
  22. Administration staff visited time to time (2)
- Reasons for the answer "negative"*
23. Inadequate number of drains (7)
  24. Inadequate number of toilets (6)
  25. Inadequate number of tube wells (4)
  26. Old toilets cannot be used or are dirty (3)
  27. Users throw wastage and garbage haphazardly (3)
  28. Drain used to throw out garbage but not cleaned regularly (2)
  29. Wall of drain is broken (2)
  30. No toilet facilities for women's market section (1)
- Reasons for the answer "none"*
31. Toilet facilities are same as before (2)
  32. Drainage facilities are same as before (1)

### **Question 8: Problems regarding the current condition of the growth center developed**

As shown in Table 25, 91 % of the respondents did not identify any problem regarding the current condition of the growth center developed while 9% observed some problems. However, the problems identified seem minor.

**Table 25 Problems regarding the current condition of the growth center developed**

Answer	Consumer	Vendor	Total
None	91	45	136
Yes	9	5	14
<b>Total</b>	<b>100</b>	<b>50</b>	<b>150</b>

*Reasons for the answer "yes"*

1. No ghat (2)
2. Need expansion of area (2)
3. Lack of speed breakers on road beside market (2)
4. Small traders occupied road side (2)
5. Inadequate water supply (2)
6. Traffic jam occurred on hat day (2)
7. No drain beside the road (1)
8. Overcrowded in hat day (1)
9. Toilet not clean regularly (1)

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### **Question 9: Problems regarding the maintenance of the growth center developed**

As shown in Table 26, 88 % of the respondents did not identify any problem regarding the maintenance of the growth center developed while 12 % observed some problems. Most problems identified are related to cleaning and in particular the cleaning of toilets.

**Table 26 Problems regarding the maintenance of the growth center developed**

Answer	Consumer	Vendor	Total
None	88	44	132
Yes	12	6	18
<b>Total</b>	<b>100</b>	<b>50</b>	<b>150</b>

*Reasons for the answer "yes"*

1. Toilet not cleaned regularly (9)
2. No day-to-day cleaning (9)
3. Drainage system not working properly (3)
4. No one hired for cleaning (3)
5. Road damaged due to heavy traffic movement (2)
6. Need market protection embankment (2)
7. Need trolley for cleaning garbage (2)
8. MMC not working properly (1)
9. No strong market committee (1)
10. Lack of dustbin (1)

### **Question 10: Problems during construction of the growth center developed**

As shown in Table 27, 11 out of the 150 respondents mentioned that they observed problems during construction. Most problems identified are related to land.

**Table 27 Problems during construction of the growth center developed**

Answer	Consumer	Vendor	Total
None	95	44	139
Yes	5	6	11
<b>Total</b>	<b>100</b>	<b>50</b>	<b>150</b>

*Reasons for the answer "yes"*

1. Required administrative help to remove unauthorized occupants (3)
2. Unavailability of land for market expansion (2)
3. Delay in construction because of land dispute (2)
4. Shops shifted during construction (1)
5. Miscreants demand undue money (1)
6. Hindrance from local people (1)
7. Removal of some temporary vendors during shed construction (1)



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### **Question 11: Performance of the MMC**

As shown in Table 28, 60 % of the consumers and 72 % of the vendors are happy with the performance of the MMC, while 12 % of the consumers and 24 % of the vendors are not satisfied. Those who are happy observe that meetings of the MMC are held regularly, problems and conflicts are arbitrated fairly and quickly, and efforts are made to maintain the market neat and tidy. They also appreciate the good communication with the stakeholders and caretaking of the market users. Those who are unhappy suggest so because they basically observe contrary situations.

**Table 28 Performance of market management committee**

Answer	Consumer	Vendor	Total
Satisfactory	60	36	96
Unsatisfactory	12	12	24
Don't know	28	2	30
<b>Total</b>	<b>100</b>	<b>50</b>	<b>150</b>

*Reasons for the answer "satisfactory"*

1. Meetings of MMC are held regularly (64)
2. Solved problems quickly and in participatory manner (44)
3. Initiative has been taken to make market neat and clean (22)
4. Resolved all types of conflict (20)
5. Arbitration work done properly (17)
6. Taking care of businessmen and others (15)
7. System of security management is good (14)
8. Duties and responsibilities of MMC activities are carried out properly (12)
9. Good relationship with all (9)
10. Close contract with development agencies (8)
11. Monitoring regular maintenance work (7)
12. Developed cohesiveness among the committee Members (6)
13. Controls law and order situation (5)
14. Monitoring of market development work (3)
15. Taking special care for vendors in women's market section (3)
16. Good coordination with all others (3)
17. Provided assistance for religious purposes (2)
18. Formation of MMC is done properly (2)

*Reasons for the answer "unsatisfactory"*

19. Always looking for own interest (5)
20. Not working as per demand of businessmen (5)
21. MMC is organizationally very weak (4)
22. MMC is inactive (4)
23. Not aware of their duties and responsibilities (3)
24. Meetings not held regularly (3)
25. Arbitration is not done properly or in timely manner (3)

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26. MMC exists on paper but not working (3)
27. Inadequate committee activities (2)
28. Formation of committee through selection (2)
29. Initiative not taken on time (1)
30. Does not have good relation with UP (1)
31. Election not held for a long period (1)
32. Lack of cohesiveness among the committee Members (1)
33. Businessmen cannot see any activities (2)

### 4 Union Parishad Complex

#### 4.1 Selected UPCs

Five UPCs indicated in Table 29 were selected in consultation with the concerned LGED District officials for the survey.

Table 29 Selected UPCs

No.	Name of Union Parishad Complex	Location	
		District	Upazila
1	Kamarkhali	Faridpur	Madhukhali
2	Alipur	Rajbari	Sadar
3	Sholok	Barisal	Uzirpur
4	Barajalia	Barisal	Hizla
5	Sorafpur	Khulna	Dumuria

#### 4.2 Background of the respondents

The total number of the respondents is given by age group and sex in Table 30. Half of the respondents fall in the age group of 26-40. However, female respondents were younger than their male counterparts.

Table 30 Number of respondents by age group and sex

Age group	Male	Female	Total
18 to 25	6	4	10
26 to 40	13	37	50
41 to 55	24	9	33
56 and above	7		7
Total	50	50	100

The occupations of the respondents are summarized in Table 31. Most male respondents are engaged with either agriculture or business. The majority of the female respondents are homemakers.

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**Table 31 Number of respondents by occupation and sex**

Occupation	Male	Female	Total
Business	20	2	22
Social worker		2	2
Office worker	3	7	10
Homemaker		38	38
Farmer	18		18
Student	4		4
Teacher	2		2
Sweeper		1	1
Day laborer	1		1
Physician	2		2
<b>Total</b>	<b>50</b>	<b>50</b>	<b>100</b>

### 4.3 Results of the survey

#### **Question 1: Overall impact of the UPC developed**

As shown in Table 32, all the respondents answered that the overall impact of the UPC developed was positive. The reasons given by the respondents are listed separately for UPCs in Faridpur, and UPCs in Khulna and Barisal as LDCP was implemented only in Faridpur.

In Faridpur more than half of the respondents mentioned that public service provision has improved or become more accessible. Among them, many indicated the activities and benefits from LDCP such as the micro-infrastructure scheme as reasons. A few suggested that the activities of the UP have become active, for example, in the area of sanitation. In comparison to Khulna and Barisal, changes related to better public service provision and local governance was given as a reason more often in Faridpur.

Reasons given by respondents in Khulna and Barisal suggest that the UPCs, in particular, the elevated coastal type functioned as a shelter during the recent cyclone and as a relief point after the cyclone. This is the largest reason why respondents think the UPC development impact is positive. Sixteen out of 60 respondents mentioned that the UPC was utilized for arbitrations of local conflicts. A few mentioned that government line department officers had become easier to access. Some also observed positive economic impacts on markets near the UPCs.

**Table 32 Overall impact of the union parishad complex developed**

Answer	Male	Female	Total
Positive	50	50	100
No impact			
Negative			
<b>Total</b>	<b>50</b>	<b>50</b>	<b>100</b>

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### *Reasons for the answer in Faridpur*

1. Government and non-governmental service officials are available at UPC (21)
2. Road, culvert and other micro schemes including tube wells and latrines developed by LDCP (12)
3. Officials who provide various services are now well-known to us (7)
4. UPC being used for arbitration / legal support for local conflict resolution (7)
5. Road connecting UPC was developed (6)
6. Women empowered through increased participation (6)
7. New mechanisms like LDCP introduced (5)
8. UPC is being recognized as “one-stop service center” (5)
9. The UP Chairman, Members and Secretary are now available at UPC regularly (5)
10. Transparency and accountability are being practiced (5)
11. GO / NGO officials visited village / hamlet to provide needs-based services as per UDCC meeting decision (5)
12. Held monthly coordination meetings regularly (4)
13. Most of the services are now available at UPC, for which we previously had to go to District / Upazila (4)
14. Various trainings organized at UPC (3)
15. Health and sanitation situation improved (3)
16. Sanitation program provided by UP (3)
17. Decision-making for UP activities was limited to UP Chairman and Members, but now participation of people in decision-making is ensured (3)
18. Anyone who comes to UP can sit in the complex (3)
19. Supervision by local people in local level development practiced (3)
20. LDCP helped in raising people’s awareness (2)
21. Land value increased (2)
22. Arbitration through village court became relatively transparent (2)
23. Power decentralized (2)
24. Issues raised in women’s forum meetings are discussed in monthly Union Development Coordination Committee Meeting (introduced by LDCP) (2)
25. Quantity / quality of facilities increased (2)
26. Services rendered consistently by UP and line departments (2)
27. Officials providing services, including UP, are now accountable to us (2)
28. The previous UP office was small in size and dilapidated, but now the UPC is a spacious and good-looking complex (2)
29. Relationship and linkage between service providers and service receivers established (2)
30. The farmers are more aware (1)
31. Visits have been made by Deputy Commissioner, Upazila Nirbahi Officer and other Upazila level officials, which were hardly done earlier (1)
32. Various social and national programs organized at UPC (1)
33. Hiring of destitute women for road maintenance done through open discussion (1)
34. Immunization program held at UPC (1)
35. We can see each other every month because of LDCP meeting (1)

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36. Violation against women, divorce, dowries and early marriages decreased to a great extent (1)
  37. Problem of the area can be reported to the UP Chairman (1)
  38. Quality of services of line departments improved (1)
  39. Law and order situation of the area improved (1)
  40. People became more aware
  41. Ensured rights of the disadvantaged (1)
  42. Most of the problems resolved at Union level (1)
  43. Outside visitors, including foreigners, visited occasionally (1)
  44. Vaccination for cattle organized (1)
  45. Ward Development Committee and Women's Forum formed which identify the local problems and raise them in UDCC meetings (1)
  46. People freed from harassment (1)
  47. Union Land Office at UPC (1)
  48. No money needed for collecting various certificates from UP (1)
  49. Vulnerable Group Development (VGD), Vulnerable Group Feeding (VGF) and other relief goods distributed from UPC properly (1)
  50. Tree plantation extended (1)
  51. 90 % of local problems resolved at UPC (1)
  52. UPC became mini parliament through LDGP / UDCC meeting (1)
  53. Decrease in dropout rates of primary students through discussion at UDCC meeting (1)
- Reasons for the answer in Khulna and Barisal*
54. UPC used as flood and cyclone (Sidr) shelter (16)
  55. UPC being used for arbitrations / legal support of local conflict resolution (16)
  56. Distribution of relief materials at UPC (11)
  57. Nearby market trading increased (10)
  58. Some officials providing services are available occasionally at UPC (9)
  59. UPC-connecting roads developed (8)
  60. Hall room used for training by GO / NGOs and other meeting / functions (7)
  61. Anyone who comes to UP can sit in the complex now (6)
  62. The earlier UP house was made of tin and washed away by river as such the UPC was badly needed (5)
  63. Construction of a building like UPC in coastal area created a good atmosphere in the area and we are proud of it (5)
  64. Sanitation program extended by UP (4)
  65. Rooms available for GO / NGOs offices (4)
  66. The UP Chairman, Members and Secretary are now available at UPC (4)
  67. UPC used as temporary shelter for victims of river erosion (3)
  68. Service from UPC enhanced (3)
  69. Linkage with service providers increased (3)
  70. Linkage between people and UP improved (3)
  71. People visit UPC regularly (3)
  72. The area has become well known because of construction of UPC (3)
  73. Weather forecasting office is under construction beside UPC (2)

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74. Able to acquire various certificates from UPC (2)
75. Used as recreation center occasionally (2)
76. Land value increased (2)
77. Agricultural extension service available (2)
78. Roads, culverts, tube wells, and latrines developed (2)
79. People, who come to collect relief / service escaped from harassment to some extent (2)
80. Road maintenance work done by UP (2)
81. VGD, VGF and other relief goods distributed from UPC properly (2)
82. People can enter UPC easily (1)
83. Violation against women, divorce, dowries and early marriages decreased to a great extent (1)
84. Space available for visitors to sit (1)
85. Created employment opportunities (1)
86. Created good working environment (1)
87. Hall room used for UP meeting (1)
88. UPC brought lively lives to local people (1)
89. UPC is rented out for wedding functions (1)
90. Service to Sidr-affected people organized by UPC (1)
91. UPC replaced a dilapidated building (1)
92. Officials come from far away to use UPC for overnight stay (1)
93. Accountability of service agency increased (1)
94. Vaccination of livestock at UPC (1)
95. Artificial insemination center for animals established at UPC compound (1)
96. Increase in speed of services from UP and service providers (1)
97. Community policing started working (1)
- Birth registration process enhanced (1)

### **Question 2: Provision of local government (UP) services at the UPC developed**

As shown in Table 33, only one out of 100 respondents felt that there was no change in the services provided by the UP at the UPC while all others thought there was a positive change. The answers are justified by the many reasons given which relate to both the processes and the outcomes of activities conducted by UPs. Basic services such as registering birth / death and issuance of certificates have improved. Relief measures are conducted properly. Many note changes such as availability of UP Chairperson and Members, improved accountability and transparency, and local conflicts becoming easier to be resolved.

**Table 33 Provision of local government (UP) services at the UPC developed**

Answer	Male	Female	Total
Deteriorated			
No change		1	1
Improved	50	49	99
Total	50	50	100

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### *Reasons for the answer*

1. Birth / death registration carried out properly (21)
2. Accurate selection of VGD / VGF card holders and distribution of relief goods (18)
3. The UP Chairman, Members and Secretary are now available at UPC (18)
4. Easy to get necessary certificates as and when required (16)
5. Proper distribution of relief work during floods (15)
6. Fair / timely judgment through village court to mitigate local conflicts (11)
7. Provided water seal latrine (10)
8. Created positive attitude to serve the people (9)
9. Connecting road / culvert developed (9)
10. Attempted to resolve conflict locally (9)
11. UP Chairman came forward to solve problems (8)
12. UP plays the role of coordinator to ensure services from various agencies (8)
13. Linkage with people enhanced (7)
14. UP tax collection increased (7)
15. Local level micro scheme construction done (7)
16. Introduced and held monthly UDCC meeting through LDCCP, participated by UP, line departments and local people representatives (7)
17. UP become the center of service provision due to LDCCP (7)
18. The UP Chairman and Members become aware of their responsibility (6)
19. Transparency in UP work increased (6)
20. Well-spaced, good sitting arrangement (6)
21. UP took steps to maintain law and order situation (6)
22. Various allowances (old age, widow, etc.) provided (6)
23. Visits by Upazila government officials enhanced (6)
24. UP assisted local administration in performing national programs (6)
25. Held monthly meetings (5)
26. Accountability to people increased (5)
27. Organized training by various GOs / NGOs for local unemployed youth with assistance of UP (5)
28. Atmosphere of official decorum grownup (4)
29. People's participation in preparing UP budget ensured (4)
30. Installed tube wells (4)
31. Actions taken for dissolving social barriers (divorce, dowries, early marriage, and violation against women) (4)
32. Eagerness to serve / work increased (4)
33. Provided national ID card (4)
34. Provided trade license (4)
35. Supervision of government activities (4)
36. Access to information through UPC (3)
37. On-time arrival to arbitration meetings (3)
38. Opinions of the local people considered for selecting development schemes (3)
39. Providing trade licenses (3)

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40. Rate of crime / violation decreased (3)
41. Quality of UP service improved (3)
42. UPC brought a change from drawing room-centered activity to UPC-centered activity (3)
43. Local needs were raised in LDCP / UDCC meetings and necessary actions were taken (2)
44. Carried out relief work during catastrophe (2)
45. Enhanced coordination between Chairman and Members (2)
46. Activities during Sidr was appreciated (2)
47. More active in running local development (1)
48. Assisted in agriculture census (1)
49. Organized sewing / dress making training (1)
50. Agencies providing services are to explain if visits are not paid according to decided plan (1)
51. Open budgeting (1)

### **Question 3: Provision of the central government services at the UPC developed**

As shown in Table 34, 84 % of the respondents answered that the provision of central government services at the UPC developed improved. All 40 respondents in Faridpur, where the LDCP was practiced, noticed improvement while the 16 who answered “no change” were respondents of the survey in Khulna and Barisal. A typical reason for “no change” was unavailability of government officials at the UPC. However, many reasons given in support of the answer “improved” are not so specific. Many suggest that officials are present at the UPC, mentality of government service providers has changed, and services have increased / improved. Still, a few stated specific reasons such as implementation of vaccination program for livestock.

**Table 34 Provision of central government services at the UPC developed**

Answer	Male	Female	Total
Deteriorated			
No change	7	9	16
Improved	43	41	84
Total	50	50	100

- Reasons for the answer “no change”*
1. Service providing agencies are not in the rooms reserved for them (5)
  2. Services from Agriculture department are not available, even though it should be provided at UPC (2)
  3. Medicine from Union Health and Family Planning Center not always available (1)
  4. Service from central government at UPC is unsatisfactory (1)
- Reasons for the answer “improved”*
5. Line department officials are present at the UPC; thus services are available at UPC (14)
  6. Enhanced accountability / transparency of service providing agencies (12)
  7. LDCP created a positive atmosphere for both line departments and people (11)
  8. Service rendered through frequent door-to-door visits (10)
  9. Sub Assistant Agriculture Officer (SAAO) of DAE is available at UPC (10)
  10. Seeking and getting advice / services from various departments is easy because they are all in one



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- place (9)
11. Family planning extension services are enhanced (9)
  12. Service of government departments like agriculture, fisheries, livestock, family planning, etc. increased due to the construction of UPC (9)
  13. Vaccination program for livestock / poultry at village level organized (8)
  14. Needs-based services rendered (7)
  15. All the line departments are well known to people now (7)
  16. Various training sessions (capacity building / subject matter training) organized by LDCP with the help of line department (7)
  17. All the line departments informed the UDCC meeting about the progress of last month's activities (6)
  18. Eagerness to work increased (5)
  19. The livestock doctor visits area to render services (4)
  20. Services rendered through visits to villages (4)
  21. Visits by SAAO are paid regularly, particularly when needed (4)
  22. Services rendered as per the work plan made in UDCC meetings (4)
  23. Informed the need to line departments in UDCC meetings (4)
  24. NBDs give proper attention to people's opinions (4)
  25. NBDs felt that their work is being recognized (4)
  26. Health services for mothers and children are available at Union level (4)
  27. Village Defense Police seemed more active (4)
  28. LGED Community Organizer is available at UPC (4)
  29. Easy to get loan from NGOs (3)
  30. Awareness of both service providers and receivers raised (3)
  31. LDCP provided a specific platform to exchange views between stakeholders (3)
  32. Mentality to serve people improved (3)
  33. People are well informed about available services (3)
  34. UPC made the service providers easier to serve (3)
  35. Coordination enhanced since line department officials are sitting in one place (3)
  36. UP Chairman looking after and monitoring the activities of line departments' work (3)
  37. Deputy Commissioner, UNO, Police Superintendent visited occasionally (3)
  38. Linkage with line departments developed (3)
  39. Earlier they were detached from people and not known (3)
  40. Various trainings organized (3)
  41. Less reluctance to serve (2)
  42. Attended the monthly UDCC meeting regularly (2)
  43. DPHE mechanic repaired the tube well as and when requested (2)
  44. Mortality rate of cattle and poultry decreased (2)
  45. MP and other high rank officials visited (2)
  46. Polio vaccination / immunization program for children organized (2)
  47. Upazila education officers visit the houses of students for follow-up (1)
  48. Advice from fisheries officer received (1)
  49. Quantity and quality of service increased (1)

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50. Upazila level officials come down to Union, talk and try to support us (1)  
 51. UPC building inaugurated by local MP (1)  
 52. We can talk to the officials freely, and they become familiar to us (1)

### **Question 4: Frequency of visits to the UPC developed**

As shown in Table 35, frequency of visits to the UPC developed increased for 97 % of the respondents. The increased visit to the UPC is largely a result of increased purposes for visiting due mainly to services becoming available as well as arbitration and meetings becoming more regular. Some attributed the increase in visit to improvement of roads. For others, the reason is that they simply like the place.

**Table 35 Frequency of visits to the UPC developed**

Answer	Male	Female	Total
Decreased			
No change		3	3
Increased	50	47	97
Total	50	50	100

#### *Reasons for the answer "no change"*

1. I usually do not need to visit UPC (2)
2. I usually do not need to visit UPC; my husband visits when necessary (1)

#### *Reasons for the answer "increased"*

3. To attend arbitration meetings (21)
4. Because it is good for communicating with other people (15)
5. Easy to get Chairman / Members / Secretary (14)
6. To collect certificates (14)
7. To collect relief goods (10)
8. To receive services from line department (10)
9. Because most of the services are available (10)
10. Better cooperation from UP Chairman / Members (9)
11. To attend / observe monthly UDDC meeting (8)
12. Because of good atmosphere (8)
13. For birth registration (8)
14. Because the quantity of services increased (8)
15. Made visit while visiting market (8)
16. Due to increase in need as consequence of constructing UPC (7)
17. To talk / inform about local problems (6)
18. To consult with line departments (5)
19. If any problems occur (5)
20. For receiving judgment (5)
21. Because of increase in facilities (4)
22. Because the UPC became a multipurpose center (4)
23. To attend various meetings (4)

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24. To discuss with Chairman (3)
25. To discuss about local problems (3)
26. To collect ID card (3)
27. For resolution of conflicts (3)
28. To chat (2)
29. In the event of visits by local / foreign visitors (2)
30. Can talk freely (2)
31. Because the UPC is conveniently located (2)
32. To get advice from Agriculture department (2)
33. UPC become a gathering place for all (2)
34. UP is functioning well than before (2)
35. For paying taxes (2)
36. To make proposals for local development (1)
37. It is nearer than before (1)
38. To observe the activities of UPC (1)
39. In case of need (1)
40. To renew trade license (1)
41. Because the UPC became a one-stop service center (1)
42. When someone becomes sick (1)
43. To receive training (1)
44. For artificial insemination of cattle (1)
45. For vaccination of cattle (1)
46. To give advice (1)
47. Just to walk around (1)
48. To get polio vaccination for child (1)
49. To collect VGD goods (1)
50. To help in distributing government relief (1)

### **Question 5: Social impact of the UPC developed**

As shown in Table 36, 98 % of the respondents felt that there were positive social impacts from the UPC development. Only one male and one female respondent felt there was no change. The top reason for the answer “positive” is specific to Faridpur where the LDCP organized training on agriculture. Other reasons given are diverse though positive impacts on conflicts, law and order, and social ties between people seem to stand out. A few respondents mentioned the implication on gender, suggesting that women’s opportunity and safety have improved.

**Table 36 Social impact of the UPC developed**

Answer	Male	Female	Total
Positive	49	49	98
No impact	1	1	2
Negative			
Total	50	50	100

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### *Reasons for the answer "positive"*

1. Transfer of agricultural technology to villagers by receiving training from Bangabandhu Agriculture University through LDCP / JICA (41)
2. Quarrels and social conflicts decreased (10)
3. Rapport-building with each other increased (10)
4. Robbery and stealing decreased (9)
5. Decrease in dowries and early marriage (9)
6. Women feel safer to travel (6)
7. Increased social dignity of women (6)
8. Increased access to information (6)
9. Thanks to motivational and skills training on income generation activities, anti-social activities declined to a great extent (5)
10. Value of land surrounding the UPC increased (5)
11. The road network developed (5)
12. Sexual harassment to school-girl decreased (5)
13. Adoption of family planning measures increased (5)
14. Trading in the market where the UPC is located increased (5)
15. Many female visitors come to the office (4)
16. Awareness of people on health and hygiene and education improved (4)
17. Increase in number of women visitors to UPC (4)
18. People can have their demands met; consequently it has brought positive changes to society (4)
19. Women participate and express opinions in UP meeting; arbitration and other meetings increased rapidly as a consequence of LDCP interventions (4)
20. Literacy rate improved (4)
21. A sort of participatory atmosphere developed surrounding UP functions (4)
22. People are becoming more aware about marriage registration (4)
23. The LDCP / UDCC meeting created a platform for representatives to meet from all wards under the UP (4)
24. Positive change in norms, social values, and attitudes observed (4)
25. Decrease in social barriers of women (4)
26. Women's employment created (4)
27. UPC organized social and cultural functions (3)
28. People can identify their problems (3)
29. UPC serves as a nerve center for the village society (3)
30. UP office remains open during in-office time (3)
31. Decrease in drug addictions (3)
32. Decrease in social violence (3)
33. Positive change of attitudes of males toward their female counterparts (3)
34. UPC became familiar to us; previously it was a place for the elected body only (3)
35. UPC hall room is being used for social and family functions (3)
36. UPC becomes a place for social gatherings and for exchanging opinions (3)
37. People become informed about the UP activities and services available (3)
38. The UPC becomes a visiting place / picnic spot for people from different areas (3)

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39. People are better dressed when visiting UPC (3)
40. Access of women to UPC increased (3)
41. Doctors are available at local level (3)
42. Status of the area improved (3)
43. Decrease in disturbance by vagabonds (3)
44. Increase in women's leadership (3)
45. The service line departments' door-to-door visits improves social awareness and relationship among people (2)
46. Relations among different groups improved (2)
47. Decrease in violence against women (2)
48. Enhanced women's leadership at local level through formation of women forum by LDCP (2)
49. Social justice observed (2)
50. Arbitration meetings to resolve social conflicts held in UPC (2)
51. Development activities are being carried out (2)
52. Increased interest in paying taxes (2)
53. People used to go to UPC for the purpose of conflict resolution instead of filing case in the court (2)
54. Respect toward other people's religion increased (2)
55. Traffic increased (2)
56. Change in food habit observed (2)
57. Loan facility from NGOs increased (2)
58. Received surprise visits by higher authorities (2)
59. Decreased in divorce / separations (2)
60. Many women started businesses after receiving dress-making training organized by UP / LDCP
61. No more acid throwing and rape have occurred (1)
62. Women can raise their voices (1)
63. Radical change in housing patterns (1)
64. Getting acquainted with the new personnel (1)
65. Security guard is present day and night (1)
66. Women empowered (1)
67. Increase in agricultural production and crop diversification (1)
68. Quality of adjacent market improved (1)
69. People in the coastal area feel safe from natural calamities, since the UPC was used as shelter during last Sidr and can be used as such in the future (1)
70. Due to improvement of the road network, fire services can move quickly following emergency call (1)
71. UP Chairman invites local elites to any occasions (1)
72. Area is more socially peaceful (1)

### **Question 6: Environmental impact of the UPC developed**

As shown in Table 37, all but one suggested that the environmental impact of the UPC developed was positive. Most respondents referred to the environmental benefits brought by the activities conducted by UPs and government line departments which utilize the UPCs, rather than the UPC (i.e. building)

## Annex 9 Sample survey on rural infrastructure development

itself. Many referred to the improvement in sanitation and tree-planting.

**Table 37 Environmental impact of the UPC developed**

Answer	Male	Female	Total
Positive	50	49	99
No impact		1	1
Negative			
Total	50	50	100

*Reasons for the answer "positive"*

1. Increased coverage (100% in most cases) of water sealed latrine (24)
2. Road side plantation increased (21)
3. Homestead vegetable cultivation and plantation increased (18)
4. Increase in use of water seal latrine (11)
5. Tube well water containing arsenic not used (9)
6. Healthy and hygienic UPC (9)
7. Cleanliness of homesteads observed (7)
8. Satiation program in the area is satisfactory (6)
9. Increase in awareness toward acquiring safe drinking water (5)
10. The dilapidated and submerged building was replaced by a well-planned UPC (4)
11. Created work-friendly environment at UPC (4)
12. Cleanliness of nearby markets improved (4)
13. Cleanliness and restricted use of ponds (3)
14. Tree plantation done in UPC premises (3)
15. Discussions held on health and hygiene in UP meeting (3)
16. Even people living far away are drinking water from deep tube wells (3)
17. No mud on the approach to UPC (3)
18. Decrease in water-borne diseases (2)
19. Increase in environment-friendly habits e.g., use of latrines / toilets (2)
20. Doctor from health department available nearby (2)
21. Built composed pit (2)
22. Culvert installation was safe from water logging (1)
23. Adoption of family planning methods contributing in environmental impacts (1)
24. Unexpected deaths due to water borne diseases decreased (1)
25. Awareness on health and hygiene increased (1)
26. Safe disposal of garbage and kitchen waste (1)
27. Vegetable cultivation on road slope increased (1)
28. UPC visitors are better dressed (1)
29. No use of pond / river water for drinking (1)
30. Plantation at the compound of Education institute increased (1)

## Annex 9 Sample survey on rural infrastructure development

### **Question 7: Problems regarding the current condition of the UPC developed**

As shown in Table 38, four out of 100 respondents suggested there was a problem with the current condition of the UPC developed. Two suggested that the rooms allocated to government line departments are not yet utilized and another two claimed that one link road was closed due to construction of the UPC.

**Table 38 Problems regarding the current condition of the UPC developed**

Answer	Male	Female	Total
None	49	47	96
Yes	1	3	4
Total	50	50	100

*Reasons for the answer "yes"*

1. Rooms reserved for service agencies are not yet utilized (2)
2. Due to the construction of UPC, one link road become closed (2)

### **Question 8: Problems regarding the maintenance of the UPC developed**

As shown in Table 39, four out of 100 respondents suggested there was a problem with the maintenance of the UPC developed. The reasons given are mainly concerned with hygiene and cleanliness of the facility.

**Table 39 Problems regarding the maintenance of the UPC developed**

Answer	Male	Female	Total
None	48	48	96
Yes	2	2	4
Total	50	50	100

*Reasons for the answer "yes"*

1. No provision for hiring a sweeper (1)
2. Not properly cleaned or maintained (1)
3. Considered risky because there is a ditch on the west side of the road (1)
4. Pond adjacent to UPC is dirty; better if filled up (1)

### **Question 9: Problems during the construction of the UPC developed**

As shown in Table 40, all but three respondents suggested that there were no problems during the construction of the UPC developed. All three respondents who identified a problem referred to land issues. However, these problems had already been resolved with the effort of UP.

**Table 40 Problems during construction of the UPC developed**

Answer	Male	Female	Total
None	48	49	97
Yes	2	1	3
Total	50	50	100

## Annex 9 Sample survey on rural infrastructure development

### *Reasons for the answer "yes"*

1. Land purchases and earth filling was needed by UP (1)
2. 0.14 acres of land were acquired, and the UP may give another piece of land in return (1)
3. A ditch should have been earth-filled to prepare the required piece of land (1)

## **5 Observations by the survey team**

The overall impression of the people on LGED's contribution in developing infrastructure, particularly the rural road network and market facilities, has proved to be extremely positive. Many of the people have recalled their previous experience of difficult and time-consuming trips to Upazila HQ, even to the nearest markets or schools, due to the muddy roads with lot of gaps, single bamboo bridges, or conveyance by water. They also used to suffer from moving in and around their local markets in knee-deep gluey mud during the monsoon season and in the suffocating dusty air during the dry season. The respondents were grateful to LGED for making their life easier and bringing positive changes.

They also regarded the development of the UPC as an epoch-making step taken by the government. They were impressed by replacing the dilapidated building into a complex and making the local level services available to them, which was something they could not even think of in the nearest past. However, the interviewees acknowledged limitations at the same time: regular office hours were not properly maintained by service agencies, a fully official atmosphere in the UPC was lacking, etc. Some of the interviewees feel that improvement of this situation may take some time considering UP's century-long drawing-room culture. At the same time, almost all the respondents of Greater Faridpur recognized the mechanism of LDCP as an appropriate device for gaining momentum in UPC activities as a whole.

With regard to the maintenance and cleaning of the infrastructure, the cleanliness of the market and UPC had improved than before. The survey team felt that the ownership among the users has developed, which was absent before. The internal roads in most of the markets became clean to an acceptable level. Still, the overall situation of the markets needs improvement: The internal drains and the drains around the markets are not always properly maintained, often having waste blocking the system completely. It is worth noting that the number of female visitors to the markets and as well as to the UPCs has significantly increased, a reality which could not have been barely imagined even a few years ago. In fact, in the non-developed markets surveyed later, a sufficient number of female respondents could not be secured despite waiting for a full day at the market in some cases.



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SPECIAL ASSISTANCE FOR PROJECT FORMATION  
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FINAL REPORT

## ANNEX 10

### Key informant interviews on rural infrastructure development

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## Annex 10 Key informant interviews on rural infrastructure development

### 1 Objective and method

The key informant interviews were conducted at the District, the Upazila, and the Union level in order to supplement the sample survey on rural infrastructure development (Annex 9). Basically, the key informants were asked questions regarding the subprojects selected for the sample survey and the projects which implemented those subprojects. The respondents were Executive Engineers, Assistant Engineers, and Upazila Engineers of LGED, UP Chairpersons, UP Members, construction contractors, and local NGO staff. In addition, for rural roads, road users who were engaged in transport businesses were interviewed. For growth centers, MMC Members were added. For UPCs, government officials who have an office at the complex were interviewed as well.

Table 1 Types and numbers of informants interviewed

Type of respondent	Rural road	Growth center	UPC
Project Director	4	4	4
Executive Engineer	2	2	3
Assistant Engineer	2	3	2
Upazila Engineer	5	2	4
UP Chairperson	5	5	5
UP Member	5	5	5
Construction contractor		2	4
Local NGO	4	3	5
Road user	10		
MMC member		10	
Government official with office at UPC			5
<b>Total</b>	<b>37</b>	<b>36</b>	<b>37</b>

In addition, the current and former project directors of four rural infrastructure development projects were interviewed at the central level. These projects are: 1) Greater Faridpur Rural Infrastructure Development Project (RDP-24), 2) Rural Infrastructure Improvement Project (RDP-25), 3) Eastern Bangladesh Rural Infrastructure Development Project (EBRIDP), and 4) Third Rural Infrastructure Development Project (RDP-21). The types and numbers of informants interviewed are given in Table 1.

### 2 Rural road

#### a) Problems observed regarding planning, designing, and construction

- Discussions with local people were lacking at the planning stage.
- In RDP-25, mandatory participatory stakeholder meetings were held in all 99 target Upazilas. Subprojects were selected at these meetings, and 99 Subproject Appraisal Reports were produced. This exercise was effective in justifying and disseminating the project plans but took more than 18 months to complete.
- In RDP-24, the target area was a low-lying area. Engineering work was costly and difficult, as

## Annex 10 Key informant interviews on rural infrastructure development

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much earthwork was required to raise the embankments above the specified flood level. In addition, many gaps existed, which necessitated transportation of construction equipment and material by boat.

- The project could not adhere to the specifications for Upazila roads, particularly the 24 foot crest width, i.e. the 12 foot pavement, plus the three foot-hard shoulder and the three foot-soft shoulder on both sides, due to the existence of canals and rivers running alongside the roads. In such cases, construction of the hard shoulder was omitted.
- Maintaining the specified design was difficult during construction due to the existence of homesteads, steep slopes, markets, and other institutions along the roads.
- The low load bearing capacity of roads due to soil conditions forced change in the road design from BC to HBB. This caused a delay in project implementation.
- Compaction of the road handed over by RHD to LGED, which was planned for development by LGED, was not done as per specification in the first instance by RHD; therefore, the design required revision.
- The bridge approach was not properly finished and paved.
- In RDP-24, due to its limited land acquisition budget, securing land for road development was often difficult. In many instances, the land required for development was secured through donation. However, some people only owned a small piece of land and were not easily persuaded to donate it.
- For most of the contracts, time extensions were necessary. In some cases, insolvent contractors were involved, causing the work to be delayed. In others, substandard materials were used, and time was lost in replacing them.
- In EBRIDP, implementation of some subprojects was delayed because the project had to wait for clearance by several government departments. For example, when acquiring land or widening roads, LGED had to wait for relevant procedures to be completed by DC or the Forest Department, which were often time-consuming.
- Unexpected increases in the price of construction material, particularly during the last two to three years, significantly delayed the work schedule. In RDP-24, six subprojects had to be terminated before completion in FY 2007/08. For the subproject contractors, surrendering the contract before completion and paying a fine was less costly than procuring the construction material at prices much higher than the budget price and carrying on with the work. In such cases, the subprojects were re-estimated and re-tendered, causing delays in project implementation.
- Acquiring sufficient land to avoid sharp bends was a challenge.
- Construction was disturbed by miscreants demanding money.

### **b) Problems observed regarding maintenance**

- Some contractors were reluctant to rectify damages that occurred within the security period.
- Regarding the maintenance of the pavement, generally, there are no major problems as GOB is allocating budget.

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### c) **Technical considerations and innovative measures implemented**

- Terrazyme was mixed with soil in order to increase the roads' load-bearing capacity by enhancing compaction.
- Road embankment slopes were protected with trees and turf. Particularly vulnerable slopes were reinforced with retention walls.
- Road alignments were kept far away from rivers to avoid the risk of erosion.
- In RDP-24, training for LCS was conducted. LGED provided technical training on road maintenance. NGOs were hired to provide training on income generation activities such as poultry farming and cow rearing and on financial management.
- In RDP-25, GTZ supported the capacity building components. One of the new initiatives was awareness-raising on road safety.
- In RDP-25, LCS members of two pilot Upazilas were paid based on output rather than attendance as is conventionally done. The pilot scheme was well-received by LCS and produced outputs comparable to the traditional approach, although in one case, the payment had to be reduced due to the poor quality of the output.
- In RDP-25, the contract term of LCS was extended to three years on a pilot basis.
- In EBRIDP, construction contractors were given training on government procurement procedures and preparation of tender documents, covering both technical and financial aspects.

### d) **Measures implemented for integrating social and environmental considerations**

- Upazila roads to be developed were prioritized based on the following criteria: population density, number of institutions, number of markets, linkage with road networks, and important places.
- Structures for flood passage and recession were established to prevent drainage congestion and alteration of flow pattern.
- Contracts for roadside tree plantation and off-pavement maintenance were awarded to LCS. LCS members were paid tk. 90 per day and were forced to save tk. 36 per day so that they will have some capital when the contract is terminated after 24 months.

### e) **Impacts generated**

- Road construction and maintenance have created new employment opportunities.
- The volume of passenger transportation and passengers has increased.
- The number of motorized vehicles has increased.
- Operation costs of vehicles have decreased.
- Land value along the developed roads has increased.
- The number of institutions, e.g. banks, NGOs, and educational institutions, etc. has increased along the developed roads.
- Standards of living of people living along developed roads have improved.
- Houses are being built of better material. Many houses are now made of bricks and cement instead of clay, as transport of material is easier.
- Access to large markets such as Dhaka has improved. For example, fish and shrimps can now

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be transported from many rural parts of Khulna to Dhaka overnight.

- Cropping patterns have changed due to increased availability of information on agricultural markets and technology. The information flows have improved due to the better mobility of farmers themselves and the presence of traders after the development of the road. A shift from traditional cropping, of crops such as rice, to cash cropping has been observed.
- Employment opportunities have increased and diversified.
- Law and order has improved due to the enhanced mobility of law enforcement officers.
- The trees planted along the roads have created shades for pedestrians.
- Agricultural land has been lost to road development.

### f) Suggestions and recommendations for SWBRDP

- Allow sufficient time for project startup. The engagement of design and supervision consultants may take up to one year due to the volume of administrative work and paperwork involved.
- Plan for subprojects in advance. Start at least one year ahead of implementation as actions required by other government departments may take time.
- Ensure proper understanding of procurement procedures by contractors as well as LGED officials by providing training. This is important for running the project on time.
- Include provision for necessary earth volume in the estimates.
- Include provisions for earth transportation if required, particularly for bridge approach roads.
- Include provisions for bus bays in public places.
- Include provisions for road safety measures and traffic signs.
- Provide protective measures such as retention walls to prevent road erosion by water movement.
- Salinity should be considered for bridge construction in coastal areas. The clear cover should be 70 mm instead of the usual 40 mm.
- Ensure movement of water for shrimp cultivation. Provide sufficient inlets beneath the roads.
- Review/ update the rate schedule every year to cope with inflation.
- The contract size should be medium, i.e., –five to six km per package, in order to increase opportunities for local contractors. Small local contractors with low technical and financial capacities should be hired for the construction of growth centers and UPCs, as the size of contracts are smaller.
- Complete the full length of the road so that it connects to the existing road network.
- For roadside tree planting, choose trees that withstand salinity. Deep rooted species are preferred in view of protecting road embankments.
- Include capacity development components of LGED officials. Overseas training has the effect of motivating the officials.

### 3 Growth center

#### a) Problems observed regarding planning, designing and construction

- Not enough meetings were held for planning with stakeholders of growth centers to discuss the prioritization of required facilities.
- Ideas on the improvement of facilities recommended by stakeholders were ignored.
- The market sections for women did not have their own toilet facilities.
- Designing open areas with brick soling is not suitable. It is better to have rule pointing soling.
- Demarcation of areas peripheral to markets was challenging. In a few cases, land ownership was disputed. In EBRIDP, several cases went to court, and more than 5 % of the subprojects had to be dropped and replaced due to land conflicts.
- Removal of unauthorized occupants and recovery of government (*khash*) land were difficult.
- Narrow access roads hampered transportation of construction material.
- For most of the contracts, time extensions were needed. In some cases, an insolvent contractor was hired, causing the work to be delayed. Delays also occurred when construction equipments were unavailable or substandard materials were used, and time was lost to replacing them. Unexpected increases in the price of construction material, particularly during the last two to three years, significantly delayed the work schedule.
- Construction was disturbed by miscreants demanding money.

#### b) Problems observed regarding maintenance

- The market lessee is not carrying out the day-to-day cleaning properly. The MMC is not properly monitoring the maintenance activities of the lessee.
- Most drains are full of waste.
- Waste in garbage pits are not removed in time.
- Toilets are not regularly cleaned.
- Toilet water supply pumps are not working.
- Instructions concerning the formation and operation of MMCs are not followed properly. MMC is not formed as per provision of GOB circular in many cases. Some MMCs have not kept the markets neat and clean.
- Many MMCs lack funding for maintenance. According to the market management guidelines, 15 and 25 % of markets' lease revenue must be allocated to the maintenance for undeveloped and developed markets, respectively, but this is generally ignored. UNOs are not releasing the funds.

#### c) Problems observed regarding women's market section

- Some shopkeepers are not running their businesses on a regular basis. Such business owners need to be replaced. Some of the shopkeepers lack capital.
- The requirement that shopkeepers must be selected from women who have genuine interest in starting businesses or who are already running businesses in temporary sheds or in the open area is not always followed.

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### **d) Measures implemented for integrating social and environmental considerations**

- The participatory planning guidelines were followed to ensure stakeholder participation in the prioritization of required facilities. However, the facilities recommended and deemed high-priority by stakeholders could not always be developed due to funding constraints.

### **e) Impacts generated**

- Turnover of commodities has increased.
- The market has become better-known and popular due to the development, and the number of buyers, godowns (warehouses), permanent shops, and temporary sellers has increased.
- The number of women buyers increased.
- The establishment of women's market sections has enabled women to engage in nontraditional work.
- The market has become accessible throughout the year.
- Hygiene and sanitation conditions have improved.
- Annual lease revenue of markets has increased.
- Market tolls are being collected following the specified rates.

### **f) Innovative measures implemented**

- Women's market sections were developed.
- Piped water supply was provided in one of the growth centers in Jessore District (Haibatpur Growth Center) as a pilot scheme by RDP-25. A water management sub-committee was formed which charges tk. 100 to 150 per user per month. Similarly, DPHE provided piped water supply in Gilatala Growth Center in Bagerhat District.
- A day care center was established at one of the growth centers by RDP-25.
- In RDP-24, assistance was provided to form MMCs. MMCs received training on maintenance and management of markets. NGOs were hired to provide training on income generation activities such as poultry farming and cow rearing, financial management, book keeping, and shop management.

### **g) Suggestions and recommendations for SWBRDP**

- Clarify the market periphery with participation of all stakeholders. The approved periphery should be demarcated before planning. Areas for development should be earmarked.
- Create a master plan with the participation of stakeholders, and provide all required facilities so that the market will be fully developed. Make sure that the current land use is sufficiently understood and taken into consideration.
- Access / connecting roads and related structures such as ghats must be incorporated into the plan.
- Ghat designs will need to correspond to the different tide levels, which may be as high as three meters.

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- When designing sheds, the likely impacts of cyclones should be considered.
- Women's market section should be developed according to demands. Verify if local women are prepared to do business at the growth center. Existence of female traders can be taken as a sign of demand.
- Recovery of khash land must be done by government administration / LGI / MMC well ahead of the commencement of the construction work.
- A maintenance crew should be provided with tools and equipment by the project for at least two years after improvement of the market.
- Ensure proper utilization of 15 or 25% of the lease revenue for maintenance.
- Provide assistance so that competent MMCs are formed. Provide training to MMCs on maintenance and management. Assist in capacity building so that MMCs can properly monitor and control the activities of lessees who are responsible for cleaning and maintenance work.

### 4 Union Parishad Complex

#### a) Problems observed regarding planning, designing and construction

- The size of land prepared by the UP was not sufficient for construction of UPC; therefore, the UP had to purchase land.
- Administrative approval for land purchases was time consuming.
- The UPC design, particularly the column design, had to be revised due to site and soil conditions.
- For most of the contracts, time extensions were needed. In some cases, an insolvent contractor was hired, causing the work to be delayed. Delays also occurred when construction equipments were unavailable or substandard materials were used, and time was lost to replacing them.
- Unexpected increases in the price of construction material, particularly during the last two to three years, significantly delayed the work schedule.
- Construction was disturbed by miscreants demanding money.
- There were two main challenges in developing UPCs: the collection of matching funds equivalent to 10 % of the construction costs by UPs and the availability of undisputed land. The former is a condition specified by RDP-24, RDP-25, and EBRIDP but not by the GOB project. In RDP-24, seven out of 27 planned UPCs could not be constructed due to the above constraints. By contrast, in the government-funded UPC construction project, UPs do not have to provide any matching funds.
- In a few cases, two or more local elites fought over the location for UPC construction. In some cases, the dispute went to court. In RDP-24, two proposed UPC constructions had to be dropped due to disputes.

#### b) Problems observed regarding maintenance and use

- Under government policy, eight government line departments are to deploy their officials to the UPC on a regular basis to render services at the Union level. However, many line



## Annex 10 Key informant interviews on rural infrastructure development

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departments do not respect the policy.

- Some UPCs are not properly maintained, and facilities such as toilets often go out of order. However, contrary to common criticisms on the quality of maintenance and utilization of UPCs, there are many UP Chairpersons who take proper care of their UPC.

### c) Impacts generated

- Tax collection improved in some UPs.
- Fees from trade licenses etc. increased in some UPs.
- Land value around the developed UPCs increased.
- Monthly Union Development Coordination Committee is held regularly at the UPCs developed by RDP-24.
- The village court was activated.
- Services of UPs and government line departments increased.
- UP Chairpersons, Members and Secretaries are available almost everyday at the UPC.
- UPCs were used as a shelter for local people during cyclones and floods.
- UPC hall rooms are used by UP/ GOs/ NGOs for training and other purposes.
- Operation and coordination of national programs were improved at the local level.

### d) Innovative measures implemented

- LDCP was introduced in order to enhance the function of UPCs in RDP-24. UP Chairpersons and Members were trained on their roles and duties. Training subjects included planning and budgeting.

### e) Suggestions and recommendations for SWBRDP

- Replicate LDCP in the UPCs already developed. It is not possible to turn the UPC into a “one stop service center” without interventions to enhance the capacity of service providers such as LDCP.
- The likely impacts of cyclones should be considered in the design.
- Provide a bathroom for UP Secretaries’ rooms. Provide a separate room for female UP Members.
- Provide furniture for government line departments.
- Provide computers and computer skills training to UP Secretaries.
- Modify the condition concerning the collection of matching funds by reducing the rate to be collected by UPs to 2 - 3 % of the total construction costs. The current 10 % contribution should be reduced but not abolished, as it enhances the ownership of UPs.
- Abolish the provision concerning matching funds. Apply the same conditions as GOB projects to the UPC construction component. During the SAPROF for RDP-24, the SAPROF team suggested the inclusion of the condition that 10 % of the construction costs be borne by UPs. Ten percent of the construction cost amounts to tk. 600,000 - 900,000 and greatly exceeds the annual budget of UPs which is typically tk. 200,000 to 300,000.
- Keep the provision for the erection of boundary walls.

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- Keep the provision for stockrooms to preserve VGD / VGF relief material.
- Provide separate electricity meters for UP and each of government line departments so that each organization will pay its own bill.

### 5 Cross cutting issues

- Procurement of consultants takes a long time. In one case, it took one year to complete. An individual consultant was hired to fill in the gap. However, project implementation was delayed. Both GOB and the donors need make efforts to speed up the procurement process.
- Requirements regarding planning, implementation, reporting, and disbursement vary among donors. When a project is funded by several donors, transactions tend to become cumbersome. Even in cases when all the donors initially agree to abide by the procedures of the lead donor, in practice, officials of each donor tend insist on their own rules. Donors should honor the 2008 Public Procurement Regulation of Bangladesh and harmonize their requirements accordingly.
- Price escalation is likely to become a problem in rural development projects which typically run for 5 to 10 years. Financial provision is necessary to mitigate the problem.
- Some contractors overly underestimated the construction costs and failed to complete the contract awarded. In order to avoid such problems, minimum price should be reintroduced.

# Annex 11 Literature review on rural infrastructure development

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### Literature review on rural infrastructure development

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### 1 Objective and method

Documents were collected and reviewed in order to quantitatively assess the impacts generated by rural infrastructure development. Due to time constraints and the nature of the SAPROF study, it was not possible to conduct a comprehensive quantitative assessment. Therefore, existing monitoring and evaluation study results were sought. However, studies which quantitatively examined the impact of UPC development could not be found.

### 2 Impacts of rural road development

Impacts generated by rural road development in Khulna and Barisal Divisions by RDP-25 are neatly summarized in the *Results of Mid-term Surveys on Benefit Monitoring and Evaluation* (LGED and GTZ, 2006) produced by RDP-25. The following is an extract from the report.

- a) The road side employment generation (100 % non-farm sector) on project roads went up by 52 %, from 69 to 105 employees per km. In comparison there was a decrease of 1.5 % on control roads (from 74 to 73 employees per km road).
- b) Regarding the number of transport operators on project roads, the number increased by 178 % from 12.9 to 35.7 transport operators per km of project road. On control roads, the number increased by 35 % from 10.1 to 13.6.
- c) The average monthly income for employees in the roadside establishments/ industries increased by 22 % from tk. 2,064 to tk. 2,519 on project roads. On control roads the monthly income dropped by 6.9 %, from tk. 1,693 to tk. 1,575.
- d) The annual average daily traffic grew by 146 % in Khulna Division and by 52 % in Barisal Division. Non-motorized traffic increased by 40 % in Khulna and by 47 % in Barisal. Pedestrians increased by 2 % in Khulna and 59 % in Barisal.
- e) The amount of cargo measured in ton-km increased on project roads by 63 % from 619 to 1,007 ton-km per km of road. The number of passengers measured in person-km, which stands for the number of passengers on vehicles multiplied by the journey length, increased by 129 % from 4,173 to 9,554 person-km per km on project roads.
- f) The travel time on project roads went down after improvement by 42 % for rickshaws and 43 % for rickshaw vans.
- g) The passenger fares went down by 47 % for rickshaws and 24 % for rickshaw vans. Before road improvement customers paid tk. 3.15 per km on average for a ride with a rickshaw and tk. 1.73 for a ride with a rickshaw van. Now the fares are tk. 1.68 (rickshaw) and tk. 1.32 (rickshaw van).
- h) The number of shops went up by 36 % from 4.38 to 5.97 shops per km of project road. The number of roadside transport shops (consisting of rickshaw/ rickshaw van/ bicycle workshops, motorcycle workshops, and fuel selling shops) went up by 58 % on project roads.
- i) The average roadside land value went up by 96 % from tk. 6,880 to 13,511 per decimal along project roads. On control roads the average land value increased by 32 % from tk. 4,088 to 5,393 per decimal.
- j) The average monthly household income increased by 37.7 % on project roads, in contrast to an increase of 19.4 % on control roads, in constant 2004 terms.

## Annex 11 Literature review on rural infrastructure development

- k) If the line for hard core poor household was drawn at tk. 18.22 (baseline) and tk. 21.42 (mid-term) per person per day, the share went down by 49.1 % from 20.6 to 10.5 % on project roads. By contrast, on control roads, the share went up from 7.2 to 12.3 %.
- l) The share of households with no visits of health assistants or union health workers decreased from 24.4 to 1.8 % on project roads. On average the visits on project roads went up from 0.99 to 1.46 per month, while on control roads the number of visits per month remained almost unchanged.
- m) The economic analysis has been performed on the basis of total investment cost including construction, land acquisition, environmental mitigation measures and annual maintenance cost. On the benefit side, only measurable benefits have been taken into account. Vehicle operating cost savings with and without passenger time savings have been considered. The model assumes a time horizon of 20 years after construction of the road. The roads of both Khulna and Barisal when combined together Division-wise yielded 21.2 % EIRR for Khulna and 14.2 % in Barisal. If the time saving is included, the EIRR will enhance by another 11 % in Khulna and 9 % in Barisal.

### 3 Impacts of growth center development

Impacts of growth center development are assessed for earlier and recent projects. The following is an extract from the *Annual Report on Post Development Benefit Monitoring and Evaluation (Institutional Support Component)* (LGED, 2004b) produced by the Third Rural Infrastructure Development Project (RDP-21) and the *Socio-economic Monitoring and Evaluation Report of Improved Upazila Roads & Growth Center Markets of Phase-I under Rural Transport Improvement Project* (LGED, 2007b) produced by RDP-26.

#### RDP-21

- a) The average EIRR of 113 growth centers developed is 41.4 %<sup>1</sup>.
- b) The yearly average revenue is tk. 90,700 thousand against the tk. 66,200 thousand before development. The revenue increased by 37 %.
- c) The average spoilage savings is 37 % after development.

#### RDP-26

- d) In the four growth centers examined, the total number of shops increased by 27 %. The total number of buyers increased by 27 %.
- e) The yearly average revenue increased by 35 % from tk. 423,854 to tk. 572,667.

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<sup>1</sup> The calculation method used is the spoilage savings method. The same method is used in the F/S and descriptions are given in subsection 7.4.1. Costs and benefits over a 20 year period have been taken into account.

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**Annex 12 Review of capacity development components of similar projects**

**SPECIAL ASSISTANCE FOR PROJECT FORMATION  
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**ANNEX 12**

**Review of capacity development components of similar projects**

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## Annex 12 Review of capacity development components of similar projects

### 1 Introduction

Capacity development components of past similar projects were reviewed through literature surveys and interviews with concerned LGED officials. In particular, the following projects were reviewed to extract lessons that could be applied to SWBRDP: 1) Third Rural Infrastructure Development Project (RDP-21), 2) Greater Faridpur Infrastructure Development Project (RDP-24), 3) Local Development Coordination Program (LDCP), 4) Rural Infrastructure Improvement Project (RDP-25), and 5) Local Governance Support Project (LGSP).

### 2 Third Rural Infrastructure Development Project (RDP-21)

Project period	1997-2005
Project area	Rongpur, Kurigram, Nilphamari, Gaibanda, Lalmonirhat, Dinajpur, Mymensingh, Jamalpur, Kishoreganj, Netrokona, Sherpur, Thakurgaon, and Panchagarh (13 Districts)
Executing agency	LGED
Donor agencies	ADB, SIDA, IFAD, and JBIC <sup>1</sup>
Project objectives	To accelerate agricultural, other economic, and social development in the project area by improving basic rural infrastructure in a sustainable manner with the participation of the beneficiaries
Major components	<ol style="list-style-type: none"><li>1. Development of the rural road network</li><li>2. Improvement of growth center markets and ghats</li><li>3. Flood response schemes and participatory development</li><li>4. Institutional development and project support</li></ol>

The project put much emphasis on capacity development of various stakeholders, e.g., LGED staff, contractors, UP Chairpersons and Members as well as Secretaries, LGI representatives, UNOs, final-year engineering students, women traders, and LCS members. A number of training manuals and guidelines regarding planning, implementation, and skill development for the operation and maintenance (O&M) of rural infrastructure were prepared by the consultants and are subsequently being utilized by other LGED projects.

The training contributed to enhancing awareness regarding routine and periodic maintenance of rural infrastructure among the above-mentioned stakeholders. The project was successful in enhancing the sense of ownership and responsibility of stakeholders over the infrastructure developed. For example, some UP Chairpersons and Members mobilized local funding resources and allocated some of the revenue from UPs for O&M of rural infrastructure, instead of depending on the government block grant. Such local resource mobilization would be the key to enhancing the sustainability of rural infrastructure.

The experiences of the project indicate that the involvement of local stakeholders in rural

<sup>1</sup> JBIC and JICA merged to become new JICA on October 1, 2008.



## Annex 12 Review of capacity development components of similar projects

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infrastructure development, together with the provision of training and workshops, is effective for enhancing the sense of ownership and responsibility among users of rural infrastructure. This, in turn, promotes proper O&M of infrastructure. In one instance, MMC members and other market stakeholders prepared an action plan for O&M of latrines provided by the project and employed one cleaner for the task.

In order to address gender issues, the project developed a gender action plan that focused on several components. These components included: 1) organizing LCSs for road maintenance and tree planting; 2) providing separate WMS's; 3) designing gender-sensitive infrastructure for UPCs and flood refugees; 4) providing financial services and training in business management for women traders; and 5) fostering linkages with MMCs through women's representation in Banik Samity.

The project, in collaboration with NGOs, organized landless and destitute women as LCS members so could gain cash from road earthwork and tree planting implemented by the project. Along with the employment opportunity, LSC members were provided with training on O&M, so that they could do the job properly, and training on saving, income generation, and health and hygiene, in order to assist them in improving their livelihood. Through the increase in employment opportunities and the provision of training, the project contributed to upgrading women's standards of living.

The establishment of WMS's in the growth centers increased opportunities for rural women to start businesses. In most of the growth centers upgraded by the project, open sheds were separately arranged for women vendors. These interventions encouraged women traders and vendors to participate in trading within growth centers. As a result, more female customers visited the growth centers. It was, however, found that WMS's and open sheds for women vendors were not readily accepted in all locations, since the concept of women doing business in public space was quite new in the rural context. The lessons learned from the project indicate, on one hand, that the establishment of WMS's and special allotments for women vendors should be undertaken in the growth centers where the following are present: high demand from local stakeholders, women who could potentially become entrepreneurs, and a social environment open to changes in gender relations. On the other hand, it has been observed that consultation meetings with the local stakeholders were critical in encouraging women to break out of their traditional roles, address other stakeholders' concerns, and encourage gender-inclusive infrastructure development.

The project helped enhance capacity of female UP Members by holding training programs and by encouraging them to participate in consultation meetings. As a result, they became aware of their roles and responsibilities, and became more active in local resource mobilization and O&M of rural infrastructures such as ghats and markets.

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### 3 Greater Faridpur Infrastructure Development Project (RDP-24)

Project period	1998-2008
Project area	Faridpur, Gopalganj, Madaripur, Rajbari, and Shariatpur (5 Districts)
Executing agency	LGED
Donor agency	JBIC <sup>2</sup>
Project objectives	To alleviate rural poverty in Greater Faridpur Districts through improvement of rural infrastructure encompassing rural roads, bridges and culverts, growth centers and UPCs
Major components	<ol style="list-style-type: none"><li>1. Development of the rural road network</li><li>2. Improvement of growth centers / rural markets</li><li>3. Construction of UPCs</li><li>4. NGO participation in project implementation</li><li>5. Earthen road maintenance, and pipe casting and culvert installation</li><li>6. Institutional development and project support</li></ol>

The project aimed to promote the capacity development of stakeholders of all levels by providing a number of training programs in addition to the physical components of rural infrastructure development. The improvement of the organizational and administrative capacities of the UPs was the main focus of the project. NGOs were involved in project implementation, and LDGP<sup>3</sup> was introduced. The project developed the *Participatory Planning Guidelines for Development of UP Complex* in order to identify the appropriate locations for constructing UPCs and to develop the UPCs through a participatory planning process involving the local stakeholders.

In developing growth centers, the project promoted participation and capacity improvement of the local stakeholders, including UPs, MMCs, lessees, permanent and temporary shopkeepers, transport operators, and buyers. More specifically, the project developed the *Participatory Planning Guidelines for Improvement of Growth Centre* and provided training to the stakeholders to encourage their active involvement in the planning process of growth center and WMS development. These interventions have increased awareness on O&M of growth centers and sense of ownership among the local stakeholders.

The capacity development of women shopkeepers of WMS was promoted through training on business planning and management, customer dealings and sales promotion, and simple account management, before starting their businesses. Overall, the development of WMS's has been effective in empowering women, as it provided income generation opportunities. In addition, it has gradually attracted more female consumers to the growth centers. However, the businesses owned by women shopkeepers are not always successful. Some WMS's are constructed in remote sections of growth centers where customers rarely visit. The lack of business skills and experience is also a problem. Some WMS's have several women engaged in the same type of business. Such issues hinder the success of women's business in the WMS.

<sup>2</sup> JBIC and JICA merged to become new JICA on October 1, 2008.

<sup>3</sup> The project is described in detail in the next section.

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The project mobilized LCS's comprised of both men and women for undertaking civil works such as pipe casting and culvert installation, tree planting and care-taking, and earthen road maintenance. The LCS scheme proved to be effective, not only in carrying out high-quality work but also in providing employment opportunities for the local laborers, particularly the landless poor and destitute women. For earth road maintenance, more than 875 women were employed annually.

In addition, in collaboration with local NGOs, the project provided the LCS members with a variety of training. The training covered the following topics: social awareness, group formation and management, human rights and legal aids, health and hygiene, saving and credit management, and gender awareness. The project also encouraged the LCS members to accumulate group and individual savings to help enhance the sustainability of their livelihoods. Per head savings, on average, were estimated to be tk. 4,937 and tk. 2,887 for the earthen road maintenance workers and tree caretakers, respectively. Using these savings and the knowledge gained through training, most of the LCS members began to conduct income generation activities.

NGOs' role was prominent in implementation of the capacity development components of the project. A national NGO played a coordinating role, and five local NGOs were involved in strengthening the capacity of stakeholders such as UP Chairpersons and Members, MMC Members and other market stakeholders, women market shopkeepers, LCS members, and LGED staff. More specifically, they *developed training modules and manuals and organized awareness and training programs for these stakeholders*. Since the NGOs, particularly the local NGOs had adequate knowledge of the local conditions and experience working with the local people, engagement of these local NGOs was particularly effective in raising awareness and mobilizing local stakeholders at the grass-root level under the project. The NGOs were also expected to be flexible in its operations and to continue to stay in the concerned community to carry out follow-up activities and provide a link with other micro-credit or income generation activities for LCS members and women shopkeepers in the WMS after the completion of the project.

However, the training and management capacities of local NGOs were not always sufficient and varied from one to another. Although training of trainers and capacity building training for local NGOs were conducted by the coordinating NGO at the beginning of the project period, performance of some local NGOs and training sessions were below expectations. The experiences of the project suggest that if experienced local NGOs are not available in the concerned Districts, it may be more feasible to employ qualified local consultants to undertake the capacity development activities for their effective and efficient implementation.

#### 4 Local Development Coordination Program (LDCP)

Project period	April 2003-June 2008, including follow-up
Project area	Faridpur, Gopalganj, Madaripur, Rajbari, and Shariatpur (5 Districts)
Executing agency	LGED
Donor agencies	JICA and JBIC <sup>4</sup>
Project objectives	To promote local good governance in the selected UPs of Greater Faridpur
Major components	<ol style="list-style-type: none"> <li>1. Utilization of the mechanism of effective service delivery</li> <li>2. Capacity development of UPs and LGED</li> <li>3. Locally initiated micro schemes</li> </ol>

LDCP was undertaken as a pilot intervention under RDP-24 aimed at enhancing the functions of UPCs with JICA and JBIC support<sup>5</sup>. The specific objectives were: 1) to improve local people's access to public service delivery; 2) to enhance the capacity of UPs and LGED in participatory development planning; and 3) to promote the utilization of UPCs as an one-stop service center for local service delivery. LDCP was carried out in 20 UPs in which UPCs were constructed by RDP-24.

In order to establish a mechanism for effective service delivery, three types of forums were formed and mobilized: 1) Union Development Coordination Committee at the Union level; 2) Ward Development Committee at the Ward / Village level; and 3) Women Forum at the Ward / Village level. The capacity of these committees was enhanced through training, facilitation, consultation, and follow-up by Union Coordination Officers (UCOs) and consultants, and implementation of locally initiated micro schemes.

The program generated many positive impacts. At the Union level, Union Development Coordination Committees facilitated coordination between government departments and UPs. This contributed to the improvement of public service delivery to local people. In addition, the increased capacity of UPs, particularly in terms of tax collection was observed. This was facilitated largely by the locally initiated micro schemes. UPs had to collect at least 90 % of UP tax if they wanted to receive grants from the program to implement civil works under the scheme. The scheme basically aimed at motivating UPs to collect taxes by providing grants for their development needs if the target was met. Some UPs achieved 100 % tax collection. Considering the fact that tax collection was previously negligible in many UPs, it can be concluded that the program intervention was very successful.

Owing to the program activities, villagers have become aware of the development activities of UPs and government line departments and the roles and responsibilities of beneficiaries in rural development. This in turn empowered the villagers to discuss their needs and problems and seek solutions in Ward Development Committees and Women Forums more actively. Moreover, the villagers have become increasingly engaged in development work in their villages. When the locally initiated micro schemes were implemented, 20 % of the scheme cost was shared by the villagers, which can be judged as a sign of appreciation and ownership over development activities by the

<sup>4</sup> JBIC and JICA merged to become new JICA on October 1, 2008.

<sup>5</sup> LDCP was formulated in line with the government strategy to strengthen local government bodies. Its design is based on the experiences of Participatory Rural Development Project (PRDP) implemented by Bangladesh Rural Development Board with support of JICA.

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villagers. Such things have never happened before.

It is evident, however, that the UCOs employed by LDCP undertook various activities at the front line and played a significant role in facilitating and supporting the UPs, the three forums / committees, and government line department officials. However, the sustainability of the outcomes of LDCP, in the absence of such external facilitators, remains in question. From the perspective of its administrative structure and mandate, LGED is obviously not responsible for comprehensive capacity development of UPs. Moreover, although definitely important, development of the service delivery capacity of other government line departments is beyond the mandate of LGED. Institutional strengthening of UPs requires a more holistic approach. LGED should play its mandated roles, e.g., the provision of rural infrastructure and related training, but will simultaneously need to coordinate closely with other projects such as LGSP, which aims to comprehensively develop the capacity of UPs through fiscal transfer and training.

### 5 Rural Infrastructure Improvement Project (RDP-25)

Project period	July 2003- June 2009
Project area	Barisal, Bhola, Jhalakati, Pirojpur, Barguna, Patuakhali, Jessore, Jhenaidah, Magura, Narail, Bagerhat, Khulna, Satkhira, Chuadanga, Kushtia, and Meharpur (16 Districts)
Executing agency	LGED
Donor agency/ies	ADB, GTZ and Kfw
Project objectives	To reduce rural poverty through sustainable economic growth, rural development, and improved infrastructure
Major components	<ol style="list-style-type: none"><li>1. Improvement of management and maintenance of roads, growth centers, boat landing sites, and small ferry ghats</li><li>2. Improvement of road use and road safety</li><li>3. Improvement of local governance through UP strengthening</li><li>4. Increasing participation of women at all levels</li><li>5. Capacity building for LGED staff</li><li>6. Benefit monitoring and evaluation</li></ol>

The strengthening of local governments is one of the focus areas of the project. Out of the 900 UPs in the project area, 32 were selected as pilot UPs in Khulna and Barisal Divisions and are receiving intensive training and grant funds. Other UPs receive a two-day orientation training covering the functions and responsibilities of UPs. The intensive training covers the following topics: local resource mobilization, financial management, book keeping, accounting, motivation, budgeting and other routine activities, coordination, gender, and human rights.

Assisted by the frequent visits and support of field supervisors employed by the project, the pilot UPs discuss and decide the annual budget and their activities in monthly meetings in a participatory manner. As a result of these interventions, the capacity of UPs is improving, as seen by an increasing trend in their revenue collection. In the case of the UPs in Khulna Division, the revenue increased from an average of tk. 84,670 in 2004/05 to tk. 138,860 in 2005/06. Likewise, there was an increase from an

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average of tk. 141,381 in 2004/05 to tk. 172,020 in 2005/06 in the UPs in Barisal Division.

The allocation of grants has also contributed to strengthening of the capacity of the pilot UPs. Each pilot UP was allocated tk. 300,000 in FY 2004/05 and tk. 225,000 in FY 2005/06. The UPs were able to use the grants to implement income generation activities and welfare activities so as to meet the development needs in the Union. Since 2007, such grant funds have been allocated to the pilot UPs on the basis of their performance of tax collection, maintenance of account book, and collection of revolving funds for income generation activities. Basically, UPs with better performance were rewarded with larger grants.

Poor and destitute people have benefited from various income generation activities. The Pilot UPs are allowed to use the grants allocated by the project as revolving funds for income generation activities targeting the poor. Under this scheme, the destitute people can borrow funds from the concerned UP for one year to undertake income generation activities by paying a service charge of 11 % when they pay back the loan. Since the poor typically cannot borrow even a nominal amount of money from banks or any other financial institutions, this scheme was very beneficial for them. The welfare schemes, which is another set of schemes run by the pilot UPs with the assistance of the project, have been used to provide educational grants for qualified students, old-age allowances for the poor, eye camps, and sanitation facilities. Although the grant schemes of the project have proved very effective in improving the livelihood of the poor in the pilot UPs, the scaling up of these schemes from pilot UPs to other non-pilot UPs under LGED's projects remains a challenge due to budget constraints. Moreover, such interventions are beyond the scope of its mandates.

Much attention is also being given to the involvement and capacity building of MMC Members and other stakeholders in the development of growth centers and rural markets. When the project develops a growth center, the local bodies are required to contribute 10 % of the development cost from their own resources. Such schemes encouraging local contributions nourish the sense of ownership among local bodies over growth center development. According to advocates of this approach, local bodies are given an incentive to monitor development activities more closely, which in turn enhances the effectiveness of the development investment and sustainability of the facilities<sup>6</sup>.

At the district level, the project organized a one-day training-cum-kick-off workshop in collaboration with the District administration, in which DC, UNOs, selected UP Chairpersons and Secretaries, Assistant Commissioners (Land), MMC members, Upazila Engineers, and media representatives participated. At the market level, a two-day training program was organized to strengthen the capacities of MMC Chairpersons and Members. During this training, the concerned UNO and Union Land Officers were also invited as resource persons to brief training participants on land ownership, leasing systems and rules regarding growth centers, regulations on leasing government land, and routine and periodic maintenance. Such involvement of District and Upazila administrations in the

<sup>6</sup> The LGED officials interviewed in Khulna and Barisal Divisions stressed the need for local contribution. On the contrary, other LGED officials at headquarters pointed out that it was challenging for UPs to make such contributions. Moreover, it would not be fair for the beneficiaries, as this approach has been implemented only in several donor-assisted projects. It was also reported that, in some cases, the local people or contractors were forced to make the contributions.

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activities was critical for ensuring their commitment and collaboration and for the smooth implementation of growth center development schemes. The construction of MMC offices in the growth centers has also proved to be effective in enabling the MMC to hold regular meetings to discuss issues regarding utilization and maintenance of market facilities.

Six NGOs in total—four in Barisal Division and two in Khulna Division—were involved in the implementation of the project's capacity development components. Apart from this, one NGO was awarded a contract to implement road safety management programs. Since the selected NGOs had strong local networks and were skilled at mobilizing local people and raising awareness, they were entrusted with the responsibilities of forming, mobilizing, and training LCS's and women shopkeepers of WMS's. For other capacity development components such as training for MMC stakeholders, consultants and specialists were employed.

### 6 Local Governance Support Project (LGSP)

Project period	July 2006 - June 2011
Project area	Throughout Bangladesh
Executing agencies	LGD, MLGRD&C
Donor agencies	IDA, UNDP/UNCDF, EC, DANIDA and SDC
Project objectives	To ensure people's participation in local development activities, to develop capacity of UPs, and to ensure necessary service provision to local people through the increased block grant with increased transparency and accountability
Major components	<ol style="list-style-type: none"><li>1. Fiscal transfer by allocation of Expanded Block Grant</li><li>2. Strengthening local accountability</li><li>3. Supporting core local government capacity development</li><li>4. Policy evaluation and development</li><li>5. Social protection on a pilot basis</li><li>6. Learning and innovation</li></ol>

LGSP is a flagship program for local governance reform in Bangladesh. In order to strengthen UPs through financial decentralization, the project is providing an expanded block grant to all 4,498 UPs in a stepwise manner by 2011. Each year, the performance of all UPs is assessed by LGD, and the expanded block grant is provided to UPs that meet the specific eligibility criteria in the following fiscal year. The UPs that do not qualify for the expanded block grant stay with the existing ADP block grant scheme of GOB for another year until they are assessed again at the end of the year. The expanded block grants are directly transferred to the bank account of the selected UPs. The amount of the block grant is basically fixed against the population size of the Union but should not be less than tk. 450,000. In FY 2007/08, 1,060 UPs received an average expanded block grant allocation of tk. 816,363. In FY 2008/09, the expanded block grants will be disbursed to another 1,167 UPs (The Daily Prothom Alo, 2008). For the 1,060 UPs, orientation workshops informing UP Chairpersons and Secretaries about the utilization procedures and system of the expanded block grants have been completed. As of September 2008, four LGSP training modules have been prepared but are yet to be finalized.

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In addition to the expanded block grant allocation, the UPs eligible for the expanded block grant will be given performance grants based on the year-on-year improvement in local resource mobilization, i.e. tax collection. The first batch of the performance grant will be disbursed in FY 2008/09, with an average allocation of tk. 200,000 per UP.

The Learning and Innovation Component (LIC) is an integral part of LGSP and has been implemented in Hobiganj, Sirajganj, Narsingdi, Sartkhira, Barguna, and Feni Districts since September 2007. Within the framework of LGSP, LIC builds on innovations of SLGDP<sup>7</sup> in financing policy and procedures for infrastructure development and service delivery by UPs. It assists the UPs in implementing innovative local governance systems and procedures on a pilot basis. More specifically, LIC's activities include: 1) allocation of supplemental block grants to eligible UPs that are receiving the expanded block grant; 2) piloting of local public expenditure management; and 3) establishment of an enhanced mechanism for local accountability.

To ensure that local needs are met as much as possible in the utilization of the expanded block grant and supplemental block grant, the UP will have two types of committees for scheme implementation and supervision. They are the Ward Development Committee and the Scheme Supervision Committee<sup>8</sup>. The former, composed of UP Members representing the Ward, village representatives, one teacher, one social worker, and one NGO representative, will be responsible for the implementation of schemes, including planning, procuring and monitoring. The latter, composed of five to seven members nominated in a community-wide meeting of the relevant Ward, will be involved in the supervision and monitoring of all schemes implemented in the Ward financed through the expanded block grant and supplemental block grant. So far, 80 selected UPs of the six above-mentioned Districts have already received the supplemental block grant. LIC has also commenced in both Sartkhira and Barguna Districts in the Project area of SWBRDP and will eventually be launched in a total of 388 UPs.

Regarding coordination between SWBRDP and LGSP, LGD firmly discourages SWBRDP from implementing components similar to LDCP, which may overlap with the activities of LGSP<sup>9</sup>. Moreover, of the 869 UPs in the Project area of SWBRDP, the extended block grants were provided to 195 UPs in FY 2007/08 and will be provided to another 225 UPs in FY 2008/09. Along with the expanded block grant allocations, a comprehensive package of capacity development activities will be implemented in these UPs by LGSP.

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<sup>7</sup> A project implemented by LGD with support from UNCDF / UNDP from 1999 to 2004. It expanded the resources available to UPs while strengthening local institutional capacity, community participation, and oversight for budgeting and expenditure. SLGDP proved that UPs can utilize the direct block grant, which bypassed the Upazila in allocation, in a more transparent and effective manner, if the capacity of UPs is properly strengthened

<sup>8</sup> These committees were originally piloted under SLGDP.

<sup>9</sup> According to the interview with the Joint Secretary of LGD



# Annex 13 Needs assessment of growth centers / rural markets

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### Needs assessment of growth centers / rural markets

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## Annex 13 Needs assessment of growth centers / rural markets

### 1 Objective and methodology

A field survey was conducted in order to assess the needs of growth center development. The survey consisted of a sample survey and key informant interviews. For the survey purpose, six growth centers and one rural market shown in Table 1 were selected from the list of growth centers / rural markets proposed for development in the F/S conducted by LGED. The selection was carried out in a way that all three Greater Districts / Division of SWBRDP were covered. The survey sites were chosen ensuring that at least: 1) one growth center with a plan to develop a women's section is selected; 2) one growth center with a plan to develop a physically challenged people's section is selected; and 3) one rural market is included in the selection.

**Table 1 Selected growth centers / rural market**

No	Name of growth centers/ rural market	WMS <sup>1</sup>	PC section <sup>2</sup>	Location		
				District	Upazila	Union
1	Boro Gopaldi Growth Center			Faridpur	Madhukhali	Raypur
2	Khalil Mondoler Hat Growth Center	Proposed	Proposed	Faridpur	Faridpur Sadar	Char Madhabdia
3	Badura Growth Center			Patuakhali	Golachipa	Amkhola
4	Amkhola Rural Market			Patuakhali	Golachipa	Amkhola
5	Kalaia Growth Center	Proposed	Proposed	Patuakhali	Bauphal	Kalaia
6	Gilatola Growth Center			Bagerhat	Rampal	Banshtoli
7	Chitalmari Growth Center			Bagerhat	Chitalmari	Chitalmari

Note: 1) Women's market section. 2) Market Section for Physically Challenged People.

In the sample survey, respondents were sampled for each selected growth center / rural market, and asked questions based on a structured questionnaire. The number of respondents was 20 consumers / buyers and 10 vendors / sellers for each market. The 20 consumers / buyers were randomly selected as they came to the selected market to purchase goods. The original intention was to interview 10 men and 10 women consumers. But in many cases, it was not possible to obtain a sufficient number of female respondents due to their absence at the growth center / rural market. The 10 vendors / sellers were also selected randomly from those selling goods at the selected growth center. Similarly, interviewing female respondents was difficult as their presence was very limited.

The key informant interviews were conducted at the Upazila and the Union level. The key informants were asked to elaborate on the questions regarding the markets selected. The respondents were Upazila Engineers and Sub-Assistant Engineers of LGED, UP Chairpersons, UP Members, MMC Members, and staff of local NGOs.

## 2 Results of the sample survey

### 2.1 Background of the respondents

For the growth center survey, 140 consumers / buyers and 70 vendors / sellers were interviewed in the six growth centers and one rural market selected for the survey as shown in Table 2. Out of the 140 consumer respondents, 40 % are female, much lower than the targeted 50 %, due to lack of their presence at the markets.

**Table 2 Number of respondents by type and sex**

Respondent type	Male (%)	Female (%)	Total (%)
Consumer (buyer)	84 (60)	56 (40)	140 (100)
Vendor (seller)	60 (85)	10 (15)	70 (100)
<b>Total</b>	<b>144 (69)</b>	<b>66 (31)</b>	<b>210 (100)</b>

The total number of respondents is given by age group and sex in Table 3. The majority of the respondents fall in the age group of 26-40. Female respondents tend to be younger than their male counterparts.

**Table 3 Number of respondents by age group and sex**

Age group	Male	Female	Total
18 to 25	6	9	15
26 to 40	66	42	108
41 to 55	54	14	68
56 and above	18	1	19
<b>Total</b>	<b>144</b>	<b>66</b>	<b>210</b>

### 2.2 Results of the survey

#### **Question 1: Importance of the selected growth center / rural market**

As shown in Table 4, only one consumer respondent, interviewed at Khalil Mondoler Hat Growth Center replied that another market, which was situated 4 km away, was more important. The reason was because it had more space, larger trading volume and higher lease revenue than the one he was interviewed at. For all others, the growth center / rural market where they were interviewed were the most important for them.

**Table 4 Importance of the selected growth center / rural market**

Answer	Consumer			Vendor		
	Male	Female	Total	Male	Female	Total
Most important	83	56	139	60	10	70
Other markets are more important	1		1			
<b>Total</b>	<b>84</b>	<b>56</b>	<b>140</b>	<b>60</b>	<b>10</b>	<b>70</b>

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### **Question 2: Frequency of visits to the selected growth center / rural market**

As shown in Table 5, majority of the consumer respondents and all of the vendor respondents come to the growth center / rural market more than once a week. Many respondents mentioned that they came to the market everyday. However, roughly a quarter of the female consumer respondents visited the market less than once a week. Also, the survey team noted that the presence of women was very limited in all the surveyed markets.

**Table 5 Frequency of visits to the selected growth center/ rural market**

Answer	Consumer			Vendor		
	Male	Female	Total	Male	Female	Total
More than once a week	82	45	127	60	10	70
Between once a week and once a month	2	10	12			
Less than once a month		1	1			
<b>Total</b>	<b>84</b>	<b>56</b>	<b>140</b>	<b>60</b>	<b>10</b>	<b>70</b>

### **Question 3: Problems regarding access to the selected growth center / rural market**

As shown in Table 6, 52 out of the 140 consumer respondents (37 %) and 33 out of the 70 vendor respondents (47 %) replied that access to the growth center / rural market was a problem. The proportion of the respondents who identified problems is higher in women than in men. Almost all the problems specified are related to the poor condition of unpaved roads and lack of bridges. The problems specified are listed below. The figures in parenthesis show the number of the respondents who gave that answer.

**Table 6 Problems regarding access to the selected growth center / rural market**

Answer	Consumer			Vendor		
	Male	Female	Total	Male	Female	Total
None	55	33	88	33	4	37
Yes	29	23	52	27	6	33
<b>Total</b>	<b>84</b>	<b>56</b>	<b>140</b>	<b>60</b>	<b>10</b>	<b>70</b>

#### *Problems specified*

1. Unpaved (*katcha*) access road (48)
2. Gap / no bridge on access road (19)
3. Knee-deep mud on access road during monsoon (12)
4. Access road submerged during monsoon / tidal flood and damaged (9)
5. Transports (van / rickshaw) are not plying over the muddy road (7)
6. Only boat way during monsoon (5)
7. Bamboo bridge on access road (5)
8. Construction of bridge remains incomplete over the access road (3)
9. Bridge (beside market) damaged on access road (2)
10. River needs to cross by ferry (*kheya*) (2)
11. No access road, only alignment (2)
12. Pothole and water logging on access road (2)

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13. Old bridge and risky (1)
14. No place for landing boat (1)
15. Damaged HBB (1)
16. Wooden bridge (broken) on access road

### Question 4: Upgrading of the selected growth center / rural market

As shown in Table 6, all the respondents think that the growth center / rural market required upgrading. The reasons given can be broadly categorized into two groups. One group of reasons is based on the existing problems and current needs regarding market facilities. Reasons given include: limited trading space, lack of trading space for women, lack of sheds, poor condition of internal roads, and poor drainage. The other group of reasons seems to reflect the benefits anticipated by the respondents in case the market is developed. The respondents are primarily expecting an expansion of economic activities, and also improvement in hygiene, albeit to a lesser extent.

**Table 7 Upgrading of the selected growth center / rural market**

Answer	Consumer			Vendor		
	Male	Female	Total	Male	Female	Total
Required	84	56	140	60	10	70
Not required						
<b>Total</b>	<b>84</b>	<b>56</b>	<b>140</b>	<b>60</b>	<b>10</b>	<b>70</b>

### *Reasons specified*

1. For the interest of increase trading (61)
2. More buyers and sellers will be interested to come to market, even from far away (46)
3. Employment and income will increase (37)
4. Development will bring hygiene and environment friendly atmosphere (26)
5. Volume and type of commodities will increase (24)
6. Farmer will get fair price of their commodities (24)
7. There will be no need to visit markets / towns in a distance (24)
8. Over-crowded in *hat* day compared to available space (23)
9. Vendors sell goods / vegetable on the road due to lack of space (21)
10. To get relief from rain and mud (19)
11. Rice and other temporary vendors / sellers sit under open sky (19)
12. No separate market / shed for women traders (17)
13. NGO activity / micro-credit will increase (16)
14. No separate space for vegetable / milk sellers (14)
15. Number of shops (retail and wholesale) will increase (14)
16. The internal road of the market is narrow and *katcha*, needs upgrading (14)
17. For reducing trouble of sellers and buyers (14)
18. Visitors / traders will come from a far distance (13)
19. Inadequate toilet facilities (13)
20. More female buyers will come to market (13)
21. Developed market will play a role of local / economic development (12)
22. Wholesale buyers will come to market (12)

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23. Limited space for vegetables wholesale market (12)
24. Number of consumer and vendor will increase (11)
25. Trading facilities will increase (10)
26. Market will have a good reputation (10)
27. Local agro-products will be easily marketed (10)
28. Inadequate space of market (10)
29. Temporary vendors, particularly the vendors of perishable commodities need sheds (10)
30. Market side land value will increase (9)
31. To resolve waterlogging problem in the market (9)
32. Market sits twice a week hat day and daily market (8)
33. Most of the days commodities of temporary vendors become wet by rain (8)
34. Market will have a well planning and will bring discipline (8)
35. To promote vegetable wholesale market (7)
36. There will be separate sheds for separate commodities (7)
37. Required development of transport parking and loading unloading facilities (7)
38. No separate toilet for women (7)
39. Hat becomes muddy during the rainy season (6)
40. Number of service agencies will increase (6)
41. Inadequate water supply (6)
42. Better access to pure drinking water (6)
43. Buses need bypass roads inside the market (6)
44. Upgrading of market will bring about social change at the local level, i.e. decline of anti-social activities, stealing (5)
45. Insufficient drainage facilities (5)
46. Local traders will invest in local market (5)
47. Wholesale market and two hats per week (4)
48. Development will bring a change of attitude/lifestyle (4)
49. Permanent shops will be open all the time (4)
50. There are no other markets nearby (4)
51. To make the market accessible from all corners (4)
52. Low, earthen cattle market needs upgrading (4)
53. Market submerged during tidal flood (4)
54. To increase government revenue income (4)
55. To promote small industries (3)
56. Temporary vendors sit beside access road/internal road (3)
57. Development of market will increase facilities for women for buying and selling (3)
58. No mentionable development in spite of a large market in the area (3)
59. Densely populated area (2)
60. Market prices will become competitive (2)
61. Bank branch will be opened (2)
62. In order to develop market management system (2)
63. Insufficient street lighting (1)
64. In order to make the market spacious

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### **Question 5: Sheds in the selected growth center/ rural market**

As shown in Table 8, almost all the respondents expressed that new sheds were required. The need for vegetable sheds was very high according to the respondents. The need for rice, meat, fish, paddy, grocery, and milk sheds was also raised by many respondents.

**Table 8 Sheds in the selected growth center / rural market**

Answer	Consumer			Vendor		
	Male	Female	Total	Male	Female	Total
Sufficient				1		1
Insufficient	84	56	140	59	10	
<b>Total</b>	<b>84</b>	<b>56</b>	<b>140</b>	<b>60</b>	<b>10</b>	<b>70</b>

#### *Suggestions for improvement if "insufficient"*

1. Sheds for vegetable sellers needed (145)
2. Separate sheds for rice sellers needed (99)
3. Meat shed needed (70)
4. Sheds for fish sellers needed (41)
5. Paddy sellers need sheds (22)
6. Grocery sheds needed (19)
7. Upgrading/repairing of old sheds (15)
8. Sheds for milk sellers (15)
9. Shed for different items/multipurpose shed (14)
10. Shed for temporary women sellers (10)
11. Beetle leaf sellers need sheds (8)
12. Sheds for cloth required (7)
13. Roofs required for existing open sales platform (6)
14. Sheds for molasses required (5)
15. Sheds for different pulses/seeds required (5)
16. Need aprons and drain beside the sheds (4)
17. Requires slaughterhouse (4)
18. Sheds required for hawkers (1)
19. Sheds for jute market (3)
20. Sheds for seasonal fruits (3)
21. Sheds could be provided over the cattle market (3)
22. Sheds for wholesale sellers needed (3)
23. Open sales platforms (2)
24. Sheds for wholesale egg sellers needed (1)
25. Only one shed is not enough, required more (1)
26. Separate sheds for poultry market
27. Earth filling in cattle market needed (1)

### **Question 6: Open space in the selected growth center / rural market**

As shown in Table 9, roughly half the respondents thought that there are sufficient open spaces while

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others felt otherwise. Those who replied “insufficient” suggested that more space should be created by: recovering khash land unlawfully occupied by private influentials, purchasing of adjacent land, and land filling.

**Table 9 Open space in the selected growth center / rural market**

Answer	Consumer			Vendor		
	Male	Female	Total	Male	Female	Total
Sufficient	45	26	71	31	6	37
Insufficient	39	30	69	29	4	33
<b>Total</b>	<b>84</b>	<b>56</b>	<b>140</b>	<b>60</b>	<b>10</b>	<b>70</b>

*Suggestions for improvement if “insufficient”*

1. Recovering of khash lands (from influential people or institutions) is urgently needed (30)
2. Need further expansion even through purchasing of neighboring lands (26)
3. Market space can be extended; provide retaining wall by the side of the river/canal and earth filling (25)
4. Need extension by earth filling over the Khash lands (7)
5. No idea/don’t know (6) (some of them do not like to make suggestions toward influential people).
6. Khash lands should be allotted to real traders (4)
7. Earth filling of the ditches / derelict ponds located in the market (4)
8. Earth raising/expansion of cattle market (4)
9. Existing shops in open space are scattered, locating/placement need planning(3)
10. Need extension for construction of market (2)
11. Need strong MMC to control open space (2)
12. Dismantling of dilapidated sheds (2)
13. Need extension of the market, since the market has very limited open space for sellers to sit (1)

**Question 7: Condition of internal roads in the selected growth center/ rural market**

As shown in Table 10, only 27 out of the 140 consumer respondents and five out of the 70 vendor respondents thought that the condition of internal roads was satisfactory. In total, 85 % of the respondents responded that roads needed improvement. Main suggestions were: sealing of roads, widening of roads, elevation of roads, repairing of HBB, and constructing of new roads.

**Table 10 Condition of internal roads in the selected growth center/ rural market**

Answer	Consumer			Vendor		
	Male	Female	Total	Male	Female	Total
Satisfactory	17	10	27		5	5
Unsatisfactory	67	46	113	60	5	65
<b>Total</b>	<b>84</b>	<b>56</b>	<b>140</b>	<b>60</b>	<b>10</b>	<b>70</b>

*Suggestions for improvement if “unsatisfactory”*

1. Paving of earthen / damaged internal roads (89)



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2. Upgrading / raising of internal roads (36)
3. Number of internal road should be increased / new roads should be constructed (21)
4. Widening of internal road (20)
5. Maintenance of existing internal road (HBB) is an urgent need (11)
6. Development should be completed through paving some sections of the internal roads (10)
7. Internal road height should maintain the floor level of the shops beside the road (not too high) (8)
8. Internal road should be bituminous carpeting/RCC instead of HBB/brick soiling (6)
9. Dead end (blocked by shop) of internal road should be kept open so that the internal road entrance remains available (4)
10. Main access road should be widened more with parking / loading unloading place, so that it is more passable for vehicles (3)
11. Internal road should be camber and well sloped (3)
12. Shops beside the road should be placed in planned / disciplined way (2)
13. Need access road to cattle market (2)
14. Need access road to ghat (1)
15. Need market protection embankment (1)

### **Question 8: Drainage in the selected growth center/ rural market**

As shown in Table 11, all the respondents were dissatisfied with the drainage situation in the growth center / rural market. Ninety-two percent of the respondents suggested that new drains should be constructed, implying that drainage facilities were lacking. Other suggestions given imply that the design of existing drains should be improved or that drains should be properly cleaned.

**Table 11 Drainage in the selected growth center/ rural market**

Answer	Consumer			Vendor		
	Male	Female	Total	Male	Female	Total
Satisfactory						
Unsatisfactory	84	56	140	60	10	70
<b>Total</b>	<b>84</b>	<b>56</b>	<b>140</b>	<b>60</b>	<b>10</b>	<b>70</b>

### *Suggestions for improvement if "unsatisfactory"*

1. Requires construction of new drains (194)
2. Drain must be deeper and widened (8)
3. Drain outlet should have sufficient opening / passage (5)
4. Drain should be covered with proper slab (5)
5. Drain construction should maintain proper slope and the bottom should be "U" shaped (3)
6. Need upgrading / repairing of existing drain (2)
7. Need awareness about the uses of drain and garbage pits / dustbins (5)
8. Need drainage system alongside all the sheds (5).

### **Question 9: Water supply in the selected growth center/ rural market**

As shown in Table 12, 98 % of the respondents suggested that water supply was insufficient. They

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suggested that the installation of new tube wells and repairing of old tube wells were necessary.

**Table 12 Water supply in the selected growth center/ rural market**

Answer	Consumer			Vendor		
	Male	Female	Total	Male	Female	Total
Sufficient	2	2	4		1	1
Insufficient	82	54	136	60	9	69
<b>Total</b>	<b>84</b>	<b>56</b>	<b>140</b>	<b>60</b>	<b>10</b>	<b>70</b>

*Suggestions for improvement if "insufficient"*

1. Need sufficient tube wells (173)
2. Need repairing of old / out-of-order tube wells (21)
3. Water supply can be made through pipeline from central water tank (2)

### **Question 10: Electricity supply in the selected growth center/ rural market**

It should be noted that all the growth centers / rural market surveyed have electricity connection. As shown in Table 13, all the respondents felt that electricity supply was sufficient, though many commented that load shedding was a problem.

**Table 13 Electricity supply in the selected growth center/ rural market**

Answer	Consumer			Vendor		
	Male	Female	Total	Male	Female	Total
Sufficient	84	56	140	60	10	70
Insufficient						
<b>Total</b>	<b>84</b>	<b>56</b>	<b>140</b>	<b>60</b>	<b>10</b>	<b>70</b>

### **Question 11: Boat landing facilities in the selected growth center/ rural market**

It should be noted that all the growth centers / rural market surveyed have canal / river connection. As shown in Table 14, only eight out of the 210 respondents replied that boat landing facilities were not required. Of the remaining respondents, 78 % of the consumer respondents and 84 % of the vendor respondents suggested that the current facilities were insufficient.

**Table 14 Boat landing facilities in the selected growth center/ rural market**

Answer	Consumer			Vendor		
	Male	Female	Total	Male	Female	Total
Sufficient	19	12	31	10	1	11
Insufficient	62	39	111	50	9	59
Not required	3	5	8			
<b>Total</b>	<b>84</b>	<b>56</b>	<b>140</b>	<b>60</b>	<b>10</b>	<b>70</b>

*Suggestions for improvement if "insufficient"*

1. Sufficient boat landing facilities needed (94)

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2. Upgrading/repairing of existing dilapidated ghats / landing rams (9)
3. Boat landing facilities should be at in proper place (3)
4. Boat landing facilities needed in monsoon / rainy season (2)
5. Don't know (1)

### **Question 12: Sanitation facilities in the selected growth center/ rural market**

As shown in Table 15, all the female respondents and 97 % of the male respondents replied that sanitation facilities were insufficient. Suggestions for improvement include: construction of new toilets, provision of separate toilets for women, supply of piped water to toilets, and introduction of tolls so that funds for cleaning and maintenance become available.

**Table 15 Sanitation facilities in the selected growth center/ rural market**

Answer	Consumer			Vendor		
	Male	Female	Total	Male	Female	Total
Sufficient	1		1	3		3
Insufficient	83	56	139	57	10	67
<b>Total</b>	<b>84</b>	<b>56</b>	<b>140</b>	<b>60</b>	<b>10</b>	<b>70</b>

### *Suggestions for improvement if "insufficient"*

1. Sufficient number of water sealed latrines and urinals necessary (173)
2. Separate sanitation facilities for women needed (42)
3. Water supply through pipeline should be ensured in the latrines and urinals (20)
4. Repairing of old and out-of-order sanitation is required (2)
5. Modernizing (installing tile floors and walls, water from overhead tanks etc.) of sanitation facilities (6)
6. Toll charges may be introduced in order to ensure cleaning and better O&M of sanitation facilities (4)

### **Question 13: Number of buyers over the past year in the selected growth center / rural market**

As shown in Table 16, the number of buyers has increased in the growth center / rural market according to 97 % of the vendor respondents.

**Table 16 Number of buyers over the past year in the selected growth center / rural market**

Answer	Vendor		
	Male	Female	Total
Increased	59	9	68
No change	1	1	2
Decreased			
<b>Total</b>	<b>60</b>	<b>10</b>	<b>70</b>

**Question 14: Number of sellers over the past year in the selected growth center/ rural market**

As shown in Table 17, the number of sellers has increased in the growth center/ rural market according to almost all of the consumer respondents.

**Table 17 Number of sellers over the past year in the selected growth center/ rural market**

Answer	Consumer		
	Male	Female	Total
Increased	83	55	138
No change	1	1	2
Decreased			
<b>Total</b>	<b>84</b>	<b>56</b>	<b>140</b>

### 3 Results of the key informant interviews

#### 3.1 Types and numbers of informants interviewed

A total of 48 informants were interviewed. The types and numbers of informants interviewed are given in Table 18.

**Table 18 Type and number of informants interviewed**

Type of respondent	Number
Upazila Engineer	6
Sub-Assistant Engineer	6
UP Chairperson	6
UP Member	8
MMC Member	14
Local NGO	8
<b>Total</b>	<b>48</b>

#### 3.2 Results of the interviews

**(1) Changes in the number of market users and the volume of trade during the past three to five years**

According to LGED officials, UP Chairperson / Members, and MMC Members, the number of buyers, sellers, and shops, and the volume of trade have all increased in recent years in all of the growth centers / rural market under the survey, as shown in Table 19. Although the magnitudes of increases observed are different for each market and are distorted by the subjective judgments of the informants to some extent, overall, it seems that 50 to 150 % increases in the number of market users and the volume of trade have occurred during the past three to five years.

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**Table 19 Changes in the number of users and volume of trade in the selected growth centers / rural market**

Name of growth centers/ rural market	Hat day buyers <sup>1</sup>	Hat day sellers <sup>1</sup>	Number of shops <sup>1</sup>	Volume of trade per hat day
Boro Gopaldi Growth Center	Increased by 50-100 % (6,000-8,000)	Doubled (500-700)	Increased by 100-150 % (80)	Doubled
Khalil Mondoler Hat Growth Center	Doubled (6,000-8,000)	Doubled (3,000-4,000)	Increased by 100-150 % (350-400)	Increased by 50 %
Badura Growth Center	Increased by 50 % (6,000-7,000)	Increased by 50 -100 % (2,500-3,500)	Increased by 75 % (130-150)	Increased by 50 %
Amkhola Rural Market	Increased by 50 -100% (3,000-5,000)	Increased by 50-100 % (1,000-1,500)	Increased by 50-100 % (100-130)	Increased by 50-100 %
Kalaia Growth Center	Increased by 50-100 % (20,000)	Increased by 50-100 % (15,000)	Increased by 50 % (2,000)	Increased significantly
Gilatola Growth Center	Increased by 50-100 % (2,000)	Increased by 50 % (1,200)	Increased by 50-80 % (250)	Increased significantly
Chitalmari Growth Center	Increased by 50-100 % (15,000)	Increased by 50 -100 % (12,000)	Increased by 100-150 % (2,000)	Increased significantly

Note: 1) Numbers in parentheses represent the number of buyers, sellers or shops observed by the LGED informants.

### (2) Problems and improvements required for the growth centers/ rural market

The current problems of the growth centers / rural markets explored by the survey and the necessary improvements identified by the key informants are listed in Table 20. All the markets have many problems, and much improvement is required. Construction of trading sheds and MMC offices, improvement of internal roads and drainage, elevation of the market area, extension of the market area by earth filling, pavement of cattle markets, development of safe water supply facilities, and establishment of toilets with water supply are the major improvement needs identified. Though construction of ghats and improvement of access roads may be operations beyond the realm of growth center / rural market development, such needs also are nevertheless important, as they enhance the impacts of market development.

Regarding the women's market section, several informants suggested that the current conditions of the market made the place unfriendly for women and development of a women's market section would help change the situation. However, very few informants identified development of a women's market section as a necessary improvement until they were specifically asked about the facility.

Only the Kalaia Growth Center has a women's market section. When the key informants were asked whether they thought such a facility was required in the growth centers/ rural market under the survey, almost all the informants responded in favor. The main reasons given in favor are: 1) the women's

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market section is expected to enhance the social and economic status of women because it provides them with business opportunity and encourages more women to come to the market; and 2) many women are interested in doing business but they do not have a chance. Many informants even suggested that the Kalaia Growth Center should get a women's market section as well because the current facility developed under the assistance of DANIDA was not in operation due to the "wrong selection of place and traders."

Regarding the development of market sections for physically challenged people, proposed by LGED in the F/S, the key informants were generally supportive of the idea. However, the comments made by the informants do not illustrate clearly the importance and feasibility of such an intervention.

**Table 20 Problems of the selected growth centers / rural market and necessary improvements**

Name of growth centers/ rural market	Current problems	Necessary improvements
Boro Gopaldi Growth Center	Insufficient facilities: only one multipurpose shed, one open sales platform, and one tube well; Cattle market not paved; Most temporary vendors sit in the open air or in adjacent schoolyard due to lack of facilities; Space, drainage, and garbage disposal are lacking; Market land is occupied by unauthorized individuals; Access road only has bamboo bridge	Development of fish, vegetable, and multipurpose sheds, paved open sales area, cattle market, MMC office, arsenic-free tube wells, toilets / urinals for men and women, drainage facilities, ghat, internal roads, and garbage pits; Extension of space by earth filling and retention walls; Pavement of access road to Beleswar Growth Center; Sixty meter foot bridge on adjacent access road
Khalil Mondoler Hat Growth Center	Facilities for water supply, sanitation, and drainage are lacking; Frequent flooding; Market land is occupied by unauthorized individuals; Lack of sheds, ghats, MMC office and women's section	Development of fish, meat, rice, vegetable, beetle leaf / nut and multipurpose sheds, open sales platform, arsenic-free water supply facilities, toilets with pump water, drainage facilities, ghat and MMC office; Improvement of cattle market
Badura Growth Center	Lack of space, toilet, and tube well; Poor drainage and knee-deep mud in cattle market during monsoon; Link road between main market and paddy market (400 m) in bad condition; Difficult to load / unload goods on land and onto / from boat; No financial institution	Market extension by earthwork and ditch filling; Development of toilets, tube wells, open sales platform, paved area for temporary vendors, connecting road, drainage facilities with flop gate, and ghat; Paving of cattle market
Amkhola Rural Market	Lack of space, sheds, poor drainage, insufficient drinking water; Toilets not functioning; Difficult to load / unload goods to / from boat; Internal roads have subsided and are muddy; Tidal flooding; No disposal of garbage; Temporary vendors sitting in open air	Development of rice, vegetable, and fish sheds, shed for temporary female sellers, water supply facilities, latrine / urinals, ghat, surface and deep drains, and garbage pits; Raising of market area and paving; Paving of internal road; Establishment of retention wall beside river

## Annex 13 Needs assessment of growth centers / rural markets

Kalaia Growth Center	Insufficient water supply, sanitation, and boat landing facilities; Poor drainage and muddy internal roads; Cattle market and paddy market not paved; Lack of open sales platform and MMC office; Bridge on access road damaged	Market expansion by earth filling; Development of open sales platform, MMC office, water supply and sanitation facilities, and ghat; Paving of cattle and paddy markets; Reconstruction of structures on access roads
Gilatola Growth Center	Insufficient water supply, lack of toilets for females, lack of boat landing facilities; Three sheds lack roofs and three sheds are dangerously dilapidated; Drains damaged and drainage poor; Lack of bus stand; More than one acre of khash land leased out to single individual despite shortage of land	Development of vegetable, fish and rice sheds, roof over open sheds, slaughter shed, water supply, sanitation facilities for male and female, drainage with cover, ghat and bus stand; Improvement of internal roads; Extension of market area; Reconstruction of structures on access roads
Chitalmari Growth Center	Lack of space which becomes overcrowded on hat day; Lack of sheds, problems in loading / unloading goods onto / from boat, inadequate water supply, water logging; Knee deep mud in cattle market and open space; Bad condition of internal roads; Structure on access road damaged	Development of sheds, water supply facilities, toilets /urinals, ghat, and rest house for whole sale buyers; Drainage and internal road improvement; Raising and paving of open space and cattle market; Reconstruction of structures on access road

### (3) Problems regarding the operation and maintenance of the growth centers/ rural markets

According to the key informants, cleaning and maintenance activities are generally not done sufficiently due to the lack of budget and the lack of awareness on the responsibilities of the lessees and MMCs. The budget for operation and maintenance is inadequate because 15 % of the lease money, which should be earmarked for that purpose, is not provided on a regular basis. Moreover, MMCs are weak and do not fully understand their responsibilities. They cannot properly supervise the lessees or arbitrate disputes which arise in the market. Consequently, drains are congested, toilets are in terrible condition or go out of order, and disputes remain unsolved.

Of the seven growth centers / rural market, two MMCs received comments which were positive to some extent from some of the key informants, but those were the exceptions. From the eyes of the respondents, the majority of MMCs either performed very limited duties or only existed on paper.

## 4 Conclusions

The number of users during a hat day in the surveyed growth centers / rural market ranges from 2,000 to 20,000 buyers and 500-700 to 15,000 sellers. Typically, 10,000 users show up on a hat day at a market. The number of permanent shops range from 80 to 2,000. Although the sizes of the markets differ significantly, in all the markets surveyed, the number of buyers, sellers and shops, and the volume of trade are increasing. Irrespective of the market size, however, market users attach primary importance to the growth center / rural market they are currently using. Those who utilize the market do so quite frequently.

## Annex 13 Needs assessment of growth centers / rural markets

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The market users feel that the facilities provided and the current conditions of the markets require improvement. Facilities such as trading sheds, water supply, sanitation, and ghats are lacking. Many parts of the markets including open space, internal roads, and cattle markets require pavement and adequate drainage. The market users are very much dissatisfied about the drainage situation. Water supply and sanitation are also insufficient, and toilets are lacking or in very poor condition.

Space is limited in many markets. Land filling accompanied by sufficient measures to prevent river erosion is suggested. Also, the information given by few respondents in the survey suggests that the use of khash land by private individuals require investigation so that the limited land is used more optimally.

The number of female market users was very small, and for those who did come to the markets, the frequency of visits was less than their male counterparts. Poor facilities, typically illustrated by the lack of clean toilets and the muddy market floors, and the difficulty of access caused by the underdevelopment of roads are the main reasons identified. The lack of a women's market section is another reason given. Considering together the fact that more women were present in the developed markets visited during another survey, the need for market development is justified from the viewpoint of gender equality as well.

It should be noted that some rural markets not designated as growth centers are larger than some growth centers. Although GOB prioritizes the development of growth centers, some of the rural markets require the same attention.

The survey results clearly illustrate that maintenance is a problem and will be a problem unless appropriate measures are taken. Together with the physical development of the markets, the capacity of MMCs needs to be enhanced through various interventions so that the market facilities will be well-maintained. MMCs will require training, and relevant authorities will need to be pushed to allocate sufficient budget to MMCs.

Access to the growth center / market is a problem for many market users. The conditions of some of the roads that lead to the markets are very poor. Some roads are not paved and lack bridges on which vehicles can pass, making it particularly difficult to transport goods. Conditions of such roads need to be improved together with the development of growth centers / rural markets.



# Annex 14 Needs assessment of Union Parishad Complex

SPECIAL ASSISTANCE FOR PROJECT FORMATION  
FOR  
SOUTH-WESTERN BANGLADESH RURAL DEVELOPMENT PROJECT  
PEOPLE'S REPUBLIC OF BANGLADESH  
FINAL REPORT

## ANNEX 14

### Needs assessment of Union Parishad Complex

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## Annex 14 Needs assessment of Union Parishad Complex

### 1 Objective and methodology

A field survey was conducted in order to assess the needs regarding UPC development. The survey consisted of a sample survey and key informant interviews. Three UPs without UPCs, shown in Table 1, were selected for the survey.

**Table 1 Selected Unions**

No.	Name of Union Parishad	Location		
		Division/Greater District	District	Upazila
1	Domain	Greater Faridpur	Faridpur	Madhukhali
2	Adabaria	Khulna Division	Patuakhali	Baufal
3	Chitalmari	Greater Khulna	Bagerhat	Chitalmari

In the sample survey, respondents were sampled for each selected UP and asked questions based on a structured questionnaire. The number of respondents was 20 for each UP. The first 10 male and 10 female residents who visited the selected UP office at the time of the survey were selected as respondents.

The key informant interviews were conducted at the Upazila and the Union levels. A total of 20 informants, six or seven for each UP, were asked to elaborate on questions regarding the existing office facilities of the chosen UP and the development of a UPC. The respondents were Upazila Engineers and Sub-Assistant Engineers of LGED, UP Chairpersons, UP Members, officials of government line departments which are normally allocated a room when a UPC is constructed, and staff of local NGOs.

### 2 Sample survey

#### 2.1 Background of the respondents

Sixty respondents were interviewed for the survey. The total number of respondents is given by age group and sex in Table 2. The majority of the respondents fall in the 26-40 and 41-55 age groups. Female respondents tended to be younger than their male counterparts.

**Table 2 Number of respondents by age group and sex**

Age group	Male	Female	Total
18 to 25	2	4	6
26 to 40	10	14	24
41 to 55	10	11	21
56 and above	8	1	9
Total	30	30	60

The occupations of the respondents are summarized in Table 3. Most of the male respondents are engaged in either agriculture or business. The majority of the female respondents are homemakers.

## Annex 14 Needs assessment of Union Parishad Complex

**Table 3 Number of respondents by occupation and sex**

Occupation	Male	Female	Total
Farmer	12		12
Businessman	10		10
Social worker	1	3	4
Service holder	4	6	10
Homemaker		19	19
Teacher	1	1	2
Student	2		2
Homeopath doctor		1	1
Total	30	30	60

### 2.2 Results of the survey

#### **Question 1: Frequency of visits to the current UP office**

As shown in Table 4, one third of the total respondents visit the UP office more than once a week. The male respondents tended to visit the UP office more frequently than their female counterparts.

**Table 4 Frequency of visits to the current UP office**

Answer	Male	Female	Total
More than once a week	13	7	20
Less than once a week but more than once a month	12	13	25
Less than once a month	5	10	15
Total	30	30	60

#### **Question 2: Purpose of visit to the current UP office**

Table 5 shows the purposes of visiting the current UP office. A total of 27 purposes were listed by the respondents. Men tend to have more reasons for visiting the UP than women. All respondents visit the UP when they wish to register births or obtain certificates. More than half of the total respondents, and over 70 % of male respondents, visit the UP in order to resolve conflicts. Over 43 % of the respondents come to the UP to socialize. About one third come to attend meetings arranged by the UP, government line departments, and NGOs. Other purposes of visiting the UP include receiving social services provided by the UP such as the distribution of relief materials.

Only one out of the 60 respondents visits the UP office to pay tax. Similarly, very few respondents visit the UP to access services provided by government line departments.

## Annex 14 Needs assessment of Union Parishad Complex

**Table 5 Purpose of visit to the current UP office**

Answer	Male	Female	Total
1. Birth registration and/or obtaining various certificates	30	30	60
2. To pay tax	1		1
3. To attend meetings organized by UP	11	8	19
4. To attend meetings organized by government line departments	14	5	19
5. To attend meetings organized by NGOs	13	7	20
6. To receive services provided by government line departments			
6.1 Agriculture	6		6
6.2 Fishery	4		4
6.3 Cooperative	1		1
6.4 Health and Family planning		2	2
7. To socialize	18	8	26
8. Conflict resolution	22	16	33
9. Other			
9.1 To obtain trade license	3	1	4
9.2 To obtain information on development work	11	2	13
9.3 To collect relief	6	9	15
9.4 To help / accompany others	2		2
9.5 To obtain a tubewell	2		2
9.6 To obtain fertilizers / seeds / insecticides	4		4
9.7 To check the voters' list	6	2	8
9.8 To obtain a spray machine	3		3
9.9 To collect a ring-slab	3		3
9.10 To learn about tax	1		1
9.11 To collect old age allowance	1		1
9.12 To get immunized		2	2
9.13 To search for a job		4	4
9.14 To collect widow allowance		1	1
9.15 To seek advice		3	3
9.16 To receive training	1		1

### **Question 3: Problems regarding access to the current UP office**

As shown in Table 6, more than half of the respondents have difficulty accessing the current UP office. The poor condition of the access roads and lack of transport services were the specific problems identified. These are listed in the box below the table. Figures in parentheses indicate the number of respondents that mentioned the particular issue.

**Table 6 Problems regarding access to the current UP office**

Answer	Male	Female	Total
None	7	19	26
Yes	23	11	34
<b>Total</b>	<b>30</b>	<b>30</b>	<b>60</b>

#### *Problems specified*

1. Road used to access UP is earthen and is muddy (30)
2. No transport service on the UP access road (8)
3. Water logging in UP premises (2)

## Annex 14 Needs assessment of Union Parishad Complex

### **Question 4: Problems regarding the current condition of UP office**

As shown in Table 7, all the respondents believe that the current UP office has problems. Half of the respondents answered that the current building is dilapidated. More than half pointed out that the toilet was not functioning. Other problems identified include lack of space and facilities such as rooms for UP Members and government line department officers, office furniture, and storage room.

**Table 7 Problems regarding the current condition of UP office**

Answer	Male	Female	Total
None			
Yes	30	30	60
<b>Total</b>	<b>30</b>	<b>30</b>	<b>60</b>

*Reasons specified*

1. Toilet out of order (34)
2. Dilapidated, old, and dangerous building / tin house (30)
3. Lack of sitting space and arrangement (27)
4. No separate room for women Members or Secretary (14)
5. No space / room for line departments (14)
6. Very small building compared to necessity of its functions (12)
7. No furniture (11)
8. No storage space for relief goods (11)
9. Inadequate space in hall room (11)
10. No tubewell / supply of water (9)
11. No visitors' room (6)
12. No separate toilet for female (3)
13. Visitors have to stand / wait under open sky, for example during immunizations (3)
14. Chairman, Members, and Secretary sit in one room (2)
15. No open space in front of UP office (2)
16. UP has no land (2)
17. Unhygienic and unhealthy (2)

### **Question 5: Provision of UP services at the current UP office**

As indicated in Table 8, 70 % of male and 47 % of female respondents think that the services provided at the current UP office is satisfactory or sufficient. The respondents appreciate the mediation functions, relief measures, and fertilizer / insecticide distribution services performed by the UP. The remainder feels that the services provided are unsatisfactory or insufficient. The major reason given was that the UP Chairperson, Members, and Secretary are not available on a regular basis.

**Table 8 Provision of UP services at the current UP office**

Answer	Male	Female	Total
Satisfactory / sufficient	21	14	35
Unsatisfactory / insufficient	9	16	25
<b>Total</b>	<b>30</b>	<b>30</b>	<b>60</b>

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*Reasons for the answer "insufficient"*

1. Services not rendered as per expectation (13)
2. UP Chairperson, Members, and Secretary not available regularly (11)
3. Relief not distributed in time (5)
4. UP Chairperson does office work at his house and is not available when required (3)
5. Not responding to demand of the poor (1)
6. Responsibility of giving weather forecasts (cyclones, flash floods, etc.) not undertaken (1)

*Reasons for the answer "sufficient"*

1. Mediating role played by UP in arbitration / conflict resolution, proper distribution of relief, and proper distribution of fertilizers / insecticides are appreciated (24)
2. Service rendered as per expectation / relief distributed in time (8)

**Question 6: Provision of government line department services at the current UP office**

Regarding service provision by government line departments at the current UP office, only 25 % of the respondents are satisfied, as shown in Table 9. The respondents feel that government line departments are less visible than the UP Chairperson, Members, and Secretary, and that their service provision is insufficient.

**Table 9 Provision of government line department services at the current UP office**

Answer	Male	Female	Total
Satisfactory / sufficient	6	9	15
Unsatisfactory / insufficient	24	21	45
Total	30	30	60

*Reasons for the answer "insufficient"*

1. "We know no line departments' services officials except Agriculture, LGED, and Family Planning" (25)
2. Government line department officers are not available regularly (some are not available at all) at UP (15)
3. No space / room for government line department officers at UP (12)
4. Government services not rendered to the appropriate persons (12)
5. No mechanism / provision of accountability of line departments' services, officials, and UP (4)
6. Negligence in performing duties (2)

*Reasons for the answer "sufficient"*

1. Performance of Agriculture, LGED, and Family Planning is satisfactory and are visited frequently (6)
2. Sub-Assistant Agricultural Officers (former block supervisor) work in the area and provide loans (4)
3. Officials from the Social Service Department visit occasionally and provide loan / credit (1)

**Question 7: Improvement of the current UP office or construction of UPC**

As shown in Table 10, apart from the two who replied "not interested," all respondents answered that

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the current UP office should be improved or replaced with a UPC. The reasons given reflect the problems identified earlier in Questions 4 and 5. They suggest that the respondents want better physical facilities, and expect that they will in turn enable better service provision by UP and relevant government departments.

**Table 10 Improvement of the current UP office or construction of UPC**

Answer	Male	Female	Total
Necessary	29	29	58
Not necessary			
Not interested	1	1	2
<b>Total</b>	<b>30</b>	<b>30</b>	<b>60</b>

*Reasons for the answer "necessary"*

1. "It is obvious" (40)
2. UP Chairman, Members, and Secretary will have separate rooms to work (20)
3. All sorts of services will be available at one place (18)
4. Existing UP building is dilapidated and dangerous to work in (11)
5. There will be no need to travel far for toilet (10)
6. Working environment will be improved (10)
7. Existing UP building is too small compared to required space (6)
8. No working environment at existing UP office (6)
9. No place to sit for the public (6)
10. Officials from various line departments will be available at UPC (5)
11. There is currently no room for UP female Members (5)
12. No safe place at existing UP office to store relief materials (5)
13. There will be a safe place for taking shelter during natural disasters (5)
14. UP activities will gain momentum (4)
15. In order to increase coverage of services to a larger population (4)
16. Respective line departments will become interested in coming to UP office (4)
17. To get services easily (3)
18. Preservation of documents and goods will become easy and safe (3)
19. To reduce hardship of the relief collectors (3)
20. The existing meeting room is too small (3)
21. UP has no land of its own (2)
22. Need to change the location (2)
23. To increase enthusiasm of UP Chairperson and Members toward work (2)
24. The service receivers will have a place to sit (1)
25. People will be more interested in visiting UP (1)
26. No provision of toilets for female at existing UP (1)
27. No service providers can sit / come to UP office at present (1)
28. The UP capacity will be strengthened (1)
29. No water available at old UP office (1)

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### **Question 8: Facilities required at UPC**

The respondents believe that the following facilities will be required within or accompanying a UPC when developed (Table 11).

**Table 11 Facilities required at UPC**

Facilities	(Multiple answer)		
	Male	Female	Total
Separate rooms for UP Chairperson, male Members, female Members, and Secretary	14	12	26
Water supply and sanitation	11	11	22
Separate toilet facilities for men and women	9	12	21
Store room	12	8	20
Rooms for all line department officials	10	8	18
Meeting / hall room	7	3	10
Furniture for UP and line departments	4	3	7
Waiting room for visitors / relief collectors	3	3	6
Room for Union Land Office	3		3
Room for NGO workers		1	1
Parking place for rickshaws / vans	1		1
Dressing / rest room for female Members	1		1
Billboard to display UP working roster	1		1
Prayer room (male and female)		1	1
Gardening facilities	1		1
Boundary wall		1	1
Open premises in front of UPC	1		1
Library		1	1
Guest room		1	1

### **Question 9: Service required at UPC**

The respondents expect provision of the following services after development of a UPC (Table 12).

**Table 12 Service required at UPC**

Services	(Multiple answer)		
	Male	Female	Total
Agriculture	19	11	30
Livestock treatment	15	11	26
Health and family planning	15	9	24
Fisheries	8	10	18
Service from all line departments	5	7	12
Service from UP	6	5	11
Poultry vaccination / treatment	4	3	7
DPHE service / mechanics	2	2	4
NGO services	3	1	4
BRDB services	3	1	4
Education	2	1	3
Social welfare		3	3
Conflict resolution	3		3
Training	3		3
Distribution of fertilizers, seeds, and insecticide		2	2
Physician service		1	1
Union Land Office		1	1
Pure drinking water		1	1
Precaution against natural disasters	1		1
Provision of union development coordination system like Upazila development coordination system	1		1
Impartial distribution of relief material		1	1



### 3 Key informant interviews

#### 3.1 Types and numbers of informants interviewed

A total of 20 informants were interviewed. The positions and numbers of informants interviewed are given in Table 13.

**Table 13 Type and number of informants interviewed**

Type of respondent	Number
Upazila Engineer	3
Sub-Assistant Engineer	3
UP Chairperson	3
UP Member	3
Government line departments officials	5
Local NGO staff	3
Total	20

#### 3.2 Results of the interviews

##### (1) Number of local residents visiting the current UP office and their objectives

According to the UP Chairperson and Members of the selected UPs, the number of visitors to the three selected UP offices ranges from 150-200 to 300-400 per week. The main objectives of the visits are: 1) to register births and deaths and obtain certificates; 2) to receive relief materials distributed to the poor; 3) to collect social benefits for the old, the physically challenged, and the widowed; 4) to receive water supply and sanitation materials; 5) to seek arbitration of conflicts; and 6) to attend village court.

##### (2) Condition and utilization of the current UP office by UP

The conditions of the current UP offices of the three selected UPs are summarized in Table 14.

**Table 14 Condition of the current UP office**

Union Parishad	Current office facilities and condition
Domain	3 rooms in poor condition Toilet out of order and no water supply Renovation underway
Adabaria	Only 1 room built with brick wall and congregated iron roof
Chitalmari	3 rooms, a toilet, and a tube well all in an extremely poor conditions Only one room can be used

In Domain Union, the UP building consists of a room for the UP Chairperson, a room for the UP Secretary, and a hall room for meeting, arbitration, and training purposes. However, the three rooms are in a poor condition. The toilet is out of order and there is no water supply. Currently, renovation is underway using the 1 % land transfer tax revenue.

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In Adabaria Union, there is only one room in the UP building. All activities, including UP meetings, village courts, training, and storing and distributing of relief goods, have to be carried out using this one room. There is no other office attached to the building.

In Chitalmari Union, the UP building consists of a room used for all UP activities, and two rooms, a toilet, and a tube well, which are all dilapidated and out of use. Even the one room in use is considered dangerous. Space is lacking, and the UP is experiencing difficulties in its operation, particularly in storing documents.

### (3) Problems regarding the current UP office

The problems regarding the current UP office identified by the stakeholders interviewed are summarized in Table 15. The problems are almost identical among the three selected Unions. The current UP buildings are basically old and dilapidated, and lack working and sitting spaces, facilities such as toilets and tube wells, and office furniture. None of the buildings have sufficient space to accommodate government line department officials that are supposed to provide services at the Union level.

The situation in Domain UP is expected to improve, as it is now renovating its UP office. In contrast, Chitalmari UP attempted to develop a UPC, with assistance of RDP-25, but failed due to land disputes. There is no plan for construction of a UPC or renovation of the current office in Adabaria UP.

**Table 15 Problems regarding the current UP office**

Union Parishad	Problems
Domain	<ul style="list-style-type: none"> <li>No rooms reserved for UP Members or government line department officers</li> <li>Roof is damaged, and rain leaks</li> <li>Lack of office furniture</li> <li>Latrine and tube well are out of order</li> <li>Size of current land too small for UPC construction</li> </ul>
Adabaria	<ul style="list-style-type: none"> <li>No rooms reserved for UP Chairperson, UP Members or government line department officers, i.e. only one room is available</li> <li>No space to safely store documents</li> <li>Lack of office furniture</li> <li>No latrine or tube well</li> </ul>
Chitalmari	<ul style="list-style-type: none"> <li>No rooms reserved for UP Chairperson, UP Members, or government line department officers, i.e. only one room is usable</li> <li>Building damaged and dilapidated; floor, doors and windows are torn / damaged</li> <li>No office to safely store documents</li> <li>Lack of office furniture</li> <li>No latrine or tube well</li> <li>Size of current land too small for UPC construction</li> </ul>

### (4) Problems regarding the services provided by UP at the current UP office

The problems regarding the services provided by UP identified by the stakeholders interviewed are

## Annex 14 Needs assessment of Union Parishad Complex

summarized in Table 16. The problems are similar among the three selected Unions. For example, the following comments were given in all three Unions: the UP office is not open every day, and the UP Chairperson and Members are frequently absent from office. Many informants pointed out that most UP Members were illiterate and were not aware of their duties. A UP Member of Domain Union specifically pointed out that there is a lack of opinion sharing among UP Chairperson and Members, that service provision is poor, and that tax is not being collected. Parts of the issues are related to the lack of a proper UP office, but issues such as the lack of understanding on the roles of UP Members are problems of a different nature. The latter issues are more closely related to the capacity of those who get elected and not about physical infrastructure.

**Table 16 Problems regarding services provided by UP**

Union Parishad	Problems
Domain	UP office is not kept open everyday UP Chairperson and Members are often absent from office UP Chairperson and Secretary provide services mostly from Chairperson's house UP Chairperson and Members rarely share opinions Most UP Members are illiterate The provision of certificates is not done in a timely manner Tax is not collected
Adabararia	UP Members tend to be absent from office Some UP Members do not attend meetings when called UP Chairperson and Members lack coordination UP Members are not aware of their responsibilities Most UP Members are illiterate
Chitalmari	UP office remains closed most of the time UP Chairperson and Members are not fully aware of their responsibilities UP Secretary is old and is not always available to provide services Most UP Members are illiterate

### (5) Services provided by government line departments at the current UP office

The service providers and the programs that provide services to residents at the UP level are listed in Table 17.

**Table 17 Services provided by government line departments at the UP level**

Union Parishad	Services providers and programs being implemented
Domain	Agriculture, Health and Family Planning, Education, BRDB, DPHE, Social Service, National Nutrition Program (run by BRAC), and Livestock Vaccination Program
Adabararia	Agriculture, Health and Family Planning, Ansar / VDP, BRDB, DPHE, Social Service, and Livestock Vaccination Program
Chitalmari	LGED, Agriculture, Health and Family Planning, Social Service, and Livestock

In Domain Union, several government departments, including Agriculture, Health and Family Planning Departments, DPHE, and NGO officers, visit the Union on a regular basis to provide services to the residents. For example, according to the UP Chairperson, the Agriculture Department visits once