

National Corruption Perception Survey TI Pakistan 2009



Supported by



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Swiss Agency for Development
and Cooperation SDC

NCPS 2009
June 17, 2009



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Foreword

Similar to the NCPS 2002 and 2006, the NCPS 2009 covers the levels and frequency of corruption faced by the common man on a daily basis. Unlike the previous surveys, the railway and banking sectors have been replaced by the local government and tendering/contracting sectors respectively. The NCPS 2009 focuses on ten departments of the government where the average man faces the highest levels of corruption.

There were obstacles faced at various stages of this report, resulting in a longer time being taken than originally anticipated. The encumbrances were mainly due to the increase in sample base, decided by MARC, the constant power outages country-wide, and the unstable societal and political conditions in all four provinces.

This study doesn't cover just the negative aspects of the country's government departments. It is also being compiled to laud and appreciate the improvements made in those departments/sectors where corruption levels have decreased. It is a platform to not only profess the deplorable state of our governmental sectors, but also for their success stories to be shared and appreciated.

A majority of respondents of this survey were of the view that the media, especially the electronic media has played a positive role in the battle against corruption. Unfortunately, the media is also prone to propaganda under duress/pressure, which distorts reality. Judiciary ranking in corruption amongst 10 sectors in 2006 was 3rd, whereas it has shown remarkable improvement in 2009, and its rank is now 7th. Motor way police system has been said by more than 84% respondents to have reduced corruption, and has been recommended to be implemented in all cities of Pakistan.

Unfortunately there isn't much else on a positive note to be shared through this report. The level of expenditure in the case of bribery, for example, has increased to almost four times high as compared to the previously carried out surveys.

Transparency International Pakistan is hopeful that with this report, more care and attention will be given towards reforming the systems prevalent in our society, where it is the common man who is facing problems every day and is consequently suffering. This survey doesn't target the billions of rupees wasted in the government agencies, which is another playing field altogether.

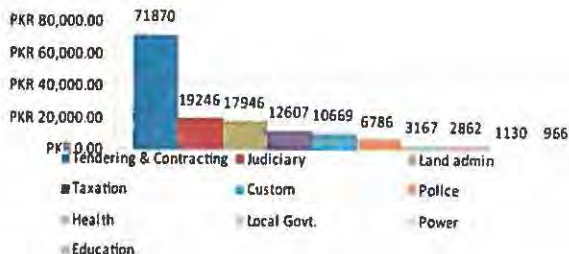
The support and sponsorship in regard to this survey by the Swiss Agency for Development and Cooperation is highly appreciated by TI-P. We also acknowledge and commend the efforts and formulation made by M/s. Marketing and Research Consultants for this survey.

Syed Adil Gilani
Chairman
Transparency International Pakistan

17th June, 2009

Note on Tendering Section

The NCPS 2009 shows that the quantum per act of corruption is highest in Tendering (Procurement), Rs. 71,870, which is 49% of all 10 sectors.

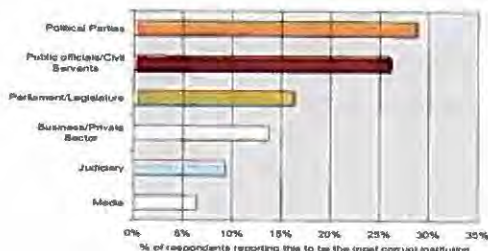


World Bank Corruption Report.

The assessment of the Pakistan Infrastructure Implementation Capacity (PIICA) which was carried out at the request of the GoP, jointly by World Bank and Planning Commission of Pakistan, released its report on 8th Feb. 2008. The report stated that in Pakistan the cost of corruption in procurement is about 15%.

In the GCB 2009 released on 3 June 2009, the survey indicated that the political parties and civil service are perceived on average to be the most corrupt sectors worldwide.

Figure 1 Single institution/sector perceived to be most affected by corruption, overall results



Transparency International Pakistan also conducted a survey of the Federal Government Departments on the compliance of the Public Procurement Rules 2004.

The results prepared from responses of the various departments are tabulated in Table A.

The Armed Forces are the largest sector of violators of the Procurement Rules 2004, issued by Public Procurement Regulatory Authority under PPRA Ordinance 2002. The other sectors of violators are the regulatory authorities themselves. PPRA itself is not performing its statutory obligations of monitoring the application of rules, and is stated to have given illegal exemptions from application of Procurement Rules 2004. Bodies such as the SECP, privatization ministry, and the State Bank of Pakistan refuse to be governed under the PPRA Ordinance 2002. The correspondence with these departments is available on the Transparency International Pakistan website.

The survey results confirm that Pakistan has *laws*, but not the *rule of law*.

We quote here a few statements from Chief Justice Iftikhar Muhammad Chaudhry. These are from the speeches given during the period he was deposed.

November 4, 2008

Rawalpindi: Some people think that by touching November 3 emergency, the questions about the authenticity of general elections could also be raised but as a matter of fact, the imposition of emergency has not any linkage with the national polls as the elections were to be held in any case after completion of five years tenure.

He said that the terrorism could be eradicated only by means of a strong economy. The investors put their money only in those countries where their investment is safe and judiciary is independent.

November 17, 2008

New York: My learned friends, in an ideal world I should not be standing here today giving this speech. In an ideal world where all nations bow to the rule of law, for the Chief Justice of a Supreme Court to take a principled stand against subversion of the Constitution and to warn against the erosion of the Rule of Law and Independence of the Judiciary, should be the norm rather than the exception. It is extremely unfortunate for us as a nation to have to fight for and struggle for something which should be the birth right of every human being.

Ladies and gentlemen, I am sure all of you are fully aware of the link between economic growth and an independent judiciary. Investment shies away from economies or countries that do not have an independent judiciary.

November 26, 2008

Washington: Chief Justice Iftikhar Mohammad Chaudhry has defended judicial activism, saying the courts have a duty to protect the fundamental rights of a citizen and to keep the government within the parameters of the Constitution.

Addressing a gathering at the law school of the Georgetown University in Washington on Tuesday, Justice Iftikhar said the Pakistani Constitution allowed superior courts to take suo moto actions when necessary.

“In the case of the Supreme Court there is not even a need for an application by an aggrieved person,” he said. “The Supreme Court may take up a matter suo moto provided that it feels that a question of public importance relating to the enforcement of fundamental rights is involved.”

Justice Iftikhar noted that on Nov. 3, 2007, the then government abrogated the Constitution and declared a selective martial law against the judiciary and the media because it felt threatened by the two institutions.

December 24, 2008

Rawalpindi: Deposed Chief Justice Iftikhar Muhammad Chaudhry said that Pakistan could not make progress if there was no rule of law and a hand-picked judiciary would give decisions according to the will of individuals. He said any country having compliant judges, who decide what they are asked to decide by the rulers, could not achieve development. He said only those countries achieved progress, which had rule of law, an independent judiciary and all the institutions of the country including the executive, legislature and judiciary worked within their respective jurisdictions. Justice Iftikhar Muhammad Chaudhry asked the audience to renew the pledge for restoration of the 1973 Constitution in its original shape, enforce rule of law and enable the country to join the club of those countries, which coined a respectable place for themselves.

Transparency International Pakistan demands from Chief Justice Iftikhar Muhammad Chaudhry to take measures for the Rule of Law in Pakistan, as promised during the restoration of judiciary movement to the citizen of Pakistan. All rules shall be made applicable without further loss of time. To start with, all those departments who are violators of Public Procurement Rules 2004, shall be made accountable by the Supreme Court, in such manner that in future no one dare violates procurement rules.

**Syed Adil Gilani,
Chairman, TI-Pakistan**

Table A

S.NO	Names of Organization	Organizations Complying Public Procurement Rule 2004	Organizations Violating Public Procurement Rule 2004
1	Civil Aviation Authority	██████████	
2	OGDCL	██████████	
3	Pakistan International Airlines	██████████	
4	Trading Corporation Pakistan	██████████	
5	Pakistan Steel Mills	██████████	
6	Trade Development Authority of Pakistan TDAP		██████████
7	SMEDA		██████████
8	Ministry of Information Technology		██████████
9	Securities and Exchange Commission of Pakistan,		██████████
10	National Highway Authority, NHA	██████████	
11	Gwadar Port Authority, GPA	██████████	
12	State Bank of Pakistan SBP		██████████
13	Capital Development Authority (CDA)	██████████	
14	Karachi Port Trust KPT	██████████	
15	Port Qasim Authority	██████████	
16	Pakistan Security Printing Press Corporation (Private) Ltd	██████████	
17	Election Commission of Pakistan		██████████
18	Earthquake Reconstruction & Rehabilitation Authority	██████████	
19	Board of Investment	██████████	
20	Ministry of Interior		██████████
21	Labour and Manpower Division, Government of Pakistan		██████████
22	Department Of Archaeology & Museums		██████████
23	Ministry of Industries, Production & Special Initiative	██████████	
24	Ministry of Social Welfare	██████████	
25	Secretary Ministry of Religious Affairs		██████████
26	Ministry of Defence Production		██████████
27	WAPDA	██████████	
28	Sui Southern Gas Company Ltd	██████████	
29	Defence Housing Authority Islamabad	██████████	
30	DHA/ Lahore		██████████
31	DHA/Karachi		██████████
32	Cantonment Executive Officer		██████████
33	COMSATS	██████████	
34	Ministry of Defence Production		██████████
35	Evacuee Trust Property Board		██████████
36	Frequency Allocation Board, Government of Pakistan	██████████	
37	Headquarters Frontier Works Organization (FWO)	██████████	
38	Heavy Mechanical Complex-3, Taxila		██████████

39	HESCO		
40	Faisalabad Electric Supply Company (FESCO)		
41	Federal Board of Revenue		
42	IESCO		
43	International Islamic University, Islamabad		
44	Jamshoro Power Company Limited		
45	M/s Jinnah Post Graduate Medical Centre Karachi		
46	M/s Maritime Security Agency, Karachi		
47	Karachi Shipyard & Engineering Works Limited		
48	Government of Pakistan, Secretary Education		
49	Ministry of Food & Agriculture		
50	Ministry of Health/ Government of Pakistan		
51	Ministry of Housing and Works		
52	PSO		
53	NBP		
54	Pak P.W.D. Complex		
55	PNSC		
56	Pakistan Post		
57	PESCO		
58	Sui Northern Gas Pipelines Limited		
59	State Bank of Pakistan		
60	State Life Insurance Corporation Of Pakistan		
61	SUPARCO		
62	Zaral Taraqiatl Bank Limited		
63	Supreme Court of Pakistan		
64	Federal Secretary, Ministry of Privatisation		
65	Cantonment Board Clifton		
66	Cantonment Board Faisal		
67	Cantonment Board Malir		
68	Cantonment board Islamabad		
69	Cantonment Board Karachi		
70	Karachi Water & Sewerage Board		
71	Karachi University		
72	Pakistan Railways		

Organizations names in Blue Colour are Complying with Public Procurement Rule 2004

Organizations names in Red Colour are Violating Public Procurement Rule 2004

Objectives

❖ The overall objective of the survey was to measure the nature and extent of corruption being faced by consumers of the following ten public sector departments:-

Police

Judiciary

Power

Land Administration

Taxation

Custom

Health

Education

Local Government

Tendering & Contracting

❖ Another objective of the survey was to gather information about the particular stages where obstacles are usually being faced, to locate the responsible element for creating the obstacles, and the means used by the user for overcoming the bottlenecks in the ten sectors under study.

❖ Transparency International expects the country's concerned provincial chapters to use the findings of the survey as pressure techniques and to facilitate and motivate the various sectors' heads for rectification of the prevalent situation.

❖ The information gathered is to be shared by the South Asian countries in their respective governments, by their policy makers, the other stake holders and the media.

❖ The objective is also to assess the changes which have occurred from the first phase of the survey, conducted in the year 2002 till the present time period, 2009.

Pakistan at a Glance

Population	166 millions (<i>Estimated</i>)
Area Covered	796, 096 sq. km.
Population growth rate	2.06 per annum
Sex ratio	52.0% Male, 48.0% Female
Fertility rate	3.2% per annum
Infant mortality rate	77.1 (per 1000 live birth)
Literacy rate	Both Sexes 43.90% *Male 54.81% *Female 32.02%
Religions	Muslim 96.28%, Christian 1.58%, Hindu 1.59%, Qadiani 0.22%, Scheduled caste 0.26%, Others 0.07%

* *Statistical Year Book Govt. of Pakistan 2008.*

❖ Estimated Population of Pakistan 166 million according to www.pakistan.gov.pk as of May, 2009.

Country Profile

THE UNIVERSE

Pakistan as an independent state had come on the world map on August 14th, 1947. Its total area is 7, 96,096 sq. kilometers. The country comprises of four provinces namely, Punjab, Sindh, Northwest Frontier and Balochistan. Its capital is the city of Islamabad located in the Punjab province. Each province is divided into administrative divisions, and each division into districts, tehsils/ talukas, village and union councils; there are 28 divisions, 106 districts, 376 tehsils/ taukas, 46, 144 villages and 4, 147 union councils in the country.

POPULATION

Pakistan with a population of 160.9 million in mid 2008 is the 6th most populous country in the world. The population of the area now constituting Pakistan has increased ten-fold since 1901; half added during post-independence period. In absolute numbers; almost 128 million people have been added to the population during the last 58 years (1951-2008). Annual growth rates have risen from 1 percent in the first three decades of the country to around 2 percent in the next three decades after peaking over 3 percent in the 1960s and 1970s and then below 3 percent in the 1990s. The country's population is estimated to double in the year 2045 if it continues to grow at 1.8 percent. The population density has increased to 203 persons per square kilometer today from 42.5 persons per square kilometer in 1951 which is almost a four-time increase. Movement of population to urban areas, attributed to the well-known "pull" and "push" factors continues, and as a result the urban population has increased from 6 million in 1951 to today's 57 million.

Selected Demographic Indicators

Indicators	Latest Available
Total Fertility Rate (TFR) 2005-06	3.8
Crude Birth Rate (CBR) 2005-06	26.1
Crude Death Rate (CDR) 2005-06	7.1
Population Growth Rate	1.8
Infant Mortality Rate (IMR) 2005-06	76.7
Maternal Mortality Rate (MMR) 2004-05	350-400
Life Expectancy at Birth 2005-06	Male : 64 Years, Female : 66years

Source: "Economic Survey 2007-08" Govt. of Pakistan Finance Division.

EDUCATION

According to the Pakistan Social and Living Measurement (PSLM) Survey data (2006-07), the overall literacy rate (age 10 years and above) is 55% (67% for male and 42% for female) in 2006-07 compared to 54% (65% for male and 44% for female) in 2005-06. Literacy remains higher in urban areas (72%) than in rural areas (45%) and more in men (67%) compared to women (42%). When analyzed provincially, literacy rate in Punjab stood at (58%) followed by Sindh (55%), NWFP (47%) and Balochistan at (42%). The literacy rate of Punjab and Balochistan has improved considerably during 2004-05 to 2006-07. Adult literacy rate (age 15 and above) has also increased from 50% in 2004-05 to 52% in 2006-07.

Educational Institutions by Sector and Provinces (in 2006)

Area	Public	Private	Total
Pakistan	164,579	81,103 (33)	245,682
Punjab	66,770	48,541 (42)	115,311
Sindh	46,738	12,574 (21)	59,312
NWFP	29,430	11,276 (28)	40,706
Balochistan	7,742	1,750 (15)	11,492
FATA	4,704	640 (12)	5,344
FANA	1,505	2,861 (66)	4,366
AJK	5,092	2,711 (35)	7,803
ICT	598	750 (56)	1,348

Percentage Share in Parentheses
Source: Pakistan Education Statistics 2007

Number of Educational Institutions

Category	Institutions	
	2005-06	2006-07
Pre-primary	-	-
Primary + Mosque	157,526	158,378
Middle	39,370	42,918
High	22,909	25,177
Higher Sec/Inter	2,996	3,332
Degree Colleges	1,135	1,371
Universities	111	113
Total	224,047	231,289

Source: Pakistan Education Statistics MoE Islamabad

HEALTH

With reference to demographic transition Pakistan stands in the list of one of the world's most populous countries with a population of 161 million. Although the annual population growth rate has declined from over 3 percent in 1960s and 1970s to present level of 1.8 percent per annum, it still remains high.

Human Resource Available (2007)

Years	2007
MBBS Doctors	127,859
Dentists	8,195
Nurses	62,651
Midwives	25,261
Lady Health Visitors (LHVs)	9,302
Population per Doctor	1,225
Population per Dentist	19,121
Population per Nurse	2,501
Population per Midwife	6,203
Population per LHVs	16,845

Sources: Pakistan Medical and Dental Council (PMDC) and Pakistan Nursing Council (PNC), Islamabad

Social Indicators health:

Country	Life Expectancy Year 2005		Infant Mortality Rate
	Female	Male	Per 1000 Year 2005
Pakistan	64.8	64.3	70
India	65.3	62.3	56
Sri Lanka	75.6	67.9	12
Bangladesh	64.0	62.3	54
Nepal	62.9	62.1	56
China	74.3	71.0	23
Thailand	74.5	65.0	18
Philippines	73.3	68.9	25
Malaysia	76.1	71.4	10
Indonesia	71.6	67.8	28

Source: Human Development Report 2008 & World Development Report 2008

Strategy

- ❖ As per agreement with Transparency International Pakistan, the total number of households to be contacted was 4,000. It was estimated that at least 3,000 respondents would be selected from urban areas and 1,000 respondents from the rural areas. However, keeping in view the magnitude of the issue, the base has been increased from 4,000 to 5,200; 800 urban households in each province and 500 rural households in each province.
- ❖ All 5,200 respondents were asked questions from section I of the questionnaire. Only those respondents were asked for details who had used the services within the last one year from any of the ten sectors under study.
- ❖ In each town, localities were selected being residents of the middle and lower-middle class. Socio-economic parameters were used, such as the type of vehicle owned, size of the plot, electronic accessories, profession and means of monthly income, to assess the class status
- ❖ Questionnaire was finalized in the month of Jan, 2009. Pilot testing of the questionnaire was done and field data collection was started in the province of Sindh in Feb, 2009. The data collection period of other three provinces, namely Punjab, NWFP and Balochistan was from March, 2009 to April, 2009.

Sample

- ❖ Due to lack of statistical information on locality-wise data in any city of Pakistan, the Random Sampling approach was adopted. The selection of a particular locality was based on the researcher's past experience and knowledge. Efforts were made to spread the sample spatially. In very congested lanes every fifth house was knocked, and in less populated area every third house was covered.
- ❖ A trained team of field investigators collected data from the head of the household or responsible adult member of the family.
- ❖ Each investigator had an introductory letter of MARC, and they were trained to create a rapport with the respondent before asking questions. Initially in many houses, especially in the provinces of NWFP and Balochistan our field team was even doubted as secret agents or income tax representative. Thirty to fifty minutes were taken, later on with practice in both verbal and written tack, lesser time was consumed.
- ❖ All completed questionnaires were back-checked and scrutinized by the supervisors. The vaguely filled ones were rejected and substituted from the same locality. However, such incidences were less, due to the experienced field team. The quality of fieldwork was satisfactory. The field team was not only given a thorough briefing by the client, they were given one week for pilot testing.
- ❖ All Investigators had to sign a commitment undertaking for honesty and unbiased field reporting.
- ❖ The overall response was good. Respondents were reluctant in the beginning but after explanations about the objectives they were co-operative and willingly provided the information with a few exceptions. They were also given assurance of complete secrecy, and that at no stage whatsoever their name or address would be disclosed.
- ❖ In each province at least 38% respondents were chosen from rural areas or from rural pockets adjoining the urban city. However, in the final analysis,

that is the statistical tables, data has been analyzed and represented as urban, because no marked difference of responses were noted, with a few exceptions. One rural respondent said "May God save you from tortures of Patwari and hell."

- ❖ The interviews were conducted mostly in the evening, keeping in view the availability of the head of the household.

Sample Locations:

In each Province a total of 1300 Respondents were approached.

❖ Province of Punjab

Lahore City, Localities:

Najaf colony, Ravi Block, Kareem Block, Mehran Block (**Iqbal town**) Kakar bazaar (**Multan road**), Awan Town, Hassan Bazaar, Mandi Stop (**Wahdat Road**) Nashtar Colony, Shah Di Khoi, Ghari Shao, Mughal Pura, Multan Road, Gugar pura (**Ghazi road**), Alfaisal Town (**Ghazi road**), Railway Station, Gulshan Ravi, Chuburji Chowk, Chuburji Park, Samanabad, Sanda Kalan, Dharam Pura,

Rural: Sheikhpura and Jehanian Districts

❖ Province of Sindh

Karachi City, Localities:

North Karachi, Maripur, Hawks Bay, Kharadar, Meethadar, Urdu bazaar, Old Town, Burns Road, Korangi, landhi, Liaquatabad, Gulshan-e-Iqbal, F.B Area, Gulistan-e-Johar.

Rural: Sajawal and Dadu Districts

❖ Province of Balochistan

Quetta City, Localities:

Brewery, Sirki Road, Satellite town, Basti Panchait, Killi Yaro, Loralai, Gulstan, Killi Ismailzai, Kuchlaq,

Rural : Pishin and Mastung Districts

❖ Province of NWFP

Peshawar City, Localities:

Gulbahar, Hayatabad, Lahori, Phandu road, Yaqatut, Sadar, Ganj, Badh ber, Shami road, Tehkaal, University road, Warsak road

Rural & Semi Urban Areas:

Nowshera cantt, Nowshera kallaan, Moti bazaar, Laal kurti, Ada bazaar, Savul colony, Cavalary road

Charsada : Umerzai, Utmaanazai, Sherpao

Chamkani: Qadakhel, Rehmankhel

Survey Highlights

- ❖ The Survey conducted in 2002, 2006 and 2009, indicates Police as the topmost corrupt department. In spite of various measures taken from time to time, and the highly published slogan
“Police ka hai kaam madad aap ki”
the image has not improved. Out of the ten public sector departments, the reality is that the visibility of the Police is much higher and frequency of public dealing is highest when compared to the other nine departments. The police department needs revamping and drastic measures for improvement. Appreciation has been expressed for the Motorway Police, the Traffic Police Warden system of Punjab, though some respondents of Punjab were of the view that even this system is getting polluted by corruption and they are not as good as they were in the beginning.
- ❖ After Police the other two perceived as most corrupt were Power and Health. Power as the second-most corrupt department is quite understandable. The prevalent load shedding situation in the whole country has geared a high level of resentment towards WAPDA, KESC, etc. Power also needs drastic measures for improvement because they provide electricity, gas, and water to the masses. In one pocket of a semi-rural area of Sindh, the respondents disclosed that they do not pay the bills according to the meter, since they do not even have a meter. Rs. 300 is collected per month per house with punctuality, and no receipt is issued. The respondents were vague about the real identity of the collector, he being either representative of the Nazim or WAPDA.
- ❖ In the 2009 survey, Health in corruption ranked high as compared to 2002 and 2006. This was also due to the fact that this time rural households had more representations in the survey, and in rural areas dependence on Public Health departments are more as compared to cities. In the opinion of a respondent of Punjab “There is no difference between a Daco (Dacoit) and Doctor”. An ex-health minister in one of the Province narrated in-depth details of corruption in the Health sector and confessed his helplessness.

- ❖ Difference between perception and reality has been noted that as in previous surveys bribery cost is higher in other sectors as compared to the top three corrupt departments of Police, Power and Health.
- ❖ At the time of the survey, the campaign of Justice Iftikhar Choudhery was at its momentum especially in Punjab. As a result, the public were sympathetic, and as compared to the 2006 survey Judiciary ranked as the 3rd most corrupt sector, whereas in 2002 it ranked in as 4th most corrupt sector. In this survey, Judiciary has been ranked in the number 7 position.
- ❖ In this year of Survey the expenditure on bribery is almost four times high as compared to the other two surveys, the overall inflation has affected the rate of bribery too. On an average our 5200 respondents have spent Rs. 9,428/- at a time on palm greasing to get their legal or illegal job done. However this expenditure is an unnecessary drain on the limited economic resources of the middle class. Highest amount has been spent on bribery on Police, followed by Land Administration, Judiciary & Tendering / Contracting. According to an estimate based on current Population of the Country Rs. 195.6 Billion has been spent on corruption through bribery.
- ❖ The number of consumers giving bribery also indicates a rising trend. In the 2002 survey, out of 3,000 respondents, 1,784 confessed using bribery to get their job done. In the 2006 survey, out of 4,000 respondents, 3,568 used bribery, and in the current survey, the number of consumers giving bribery increased to 7,004. Some respondents gave bribery to more than one department.
- ❖ In the opinion of our respondents civilian governments are more corrupt than the military. Actually, people expressed their frustration against the apathy and inefficiency prevalent at its height in all the public sector departments in the course of the survey.
- ❖ The remedies suggested for improvement by a majority of the respondents, were accountability of public office holder, streamlining the judicial process, appointments on merit, adequate salaries of public servants, and the abolishment of the officers' discretionary powers.

- ❖ Respondents do feel the need of an independent accountability Institution under the Supreme Judicial Council, with its jurisdiction over the military, private sector and also the judiciary.
- ❖ A significant majority of the respondents were of the view that the media, especially electronic media has played a positive role in combating corruption. The weak points of media as stated by the respondents were propaganda under pressure, both political and international, lack of research and biased information.
- ❖ In the 2009 survey overall expression of helplessness and hopelessness among the respondents has been much more obvious than the previous years of 2002 and 2006. The usual comments was "All departments are corrupt, their officers are callous, inefficient and do not desire to work". The only visible ray of hope is through the media as expressed by quite a few respondents.
- ❖ Some respondents suggested that for future surveys the departments of Nadra and Zakat should also be added.
- ❖ The average expenditure on bribery per household is Rs. 9,428. Based on a population of 165 million and 8 members per house, the cost of petty bribery works out to Rs. 196 billion
- ❖ Cost of bribery per act in tendering almost equals to the combined bribery cost per act of all the other 9 sectors.
- ❖ 66% of the respondents paid bribe under duress.
- ❖ In the opinion of 55% of the respondents, civilian government were more corrupt than military government.
- ❖ 67% of the respondents perceived that the present district government system was more corrupt than the previous provincial government system.
- ❖ In the opinion of 36% of the respondents, Accountability Commission should also include accountability of military, judiciary and private sector.
- ❖ 54% of respondents feel that NAB and provincial corruption agencies are least effective in combating corruption.

- ❖ 60% respondents felt government and armed forces should not be involved in commercial activities.

The main feature of the Pakistan National Corruption Perception Survey 2009 and ranking in 2006 and 2002 NCPS are detailed below.

1. In the opinion of the 5,200 respondents the ranking of ten government departments are,

(1 Rank 1 being the most corrupt and 10 being the least corrupt)

2009 Ranking	2006 Ranking	2002 Ranking
1. POLICE	1. POLICE	1. POLICE
2. POWER	2. POWER	2. POWER
3. HEALTH	3. JUDICIARY	3. TAXATION
4. LAND	4. LAND	4. JUDICIARY
5. EDUCATION	5. TAXATION	5. CUSTOM
6. TAXATION	6. CUSTOM	6. HEALTH
7. JUDICIARY	7. HEALTH	7. LAND
8. LOCAL GOVT	8. EDUCATION	8. EDUCATION
9. CUSTOM	9. RAILWAY	9. RAILWAY
10. TENDERING	10. BANK	10. BANK

- ❖ Green Colour Shows Increase of ranking.
- ❖ Red Colour Shows Improvement in ranking.
- ❖ Black Colour Shows status quo.

Respondents Profile

Respondent Status

In a male dominated society, interaction with the world outside the home is a man's prerogative, hence 87% of our respondents were male, 13% were females who were head of the household at the time of data collection, or were business women, school owners etc.

Age Status

Nearly 40% belonged to the mature age group of 24 to 35 years, 30% represented 36 to 45 years age group.15% represented the senior age group of 46 to 60. However in this survey there has been a broader representation of youths, as compared to the last two.

Marital Status

61% respondents were married

Educational Status

Literacy status of the respondents was pretty high, only 15% were illiterate, they were mainly from rural areas or blue collar workers , nearly 19% were primary, that is up to Class 5 educated, 34% secondary, that is up to Metric, 7% Graduates and 10% Post Graduates.

Occupational Status

Among the 5,200 respondents, 24% were in services both private and public, 18% in Business, 15% were farmers, 7% were labourer (Daily wage earner) and around 8.5% were self-employed.

Family Composition

On an average there were 8 persons living in a household, males and females were approximately equal, 57% were adult and 16% were in the younger age group of 5 to 14 years.

Earners

With the exception of very few households, almost 99% had two earners in the family. The average monthly income per household was Rs.10, 000 to Rs.20, 000. However this table should be read with caution, because people usually either hid the income or inflated it. The real average monthly income should be around

Rs.25,000 to Rs.30,000 per household, because mostly there were two earners per household.

Household Assets

Among the respondents, 36% had telephone/mobile, 19% had T.V., 10% had refrigerator and 13% had motorbike, etc. Quite a significant number of households had computers, especially in the Province of Balochistan and NWFP. In the last two areas there were smuggled mobiles, computers and even cars freely available.

House Ownership

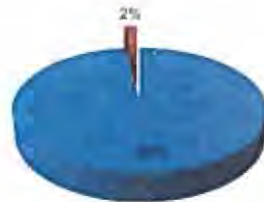
Among the respondents, 41% have their own house, 56% have rented houses and 1.4% lives in Govt. /Co. property. In rural areas house ownership was high as compared to urban.

Respondent Demographic Profile

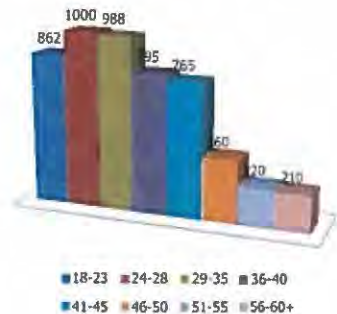
Respondents status	No.	Percent
Household member	2737	52.63
Household head	2463	47.37
Total	5200	100.00



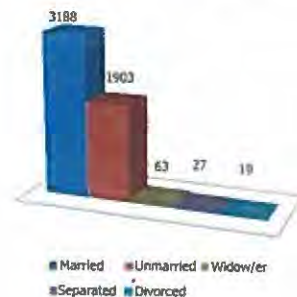
Gender	No.	Percent
Male	4539	87.29
Female	661	12.71
Total	5200	100.00



Age-Group	No.	Percent
18-23	862	16.58
24-28	1000	19.23
29-35	988	19.00
36-40	795	15.29
41-45	765	14.71
46-50	360	6.92
51-55	220	4.23
56-60+	210	4.04
Total	5200	100.00



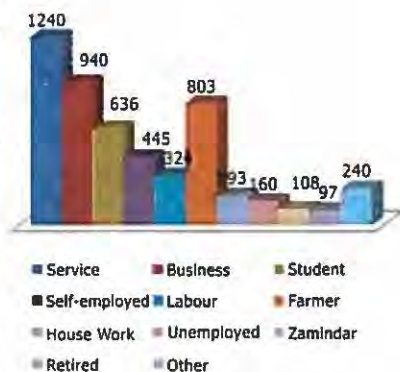
Marital Status	No.	Percent
Married	3188	61.308
Unmarried	1903	36.596
Widow/er	63	1.212
Separated	27	0.519
Divorced	19	0.365
Total	5200	100.000



Education	Total	Percent
Illiterate	800	15.38
Informal	162	3.12
Primary	1000	19.23
Secondary	1781	34.25
Inter	210	4.04
Graduate	347	6.67
Post Graduate	520	10.00
Professional	348	6.69
Other	32	0.62
Total	5200	100.00



Occupation	No.	Percent
Service (Private & govt.)	1240	23.85
Business(Shop owner ,Hotels , etc)	940	18.08
Student	636	12.23
Self-employed	445	8.56
Labour (Daily wage earner)	324	6.23
Farmer	803	15.44
House Work	193	3.71
Unemployed	160	3.08
Zamindar (Small Zamindar & Patwari etc.)	108	2.08
Fisherman	14	0.27
Retired	97	1.87
Other(Lawyer ,Doctor, engineer ,etc)	240	4.62
Total	5200	100.00



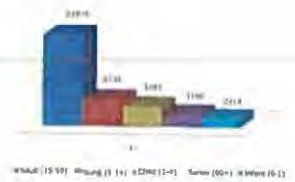
Household Data

No. Of Male & Female in H.H	No.	Percent	Avg no. Per H.H
Male	20313	50.61	4
Female	19821	49.39	4
Total	40134	100	8

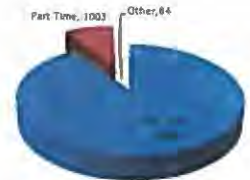


*Average Persons per Household 8

Age of H.H members	No.	Percent
Adult (15-59)	22919	57.11
young (5-14)	6736	16.78
Child (2-4)	5165	12.87
Senior (60+)	3100	7.72
Infant (0-1)	2214	5.52
Total	40134	100.00



No of Earning Persons	No.	Percent
Full Time	10861	90.90
Part Time	1003	8.39
Other(seasonal worker)	84	0.70
Total	11948	100.00

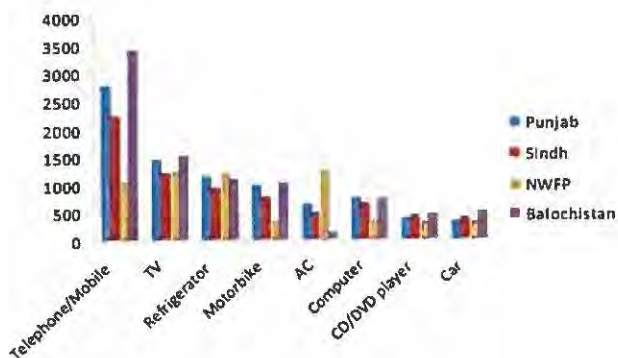


***Average earners per house hold 2**

***Average Income on 5,200 households works out to be Rs.20, 000/- per household per month.**

H.H Assets	Punjab	Sindh	NWFP	Balochistan	Total
Telephone/Mobile	2773	2223	1068	3389	9453
TV	1452	1197	1245	1492	5386
Refrigerator	1157	931	1218	1094	4400
Motorbike	985	770	378	1008	3141
AC	644	493	1251	142	2530
Computer	761	638	371	750	2520
CD/DVD player	389	436	345	457	1627
Car	343	404	345	507	1599
TOTAL	8504	7092	6221	8839	30656

*The total has exceeded to 5200 because of ownership of more than one asset.



House Ownership	No.	Percent
Own House	2135	41.06
Rental House	2929	56.33
From Employer/Govt/Co	73	1.40
Other (shared , temporary)	63	1.21
Total	5200	100.00



Corruption through Bribery

Expenditure on bribery in Rupees:

Sector	SINDH (Rs)	PUNJAB (Rs)	NWFP (Rs)	BALUCHISTAN (Rs)	Total	Percentage %
Police	6786428	4792283	729630	517540	12825881	26.16
Land admin	944665	6938100	771522	1072624	9726911	19.84
Judiciary	487983	5710804	1058900	517540	7775227	15.85
Tendering & Contracting	1250748	4248500	134038	188150	5821436	11.80
Taxation	2235800	882846	850540	254061	4223247	8.61
Health Sector	1751303	901957	84649	103300	2841209	5.80
Custom	304400	1512010	333750	218255	2368415	4.83
Power	460333	469300	382331	145876	1457840	2.97
Local Govt.	83366	211664	25100	718782	1038912	2.10
Education	432620	279384	121000	113200	946204	1.93
Total	14737646	25946848	4491460	3849328	49025282	100

❖ Average expenditure on bribery is around Rs. 9,428/- on 5200 Respondents.

Average Expenditure on Bribery Per Corrupt Act: (2009)

Sector	Extra Cost (RS)	Number of Consumers	AVG. Exp. On Bribery (RS)
Tendering & Contracting	5821436	81	71870
Judiciary	7775227	404	19246
Land admin	9726911	542	17946
Taxation	4223247	335	12607
Custom	2368415	222	10669
Police	12825881	1890	6786
Health	2841209	897	3167
Local Govt.	1038912	363	2862
Power	1457840	1290	1130
Education	946204	980	966
Total	49025282	7004	7000

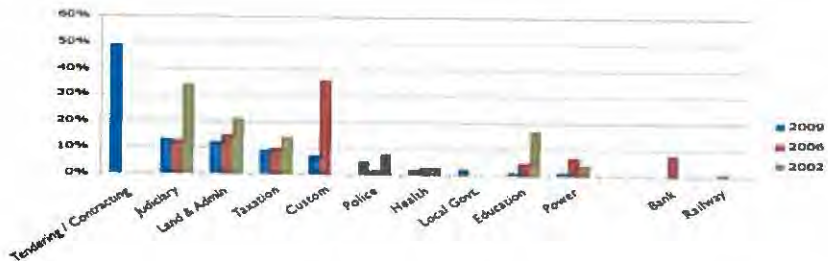
Based on 5200 Consumers



- ❖ Average expenditure on bribery per corrupt act is around Rs. 7000/- on 7004 No. Of Consumers.

Average Expenditure on Bribery per Corrupt Act: (COMPARATIVE):

Sectors	Average In Rs. (2009)	Average In Rs. (2006)	Average In Rs. (2002)
Tendering / Contracting	71869	-	-
Judiciary	19245	4198	9670
Land & Admin	17946	5085	6013
Taxation	12606	3324	3858
Custom	10668	11750	-
Police	6786	694	2331
Health	3167	980	777
Local Govt.	2862	-	-
Education	965	1510	4811
Power	1130	2444	1087
Bank	-	2752	-
Railway	-	249	-
Total	7000	2303	3085



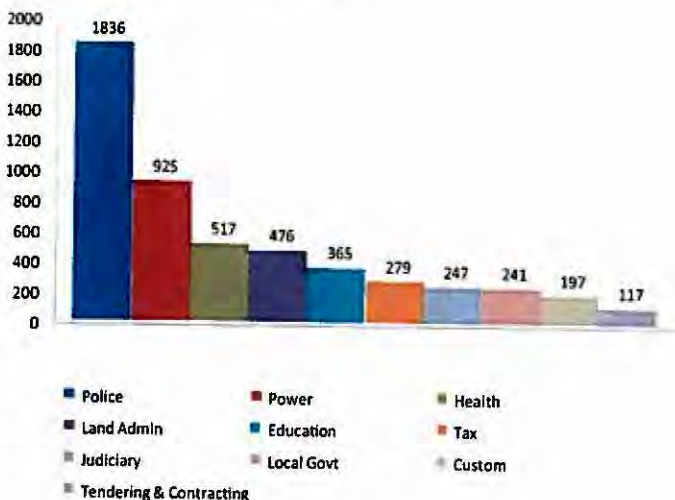
- ❖ In 2009 Average expenditure on bribery per corrupt act is around Rs. 7000/- on 7004 No. Of Consumers.

Opinion on Corrupt Sectors

In your opinion what are the three most corrupt sectors in the country?

Most Corrupt Sector	Pakistan	Percent	Punjab	Sindh	NWFP	Balochistan
Police	1836	35.30 %	424	595	352	465
Power	925	17.78 %	122	205	390	208
Health	517	9.94 %	77	118	149	173
Land Admin	476	9.15 %	163	103	125	85
Education	365	7.01 %	96	98	78	93
Tax	279	5.36 %	113	70	48	48
Judiciary	247	4.75 %	117	41	55	34
Local Govt	241	4.63 %	81	29	55	76
Custom	197	3.78 %	67	31	37	62
Tendering & Contracting	117	2.30 %	40	10	11	56
Total	5200	100	1300	1300	1300	1300

No. Of Respondents.



Most Corrupt Sectors

In Your Opinion what are the most Corrupt Sectors in the country ? (COMPARATIVE)

Sectors	Percentage	Percentage	Percentage
	2009	2006	2002
Police	35%	64%	28%
Power	18%	11%	15%
Health	10%	2%	5%
Land & Admin.	9%	5%	5%
Education	7%	1%	3%
Taxation	5%	4%	13%
Judiciary	5%	9%	10%
Local Govt.	5%	-	-
Custom	4%	4%	9%
Tendering/Contracting	2%	-	-
Bank	-	1%	1%
Railway	-	1%	2%

The main feature of the Pakistan National Corruption Perception Survey 2009 compared to 2002 & 2006 Surveys are detailed below.

In the opinion of the 5,200 respondents the ranking of Ten government departments are,
(1 Rank 1 being the most corrupt and 10 being the least corrupt)

2009 Ranking	2006 Ranking	2002 Ranking
1. POLICE	1. POLICE	1. POLICE
2. POWER	2. POWER	2. POWER
3. HEALTH	3. JUDICIARY	3. TAXATION
4. LAND	4. LAND	4. JUDICIARY
5. EDUCATION	5. TAXATION	5. CUSTOM
6. TAXATION	6. CUSTOM	6. HEALTH
7. JUDICIARY	7. HEALTH	7. LAND
8. LOCAL GOVT	8. EDUCATION	8. EDUCATION
9. CUSTOM	9. RAILWAY	9. RAILWAY
10. TENDERING	10. BANK	10. BANK

- ❖ Green Colour Shows Increase of ranking.
- ❖ Red Colour Shows Improvement in ranking.
- ❖ Black Colour Shows status quo.

In your opinion why public is involved in encouraging corruption?

Response	No	Percent
Under duress	3444	66.23
Voluntarily	1756	33.77
Total	5200	100.00



In your opinion which government has done more harm to the country on account of corrupt practices?

Type of Government	No	Percent
Civilian Government	2828	54.38
Military Government	2372	45.62
Total	5200	100.00



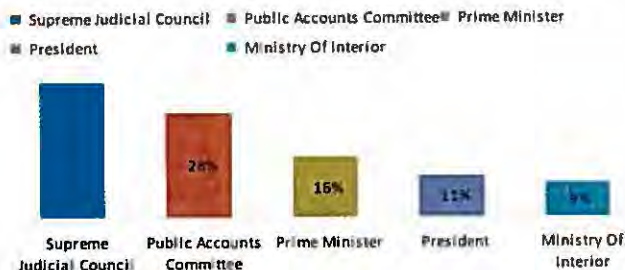
In your opinion is the present District Govt. System more corrupt than Provincial Government?

Type of system	No.	Percent
Present District system	3457	66.48
Provincial Government System	1732	33.31
No idea	11	0.21
Total	5200	100.00



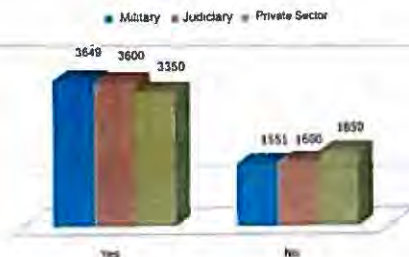
In your opinion National Accountability Bureau or any equivalent Anti Corruption Agency should be an independent body under the control of:

Under control of :	No.	Percent
Supreme Judicial Council	1886	36.27
Public Accounts Committee	1460	28.08
Prime Minister	830	15.96
President	583	11.21
Ministry Of Interior	441	8.48
Total	5200	100.00



Should jurisdiction of National Accountability Bureau also include the following?

Options	Yes	%	No	%	Total No. of Responses
Military	3649	70.17	1551	29.83	5200
Judiciary	3600	69.23	1600	30.77	5200
Private Sector	3350	64.42	1850	35.58	5200



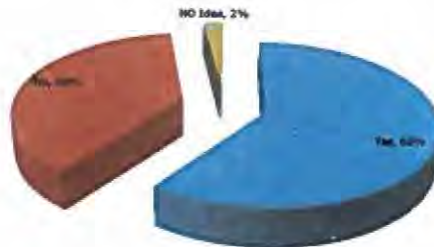
How far Provincial Anti Corruption Agencies are effective in combating corruption?

Effectiveness	No.	Percent
Least Effective	2812	54.08
Average Effective	1669	32.10
Most Effective	719	13.83
Total	5200	100.00



In your opinion Government /Armed forces should not be involved in commercial activities like operating corporations, airlines, factories and port terminals?

Response	No.	Percent
Yes	3142	60.42
No	1957	37.63
No Idea	101	1.94
Total	5200	100.00



What are the three main causes of Corruption in the Govt. Departments?

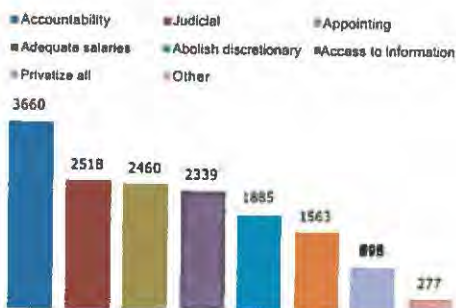
Causes of corruption	No.	Percent
Lack of accountability	2449	47.096
Lack of transparency	673	12.942
Discretionary power	594	11.423
Monopoly of power	458	8.8077
Low salaries	527	10.135
Shortages-Demand & Supply	113	2.1731
Power of influential people	229	4.4038
Red-tape	100	1.9231
Other	57	1.0962
Total	5200	100



For combating corruption what immediate measures should be taken?

Measures for Combating Corruption	No. of Responses	Percent
Accountability of public office holders	3660	23.46
Judicial process to be streamlined	2518	16.14
Appointing on merit	2460	15.77
Adequate salaries of public servants	2339	14.99
Abolish discretionary power of officers	1885	12.08
Access to information	1563	10.02
Privatize all commercial activities from public sector	898	5.76
Other (Sharai adalat ,Local Courts, Qazi Courts)	277	1.78
Total	15600	100.00

*Multiple responses



In your opinion has media played a positive role in combating corruption?

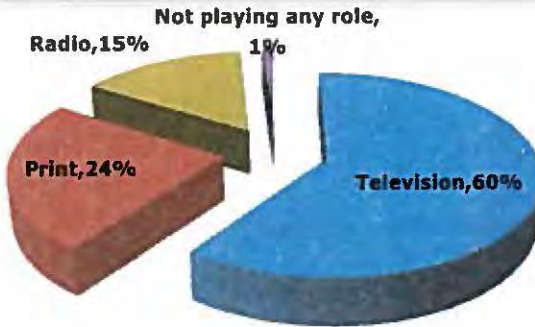
Media Role	No.	Percent
Yes	4024	77.38
No	1176	22.62
Total	5200	100.00



If yes, which media?

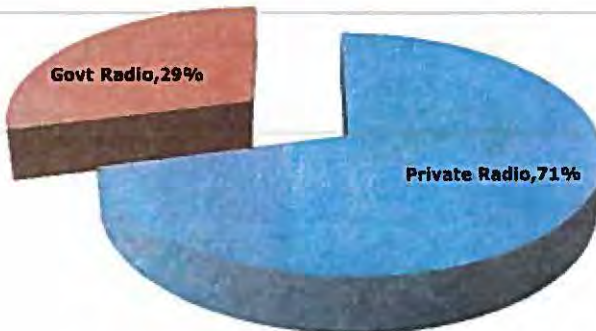
Media	No.	Percent
Television	3017	59.85
Print	1220	24.20
Radio	764	15.16
Not playing any role	40	0.79
Total	5041	100.00

Total exceeds to 4024 due to Multiple Responses



Specify the Radio Channels:

Radio	No.	Percent
Private Radio	542	70.94
Govt Radio	222	29.06
Total	764	100.00



Name the TV Channels

Channel Name	Punjab	NWFP	Balochistan	Sindh	No.	Percent
Geo	263	364	132	192	951	30.18
Express	239	251	105	82	677	21.49
ARY	102	56	48	108	314	9.97
Ajj tv	64	92	20	40	216	6.85
KTN	1	0	4	209	214	6.79
PTV	40	44	42	15	141	4.47
Sama	49	39	22	11	121	3.84
Dunya	28	15	41	6	90	2.86
Sindh tv	1	0	0	74	75	2.38
Tv one	0	1	5	49	55	1.75
News	0	0	1	44	45	1.43
Dhoom	0	0	0	42	42	1.33
Waqt	34	1	0	1	36	1.14
Balochistan/Bolan	0	0	25	0	25	0.79
Dawn	3	0	14	6	23	0.73
Metro one	0	0	0	21	21	0.67
ATV	0	17	2	0	19	0.60
All Local TV News channels	11	9	38	28	86	2.73
Total					3151	100.00

Total has exceeded to 3017 because of Multiple Responses

Next Page:

News Paper:

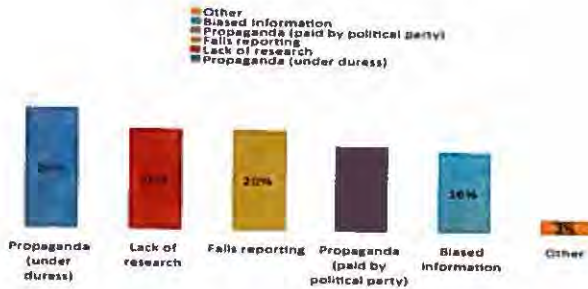
Newspaper	Punjab	NWFP	Balochistan	Sindh	No.	Percent
Jang	99	23	136	58	316	28.49
Nawa e Waqt	125	0	31	0	156	14.07
Dawn	33	13	7	41	94	8.48
Mashriq	0	15	78	0	93	8.39
Express	30	9	2	33	74	6.67
Khabroon	35	0	0	17	52	4.69
Ummat	4	16	0	22	42	3.79
Balochistan	0	0	41	0	41	3.70
Kaawish	5	0	1	30	36	3.25
The News	6	10	4	15	35	3.16
Qumi	0	0	5	5	10	0.9
The nation	6	12	11	0	29	2.61
Jurrat	8	16	0	0	24	2.16
Bakhabar	4	0	14	0	18	1.62
Himmat	0	0	12	0	12	1.08
All Local News Papers	9	4	18	46	77	6.95
Total					1109	100.00

*Total has exceeded to 1220 because of Multiple Responses

In your opinion what are the weak points of media?

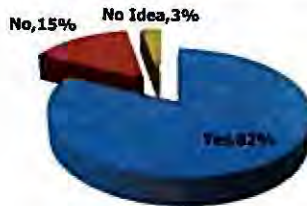
2.13 Weak points of Media	No.	Percent
Propaganda (under duress)	2307	23.41
Lack of research	2009	20.39
False reporting	2002	20.32
Propaganda (paid by political party)	1710	17.36
Biased information	1544	15.67
Other	281	2.85
Total	9853	100.00

*Total has exceeded to 5200 because of Multiple Responses



In your opinion has there been a reduction in corruption in traffic police by introduction of new traffic system? Such as Motorways , Traffic warden system etc. ?

2.14 Response	No.	Percent
Yes	4251	81.75
No	772	14.85
No Idea	177	3.40
Total	5200	100.00



Have you/any of your relative; friend every experienced motor way police?

2.15 Response	No	Percent
Yes	2962	56.96
No	2238	43.04
Total	5200	100.00



If yes, in which province? (Motorway Experience)

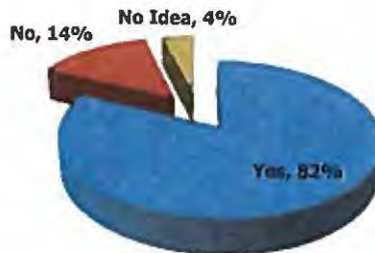
Province	No	Percent
Punjab(Motorway)	1256	42.40
Sindh (Highway)	924	31.20
NWFP(National Highway)	688	23.23
Balochistan (Custom Highway)	94	3.17
Total	2962	100.00

- Balochistan (Custom Highway)
- NWFP(National Highway)
- Sindh (Highway)
- Punjab(Motorway)



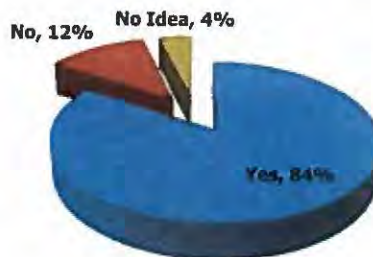
In different cities of Punjab, Punjab police have introduced a modern system of traffic control, which is traffic warden (based on motor way police) in your opinion, has this system minimized corruption in traffic dept?

Responses	No	Percent
Yes	4244	81.62
No	752	14.46
No idea	204	3.92
Total	5200	100.00



What do you think, should same system be implemented in other cities of the country?

Response	No	Percent
Yes	4391	84.44
No	610	11.73
No idea	199	3.83
Total	5200	100.00



Service taken from the selected sectors:

Have you or has any member of your household taken any service from the following sectors during the last one year?

2.18 Taken Services	Sindh	NWFP	Punjab	Balochistan	Total	Percent
Yes	1225	1273	1260	1139	4897	94.17
No	75	27	40	161	303	5.83
Total	1300	1300	1300	1300	5200	100

Sectorial Usage by Respondents

If Yes, Please tell us the Relevant Sector: (2009)

Sector	Sindh	NWFP	Punjab	Balochistan	Total	Percent
Police	496	403	600	391	1890	26.98
Power	322	316	534	228	1290	18.42
Education	148	122	437	212	980	13.99
Health	138	112	424	176	897	12.81
Land admin	120	110	222	104	542	7.74
Judiciary	78	102	183	88	404	5.77
Local Govt.	45	83	166	59	363	5.18
Taxation	38	64	160	54	335	4.78
Custom	35	48	64	41	222	3.17
Tendering & Contracting	17	16	25	23	81	1.16
TOTAL	1437	1376	2815	1376	7004	100

*Total exceeds to 4897 because of multiple usage

Sectors Analysis

Police

Police

For which purpose, did you / your household interact with police service?

Purpose	No	Percent
FIR	513	25.60
Violation of traffic laws	474	23.65
Get release from false arrest	217	10.83
As accused	166	8.28
False Pick up	133	6.64
Recovery of stolen vehicles	104	5.19
Verification for job	97	4.84
Verification of passport	86	4.29
Vehicle fitness	82	4.09
Character certificate	79	3.94
Other	53	2.64
total	2004	100.00

*Multiple purposes

Was any corruption faced by you / your household?	No	Percent
Yes	1709	90.42
No	181	9.58
Total	1890	100.00

If yes, what kind of corruption did you faced?

Types of corruption	Duty Police Officer	Investigation Officer	Officer In charge	Clerk of the Police officer	Verification Officer	Traffic Police	Other	Total
Money had to be paid for traffic violation/vehicle fitness	199	16	13	10	8	296	0	542
Money had to be paid for first Information Report	140	82	87	39	10	1	5	364
Money had to be paid to avoid false arrest	106	22	38	12	3	10	3	194
Money had to pay for General Dairy (GD)	53	14	14	12	2	6	0	101
Money had to be paid to get release from false arrest	49	27	31	6	3	3	4	123
Money had to be paid to arrest accused	34	34	35	5	2	1	3	114
Money had to be paid for Police verification for passport	31	10	6	23	13	1	4	88
Money had to be paid for recovery of car/stolen goods	18	36	14	10	5	5	0	88
Money had to be paid for Police verification for Job	15	13	9	19	19	0	0	75
Money had to be paid to get character certificate for immigration	11	6	2	11	5	0	0	35
Money had to be paid to take down a complaint	10	3	5	3	1	2	0	24
Money had paid to send the charge sheet to the court	7	4	2	3	0	2	0	18
Politician used interference to subvert the normal process	6	0	3	1	2	0	0	12
Other	31	5	8	8	7	12	2	73
Total	710	272	267	162	80	339	21	1851

*Multi type of corruption faced

Nature of Interaction	No	Percent
Money demanded directly by the Actor (Service provider)	955	51.59
Money demanded directly by the Actor through 3rd party	416	22.47
Money demanded directly by the Actor (Service provider)	286	15.45
Money offered by the Service recipient through third party	194	10.48
Total	1851	100.00

Multiple Responses

In your opinion, which factors are responsible for corruption in police sector?

Causes of Corruption	No	Percent
Lack of accountability	982	28.72
Low Salaries	576	16.85
Discretionary power	544	15.91
Lack of transparency	376	11.00
Power of influential	363	10.62
Monopoly of power	355	10.38
Red-tape	112	3.28
Shortages	82	2.40
Other	29	0.85
Total	3419	100.00

*Multiple responses

Judiciary

Judiciary

For what purpose did you / your household interacted with judiciary?

Purpose	No	Percent
As a complainant	185	45.79
As an accused	94	23.27
As a witness	50	12.38
As a lawyer	39	9.65
Other	36	8.91
Total	404	100.00

At what stage interaction took place?

Stages	No	Percent
Lower Court	293	72.52
High Court	82	20.30
Supreme Court	8	1.98
Special Court	4	0.99
Other	17	4.21
Total	404	100.00

Was any corruption faced by you/your H.H?

	No	Percent
Yes	346	85.64
No	58	14.36
Total	404	100.00

If yes what kind of corruption did you faced?

Types of Corruption	Judge	Court employee	Public Prosecutors	Opponent Lawyer	Witness	Other	Total
Extra money had to be paid to the witness	3	10	4	4	14	0	35
Extra money had to be paid to the public prosecutors	0	27	28	3	4	1	63
Extra money had to be paid to the opponent lawyer	2	10	5	39	2	0	58
Extra money had to be paid to the Court official	6	71	4	6	1	7	95
Extra money had to be paid to the Magistrate	6	33	3	0	0	0	42
Extra money had to be paid to the judge	32	4	0	3	0	0	39
Extra money had to be paid for date extension/expedition of the case	5	35	9	2	0	3	54
Others	6	16	7	1	0	5	35
Total	60	206	60	58	21	16	421

*Multi types of corruption faced

Nature of Interaction	No.	Percent
Money demanded directly by the Actor (Service provider)	187	44.42
Money demanded directly by the Actor through 3rd party	123	29.22
Money offered directly by the Actor (Service provider)	85	20.19
Money offered directly by the Service recipient through third party	26	6.18
Total	421	100.00

Multiple Responses

In your opinion which factors are responsible for corruption in the judiciary system?

Causes	No.	Percent
Lack of accountability	202	25.09
Lack of transparency	114	14.16
Discretionary power	71	8.82
Monopoly of power	100	12.42
Low Salaries	70	8.70
Shortages	28	3.48
Power of influential	82	10.19
Red-tape	75	9.32
Inefficiency	48	5.96
Other	15	1.86
Total	805	100.00

*Multiple responses

Power

Power

Do you have any electricity connection to your house establishment (factory, Business) etc?

	Electric Connection	No	Percent
Yes		1240	96.13
No		50	3.87
	Total	1290	100.00

If yes, how did you get electricity line to your house or establishment?

	Process	No	Percent
Normal process		566	45.65
Alternative process		674	54.35
	Total	1240	100.00

If you got electricity line through alternative process, identify which of the alternative process took place?

	Types of Alternative Process	No	Percent
Had to pay the office staff		255	37.83
Through political influence		93	13.80
Through Relatives		98	14.54
Had to make repeated trips to the electricity office		117	17.36
For settlement of the Accumulated bills		27	4.01
Other		84	12.46
	Total	674	100.00

After getting electricity connection, was any corruption faced over the last one year?

	Faced Corruption	No	Percent
Yes		957	77.18
No		283	22.82
	Total	1240	100.00

Did you face any problem on accumulated bill clearance?

	Response	No	Percent
Yes		949	76.53
No		291	23.47
	Total	1240	100.00

If yes, what kind of corruption did you face?

Types of Corruption	Meter reader	Billing Employee	Officer	Union Leader	Line Man	Repairman	Electrician	Other	Total
Extra money had to be paid to receive proper electricity supply	61	25	35	11	55	30	21	5	243
Money had to be paid for reducing electricity Bill.	80	68	24	5	45	1	4	1	228
Money had to be paid for illegal electricity connection	15	16	16	0	38	1	3	1	90
Money had to be paid for correcting the over-billing.	40	79	42	6	26	0	1	3	197
Money had to be paid to stop the disconnection of the line (due to default bill)	7	21	13	1	14	1	3	1	61
Money had to be paid for bill Adjustment	16	54	30	3	16	2	1	1	123
Others	9	14	10	1	15	5	2	4	60
Total	228	277	170	27	209	40	35	16	1002

Multiple Responses

Nature of Interaction	No	Percent
Money demanded directly by the Actor (Service provider)	542	54.09
Money demanded directly by the Actor through 3rd party	243	24.25
Money offered directly by the Actor (Service provider)	167	16.67
Money offered by the Service recipient through third party	50	4.99
Total	1002	100.00

Multiple Responses

In your opinion, which factors are responsible for corruption in power sector?

Causes of Corruption	No	Percent
Lack of accountability	681	27.73
Lack of transparency	251	10.22
Discretionary power	302	12.30
Monopoly of power	242	9.85
Low Salaries	396	16.12
Shortages	137	5.58
Power of influential	218	8.88
Red-tape	100	4.07
Other	39	1.59
No Idea	90	3.66
Total	2456	100.00

Multiple responses*

Land Administration

Land Administration

For what purpose did you or your household interact with land administration?

Purpose	No	Percent
For selling Land	105	18.52
For buying Land	129	22.75
For Mutation	41	7.23
Tax paying	33	5.82
Distribution of land	44	7.76
Periodic Survey	14	2.47
Determination of boundary of land	40	7.05
Transfer of property	84	14.81
For paying land and property tax	19	3.35
Tapedar, Patwari, Tehsildar	35	6.17
Other	23	4.06
Total	567	100.00

*Multipurpose visits

Was any corruption faced by your household during interaction?

Response	No	Percent
Yes	483	89.11
No	59	10.89
Total	542	100.00

If yes, what kind of corruption did you face?

Types of Corruption	Surveyors	Tahseeldar	Revenue Officer	Stamp vendor	Deed Writer	Land owner	Other	Total
Extra money had to be paid for Land registration	17	37	11	13	15	2	6	101
Waited long time to get documents after registration	8	22	20	16	6	2	3	77
Extra money had to be paid for mutation	3	13	13	11	20	1	1	62
Extra money had to be paid to clear land tax	6	9	15	3	0	1	2	36
Extra money had to be paid for showing lower price than actual price to avoid tax	7	5	10	2	0	0	2	26
Extra money had to be paid for getting land	5	9	6	4	4	2	2	32
Extra money had to be paid for transfer of papers	8	36	17	6	9	2	7	85
Extra money had to be paid to determinate the boundary of land	27	14	10	1	2	2	6	62
Extra money had to be paid for deed writing	4	1	1	3	10	1	1	21
Extra money had to be paid for land certificate	2	8	4	4	0	0	2	20
Others	5	8	7	2	1	0	8	31
Total	92	162	114	65	67	13	40	553

*Multi type of corruption faced

Nature of Interaction	No	Percent
Money demanded directly by the Actor (Service provider)	306	55.33
Money demanded directly by the Actor through 3rd party	126	22.78
Money offered directly by the Actor (Service provider)	83	15.01
Money offered by the Service recipient through third party	38	6.87
Total	553	100.00

*Multiple Responses

In your opinion, which factors are responsible for corruption in land administration?

Causes	No	Percent
Lack of accountability	278	25.93
Lack of transparency	94	8.77
Discretionary power	143	13.34
Monopoly of power	129	12.03
Low Salaries	108	10.07
Shortages	39	3.64
Power of influential	102	9.51
Power of Wadera, Zamindar, Sardar	107	9.98
Red-tape	69	6.44
Other	3	0.28
Total	1072	100.00

*Multiple responses

Taxation

Taxation

Have you /your household paid any tax recently?

Response	No	Percent
Yes	316	94.33
No	19	5.67
Total	335	100.00

If yes, please furnish the following information:

Types of Taxes	No	Percent
Income Tax	119	35.95
With Holding Tax	22	6.65
Sales Tax	60	18.13
Land and property Tax	124	37.46
Other	6	1.81
Total	331	100.00

*Total has exceeded to 316 because of Multiple Responses

Was any corruption faced by your household for the interaction?

Response	No	Percent
Yes	263	78.51
No	72	21.49
Total	335	100.00

If yes, what kind of corruption did you face?

Types of Corruption	Tax Officer	Adjudicator	Tax lawyer	Tax Department employee	Land revenue officer	Other	Total
Paid for under-assessment	25	15	1	12	5	2	60
Paid to reduce tax which was assessed	38	16	14	17	9	1	95
Paid to reduce fictitious assessment	16	9	4	11	0	0	40
Had to pay extra money for getting tax certificate	12	7	4	25	7	0	55
Had to pay extra money for releasing goods	5	8	4	0	1	0	18
Had to pay extra money to refund excess paid tax	11	3	8	7	8	2	39
Others	9	0	0	8	3	4	24
Total	116	58	35	80	33	9	331

Multiple Responses

Nature of Interaction	No	Percent
Money demanded directly by the Actor (Service provider)	141	42.60
Money demanded directly by the Actor through 3rd party	86	25.98
Money offered directly by the Actor (Service provider)	82	24.77
Money offered directly by the Service recipient through third party	22	6.65
Total	331	100.00

Multiple Responses

Which factors are responsible for corruption in taxation department?

Causes of Corruption	No	Percent
Lack of accountability	165	22.12
Lack of transparency	101	13.54
Discretionary power	103	13.81
Monopoly of power	85	11.39
Low Salaries	75	10.05
Shortages	25	3.35
Power of influential	104	13.94
Red-tape	75	10.05
Other	13	1.74
Total	746	100.00

*Multiple responses

Custom

Custom

Did you/your household interact with customs department?

Response	No	Percent
Yes	213	95.95
No	9	4.05
Total	222	100.00

If yes, during which period?

Period	No	Percent
1999-2002	10	4.67
2003-2005	76	35.51
2006-2009	127	59.81
Total	213	100.00

What kind of services have you taken from custom department?

Response	No	Percent
Goods inspection	76	34.23
Goods valuation	31	13.96
Survey/valuation of goods	34	15.32
For quick service	68	30.63
Other	13	5.86
Total	222	100.00

*Multi type of service

Was any corruption faced by you/your household during last interaction?

Response	No	Percent
Yes	192	90.14
No	21	9.86
Total	213	100.00

If yes, what kind of corruption did you face?

Types of Corruption	Custom Officer	Duty officer	Custom collector	Custom Soldier /Sipahl	Other	Total
Had to pay for the inspection of Goods	22	36	4	9	3	74
Had to pay for valuation	11	20	0	7	1	39
Had to pay for the reduction custom duties	4	12	3	1	0	20
Had to pay to get benefit for inspection	5	8	4	2	0	19
Had to pay for quick service	22	34	1	9	0	66
Others	1	4	0	0	0	5
Total	65	114	12	28	4	223

Multiple Responses

Nature of Interaction	No	Percent
Money demanded directly by the Actor (Service provider)	80	35.87
Money demanded directly by the Actor through 3rd party	59	26.46
Money offered by the Actor (Service provider)	61	27.35
Money offered by the Service recipient through third party	23	10.31
Total	223	100.00

*Multiple Responses

In your opinion, which factors are responsible for corruption in custom department?

Causes	No	Percent
Lack of accountability	132	26.29
Lack of transparency	57	11.35
Discretionary power	59	11.75
Monopoly of power	63	12.55
Low Salaries	62	12.35
Shortages	26	5.18
Power of influential	61	12.15
Red-tape	34	6.77
Other	8	1.59
Total	502	100.00

*Multiple Responses

Health

Health

Did any of your household members go to Government hospital for treatment during last one year?

Response	No	Percent
Yes	857	95.54
No	40	4.46
Total	897	100.00

If yes, please furnish the following information about the patients.

Response	Out door	In door	Total
Infant(0-1)	48	21	69
Child (2-4)	86	43	129
Young (5-14)	94	53	147
Adult (15-59)	261	234	495
Old (60+)	37	65	102
Total	526	416	942

*Multi type of patients

Types of Disease:

Patients	Diarhoea	Asthma	Cancer	Accident	Cold /Fever	Stroke	Dysentery	Orthopaedic	Gastritis	Epilepsy	Insanity	Diabetes /BP	T. B.	Heart Disease	Child related	Other	Total
Infant (0-1)	17	2	0	4	21	2	7	1	1	0	0	0	0	0	12	4	71
Child (2-4)	34	1	0	6	31	0	12	0	1	5	1	0	0	0	37	1	130
Young (5-14)	20	8	1	15	39	3	15	3	9	0	0	2	1	1	20	9	146
Adult (15-59)	25	22	10	56	63	12	11	31	20	6	3	36	21	42	57	77	492
Old (60-above)	6	8	3	7	7	3	2	5	1	1	0	18	10	14	0	16	103
Total	102	41	14	88	161	20	47	41	33	12	4	56	32	57	126	108	942

How did he / you get admission/service in the hospital?

Response	No	Percent
Normal Process	673	71.44
Alternative Process	269	28.56
Total	942	100.00

If the admission /service took place through alternative process (reason) identify which of the alternative process took place for admission?

Types of alternative process	No	Percent
By paying fee to the hospital doctor at his private chamber	79	29.37
Through influential relatives/ persons	71	26.39
Through hospital Staff	81	30.11
Through direct payment	16	5.95
Through political influence	17	6.32
Others	5	1.86
Total	269	100.00

Was any corruption faced by the patients after admission in the hospital?

Response	No	Percent
Yes	483	51.27
No	459	48.73
Total	942	100.00

If yes, please tell us what kinds of corruption were faced by patients in these institutions.

Types of Corruption	Doctor	Hospital staff	Nurse	Union Leader	Other	Total
Extra money had to be paid for getting allocated medicine.	19	52	13	1	9	94
Extra money had to be paid for getting bed.	11	82	15	5	3	116
Extra money had to be paid for X-ray	15	33	7	1	3	59
Extra money had to be paid for blood.	9	22	2	0	5	38
Extra money had to be paid for operation.	34	13	1	0	3	51
Medicine had to be bought from designated pharmacy	52	21	4	0	1	78
Pathological test had to be done from designated centre	18	16	2	0	2	38
Extra money/influence had to be used to have proper food supply (because food was not supplied properly)	3	10	4	0	1	18
Extra money medical supplies (because medicine was not supplied properly)	7	13	2	0	1	23
Extra money had to be paid to get post mortem report	2	1	5	0	0	8
Extra money had to be paid to get birth/death medical certificate	5	23	1	0	4	33
Other (specify....)	8	6	0	0	3	17
Total	183	292	56	7	35	573

*Multi type of corruption faced

Nature of Interaction	No	Percent
Money demanded directly by the Actor (Service provider)	347	60.56
Money demanded directly by the Actor through 3rd party	117	20.42
Money offered directly by the Actor (Service provider)	82	14.31
Money offered directly by the Service recipient through third party	27	4.71
Total	573	100.00

*Multiple Responses

In your opinion, which factors are responsible for corruption in health Sector?

Causes	No	Percent
Lack of accountability	432	29.15
Lack of transparency	197	13.29
Discretionary power	136	9.18
Monopoly of power	92	6.21
Low Salaries	102	6.88
Shortages	97	6.55
Power of influential	71	4.79
Red-tape	70	4.72
Unavailability of doctor & consultant	226	15.25
Other	14	0.94
No Idea	45	3.04
Total	1482	100.00

*Multiple Responses

Do you think corruption is less in private Hospital as compared to Govt. Hospital?

Response	No	Percent
Less in Private Hospital	334	37.24
More in Govt. Hospital	363	40.47
Both have corruption	200	22.30
Total	897	100.00

If less in private hospital, Explain

Response	No	Percent
Good services/Facilities	198	50.90
Check and balance	105	26.99
Specialization	65	16.71
effective administration	21	5.40
Total	389	100.00

*Multiple responses

Education

Education

Is any member of your household a student?

Response	No	Percent
Yes	951	97.04
No	29	2.96
Total	980	100.00

If yes, please mention the type of institution.

Type of Institution	No	Percent
Primary	239	23.05
Secondary School	266	25.65
College /Equivalent	272	26.23
University	170	16.39
Professional Institutions	26	2.51
Religious Institutions	57	5.50
Other	7	0.68
Total	1037	100.00

*Multiple responses

Has the admission been completed?

Response	No	Percent
Yes	929	97.69
No	22	2.31
Total	951	100.00

If yes, how did the admission take place?

Response	No.	Percent
Normal Process	742	79.87
Alternative process	187	20.13
Total	929	100.00

If the admission took place through alternative process :

Type of Alternative process	No	Percent
Through influential relative	64	34.22
Private tutor	23	12.30
Donation	20	10.70
Additional money to be paid other than donation	23	12.30
Through political influence	45	24.06
Other	12	6.42
Total	187	100.00

After admission was any corruption faced by the students with the institutions?

Response	No	Percent
Yes	424	45.64
No	505	54.36
Total	929	100.00

If yes, please tell us what kinds of corruption were faced by student in the institution?

Types of Corruption	Teacher	Management committee	Invigilator	Institutional employee	Student leader	Other	Total
Difficult to get good result or promotion to next class unless the teacher are engaged as	50	7	0	3	0	0	60
Different Kinds of Irregular fees had to be paid	31	47	8	17	11	2	116
For taking different kinds of certificate	8	20	1	12	0	4	45
Additional money to be paid for Form fill up	15	11	2	10	2	2	42
Management deduct money from the stipend awarded to the students	3	11	0	5	2	15	36
Management took money for supplying Govt. Free books pen etc	6	8	1	4	2	3	24
Teacher Referred to buy books, pen, papers from designated	21	8	1	2	0	0	32
Extra money had to be paid to pass exams	19	13	10	9	3	3	57
Other (specify....	19	8	0	10	2	10	49
Total	172	133	23	72	22	39	461

Multiple Responses

Nature of Interactions	No	Percent
Money demanded directly by the Actor (Service provider)	269	58.35
Money demanded directly by the Actor through 3rd party	112	24.30
Money offered directly by the Actor (Service provider)	54	11.71
Money offered directly by the Service recipient through third party	26	5.64
Total	461	100.00

Multiple Responses

In Your opinion which factors are responsible for corruption in education sector?

Causes	No	Percent
Lack of accountability	393	22.00
Lack of transparency	238	13.33
Discretionary power	193	10.81
Monopoly of power	157	8.79
Low Salaries	323	18.09
Shortages	88	4.93
Power of influential	197	11.03
Red-tape	109	6.10
Other	30	1.68
No Idea	58	3.25
Total	1786	100.00

*Multiple Responses

Do you think corruption is less in private Educational Institutions as compared to Govt. Educational Institutions?

Response	No	Percent
Less in Private Educational Institutions	258	27.13
More in Govt. Educational Institutions	531	55.83
Both have Corruption	162	17.04
Total	951	100.00

If less in private Education institute, explain:

Reasons	No	Percent
Good Service/Facilities	133	49.63
Check and balance	40	14.93
Effective teaching staff	26	9.70
Transparent administration	40	14.93
Specialized staff	21	7.84
Competition	8	2.99
Total	268	100.00

*Multiple Responses

Local Government

Nature of Interaction	No	Percent
Money demanded directly by the Actor (Service provider)	57	57.00
Money demanded directly by the Actor through 3rd party	22	22.00
Money offered by the Actor (Service provider)	13	13.00
Money offered directly by the Service recipient through third party	8	8.00
Total	100	100.00

Multiple Responses

In your opinion, which factors are responsible for corruption in tendering / contract?

Causes	No	Percent
Lack of accountability	45	21.13
Lack of transparency	30	14.08
Discretionary power	44	20.66
Monopoly of power	28	13.15
Low Salaries	17	7.98
Shortages	7	3.29
Power of Influential	24	11.27
Red-tape	12	5.63
Power of Wadera,Zamindar,Sardar	5	2.35
Other	1	0.47
Total	213	100.00

*Multiple responses

If yes, what kind of corruption did you face?

Types of Corruption	No	Percent
Extra money had to be paid to the Union Council	162	65.32
Extra money had to be paid to the Town council	38	15.32
Extra money had to be paid to the City Council	48	19.35

Nature of Interaction	No	Percent
Money demanded directly by the Actor (Service provider)	95	38.31
Money demanded directly by the Actor through 3rd party	84	33.87
Money offered by the Actor (Service provider)	44	17.74
Money offered by the Service recipient through third party	25	10.08
Total	248	100.00

In your opinion, which factors are responsible for corruption in local government system?

Causes	No	Percent
Lack of accountability	137	19.63
Lack of transparency	77	11.03
Discretionary power	71	10.17
Monopoly of power	75	10.74
Low Salaries	83	11.89
Shortages	25	3.58
Power of influential	101	14.47
Red-tape	61	8.74
Inefficiency	43	6.16
Other	20	2.87
Don't know	5	0.72
Total	698	100.00

*Multiple responses

Tendering/ Contracting

If yes, what kind of corruption did you face?

Types of Corruption	No	Percent
Extra money had to be paid to the Union Council	162	65.32
Extra money had to be paid to the Town council	38	15.32
Extra money had to be paid to the City Council	48	19.35

Nature of Interaction	No	Percent
Money demanded directly by the Actor (Service provider)	95	38.31
Money demanded directly by the Actor through 3rd party	84	33.87
Money offered by the Actor (Service provider)	44	17.74
Money offered by the Service recipient through third party	25	10.08
Total	248	100.00

In your opinion, which factors are responsible for corruption in local government system?

Causes	No	Percent
Lack of accountability	137	19.63
Lack of transparency	77	11.03
Discretionary power	71	10.17
Monopoly of power	75	10.74
Low Salaries	83	11.89
Shortages	25	3.58
Power of influential	101	14.47
Red-tape	61	8.74
Inefficiency	43	6.16
Other	20	2.87
Don't know	5	0.72
Total	698	100.00

*Multiple responses

Nature of Interaction	No	Percent
Money demanded directly by the Actor (Service provider)	57	57.00
Money demanded directly by the Actor through 3rd party	22	22.00
Money offered by the Actor (Service provider)	13	13.00
Money offered directly by the Service recipient through third party	8	8.00
Total	100	100.00

Multiple Responses

In your opinion, which factors are responsible for corruption in tendering / contract?

Causes	No	Percent
Lack of accountability	45	21.13
Lack of transparency	30	14.08
Discretionary power	44	20.66
Monopoly of power	28	13.15
Low Salaries	17	7.98
Shortages	7	3.29
Power of influential	24	11.27
Red-tape	12	5.63
Power of Wadera, Zamindar, Sardar	5	2.35
Other	1	0.47
Total	213	100.00

*Multiple responses