

## Effectiveness of Urban Service Delivery System of Sylhet City Corporation in Bangladesh

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**ABSTRACT:** The importance of local governments is especially relevant in an increasingly urbanizing world, for the well-being of the people for the effective delivery of basic services. While there is widespread agreement that effective urban local governments play a critical role in achieving sustainable economic growth, stronger public services and inclusive governance. The city corporation is legally responsible for providing urban services to the people within the municipality area to develop and implement appropriate strategies to ensure sustainable urban development. This is an explanatory-descriptive study followed by in-depth information aiming

To analyze the systems and processes that contribute to service delivery performance in urban areas and to examine the effectiveness of urban service from the existing problems and outlines proper suggestion for providing urban services to the people effectively. But it is facing a massive challenge in providing adequate urban services in the urban area. Therefore to meet the future demand for urban services, the study suggested, the management capacity of the urban utilities should continue to improve.

**KEYWORDS:** Effectiveness, City Governance, Urban Services, City Corporation.

### 1 INTRODUCTION

Governing cities has also been made more difficult by the growing complexity of social life. The connection between people and places is more diffuse than in past periods (Healey, 1997). It is because of hurried augment of urban population. By 2030, urban populations worldwide are expected to grow by 1.4 billion people with city and town dwellers accounting for 60% of the total world population and by 2050 this figure is expected to reach 2.6 billion (USAID, 2013). These changes in our cities can be depicted as the triumph of chaos and disorder (Kearns and Paddison: 2009). Urban areas face large and complex challenges that are often interrelated with many other trends and challenges, the resolution of which requires inter-link ages between different sectors and often different local government bodies (Slack, 2007). City Corporations as a local body, in Bangladesh works to improve the environmental and infrastructural service delivery in urban areas. Rapid urban growth, which plays an increasingly significant role in the development economy, is also challenging local governments in devising ways to develop and implement appropriate strategies to ensure sustainable urban development. That is why, for the well-being of all people, the effective delivery of basic services is essential. The effective delivery and management of infrastructure is a prerequisite for productive investment and economic growth in urban area. In an increasingly urbanized world, it will be crucial to ensure that public services in urban areas deliver for poor people as well as the wider population. It is now well known that governance factors are important in constraining or enabling effective service delivery (Jones, Harry. Clench, Ben and Harris, Dan: 2014). Because there is more social differentiation within the city and new lifestyles are being tried and adopted: people live in different ways; travel in different directions; shop at different times (Healey, 1997). Urban governance is not an attempt to regain control so much as an attempt to manage and regulate difference and to be creative in urban areas which are themselves experiencing considerable change (Kearns and Paddison: 2009). Effective service

delivery can be achieved when service provision responds to effective demand and resident have access to service provided. Therefore, the study aim is to examine effectiveness of urban service delivery system of Sylhet City Corporation to investigate nature of urban services available to the people and to illustrate the strength and weakness to ensure better service through identifying existing challenges and thus make some suggestion to ensure effective services in City Corporation. As, it is known to all that they are facing massive challenges in providing adequate urban services. As we it is known in Bangladesh that the responsibility of providing urban services is vested on the urban-local government that is City Corporation. But in their existing role of providing civic amenities to the citizen, these bodies mostly depend on other agencies for building up infrastructural facilities and generation of utilities and other services. In order to make them enable and to meet their increasing financing needs, these bodies should be empowered to mobilize and raise additional resources through broadening the existing base of taxation and issue of innovative saving instruments, including bonds and debentures (Mujerie and Singh). It is obvious that contribution of local government towards poverty alleviation and promotion of economic growth is vital for national development as well as local level development (Islam, F.2015a).

## **2 BACKGROUND OF THE STUDY**

Rich pre-historic determinants on the origin of local government are found in the Bengal in the Sub-continent. Before 17<sup>th</sup> century, any evidence is not found on the local government system. Therefore the study has been based on the availability of written documents. After the invasion of British East-India Company in 1757, a committee was formed in 1794 named *Justices of Peace*. The committee was responsible for conservancy, construction of road and enforcement of police power for maintenance of law and order situation. Expenses of those functions were recovered from holding tax and liquor license. The origin of local government is found in the year 1793 under the Charter of British Parliament. That was urban local government. The system was introduced in the *Calcutta, Madraj and Bombay* on legal affairs, holding taxes and *Chawkidari* system for peace and security. In the year of 1803, another committee named *Town Improvement Committee* was established for assistance of the functions performed by the *Justices of the Peace Committee* including reforms of sanitation facilities (Ahmed, 2014). Local government for a specific urban area was introduced through the Calcutta Municipal Act, 1923 (Act No.III of 1923). The Act was more functional than the enactments introduced before on local government. And the regulations and functions were emphasized on the conservancy including street scavenging, collection and disposal of garbage and other refuses, filtered and unfiltered water supply, storm water drainage and sewerage, public health and sanitation. Promote primary education for children up to 12 years of age, constructed and maintained roads and public places, introduced street lighting system and lighting in public places, provision and maintenance of markets and slaughter houses. The regulations and functions also considered building schemes and the regulation of buildings, improvement and clearance of bustees or slums, licensing of dogs, trades and professions, advertisements, plumbers, building surveyors, hotels, food factories and places of entertainment, vehicles (not mechanically propelled) etc (Ahmed, 2014). During years, local government of undivided Bengal was used as tax / revenue collection authority for central government without taken any appropriate development effort. The practice remains same at present. But the decision-makers do not think that more physical development brings more economic benefit (Ahmed, 2014). The City Mayor and elected officials make their decisions mainly not in public and make the information on which they do not base those decisions public too. Success of City government largely depends on the officials regularly consult with and actively seek the participation of all stakeholders and the public to help them to understand the needs and concerns of citizens and extra care to make sure that all sectors of the community can participate as well as puts a high emphasis on customer response. Moreover, partnerships with the private sector, the informal sector and the community are actively sought to help improve quality of life in the city.

## **3 RATIONALE OF THE STUDY**

In Bangladesh, cities are plying a crucial role in the national development despite adverse socio-economic and environmental conditions resulting from rapid growth of these urban centers. The major urban centers, especially, have grown very rapidly. Additionally, many villages all over the country have grown into towns. At present, urban dwellers constitute about 26% of the total population of the country<sup>1</sup>. The total urban population of Bangladesh is already over 36 million and this population is growing at a rapid rate of nearly 4% per annum, while the capita an areas, most of these migrants being the poor. Urbanization in Bangladesh is characterized by highly rated urbanization which causes a significant

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<sup>1</sup> [http://www.priptrust.org/monthly\\_update/2.pdf](http://www.priptrust.org/monthly_update/2.pdf)

proportion of their urban population to be deprived from some basic public facilities. For example, in Bangladesh, over six million of the urban population has no access to drinking water from an improved source, even though coverage has improved over the years. Urban sanitation has remained a serious problem in all cities and towns. Local flooding occurs frequently and becomes a constant threat. Drainage works are insufficient that leads to water logging and water pollution. Raw sewage and industrial pollutants are continuously discharging into the rivers and contaminates groundwater and ponds. Another serious problem is garbage pollution with garbage collection just beginning to be organized but urban solid waste management is mostly absent<sup>2</sup>. The poor quality of some public services reflects the absence of accountability and lack of effective redressing of grievances for the citizen. Service failures adversely affect the productivity of economic activity and typically affect the poor disproportionately. As a result of which many poor households have to resort to alternatives that are characterized by lower quality and higher costs. And in the higher level of urban governance, City Corporation is the most powerful body of urban administration. It provides various urban services which are very effective for leading a better urban life. And in order to know how effectively sylhet city governance is providing its services this study may help to find out the real picture of service providing system in sylhet City Corporation.

#### **4 ANALYTICAL FRAMEWORK**

Developing countries like Bangladesh are characterized by highly rated urbanization which causes a significant proportion of their urban population to be deprived from some basic public facilities. For example, in Bangladesh, over six million of the urban population has no access to drinking water from an improved source, even though coverage has improved over the years. Urban sanitation has remained a serious problem in all cities and towns. Drainage works are insufficient, leading to water logging and water pollution. Raw sewage and industrial pollutants continue to be discharged into the rivers and to contaminate groundwater and ponds. Another serious problem is garbage pollution; with garbage collection just beginning to be organized, urban solid waste management is mostly absent. The poor quality of some public services reflects the absence of effectiveness in City Corporation and lack of effective redressing of management leads the grievances for the citizen. Service failures adversely affect the productivity of economic activity, development in urban area and typically affect the poor disproportionately, as a result of which many urban facilities to citizen have to be ensured effectively that are characterized by lower quality in urban area. That is why, with policy reform in public health and structural adjustments in waste management, constrictions of roads and highways, improvement of license and certificate service delivery, development in maintaining drainage as well as unsanitary buildings and so on would ensure effectiveness in service delivery system. This conceptual description has been shown in figure-1.

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<sup>2</sup> Urban Sector and Water Supply and Sanitation in Bangladesh; An Exploratory Evaluation of the Programs of ADB and Other Aid Agencies, SECTOR ASSISTANCE PROGRAM EVALUATION; July 2009

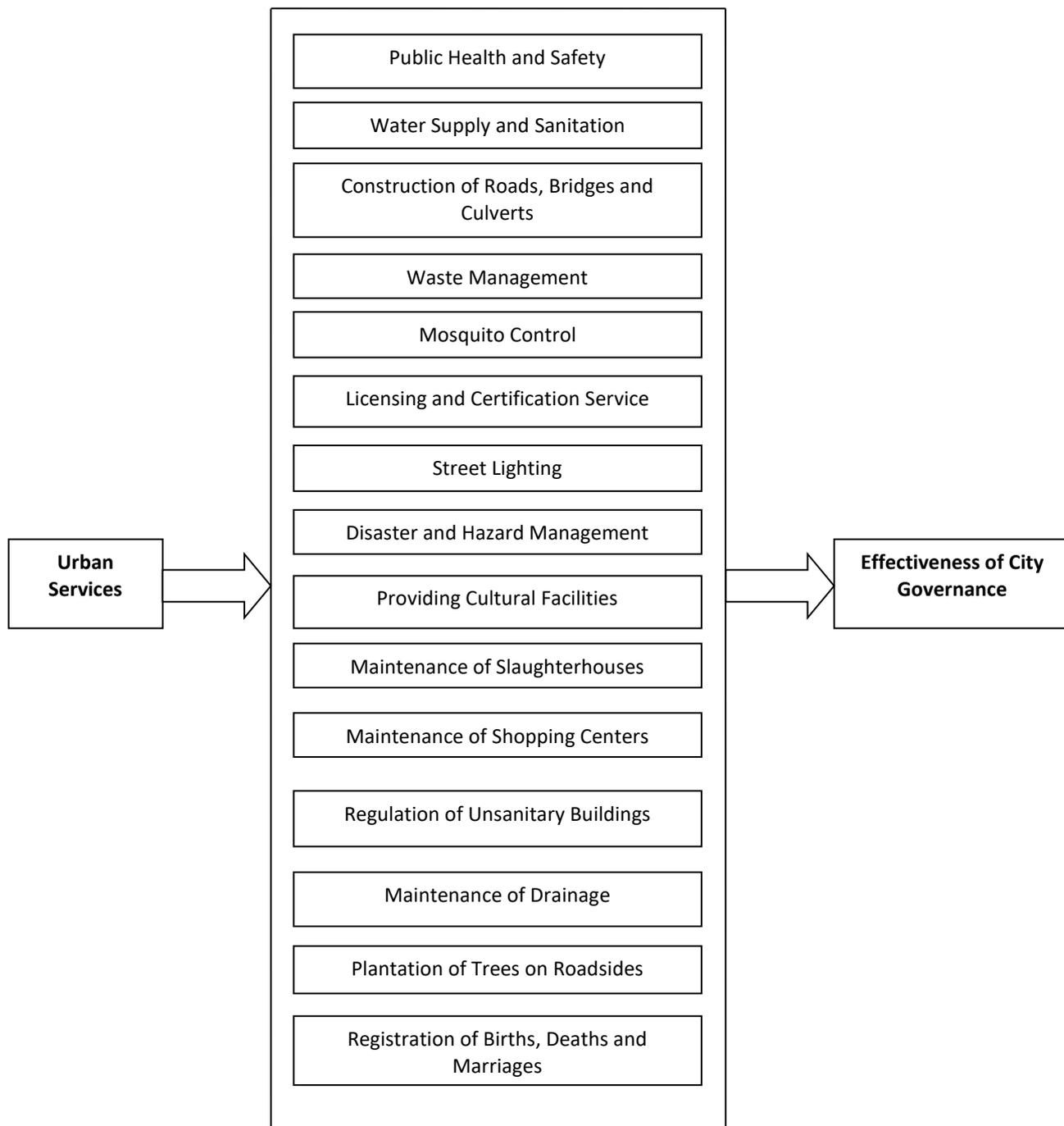


Fig. 1. Conceptual Framework

## 5 METHODOLOGY AND STRATEGY

This is an explanatory and descriptive study where survey method has been used for collecting data and information. Quantitative method has been applied for the study which mainly applied the survey method to provide the statistical and quantitative findings. Survey method has been applied as it is very useful for *collecting* people perception about the availability of services provided by the city corporation. Face to face interview with a questionnaire has been used for interviewing respondents. Self-administered questionnaire has been chosen to collect data from 30 (Thirty) respondents from the Sylhet City Corporation area where 10 were officials respondents who are engaged in Sylhet city corporation activities and 20 were beneficiaries had been chosen using non-probability purposive sampling method at selected study areas.

For the purpose of this study, data has been collected from both primary and secondary sources. Primary data has been collected directly from both the beneficiaries and officials in Sylhet City Corporation. The secondary sources data comprise the relevant documents and publications of government agencies, different NGOs, archive, library education, research institutions and internet website browsing have also been done. Besides, a significant portion of the information has been gathered from literature review. Finally, collected data have been characteristically classified, and then statistical method (e.g. percentage analysis) has been applied on them. Quantitative data have been presented on frequency distribution tables and showed the responses in percentage. The data of the tables are then discussed. Qualitative data have also been analyzed and discussed descriptively in this Study. The study intended to represent a typical general picture of the urban services that are provided by the City Corporation and hence selected a sample area which represent the distinct features of the whole country. Within the purview of research objectives, the study purposively selected the area that is sylhet City Corporation area situated at Bondor Bazar.

## 6 STUDY FINDINGS

According to Table-1, the selected respondent is found in different age group where the majority (50%) of the respondent is in 30-39 years of age group and (30%) of the respondents are above 40 year of age group. And the rest of the respondents is very young (20%) of age group.

According to table 2, maximum portion of the respondents (80%) respondents are male and only (20%) percent are female (Table-2).

Table 3 shows that among service provider maximum portion of the respondents about (50%) have idea about city governance and (30%) service provider have no idea about city governance but only (20%) service provider have partial idea about city governance. On the other hand, among service receiver, about (37.50%) respondents have idea about city governance and same portion of the respondents about (37.50%) have no idea about city governance and (25.00%) have partial idea about city governance (Table-3).

From table 4 it is clear that major percent of the respondents about (80%) said that they have direct involvement in service provision of city government. But a small portion of the respondents about (20%) said that that they have no direct involvement in service provision of city government (Table-4).

From table 5 it is clear that major portion of the respondents about (80%) said that City Corporation has not enough financial availability in providing urban services and only (20%) respondents said that they have enough financial availability in delivering the urban services properly (Table-5).

In table 6, in response to the question of political interference on City Corporation in case of providing services major portion of the respondents about (80%) answered that they are free from political interference and only (20%) respondents said that they have to face political interference in case of performing their functions (Table-6).

According to table 7, among service provider, about (50%) respondents said that they have modern tools & equipment availability in providing urban services. But about (40%) respondents disagree with this statement. And only (10%) respondents partially support it (Table-7).

Table 8 represents that major portion of the respondents about (60%) said that people's participation is not yet ensured in Sylhet city corporation activities such as- budgeting, planning. But about (30%) said that in some cases people's can participate in Sylhet city corporation activities and only (20%) respondents partially support this statement (Table-8).

In table 9, in response to the question of monitoring and evaluation system of service delivery system in City Corporation regarding the urban services major percent about (80%) respondents said that urban services that are delivered by Sylhet City Corporation are regularly monitored. And only 20% respondents said that there is no proper monitoring & evaluation system of Sylhet City Corporation (Table-9).

From table 10 it depicts that about (60%) respondents said that adequate information about service delivery system of Sylhet City Corporation is provided to the public but about (20%) respondents are not agree with this statement. And the rest (20%) respondents said that information about service delivery system of Sylhet City Corporation is partially provided to the public (Table-10).

Table-11 represent that among the service provider about (40%) respondents said that Sylhet City Corporation faces the problem of unavailability of modern tools and techniques, about (20%) respondents said that there is lack of inadequate fund capability as well as there is the existence of corruption. But about (10%) respondents said that there is also the existence of the problem of lack of training and skilled manpower as well as lack of public support (Table-11).

It appears from table 12 that among service receiver, a major percent of the respondents about (50%) have idea about services that are provided by Sylhet City Corporation and about (10%) have no idea about service providing provision. But (40%) respondents partially know about services that are provided by Sylhet City Corporation (Table-12).

From table 13 it is clear that among service receiver, about (45%) respondents are satisfied with the supply of pure drinking water by Sylhet City Corporation. But about (37.50%) respondents are moderately satisfied with that and only (17.50%) are dissatisfied with the supply of pure drinking water by Sylhet City Corporation (Table-13).

Table 14 shows that among service receiver, about (22.50%) respondents answered that drainage system management that is ensured by City Corporation is good in nature, about (45%) respondents answered that drainage system management is very good and about (22.50%) respondents said that drainage system management is moderately good. But (10%) respondents answered negatively (Table-14).

From table 15 it is clear that among service receiver, about (30%) respondents are satisfied with the supply of educational facilities by Sylhet City Corporation. But about (37.50%) respondents are moderately satisfied with that and only (32.50%) respondents are dissatisfied with the supply of pure drinking water by Sylhet City Corporation (Table-15).

Table 16 explains that a major percent of the respondents about (50%) respondents answered that unplanned construction are not properly controlled by Sylhet City Corporation. But the about (30%) respondents said against this. Only (20%) respondents partially support it (Table-16).

Table-17 represents that a major percent of the respondents about (75%) said that, licensing and certification services are properly provided by Sylhet City Corporation. But only (12.50%) respondents said against this and only (12.50%) respondents partially support this statement (Table-17).

From table 18 it is clear that among service receiver, about (37.50%) respondents are satisfied with the supply of public health and safety services by Sylhet City Corporation. Only (17.50%) respondents are moderately satisfied with that. And about (45.00%) respondents are dissatisfied with the supply of pure drinking water by Sylhet City Corporation (Table-18).

Table-19 represents that among service receiver, a major percent of the respondents about (50%) respondents answered that lighting system in the city street that is ensured by City Corporation is good in nature. Only about (12.50%) respondents said against this. About (25%) respondents answered that street lighting system is very good and about (12.50%) respondents said that it is moderately good (Table-19).

From table-20 it is clear that about (37.50%) respondents said that Sylhet City Corporation works effectively in case of mosquito control. But about (22.50%) partially support this. And about (40%) respondents said against this (Table-20).

It appears from table 21 that about (50%) of the respondents said that slaughter houses are maintained by Sylhet City Corporation. But about (37.50%) respondents said against this. And about (12.50 %) respondents partially support this (Table-21).

From table-22 it is clear that about (37.50%) of the respondents said that Sylhet City Corporation officials are cordial in providing urban services, about (12.50%) of the respondents said that Sylhet City Corporation officials are very cordial. And about (45%) said that they are moderately cordial in providing urban services. Only (05%) said against this (Table-22).

From table 23 it depicts that among service receiver about (25%) respondents answered that Sylhet City Corporation properly provides food in case of disaster and hazard management. And about (12.50%) respondents said that Sylhet City Corporation also provides cloth, health facilities as well as financial support in case of disaster and hazard management. Another (15%) respondents said that Sylhet City Corporation also provides accommodation facilities. About (10%) respondents said that Sylhet City Corporation give educational facilities properly in case of disaster and hazard management (Table-23).

Table 24 explains that among the service receiver about (20%) respondents said that Sylhet City Corporation faces the problem of lack of training & skilled manpower; about (12.50%) respondents said that there is lack of logistic support and about (15%) respondents identified the irresponsible authority & services are not timely delivered as the problem of Sylhet City Corporation in case of providing urban services. Only (7.50%) respondents explain inadequate fund capability as a problem of City Corporation. But a major percent of the respondents about (30%) respondents answered that corruption is the major problem of City Corporation in case of delivering urban services (Table-24).

Table 25 shows that for effective delivery of urban services by Sylhet City Corporation, among service providers about (25%) respondents suggest ensuring accountability & transparency that will reduce corruption from Sylhet City Corporation. On the other hand, same portion of the respondents about (12.50%) respondents suggest arrangement of training facilities,

adequacy of manpower, availability of logistic support as well as timely delivering the services. And about (15%) respondents suggest that authority must be responsible for their duties. But about (10%) respondents suggest public awareness is important to make City Corporation effective in delivering the urban services (Table-25).

## 7 DISCUSSION OF THE FINDINGS

It is apparent from the observation that a major percent of the respondents (service provider) have idea about city governance and a few have no idea about city governance but some have partial idea about city governance. On the other hand, in case of beneficiaries a major percent of the respondents have idea about city governance.

Before the discussion of findings on the effectiveness of city governance in case of providing services we have to know about study area that is Sylhet City Corporation and its provided services.

City Corporation is the most powerful body of urban administration. The City Corporation is under the department of Local Government and Rural Development of Bangladesh. Before, the name of this urban-local government (City Corporation) was Paurashava. It is headed by a Mayor, directly elected by the people of the entire area of the corporation. The entire area is divided into wards on the basis of number of population as may be fixed by the government. One male commissioner from each ward is to be elected whereas a male commissioner is elected from three wards. Generally the functions of City Corporations and pourashavas in case of providing services are almost the same in nature (Siddique, 2005:177). Due to urbanization the role of City Corporation has been gaining in significance in case of providing services in recent years. As our study objective is to examine the delivery of urban services of City Corporation. So, we mainly focus on the services that are provided by City Corporation. The City Corporation is empowered to discharge a variety of municipal and civic functions. In practice however they cannot perform all these functions due to acute paucity of funds, poor and irregular collection of taxes, and non-realization of taxes from government, unskilled manpower and insufficient government grants. The City Corporation functions are many but its resources are extremely limited. Due to financial constructions the City Corporation in reality, mainly perform the following functions properly such as-public health and safety, water and sanitation, educational facilities, disaster and health management street lighting, mosquito control, slaughter house, bonus for disable people, drainage system etc.

In case of public health and safety, City Corporation provides various health related services in our country. In this study a major percent of the respondents said that public health and safety is properly ensured by City Corporation. And a major percent of the respondents (beneficiaries) said that Sylhet City Corporation only properly gives vaccination services in case of public health and safety management. Besides, Sylhet City Corporation also gives maternal and child health care facilities, health related education as well as gives nutrition-related services at a poor rate. In case of water supply and sanitation, City Corporation provides pure drinking water for the urban people. About majority of the respondents/ beneficiaries agreed with that, Sylhet City Corporation provides adequate supply of pure drinking water and also gives financial assistance to the poor people for building sanitary latrines.

On the other hand, in case of educational facilities, City Corporation only started some schooling activities for slum children's and gives some financial support to the poor students.

We know that management of drainage system is a costly and vexing problem for most of the local authorities of developing countries. The problems are - service coverage is low; resources are insufficient; resulting environmental problems. Despite of large scale involvement of private sector, management of drainage system is still a crucial challenge for City Corporation. At rainy season drainage system become disrupted and in such situation City Corporation authority urgently take steps to ensure free flow of waste and water.

One of the widely criticized services of City Corporation is mosquito control services. Almost in every summer there is outbreak of dengue fever in the city. Mosquito is the career of dengue virus. Thus mosquito control is a vital service for citizen. City Corporation works effectively in case of mosquito control. But in case of mosquito control services there may arise some problems such as- when Sylhet City Corporation carries out mosquito control activities in most of the cases there is no response of public, there is unavailability of funds and lengthy bureaucratic procedure to obtain mosquito control materials. Moreover, for a comfort movement of city dwellers City Corporation provides adequate street lighting in City Corporation. Furthermore, one of the major tasks of ward offices of City Corporation is to provide different certificates that are needed by the citizens for different purposes. Beside these, Sylhet City Corporation through ward commissioner's office also provides death certificate, succession certificate and marriage certificate. From service provider it is known that now certification services are also provided through on-line system. City Corporation provides licensing and certification services properly. But there is a clam of one third of the respondent's of beneficiaries that though the certification service is either

free of cost or charge a very nominal fee, but they had to pay for this service. Another important function of City Corporation is the maintenance of slaughter house.

We all know that Bangladesh is a disaster prone country and every year it is affected by natural disaster like-flood, cyclone, ayla, nargis, sitor etc. At the time of natural calamities & disaster City Corporation properly provides food, accommodation facilities, and drinking water supply health facilities. From this study it is cleared City Corporation properly provides food in case of disaster and hazard management. And it also provides accommodation facilities, drinking water supply health facilities in case of disaster and hazard management. City Corporation also give financial support as well as give educational facilities like- temporary schooling for the flood affected children in case of disaster and hazard management.

From this study it is also clear that City Corporation provides basic urban services to the urban people but in case of providing urban services one of the main problems is that City Corporation faces is lack of adequate fund, there is also lack of trained and skilled manpower, unavailability of modern tools and techniques, lack of public support and lack of responsibility on duties services are not delivery timely, authority is irresponsible, lack of skilled manpower, lack of proper government support and lack of peoples participation in planning and budgeting process of Sylhet City Corporation. And all these problems can be overcome by taking proper measures to make City Corporation more effective & efficient to deliver the urban services properly.

### 8 CONCLUSION AND RECOMMENDATIONS

Historically, the level of urbanization in Bangladesh has been low but it is urbanizing rapidly now. In Bangladesh, cities and town are playing crucial role in the national development despite the adverse socio economic and environmental consequences resulting from rapid growth of these urban centers. The major urban centers, especially, have grown very rapidly; additionally, many villages all over the country have grown into towns (PRIP Trust, 2013).

Over the years there have not been any significant changes in the functions of different urban-local government bodies in Bangladesh. This problem is created due to not establishing values of local self-government (Islam, F. 2015b).As an urban-local government body City Corporation is saddled with a long list of functions but it is able to perform only a limited number of these because of financial, administrative, personnel and other constraints. But the services that are provided by City Corporation are very essential for leading a normal life. And in providing adequate urban services City Corporation plays an important role. City governments have important roles in addressing poverty and inequality. In cities where low incomes are a reality for a significant proportion of the population, their access to safe, secure housing, infrastructure, services and other resources is critical for avoiding poverty. From the study findings and discussion, the following outlines may be effective measures to ensure better service sytem at urban governance;

The management capacity of City Corporation in case of providing urban services needed to improve in monitoring the performance of service providing officials regularly through appropriate management information systems by providing, as far as possible, accurate and up to date available information on the performance of city governance to the general people. Besides, officials of City Corporation must be cordial and well-behaved in providing their services in order to make effective and efficient administration in City Corporation.

Financial management has to be improved for providing improved urban services by City Corporation and the government support is crucial in this case. Government may also provide more technical and other supports but financial and technological resources must be utilized properly.

Accountability and transparency is inevitable for improvement of performance so government should ensure day to day, monthly target based and quarterly evaluation system of task. Moreover, effective training programs should be arranged and logistic support must be given for the staffs to provide better services delivering urban services. Finally, Corruption and political influence should protest.

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APPENDIX: LIST OF TABLES

Table-1: Age of Respondents

Level of Age	Opinion of Respondents	
	Frequency (f)	Percentage (%)
26-29	5	16.66
30-39	15	50.00
40-above	10	33.33
<b>Total</b>	<b>30</b>	<b>100.00</b>

Source: Data Collected from Bondor Bazar (City Corporation) 1<sup>st</sup> to 24<sup>th</sup> October, 2013

Table-2: Gender of Respondents

Type of Respondent	Opinion of Respondents	
	Frequency (f)	Percentage (%)
Male	20	66.66
Female	10	33.33
<b>Total</b>	<b>30</b>	<b>100.00</b>

Source: Data Collected from Bondor Bazar (City Corporation) 1<sup>st</sup> to 24<sup>th</sup> October, 2013

Table-3: Idea about City Governance

Opinion of Respondent	Service Provider Ideas on City Governance		Service Receivers Ideas on City Governance	
	No. of Respondent	Percentage	No. of Respondent	Percentage
Complete Ideas	15	75.00	5	50.00
Unknown	2	10.00	3	30.00
Partially Known	3	15.00	2	20.00
No Response	0	0	0	00
<b>Total</b>	<b>20</b>	<b>100</b>	<b>10</b>	<b>100</b>

Source: Data Collected from Bondor Bazar (City Corporation) 1<sup>st</sup> to 24<sup>th</sup> October, 2013

Table-4: Involvement of Service Provider in service provision of City Government.

Opinion of Respondent (Service Provider)	Involvement in service provision of City Government	
	No. of Respondent	Percentage
Involved	8	80.00
Not Involved	0	0
Partially Involved	2	20.00
No Response	0	0
<b>Total</b>	<b>10</b>	<b>100</b>

Source: Data Collected from Bondor Bazar (City Corporation) 1<sup>st</sup> to 24<sup>th</sup> October, 2013

Table-5: Financial Availability of City Corporation in Providing Urban Services.

Opinion of Respondent (Service Provider)	Financial Availability in Providing Services	
	No. of Respondent	Percentage
Financial Availability	7	60.00
No Financial Availability	2	30.00
Partial Financial Availability	1	10.00
No Response	0	0
<b>Total</b>	<b>10</b>	<b>100</b>

Source: Data Collected from Bondor Bazar (City Corporation) 1<sup>st</sup> to 24<sup>th</sup> October, 2013

**Table-6: Political interference on City Corporation in case of providing urban services**

Opinion of Respondent (Service Provider)	Political Interference in case of Providing Services	
	No. of Respondent	Percentage
Presence of Political Interference	2	20.00
Absence of Political Interference	8	80.00
Partial Political Interference	0	0
No Response	0	0
<b>Total</b>	<b>10</b>	<b>100</b>

Source: Data Collected from Bondor Bazar (City Corporation) 1st to 24th October, 2013

**Table-7: Equipment Availability of City Corporation in providing Urban Services**

Opinion of Respondent (Service Provider)	Equipment Availability of City Corporation for Providing Urban Services	
	No. of Respondent	Percentage
Have Enough Equipment	7	70.00
No Enough Equipment	2	20.00
Partially Enough Equipment	1	10.00
No Response	0	0
<b>Total</b>	<b>10</b>	<b>100</b>

Source: Data Collected from Bondor Bazar (City Corporation) 1st to 24th October, 2013

**Table-8: Ensure Participation of Peoples in City Corporation Activities (such as- Budgeting, Planning)**

Opinion of Respondent (Service Provider)	Participation of People in City Corporation Activities	
	No. of Respondent	Percentage
Have Participation	3	30.00
Have No Participation	6	60.00
Partial Participation	2	20.00
No Response	0	0
<b>Total</b>	<b>10</b>	<b>100</b>

Source: Data Collected from Bondor Bazar (City Corporation) 1st to 24th October, 2013

**Table-9: Effective Monitoring and Evaluation system of service delivery in City Corporation**

Opinion of Respondent (Service Provider)	Monitoring and Evaluation system of service delivery in City Corporation	
	No. of Respondent	Percentage
Proper Monitoring and Evaluation system	8	80.00
No Proper Monitoring and Evaluation system	2	20.00
Partially Proper Monitoring and Evaluation system	0	0
No Response	0	0
<b>Total</b>	<b>10</b>	<b>100</b>

Source: Data Collected from Bondor Bazar (City Corporation) 1st to 24th October, 2013

**Table-10: Provide Adequate Information about Service Delivery System of City Corporation**

Opinion of Respondent (Service Provider)	Deliver Adequate Information about Service providing	
	No. of Respondent	Percentage
Deliver Adequate Information	6	60.00
Not Enough Adequate Information	2	20.00
Partially Deliver Information	2	20.00
No Response	0	0
<b>Total</b>	<b>10</b>	<b>100</b>

Source: Data Collected from Bondor Bazar (City Corporation) 1st to 24th October, 2013

**Table-11: Problems Faced by City Corporation in Case of Providing Urban Services**

Opinion of Respondent (Service Provider)	City Corporation Faces Problems in Case of Providing Urban Services	
	No. of Respondent	Percentage
Lack of training and skilled manpower	2	20.00
Lack of public support	1	10.00
Inadequate fund	4	40.00
Unavailability of modern tools and techniques	2	20.00
Lack of responsibility on duties	1	10.00
<b>Total</b>	<b>10</b>	<b>100.00</b>

Source: Data Collected from Bondor Bazar (City Corporation) 1st to 24th October, 2013

**Table-12: Idea about Urban Services Provided by City Corporation**

Opinion of Respondent (Service Recipient)	Idea about providing services of City Corporation	
	No. of Respondent	Percentage
Complete Ideas	10	50.00
Unknown	2	10.00
Partially Known	8	40.00
No Response	0	0
<b>Total</b>	<b>20</b>	<b>100</b>

Source: Data Collected from Bondor Bazar (City Corporation) 1st to 24th October, 2013

**Table-13: Supply of Pure Drinking Water by City Corporation**

Opinion of Respondent (Service Recipient)	Adequate Supply of Pure Drinking Water by City Corporation	
	No. of Respondent	Percentage
Proper Supply of Drinking Water	10	50.00
Improper Supply of Drinking Water	2	10.00
Partially Supply	8	40.00
No Response	0	0
<b>Total</b>	<b>20</b>	<b>100</b>

Source: Data Collected from Bondor Bazar (City Corporation) 1st to 24th October, 2013

**Table-14: Ensure Proper Drainage System by City Corporation**

Opinion of Respondent(Service Recipient)	Proper Drainage System Ensured by City Corporation	
	No. of Respondent	Percentage
Ensure Good Drainage System	12	60.00
Drainage System is not so Good	8	40.00
Partially Good	0	0
No Response	0	0
<b>Total</b>	<b>20</b>	<b>100</b>

Source: Data Collected from Bondor Bazar (City Corporation) 1st to 24th October, 2013

**Table-15: Supply of Educational Facilities by City Corporation**

Opinion of Respondent (Service Recipient)	Educational Facilities Supplied by City Corporation	
	No. of Respondent	Percentage
Properly Ensure Educational Facilities	6	30.00
Supply of Educational Facilities is not Proper	10	50.00
Partially Proper	4	20.00
No Response	0	0
<b>Total</b>	<b>20</b>	<b>100</b>

Source: Data Collected from Bondor Bazar (City Corporation) 1st to 24th October, 2013

**Table-16: Control of Unplanned Construction by City Corporation**

Opinion of Respondent (Service Recipient)	City Corporation's Control of Unplanned Construction	
	No. of Respondent	Percentage
Proper Control on Unplanned Construction	6	30.00
No Control on Unplanned Construction	12	60.00
Partially Control Unplanned Construction	2	10.00
No Response	0	0
<b>Total</b>	<b>20</b>	<b>100</b>

Source: Data Collected from Bondor Bazar (City Corporation) 1st to 24th October, 2013

**Table-17: Licensing and Certification Services Provide by City Corporation**

Opinion of Respondent (Service Recipient)	City Corporation's Provide Licensing and Certification Services	
	No. of Respondent	Percentage
Properly Provide Licensing and Certification Services	15	75.00
Licensing and Certification Services are not Properly Provide	5	35.00
Partially Provide Licensing and Certification Services	0	0
No Response	0	0
<b>Total</b>	<b>20</b>	<b>100</b>

Source: Data Collected from Bondor Bazar (City Corporation) 1st to 24th October, 2013

**Table-18: Supply of Public Health and Safety Services by City Corporation**

Opinion of Respondent (Service Recipient)	Public Health and Safety Services Provided by City Corporation	
	No. of Respondent	Percentage
Proper Supply of Public Health & Safety Services	10	50.00
Inappropriate Supply of Public Health & Safety Services	3	15.00
Partial Supply of Public Health & Safety Services	7	35.00
No Response	0	0
<b>Total</b>	<b>20</b>	<b>100</b>

Source: Data Collected from Bondor Bazar (City Corporation) 1st to 24th October, 2013

**Table-19: Supply of Street Light in the City Street City Corporation**

Opinion of Respondent (Service Recipient)	Street Light in the City Street Provided by City Corporation	
	No. of Respondent	Percentage
Proper Supply of Street Light	15	75.00
Inappropriate Supply of Street Light	2	10.00
Partially Supply of Street Light	3	15.00
No Response	0	0
<b>Total</b>	<b>20</b>	<b>100</b>

Source: Data Collected from Bondor Bazar (City Corporation) 1st to 24th October, 2013

**Table-20: Control of Mosquito by City Corporation**

Opinion of Respondent (Service Recipient)	Mosquito Control by City Corporation	
	No. of Respondent	Percentage
Effective Control of Mosquito	10	50.00
Ineffective Control of Mosquito	3	15.00
Partially Control of Mosquito	7	35.00
No Response	0	0
<b>Total</b>	<b>20</b>	<b>100</b>

Source: Data Collected from Bondor Bazar (City Corporation) 1st to 24th October, 2013

**Table-21: Maintenance of Slaughter House by City Corporation**

Opinion of Respondent (Service Recipient)	Slaughter House Maintenance by City Corporation	
	No. of Respondent	Percentage
Effective Maintenance Slaughter House	13	65.00
Ineffective Maintenance of Slaughter House	2	20.00
Partial Maintenance Slaughter House	5	25.00
No Response	0	0
<b>Total</b>	<b>20</b>	<b>100</b>

Data Source: Data Collected from Bondor Bazar (City Corporation) 1st to 24th October, 2013

**Table-22: Cordiality of City Corporation Officials**

Opinion of Respondent (Service Recipient)	Cordiality of City Corporation Officials in Providing Urban Services	
	No. of Respondent	Percentage
Cordial in Providing Urban Services	8	40.00
Less Cordial	7	35.00
Partially Cordial	5	25.00
No Response	0	0
<b>Total</b>	<b>20</b>	<b>100</b>

Source: Data Collected from Bondor Bazar (City Corporation) 1st to 24th October, 2013

**Table-23: Provide Adequate Services by City Corporation in case of disaster and hazard management**

Opinion of Respondent (Service Recipient)	Services given by City Corporation in case of disaster and hazard management	
	No. of Respondent	Percentage
Food distribution	7	35.00
Cloth distribution	1	5.00
Health facilities	3	15.00
Educational facilities	1	5.00
Drinking water supply	3	15.00
Accommodation facilities	3	15.00
Financial Support	2	10.00
<b>Total</b>	<b>20</b>	<b>100</b>

Source: Data Collected from Bondor Bazar (City Corporation) 1st to 24th October, 2013

**Table-24: Provide Adequate Services by City Corporation in case of public health and safety management**

Opinion of Respondent (Service Recipient)	Services given by City Corporation in case of public health and safety management	
	No. of Respondent	Percentage
Health education	2	10.00
Nutrition-related services	1	5.00
Reproductive health care facilities	1	5.00
Maternal and child health care facilities	3	15.00
Vaccination	12	60.00
Control of endemic diseases	1	5.00
<b>Total</b>	<b>20</b>	<b>100</b>

Source: Data Collected from Bondor Bazar (City Corporation) 1st to 24th October, 2013

Table-25: Problems Faced by City Corporation in Case of Providing Urban Services

Opinion of Respondent (Service Recipient)	City Corporation Faces Problems in Case of Providing Urban Services	
	No. of Respondent	Percentage
Lack of fund	2	10.00
Corruption	6	30.00
Lack of skilled manpower	2	10.00
Lack of proper training	3	15.00
Authority is irresponsible	3	15.00
Lack of proper government support	1	5.00
Services are not delivery timely	3	15.00
<b>Total</b>	<b>20</b>	<b>100</b>

Source: Data Collected from Bondor Bazar (City Corporation) 1<sup>st</sup> to 24<sup>th</sup> October, 2013