

Public Accountability for Good Governance:
A Study on Chitawan District Administration Office

By

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No.

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Recommendation Letter

This project work titled Public Accountability for Good Governance: A Study on Chitawan District Administration Office has been prepared by Laxmi Acharya under my direct supervision. Therefore, I hereby recommended the project work for its evaluation by the Examination Committee.


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ENR/.....

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Approval Letter

This is to certify that the thesis titled Public Accountability for Good Governance: A Study on Chitawan District Administration Office has been approved by the Department in the prescribed format of the Faculty of Humanities and Social Sciences of Tribhuvan University.

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Abstract

Good governance enables citizens to have opportunities to secure their basic needs and rights through access to market, public institution, assets, economic, goods, and property regulated institution so that the poor and deprived section of the society can realize their potential. All the basic needs and rights are available from the public accountability. Bureaucracy is concerned with the public and staff should be accountable towards the public for good governance in local administration to the satisfaction of local people. The satisfaction of public is related with the behavior of staff, prompt service without socio-ethnic discrimination, irregularities and corruption.

The study was conducted in the Chitawan District of Nepal. The general objective of the study was to identify and analyze the condition of Public Accountability for Good Governance in District Administration Office, Chitawan. One hundred service receivers were selected randomly from the 450 receivers of services provided by the DAO within the six-month period (after the Janandolan- II) from the nearby wards of 10, 11 and 12 of Bharatpur municipality. Survey method was used to collect information through one set of pretested questionnaires. Some of the information was collected by reviewing the list of service receivers from the DAO. The data collection was conducted in October 2006.

The study has used both primary and secondary data. The service receivers were the source of primary data. The list of service receivers of DAO, the Citizen Charters of the DAO, DDC and municipalities' reports and maps were also used as sources of secondary data. Data were analyzed using the methods of descriptive statistics such as frequency counts, percentages, averages, and ranges to describe the findings of the study. The computer based Excel program was used to analyze the data. Based on the results of the study, conclusions have been drawn and sets of recommendations for program implementers, District Administration Office and further research have been presented.

The conclusion of the study is that District Administration office, Chitawan is not taking any steps to flow the information so some service receivers are still using helpers to know about the services. Those who went to receive the service by themselves without using helpers also did not have enough information about the services. As the information could not flow easily, the local people could not realize that local administration is situated in their area to serve the public. Likewise, the Citizen Charter is being put up just like the "elephant's teeth". The service provided by the DAO is too much delayed although most of the service receivers did not realize the socio-ethnic discrimination. The mentality of staff is not free from corruptive attitude because there are cases of bribe occurring. Likewise, rude behavior of the staff is also one of the causes of dissatisfaction of the service receivers.

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Abbreviations

CBS	Central Bureau of Statistics
CDO	Chief District Officer
CIAA	Commission for the Investigation of the Abuse of Authority
CSACP	Civil Society Anti Corruption Project
DAO	District Administration Office
DDC	District Development Committee
GG	Good Governance
NGOs	Non Governmental Organization
NPC	National Planning Commission
PA	Public Accountability
SR	Service Receivers
VDCs	Village Development Committees