

Kampala Citizens' Charter Findings from Citizen Surveys and Consultations

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Final Project Report: *Designing Kampala's Citizen Charter*

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1 Executive Summary

We report the attitudes, beliefs, and preferences of citizens and officials with respect to service delivery provision by KCCA, and to priority contents for a citizen charter. The data was collected from four different sources: 1) a representative survey of the population of over 2,300 citizens from all areas of Kampala, 2) the outcomes of a set of 188 small group consultative meetings organized in Kampala, 3) a survey administered to KCCA employees and 4) a survey fielded to 628 LC1 chairpersons from across the city. This data is presented disaggregated by population characteristics, and implications for the Kampala City charter are identified. Collectively this data presents an unprecedented opportunity to assess the values and priorities of stakeholders regarding the contents of a Kampala City charter.

1.1 Context

Satisfaction. Kampala citizens are sharply divided on their satisfaction with KCCA performance with approximately half positive and half negative. Patterns suggest a greater need for stronger engagement with poorer and less educated segments of Kampala's citizenry. They are the groups that are most critical of the institution: they are slightly more likely to be dissatisfied with its performance (only for wealth groups), and more likely to expect poorer treatment for themselves and better treatment for those who are more privileged (in terms of income). Strikingly, citizens appear to *perceive* greater inequality in treatment than is suggested by first-hand reports of treatment.

Contact and responsiveness. Citizens report a relatively high rate of contact with KCCA, with about one quarter of respondents reporting direct contact in the previous year. Contact rates are somewhat higher for men and for wealthier and more educated citizens, though the differences are often modest. Strikingly, however, citizens report perceptions of inequality in KCCA responsiveness with only about a third of respondents thinking that their village would be responded to at equal rates compared to others.

Support for charter. There is strong support for a citizen's charter *across all social groups*, with 81% describing a Charter as "very important," and 98% as "important" or "very important."

1.2 Principles to be considered for the Charter

We gathered rich information on citizen preferences over possible principles to be included in the Charter. Across all items we see high levels of agreement on these principles, overall and across social groups. Variation exists but never enough to alter the priority rankings. A second pattern that emerges across issues is that preferences broadly endorse

community engagement and social welfare, and are supportive of KCCA action while expecting modern approaches to monitoring: citizens emphasize inclusion and equity, they recognize KCCA expertise and support current taxation levels, but expect external monitoring and complaints mechanisms.

Budget disaggregation: Citizen consultations, as well as citizen surveys and LC1 surveys, highlight the values citizens place on having information on budget expenditures available at the LC1 level. This preference is held across city divisions and social groups.

Communication with the City: While KCCA has been successful in managing social media-based strategies in many ways, only a small share see social media channels as a preferable means of communication with KCCA. Many more see drop-in centers as preferable, but the large majority prefer in-LC1 consultations. The preference for LC1 consultations is strongest among LC1 chairs, but also emerges from participants in Charter deliberative consultations.

Taxes and services: Most respondents support keeping the level of services and taxation around current levels. The greatest support for increases in taxes and services is found among citizens with higher income and higher levels of education.

Monitoring adherence to Charter principles: Across all segments there was support for external monitoring of KCCA performance. External monitoring was advocated in 84% of meetings, and was supported by large majorities in all social groups. Wealthier and more educated citizens were in general more supportive of external monitoring. Similarly, most citizens sought an external avenue to register complaints, with a plurality supporting the use of an ombudsperson.

Consultative decision making: Broadly all citizens recognized KCCA expertise in making technical decisions for the managing the city. Fewer than 5% felt such decisions should be made by citizens alone, and over two thirds felt they should be made primarily by KCCA experts—though most valued input by citizens.

Service and citizenship: The large majority of respondents felt that services should be available to residents of Kampala independent of citizenship, with only one in five according a special position to Ugandan citizens. This view was shared across social groups.

Growth-equity trade-offs: The large majority of respondents in all social groups preferred strategies that allocated more resources to needier areas to reduce inequalities, rather than focusing on growth sectors. This preference was somewhat weaker among high education and wealthier groups, but even in these groups only 10% favored focusing primarily on growth.

Of these principles, citizens highlight the importance of *equitable development* and *direct village-level communication*.

1.3 Standards

We also report on the areas for which citizens would most like to see specific standards provided in a Charter. Alongside general priority areas we gathered hundreds of specific proposals from LC1 chairpersons, reflecting their priorities and concerns, provided in full in appendices.

Citizens and LC1s chairs value prioritization of commitments to standards, particularly with respect to roads and transportation services, solid waste management, health services, and infrastructure. LC1 chairpersons' priorities are in line with these general areas, though they put less weight on health services.

Suggestions for specific standards range considerably. Many highlight the importance of KCCA responding to requests for new clean toilets; proposed standards include sending inspection teams or engineers (with timeframes ranging between 1 day and 3 months) and completing construction (with timeframes ranging between one month and 2 years).

Many also highlight services to fix street lightbulbs, with proposed standards including commitments to visit and inspect problems (with timeframes from one day to many months) and to install or repair lights. In the area of road repair and construction also, standards requests break down between those emphasizing visits and communication, and those highlighting completion of operations: to fill potholes or grade the road, within one month, or four months. Similar suggestions are provided for clearing drainage channels. Requests for garbage collection ask for commitments to collection days and, in some cases, weeks after requests, as well as commitments to regular services—ranging from twice weekly to monthly.

In the area of health LC1 chairs highlighted infrastructural needs, as well as commitments to inspect services. Across all areas we see then an emphasis both on specific commitments to standards of service provision, but also a request for regular community contact on issues of concern to communities.

The ultimate determination of which of the many possible service guarantees to include has to be made by KCCA. The results of this research, however, suggest a set of principles that KCCA might refer to in making this determination. These include credibility, specificity, responsiveness, and equity.

1.4 Recommendations

The research suggests a very clear and widespread demand on the part of citizens, and LC1 chairpersons, for a Charter. Although there are mixed views on the performance of KCCA, there appears to be broad commitment to working with KCCA, and recognition of KCCA's domain expertise. There is also broad agreement on the principles to be highlighted in the Charter, including specific emphases on inclusive development and community-based communication. Many specific suggestions for standards commitments have been proposed, and priority areas for commitments are identified in the areas of transportation services, solid waste management, health services, and infrastructure, with proposed commitments covering the establishment and maintenance of specific services as well as timely responses and on-the-ground consultations. In the final section of this report we provide an example of a short Charter text that targets these goals.

2 Background: Kampala Citizens

What do residents of Kampala think about KCCA and the work it does? In the next sections we provide aggregate, city-wide results that speak to this question, as well as results disaggregated by division, gender, political engagement (high versus low), educational level (5 categories, ranging from none to university), and household wealth (4 wealth groups of equal size, arranged from poorer to wealthier).

The results highlight that, in general, there is a broadly equal split in attitudes between citizens who are satisfied with KCCA's performance and those who are not. A slight majority (57%) expect good treatment if they were to interact with the institution. At the same time, we do see some differences by socio-economic status: those with higher education and higher wealth expect better treatment in general. This is also reflected in beliefs: a clear majority of citizens believe that wealthier residents receive better treatment from the KCCA.

Roughly 23% of respondents reported having contacted KCCA in the past year, through a variety of traditional or social media channels, either to make a request or address a complaint. The typical client is slightly more likely to be male, with a higher level of education, a higher household wealth, and more likely to be politically engaged.

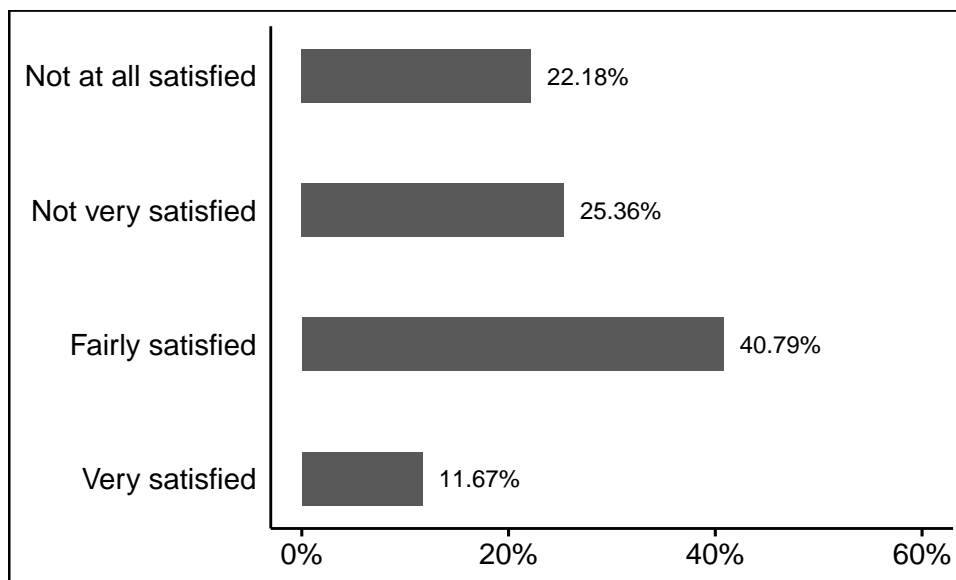
While there is some equality in engagement, an encouraging finding is that there is agreement on the importance of improved engagement. The overwhelming majority of citizens (80% or higher) consider the Charter to be very important for the city of Kampala.

2.1 Satisfaction with KCCA performance

Satisfaction with performance can be considered a diffuse indicator of how warmly citizens evaluate the work KCCA has been doing in the city. Figure 1 on page 6 presents the city-wide breakdown of citizens' answers, and shows that the most common answer in our sample is feeling "fairly satisfied" (about 41% of respondents). 48% of respondents feel mostly or completely dissatisfied, which indicates a substantive proportion of the population is negatively predisposed toward KCCA.

We cannot directly compare our results with those presented in the 2017 "Customer and Stakeholder Satisfaction Survey" (CSSS) for the *Kampala Infrastructure and Institutional Development Project* (KIIDP2) due to the differences in the way questions are formulated. The CSSS asks about specific services, such as KCCA schools, road drainage, or road repairs, and for each of these services probes about a number of dimensions. To compare results we can, however, use the aggregate *Consumer Satisfaction Index* which the CSSS develops. This shows that about 60% of respondents report feeling "satisfied" with service

Figure 1: Satisfaction with KCCA performance in past year



delivery. In our case, the equivalent number is approximately 52%.

In Figure 2 on page 7 we present the same performance evaluation disaggregated by division, gender, and level of political engagement. In the case of administrative divisions we see that satisfaction is greatest in Kawempe, with 59% of respondents reporting feeling very or fairly satisfied.¹ In comparison, Makindye and Rubaga have the lowest level of satisfaction, with 51% and 47% of respondents, respectively, reporting being very or fairly satisfied.² Overall, though, there is limited variation in the average satisfaction level across divisions.

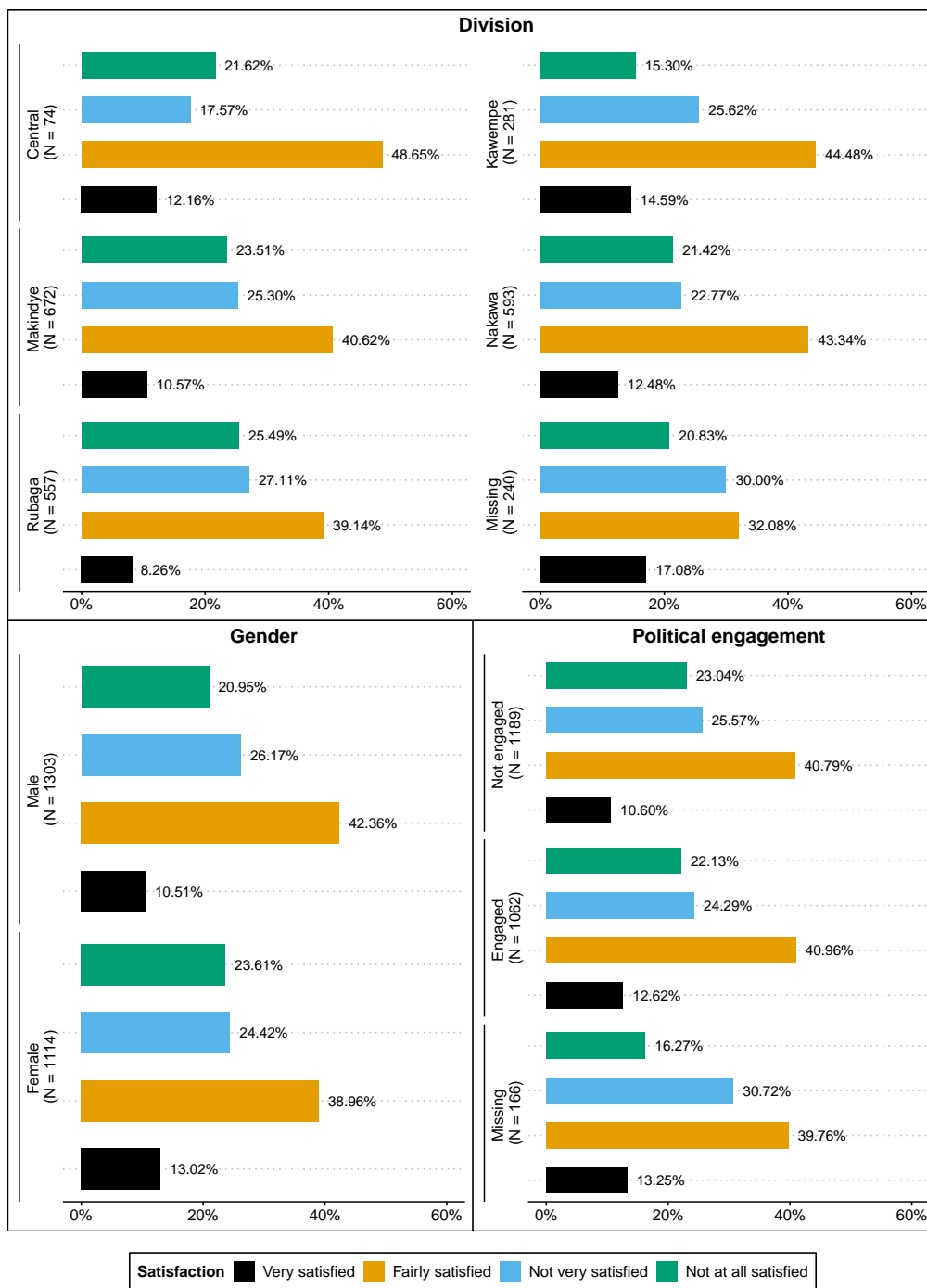
No significant differences can be seen if we split the sample up based on the gender of respondents, or their degree of political engagement (the bottom panels of Figure 2 on page 7). Roughly 53% of men and 52% of women report feeling very or fairly satisfied with KCCA's performance. Similar percentages (51-54%) of politically engaged and disengaged respondents are satisfied with KCCA's performance.

Figure 3 on page 8 further splits the sample based on education (left panel) and wealth (right panel). The main takeaway point from both panels is that, generally, wealthier respondents are slightly more satisfied with KCCA's performance, though the differences are not great. 50% of residents in the first household income bracket self-report being

¹Though the corresponding share for the Central division is 61%, we consider this figure as very imprecise. Only 74 of our respondents live in the Central division, which means that there is a great degree of uncertainty around this share.

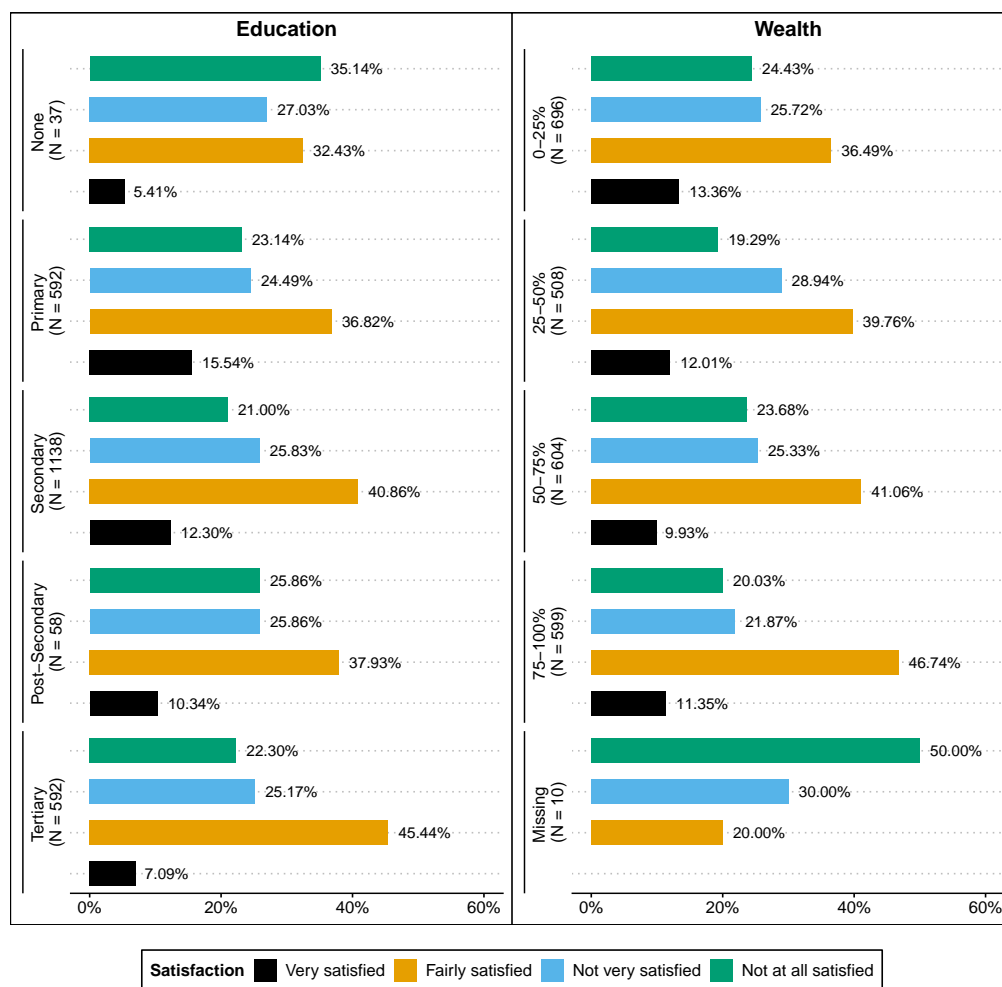
²240 respondents are listed as "missing" in this breakdown because they were not sampled based on their residence in a particular division. Rather, they were reached through their place of employment, either as *boda boda* or *matatu* drivers, or market vendors, or furniture makers.

Figure 2: Satisfaction with KCCA performance in past year disaggregated by gender, division, and engagement



satisfied, compared to 52% of those in the second bracket, 51% in the third bracket, and 58% in the fourth bracket. We cannot observe a similar dynamic in the case of education, where roughly 52-53% of respondents in every educational group report being satisfied with KCCA’s performance.

Figure 3: Satisfaction with KCCA performance in past year disaggregated by education and wealth



2.2 Treatment by KCCA

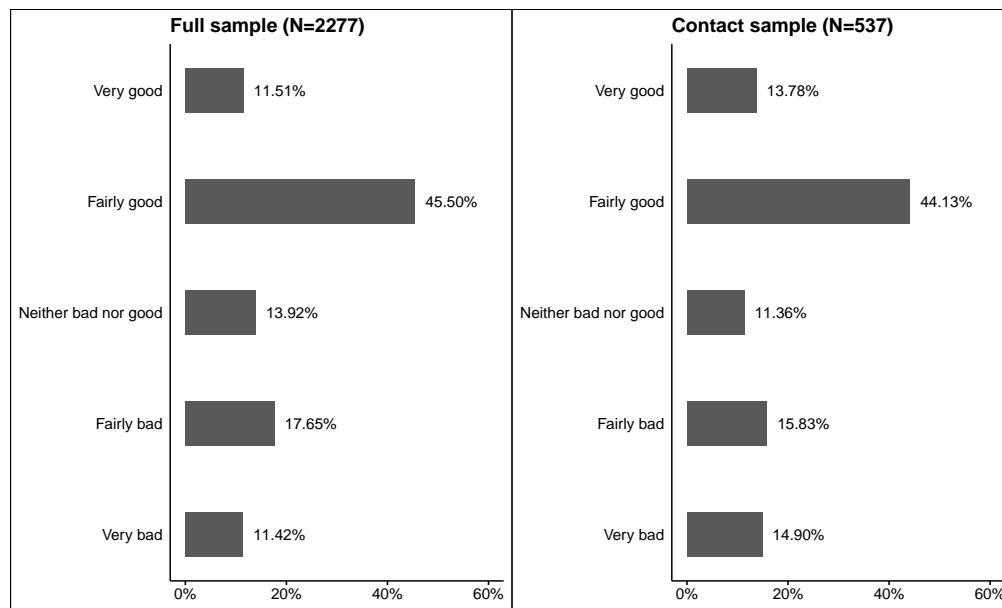
We also asked respondents about what kind of treatment they expect they would receive if they had to interact with a KCCA official to obtain a document or a permit, or pay a fee. We followed up on this question by probing what kind of treatment they expected a wealthier or more educated person to receive in a similar situation. These questions offer us a good general overview of citizens’ expectations about interacting with KCCA, and whether they perceive the process as unbiased. As in the case of the previous question, we present both aggregate and disaggregate results, the latter split up by division, gender, political engagement, education, and household wealth.

2.2.1 Expectations regarding how *you* would be treated by KCCA

We start first with expectations about one’s own interactions. Overall, Figure 4 on page 9 suggests that the majority of citizens would expect to have positive interactions with

KCCA officials. 57% of the sample reports expecting “fairly” or “very” good treatment during the course of a hypothetical interaction (left panel of the figure). This figure is very close to that obtained when we restrict the sample to only those respondents who have had contact in the past with a KCCA official (right panel). This group of 537 individuals could therefore be said to partly base their expectation of treatment on past treatment. 58% of respondents in this restricted sample report receiving good treatment. About 29-30% of our respondents expect to be met with bad treatment during the course of an interaction.

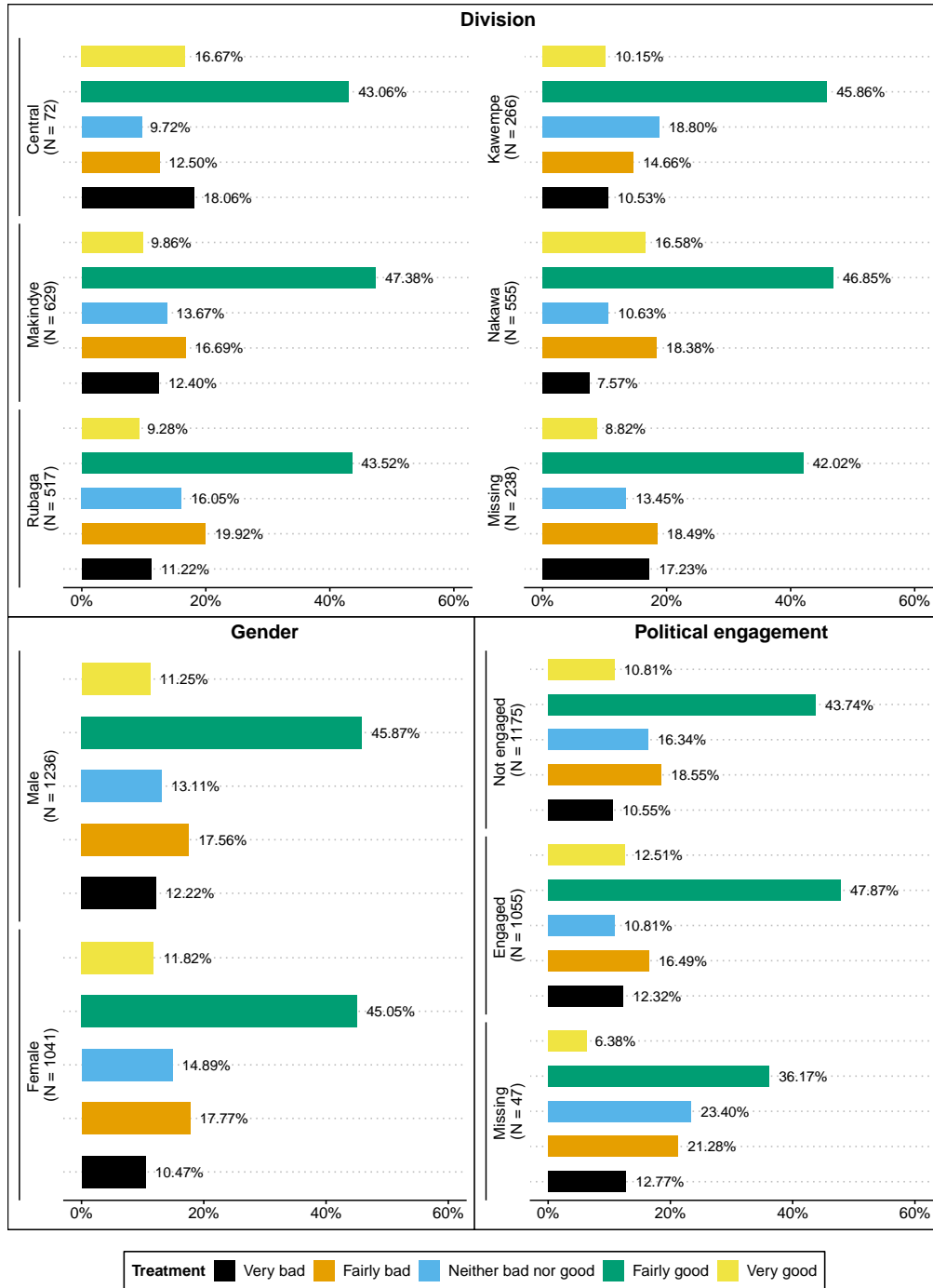
Figure 4: Expected treatment at the hands of KCCA



As before, we break down these figures by division, gender, and political engagement (Figure 5 on page 10). To begin with, the differences between divisions are muted, with roughly 55-60% of respondents in every division reporting a good expected treatment when interacting with KCCA. Though small, differences are still evident, though. Just as in the case of satisfaction with performance, Rubaga has the lowest share of respondents who expect a good treatment: only 53%. At the other end of the ranking, Nakawa has the highest such share, with 63% of respondents in our sample expecting good treatment.

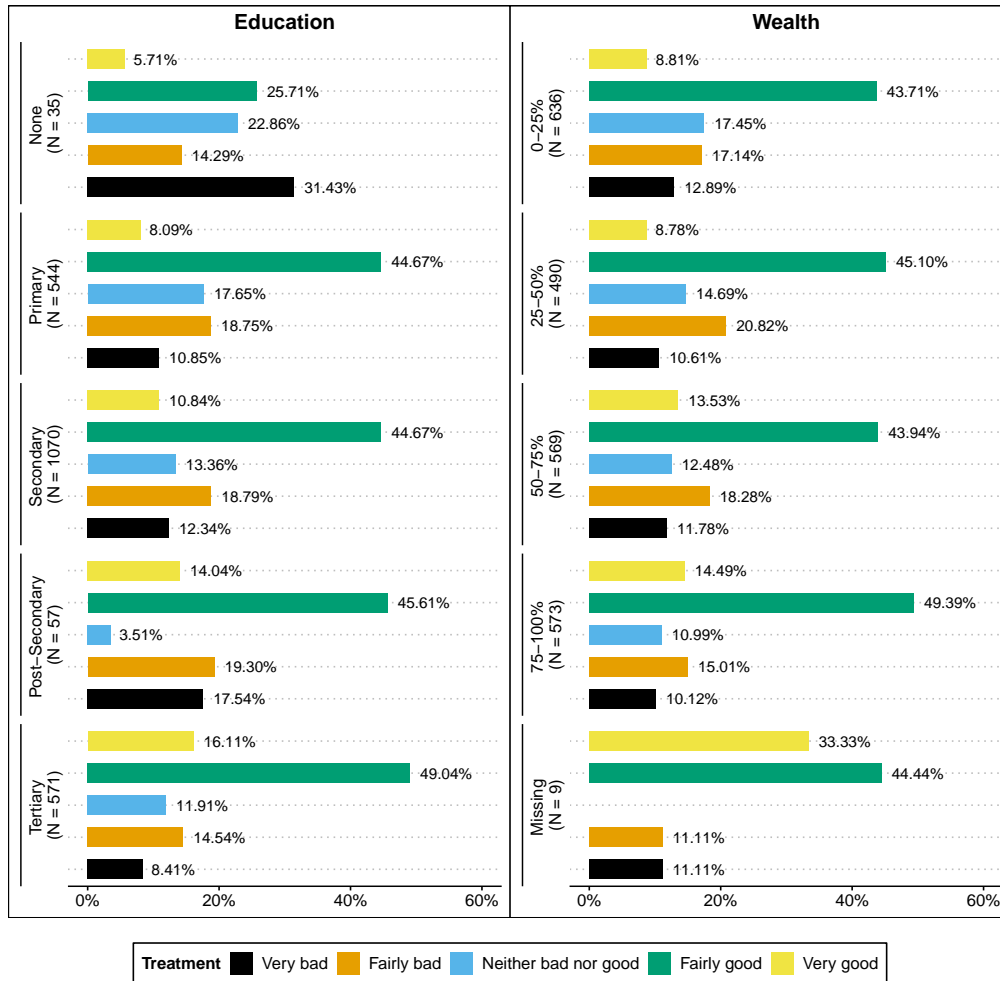
No meaningful differences exist between genders, but we do see a very small difference between respondents based on the degree of political engagement. 60% of those with limited political engagement believe they would receive good treatment, compared to 54-55% of those who exhibit a great degree of political engagement. Figure 6 on page 11 shows a similar breakdown for educational and wealth groups. In both panels we see a similar dynamic, though this is more visible in the case of income: respondents with a higher socio-economic status report expecting a good treatment if having contact with KCCA. Only 53% of primary school educated respondents expect a good treatment, but

Figure 5: Expected treatment at the hands of KCCA disaggregated by gender, division, and engagement



this increases to 56% for those with a secondary school degree, and to 65% for those with a university degree. In the case of income 53% of those in the first income bracket expect a good treatment, compared to 54% in the second bracket, 57% in the third bracket, and 64% among the wealthiest income bracket.

Figure 6: Expected treatment at the hands of KCCA disaggregated by education and wealth



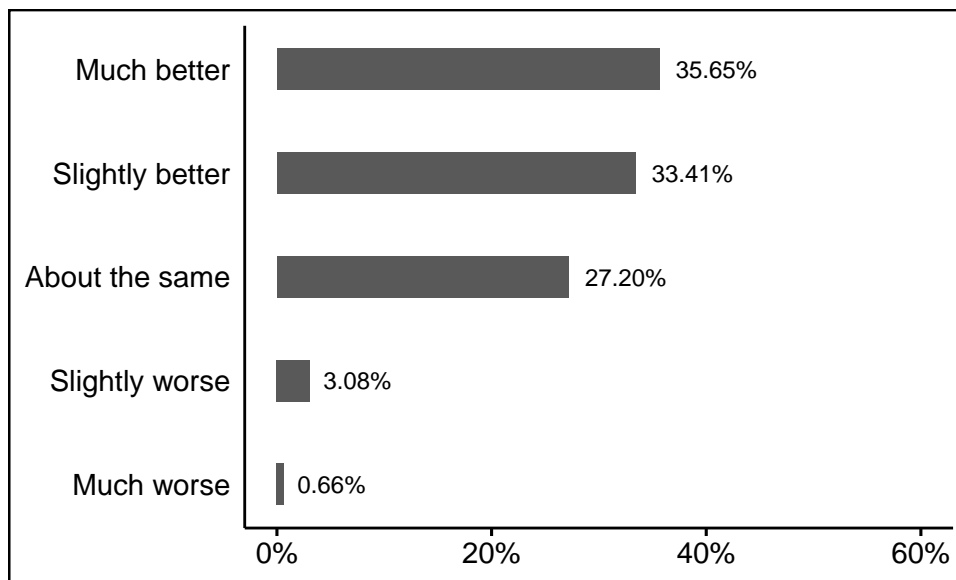
Though the differences are indeed small, they point toward a similar dynamic: people from a higher socio-economic background expect better treatment from the KCCA. Whether this expectation is rooted in objective experiences that people at opposite ends of the socio-economic scale have had is something we cannot answer with the baseline data we have collected.

2.2.2 Expectations regarding how others would be treated

The next three plots depict how respondents believe more educated individuals would be treated by KCCA. The results here point to a wide-ranging belief that more educated

people would receive better treatment from KCCA officials if they would interact with the institution.

Figure 7: Expected treatment at the hands of KCCA for more educated peers



To begin with, Figure 7 on page 12 presents the aggregate opinion distribution, and reveals that 36% of respondents believe their better educated peers would get a “much better” treatment, while 33% believe this treatment would only be “slightly better.” Only 4% of our respondents believe that more privileged individuals would get worse treatment. On the whole, half the sample see some disparity in how the institution interacts with citizens of varying education, with the disparity in favor of educated residents.

There are very muted differences between divisions, with all showing a share of 65-70% of respondents who believe that more educated respondents would be treated better (Figure 8 on page 13). Similarly, there are no differences between men and women, or those with higher or lower political engagement. In all cases, between 67% and 71% of respondents believe those more educated get better treatment.

The dynamics on display for educational and income groups are clearer, though (see Figure 9 on page 14). In general, higher income/education respondents are *less* likely to report that those more educated would receive better treatment. When focusing on education, we see that 74% of those with primary education say that more educated get better treatment, compared to 69% of those with secondary education, and 64% of those with tertiary education. Similarly, 66% of those in the first income bracket (the poorest) believe their more educated peers get better treatment, compared to 75% of those in the second bracket, 72% in the third bracket, and 64% in the fourth bracket (wealthiest). Based on these findings, we can point to the lower-educated and lower-income group of Kampala

Figure 8: Expected treatment at the hands of KCCA for more educated peers disaggregated by gender, division, and engagement

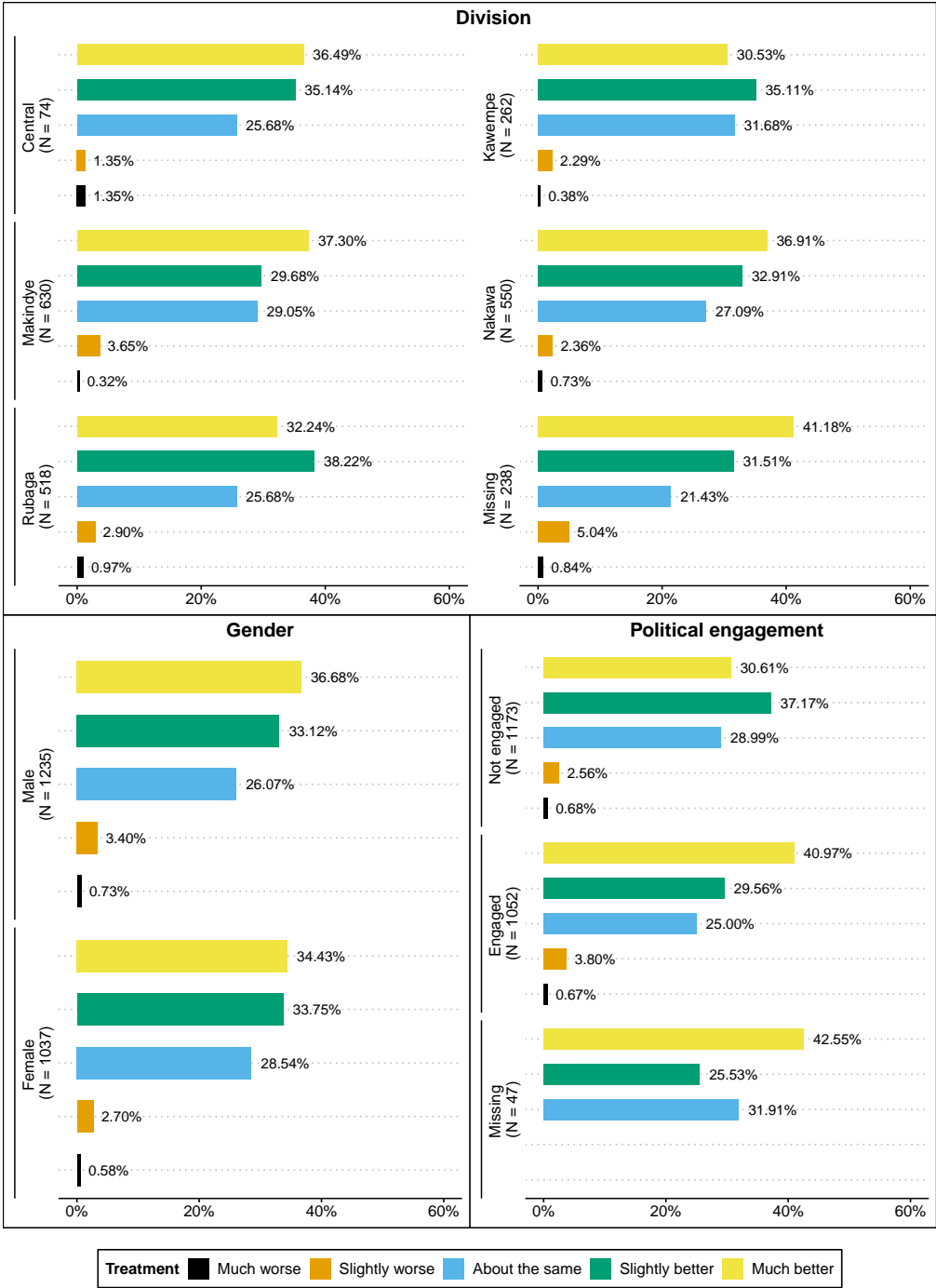
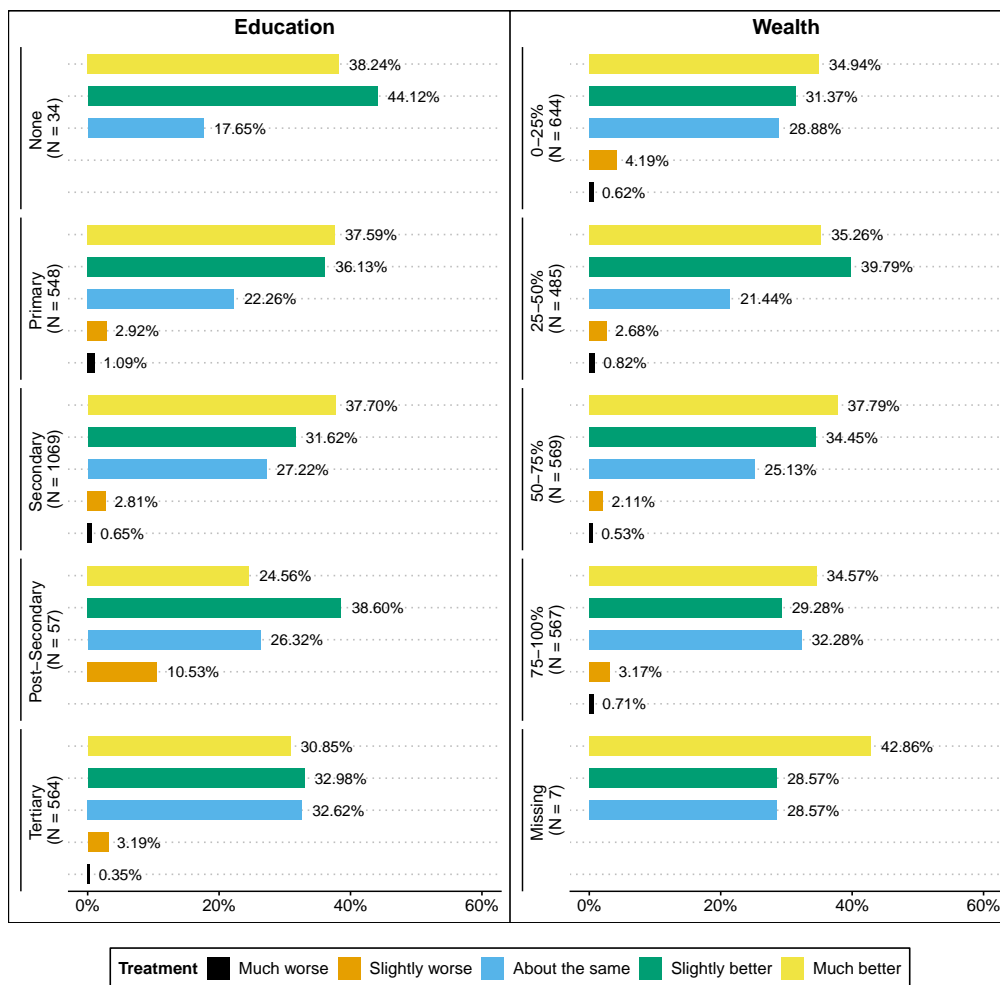


Figure 9: Expected treatment at the hands of KCCA for more educated peers disaggregated by education and wealth



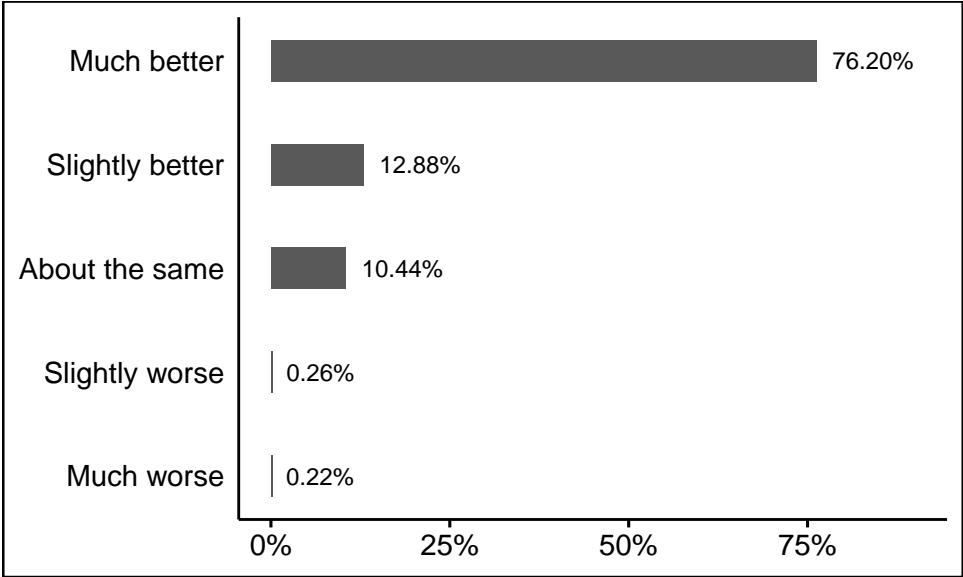
residents as particularly in need of outreach from the institution.

Before concluding this section, we follow up with a sequence of three plots that present how respondents believe their wealthier peers would be treated by KCCA. As we will see, they mainly reinforce the conclusions arrived at above for income-based differences in treatment.

To begin with, Figure 10 on page 15 shows an overwhelming majority of respondents (76%) believe that wealthier people get much better treatment when interacting with KCCA. Less than 0.5% of the entire sample believe wealthier residents get treated worse, evidence of a widespread belief in unequal treatment by the institution.

Figure 11 on page 16 shows that there are virtually no differences across divisions in Kampala—in all divisions we sample the share of residents who believe wealthier people get treated “better” or “much better” is between 88% and 91%. Neither are there significant

Figure 10: Expected treatment at the hands of KCCA for wealthier peers



differences based on gender, or on the level of political engagement of the respondents.

Furthermore, the opinion is largely evenly split between respondents at different educational levels or wealth levels (Figure 12 on page 17). Across most of these, the share of our sample which believes wealthier individuals are favored is fairly stable around 85-92%.

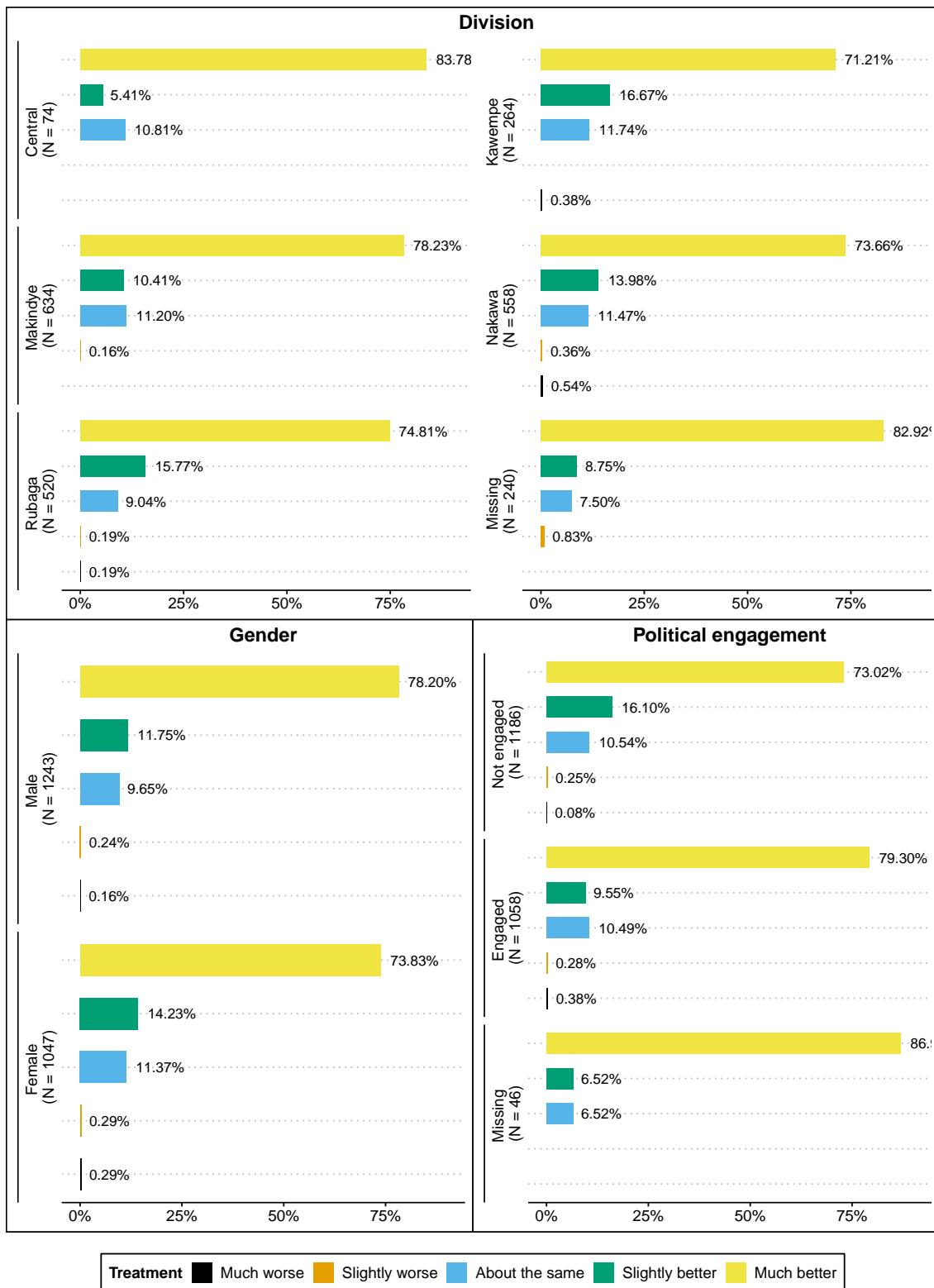
Summary. We believe that the results presented above warrant a greater need for stronger engagement with poorer and less educated segments of Kampala’s citizenry. They are the groups that are most critical of the institution: they are slightly more likely to be dissatisfied with its performance (only for wealth groups), and more likely to expect poorer treatment for themselves, and better treatment for those who are more privileged (in terms of income). The result that virtually 9 out of every 10 residents believe wealthier people get better treatment when approaching the institution warrants greater efforts at (1) improving the public image of KCCA, and (2) altering institutional practices with an eye toward greater transparency in interactions with customers.

2.3 Contact with KCCA

What is the state of communication between citizens and KCCA? How much contact is there and who is most likely to engage with the authority? The next analyses address these questions, and suggest broadly high rates of contact. Although there are differences across social groups, these gaps are not extreme.

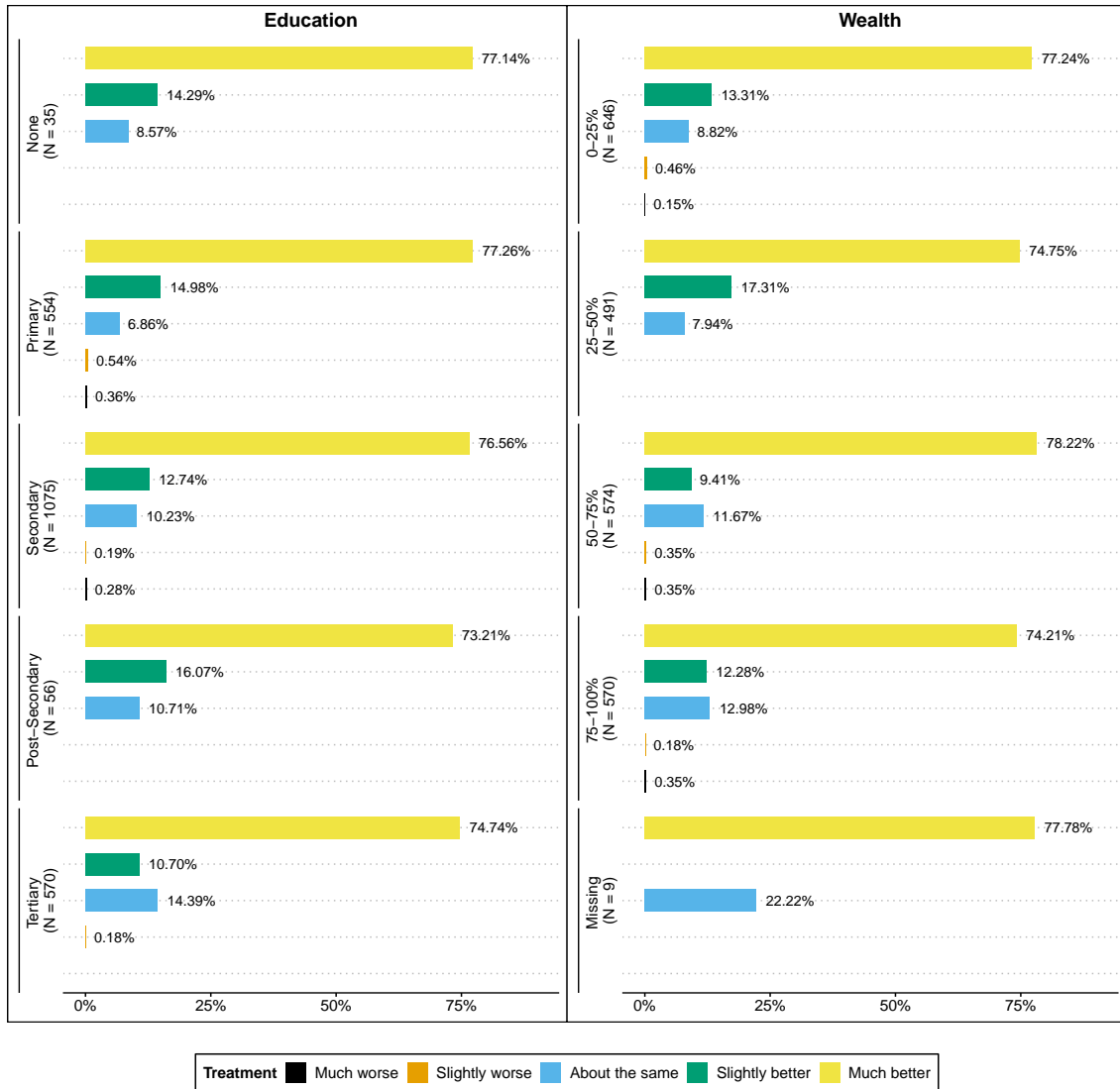
A first set of plots depict the share of respondents who, in the previous 12 months, have had contact with a KCCA staff member via email, WhatsApp, letter, SMS, phone call, or

Figure 11: Expected treatment at the hands of KCCA for wealthier peers disaggregated by gender, division, and engagement



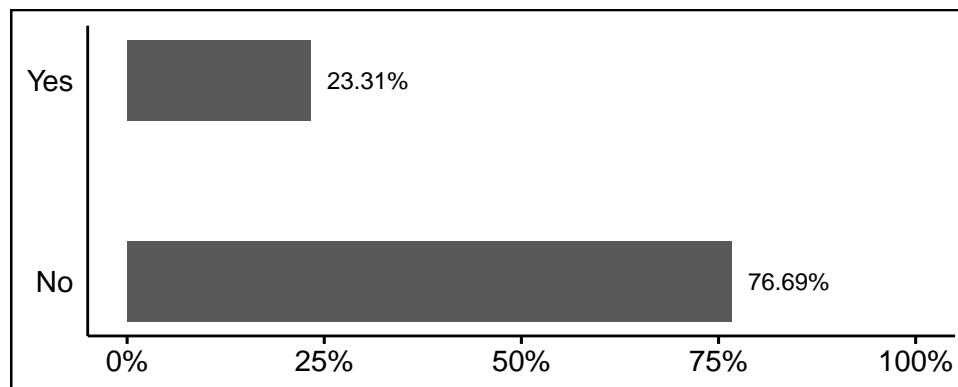
in-person, for the purposes of making a request or a complaint. Overall, about a quarter

Figure 12: Expected treatment at the hands of KCCA for wealthier peers disaggregated by education and wealth



of residents have had contact with KCCA in the past year for the purposes of obtaining a service or making a complaint (Figure 13 on page 18). Though this likely includes the division town hall offices as well, 23% of residents is nevertheless a high share, and indicates that interaction with KCCA is a frequent occurrence in Kampala.

Figure 13: Contact with KCCA officials



When breaking this share down across divisions (Figure 14 on page 19), we see very few geographic differences. In all divisions, the share of respondents who interacted with KCCA in the past year is between 21% and 25%. It's worth pointing out that in our sample sub-group selected based on professional membership this share is slightly higher, at 30%. This potentially reflects the need for these individuals to interact more often with the institution in search of business licenses, permits, or payment of fees. Disaggregating this figure based on gender shows that men are more likely to contact KCCA: 28% of men have interacted with the institution in the past year, compared to 18% of women. An even sharper distinction is visible based on the extent of political engagement: 40% of those with a high level of engagement have interacted with KCCA, compared to only 9% of those with a low level of engagement (bottom right panel of Figure 14). Those among residents who are more interested in politics, more participative in their community, and more likely to see themselves as able to understand politics and see the political system as responsive to citizen input, are also more likely to interact with KCCA.

Clear distinctions also emerge based on educational achievement and household wealth: the more privileged among Kampala's residents are more likely to contact KCCA (Figure 15 on page 20). For educational achievement, 19% of those with primary education have contacted KCCA, compared to 21% with secondary education, and 32% with tertiary. When turning to wealth, the gradual progression becomes even clearer: 18% in the first wealth quartile have interacted with the institution, compared to 19% in the second quartile, 25% in the third quartile, and 30% in the fourth quartile (the wealthiest respondents in our sample).

Figure 14: Contact with KCCA officials disaggregated by gender, division, and engagement

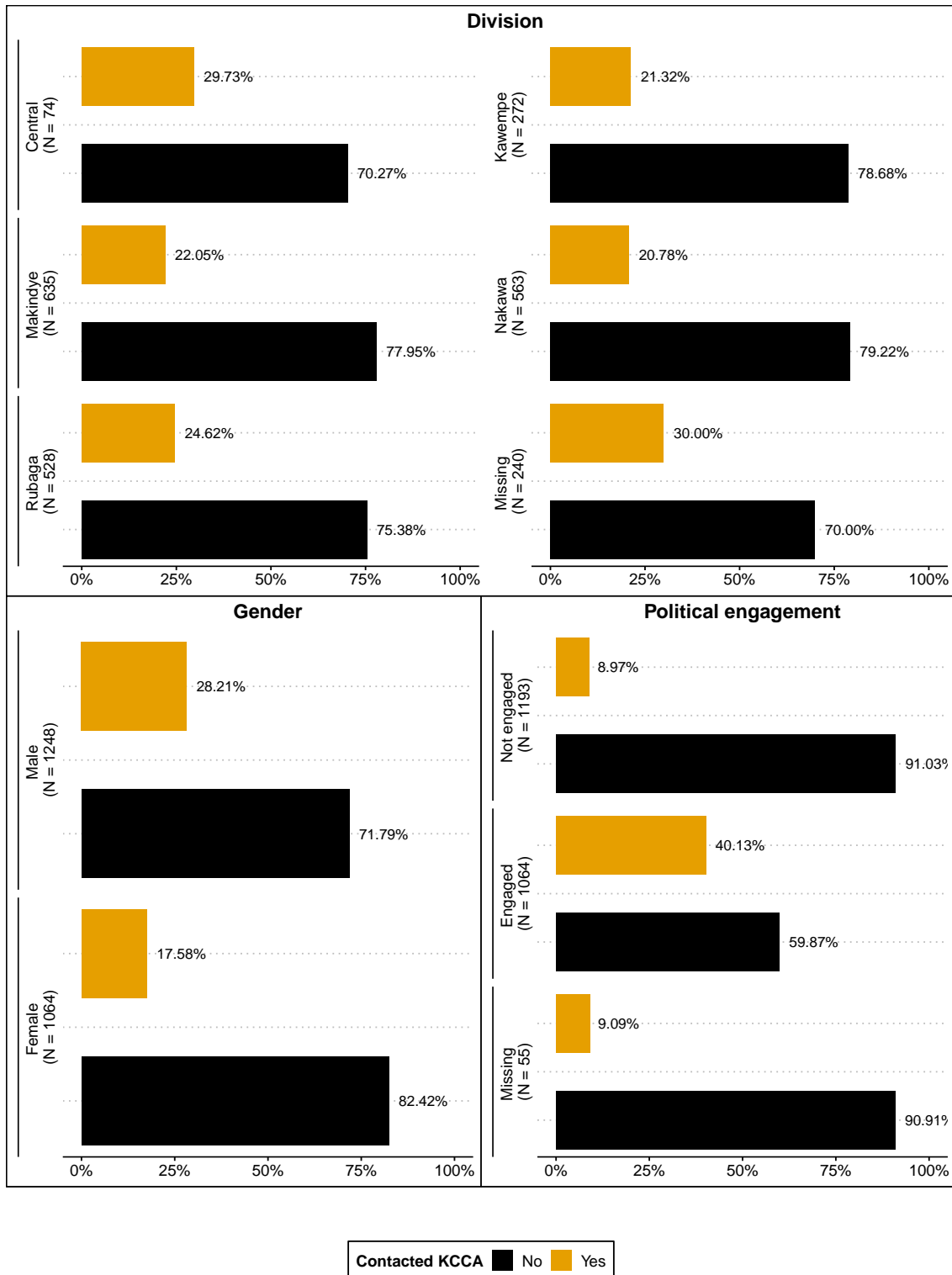
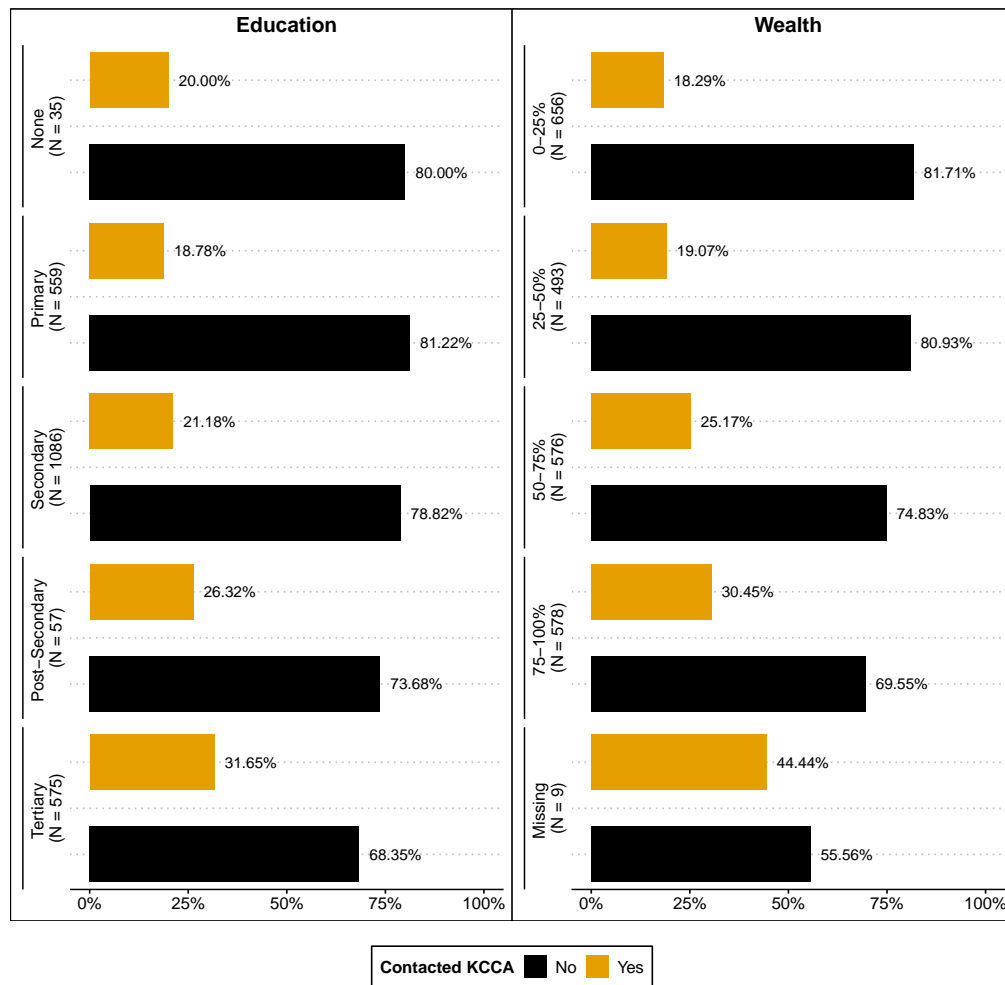


Figure 15: Contact with KCCA officials disaggregated by education and wealth

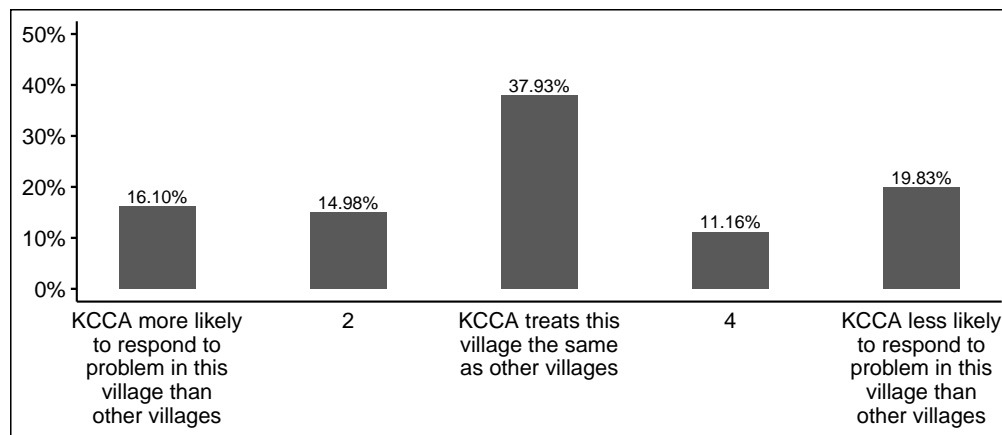


Taken together, these findings present a picture of the typical resident who interacts with KCCA: they are slightly more likely to be male, higher educated and wealthier, as well as to be politically interested and confident in their ability to understand politics and in the responsiveness of the political system.

2.4 KCCA responsiveness

The next set of plots present the opinion of respondents regarding how KCCA responds to a pressing problem in the village: quicker or slower compared to if other villages would have a similar problem. Because the item is measured on a 10-point scale, this was collapsed into a 5-point one for a more convenient presentation. Figure 16 on page 21 displays the aggregate distribution of this belief, showing that a sizable group (about 38% of the sample) believe that their village is treated the same as other villages. Opinions are reasonably balanced between the two ends of the scale: about 31% of respondents believe KCCA favors their village, compared to an identical figure for those reporting KCCA is negatively predisposed toward their village.

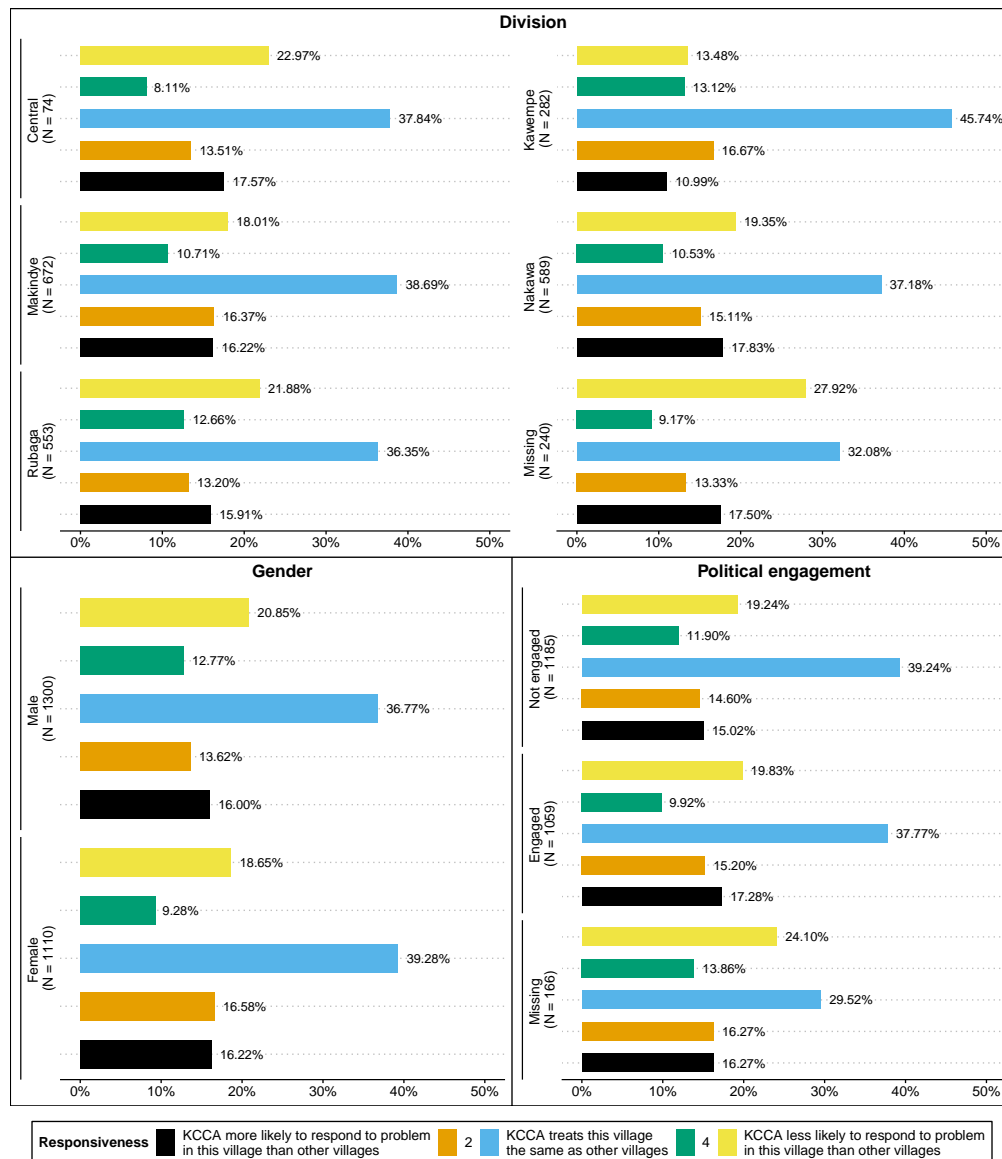
Figure 16: KCCA’s relative responsiveness to this village compared to others in Kampala



Small differences exist between divisions in Kampala, though generally across the city about 28-30% of respondents believe their village of residence is treated worse than other villages in the city (Figure 17 on page 22). Rubaga division has the highest share of citizens who believe their village is less favored than other villages, at 35%, while Kawempe has the lowest share, at 27%. Men are slightly more likely than women to report feeling that their village is disadvantaged compared to women (34% versus 28%). Overall, the proportion of respondents at opposite ends of the political engagement scale who believe their village receives lower responsiveness is stable: 31% for those with low engagement compared to 30% for those with high engagement.

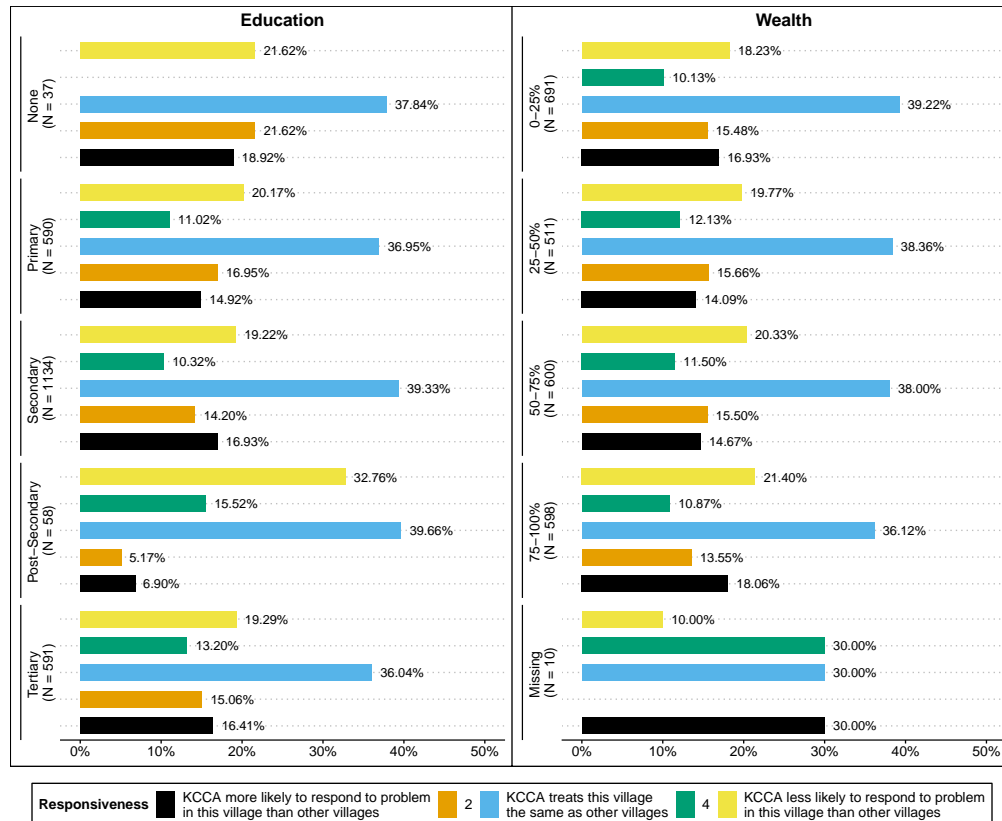
Figure 18 on page 23 reveals that there are no significant differences between educational

Figure 17: KCCA's relative responsiveness to this village compared to others in Kampala disaggregated by gender, division, and engagement



groups or wealth groups. Roughly 31-32% of respondents, irrespective of whether they have only primary, secondary, or tertiary education, report believing that their village is treated worse than other villages. The corresponding proportion for income groups is 28-32%, across all income quartiles.

Figure 18: KCCA’s relative responsiveness to this village compared to others in Kampala disaggregated by education and wealth

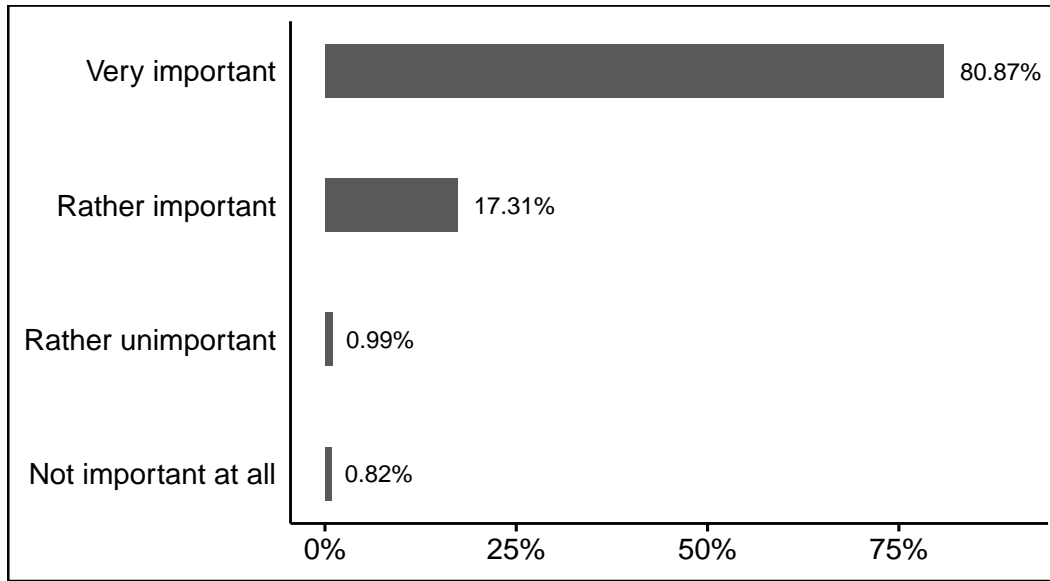


2.5 Importance of Charter

A final set of questions asks about the extent to which respondents believe that a Charter would be an important document for the city. Here, an overwhelming majority of respondents consider the Charter as being very important for the city. In the aggregate, Figure 19 on page 24 reveals that 81% of all respondents believe the Charter is “very important,” while a further 17% report considering it “rather important.”

There are no significant differences between divisions, with respondents across the 4 primary divisions we sample sharing the opinion that the Charter is very important in similar proportions. Figure 20 on page 25 shows across all divisions, roughly 80% of respondents support the Charter. A small difference exists between Rubaga, with 77% support for the Charter, and Nakawa, with 83% support. Men and women support the

Figure 19: The importance of a Charter for Kampala



Charter at similar rates, but a small distinction is evident depending on one's level of political engagement. 86% of highly engaged individuals report thinking the Charter is very important, compared to only 77% of those with low engagement.

Figure 21 on page 26 reveals that no systematic differences can be observed based on either education or wealth. Roughly 80-83% of respondents in all income quartiles believe the Charter would be very important in the city. Similarly, about 80-85% of respondents in each educational group believe this as well. The only perceptible difference we can note is that tertiary cycle respondents are slightly more likely to believe the Charter would be very important, compared to primary cycle graduates (85% compared to 79%, respectively).

Figure 20: The importance of a Charter for Kampala disaggregated by gender, division, and engagement

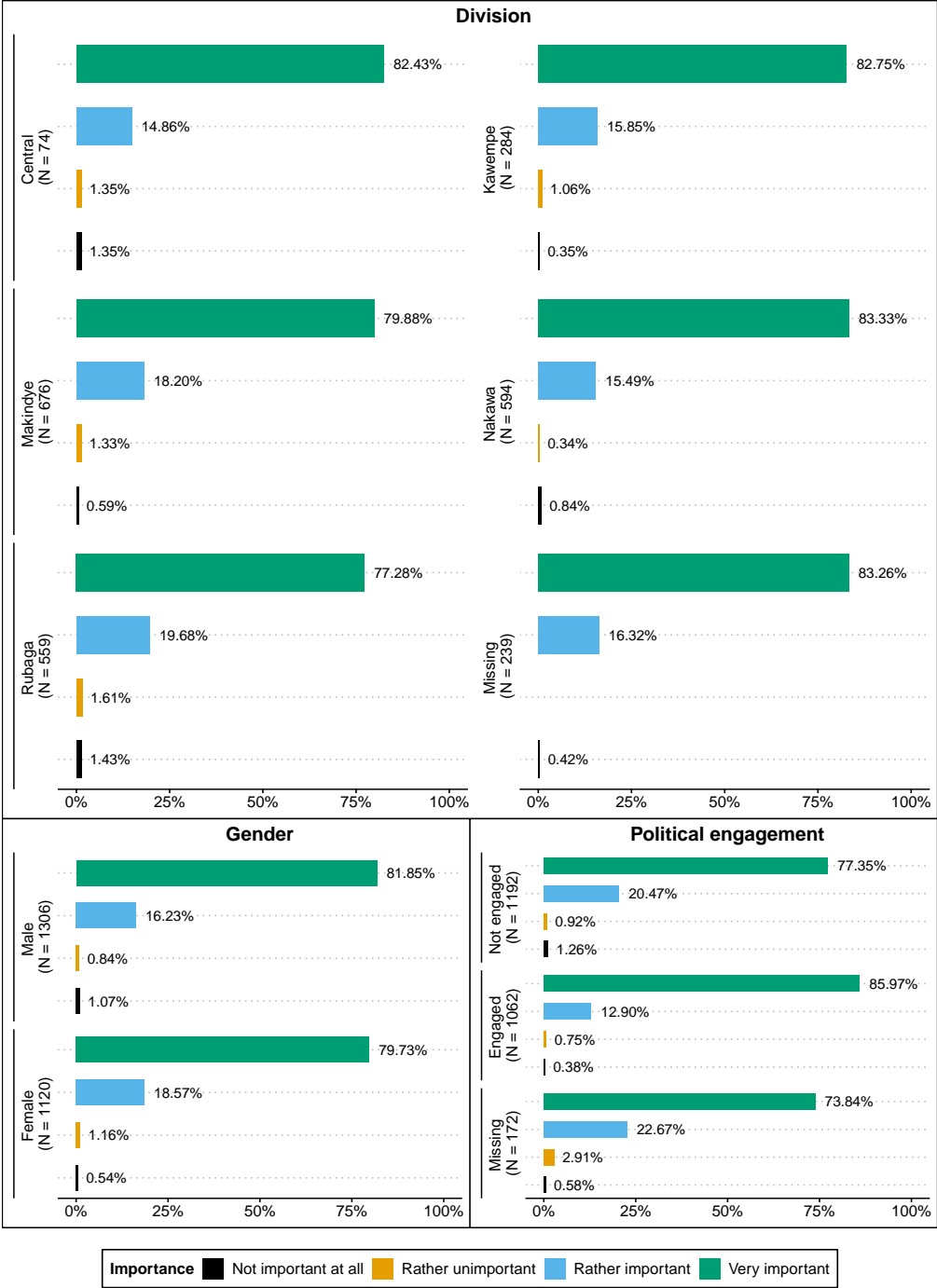
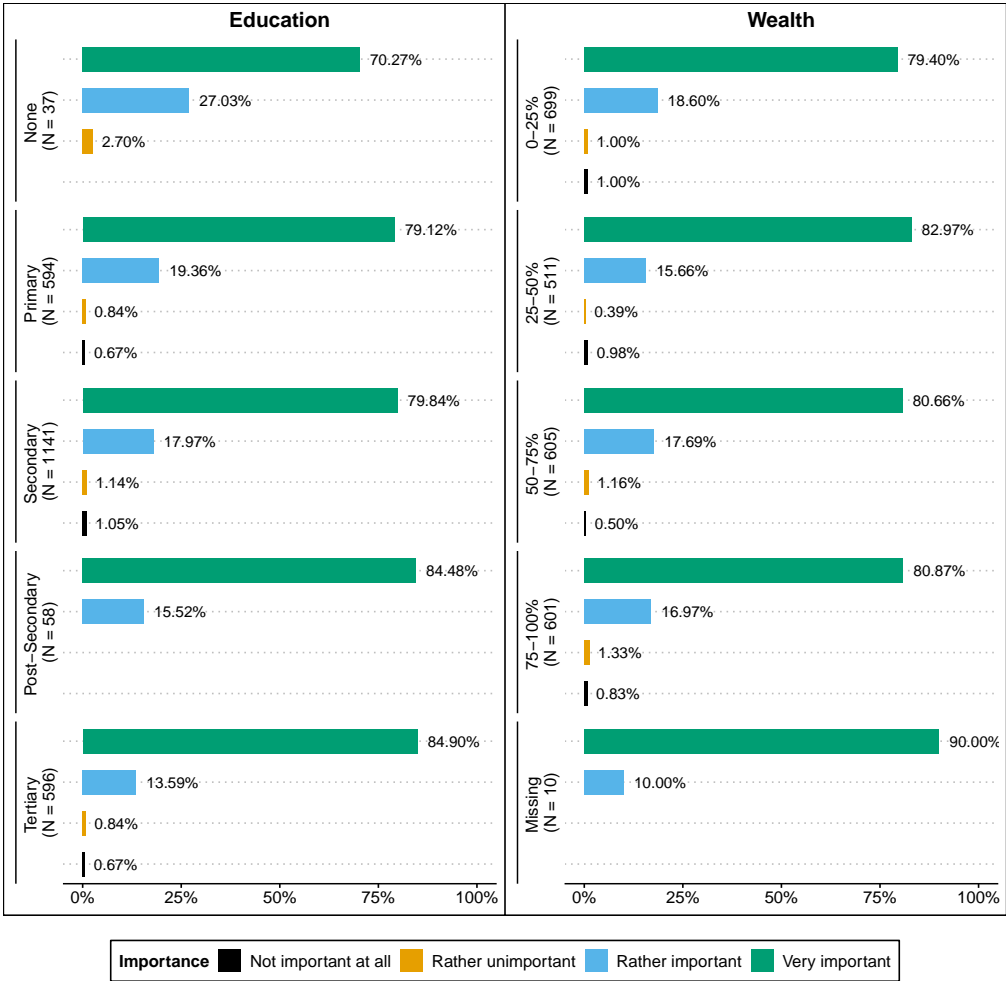


Figure 21: The importance of a Charter for Kampala disaggregated by education and wealth



3 Charter Principles

We now turn to present a summary of citizens and LC1s' preferences over eight different issues related to principles that the Charter might include.

The data that reflects citizen's preferences comes from two sources. The first one, a survey conducted in 2019 with a representative sample of 2300 citizens of Kampala, and the second one, from the consultative meetings that took place in the city at the end of 2019 and beginning of 2020 with a subsample of those citizens³. For the data of the survey, we first present the data for the overall sample and then we analyze the topics disaggregated by gender, education, wealth, level of political engagement and division of residence in Kampala. Note that the data presented for the consultations is the decision that the group of citizens and the facilitator reached during the discussion, as a collective. For the LC1's preferences, we conducted a survey with all LC1s in Kampala between June and July 2020.

Eight topics were examined, with five of these discussed during community deliberations. The set of topics was identified in meetings with senior KCCA staff and the interim executive director. LC1 chairs were also invited to propose additional principles beyond those considered here, we describe these later. The eight principles examined in the surveys and small group consultations are:

1. **Budget transparency:** Level at which budget expenditures should be reported: division, parish, or village
2. **Communication channels:** Channel of communication with citizens: in-person meetings at village-level, drop-in centers at division-level, or social media channels
3. **Taxes and Services:** Preference over tax levels: fees and taxes should be increased in exchange for more services, kept at current levels, or reduced at the cost of fewer services
4. **Charter Monitoring:** Institution which should monitor adherence to Charter standards: an external actor, or KCCA itself;
5. **Citizen complaints mechanisms:** Complaint process that citizens can use: government's Public Service Commission, a Ombudsperson, or KCCA unit of directors
6. **Community input:** How to consult with citizens and make decisions: communities by themselves give input, communities with KCCA experts input, KCCA experts with community input, KCCA experts alone
7. **Service and citizenship:** Target of KCCA service provision in the city: Ugandan citizens, or anyone living or working in Kampala, including visitors, migrants, and refugees

³In these meetings not all the topics were discussed. In the list below we mark with a * those topics discussed in the meetings.

Principles	MeetingsData	Decision	LevelAgreement	Preferred
Level of budget expenditures	Yes	Village Level	High	4
Channel communication KCCA-Citizens	Yes	Consultation village level	Medium	1
Preference over tax levels	Yes	Keep fees and quality services as is	Low	4
Monitoring Institution	Yes	External group	Medium	3
Complaint process	No	Ombudsperson	Low	
Level involvement decision-making	No	KCCA experts with community input	Low	
Population targeted by KCCA	No	Everyone that lives in Kampala	High	
Guiding principle budget allocations	Yes	Reduce inequalities	Medium	2

Table 1: Summary of priorities

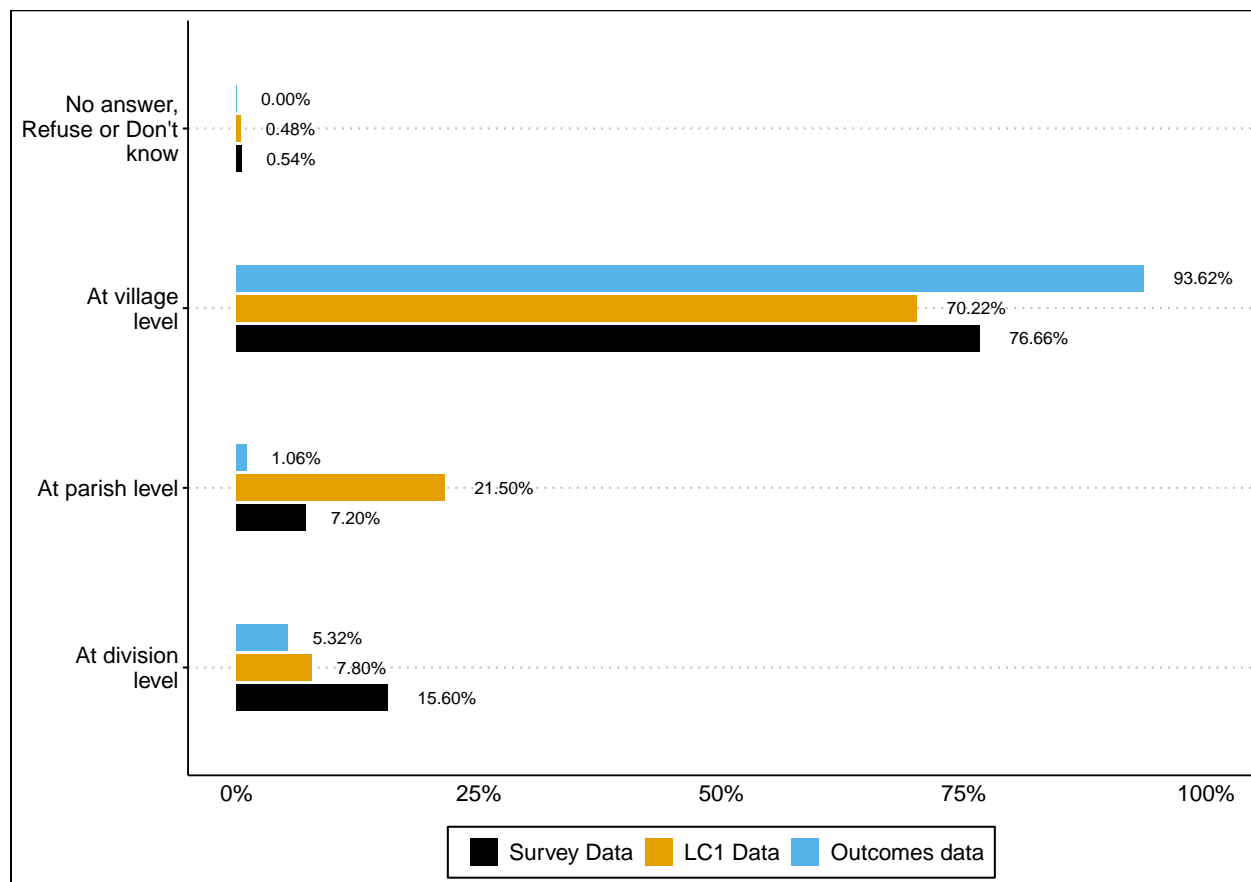
8. **Equity and growth:** Guiding principle for budget allocations in the city: stimulating productivity, or reducing disparities in living standards

We present results for each area in turn.

3.1 Which administrative level should KCCA use to report expenditures?

Citizens were asked about their preference regarding which administrative level should be used to report expenditures and budget details. Respondents could choose between reporting at division level, at parish level and at village level. In Figure 22 we present the data of the survey in red, the results of the meetings in blue, and the data from the LC1 survey in green. The first thing to notice is that overwhelmingly, citizens prefer to have the information at village level. In the survey, more than 76% of respondents would prefer to have the information at village level, while 15% would like to see the information at division level. Only 7% of citizens would like to see the reporting at parish level. In the consultations the share of meetings that would like the data aggregated at village level is slightly higher, close to 94%, while the share for the other two options decreases accordingly. LC1s express similar preferences to citizens in this topic, with 70% of them opting for village level reporting. However, LC1s would prefer to see the data at parish level (21%) over division level (8%), in contrast with the citizens' preferences.

Figure 22: Level of Expenditure Reporting



The data from the survey is disaggregated by different group characteristics in Figure 23 and 24. There are no big differences among the different divisions in Kampala. Citizens consistently prefer to access the reporting at village level, varying between 74% in Central and 78% in Rubaga. Both men and women also prefer the lowest level of administrative unit for reporting at similar rates (76% and 77% respectively). Politically engaged citizens also prefer reporting at village level at slightly higher rates (79%) than those citizens that report having less interest in politics (73%). We find that citizens also overwhelmingly prefer village-level reporting when disaggregated by education and wealth. One outlier are those citizens that report having no formal education. 91% of citizens in this group prefer village-level reporting. Slight differences emerge between less wealthy citizens (78%) and citizens in the top quartile of the distribution in the sample (72%), but these differences are small and point to a clear preference for village-level reporting.

Figure 23: Level of Expenditure Reporting by Group

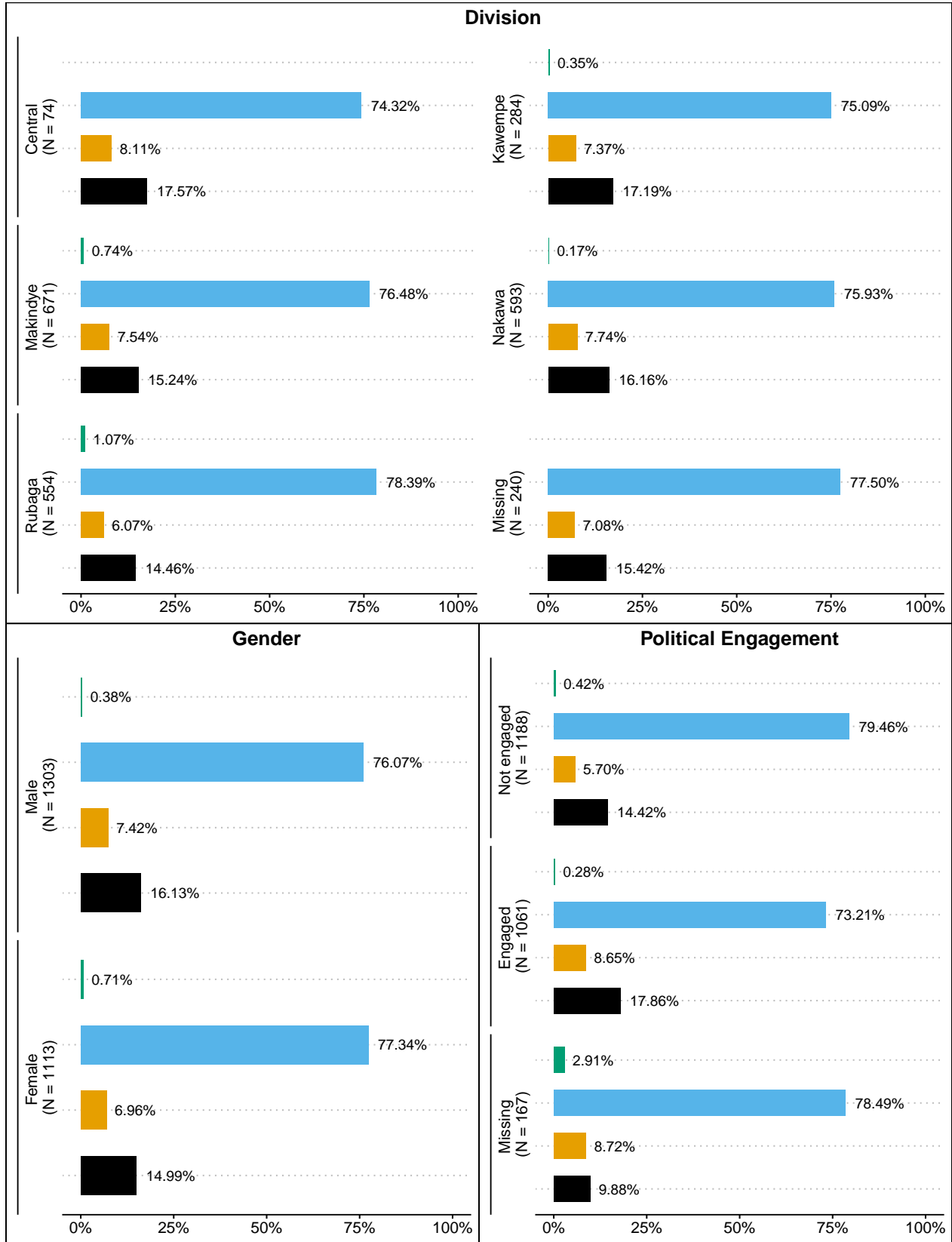
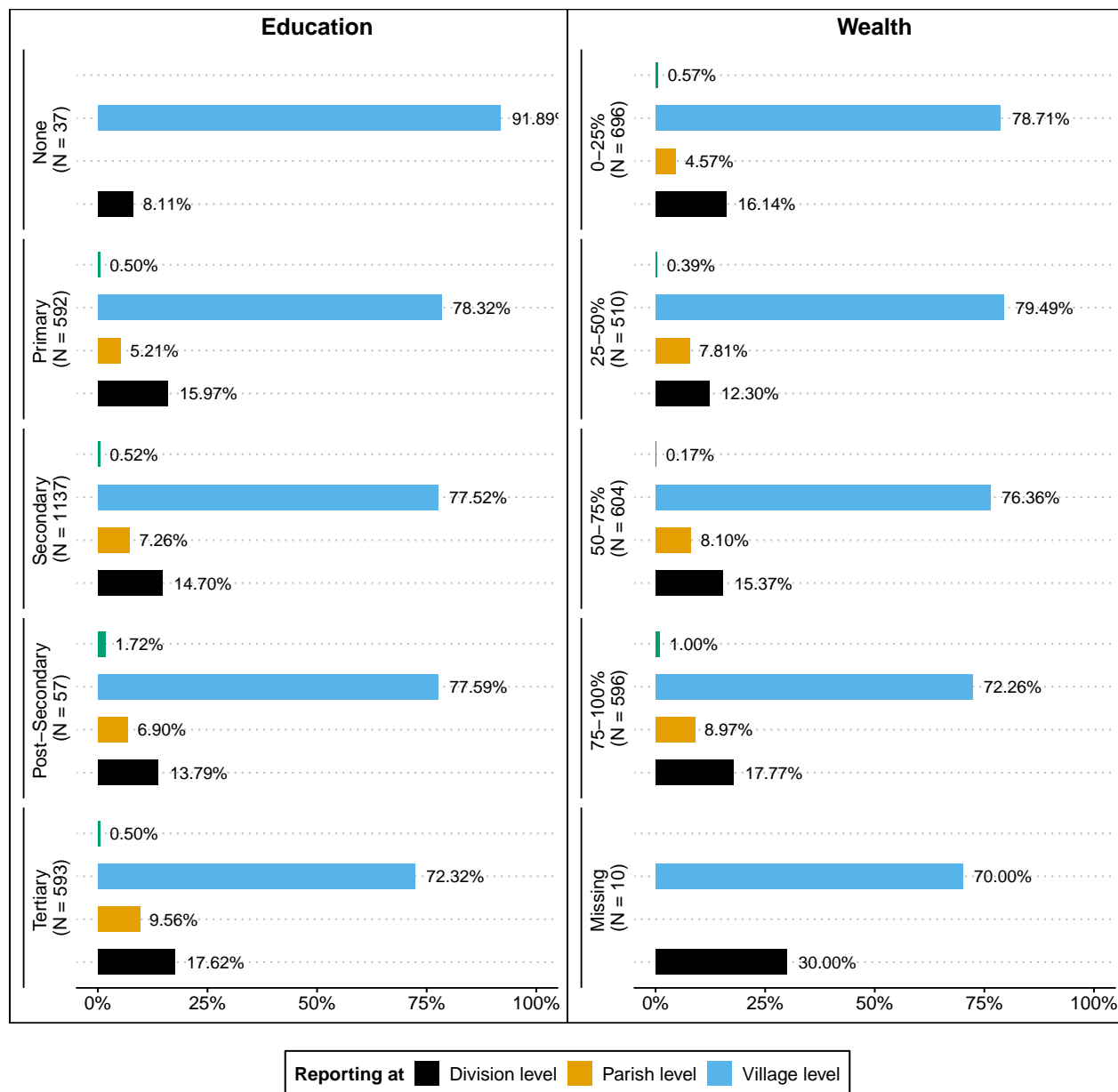


Figure 24: Level of Expenditure Reporting by Group



3.2 How do citizens want to communicate with KCCA staff?

The second principle refers to communication between KCCA and citizens. So far KCCA has employed different ways of spreading information, such as social media channels, press communication, and communication via KCCA staff at division level. In the survey we ask whether citizens would prefer to communicate with KCCA employees via social media, drop-in centers facilitated at division level, or through consultations at village level. 60% of the respondents in the survey preferred the latter way of dialoging with KCCA staff (Figure 25), followed by 27% that would prefer drop-in centers. Only 13% of the

citizens would choose social media as the main way of communicating with KCCA. In the meetings, citizens communicate similar preferences, but, as in the previous principle, there is a higher share of meetings that prefer the consultations at village level (74%) and lower for social media and drop-in centers compared to the survey individual responses. LC1 representatives show similar priorities to citizens with a stronger preference for the consultations. 77% of LC1s lean towards this option compared to a 12% that would prefer drop-in centers and 8% that would choose to interact through social media.

Figure 25: Channels of Communication with Citizens

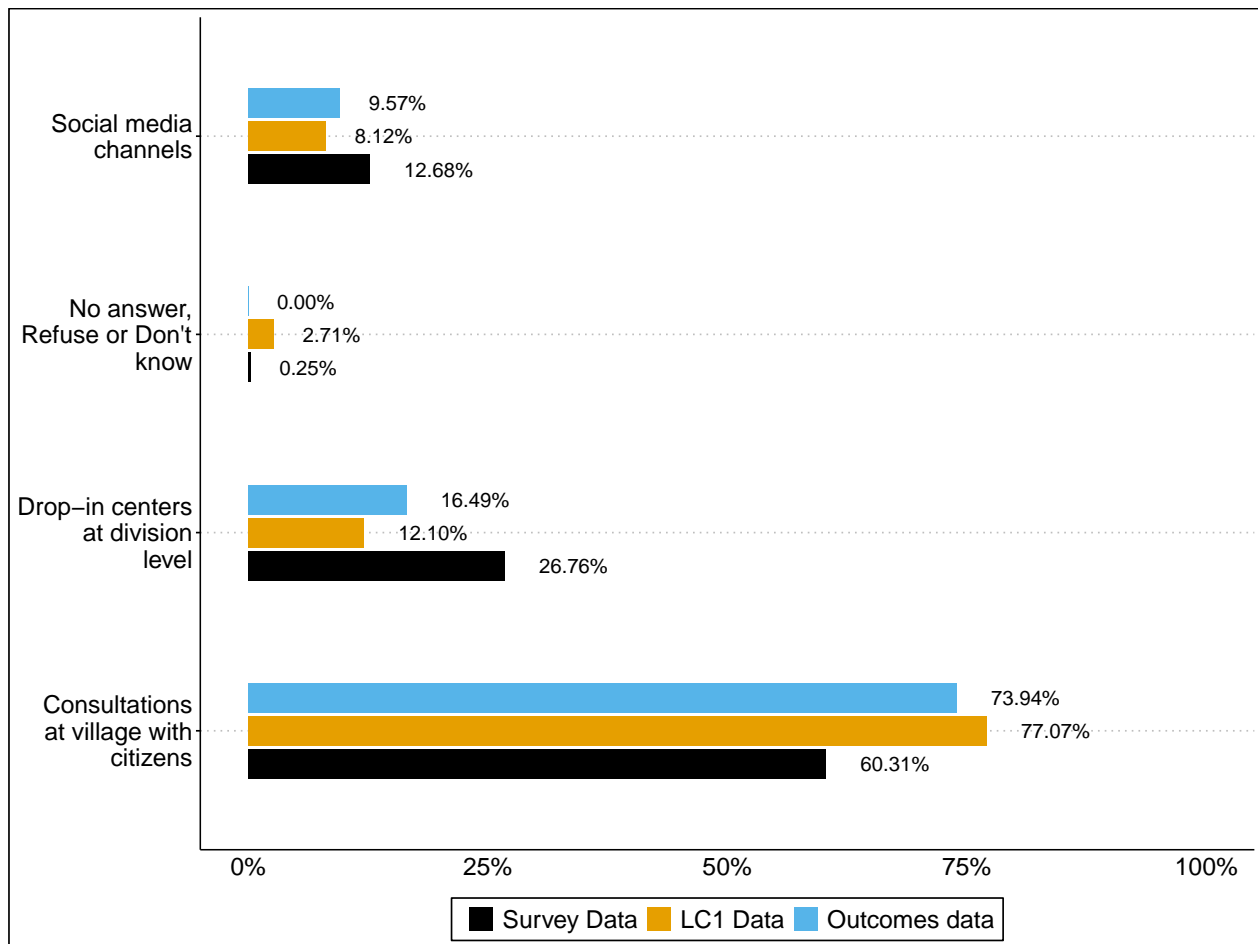
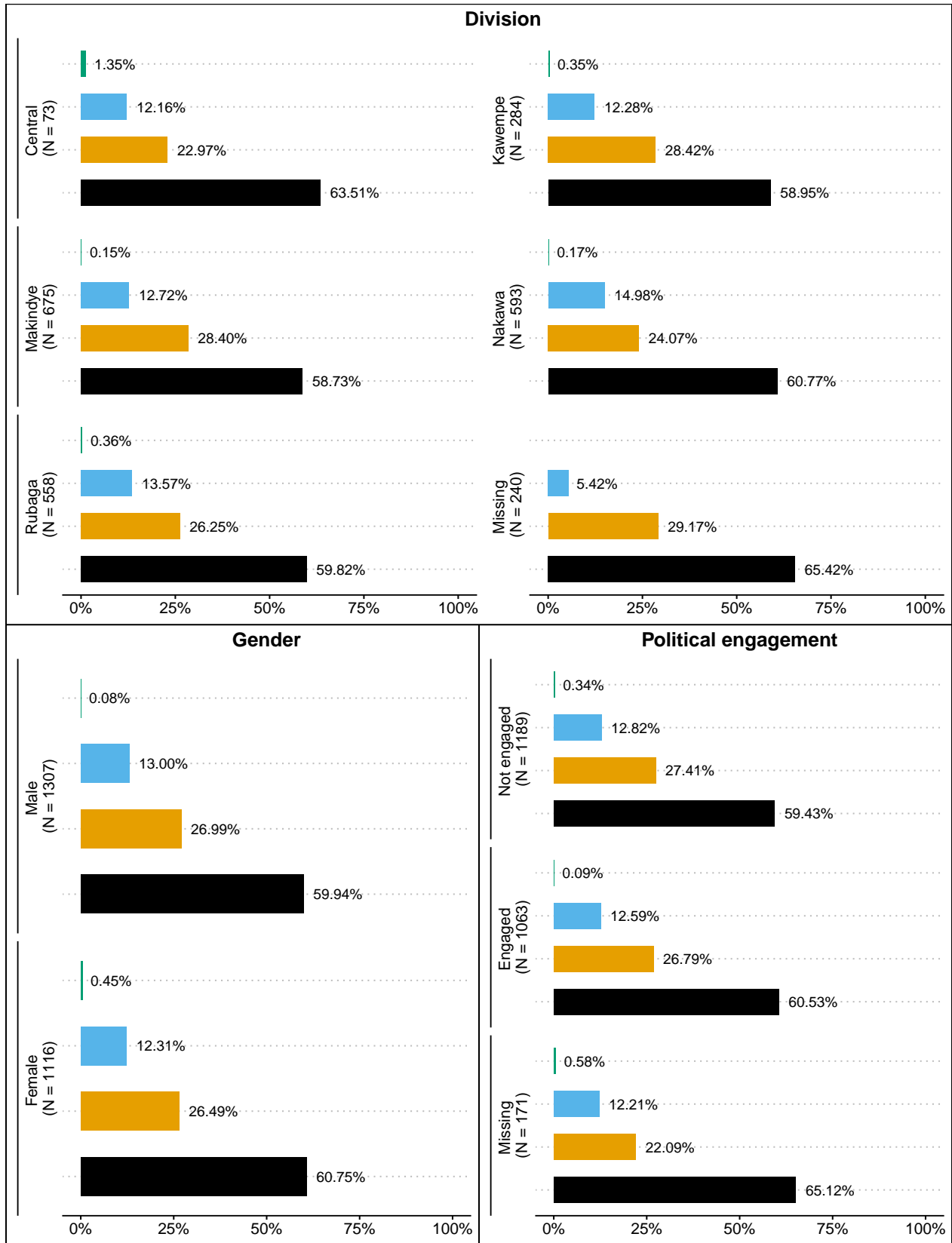


Figure 26 shows the break up by division, gender, and political engagement, and Figure 27 by education and wealth (relative with the other participants in the survey). There are no big differences by any of these categories. In Makindye, almost 59% of respondents chose consultations as their preferred way of communication compared to 63% in central. Nakawa is the division in Kampala with higher support for social media channels, reaching almost 15% of the answers, compared to the average of 12% in the city. There are no differences between gender and level of political engagement. When looking at the rate of support of consultations as a way of conducting a dialogue with KCCA by education,

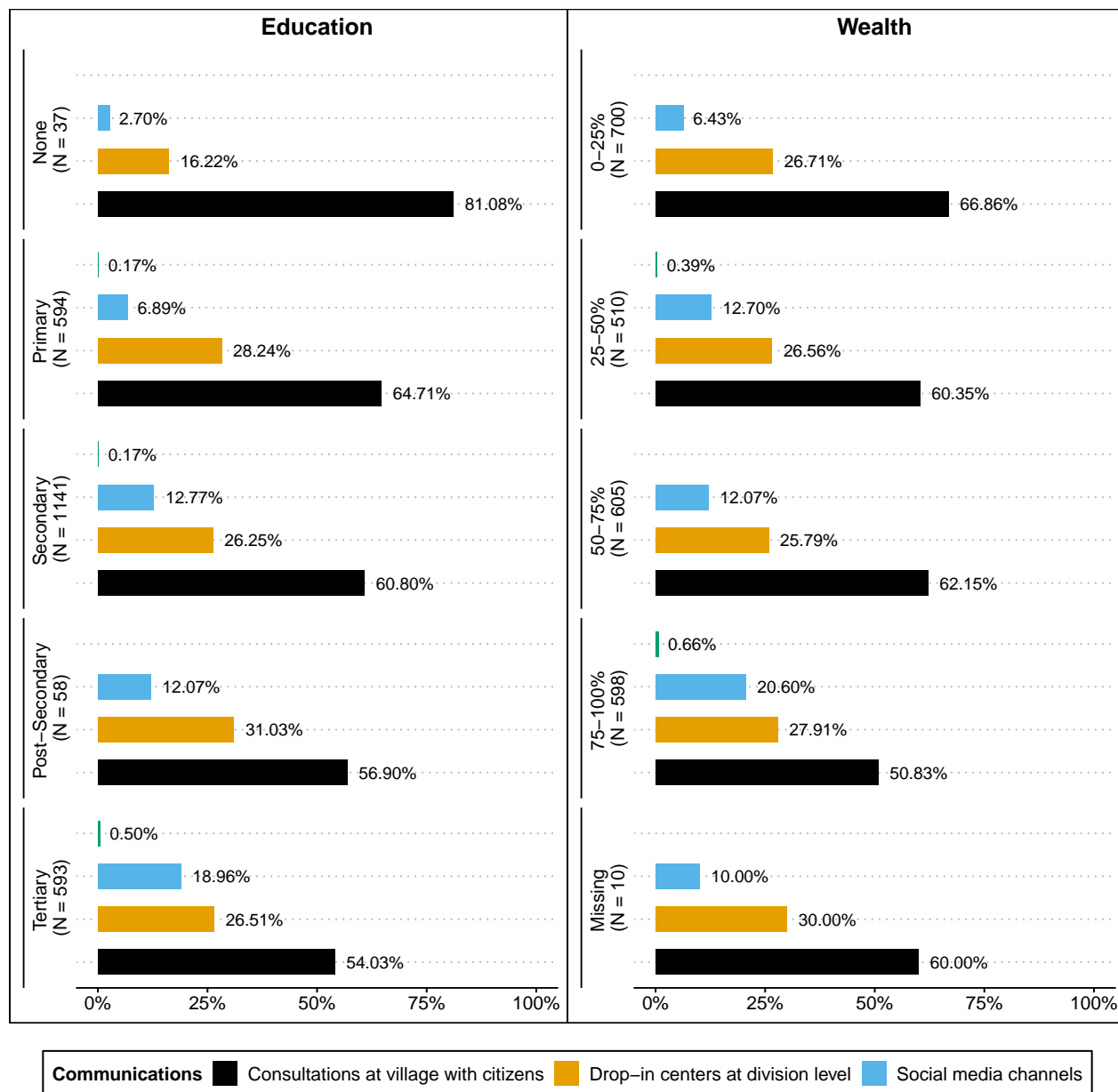
we can see how as education increases the level of support for consultations decreases slightly and the support for social media channels increases. As before, citizens with no education look different to the rest of the sample, with 81% of them preferring consultations at village level compared to 54% of citizens that have tertiary education. We find a similar pattern when looking at wealth composition of the sample. Richer citizens tend to prefer social media channels (20%) compared to less wealthy people (6%). These patterns are not surprising given that communicating via social media requires a certain level of technological skills as well as having access to a device that is costly for poorer populations. However, it is still consistent that citizens at all wealth levels in the city favor consultations at village level.

Figure 26: Channels of Communication with Citizens by Group



Communications ■ Consultations at village with citizens ■ Drop-in centers at division level ■ Social media channels

Figure 27: Channels of Communication with Citizens by Group



3.3 How to balance the level of fees and quality of service provision?

Raising fees is usually unpopular among citizens, while bureaucrats use it as a way to finance the improvement of services provided. We asked our respondents whether they would prefer to pay more taxes/fees and experience an improvement in services, have the fees reduced together with a reduction in the funding for services in the city, or keep the fees and quality of services as are. About half of the sample (51%) would lean towards maintaining the fees and quality of services unchanged. Figure 28 shows how the least popular option is raising fees and improving the quality of services, with 18% of citizens in

favor of it, while the remaining 30% would prefer to pay less taxes. We also asked citizens to discuss this issue in the meetings. Keeping the level of fees constant is also the most preferred option among the groups of citizens that attended the meetings. Actually, the share is higher than the responses of the survey (63%). However, the share of meetings that agreed between increasing and decreasing the level of taxes is similar, contrasting with the responses from the survey, which second preferred option was to reduce the fees. In this particular topic the difference between the share of respondents that individually preferred to reduce the level of taxes (30%) and the share of meetings that opted for this outcome (18%) is quite large. As the preferences on this topic are potentially very different between citizens and bureaucrats, this could explain the difference between answering individually and bringing the topic to discussion in a meeting moderated by decision-makers in the city. Interestingly, LC1 preferences are very similar to the outcomes of the individual preferences, with a majority preferring to keep the taxes and a second clear preference towards reducing them.

Figure 28: Fees and Taxes in Exchange for Services at City Level

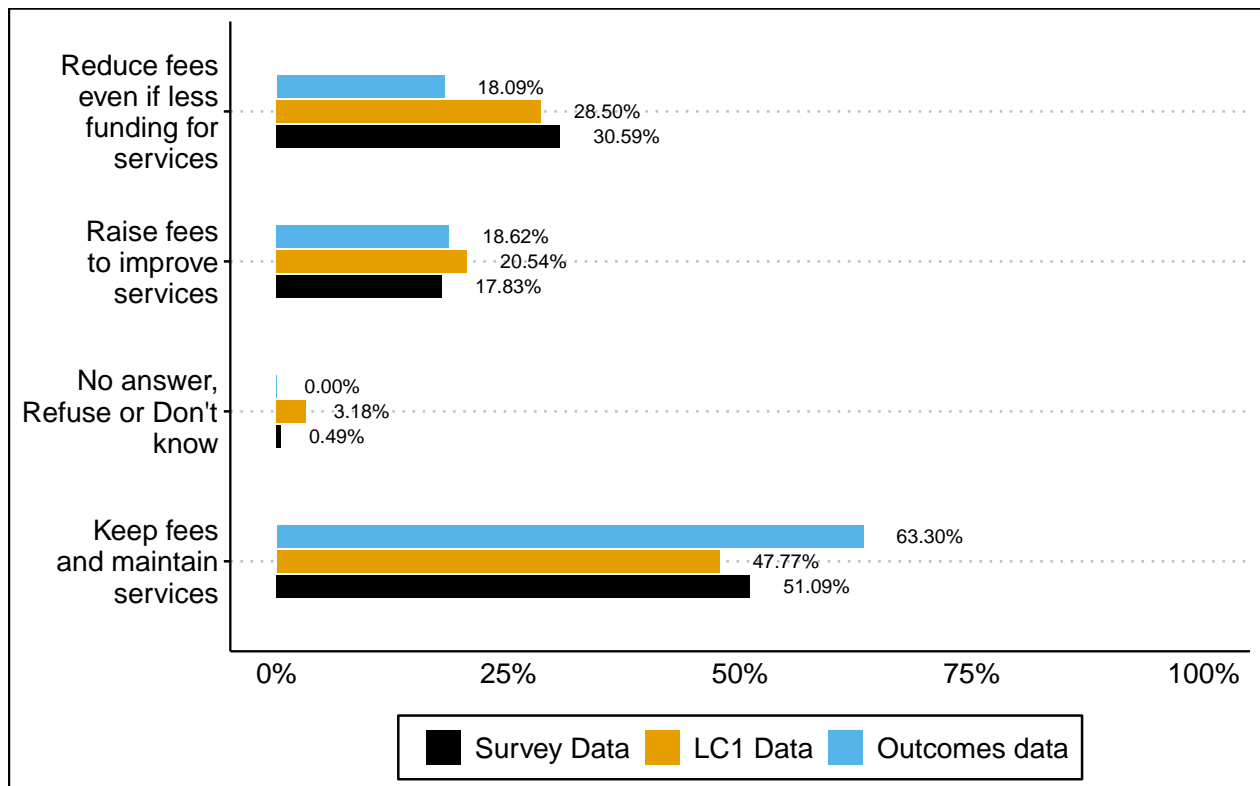


Figure 29: Fees and Taxes in Exchange for Services at City Level by Group

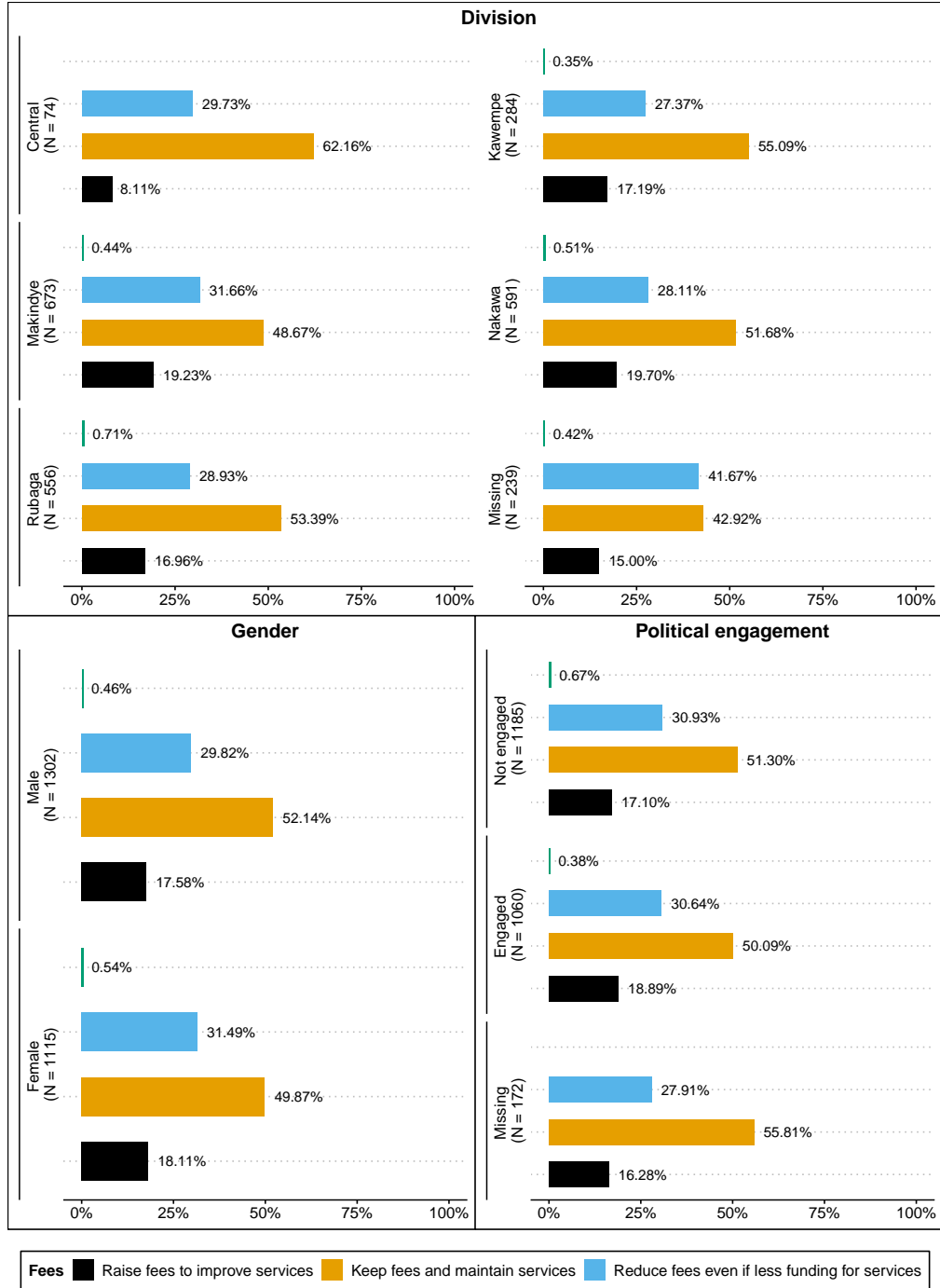
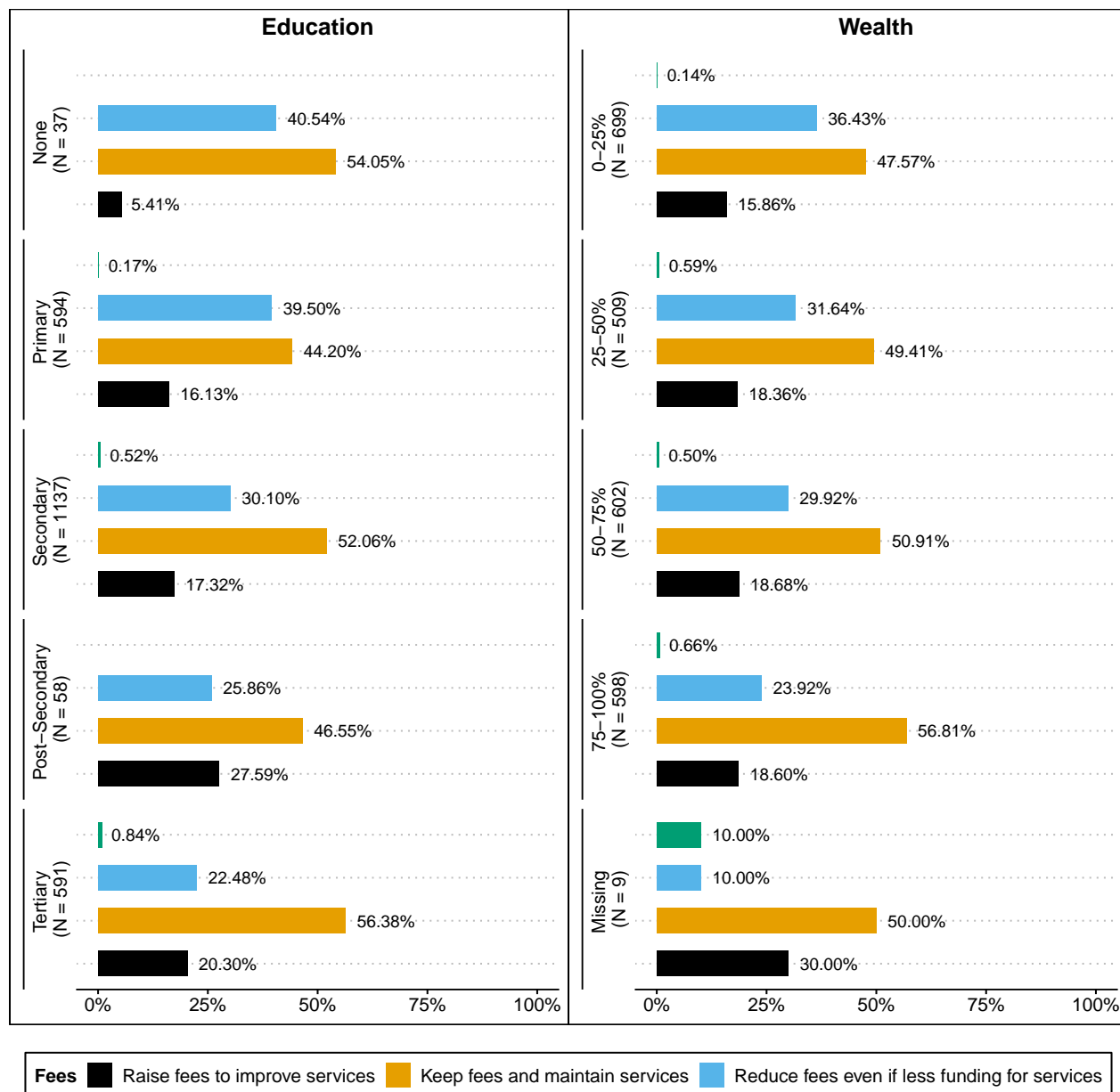


Figure 30: Fees and Taxes in Exchange for Services at City Level by Group



In Figure 29 and 30 we present the same results but disaggregated by socio-demographic characteristics. Central division respondents answered differently that residents in other parts of the city. The share of citizens that would rather keep fees as they are is marginally higher than in other divisions (62% compared to 49% in Makindye) and only 8% of the citizens that reside in Central would rise taxes and improve services compared to 20% of the residents of Nakawa. However, this could be due to an unequal existing allocation of resources or quality of services by divisions and not an intrinsic preference of the individuals. There are no differences by gender or level of political engagement. At all levels of education, about half of the respondents preferred to keep the fees constant.

Interestingly, citizens differ significantly between raising or decreasing fees, depending on their level of education. Citizens with lower level of education favored reducing fees while highly educated people preferred to pay more fees. For example, 41% of respondents with no education, compared to 22% of those with tertiary education, opted for reducing fees at the cost of investing in higher quality services in the city. Similar patterns are found for wealth, even though slightly more than half (57%) of the richer respondents of our sample have a preference for keeping fees constant, compared to 47% of the poorest individuals.

3.4 Who should monitor KCCA’s performance and adherence to Charter’s principles?

It is important to establish a monitoring and accountability mechanism for KCCA to be compliant to the principles agreed on. We asked respondents to choose between having KCCA management monitor the own organization’s activities or have an external group supervising them. Figure 31 shows the percentage of respondents that chose each of the different mechanisms. Most of the residents in Kampala (70% of them) prefer to have an independent external group oversee KCCA’s activities. In the meetings, citizens also express similar preferences, with an overwhelming majority towards an external monitoring entity (84%). LC1’s preferences look very similar to those of citizens. 72% of LC1s agree that KCCA’s performance should be monitored by an external group, while 27% would opt for forming a group from the management of the organization to do so.

Figure 31: Monitoring of Charter Performance

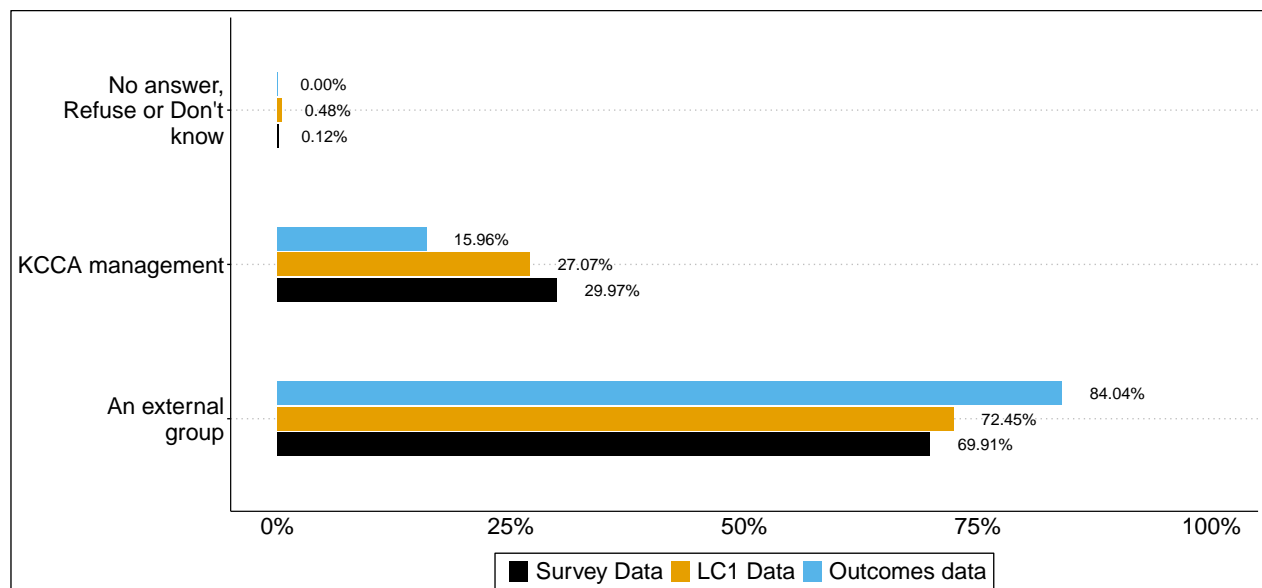
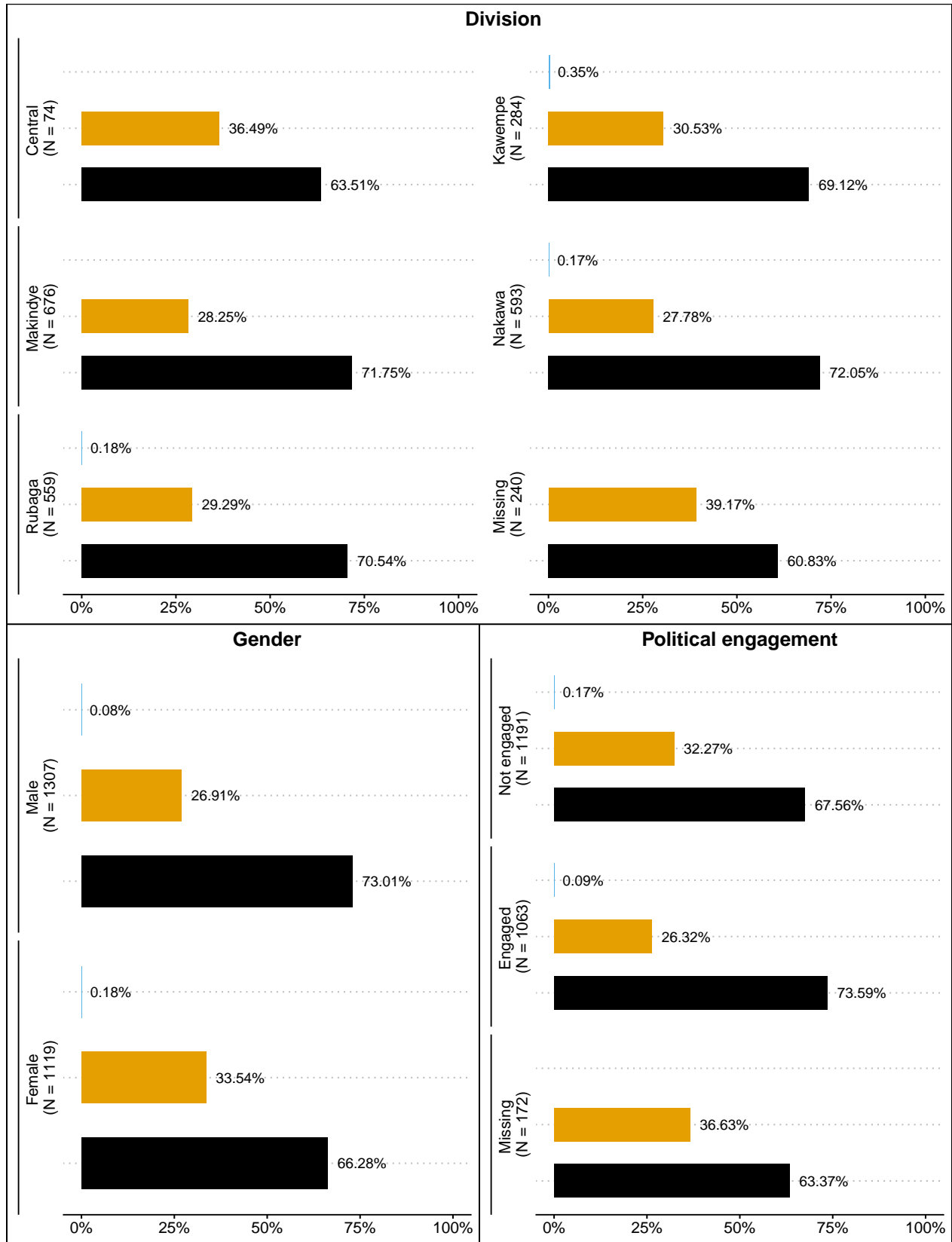
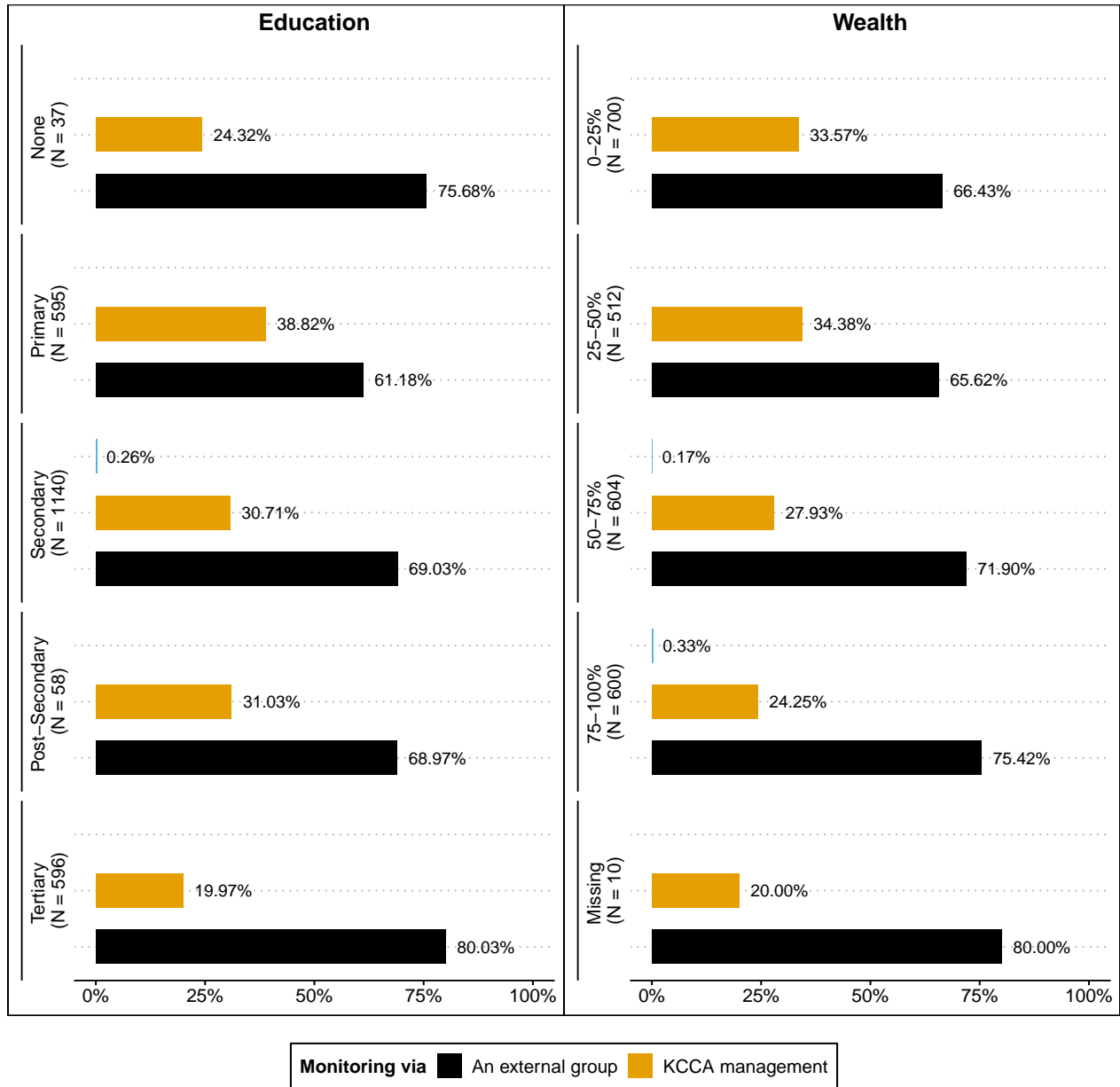


Figure 32: Monitoring of Charter Performance by Group



Monitoring via An external group KCCA management

Figure 33: Monitoring of Charter Performance by Group



By group (in Figure 32 and 33), we don't see big differences, all groups consistently prefer to have an external group monitoring KCCA. However there are small divergences. A higher share of respondents that reside in Central division prefer KCCA management to monitor, compared to the other divisions (36% compared to 28% in Nakawa). For women these figures are similar, with 66% of them opting for external monitoring group (still the majority) compared to 73% of men. It mimics the preferences of politically engaged people, with slightly more citizens opting for an internal monitoring system within KCCA. However, 80% of the most educated respondents prefer to have an external group compared to 61% of the respondents that only attended primary school. We find the same pattern for

wealthier respondents.

3.5 If citizens want to file a complaint they should contact...

Related to the previous question, if an organization wants to set up a mechanism to record citizen's dissatisfaction, they can choose to have a formal mechanism that engages directly the Public Service Commission at the government, to the unit of directors at the same organization (KCCA), or to an Ombudsperson. In this principle respondents are less in agreement than in previous questions (Figure 34). Less than 42% of the respondents opted for naming an Ombudsman for this purpose, 37% to complain directly to KCCA's management and 21% to the Public Service Commission. The data from the survey conducted to LC1s in Kampala shows that LC1s also lean towards appointing a Ombudsperson that citizens can refer to in case of complaints, with a slightly higher share than citizens (49% versus 42%), followed by having a unit formed by KCCA directors. This topic was not discussed during the meetings, so we do not have access to those preferences in the figure.

Figure 34: Channels for Citizens' Complaints

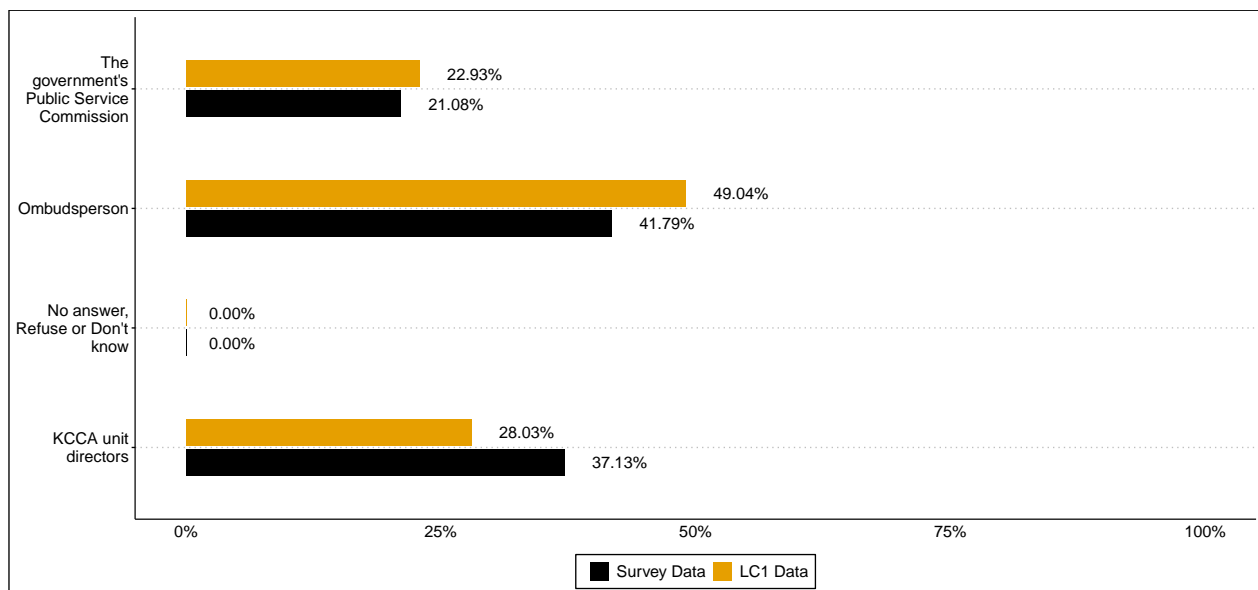


Figure 35: Channels for Citizens' Complaints by Group

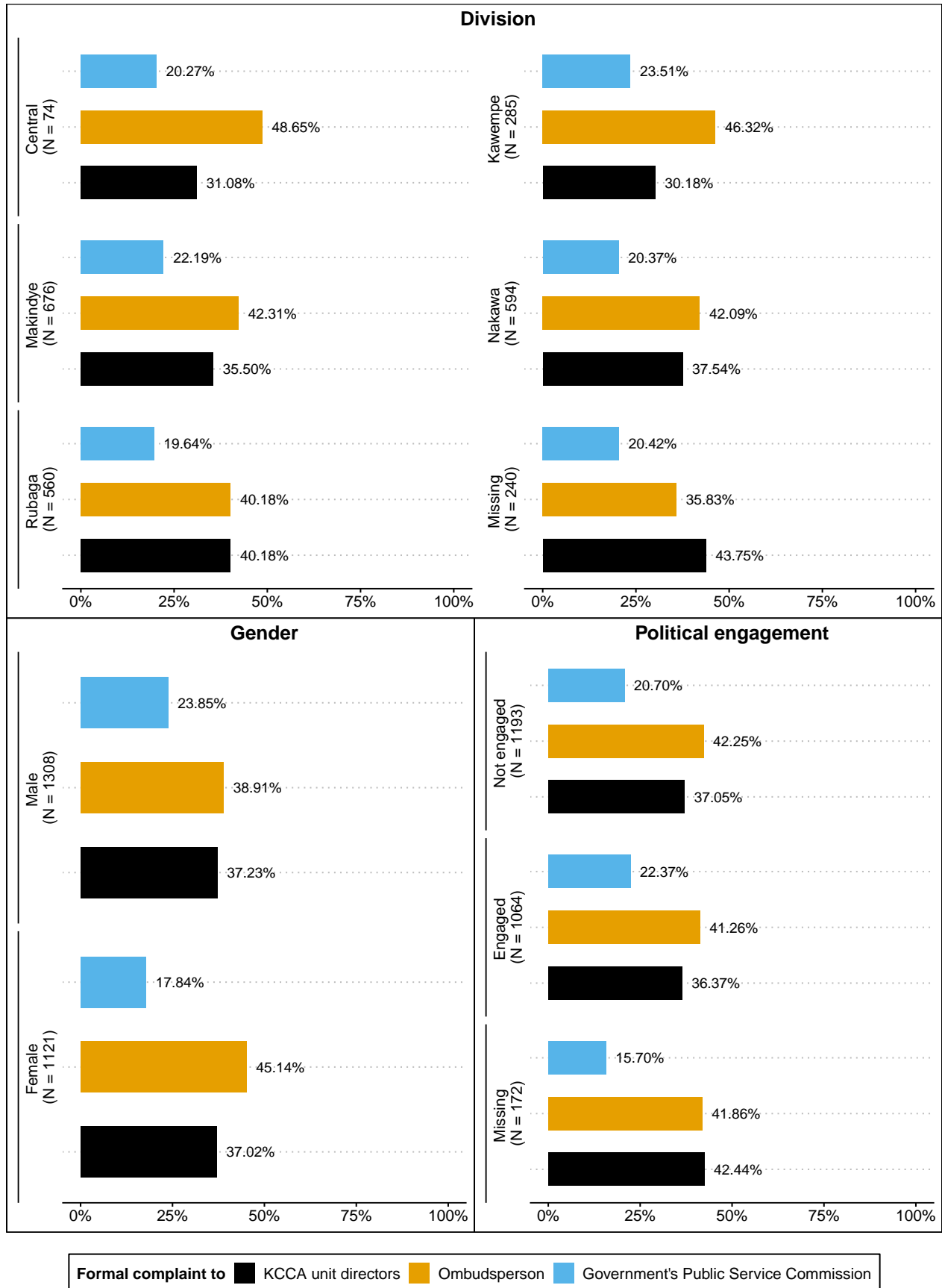
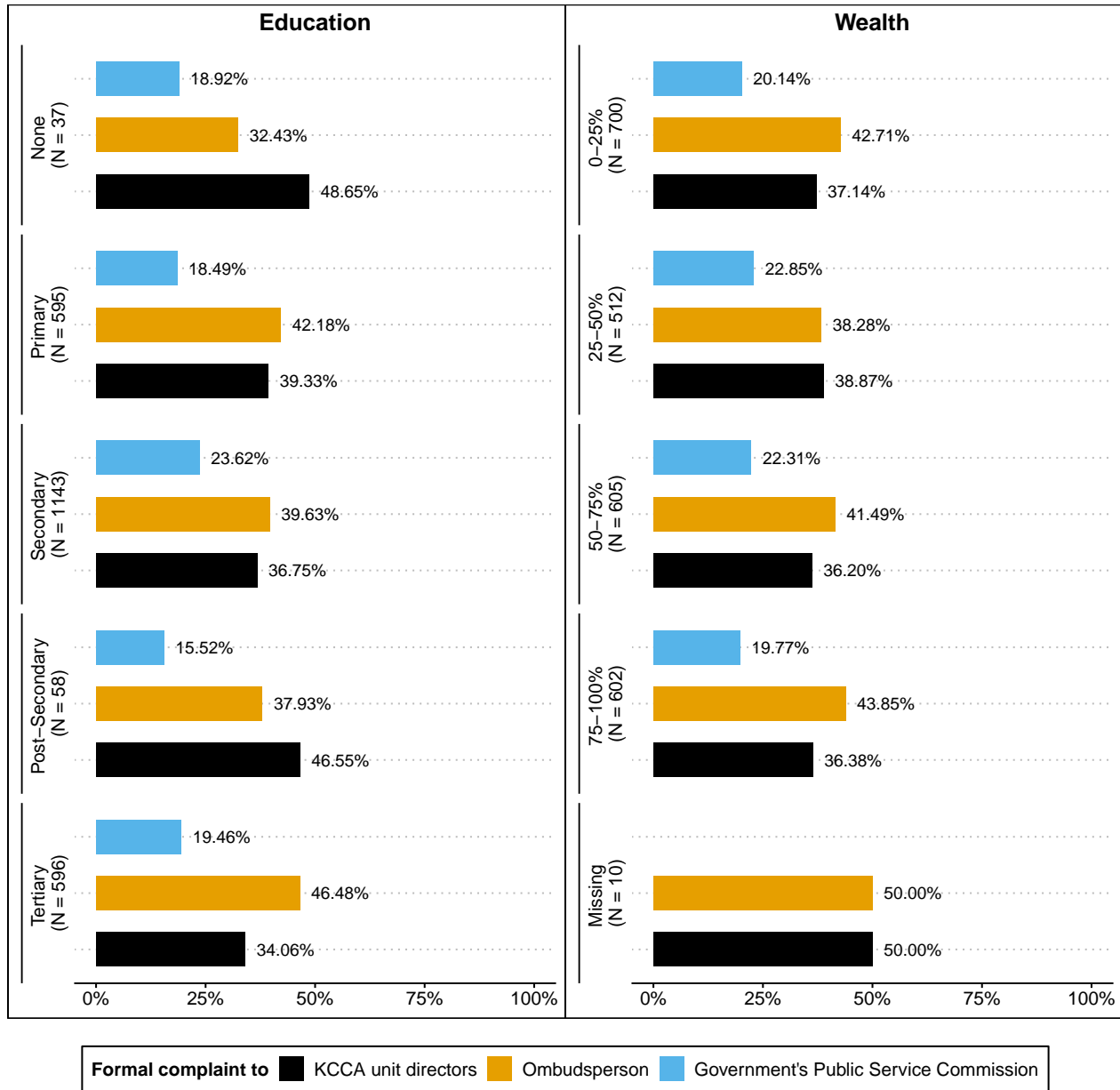


Figure 36: Channels for Citizens' Complaints by Group



In this case, by groups (Figure 35 and 36), it is not always the case that Ombudsperson receives the higher share of the respondents' answers. For example, in Rubaga, exactly the same share of respondents leaned towards having KCCA manage complaints. In Central, however, half of the citizens in our sample chose the Ombudsman as their preferred way of reporting complaints. Less women would prefer to have the Government's Public Service Commission as the main point of denouncing. It is possible that women are less connected in the government and would feel more confident having an independent institution created for that purpose. Less clear patterns are observed by political engagement, education and wealth but systematically Ombudsman and KCCA management largely outperform

the government's institution.

3.6 Citizens' voice in KCCA decisions?

KCCA aims to interact with the citizens in Kampala not only to inform them of their activities, or collect complaints, but also to establish a channel of consultation for issues such as allocation of budget or execution of various activities. Figure 37 presents this data for the overall sample. More than 58% of the citizens consulted, would like KCCA experts to decide, taking into account communities input. A very small share of citizens (3%) would prefer communities to decide independently and about 14% only experts from KCCA. The remaining 23% would give more voice to communities and have KCCA experts advice in the decisions. LC1s in Kampala have, again, similar preferences to citizens regarding the level of involvement they would like to have in KCCA's decision. The majority and at the same rate as citizens, 58%, would like communities to have some input over what KCCA experts decide. A higher share of LC1s (33%) would prefer communities to decide with input from KCCA experts. The bigger difference with citizens is in respect with KCCA experts deciding by themselves. Only 5% of LC1s opted for this option, at same rate as having communities decide. This topic was also not discussed in the consultative meetings.

Figure 37: Consultations with Citizens

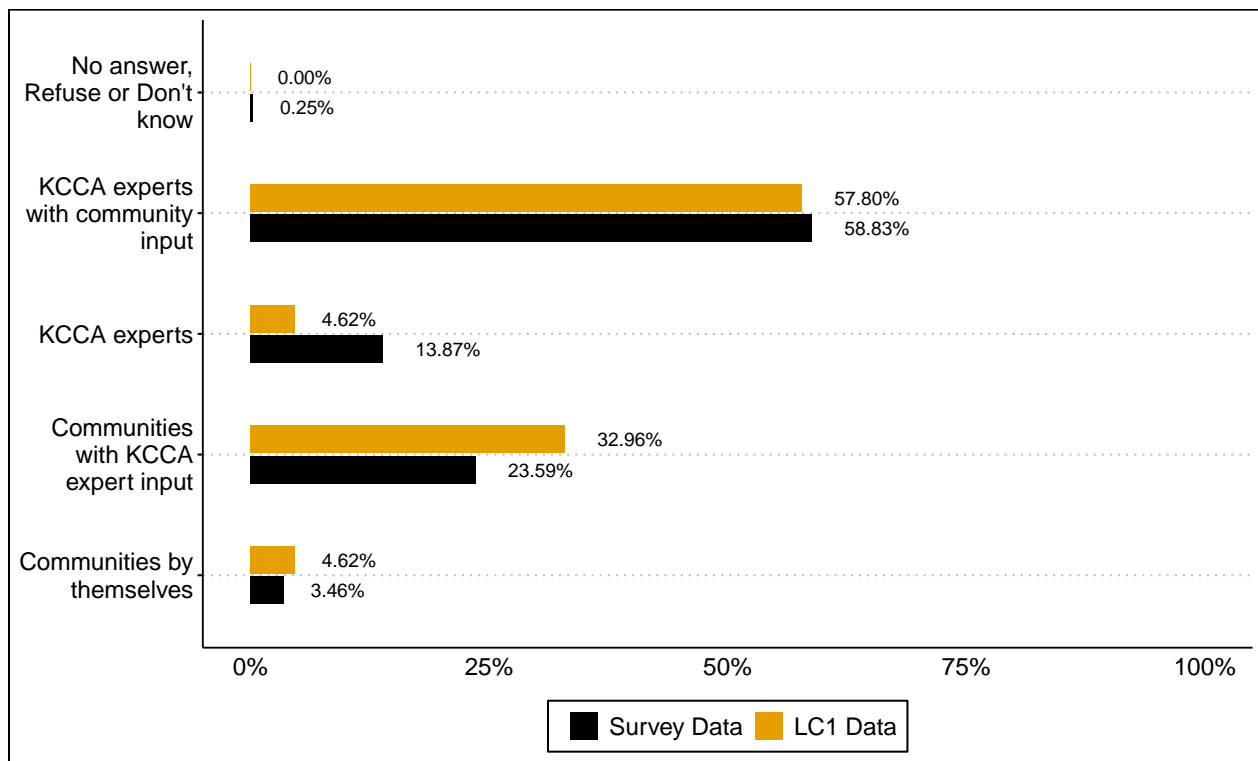


Figure 38: Consultations with Citizens by Group

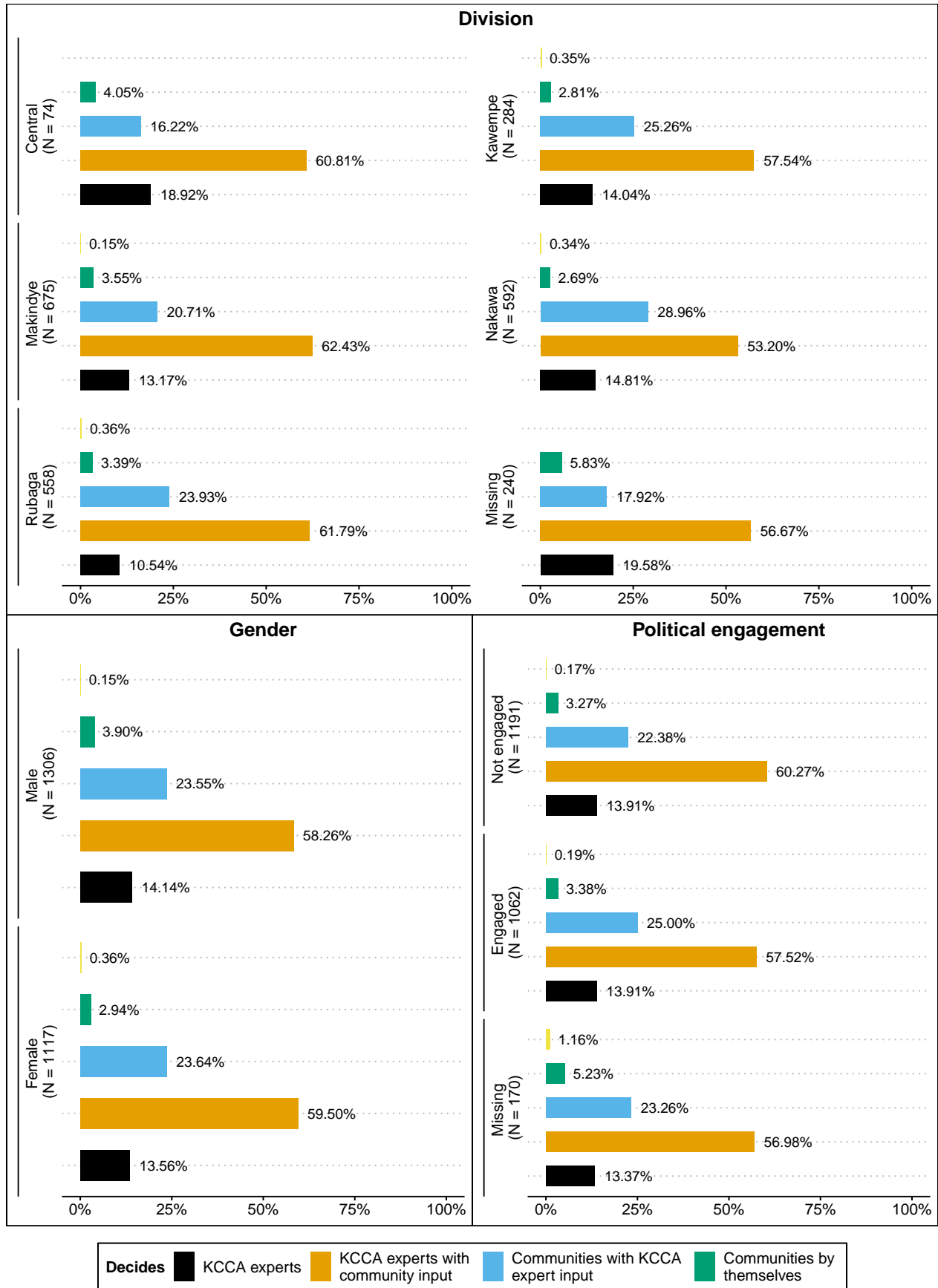
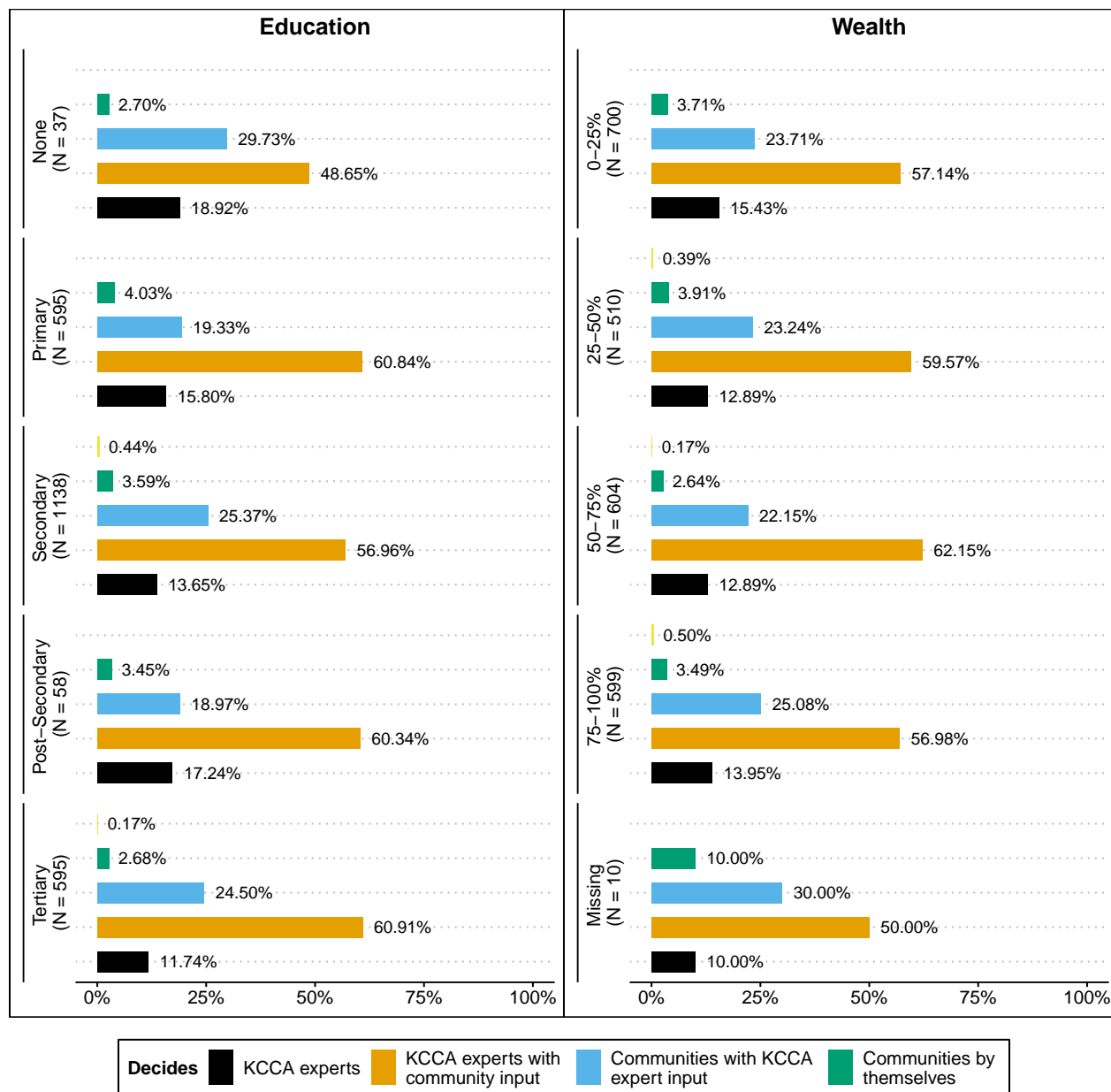


Figure 39: Consultations with Citizens by Group



Figures 38 and 39 show the information disaggregated by groups. The majority of the citizens in all the divisions lean towards having KCCA experts decide with community input. However, there are slight differences between, for example, Makindye, where 62% of citizens agree with that, and 53% in Nakawa. We again find different patterns in Central, where the second option is to have KCCA experts decide (19%), instead of communities with KCCA's experts input (16%) that is the second preferred option in the rest of the divisions. For instance, in Nakawa, 29% of citizens opted for this option. There are no significant differences by gender, level of political engagement, or wealth. By level of education, again, the patterns are quite similar among citizens of different education

achievement, except for those that did not get any formal education. Among those, 48% supported the option of having KCCA experts decide with community input, still the most preferred answer, but significantly lower than the average of 59% of the overall population or 61% of the citizens with tertiary education. However, it is striking that the share of citizens that support only KCCA making decision is also higher than for any of the other groups of population disaggregated by education and higher than the average of the overall sample (19% versus 13%).

3.7 KCCA offers services to all citizens of Kampala, or only to Ugandans living in Kampala?

Resources are limited and it is important to specify the target population for the services provided by the institution to optimize the available resources. Thus, we asked respondents in our sample if they thought KCCA should provide services to everyone living and working in Kampala or only to Ugandan citizens. In Figure 40 the data shows that, overwhelmingly, respondents would like services to be provided to everyone (78%), not only Ugandan citizens. LC1s show almost identical preferences to citizens in this topic.

Figure 40: Target Population for Service Provision

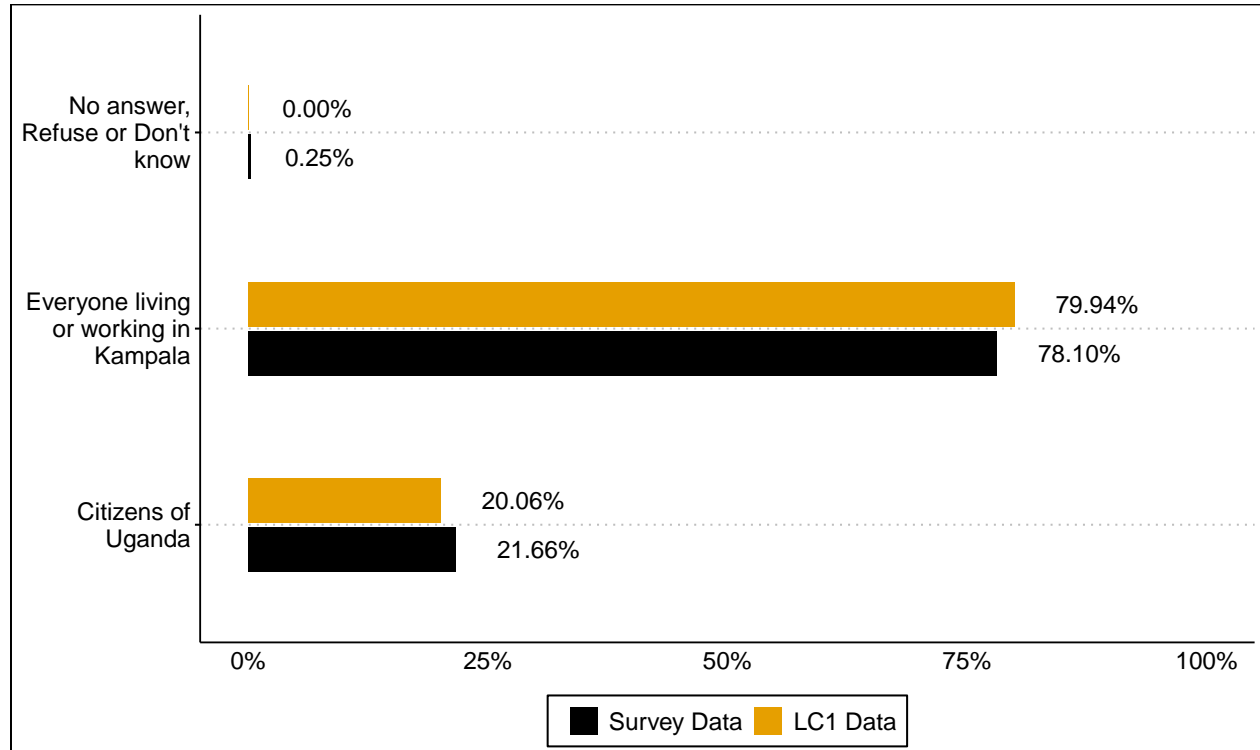


Figure 41: Target Population for Service Provision by Group

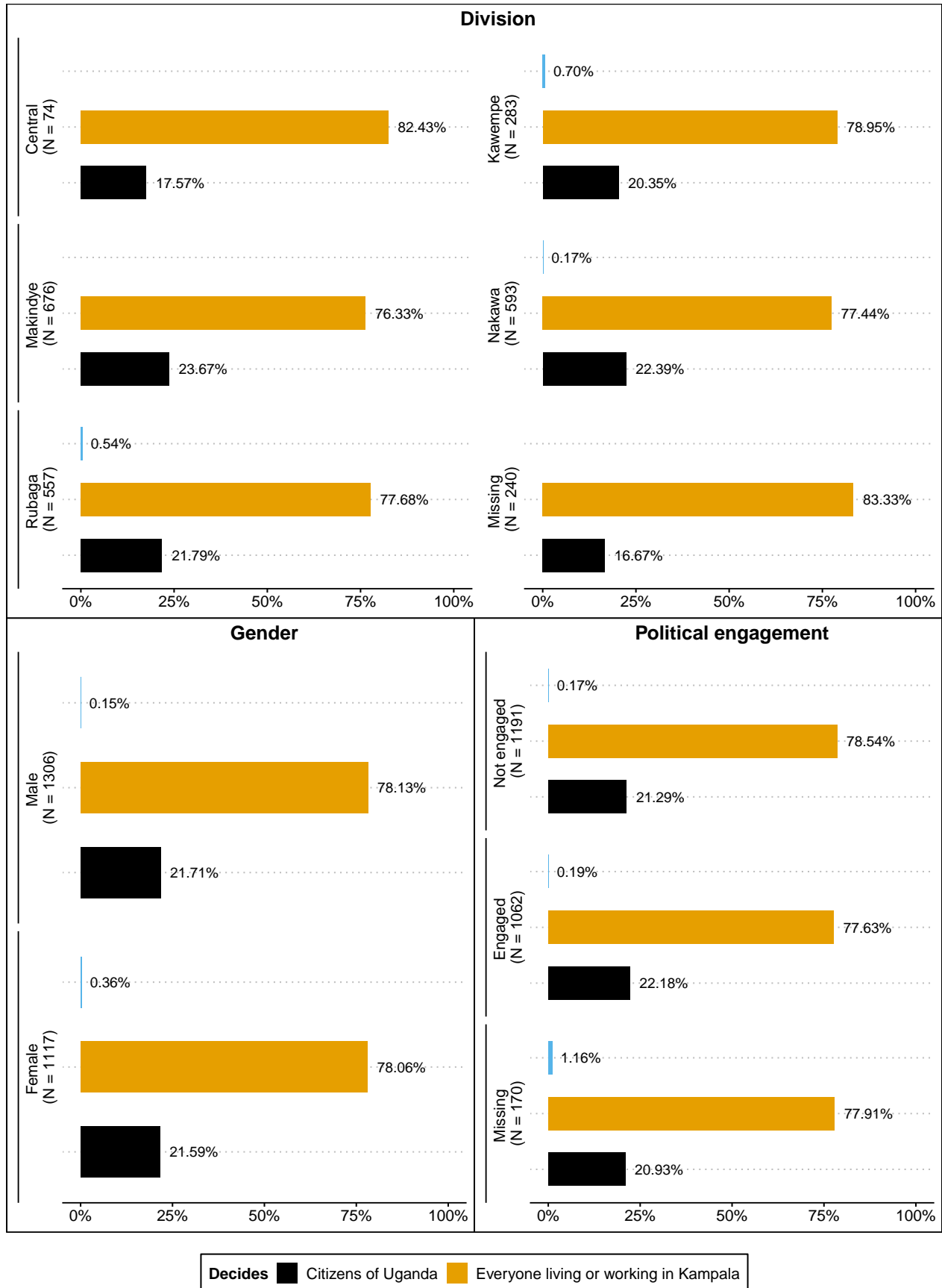
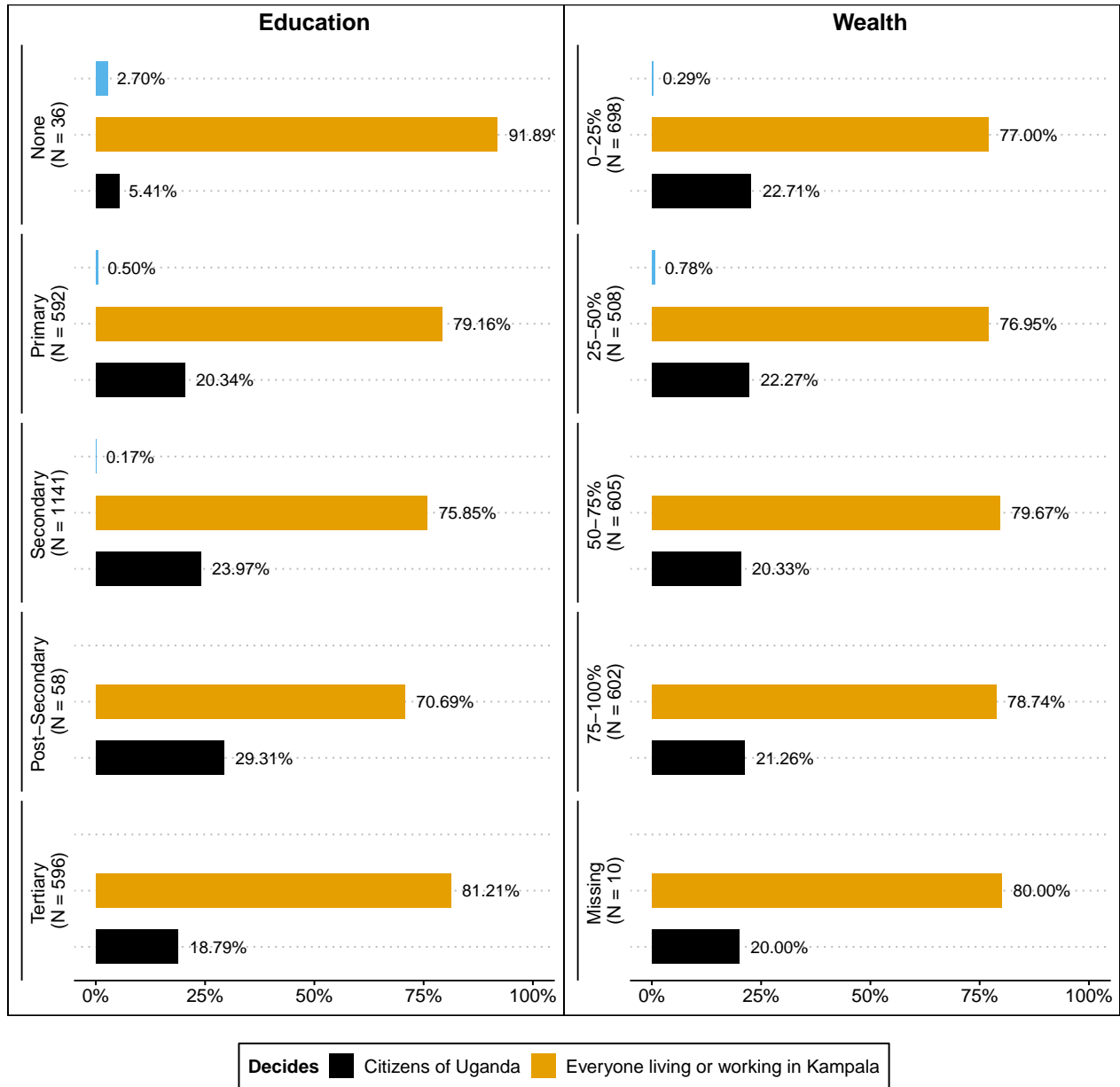


Figure 42: Target Population for Service Provision by Group

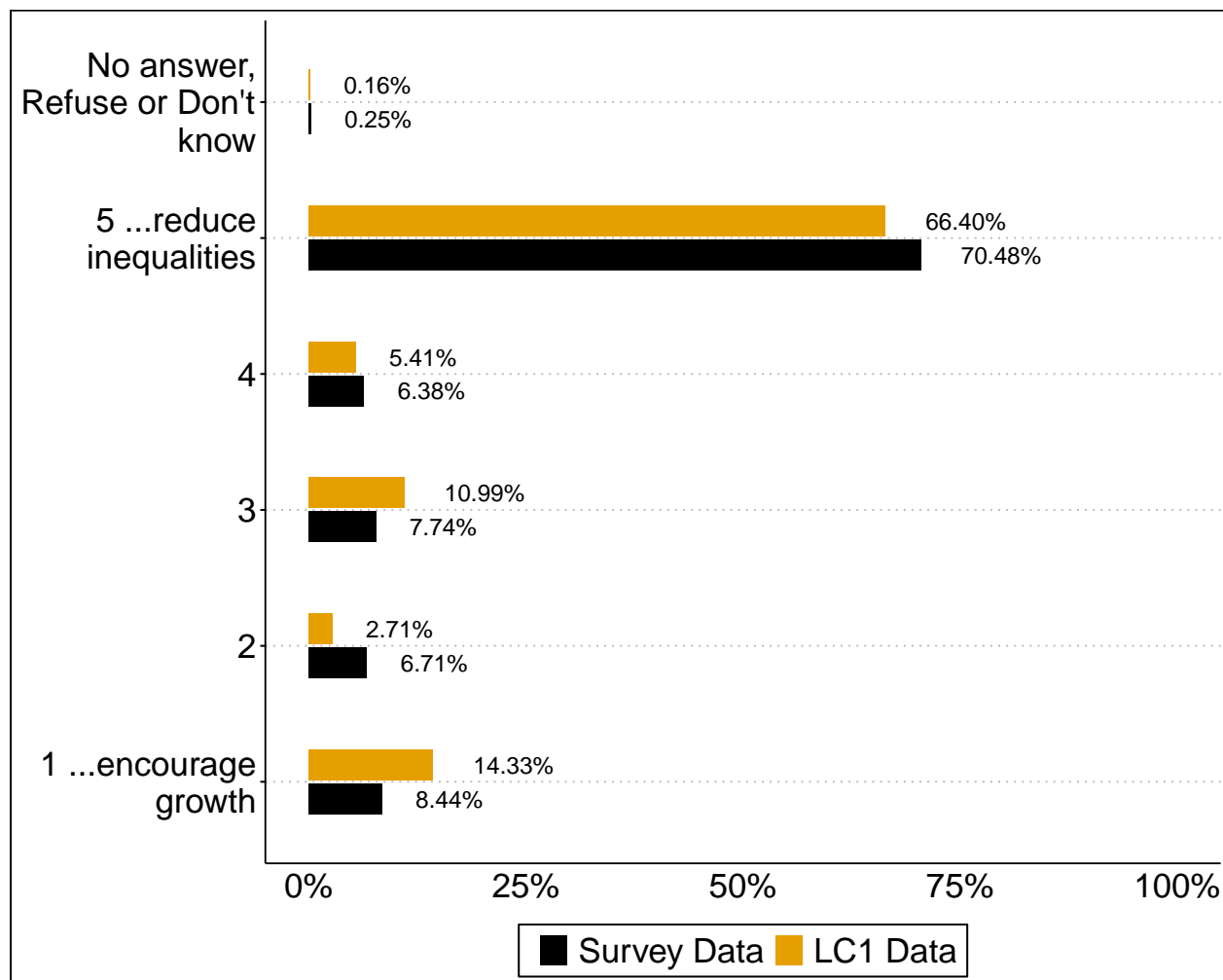


The preferences disaggregated by group do look very consistent (Figures 41 and 42). Most people agree that services should be provided to everyone living or working in Kampala. The biggest difference, again, is found when the sample is divided by educational level. The less educated people in our sample show a higher support for offering services to everyone (91%) compared to the average (78%).

3.8 Principles of budget allocation

One topic that can cause disagreements between citizens and bureaucrats when managing the budget is the way available funds are allocated among sectors of the populations and areas of the city. In the two extremes, KCCA can choose to allocate resources to the neediest parts of the city reducing inequalities or to invest in those areas to incentivize growth. We asked respondents to indicate what would they want KCCA to do from 1 to 5, being the above mentioned options in the two extremes of the scale (Figure 43). 70% of the respondents would prefer to designate funds to those neighborhoods in the city that need it the most. LC1 chairpersons agree with citizens in this principle and 66% of them would also choose that option.

Figure 43: Principles of Budget Allocation



In Figure 44 the data is disaggregated by division of the city, gender and political engagement. In all divisions citizens prefer to assign resources to the neediest areas, and the variation between them is small; in Makindye 72% of citizens selected this option while

in Kawempe it was 68%. By gender, we also see a small difference between men and women, and between politically engaged and disengaged people, with all of them rooting for investing in the poorest areas. In Figure 45 we disaggregate by education and health. We do not observe any particular pattern among those groups, in which all of the wealth and education groups prefer overwhelmingly against allocating resources to encourage growth.

Figure 44: Principles of Budget Allocation by Group

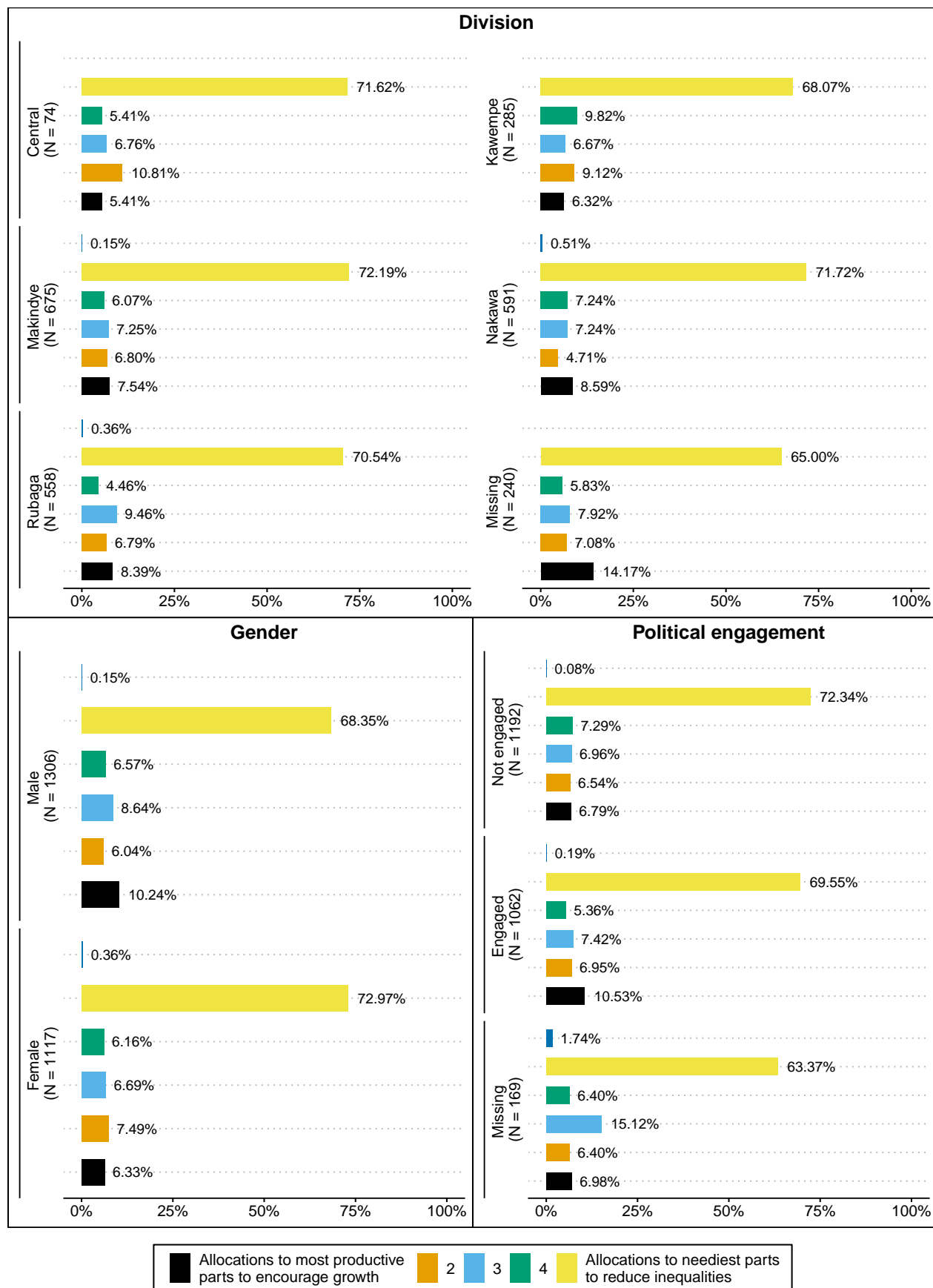
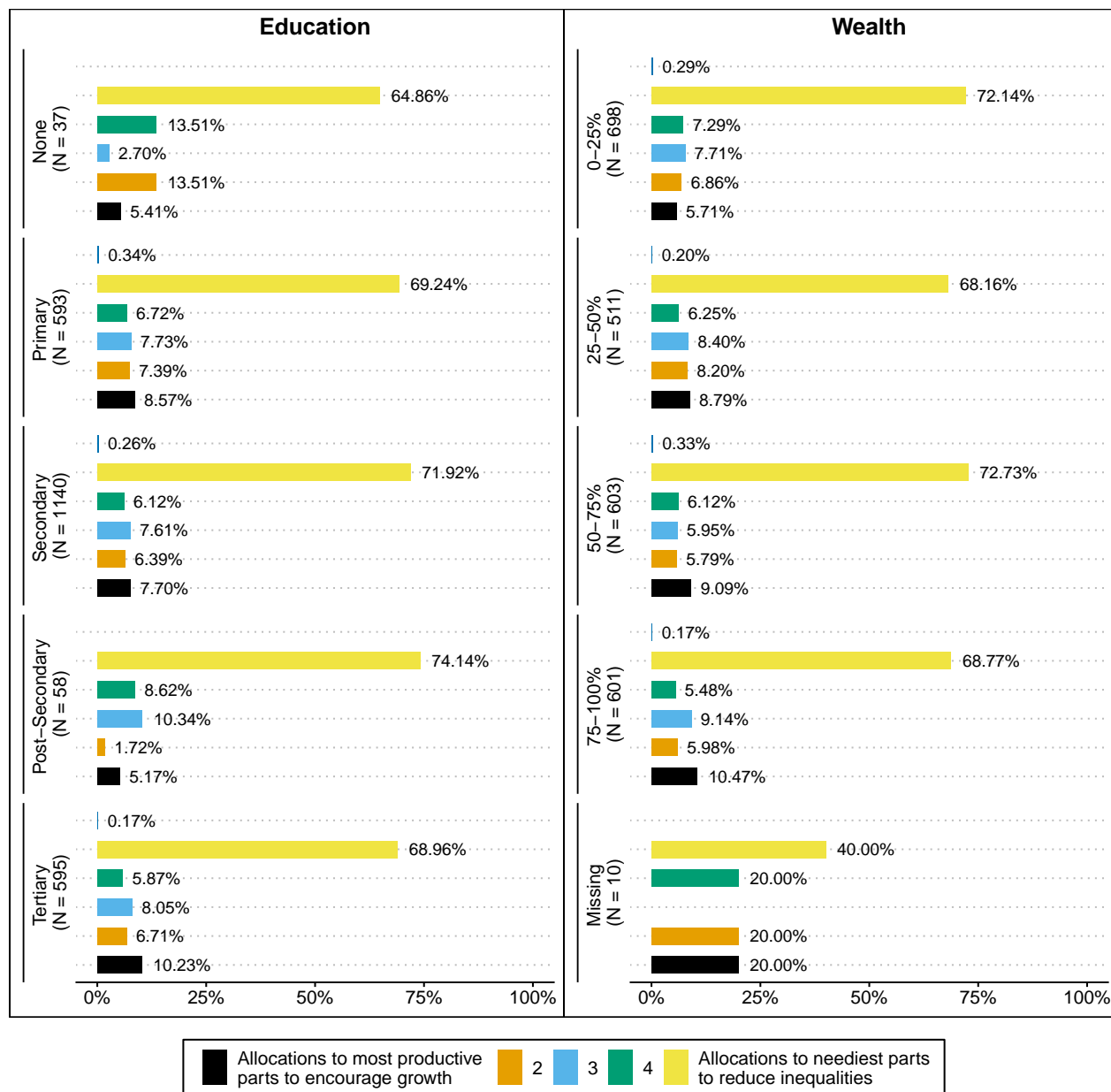


Figure 45: Principles of Budget Allocation by Group

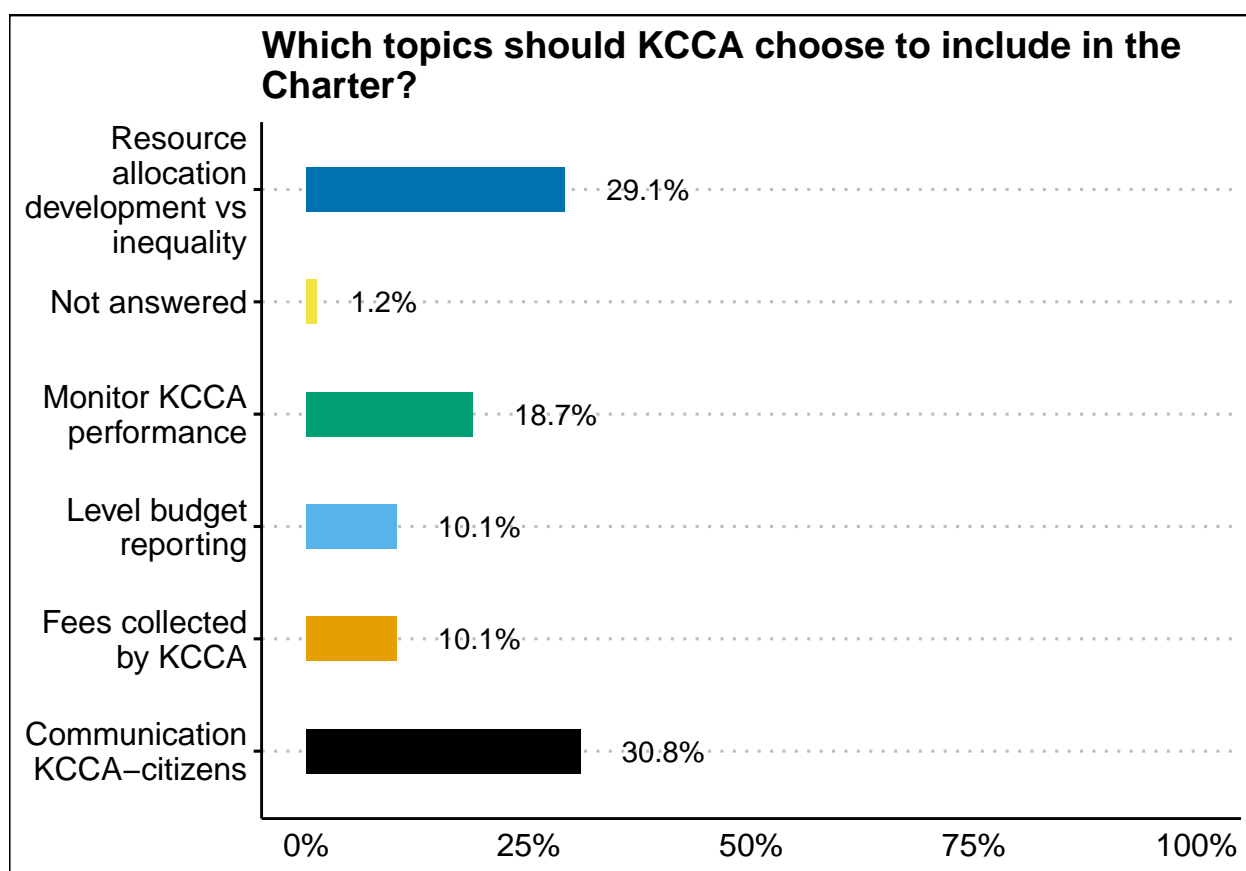


A striking pattern across all items is that we see high levels of agreement on these principles overall and across social groups. Variation exists, but never enough to alter the priority rankings. A second pattern that emerges across issues is that preferences broadly endorse community engagement, social welfare, and are supportive of KCCA action while expecting modern approaches to monitoring: citizens emphasize inclusion and equity, they recognize KCCA expertise and support current taxation levels, but expect external monitoring and complaints mechanisms.

3.9 Most important principles to include

Which of these principles are the most important ones to be included in a Charter for Kampala? We collected data on this question at the end of consultative meetings. We plot the preferences in Figure 48. The majority of attendees of the meetings lean towards including the communication between KCCA and the citizens (31%), followed very closely by the resource allocation between needy and productive areas principle (29%). The third preference, with 19% of the citizens voting for it, is the monitoring the performance of KCCA. The last two principles, with 10% of votes each, are the level of budget reporting, between division, parish and village, and the level of fees collected by KCCA.

Figure 46: Which topics should KCCA choose to include in the Charter?



We noted LC1 chairs were also given an opportunity to propose principles for the charter. In practice most respondents identified priority areas rather than general principles; these priorities are described in the next section. The main principle proposed by multiple LC1s relates to engagement of LC1s in decision making:

Principle: "LC1s should be considered in decision making at all levels."

In addition, many LC1s proposed that LC1s be given increased recognition, be provided

with identity cards, and be compensated by KCCA for their work.

4 Charter Standards

Beyond general principles, citizen charters commonly include specific guarantees for standards of service delivery. Indeed, such guarantees are in some ways the most actionable items in a Charter, giving citizens rights to make specific claims on the Kampala authority.

Such claims are often of the form: “Service X will be provided within Y days following a request by citizens.” Exactly which services to include in a charter and what service standards are to be guaranteed needs to be determined by KCCA departments. We can, however, shed light on which services feature most prominently for citizens and might, for this reason, be primary candidates for inclusion as items in the Charter.

What do citizens and LC1 chairpersons see as the most important areas of public service delivery that KCCA is responsible for? We collected data on this question both in the exit survey, with those citizens who attended the consultative meetings, and in the survey that we conducted with LC1 chairs in July 2020. Note that citizens views were collected before the Covid-19 crisis hit the country, while LC1 chairs answered during the lockdown. We also had access to the data from the satisfaction survey that KCCA ran in 2018. Thus, we compare citizens answers in the two surveys; the satisfaction survey conducted by KCCA and the exit survey conducted by the research team.

4.1 Citizen priorities on Charter Standards

Attendees to the consultative meetings roads and public transport answered the following question:

The Charter might contain specific standards for service delivery. For what area of service delivery would you most like to see specific standards in the Charter?

They could choose up to three areas so the data presented in Figure 47 represents the share of respondents that chose the particular area among their three preferred choices. In the KCCA satisfaction survey respondents answered the question:

KCCA, like all service providers including the Government of Uganda, has to prioritize its investments across the different services it provides. What would be your top Five priorities amongst the services KCCA provides listed below?

In this survey they could also choose five areas. Since the question is formulated slightly differently, we won't focus on the exact percentages of the answers, but the level at which

Sector	Men exit survey	Women exit survey	All exit survey	Men satisf survey	Women satisf survey	All satisf survey
Roads and public Transport Services	0.55	0.48	0.52	0.58	0.49	0.53
Medical and Health Services	0.44	0.52	0.47	0.57	0.61	0.59
Solid Waste Management	0.45	0.49	0.46	0.25	0.35	0.31
Management of the City Infrastructure	0.45	0.40	0.43	0.32	0.33	0.33
Education services	0.22	0.33	0.27	0.42	0.41	0.41
Public Health and the City Environment	0.25	0.21	0.23	0.20	0.24	0.22
Water and sanitation	0.15	0.17	0.16	0.21	0.26	0.24
Physical Planning and Land Management	0.17	0.10	0.14	0.20	0.15	0.17
Customer Care	0.12	0.15	0.13	0.10	0.12	0.11
City Public Toilets	0.06	0.06	0.06	0.18	0.18	0.18

Table 2: Citizen priorities for service areas.

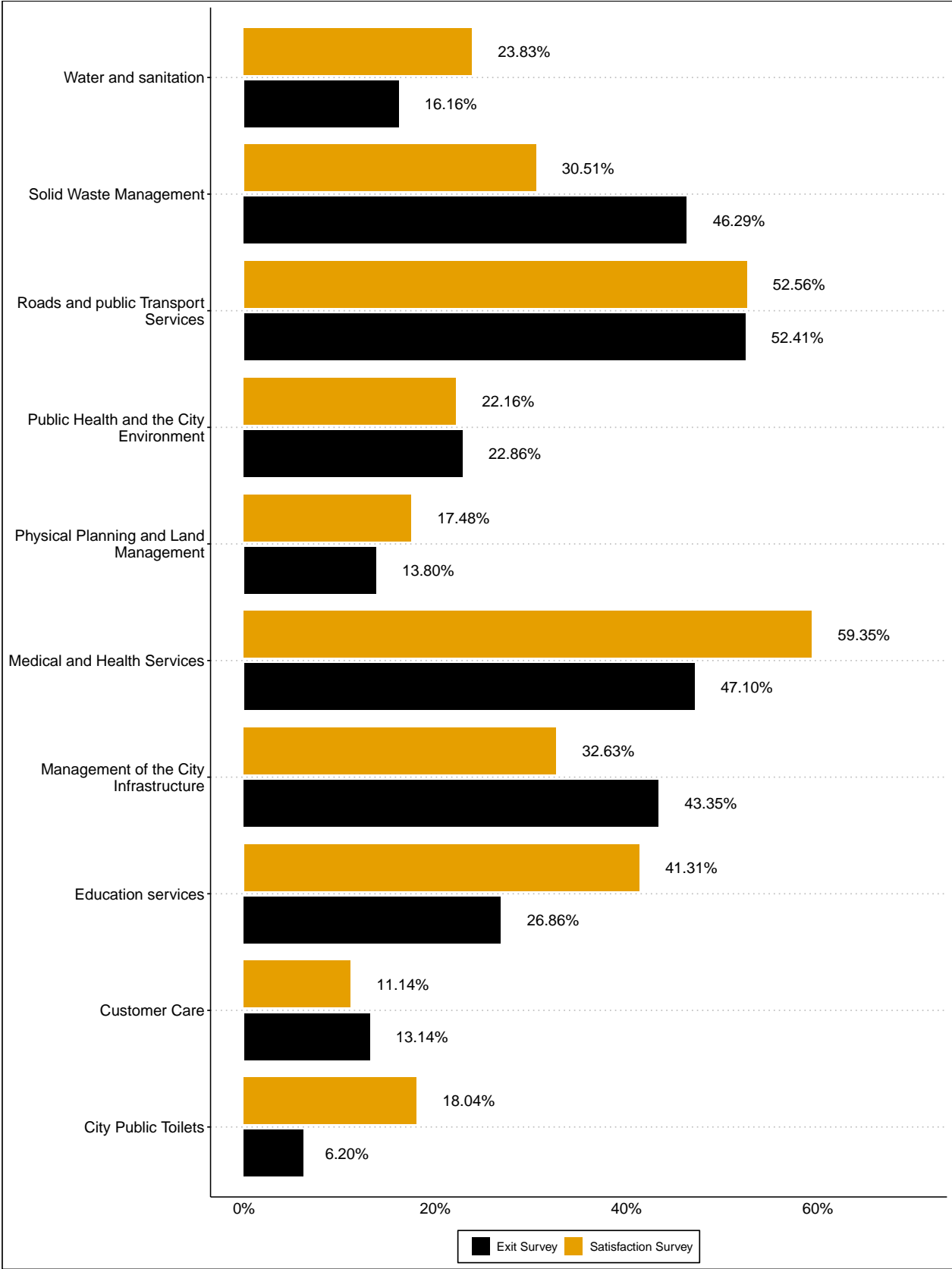
respondents indicate is a preference for them.

Data shows similarities between the answers to the two consultative processes with small differences. Among attendees to the meetings, the most preferred area to be included is roads and public transportation, with 52% of them selecting these among the first three options. The same share of participants in the satisfaction survey selected roads as a priority area (52%), but it was not the most selected one, which was medical and health services, with 59% of selections. Among the participants in the meetings health services was the second area. Thus, the two priority areas for respondents of the KCCA survey and participants in the meetings are the same: roads and health services.

Solid waste management and management of city infrastructure are the next areas of concern for meeting participants. Exit survey respondents have similar views, they mention those two areas and include education in their top five concerns.

In Table 2 we show differences by gender among the respondents to the two surveys. Among the participants in the meetings, women prefer education and health more than men, while men prioritize roads and physical planning. In the satisfaction survey the differences are smaller, but we do find that female respondents prioritize solid waste management and water and sanitation, while their male counterparts are more likely to mention roads and physical planning as areas where KCCA should focus their efforts.

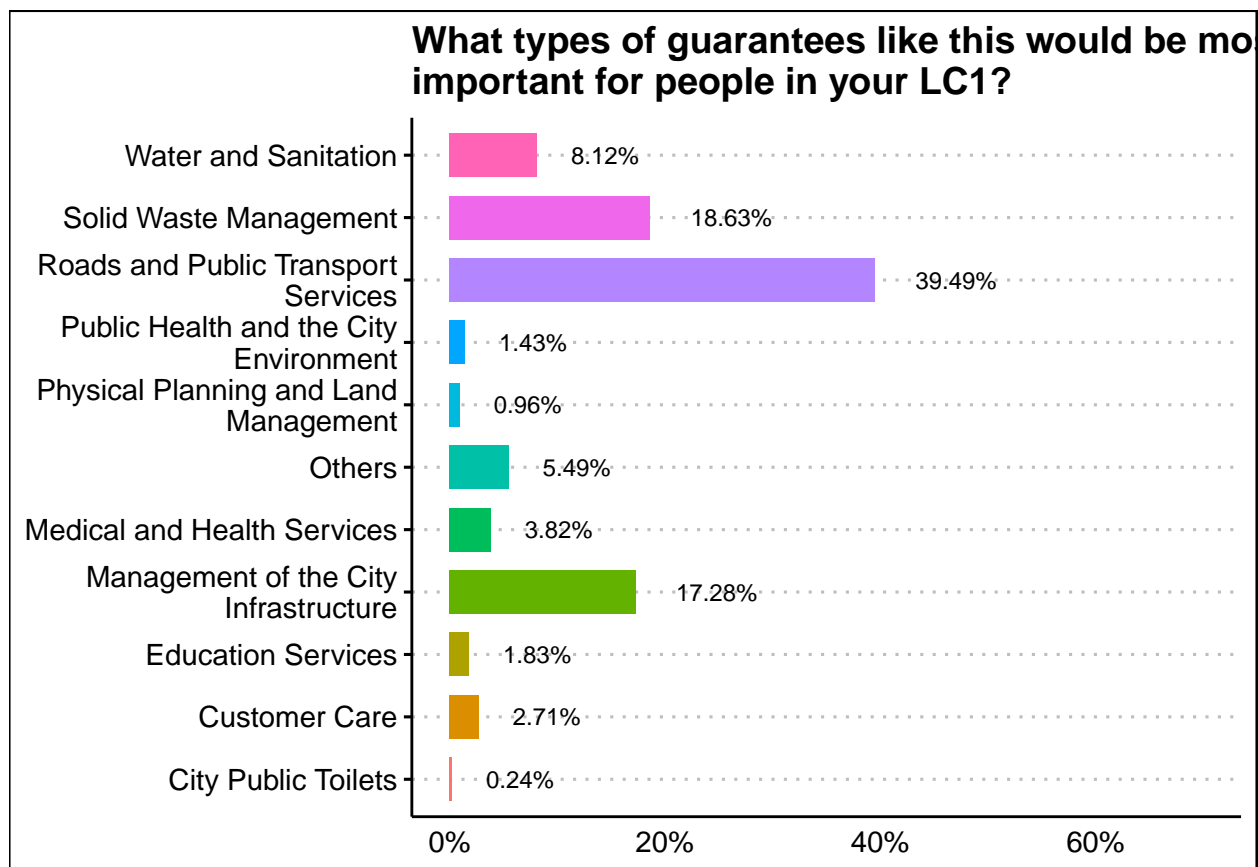
Figure 47: Charter standards



4.2 LC1 priorities

We also asked LC1s about their beliefs on what guarantees would be most important for citizens in their LC1s. Most of them (40%) emphasized roads and public transportation, which is in line with citizens preferences (in Figure 47) followed by solid waste management (19%) and management of the city infrastructure (17%), which are also among the first concerns for citizens participating in meetings and answering the KCCA satisfaction survey. These results broadly confirm our findings from our citizen data, though we note that health services figures much less prominently in LC1 reports.

Figure 48: What types of guarantees like this would be most important for people in your LC1?



The LC1 respondents also provided specific suggestions for items to include. We provide these suggestions in appendices. A number of written in proposals addressed requests specific to particular LC1s, while some focused on very general behaviors. However many provided very relevant suggests for specific standards in particular areas.

The suggestions vary considerably. Many highlight the importance of KCCA responding to requests for new clean toilets; proposed standards include sending inspection teams or engineers (with timeframes ranging between 1 day and 3 months) and completing

construction (with timeframes ranging between one month and 2 years).

Many also highlight services to fix street lightbulbs, with proposed standards including commitments to visit and inspect problems (with timeframes from one day to many months) and to install or repair lights. In the area of road repair and construction also, standards requests break down between those emphasizing visits and communication and those highlighting completion of operations: to fill potholes or grade the road, within one month, or four months. Similar suggestions are provided for clearing drainage channels. Requests for garbage collection ask for commitments to collect days and in some cases weeks after requests, as well as commitments to regular services—ranging from twice weekly to monthly.

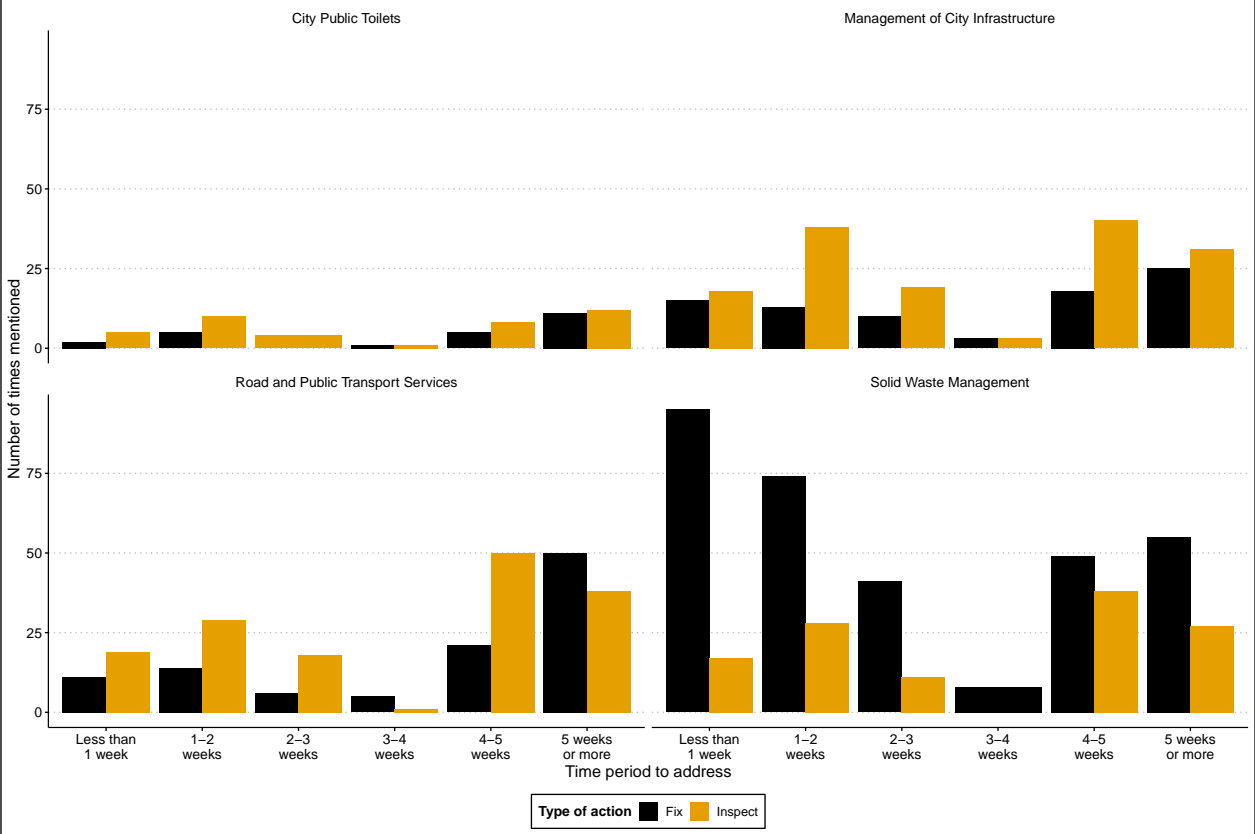
The suggested services and proposals for standards are challenging to grasp from a large table of statements, as the one presented in the appendices. For this reason, we also present a summarized version of this, by classifying all requests in one of 10 categories. For each request, we also record the standard proposed in days. The results are presented in Figure 49 on page 61, and in Figure 50 on page 62. The former figure displays the 4 most requested services: solid waste management, roads and public transport services, management of city infrastructure, and city toilets. Though each of these four service types can include a variety of specific tasks, we believe presenting them in this way offers a quick view at what Charter standards would be agreeable to a key stakeholder group: the LC1 chairpersons. These standards are further broken down depending on whether the task involves inspecting a problem that has been reported, or actually fixing this problem.

Figure 49 reveals that for a service like solid waste management, LC1 chairpersons propose a swift intervention: any signaled problem should be fixed in less than a week, or at most between 1 and 2 weeks from the moment at which it's reported. On the other hand, for roads and transportation services, the majority of LC1 chairpersons are willing to accept a longer timeline, of at least 2 weeks. This latter situation is also seen in the case of managing the city's infrastructure.

In the areas of health LC1 chairs highlighted infrastructural needs as well as commitments to inspect services. Across all areas we see then an emphasis both on specific commitments to standards of service provision but also a request for regular community contact on issues of concern to communities.

The ultimate determination of which of the many possible service guarantees to include has to be made by KCCA. The results of this research however suggest a set of principles that KCCA might refer to in making this determination. These include *credibility, visibility, equity, specificity, and continuity*.

Figure 49: Timelines for service provision based on LC1 survey: most requested services



5 Sample Charter Structure

The results presented above suggest a strong demand for a Citizen’s Charter and give pointers to key elements to include in the Charter.

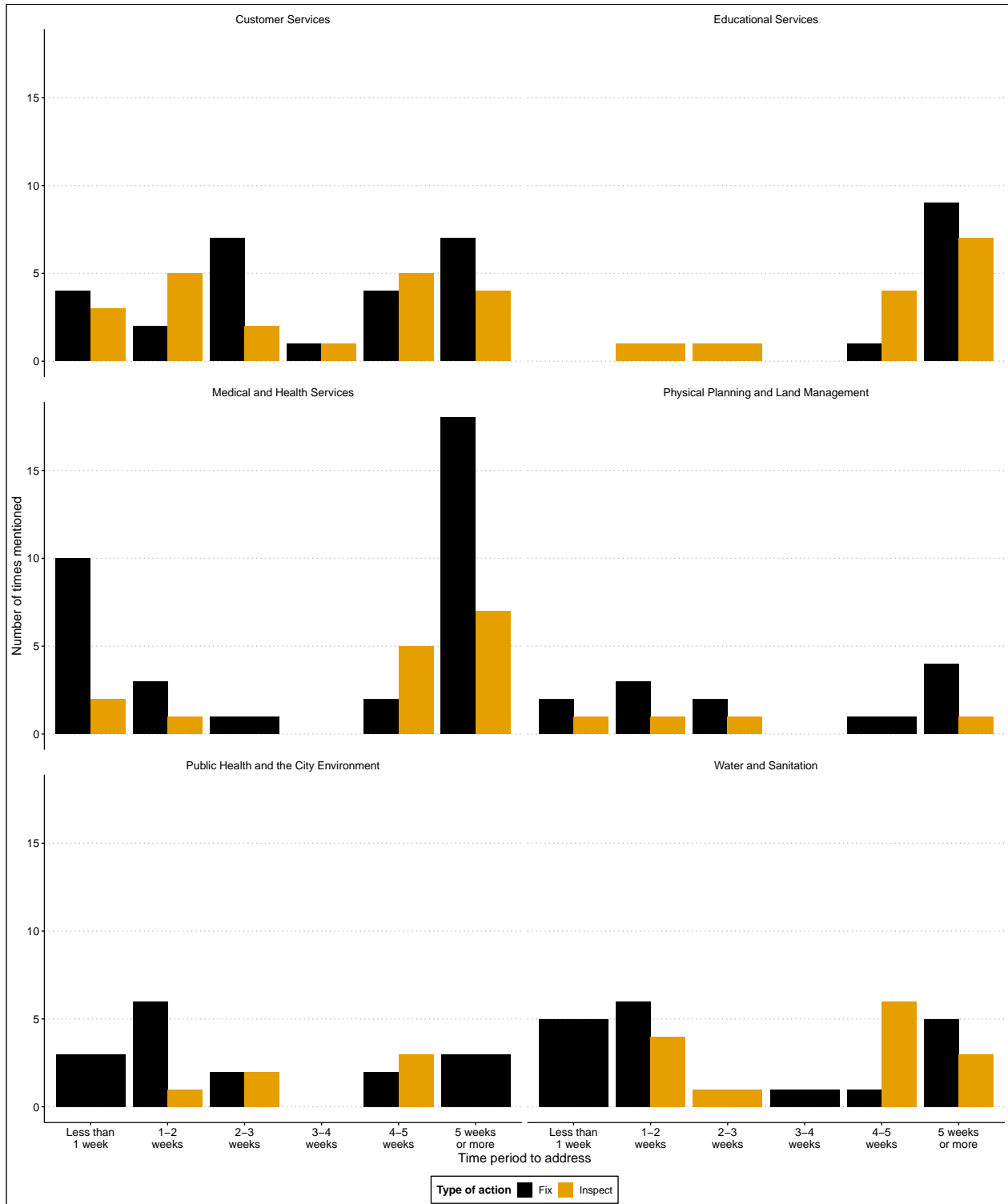
Decisions over the specific contents should be made by KCCA. We provide here a set of ideas and principles that may be helpful for this process. To do so we build on the findings from consultations in Kampala, as well as on broader literature on charter construction.

Below we describe a model for a Charter building on these findings. We emphasize that this is meant for illustrative purposes only, with placeholder text used throughout.

The illustration has the following features:

1. *compact*: the illustration can be printed on a single page—which could be produced as a poster or even as a flyer; this reflects a premium placed on communication, and can be contrasted with much lengthier charters used in some organizations that appear more like a set of technical regulations
2. *simple language*: the illustration is jargon-free and is meant to be legible to ordinary citizens

Figure 50: Timelines for service provision based on LC1 survey: least requested services



3. *principled*: the illustration restates KCCA’s vision and mission statement; it adds an illustrative set of principles that relate specifically to relations with clients, in line with those that emerged from citizen consultations

4. *specific commitments*: the illustration provides a set of specific commitments for three sorts of action by KCCA: *regular* actions—such as regular meetings, *inquiries*, with usually shorter time horizons, and *responding* to issues, with longer time horizons and dependent on the outcomes of inquiries. When determining the details of these specific commitments KCCA might take consideration of:
 - *credibility*: select targets that KCCA will be able to deliver on
 - *specificity*: select targets that are specific enough so that citizens and oversight bodies can easily assess whether they have been met or not
 - *responsiveness*: ensure that commitments address issues raised by clients and that they can be seen to do so
 - *equity*: ensure that commitments are consistent with equity principles and do not disproportionately favor some groups over others
5. *redress procedures*: the illustration includes provisions for monitoring and redress. Details are not provided in the example, but in a final text contact information could usefully be provided in these locations.

KAMPALA CITIZEN'S CHARTER

indicative text: for discussion only

Kampala Capital City Authority: Our **vision** is of a vibrant, attractive and sustainable city. Our **mission** is to deliver quality services to the city. Our core **values** are excellence, integrity, innovativeness, teamwork and client care.

This **Kampala Citizen's Charter** outlines the standards that Kampala's residents can expect—and demand—of the KCCA. It is based on the principle that KCCA should be answerable to the residents of Kampala for the standards that the authority delivers.

1. KAMPALA CHARTER PRINCIPLES

- Kampala residents can expect equal treatment from the KCCA irrespective of nationality, gender, ethnicity, religion, or wealth or status.
- Kampala residents can expect to have a voice in KCCA decisions that affect them.
- Kampala residents can expect KCCA to deliver quality services to the city in ways that reduce disparities between different parts of the city.
- Kampala residents have a right to information on the activities and expenditures of KCCA including, to the extent possible, expenditures targeted at local levels.

2. KAMPALA CHARTER COMMITMENTS

KCCA is committed to upholding specific standards of service delivery. Among these:

- All requests for services will receive acknowledgment and an initial response within [3 business days]
- KCCA officials will visit and meet with residents of each LC1 and LC1 committees in open fora at least [once per year].
- Requests for garbage pickup will be assessed within [one month] and, if appropriate, acted upon within [two months]
- Requests for clearing drainage channels will be assessed within [one month] and, if appropriate, acted upon within [two months]
- Requests for fixing pot holes will be addressed within [one month] and, if appropriate, acted upon within [two months]
- Requests for fixing broken street lights will be addressed within [one week] and, if appropriate, acted upon within [two weeks]
- Requests for new toilet facilities will be studied within one month and, if appropriate, acted upon within [six months]
- Health care facilities will be inspected at least once per [quarter]

3. KAMPALA CHARTER IMPLEMENTATION AND OVERSIGHT

The KCCA recognizes the importance of external oversight to ensure continued excellence in service delivery. To this end:

- Kampala residents have a right to make complaints to a third party when they are dissatisfied by the performance of the KCCA. [Details]
- The performance of the KCCA with respect to the commitments in this charter will be overseen and reported on by [Details] on an annual basis

6 Appendix

6.1 Project background

In the summer of 2018 KCCA contacted the research team from the WZB Berlin Social Science Center to design the data collection process that could lead up to a Citizens' Charter. The goal of a charter would be to strengthen accountability mechanisms between the institution and the citizens of Kampala. The Charter is intended to spell out the core parameters of the process of service provision in the city. These parameters can be set on a spectrum of varying precision: from diffuse promises of "reasonable" waiting times to precise specifications of, for example, days of waiting, documents needed, fees required, offices that are responsible for addressing complaints, and contact details of responsible officials. The parameters themselves are not legally enforceable, but do represent yardsticks by which citizens can assess bureaucratic performance.

6.2 Project stages and timeline

The project started by meeting KCCA officials and agreeing on the scope of the project. This involved a visit from the research team in April 2018 in which we learned about the structure of the organization and the needs and constraints the staff faced. During this visit we had a chance to visit all the departments that had an interaction with citizens, and to better understand the different contact points through which the institution makes contact with its customers. The research team committed to prepare a report for KCCA with the preferences of the citizens of Kampala collected in two ways: through a survey with a representative sample of citizens, and through a more intensive consultative process, in which a subsample of those individuals would take part.

The research team started applying for grants in September 2018; these were intended to cover the costs associated with the project and the implementation of the citizen consultations. In the meantime, the team and KCCA worked on designing a survey and consulting with KCCA in the topics to consult to the citizens. This materialized in a workshop with KCCA officials in January 2019. During this two-day event the research team had the opportunity to incorporate feedback from KCCA mid-level and high-level staff on the proposed stages of the Charter project. KCCA staff were also given the chance to comment on the usefulness of a battery of items that was meant for inclusion in the baseline survey of Kampala citizens. Over the course of Spring and early Summer 2019 the research team, supported by our implementing partners, Innovations for Poverty Action (IPA) Uganda, refined the data collection design and performed the sampling and the randomization for

the baseline survey.⁴ It was important to find a representative sample in order to illustrate the preferences of all type of citizens in Kampala, regardless of their socio-demographic characteristics and the previous involvement with KCCA or interest in politics.

The baseline was conducted between July and September 2019, using a team of enumerators trained and managed by IPA Uganda. The final sample size was 2,312 individuals, with 2,072 of these recruited based on their residential address, and the remaining 240 recruited on the basis of their profession (e.g., *boda boda* drivers, *matatu* operators, market sellers).⁵ Following the completion of the baseline, the research team designed the process of citizen consultations, which kicked off in mid-November. 188 such consultations were organized between mid-November 2019 and the end of February 2020, with a typical consultation attended by 6–7 citizens and lasting, on average, between 65 and 70 minutes.

6.3 Sampling procedure

In order to achieve a representative sample of respondents across Kampala, we rely on two strategies:

1. A geographical sample of 2,064 residents in Kampala;
2. A booster sample of 240 respondents from organizations that represent specific professional categories who conduct their business in Kampala, such as market vendors, motorcycle taxi drivers, or *matatu* taxi operators.

This approach allows us to capture respondents who are residents in Kampala through the geographical sampling, as well as those who work in Kampala but might reside in neighboring areas to the capital. These 2,304 respondents are allocated to 288 units of randomization. To obtain these, we sample 258 villages in Kampala and 30 clusters from the professional groups mentioned above. In each unit we selected 8 respondents, for a total of 2,304 respondents. Both men and women who are over 18 years old, are Ugandan citizens, and who reported being able and willing to attend the meetings are deemed eligible for participation in the study. Their availability for attending meetings was assessed through a direct question asked immediately before the baseline survey. Any individual who declared they would not be willing to attend consultative meetings was not included in the baseline. Though our geographic sample aimed at maximizing territorial coverage, this was harder to achieve with our professional sample, as we were restricted to sample from specific locations (markets, taxi parks, or motorcycle taxi stages).

⁴More details about the sampling strategy used in the project can be found in the following section.

⁵This booster sample of 240 ensured we recruited sufficient numbers of citizens who interact more intensively with KCCA by virtue of their profession: obtaining permits, or paying taxes.

6.3.1 Geographic sample

Each of the selected villages was “sliced” into 8 geographic areas based on longitude and latitude. From each of these areas one building was randomly sampled with probability proportional to its surface area (under the assumption that residential buildings with a larger surface areas house more households). Any sampled building that, upon inspection, was determined to be a commercial one was replaced using a protocol we devised. If the building was residential, or part residential and part commercial, the enumerator would do a census of all units in the building, and randomly select one to interview. Once the unit was selected, the enumerator would do a census of all unit members who were 18 and Ugandan citizens. The respondent of the designated gender would be randomly selected from among the ones available.⁶ If none could be found of the designated gender, the enumerator would replace the building based on the protocol.

If there was more than one residential unit in the building the enumerator listed all the residential units (skipping shops or other businesses) in a form, and systematically assigned numbers to them. A randomization table programmed in the tablets used by enumerators randomly picked one number from 1 to n , with n designating the total number of housing units in the building.

6.3.2 Profession-based sample

A further 240 respondents were selected by virtue of their profession. Here we include: *boda-boda* drivers, *matatu* operators, market vendors, and furniture makers. For these groups we typically operated with a sampling frame (*matatu* operators, furniture makers, and market vendors⁷). The only exception to this were *boda-boda* drivers, for whom we sampled villages geographically, did a census of all stages in a village, and then randomly selected participants from stages in proportion to the size of the stages. Market vendors were sampled by means of a “random walk” procedure after randomly sampling markets with probability proportional to size (based on the numbers of registered vendors).

6.3.3 Replacements

The need for replacing respondents, as well as entire villages, appeared early on in the course of the survey. This was due to a few factors:

1. The lack of information in our GIS data regarding buildings. We could not distin-

⁶In each village, 4 men and 4 women had to be selected. By design we excluded those without Ugandan citizenship from our population of interest.

⁷For market vendors we worked with a list of all markets in Kampala and the number of registered vendors in them.

guish between commercial and residential structures in our data, which meant that enumerators had to replace many commercial buildings and, in some cases, entire villages that were predominantly comprised of commercial structures.

2. The relatively small size of some villages, which meant that enumerators would only complete 5–6 surveys in some villages, after all replacement of buildings had been done.
3. The tight control the research team exerted over the process: enumerators were sent to specific geographic points; gender could not be replaced inside a household; households could not be replaced inside a building.

When replacing entire villages we did so by selecting a replacement village from among all 1st order and 2nd order neighboring villages, with probability proportional to the size of the village (in terms of numbers of buildings). All in all 15 villages had to be entirely replaced. Partial village replacements had to be performed when enumerators managed to do only part of the required 8 surveys, until they exhausted all possibilities of replacement of buildings. In these instances, enumerators asked for a set of “top-up” sampling points from a neighboring village, which we did by adopting the method described above: sampling from all 1st order and 2nd order neighboring villages. A total of 50 villages had to undergo partial replacement. In 35 of the 50 a single round of replacement was enough to gather the 8 needed surveys; the remaining 15 villages required a second round of replacements.

6.4 Sample representativeness

We present in this section evidence that speaks to the quality of the sample we collected. We benchmark estimates from a few questions included in our baseline survey to the corresponding questions asked during the 2014 Census. The census information we use comes aggregated at the level of city division, which required us to also aggregate our baseline information at the same level.

Figure 51: Educational level

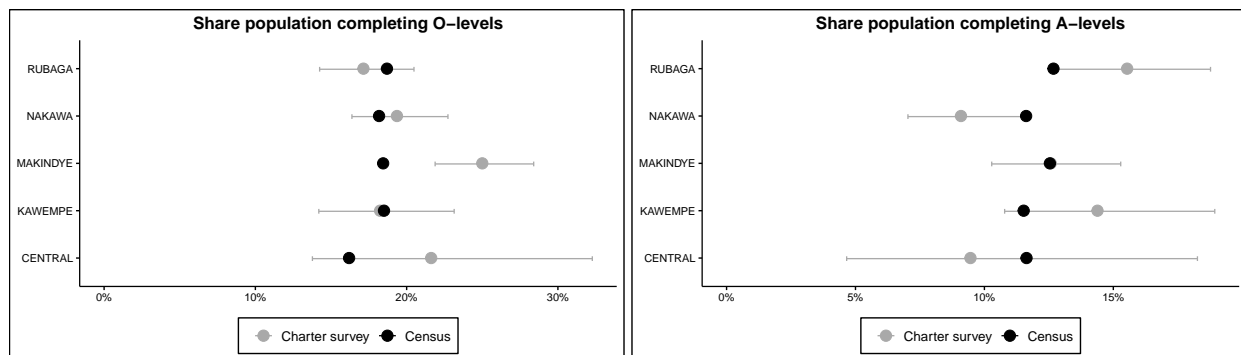
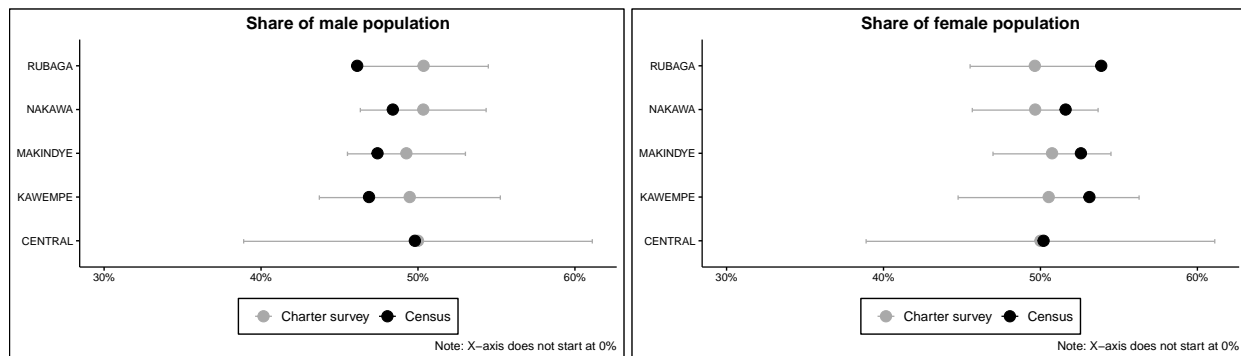


Figure 51 reveals how well the sample we gathered matches the corresponding census

figures for two population characteristics: the share of residents with completed O-levels and A-levels in school. In the plots, the light blue dots show the estimate of the shares from our Charter survey, while the dark blue ones present the Census value. The confidence intervals are depicted with horizontal light blue lines.⁸ In terms of education, our survey seems to have approximated population characteristics quite well. Almost all differences are within the margin of error for our survey. The sole exception is the share of respondents completing O-levels in Makindye division, where our survey over-represents them compared to the Census proportion.

Figure 52: Gender profile



Our sample represents a reasonably accurate snapshot of the gender composition of the city (Figure 52), though in the case of age, there is a visible tendency to undersample younger people. As Figure 53 reveals, in almost all divisions those aged 18–20 represent between 9% and 10% of the population, compared to between 3% and 8% in our sample. Correspondingly, we are slightly oversampling the older population in at least 2 divisions: Rubaga and Nakawa. Though relevant to keep in mind when interpreting our results, we believe that these deviations are not considerable.

The case of household wealth is more problematic, as Figure 54 reveals. Irrespective of the item in question, whether it be a radio, bicycle, television, or computer, the Charter survey overestimates the share of individuals who possess these items by about 10 percentage points compared to the true share revealed by the Census. To an extent, this is to be expected, as wealthier respondents are more likely to be home when enumerators come, as well as more willing to give their time to answer a long questionnaire. Even so, this slight skew in our sample should be taken into consideration when we present our results.

⁸Given that the Census reports the population value itself, this naturally has no confidence interval associated with it. The confidence intervals for Central are much wider than for the other divisions because fewer respondents were sampled from there (due to the much larger concentration of commercial buildings in this area).

Figure 53: Age profile

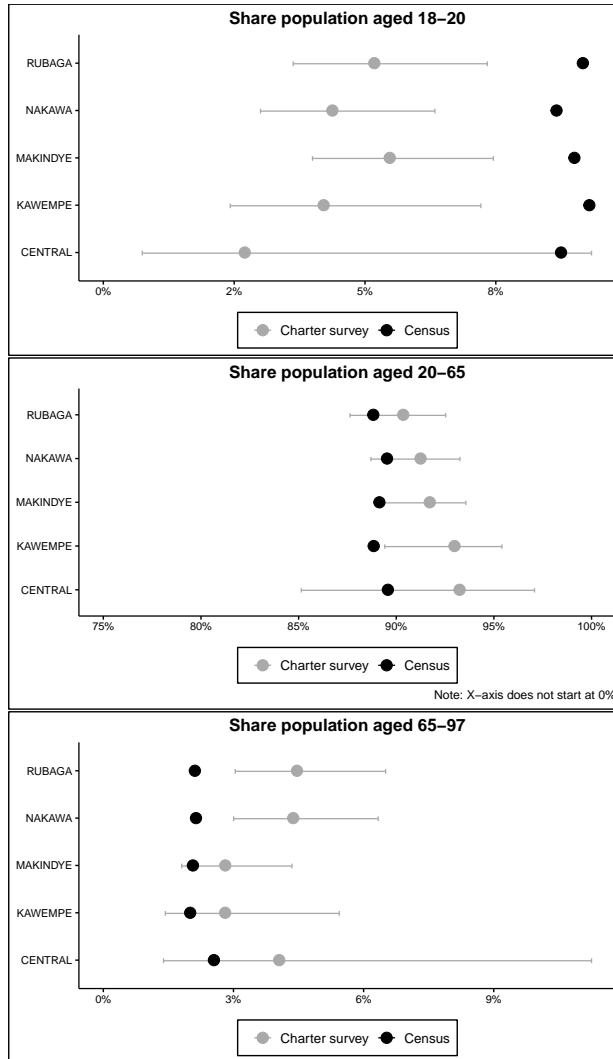
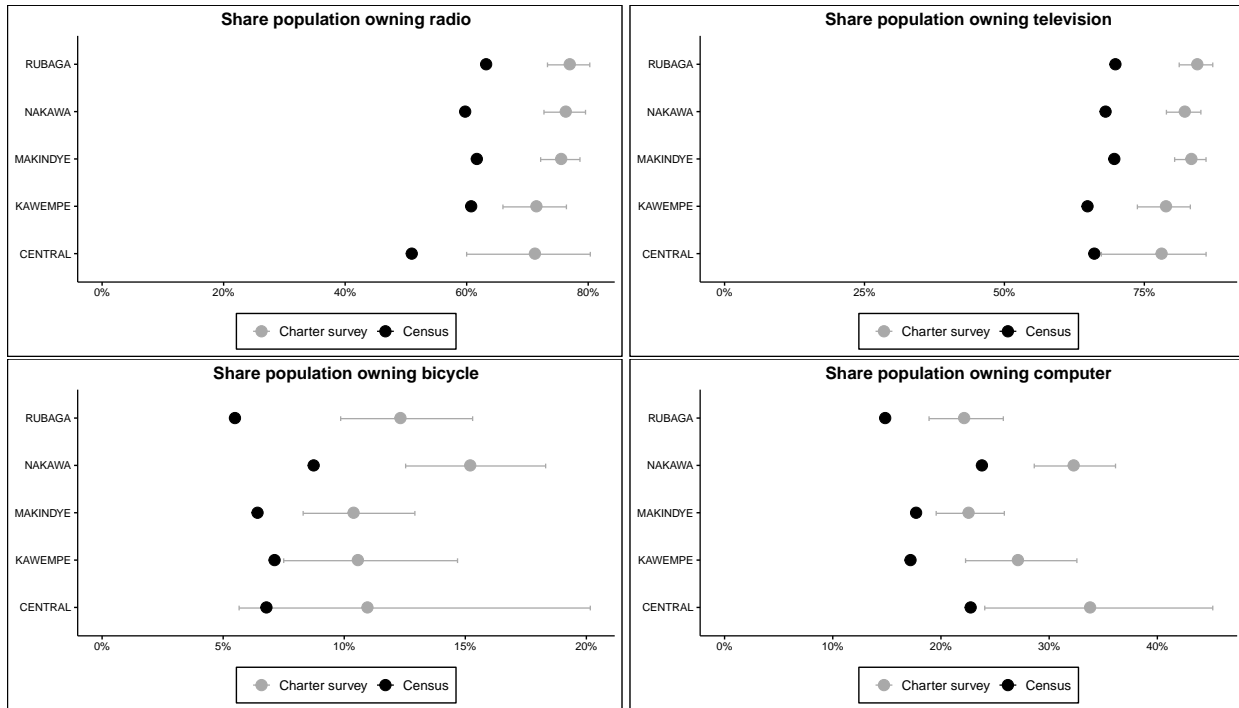


Figure 54: Household possessions



6.5 LC1 Survey

We conducted a phone survey⁹ with the LC1 chairpersons of Kampala between 21 July and 3 August 2020. We interview the LC1s after the consultative meetings in order to include their preferences and priorities in the report to KCCA. Our sample was composed by the LC1s in all villages in Kampala. 628 of 824 of LC1s responded to the survey. The remaining LC1s did not want to participate in the survey or wanted to be interviewed in person in the offices, which was not possible at the time of the implementation.

6.6 Citizen consultations and the exit survey

As part of the data collection process we also gave a random subsample of villages in our sample the possibility to express their preferences for Charter design in a more unstructured format than what a survey could allow. This was done by means of 188 *collective consultations* held with citizens around Kampala. From the total of 288 villages (also called “LC1 units”) that were randomly sampled for participating in the baseline survey, two thirds were randomly selected to take part in consultations. These consultations were facilitated either by a KCCA employee (ward administrators from the division city halls), or by a KCCA employee that was trained in facilitation techniques. Table 3 on page 72 presents a summary breakdown of our sampled respondents and LC1 units based on

⁹We had planned to interview them in person but had to change the plans due to COVID-19 regulations.

whether they were allocated to a consultation, and what type of consultation it was.

		N planned	N realized
T_0 : Control	Villages	96	97
	Individuals	768	773
T_{1_1} : IPA-led consultative forums	Villages	96	93
	Individuals	768	745
T_{1_2} : KCCA-led consultative forums	Villages	96	95
	Individuals	768	761
TOTAL	Villages	288	285
	Individuals	2304	2312

Notes: ¹ T_0 contains 97 villages instead of the planned 96 due to one respondent accidentally sampled in village ID 904; this village should have been replaced entirely by our field team. ² In 8 villages no meetings could be organized even after repeated mobilization attempts, due to an insufficient number of participants. In these instances we opted to combine 2 meetings into 1, which is why we have fewer realized meetings than initially planned.

Table 3: Citizen consultations sample

All 8 residents sampled from an LC1 unit for our baseline were also invited to the consultations if their village was selected in this subsample. The meetings themselves in a small hotel venue situated at a small distance from a few villages, so as to serve as a central location for meetings in all these villages. The citizens were called in advance of the meeting, and also reminded about the event on the same day. We provided the participants with money for transportation to the event and refreshments. At the consultative meetings citizens discussed basic parameters of the Charter in order to elicit their preferences for a design. During the meetings two survey enumerators recorded real-time interactions among participants, and between participants and the facilitator.

The meetings themselves were organized between November 18, 2019, and February 25, 2020, with a break of about 4 weeks between December 18 and January 14 due to Christmas holidays. 1,225 citizens attended our consultations, of which 913 took part in our baseline survey as well. The remaining 312 respondents were recruited from around the meeting venue on the day of the consultation, to ensure that a minimum number of 6 citizens attend the consultation. These 312 replacements constitute a convenience sample, though gender parity was ensured by requiring that a replacement participant has the same gender as a missing participant.

In each consultation a similar set of topics was discussed:

1. At which level of aggregation should KCCA report budget allocations in the city?
2. What is the best channel for KCCA to keep in contact with Kampala residents about new activities and how tax money is used in the city?

3. How should KCCA's performance in meeting the standards spelled out in the Charter be tracked?
4. Should the taxes and fees KCCA collects in the city be increased, provided that more services are offered to citizens?
5. Should KCCA focus on productivity potential or reducing inequalities when making budget allocations around the city?

After discussing each topic the group of citizens was asked to report the "group preference," which was recorded by the meeting facilitator in an instrument that reported meeting outcomes. In addition to the decisions on these 5 outcomes this instrument also recorded 3 areas of city management in which KCCA is doing a particularly good job, and 3 corresponding areas in which KCCA was not doing so well. Upon exiting the consultation meeting each participant also took part in a short *exit survey*. As part of this process they were asked about their personal preference on the 5 topics mentioned above, as well as whether they were happy with the group's decision.

6.7 Messages from citizens

text	n
1.there should be a change in kcca's enforcement / small businesses should also be offered help. / even sports should be attended to on zone level.	1
About how the money is used or let's say budget for the service delivery of KCCA, I wanted to know	1
According to the kalerwe lc1 citizen, we want our opinions to be put in consideration and to move on our opinions.	1
Add in more effort in Education standards.	1
After deciding on what to include in the charter on what is taken up and included before making the final copy or decision.	1
Aged people and the disadvantaged ones should be tax exempted	1
All has been well presented	1
Am suggesting that even markets should be included in kcca's priorities	1
Animal theft in our area.	1
Appreciation to the IPA for coming to ask us about our views towards the development of our areas	1
As an individual I would urge the KCCA organ to give basic necessities to people that live in slums such that they can also enjoy their world confidently.	1
Ask the name of Kcca official.	1
Assist on finding sponsors for their children.	1
At least they should have job vacancies for the members present.	1
Awaiting it's expected implimentations	1
Birth certificates	1
Boda Boda leadership needs to be changed	1
Boda Boda should be got where to be put because they fill everywhere.	1
Bring more services nearer to the people around the community	1
Buildings which are in old fashion should be eliminated in the centre	1
Call for more meetings	1
Cameras on the village roads	1
Can KCCA give us jobs for us who was unemployed.	1
Capture the good /postive role of KCCA things done.	1
Charging toilet	1
Charter consultation was good because it checks on improves organisation performance.	2

Charter should be concerned about the means of transport and rates for different stages.	1
Charter should follow all these issues properly	1
Chasing vendors off the streets without a plan	1
Children on the streets are still so many and mad people in the city.	1
Collection of taxes / Accountability	1
Concerning monitoring and evaluation the team responsible for it should at least consider having a member from KCCA	1
Continue calling more people	1
Copy from Sebana KIZITO for more of them	1
Corruption	2
Corruption in kcca	1
Corruption is too much in kcca officials	1
Discussions on the boundaries of kampala.	1
Doctors should care more about women giving birth.	1
Does this charter already have divisional out reach to the community people.	1
Drainage system should be improved to improve the out look of the city.	1
Drainages are in a sorry state and pot holes so many.	1
Elderly people should be exempted from property tax	1
Elect kcca representatives besides councillors as these eventually turn so political and forget their responsibilities	1
Electricity	1
Emphasized water and drainages	1
Employment opportunity.	1
Every time I hear about re elections throughout the country. We need services Not re elections .	1
Everything has been clear.	1
Extend health facilities to villages	1
Finding more information on government workers who are not in pay roll	1
Follow up KCCA employees that collect money from people while in hiding.	1
Unqualified schools should be closed. Hospitals should be supplied with enough medicine.	
For how long has this charter take place	1
Future leaders should take initiative for improving their area which they lead their citizens. Commitment should be in forced in their duties.	1
Good innovation	1

Government hospitals should have medicines for all kinds of sicknesses such that people don't suffer	1
Grabbing of land by the rich.	1
Happy about the charter because they have come to village level	1
Have pity on the common man in regards in regards to tax	1
Health facilities.	1
Health inspectors should do duties,also school inspectors	1
Health services in addition to drugs should be installed in hospitals Garbage collection should be worked upon Tax imposed on vendors should be fair more CCTV cameras should be installed	1
Help us and you put in practice everything discussed. We will be glad if it's done	1
High kcca officials should be in such meetings	1
Hope our concerns will be put in to action	1
Hope to reach our need and a big thanks to the charter	1
Hopefully it will be helpful	1
Hoping for the best service	1
Hospitals	1
House taxes	1
Housing policy for homesteads to improve standards of living. The authorities should have interpersonal clarity with the city citizens.	1
How sure that KCCA will listen to IPA organisation.	1
How to reduce on bureaucracy in the administration and service delivery by kcca.	1
How valuable and influency is this meet to A KCCA since IPA is just a research organisation.	1
How will the charter be enforced	1
I am not sure who's responsible for making sure nothing doers don't spend much time on the road but much emphasise should be put in that area	1
I believe that more sensitization should be done about kcca's services and also more enforcement is need to implement it's services as some individuals tend to act sturbon.	1
I hope it improves over all service delivery to residents in kampala especially the slums.	1
I hope that what has been discussed does not end in the charter.The points will help in the charter. The points will help in the charter but they should be implemented	1
I hope the charter can provide guidelines on the protection of gazetted areas like parks ,play fields, road reserves	1
I pray our views are considered	1

I request the charter to put the two options always on the question asked, not to base on one opinion. Thanks. 1

I said most of what I had to say 1

I thank the charter for their good job 1

I thank them for their work done 1

I think if action is taken, the charter will be helpful then 1

I think KCCA SHOULD do more people involved activities like in making the city clean,better public health.we as the people should not always wait for clean up or pick up trash.In the first place it should not be littered.It should start with you 1

I think KCCA should get good service eggs those under road constructions. The roads made easily get spoilt which should be looked at. 1

I think kcca should out much emphasis on street lighs even in small, this may help to cub uo even the issue of robbery on such roads 1

I think they would organise the meeting next time. 1

I think this charter would have been taken to other places 1

I think this program should start as early as possible to help the citizens 1

I want KCCA to improve on business licence 1

I want to know when and how it will be implemented. 1

I wanted kcca to improve on there car age and recruiting more workers which can help the city to improve on there sanitation in the city 1

I wish the concerned people read careful our ideas and later be included in the charter. 1

I would like the charter agreements and suggestions to be put into consideration so as to equal to the efforts part in addition to resources. 1

I would like to extend my sincere appreciation to KCCA for the opportunity given to hear my views and request to do the same next time 1

I would like to have at least a KCCA member next time 1

I would like to thank them for the good think they have done to us by brining for us these good information 1

I would love KCCA to better the health services among the common people and to improve on the state of garbage correcting cars. 1

I would love the charter to go ahead 1

I would love them to improve on development in the city. They should also take away Street kids. I would also love them to put medicine in the hospital's. 1

I would love to know more about the charter. 1

I would love to see KCCA deliver on their services. I would like to see corruption end in the KCCA so that service delivery is received by the population without stress 1

If the above things said above could put in approved,this would help improve kampala	1
If they are prepared to save taxes for Ugandans it should in practice what we discussed.	1
Improve in the health sector	1
Improve on sanitation	1
Improve on schools	1
Improvement of water areas like bore holes ,taps,dams,beaches among others .	1
Improvement on collaboration between politician and civil worker. Capacity building the LC1 officials to know their roles. To improve on security in kampala peripheral areas let have security lights in dark spots. Hamonisation of USA and KCCA taxation	1
Improvise garbage bins to avoid garbage in drainages	1
In some schools some toilets are not cared for you need to change	1
Increase on the number of roads Ensure proper allocation of funds Proper supervision	1
Inform us about the meeting days before	1
Issues of goats moving around the village.	1
It ask that my suggestions may heard	1
It is providing jobs to citizens who have no jobs and are suffering like in places of ndeeba, kironde and nakulabye .am sure kcca can use me at level of village to make kcca work to be uproved well	1
It really didn't forcus too much on implementation	1
It was fine and clear.	1
It was interesting	1
It will be very good if the charter around kampala and beyond.	1
It will help us to improve on our development and reduce on taxes on landlords	1
It would involve more people.	1
Its about the taxation upon our businesses, kcca at least should consider the standard of business before regulating tax for us	1
Its all about the property rates	1
It's very hurtful to chase these starting hawkers from the streets yet they are also looking for survival and future development.	1
Jam control,Boda boda association	1
Job creation	1
Job creation Reduce tribalism Stop corruption Support education (needy)	1
Job creation for the youth	1
Just building hospitals	1
Just thankful	1
Kcc is corrupt	1

Kcca 1

KCCA as an organisation mandated to look after the city and develop it has not performed to expectation and as compared to other countries city organisations 1

Kcca enforcement is so inhuman. A person got selling clothes is given something else after court order say tomatoes. The judge doesn't listen to the people,only prosecution side is considered 1

KCCA ENFORCEMENT team should keep that low profile discipline. 1

KCCA has done well for it to make an effort to know what's happening in communities 1

Kcca has many programs targeting mostly youths and women, I would like them to engage disadvantaged people like the deaf,lame etc and the older people those above 50 years 1

KCCA is very reluctant on its duties ,it needs to add in more effort especially on transport 1

Kcca needs to add on the medical centres and schools and equality in service delivery. 1

KCCA officials must reduce on the brutality when collecting taxes and the closure of people's businesses in the city 1

KCCA should add more lights on the street to reduce the theft and crimes. 1

Kcca should always joint decision with the public that way the charter will be for the good 1

Kcca should appoint one member in every zone to help lc1 authority spread charter gospel. It should be me kidda Patrick 0772038292/0706619061 1

Kcca should assess business for levying tax 1

Kcca should balance all classes of people 1

KCCA should be making plans to develop the slums if they have.Let the charter continue because people in slums have many problem. 1

Kcca should be more transparent in its operations 1

Kcca should bring up more projects to create employment opportunities 1

KCCA should call meetings to every village at least every end of three months 1

KCCA should come down to the grass roots. 1

Kcca should come to villages to get information from village leaders and just acting without consulting them 1

Kcca should come up with employees identity cards to help it's clients identify conmen and other impersonators from the office. Secondly, should implement laws for bars and other public places. 1

Kcca should consult the subordinates of lower level via lcs e.g taxes increament at different level 1

Kcca should define it's powers of leadership	1
Kcca should deliver services fairly to all citizens and improve on all the services they are supposed to deliver to the citizens starting from the lower level.	1
KCCA should do more on public health.	1
KCCA should do more on security light because some places of the town are still dark.	1
Kcca should do their right work that make people happy	1
Kcca should first access the business each year before levying tax	1
Kcca should improve on education and garbage collection in the community	1
Kcca should improve on medical services	1
Kcca should improve on service delivery and management	1
Kcca should improve on service delivery so as to keep the standard of a city	1
KCCA should improve on the public infrastructure,health services. It should also improve on the local meeting.	1
Kcca should involve local authorities in decision making	1
kcca should keep the rate of taxes As they are but increase services	1
Meeting was some how good but no water or breakfast but it was genuine	
Kcca should maintain and implement their services regularly	1
KCCA should not be chasing hawkers away from the road.	1
Kcca should provide proper distribution of wealth creation	1
Kcca should rather focus on taxing goods which are not basic needs like tobacco alcohol etc that people can do without and they should remember emphasise on ways of eliminating corruption	1
Kcca should reduce on the taxes and be more friendly	1
Kcca should sensitise more on its programmes	1
KCCA should stop arresting street vendors	1
Kcca should treat people like humans	1
Kcca should widen the level of tax base by providing good incentives to vendors	1
KCCA social media system for example Ectic system encounters a lot of problems especially when am registering in returns to create or print out the hotel service tax.It freezes slot of times till another day.I wish it was like the IRS system it would be better or they rebuild it again.	1
Kcca workers should change the way they handle business and women who work by the road side for example by creating areas where these people can work from instead of just confiscating there property and arresting them	1

Kcca would not be researching about it self or involve any other organisation but it would instead increase on educating KAMPALA people about their responsibilities and KCCA'S too. 1

Leaders of this region should be serious with the people they lead instead of working towards the importance of those offices 1

Let the discussed be put into action 1

Let it stick to the views ,suggestions quid plans of the citizens met in the research 1

Let KCCA give powers to all divisions in kampala 1

Let KCCA TRY THEIR LEVEL BEST 1

Let me hope that everything in the meeting will work or go through. Thank you 1

Let the charter at least make sure that if fulfills it's objectives and also make sure that our views are put under consideration so as our at tendency is not considered useless. 1

Let the KCCA fight so much corruption 1

Let the process be fast 1

Let them adhere the implement 1

Let them help us and consider our views since they have come to the ground 1

Let us first see this outcomes 1

Let's wait for the out come otherwise action is better than words. 1

License topic 1

Like the developed this they should create other opportunities to develop our country 1

Look at people at the grassroot level 1

Look unto how you record your work at any locals teach them how to help people and talk to them. Thanks. 1

Make for us roads 1

Manage mobilizations 1

Management of markets 1

Management of schools. 1

Market vendor want kcca to provide day care services to their children 1

Markets should also be thought about. 1

Monitoring agency should be selected by an independent body like parliament to avoid collusion of minds between KCCA and Agency. 1

Monthly. 1

More laws should be put in place to trap those who are not complying with the laws governing the ipa and kcca 1

More of these meetings are needed as to monitor kcca 1

More oh ons need to be added on most of the questions 1

More participants should be involved in order to gather views that would have been left out	1
More publicity is needed	1
Most has been said	1
Most were spoken	1
My prayer and request is to have a good and planned city .	1
Nedda	2
Next time come with questions only such that members can give their answers considering their area problems,not just to select from your options	1
On a personal note i wish such consultation meetings would be done every three months and more people included so that the charter is based on a wider idea of more than 8 people and also merge other zones once in a while for better service	1
Once the charter is finally formulated, efforts should be made to disseminate the document so it can be easily accessed by all interested parties.	1
Open drainages should be covered	1
Patients are asked money from KCCA hospital potholes are many lack of toilet facilities remove ground rent	1
Play grounds for community children	1
Please help us to improve on what we discussed.	1
Political heads in KCCA should have little interferences with the technical workers	1
Poverty still prevails and citizens need more poverty eradication programmes.	1
Programmes that pass through KCCA like NANSAMBU should be given more money for people to benefit like the government would love us too	1
Promotion of community development initiatives to empower the local and vulnerable households in the community	1
Property rent.	1
Property tax is too high	1
Property tax, animals that walk around the city freely,like goats and cows.	1
Provide enough security to the citizens.	1
Public consultation about some development in the city e.g suggestions on how certain infrastructures should be located, design say of the taxi park,sensitisation of informal sector in running business legally accepted by kcca	1
Put more meetings.	1
Put the discussed into action.	1
Put up road rules Work on the portholes	1
Putting more efforts in the construction of village roads.	1

Question items did not provide for other responses that would reflect a free opinion	1
Reduce fees and less service	1
Reduce on taxes	2
Reduce on the harshness while handling people	1
Reduce taxes and increase service delivery	1
Remove benders outside the market	1
Revenue should be collected according to the way people earn.KCCA should motivate people to work hard or set up business by reducing on the taxes the impose on them.	1
Rhe way street vendors are handled is not good, their goods are conficicated and never given back to them hence losses	1
Roads,security lights are okay.	1
SACCO	1
School ,Hospital,Roads.	1
Schools have many children and yet teachers are few,Hospitals do not have medicine,.	1
Workers should also fair to all people and treat them equally instead of abusing them physically.	
Schools,Hospitals,Roads.	1
Schools.	1
Security	4
Security and cc tv cameras	1
Sensitizing people in case of any programme	1
Should also pay attention areas where people work from and the working conditions in which they are in.	1
Should put more effort in sensitivity the public more about their services.	1
Should take action	1
Since it's the beginning, hope even other issues will be raised in future	1
Situation analysis of KCCA Operational Methodology Damage control	1
Some answers were limited in that we had to choose between yes or no where by we had answers like a fair yes not a full yes.	1
Some bulb are blown off and need replacement .	1
Some taxes like property rate should be removed because they oppress the people.	1
Street vendors should just be given uniforms and pay some small tax other than being chased away	1
Talk about corruption,and sharing of job opportunities with in Kcca. Chasing boda bodas.	1
Taxes and the way they should be collected	1

Thanks for coming on the ground .village level 1

The above people should always value and consider the poor or lower people when deciding on the laws they implement or the law they in force to be done 1

The buildings built by rich men are not planned 1

The charter is a step foward in ensuring that Kcca does all it does with people feeling included and not left out.This is like a reach out to the Authority to ensure that people’s ideas on certain issues are considered and included in order to bring about development. 1

The charter is a very important aspect so it will be better if at is allowed and people’s decisions. 1

The charter looks very promising in ensuring service delivery by KCCA to the community in kampala with emphasis to monitor closely or the performance of KCCA service delivery .Please the charter should put up a watch dog to ensure proper service delivery. 1

The charter should also cater for street children 1

The charter should be able to effectively implement the peoples views at a faster pace 1

The charter should be continued with other organisations. 1

The charter should consider the different classes of people both the rich ,middle earners and the poor for it to be effective. 1

The charter should consider whatever has been discussed in several meetings held. 1

The charter should focus on water and sanitation 1

The charter should help out on the bad roads in our areas ,we have not seen any of our representatives come out .We only see them at the time of looking for votes. 1

-The charter should include ways of improving housing conditions in slums and city suburbs. - Should also improve on the general security of the City. 1

The charter should majorly base on accountability for better service delivery and public participation. Thanks for consulting from us. 1

The charter should provide more options We should be given a chance to ask many questions in the charter. 1

The charter should really embrace this a a chance to develop the intended responses and make sure that the things are put in place and or be seen being put in place we don’t expect disappoint mental,any more not after these meetings. 1

The charter should try as much as possible to learn from successive stories of other developed countries to try and implement them into their system ,to ensure fast and steady progress. 1

The charter should work hard in hand with the community or citizens to over come the problems faced.	1
The charter will improve service delivery very much	1
The decision making about key areas like taxes should include local people if we are to see proper running of the country especially on the side of kcca	1
The discussion missed drugs ,alcohol,additives,communities and unemployment	1
The enforcement team harass people a lot for example the boda boda riders	1
The expenditure of the authorities resources should be minimised and reflected to the citizens in the selected avenues .This would therefore aid in reducing fees and tax burdens allocated or charged on the people.	1
The facilitator were good to us	1
The fees for KCCA land titles should be reduced	1
The flooding of Boda bodas in the city should be reduced	1
The health state is so bad.	1
The issue of property taxes	1
The KCCA should provide on the communication between the community	1
The meeting should be talked about.	1
The meeting should continue to hear different people’s opinion.	1
The meeting should talk about cleanliness most riching the extent of sending doctor to the villages	1
The money given is so little compared to the time we spent in the meeting.	1
The point were so strict yet we had our middle views	1
The political side was not mentioned yet it forms a big part of the charter e.g lc1, lc3, lc5	1
.	
The research should be in benefit for the people	1
The research should be of benefit to the people not just looking for information	1
The roads should be well labelled instead of just arresting people that they are driving one way	1
The security	1
The transport I have used is worth than 10000 from Nabisaalu.	1
The way KCCA employees work should be changed	1
The way of determining tax depending on the size of the business	1
The working relationship between kcca and local councils is bad	1
There are should be measures put to account for the work for the charter	1

There is a problem of unemployment that should also be involved and also make sure the employments given to a specific parish make sure it has reached the necessary people.	1
There is lack of professionalism in KCCA.	1
There is need to improve on schools,roads and drainage in our village	1
There should always be assessments on business before taxes are levied	1
There should be programmes for the youth,the elderly and the women to high light their worth in the city	1
There should be Room for feed back,	1
They are selling us slowly by slowly in form of property.	1
They are there.	1
They have failed to manage people who rare/keep domestic animals in the city	1
They should always have a given period on how they perform their duties in me .	1
They should bring back the old system of inspecting latrines.	1
They should consider the leam people and put up schools for learning purposes	1
They should decrease on their rude collection of tax	1
They should start paying local authorities and their cabinets and be put on kcca's or government pay roll.	1
They should think about the command person	1
Think it should be done more and more on different issues.	1
This charter should also include information on how to register business and the flexibility on taxation after acquiring the tin number. N.B.Some business take long to take off but taxes are charged once they have acquired the tin number so reconsideration should be done.	1
This charter should be in act.	1
Those who arrest abd harass boda boda rider should stop.	1
Tk improve business licences	1
To add more business in youth which can keep us moving with the world.	1
To improve on village schools	1
To improve the boda Boda transport system and their leadership	1
To meet again	1
To put more effort in hospitals	1
Too many dogs in the City Street lights	1
Transperancy, accountability and administration should be paramount if this charter should be service and people oriented	1
Transport like bodaboda	1

Water	1
Ways of holding the people's in for cement team	1
We ask KCCA to improve its practices to get better.	1
We did not talk about citizens responsibility, emphasis was only on kcca yet the charter has two sides and are all equally responsible	1
We have entrusted you to do as required	1
We hope our views are not put to waste and hope we realize a change in the kcca management	1
We keep doing this	1
We like to have more Kasasira cars.	1
We need another meeting such that we work together	1
We need improvement in kampala and reduces to task revenue for the citizen.	1
We need more garbage collecting cars.	1
We need more meetings	1
We need time	1
We pray the charter is out and embraced by the all the actors.	1
We think about it	1
We want more meetings	1
We would like the charter to be easily accessed by general public.	1
What are the future plans does kcca have concerning the local venders in the local area and the city in the charter that is yet to come. How is it going to benefit the public generally.	1
What I can say is security on our road lights and repair.	1
What I would like is for KCCA put in practice what we want kcca to do for as	1
What is going to be in the charter is educative so they will gladly help in our zone	1
What we have discussed is enough	1
When KCCA is assessing taxes should have an element of community participation.	1
When will it be implemented.	1
When will the charter be drafted	1
When will the team IDA meet us again	1
Whenever KCCA is constructing roads it should always do it fairly not only digging more on the side of the poor people. Kcca should not over tax landlords. It should also teach garbage collectors manners.	1
Will other organizations be consulted. Which model are they going to base on when drafting the charter	1

Would it be possible to get informed about the key topics before our meeting With sensitization of the youth,more effort should be added, and more should be done to control the different problems faced by the illiterate who have fallen victims nd er some circumstances such as cholera,and other different diseases like prostatitis and other insecurities caused due to failure of the Authority.	1
Would love to continue with this study.	1
Yes areas of Kasovo,have very little development to begin with health,roads and trenches are in a bad state especially when it rains and the dirt floods all over the people's houses which brings diseases.	1
Yes communication is also poor so the KCCA should also improve on the communication	1
Yes if KCCA can fund away to help children who come from single families to access education (more so widows and single mothers)	1
You are doing a great job. Cheers.	1

6.8 Service standards requests from LC1 chairs

service	response	period
Clean water	At least put water pipes 3 positions in the area	One month
Clean water	Distribution of pipes in the village by KCCA	2 days
Cleaning drainages	KCCA sends experts to check	1 week
Cleaning of wells	KCCA should come and do the cleaning of the wells...	2 weeks
Connect piped water	KCCA to consult and identify the needed course of action	24hours
Ensuring water supply and electricity	Send someone to see what is really ground	1 week
Fix the sewage line through kamokya	Send a team to see it	2 months
Improve on sanitation	KCCA sends experts to see the village	1week
Improving supervision on cleaners when they are doing their cleaning....	Have a meeting with their staff(cleaners)	1 day
Maintenance and development of spring wells	KCCA engineer on ground	One month

Maintenance of spring wells	KCCA engineer on ground to maintain and construction	3 months
Makai well burst and it needs to be constructed	2weeks	1months
More water taps in the area	Send experts to come to assess	2 weeks
Nalukongo channel cause people wanted to developments	14days	4months
Nalukongo channel floods during rain season	1month	5months
National water Piped water to every household	To work on the request as soon as possible To consult with government on how thy can do it	1week 6 month's period
Planned sewage system	Send planners	Three months
Provide public water sources	Experts should do a survey	One month
Provide clean toilets	To come and survey the place	1week
Provide clean toilets	To show them space for the need	6month
Provide clean toilets	Act accordingly	1week
Provide clean toilets	Send experts to come and see where to put the toilets	One month
Provide clean toilets	They should mobilise with citizens and see where to construct them	2 weeks
Provide clean toilets	KCCA sends its field workers to check all those toilets that are full	1 week
Provide clean toilets	KCCA send experts to see where put them	6months
Provide clean toilets	KCCA sends experts to see the area	3months
Provide clean toilets	Should come to LC1 first	1week
Provide clean toilets	KCCA to send experts to find out toilets that are full in the village	1 month
Provide clean toilets	Send expert	2 months
Provide clean toilets	KCCA inspectors should move around with LC1	3 days
Provide clean toilets	KCCA should visit our village	One month
Provide clean toilets	Come and inspect a place where thy can build the toilets	One month

Provide clean toilets	KCCA should provide land for service	One year
Provide clean toilets	KCCA engineer on ground	3 months
Provide clean toilets	KCCA inspection team	One week
Provide clean toilets	KCCA engineer on ground	One month
Provide clean toilets	Any one in that field should work on that.	One week
Provide clean toilets	Should send the inspectors	Six months
Provide clean toilets	1week	2months
Provide clean toilets	They should come and start construction of the toilets	1 week
Provide clean toilets	Put it in writing	1 week
Provide clean toilets	They should send an inspection team to come and see where to do it	1 day
Provide clean toilets	Send a team to assess	1 week
Provide clean toilets	Send a team to inspect the area	2 weeks
Provide clean toilets	Health officials should come and inspect	3 months
Provide clean toilets	No reply from them	Months
Provide clean toilets	KCCA to conduct a feasibility study on the issue in the area	3 months
Provide clean toilets	KCCA sends experts to see	1day
Provide clean toilets	KCCA their experts to check the toilets	1day
Provide clean toilets	To send experts to do the job	1 week
Provide clean toilets	Technical people to build the public toilets	1 week
Provide clean toilets	Sensitisation of people on hygiene	3 weeks
Provide clean toilets	KCCA should send people to find out the best place where they should construct such toilets	2 months
Provide clean toilets	KCCA to assess the best places with in the village where public toilets should be constructed	2 months
Provide clean toilets	We expect KCCA to do thorough research on where the toilets should be constructed	2 weeks
Provide clean toilets	KCCA to send experts in that field and they work on people's toilets	1 week
Provide clean toilets	KCCA to send experts to find out the best place where public toilets should be constructed	1 month
Provide clean toilets	Experts to come assess the damaged and advise, emptying it or advise building another	One month

Provide clean toilets	Send analysts	Two days
Provide clean toilets	KCCA should visit my area	One week
Provide clean toilets	KCCA should fulfil the promise	One month
Provide clean toilets	Help in emptying toilets at low price	One week
Provide clean toilets	Get some land where they can put the toilets	In three days
Provide clean toilets	Locate a place where toilets can be put	3 months
Provide clean toilets	KCCA engineer on ground	One month
Provide clean toilets	KCCA to monitor where to construct	4 months
Provide clean toilets	KCCA environment officer on ground	2 weeks
Provide clean toilets	KCCA providing materials	One year
Provide clean toilets	KCCA should take them to congested places which have toilets	One day
Provide clean toilets	Should send KCCA experts and get big cars to work on the toilets	A week
Provide clean toilets	Should send KCCA experts to fix the problem	Three months
Provide clean toilets	1months	6months
Provide clean toilets	2weeks	1month
Provide clean toilets	2months	6months
Provide clean toilets	1week	4months
Provide clean toilets	1week	2months
Provide clean toilets	1 week	5months
Provide clean toilets	To inspect every household	Four months
Provide clean toilets	Sending a car(toilet emptier) to empty the toilets.	1 month
Provide clean toilets	KCCA can send its engineers to construct the toilets.	2 years
Provide clean toilets	KCCA sends emptiers at a subsidized cost	2 months
Provide clean toilets	KCCA could send its engineers to construct more toilets.	1 year
Provide clean toilets	Come and construct the toilets	1 month
Provide water facilities like community boreholes	KCCA to carry out assessment on where water facilities should be put	6 months
Providing clean water	KCCA engineer on ground	One month

Repairing and promoting public water supply	KCCA sends its workers to check on water taps in the city and all public water supplies	1 month
Sanitation	Send cleaners	One week
Sanitation and hygiene	KCCA should respond immediately by sending health staff	1day
Sewage blockages	Send workers to clear	Two hours
Sewage outbreaks	To immediately come and survey the area	1week
Sewage system	Work on the sewage	1week
Sewage system	Respond immediately	1week
Spring wells conditions	Send experts to see the damage	One month
The water available is not clean so it should be constructed	30days	2months
To provide water facilities like taps in the village	To investigate the best places where taps should be put	3 months
Water	Survey the area	1week
Water and electricity	Staff should come and do piloting	2 weeks
Water for the community	To send national water to come and survey the area	One month
Water for use	3months	6 weeks
Work on sewage system	KCCA to send people and clean up sewage system	I week
Black spot on natete to kabojja after family bakery request for humps	3days	1 week
Clearing street vendors	KCCA should visit us	Two weeks
Covering man holes	Send in the a fixing team	2 weeks
Fix street lights	They should come and install the lights	1 week
Fix street lights	1 day	2 weeks
Fix street lights	Should send engineers to come and assess	1 month
Fix street lights	Send engineers to see the LC1	90 working days
Fix street lights	Move to action kamokya is in the city center	2 weeks
Fix street lights	They come and survey	2days
Fix street lights	To come and fix the lights	2days
Fix street lights	To fix the lights	6months
Fix street lights	To come and work on the lights	2weeks

Fix street lights	They should come to talk to the residents themselves	3weeks
Fix street lights	To act fast	1month
Fix street lights	No reply from them	Months
Fix street lights	Act fast to their obligations	2days
Fix street lights	To comply with the request	1month
Fix street lights	To do the needful	2months
Fix street lights	They should come and fix and install them	2 months
Fix street lights	Replace the bulbs	Week
Fix street lights	Call back the chairperson	2weeks
Fix street lights	KCCA sends someone to discuss with community	One week
Fix street lights	Continuous inspection	Two weeks
Fix street lights	KCCA engineer on ground	1 week
Fix street lights	KCCA to make feasibility study on the area	3 months
Fix street lights	KCCA to send someone to work on security light	3 weeks
Fix street lights	Send experts	3 months
Fix street lights	Should respond quickly by sending some staff to assess	1month
Fix street lights	KCCA staff should visit the site first.	1-2days
Fix street lights	KCCA sends experts to come and see places where they are going to fix these security lights	2 days
Fix street lights	KCCA sends its experts to come to the LC1 and locate places where these security lights are needed	1 month
Fix street lights	KCCA sends its experts to come on ground and locate dangerous places that need those lights	1 week
Fix street lights	KCCA sends its experts or workers to come on ground and locate areas that need security lights	1 week
Fix street lights	KCCA sends its experts to come and locate all places that dont have security lights	1 week
Fix street lights	KCCA sends an expert	2months
Fix street lights	KCCA sends an expert to see	1 month
Fix street lights	KCCA sends an expert to see the area	4months
Fix street lights	KCCA sends experts to see	4months
Fix street lights	Pilot study by technical staff	1week
Fix street lights	Immediately attention	1 week

Fix street lights	Send expert to fix	1-2days
Fix street lights	Experts should come and assess	1week
Fix street lights	Should come and assess	2week
Fix street lights	Should send expert to asses	2days
Fix street lights	Immediately should come direct	1day
Fix street lights	KCCA should send staff to study where to fix them.	1week
Fix street lights	KCCA should send staff to assess first.	1week
Fix street lights	KCCA should send the experts to come and what is needed	2 weeks
Fix street lights	Assessment first	1week
Fix street lights	To send experts and work on security lights	2 weeks
Fix street lights	KCCA should inspect our village	One
Fix street lights	KCCA experts should pass by	One week
Fix street lights	KCCA to do night inspection	One month
Fix street lights	KCCA experts should visit	Three months
Fix street lights	KCCA experts to visits	One month
Fix street lights	KCCA should visit	One month
Fix street lights	KCCA to visit	Three months
Fix street lights	KCCA to visit our village	One month
Fix street lights	KCCA should fulfil their promise	Two months
Fix street lights	Put street lights	In 3 months
Fix street lights	To respond positively to put street lights	One month
Fix street lights	Replace the bulbs	Week
Fix street lights	Spot checks by KCCA	One week
Fix street lights	Send experts from KCCA	One month
Fix street lights	Send a team to give a feedback in response to the request	Two weeks
Fix street lights	Send technical	One month
Fix street lights	Install lights	Two lights
Fix street lights	3months	This year

Fix street lights	1 month	3months
Fix street lights	1month	4months
Fix street lights	To come and inspect the work to be done	One month
Fix street lights	To send engineers to investigate the place	One month
Fix street lights	To come a asses the work	One month
Fix street lights	To send a supervisor to survey	One day
Fix street lights	They should send an expert to come and inspect	Same day
Fix street lights	To send engineers to survey	One week
Fix street lights	To come and check the problem	Three months
Fix street lights	To send an expert to work on the lights	One week
Fix street lights	To come and start the work	One week
Fix street lights	To send engineers to come to access the place	One week
Fix street lights	To send engineers	One week
Fix street lights	To come and inspect the place	One week
Fix street lights	To put the street lights	One month
Fix street lights	To asses the area	One month
Fix street lights	To fix the lights	One month
Fix street lights	They should comd come abd access the problem	One week
Fix street lights	Send KCCA staff to fix the lights	2 months
Fix street lights	Send KCCA staff to fix lights	1 month
Fix street lights	Send KCCA to fix the lights	2 months
Fix street lights	Sending technicians from KCCA to fix the lights.	5 months
Fix street lights	KCCA could send experts to put the lights	7 months
Fix street lights	KCCA can send experts to put the lights.	5 months
Fix street lights	KCCA could send experts to put street lights	8 months
Fix street lights	To come and see where the lights should be placed	In 4 months
Fix street lights	Come and see the chairpersons and promise them wen to put the lights...	2 weeks
Fix street lights	Do the installation	6 months
Fix street lights	Expect to include it on the next budget	12months
Fix street lights	KCCA should contact the local leaders to assess the situation	1 week
Fix street lights	KCCA to provide a few lights in the mean time	2 months

Fix street lights	They come and fix and repair the lights	1 week
Fix street lights	They should come and install the security lights	1 day
Fix street lights	They should settle issues umeme and see who will settle electricity bills	2 days
Fix street lights	They should come mobilise and meet with the village leaders	1 week
Fix street lights	They should come and install the street lights	1 day
Fix street lights	To respond positively	2weeks
Fix street lights	By engineers	1 month
Fix street lights	Send experts	3 months
Fix street lights	Send experts	1 month
Fix street lights	Send engineers to come	1 month
Fix street lights	Send engineers	3 months
Fix street lights	2days	1month
Fix street lights	Send experts to inspect	1 month
Fix street lights	Come and assess the situation	3 months
Fix street lights	Send experts to assess	3 months
Fix street lights	To come and survey the place	1year
Fix street lights	After election they will work on it	1month
Fix street lights	To fix the lights	1month
Fix street lights	They take long to come	One month
Fix street lights	Feedback should be delivered	2month
Fix street lights	To act fast	1week
Fix street lights	Survey the area	1year
Fix street lights	To come and survey the place	3weeks
Fix street lights	Replace the ones not working	One day
Fix street lights	Respond to my letter	1 week
Fix street lights	Expert to assess	1 week
Fix street lights	Send inspectors	One week
Fix street lights	KCCA experts should respect their promise of coming to see it	One week
Fix street lights	KCCA engineer on ground	One month
Fix street lights	KCCA should carry out research on where security lights should be put	1 week
Fix street lights	To send experts to fix the streetlights	1month
Fix street lights	KCCA sends experts to check	1month

Fix street lights	The should come and install them	1 week
Fix street lights	KCCA sends its experts on ground to come and meet the LC1s inorder to show them the security lights that need to be repaired	1 week
Fix street lights	KCCA sends its experts to come and talk the village LC1 cabinet to see dangerous areas that need these security lights	1 month
Fix street lights	KCCA sends its workers to work hand in hand with LC1 chairpersons to see where these lights can be put.	2 weeks
Fix street lights	KCCA workers or experts come at the LC1 and they interact with the LC1 chairpersons to show them the dangerous spots where thieves tend to hide	1 month
Fix street lights	KCCA sends expert to check	1 day
Fix street lights	KCCA sends an expert	1week
Fix street lights	KCCA sends a expert	1month
Fix street lights	KCCA sends experts to check the area	1month
Fix street lights	KCCA sends expert to check the area	1week
Fix street lights	Experts should come and asses	1month
Fix street lights	Experts should come and assess	2 weeks
Fix street lights	Staff shoud come first	2-3days
Fix street lights	KCCA should expert	2 weeks
Fix street lights	KCCA sends experts to asses	1day
Fix street lights	Should for come first to identify.	1week
Fix street lights	Sending service providers	2 months
Fix street lights	Should come and assess first	1 week
Fix street lights	Responsible staff should come and assess	1week
Fix street lights	KCCA should send staff to inspect	1month
Fix street lights	Should send expert to assess	2 weeks
Fix street lights	Experts should come first to asses	1day
Fix street lights	Experts should come and assess.	3 days
Fix street lights	Should respond by coming	2 weeks
Fix street lights	KCCA already visited, they should fulfil	1 week
Fix street lights	To send experts and fix the problem	2 days
Fix street lights	To send experts from KCCA	1 week

Fix street lights	KCCA to send experts to work on the lights	1 week
Fix street lights	KCCA to send experts	1 year
Fix street lights	KCCA should fix streets lights on roads	3 weeks
Fix street lights	KCCA should come and fix security lights	3 months
Fix street lights	KCCA to send electrical engineers to fix security lights	1 month
Fix street lights	KCCA should visit	One month
Fix street lights	KCCA should send inspectors	Two weeks
Fix street lights	KCCA experts to visit	Four months
Fix street lights	KCCA to inspect	One month
Fix street lights	KCCA should inspect our village	Two weeks
Fix street lights	KCCA is already aware, so they should fulfil	Three months
Fix street lights	KCCA to fulfil their plan cuz they already visited	Two weeks
Fix street lights	To put lights there	In 3 months
Fix street lights	Replacing the broken bulbs	2 months
Fix street lights	Repair the lights	2 weeks
Fix street lights	Replace the lights	One month
Fix street lights	Start on the work of putting lights	One week
Fix street lights	To start putting the lights	In three months
Fix street lights	To work on the lights	In 6 month's time
Fix street lights	Providing KCCA engineer on ground	1 month
Fix street lights	KCCA engineer on ground	2 months
Fix street lights	Should bring the expects to put them or technician	Five months
Fix street lights	Should send good technician	One week
Fix street lights	KCCA should send experts to add more	One month
Fix street lights	Send technical to install the lights	At most six months
Fix street lights	Lights to be installed	Two weeks
Fix street lights	Install the the lights	One month

Fix street lights	Send engineers to inspect the place	At most two weeks
Fix street lights	Send technical team	One month
Fix street lights	Send a team	1 day
Fix street lights	Send experts	2 days
Fix street lights	In 30days	12months
Fix street lights	To tell them what is going on	2months
Fix street lights	Engineers to come and survey	One month
Fix street lights	To send engineers to survey	Two days
Fix street lights	To come and start the work	One month
Fix street lights	They send experts to come and assess	One week
Fix street lights	To come and inspect what is needed	One month
Fix street lights	KCCA can come and investigate	2/weeks
Fix street lights	Send staff to fix the lights	2 months
Fix street lights	Send KCCA experts to fix the lights	2 years
Fix street lights	KCCA sends experts to put street lights	6 months
Fix street lights	KCCA to fix street lights in our area.	10 years
Fix street lights	Inspection on where they should be placed	2 months
Fix street lights	Inspection on where lights should be placed	2 weeks
Fix street lights	Inspection on the areas where they should be placed	1 week
Fix street lights	Inspection of the place	1month
Fix street lights	Send an expert to see the dark spots,	3days
Fix street lights	Include it in the budget	Immediately in that financial year...
Fix street lights	Put street lights...	1 month
Fix street lights	KCCA technicians to come and observe the situation & blackspots	2 weeks
Fix street lights	KCCA should send an official to inspect the lighting situation	1 week
Fix street lights	KCCA officials to identify the most dangerous blackspots	4 weeks
Fix street lights	KCCA to send technicians to assess	4 months

Fix street lights	KCCA to come and assess the situation	As possible as soon (1 week)
Fix street lights	KCCA technicians to visit the village and assess	2 weeks
Fix street lights	KCCA technicians to come and consult & assess the situation	6 months
Fix street lights	Install the lights	Three weeks
Fix street lights	They should come install and repair	1 week
Fix street lights	They should come and install and fix the lights	1 week
Fix street lights	They should come and fix and install the lights	2 weeks
Fix street lights	They should come and fix the lights	1 day
Fix street lights	They should come and install the lights	1 day
Fix street lights	They should come and install streetlights	1 day
Fix street lights	They should come and install and fix the lights	1 day
Fix street lights	They should come and install	1 week
Fix street lights	They should come and install and fix the street lights	1 day
Fix street lights	Send engineers	5 months
Insert cameras on the streets	KCCA can send experts to fix the cameras.	About 7 months.
Open manholes	Send experts	One month
Road repair or constructions or maintenance	Come and see the road	1 month
Road repair or constructions or maintenance	Send a team to see it	2 weeks
Road repair or constructions or maintenance	Send a team to inspect	7 working days
Road repair or constructions or maintenance	1day	1months

Road repair or constructions or maintenance	Send experts to assess the damage	1 month
Road repair or constructions or maintenance	To will come	1year
Road repair or constructions or maintenance	To adhere to the request and respond positively	1month
Road repair or constructions or maintenance	They will consider what they have on the budget	1year
Road repair or constructions or maintenance	Will respond positively	6month
Road repair or constructions or maintenance	To be patient for a little while	3weeks
Road repair or constructions or maintenance	They should send us feedbacks	6months
Road repair or constructions or maintenance	Respond to my letter	1 week
Road repair or constructions or maintenance	Continuous inspection	One week
Road repair or constructions or maintenance	KCCA engineer on ground	One month
Road repair or constructions or maintenance	KCCA to assess & follow up on the issue	3 months
Road repair or constructions or maintenance	Send experts to come	4 months

Road repair or constructions or maintenance	To come and survey and work according to the condition	1month
Road repair or constructions or maintenance	Send constructors	Two weeks
Road repair or constructions or maintenance	KCCA sends its division engineer to come on ground see the roads that need repair	14 days
Road repair or constructions or maintenance	Send their experts they come and work hand in with the LC1 chairpersons to see the roads that require these services	2 months
Road repair or constructions or maintenance	KCCA sends its experts to allocate the roads that need repair	1 month
Road repair or constructions or maintenance	KCCA sends its experts to come on ground and examine the conditions of the roads we have	1 month
Road repair or constructions or maintenance	KCCA engineer on ground	One month
Road repair or constructions or maintenance	KCCA sends its experts to monitor the conditions of the roads	2 weeks
Road repair or constructions or maintenance	KCCA sends its technical experts to see the number of roads that need to be upgraded	1 month
Road repair or constructions or maintenance	KCCA sends its experts to come and examine the conditions of these roads with the help of the LC1 council	2 months
Road repair or constructions or maintenance	KCCA sends an expert	1month
Road repair or constructions or maintenance	KCCA sends their staff to check	2weeks

Road repair or constructions or maintenance	KCCA sends an expert	1 month
Road repair or constructions or maintenance	KCCA sends expert to see the road	2 weeks
Road repair or constructions or maintenance	KCCA sends experts to check the damages area	1week
Road repair or constructions or maintenance	KCCA sends experts to check the area	1month
Road repair or constructions or maintenance	Experts should come	1 week
Road repair or constructions or maintenance	Let the experts come assess	1week
Road repair or constructions or maintenance	Should come and look at them to plan	1day
Road repair or constructions or maintenance	KCCA should send engineers	4-6months
Road repair or constructions or maintenance	Sending the engineers	2-3days
Road repair or constructions or maintenance	KCCA engineers should respond by coming to see what's on the ground.	1day
Road repair or constructions or maintenance	KCCA send staff to asses	1week
Road repair or constructions or maintenance	KCCA should send engineers to assess	1week

Road repair or constructions or maintenance	Should respond by sending engineers to assess.	2 weeks
Road repair or constructions or maintenance	Send the engineers and assess	1 month
Road repair or constructions or maintenance	To send experts to work on roads	2 weeks
Road repair or constructions or maintenance	To send experts to work on road	1 year since the budget for this years is already out so they have to fix that in the next financial year's budget
Road repair or constructions or maintenance	KCCA should employe experts to work on potholes	3 months
Road repair or constructions or maintenance	To send experts and fill the potholes	1 month
Road repair or constructions or maintenance	KCCA to fix potholes on different roads	4 months
Road repair or constructions or maintenance	KCCA to send experts and fill the potholes	3 months
Road repair or constructions or maintenance	KCCA to fill the potholes on the road	3 weeks

Road repair or constructions or maintenance	Send experts	1 month
Road repair or constructions or maintenance	Send experts	Two months
Road repair or constructions or maintenance	KCCA experts to fulfil their promise of four years ago	One month
Road repair or constructions or maintenance	KCCA should visit us	Six months
Road repair or constructions or maintenance	Send experts to check	Week
Road repair or constructions or maintenance	Send in KCCA expert	One month
Road repair or constructions or maintenance	Fulling up the potholes	One week
Road repair or constructions or maintenance	Grade the road	3 months
Road repair or constructions or maintenance	Sending KCCA engineer	One month
Road repair or constructions or maintenance	Nothing can be done	No time
Road repair or constructions or maintenance	KCCA engineer on ground	6 months
Road repair or constructions or maintenance	KCCA technology engineer on ground	One month

Road repair or constructions or maintenance	KCCA engineer on ground	One month
Road repair or constructions or maintenance	KCCA engineer on ground	2 months
Road repair or constructions or maintenance	KCCA engineer on ground	2 months
Road repair or constructions or maintenance	KCCA engineer on ground	2 weeks
Road repair or constructions or maintenance	KCCA engineer on ground	One month
Road repair or constructions or maintenance	KCCA tractors on ground	One week
Road repair or constructions or maintenance	KCCA engineer on ground	1 year
Road repair or constructions or maintenance	KCCA engineer on ground	One month
Road repair or constructions or maintenance	KCCA engineer on ground	One month
Road repair or constructions or maintenance	KCCA engineer on ground	One month
Road repair or constructions or maintenance	Should bring KCCA experts	Four months
Road repair or constructions or maintenance	Should send monitoring units	One month

Road repair or constructions or maintenance	Should send inspectors first	A week
Road repair or constructions or maintenance	Should send the KCCA engineers	Week
Road repair or constructions or maintenance	Should send engineers to fix the roads in the lci	One week
Road repair or constructions or maintenance	Should send engineers to see how are they.	Three days
Road repair or constructions or maintenance	Send the engineers and meet the lcis to see those roads before working on them	A month
Road repair or constructions or maintenance	KCCA should bring the engineers to lci and try to solve the above problem	One week
Road repair or constructions or maintenance	Should send engineers to fix the problems	Two months
Road repair or constructions or maintenance	First send the inspectors to see these roads	A month
Road repair or constructions or maintenance	Send experts to fix	Two weeks
Road repair or constructions or maintenance	Should send engineers to walk with lci	One week
Road repair or constructions or maintenance	Send engineers to survey the road	Two months from the date of the report

Road repair or constructions or maintenance	Send inspectors to see	Two weeks
Road repair or constructions or maintenance	Send engineers to see the damage	A week
Road repair or constructions or maintenance	Send experts to see the mentioned road	One month
Road repair or constructions or maintenance	Start on the construction	Six months
Road repair or constructions or maintenance	Send inspectors	Two weeks
Road repair or constructions or maintenance	Send workers	At least three months
Road repair or constructions or maintenance	Send constructors	Four months
Road repair or constructions or maintenance	Refill	Three weeks
Road repair or constructions or maintenance	Send constructors	Two months
Road repair or constructions or maintenance	Refill the holes	Three months
Road repair or constructions or maintenance	Send technical team	One month
Road repair or constructions or maintenance	Send technical team	One month

Road repair or constructions or maintenance	Send engineers to inspect	One month
Road repair or constructions or maintenance	Visit the place with experts	24 hours
Road repair or constructions or maintenance	Send in experts	1month
Road repair or constructions or maintenance	3week	5months
Road repair or constructions or maintenance	Look at the work needed to be done by the expert	2 days
Road repair or constructions or maintenance	Send a team to fix them	1 day
Road repair or constructions or maintenance	Send experts	2 days
Road repair or constructions or maintenance	2days	14days
Road repair or constructions or maintenance	1month	4months
Road repair or constructions or maintenance	1 week	3months
Road repair or constructions or maintenance	Send an expert	1 day
Road repair or constructions or maintenance	Send in an expert	1 month

Road repair or constructions or maintenance	1day	5months
Road repair or constructions or maintenance	1month	1 years
Road repair or constructions or maintenance	To send engineers	One day
Road repair or constructions or maintenance	KCCA come to check the roads	One week after the complaint is forwarded
Road repair or constructions or maintenance	To send engineers to survey the place	Two weeks
Road repair or constructions or maintenance	To send an experts to come and survey	A year
Road repair or constructions or maintenance	To send engineers to come and start their work	One week
Road repair or constructions or maintenance	To come and on the start the work	One month
Road repair or constructions or maintenance	To send engineers to survey the roads	One week
Road repair or constructions or maintenance	To send engineers to come and inspect the roads	One month
Road repair or constructions or maintenance	To come and asses the roads	Three months

Road repair or constructions or maintenance	KCCA can come and check on the roads	About a month
Road repair or constructions or maintenance	Send KCCA experts to work on the roads.	1 year
Road repair or constructions or maintenance	Sending experts yo repair the roads	1 year
Road repair or constructions or maintenance	Sending KCCA staff to work on the roads	5 months
Road repair or constructions or maintenance	KCCA sends the concerned people to grade the feeder roads.	5 months
Road repair or constructions or maintenance	Sending engineers from KCCA to repair the roads.	1 year
Road repair or constructions or maintenance	KCCA could send supervisors to assess the road conditions and implement repairs.	5 years
Road repair or constructions or maintenance	KCCA to include our roads in the budget	6 years
Road repair or constructions or maintenance	Experts from KCCA can come and assess the situation	3 months
Road repair or constructions or maintenance	KCCA should put the posters with the names of the corresponding roads.	2 years
Road repair or constructions or maintenance	KCCA to send experts to repair the roads	1 year
Road repair or constructions or maintenance	KCCA should return the posters and put them in their rightful places.	2 years

Road repair or constructions or maintenance	KCCA could provide experts to repair the roads.	2 months
Road repair or constructions or maintenance	KCCA should send its personnel to work on the roads that need repair.	10 years
Road repair or constructions or maintenance	KCCA to send experts...to inspection the pothole...	Immediate action
Road repair or constructions or maintenance	Promising wen to start the work	2months
Road repair or constructions or maintenance	Inspection on the work they are going to do	1week
Road repair or constructions or maintenance	Supervision of the road	1 day
Road repair or constructions or maintenance	Assurance from KCCA	1 month
Road repair or constructions or maintenance	Inspection of the road	1 month
Road repair or constructions or maintenance	KCCA to come and do the inspection	2months
Road repair or constructions or maintenance	Send their engineers to analyse	3days
Road repair or constructions or maintenance	Promise that they're to include it in the budget	6 months
Road repair or constructions or maintenance	Come on ground and understand wat we are talking and do planning	Immediately

Road repair or constructions or maintenance	Put signpost where there are holes to stop accidents	1 week
Road repair or constructions or maintenance	Send a grader first to do the levelling and remove the pot holes.	3 months
Road repair or constructions or maintenance	Call the chairperson and let us know about wat is in the pipeline over such a matter	1month..
Road repair or constructions or maintenance	KCCA to hold a meeting with the residents to discuss what can be roads	24hours
Road repair or constructions or maintenance	To send a grader to grade the road.	3 weeks
Road repair or constructions or maintenance	KCCA to hold a meeting to see the way forward	4 months
Road repair or constructions or maintenance	The KCCA engineers to assess and plan according	2 weeks
Road repair or constructions or maintenance	KCCA to straight away come & fix the road	2 months
Road repair or constructions or maintenance	KCCA to come and assess the situation	1 week
Road repair or constructions or maintenance	Come and work on it, construction	1 month
Road repair or constructions or maintenance	They should come construct	1 day
Road repair or constructions or maintenance	They come and rehabilitate the roads	1 day

Road repair or constructions or maintenance	They should come and repair them	1 month
Road repair or constructions or maintenance	They should come and repair the road	1 day
Road repair or constructions or maintenance	They should come and patch up the potholes	1 day
Road repair or constructions or maintenance	Send engineers to see	1 month
Road repair or constructions or maintenance	To come and fix the road	3 months
Road repair or constructions or maintenance	Tell their workers to come and slash	2 weeks
Road repair or constructions or maintenance	They should come and start the construction	1 month
Road repair or constructions or maintenance	They should come and put tarmac and also repair it	1 week
Road repair or constructions or maintenance	Send a team to see it	1 month
Road repair or constructions or maintenance	Give us a grader we can do it ourselves	1 month
Road repair or constructions or maintenance	Send the task force to inspect the work on these roads	1 week
Road repair or constructions or maintenance	To come to repair the roads	1day

Road repair or constructions or maintenance	Act fast	1week
Road repair or constructions or maintenance	To come and survey the roads	1year
Road repair or constructions or maintenance	Clearing the bushes on the roads	Week
Road repair or constructions or maintenance	Sending their contractors to do the maintenance	Immediately
Road repair or constructions or maintenance	Assessment by KCCA officers first.	1week
Road repair or constructions or maintenance	Sending engineers with tractors to examine the work	1 month
Road repair or constructions or maintenance	Kcca sends road experts and planners to see the number of roads that requires this service	1 day
Road repair or constructions or maintenance	KCCA sends its experts in to sensitise people or to teach peole on better plans on how to construct their houses	1 month
Road repair or constructions or maintenance	KCCA sends its experts to come and see the LC1 chairpersons and see the roads that need naming	3 months
Road repair or constructions or maintenance	KCCA sends its experts to come on ground and see which roads are supposed to be worked upon	3 months
Road repair or constructions or maintenance	Experts to weigh the work and knowing the accountability for this work	2 months
Road repair or constructions or maintenance	KCCA sends its experts to come on ground and measure the work content to be worked upon	3 months

Road repair or constructions or maintenance	KCCA sends its KCCA experts to examine the places that need proper roads	1 month
Road repair or constructions or maintenance	KCCA sends its experts to measure the work content and also the roads that need to be worked upon	2 months
Road repair or constructions or maintenance	KCCA sends its experts to come and see the conditions of these roads and plan on how to modernise them	1 week
Road repair or constructions or maintenance	KCCA sends its experts to talk to national water experts and see how to overcome that problem	1 week
Road repair or constructions or maintenance	KCCA sends its technical experts to come on ground and locate these roads and determine which system to use to modernise the roads	1 month
Road repair or constructions or maintenance	KCCA sends its experts to monitor and see areas which need improved roads	1 week
Road repair or constructions or maintenance	KCCA sends experts	2weeks
Road repair or constructions or maintenance	KCCA sends expert to check the roads	2days
Road repair or constructions or maintenance	KCCA sends experts to check the roads	1month
Road repair or constructions or maintenance	KCCA sends an expert to assess damage	1month
Road repair or constructions or maintenance	KCCA sends an experts to assess the area	2months
Road repair or constructions or maintenance	KCCA sends experts to check the roads	4months

Road repair or constructions or maintenance	Engineers should come and asses first.	1month
Road repair or constructions or maintenance	Experts to evaluate road construction	2 months
Road repair or constructions or maintenance	KCCA to send someone to investigate on the damaged roads	2 weeks
Road repair or constructions or maintenance	KCCA to send experts to work on roads	2 weeks
Road repair or constructions or maintenance	KCCA to send experts to fill potholes	2 months
Road repair or constructions or maintenance	To fill the potholes on the road	2 months
Road repair or constructions or maintenance	KCCA to send experts to fill potholes	1 year because this financial year the budget is already out
Road repair or constructions or maintenance	KCCA engineers should visit it	One month
Road repair or constructions or maintenance	KCCA experts should visit us	Three months
Road repair or constructions or maintenance	Drainage	One month
Road repair or constructions or maintenance	Grading it	Week

Road repair or constructions or maintenance	Grade with marram	Week
Road repair or constructions or maintenance	KCCA sending their engineer	One week
Road repair or constructions or maintenance	Sending KCCA engineer	2 months
Road repair or constructions or maintenance	KCCA engineer on ground	2 months
Road repair or constructions or maintenance	KCCA engineer on ground	2 weeks
Road repair or constructions or maintenance	KCCA engineer on ground	One month
Road repair or constructions or maintenance	KCCA engineer on ground	One day
Road repair or constructions or maintenance	KCCA to provide materials	2 months
Road repair or constructions or maintenance	KCCA engineer to work	5 months
Road repair or constructions or maintenance	Should send engineers to inspect	Month
Road repair or constructions or maintenance	Should send KCCA engineers and work with lcis	One week
Road repair or constructions or maintenance	Should send inspectors and even work with community people	Six weeks

Road repair or constructions or maintenance	Should send engineers to fix the feeder road	One month
Road repair or constructions or maintenance	Fill potholes	A weeks time
Road repair or constructions or maintenance	Fill the holes	Two weeks
Road repair or constructions or maintenance	Send constructors	Three months
Road repair or constructions or maintenance	Send technical team	Three months
Road repair or constructions or maintenance	Send surveyors	Two weeks
Road repair or constructions or maintenance	Send workers to refill	Two weeks
Road repair or constructions or maintenance	Take them to gazated places	One week
Road repair or constructions or maintenance	Send surveyors	Five months
Road repair or constructions or maintenance	Send technical team	One month
Road repair or constructions or maintenance	Send experts responsible to check out the situation	Immediate
Road repair or constructions or maintenance	2weeks	2months

Road repair or constructions or maintenance	Send in the fixing team	1 month
Road repair or constructions or maintenance	5days	4months
Road repair or constructions or maintenance	Send experts to check out	1 week
Road repair or constructions or maintenance	2weeks	1month
Road repair or constructions or maintenance	To come and start work	Two months
Road repair or constructions or maintenance	To send engineers to survey the place	One week
Road repair or constructions or maintenance	To send engineers to come and start work	One year
Road repair or constructions or maintenance	To send report	Six month
Road repair or constructions or maintenance	To come and inspect the roads	One week
Road repair or constructions or maintenance	To come and construct the roads	One month
Road repair or constructions or maintenance	To fix the problem	One month
Road repair or constructions or maintenance	To come on the ground to see what is happening	Three days

Road repair or constructions or maintenance	The engineers should come and access	One month
Road repair or constructions or maintenance	To check the problem	One week
Road repair or constructions or maintenance	Send staff to work on the roads	1 month
Road repair or constructions or maintenance	KCCA sends experts to fix the potholes	1 year
Road repair or constructions or maintenance	KCCA can send its engineers to repair the roads	1 year
Road repair or constructions or maintenance	Experts from the engineering department could work on the roads that need to be turmacked.	1 year.
Road repair or constructions or maintenance	KCCA can send engineers to repair the roads	6 months
Road repair or constructions or maintenance	Cover potholes before they construct a new road	3 weeks
Road repair or constructions or maintenance	Sending a grader to do the maintenance	3 months
Road repair or constructions or maintenance	Bring and place the signposts on the various roads	6months
Road repair or constructions or maintenance	Come and see the nature of the road to be mantained	3 months
Road repair or constructions or maintenance	To put humps in the roads	1 month

Road repair or constructions or maintenance	Getting a letter allowing us to clean the roads	1 week
Road repair or constructions or maintenance	KCCA to come & start fixing the roads & parking	1 month
Road repair or constructions or maintenance	KCCA to come and consult and assess the situation	24hours
Road repair or constructions or maintenance	KCCA to assess the need and budget	24 hours
Road repair or constructions or maintenance	KCCA to just come and fix the roads	6 months
Road repair or constructions or maintenance	They should come and inspect the roads	3 days
Road repair or constructions or maintenance	They should come immediately and start the work because the community is already mobilised.	1 day
Road repair or constructions or maintenance	They should cover potholes in the area	1 month
Road repair or constructions or maintenance	They should come and repair the roads	1 month
Road repair or constructions or maintenance	Positive respond or feedback	1month
Road repair or constructions or maintenance	Come and inspect the road	1 month
Road repair or constructions or maintenance	Send engineers to assess the damage	1 month

Road repair or constructions or maintenance	Send engineers to assess the situation	2 weeks
Street	Send concerned department	One week
Street children issue	They come and register them	1 month
Streetlights	To work on the need	3weeks
To work on tranches	We expect KCCA to come and work on the tranches	1 month
Zebra crossing and humps	Send experts	One month
Alot dogs	Should send KCCA experts to poison them	One week
Alot dogs	KCCA should send experts to poison them	One day
Alot dogs	Should bring experts and poison them	One day
Alot of mosquitoes	1day	1month
Fumigation of mosquito repellent in the community	KCCA to sensitise & communicate to the people on when & how they will perform this service	1 month
Killing of dogs that move anyhowly in town	KCCA sends its workers to come and see places in my village that has so many dogs	1 week
My village has a problem of monkeys invading us , so KCCA should helps to put a policy to control this	KCCA sends its workers to come on ground and see areas that are affected by this problem	3 months
Provide mosquito nets	They should spray	3 months
Removing dogs from the city	Putting up strict rules on dog owners.	2 years
Spraying insecticide like cockroaches in people's homes	To come and spray	One week
Spraying mosquitoes	To come and spray the area	Two weeks
Spraying mosquitoes and bedbugs	KCCA health experts on ground	One month
Spraying mosquitoes and bedbugs	KCCA workers at village level	Once month
Stray dogs	KCCA sends an expert to kill them	1day
Stray dogs	Kill the dogs	One week
Stray dogs	Kill the dogs	One week

Stray dogs	Kill the dogs	One month
The fighting against malaria	They should come clear all places that can harbour mosquitoes	1 week
Cesspool emptying	KCCA to send concerned personnel to assess the situation	2 weeks
Emptying pit latrines	KCCA to visit our area	Two weeks
Emptying pit latrines	KCCA the should visit	One week
Clear drainage channels	They send someone to inspect and what should be done	1 day
Clear drainage channels	They should come and construct them	1 week
Clear drainage channels	To send technical people	1month
Clear drainage channels	Send engineers to work on it	2day
Clear drainage channels	Send experts to assess	3 months
Clear drainage channels	Send engineers to come and see it	3 days
Clear drainage channels	To come and see the drainage channel	1 month
Clear drainage channels	They will come	1year
Clear drainage channels	KCCA sends its field workers to check for areas that need those proper water trenches	1 month
Clear drainage channels	KCCA sends its experts to locate the places that need where the work should be done	1 month
Clear drainage channels	KCCA sends its experts to examine places where these drainage systems are required	3 months
Clear drainage channels	KCCA sends experts or its workers to come on ground and see which drainages need to be innovated or worked upon	1 month
Clear drainage channels	KCCA sends its experts to come and examine where these trenches can be constructed in the village	1 month
Clear drainage channels	KCCA sends its experts to monitor the situation and see where these trenches are needed	1 week
Clear drainage channels	KCCA sends experts to clean	1months
Clear drainage channels	KCCA sends their cleaners to work on it	1day
Clear drainage channels	Technical staff should come first	1week
Clear drainage channels	Let them come and asses first	1week
Clear drainage channels	Should come and assess first.	1-2months
Clear drainage channels	KCCA should send experts to work on drainage	2 weeks

Clear drainage channels	Experts to come and work on the drainage systems	3 days
Clear drainage channels	KCCA should send experts to work on drainage system	2 weeks
Clear drainage channels	KCCA to send people to expand and clean around the drainage system	3 months
Clear drainage channels	To send experts and assess the drainage systems	4 weeks
Clear drainage channels	KCCA to expand the drainage system	2 weeks
Clear drainage channels	KCCA inspectors should visit	One month
Clear drainage channels	KCCA experts to come and do a survey it	One month
Clear drainage channels	KCCA supervisors should come and inspect the area	Two month
Clear drainage channels	KCCA engineers should do effective inspection	One month
Clear drainage channels	KCCA experts should visit	Two months
Clear drainage channels	KCCA experts to inspect	One month
Clear drainage channels	Experts should visit us	One month
Clear drainage channels	KCCA to send inspectors	One month
Clear drainage channels	KCCA experts should visit us	One month
Clear drainage channels	KCCA experts should come assess	One month
Clear drainage channels	KCCA come and inspect	Two months
Clear drainage channels	KCCA experts should visit my village	One week
Clear drainage channels	Come and work on the drainage	One month
Clear drainage channels	Sensitisation for people not to through gabbage in drainage	3 months
Clear drainage channels	Remove gabbage	Two weeks
Clear drainage channels	To first work on the small drainage	3 months
Clear drainage channels	To come over and work on it	In one month
Clear drainage channels	To pick gabbage from our village	One month
Clear drainage channels	Remove the soil and gabbage from the drainage	3 weeks time
Clear drainage channels	Remove gabbage from the drainage	Two week's time
Clear drainage channels	Remove gabbage from the drainage	One week

Clear drainage channels	Come and work on them	Week
Clear drainage channels	Work on them	6 month
Clear drainage channels	KCCA representative on ground	6months
Clear drainage channels	Sending KCCA engineer	One week
Clear drainage channels	Sending KCCA engineer	One week
Clear drainage channels	Sending KCCA techno engineer	2 months
Clear drainage channels	KCCA engineer on ground	6 months
Clear drainage channels	KCCA engineer on ground	One year
Clear drainage channels	KCCA engineer on ground	3 months
Clear drainage channels	KCCA engineer on ground	6 months
Clear drainage channels	KCCA engineer on ground	3 months
Clear drainage channels	KCCA engineer on ground	6 months
Clear drainage channels	KCCA experts should come and work on it .	Three months
Clear drainage channels	KCCA experts should come fix	One day
Clear drainage channels	Should send engineers to renovate	One week
Clear drainage channels	Should send engineers to build them	One week
Clear drainage channels	Should send experts to inspect	Three months
Clear drainage channels	Send specialists	One week
Clear drainage channels	Work on drainages	A week
Clear drainage channels	Send technical team	Three months
Clear drainage channels	Send technical team to repair	Immediately
Clear drainage channels	1 week	1 month
Clear drainage channels	2weeks	1months
Clear drainage channels	1day	1 month
Clear drainage channels	3months	6months
Clear drainage channels	Expert to checkout the problem	1 week
Clear drainage channels	1week	3months
Clear drainage channels	1month	6months
Clear drainage channels	3weeks	1month
Clear drainage channels	4days	2month
Clear drainage channels	2weeks	4months
Clear drainage channels	1week	1month

Clear drainage channels	2months	5months
Clear drainage channels	Sending people to clean the trench	One day
Clear drainage channels	To start working on the problem	Three months
Clear drainage channels	To send an engineer to the village to investigate	One month
Clear drainage channels	KCCA to work with national water to come and survey the place	One month
Clear drainage channels	To send an engineer to survey the place	Two weeks
Clear drainage channels	To send engineers to asses the problem	Two weeks
Clear drainage channels	Promising to send an expert	2 years
Clear drainage channels	Sending experts to work on the drainage	3 months
Clear drainage channels	KCCA can send workers to spray and clean drainages.	3 weeks
Clear drainage channels	To send KCCA cleaners to work on the drainage.	2 weeks
Clear drainage channels	KCCA could send the concerned people to complete construction of the trenches.	1 year
Clear drainage channels	KCCA can send its workers to do the spraying	3 months
Clear drainage channels	Inspection	1 day
Clear drainage channels	Spraying of mosquitoes in the drainages....	3 months
Clear drainage channels	Working on the drainage	2 months
Clear drainage channels	Investigations on the area which has to be worked on..	2 weeks
Clear drainage channels	Technical people to come and discuss with the chairperson	1 week
Clear drainage channels	Cleaning the drainages	1 month
Clear drainage channels	Sending materials and experts to work on the drainage	1 months
Clear drainage channels	Repair the drainages	3months
Clear drainage channels	KCCA experts to consult the councillors and assess the best	1 month
Clear drainage channels	Response in writing from KCCA about the issue	6 months
Clear drainage channels	KCCA to draft a plan and budget for the issue	3 months
Clear drainage channels	KCCA to come and consult the leaders	24 hours
Clear drainage channels	Construction and repairing of the drainage system	1 month
Clear drainage channels	They should come and inspect construction of the drainage system	3 days

Clear drainage channels	Send experts to see that drainage	1 month
Clear drainage channels	3days	1week
Clear drainage channels	Send engineers to come and assess	1 month
Clear drainage channels	To monitor the place	1week
Clear drainage channels	Come to repair the drainage system	1week
Clear drainage channels	To work on the damaged parts	6months
Clear drainage channels	They can visit the place especially technical team	1month
Clear drainage channels	There are no enough funds	6month
Clear drainage channels	To send the people responsible to work on the drainages	1day
Clear drainage channels	They should come and built closed drainage systems, like trenches	6 months
Clear drainage channels	Call back the lc chairperson	2weeks from receipt
Clear drainage channels	To work on the system	1week
Clear drainage channels	Experts from KCCA should come to assess first.	1week
Clear drainage channels	KCCA sends their experts to clean in	2days
Clear drainage channels	Send technical team	Two weeks at most
Clear drainage channels	KCCA sends its workers on ground to check and see all those places that need water trenches	1 week
Clear drainage channels	KCCA sends its experts to examine the areas that need those upgraded trenches	1 month
Clear drainage channels	KCCA sends its experts to see where those trenches can be located , areas with running water	1 week
Clear drainage channels	KCCA sends cleaners	1week
Clear drainage channels	KCCA sends cleaners	1 day
Clear drainage channels	KCCA sends experts to see the drainage	2days
Clear drainage channels	KCCA sends cleaners	1 month
Clear drainage channels	KCCA sends expert	1month
Clear drainage channels	KCCA sends experts to check	1 week
Clear drainage channels	KCCA sends experts to come and construct	1 month
Clear drainage channels	Send experts to come and plan first.	1week
Clear drainage channels	Experts should come	One week
Clear drainage channels	Experts should come	1 week

Clear drainage channels	Sending staff to assess	1 week
Clear drainage channels	Should respond by sending some people to assess	2 months
Clear drainage channels	To send experts to fill the potholes	2 weeks
Clear drainage channels	KCCA to send experts to work on the drainage systems	1 year
Clear drainage channels	KCCA to send people to open up and enlarge drainage system	3 months
Clear drainage channels	KCCA should visit	One month
Clear drainage channels	KCCA to come and clean around the drainage system	2 weeks
Clear drainage channels	To send experts to expand and clean the drainage system	3 months
Clear drainage channels	Send experts	2 months
Clear drainage channels	KCCA experts should visit	At least a week
Clear drainage channels	Send inspectors	One month
Clear drainage channels	Technical team to access	1 month
Clear drainage channels	KCCA inspectors to visit	One month
Clear drainage channels	KCCA send experts	One week
Clear drainage channels	KCCA to visit is	One month
Clear drainage channels	Send experts	One week
Clear drainage channels	KCCA experts to visit us	One month
Clear drainage channels	KCCA experts should visit	Three months
Clear drainage channels	KCCA inspectors to come around	One month
Clear drainage channels	Kccsma to meet us in our community	Quarterly
Clear drainage channels	KCCA staff should visit	Six months
Clear drainage channels	To come and work on the drainage	One month
Clear drainage channels	Experts to check	One month
Clear drainage channels	Send in KCCA expert	One month
Clear drainage channels	Work on it	1 week
Clear drainage channels	Sending in a vehicle to pull out the stuffs stuck in the drainage	Two day's time
Clear drainage channels	Remove the soil and gabbage	Week
Clear drainage channels	To come and work on it	One week
Clear drainage channels	First remove gabbage	One day

Clear drainage channels	To remove gabbage from the drainage	In a month
Clear drainage channels	Remove the soil and gabbage and put culverts on the drainage	Week
Clear drainage channels	First remove gabbage from the drainage	Once a month
Clear drainage channels	KCCA engineer on ground	6 months
Clear drainage channels	KCCA engineer on ground	3 month
Clear drainage channels	KCCA engineer on ground	One month
Clear drainage channels	Should experts to widen them	Six months
Clear drainage channels	Send experts to buy caravans for the village	One week
Clear drainage channels	Should the engineers and technician	Six months
Clear drainage channels	Should send also monitoring units	A month
Clear drainage channels	Should send KCCA experts to fix problems	One week
Clear drainage channels	Should send engineers and build these trenches	One month
Clear drainage channels	Should send also engineers to fix the problems	Two months
Clear drainage channels	Should experts to fix	Two months
Clear drainage channels	Should send engineers	One month
Clear drainage channels	Send engineers	Week
Clear drainage channels	Technical team to work	Three weeks
Clear drainage channels	Put trunks	One month
Clear drainage channels	Send in the cleaning team	2 weeks
Clear drainage channels	Expert team	1week
Clear drainage channels	7days	3months
Clear drainage channels	3days	1 week
Clear drainage channels	1 week	6months
Clear drainage channels	Send an expert	2 days
Clear drainage channels	Send in a fixing team	2 weeks
Clear drainage channels	1month	2months
Clear drainage channels	1week	1month
Clear drainage channels	To come and access the place	One month
Clear drainage channels	To send engineers to come and survey	One week
Clear drainage channels	To come assess	One month
Clear drainage channels	To come and work on the drainage system	Six months

Clear drainage channels	Send experts to work on drainage	5 years
Clear drainage channels	Sending KCCA staff to fix the drainage systems	1 month
Clear drainage channels	Sending fumigators to spray trenches	1 month
Clear drainage channels	They should bring some finance to lc and we do the cleaning...	Immediately after receiving the report
Clear drainage channels	Bringing it's workers to work on the drainage...	1 month
Clear drainage channels	Sensitising people proper handling of the drainages	1 month
Clear drainage channels	To come and see wat is needed and do proper documentation	1 week
Clear drainage channels	Sending a pysical planner to see how they can go about it	2 weeks
Clear drainage channels	They should work on it	6 months...
Clear drainage channels	Come and do the cleaning	1 month
Clear drainage channels	Include it in the next budget	12 months
Clear drainage channels	Bring a technical person to teach people how to handle drainages	1 month
Clear drainage channels	KCCA to hold a meeting with the residents to see what can be done	24 hours
Clear drainage channels	KCCA to send a technical team	2 week
Clear drainage channels	KCCA to come & construct the drainages	2 months
Clear drainage channels	They should come and cover the cover the trenches	2 weeks
Clear drainage channels	They should come and construct them	1 month
Clear drainage channels	They should come are construct the trenches	1week
Inspection of KCCA security personnel	KCCA technical team to monitor	4 months
Internet services	Should come make the study	1month
Security	Take away the kids who pretend to be vendors and end up stealing and put cameras	One day
Security	KCCA to come and consult on the issue	24hours
Security camera	To survey and follow up	1month
Security cameras	Experts should first come	1week

Bursaries in schools	KCCA education budget	Every financial
Community school	Come and examine the area while interacting with the local leaders	One month
Construction of primary schools	KCCA to send experts to identify possible sites for the schools	1 month
Construction of secondary schools	KCCA to make assessment on the need for secondary schools	6 months
Development programmes for youths and women	Supplying equipments by KCCA	4 months
Education	Plan for it	1 year
Education facilities	Inspection of the school structures	5 months.
Education services	Department concerned should come first	1month
Employment for the youth	To come and start up businesses or projects	6month
Government schools	There was no space	1year
Immunisation of children in the community	KCCA to send vehicle with a loudspeaker to inform the community on how they will perform the service	1 month
Improvement on education system	KCCA education inspection in classes	Every school term
Improving on the school structures and standard	Sending more teachers in schools and also KCCA engineers to repair the school structures.	2 years
Issues to do with taxes, they should revise assessment system, tax education	They should come and do surveys before they start taxing	1 week
Nursery schools	To provide them land for the school	1year
Proper sensitisation to people about taxes (tax education)	KCCA sends its workers to come on ground and organise with the LC1 chairpersons on how to educate the people about the importance of paying tax	2 months
Provision of a secondary school	KCCA sends experts to see	4 months
Putting up enough public schools the area	KCCA sends experts to come on ground and locate places where to put up these schools	2 months

Putting up KCCA public schools both secondary and primary level in our village	Send KCCA experts to examine a good location where the school can be set up	2 months
Renovation of the schools	To check the nature of the school	1 month
Saccos for the youth in every village	To take ideas given to them	5month
Schools charges should be completely removed	3months	Within 1 year
Wall perimeter for a nearby school for children safety	KCCA send expert to assess	2weeks
Building community vocational institutions	They should and build one vocational institution	1 month
Construction plann	Send sarveyers	One month
Develop markets	Experts to do evaluation before they construct the market place	1 month
Develop markets	To send experts to come and inspect	Six month
Improving infrastructure	KCCA to come for a meeting to discuss the way forward on the issue	24hours
Physical planning	Send planners	Three months
Physical planning	KCCA sends an expert	1 week
Physical planning	KCCA team on ground	3 months
Physical planning should involve lc1	Sending KCCA engineer on ground	3 days
Put saccos in our village	Technicals to teach people about saccos	1 month
Urban planning	Experts to come on ground	One week
Urban planning	Consult with lcs	One day
Compost pits	Send a team	2 weeks
Free gabbege collection in my village	KCCA sends its field works to come and see places with too much garbage	1 week
Free garbage collection in the area	KCCA sends its works to monitor and see the areas that need this service	1 month
Free garbbage collection to all people in the village	KCCA sends its workers to come and see all the households that have garbage	1 day
Garbage collection	Should be collected often	2 times a week

Garbage collection	To emphasize the companies given the tender to collect the garbage in all areas	1month
Garbage collection	To send vehicle that collect rubbish	1week
Garbage collection	They come and respond	2 weeks
Garbage collection	Come as soon possible	1week
Garbage collection	Other companies were given authority to collect the garbage	3month
Garbage collection	To hear from the leaders from the grassroots	6month
Garbage collection	Enforcement team should investigate	One day
Garbage collection	Fast response is expected from KCCA	1day
Garbage collection	KCCA sends vehicles	1 day
Garbage collection	KCCA sends vehicles	1 week
Garbage collection	KCCA sends their vehicles to clean	2days
Garbage collection	1week	2months
Garbage collection	Sending KCCA motor vehicles	3 days
Garbage collection	KCCA send its field workers to locate places that have too much garbage	1 week
Garbage collection	KCCA sends a contractor	1 week
Garbage collection	Sends a contractor	3days
Garbage collection	KCCA sends cleaners	1day
Garbage collection	KCCA sends cleaners	1day
Garbage collection	KCCA sends cleaners	1 day
Garbage collection	KCCA sends their vehicles to clean	3days
Garbage collection	KCCA sends vehicles	1 week
Garbage collection	KCCA sends truck	2 days
Garbage collection	KCCA sends vehicles to clean	1day
Garbage collection	KCCA sends experts to collect it	1 day
Garbage collection	KCCA sends a vehicle	2 days
Garbage collection	KCCA sends their vehicles	1week
Garbage collection	KCCA sends vehicles to collect it	1day
Garbage collection	KCCA sends their vehicles to collect garbage	2days
Garbage collection	Send trucks immediately	1day
Garbage collection	Supervisors should always come and check	Three days
Garbage collection	Sending trucks and provide dust bins.	2 days
Garbage collection	Immediately should send some people to the community	1week

Garbage collection	Should come and at it first	2 days
Garbage collection	They should come first how the place looks like.	3 days
Garbage collection	Sending service providers	2 months
Garbage collection	KCCA should respond when ready to do the work.	5days
Garbage collection	KCCA should send vehicles to collect the garbage	1week
Garbage collection	KCCA should send some people to come and collect	1 week
Garbage collection	KCCA should inspect our village	1 week
Garbage collection	KCCA to send waste collectors	2 days
Garbage collection	KCCA to send garbage collectors to take garbage	2 days
Garbage collection	KCCA should send people to collect garbage in the village	1 day
Garbage collection	KCCA to come and collect garbage and sensitize people on garbage disposal	2 weeks
Garbage collection	KCCA to send people to collect garbage	6 months
Garbage collection	KCCA to send people to collect garbage	1 week
Garbage collection	KCCA to send people to collect garbage	2 days
Garbage collection	KCCA to send people to collect garbage	1 week
Garbage collection	KCCA to come and collect garbage	3 days
Garbage collection	KCCA people should come and collect garbage from the village	2 days
Garbage collection	KCCA to send people to collect garbage	2 weeks
Garbage collection	To send people to collect garbage from the village	2 weeks
Garbage collection	KCCA to send people to collect garbage	2 weeks
Garbage collection	KCCA management should visit the village	2 weeks
Garbage collection	Experts should visit village and coordinate with vhts	1 week
Garbage collection	KCCA inspectors should randomly pass by.	One week
Garbage collection	Send experts	One day
Garbage collection	KCCA experts to fix time and meet the community most prefferably over the weekend	Two weeks
Garbage collection	KCCA should supervise our villages	Two weeks
Garbage collection	KCCA inspectors should make follow ups	Two weeks
Garbage collection	KCCA inspectors to do supervision	One week

Garbage collection	Send us inspectors and counsel tenders and do the job on their own	One month
Garbage collection	KCCA should inspect my village	One month
Garbage collection	KCCA take over the role as early before	One month
Garbage collection	KCCA should visit us	One month
Garbage collection	To take gabbage atleast twice a week	One day
Garbage collection	Come and take gabbage for free	Twice s week
Garbage collection	To come and take the gabbage	One month
Garbage collection	To come and take gabbage	One day
Garbage collection	To respond positively to work on this problem	Week
Garbage collection	To come and pick the gabbage	Weekly
Garbage collection	Take gabbage	Twice a week
Garbage collection	To come over and take the gabbage	Once a week
Garbage collection	KCCA providing trucks	One week
Garbage collection	KCCA should send garbage collector at no cost	One month
Garbage collection	Distribution of dustbins	One month
Garbage collection	Should send experts who can convert it to any purpose	One week
Garbage collection	Send gabbage cars to collect	One day
Garbage collection	Send KCCA gabbage cars to collect	Two days
Garbage collection	Send KCCA gabbage cars with experts to collect	One week
Garbage collection	Should send KCCA officials before tendering the private companies	Two weeks
Garbage collection	Should bring KCCA gabbage collectors	One week
Garbage collection	Send KCCA gabbage cars to collect	One week
Garbage collection	KCCA should return the big pits we used have	One month
Garbage collection	Should send the KCCA gabbage cars to collect	One month
Garbage collection	Should add in more effort to those people collecting gabbage and more experts	One week
Garbage collection	Should buy more gabbages cars to collect	One year
Garbage collection	KCCA should stop private tenderers like nabugabo and let the coucillors to supervise the KCCA gabbage cars	One week

Garbage collection	KCCA experts should come with gabbage cars and at least clean the village	Three days
Garbage collection	Come and pick up the garbage	2 days
Garbage collection	Remove the garbage	Two days
Garbage collection	Come on ground to supervise service providers they contracted.	2 days
Garbage collection	Send trucks	At most two days
Garbage collection	Remove the garbage	At most three days
Garbage collection	Send trucks to pick the garbage	Two days
Garbage collection	Trucks come and pick the garbage	One day
Garbage collection	Send trucks	Two days
Garbage collection	Collect the waste	One week
Garbage collection	3days	2weeks
Garbage collection	Send a garbage truck	3 days
Garbage collection	1month	2months
Garbage collection	5days	1months
Garbage collection	2weeks	1months
Garbage collection	2weeks	2months
Garbage collection	1week	3week
Garbage collection	Send a truck to collect rubbish	One day
Garbage collection	To send a gabbege truck	One week
Garbage collection	Send staff to collect the rubbish	1 month
Garbage collection	Send garbage collectors to clear the rubbish	3 months
Garbage collection	Send as service car to collect the rubbish	1 week
Garbage collection	KCCA sends workers to collect the rubbish.	3 weeks
Garbage collection	Send a car to collect the rubbish	1 week
Garbage collection	KCCA should provide more vehicles to collect rubbish.	3 months
Garbage collection	KCCA itself should do the collection of rubbish instead of tendering other companies.	1 year
Garbage collection	KCCA sending it's contractors to see where they should collect gabbage..	1 month
Garbage collection	Bringing a car to collect gabbage	1 month
Garbage collection	Their contractors to collect gabbage	1 day

Garbage collection	Sending cars to collect gabbage	2 days
Garbage collection	KCCA sending it's contractors to collect it free of charge...	2 weeks..
Garbage collection	Bring their cars and collect gabbage	2 days
Garbage collection	They should collect gabbage	2days
Garbage collection	Collect gabbage	1day
Garbage collection	KCCA should send an official to discuss the best way collecting rubbish from the community	3 days
Garbage collection	KCCA to send a garbage collection truck	1 week
Garbage collection	KCCA to send a garbage collection truck to temporarily collect	1 week
Garbage collection	KCCA to send a truck atleast every week	1 week
Garbage collection	KCCA to assess the situation	As possible as soon (1 week)
Garbage collection	KCCA to atleast send a garbage truck	2 weeks
Garbage collection	Pick the garbage	I week
Garbage collection	They should come and collect the garbage	1 day
Garbage collection	They should come and teach people the importance of paying some small money to a company to do the work	1 week
Garbage collection	They should increase on the number of vehicles doing garbage collection	1 month
Garbage collection	To follow up with the service provider	1 day
Garbage collection	Tell the contracting company	2 days
Garbage collection	To send the employee to remove rubbish	2days
Garbage collection	Come check where to put garbage collection point	Within a week
Garbage collection	KCCA sends a garbage collection vehicle.	2 weeks
Garbage collection	Send garbage collection trucks	Immediately
Garbage collection	Immediately send the truck	Immediately
Garbage collection	1week	1month
Garbage collection	KCCA sends its workers mainly field stuff to asses areas that need this garbage collection	3 months
Garbage collection	KCCA sends a contractor	1 day
Garbage collection	KCCA sends their vehicles	3days

Garbage collection	KCCA sends a vehicle	2days
Garbage collection	KCCA sends vehicles	1week
Garbage collection	KCCA sends vehicles	2days
Garbage collection	KCCA sends vehicles to clean	1week
Garbage collection	Should tour around	1 week
Garbage collection	Should come first	3 days
Garbage collection	Should first come to visit the area	1-2days.
Garbage collection	Immediate attention, there and then	Immediately . That very day
Garbage collection	Concerned department should send concerned staff.	1 to 2days from the of reporting
Garbage collection	Trucks should be sent	1day
Garbage collection	Responsible department should come in.	1week
Garbage collection	KCCA should respond by coming to collect the garbage.	1day
Garbage collection	Should respond by coming.	2 weeks
Garbage collection	KCCA should send the truck to collect	1day
Garbage collection	KCCA should send responsible department staff and make arrangements	1week
Garbage collection	KCCA should send people to collect garbages	1 week
Garbage collection	KCCA to send people and collect garbage	2 weeks
Garbage collection	KCCA to send people who will collect garbage	1 week
Garbage collection	KCCA experts should say on tender companies	3 days
Garbage collection	KCCA experts to come	Two weeks
Garbage collection	Supervise tendered companies	One month
Garbage collection	KCCA to inspect tendered companies or cancel tenders	Two days
Garbage collection	KCCA to supervise contractors	One month
Garbage collection	Do an analysis on people's income and crap garbage collection fees	Two months
Garbage collection	KCCA to work together with home clean	1 month
Garbage collection	Negotiate and reduce garbage collection fees	Two weeks
Garbage collection	KCCA should visit our village	One month
Garbage collection	KCCA to supervise the contractors	One week

Garbage collection	Might want it to be uniform in all villages in kampala	One week
Garbage collection	To come and take the gabbage	Twice a month
Garbage collection	To come and take the gabbage	In two weeks
Garbage collection	Giving tenders to community members	2 days
Garbage collection	Providing garbage collectors at village	3 months
Garbage collection	Sending garbage collection team	2 weeks
Garbage collection	KCCA to give better collection companies with official fees	2 weeks
Garbage collection	KCCA collecting garbage at no cost	2 months
Garbage collection	KCCA renderers to collect at no cost	One week
Garbage collection	KCCA trucks on to collect garbage at no cost	One day
Garbage collection	KCCA collecting garbage at no cost	2 weeks
Garbage collection	Send the KCCA gabbage collector cars	One week
Garbage collection	Anyone responsible for that that department in KCCA	One day
Garbage collection	Send gabbage collection cars	One day
Garbage collection	Send the gabbage cars to collect	Three days
Garbage collection	Send gabbage cars to collect the rubbish	One week
Garbage collection	Should send the KCCA gabbage collector	One week
Garbage collection	Send KCCA gabbage cars to collect	One week
Garbage collection	Send pick up vehicles to take the waste	One week
Garbage collection	Send trucks twice a week	Week
Garbage collection	Contact service providers contracted	Two days
Garbage collection	Send trucks to pick the waste	In a weeks time
Garbage collection	Send trucks to collect the garbage	One week
Garbage collection	Send personnels to explain to people how the collection process is to be	One week
Garbage collection	Send trucks to collect garbage	Two days
Garbage collection	Send trucks	Two days
Garbage collection	2weeks	3months
Garbage collection	1week	7days
Garbage collection	1week	1month

Garbage collection	4days	7days
Garbage collection	Monthly	3month
Garbage collection	As soon as possible	Shortest time possible
Garbage collection	1week	1month
Garbage collection	1week	2month
Garbage collection	1week	1 month
Garbage collection	4days	1month
Garbage collection	To send the truck	Same day
Garbage collection	They come with the truck	One day
Garbage collection	To change in their system whereby villages become responsible for the gabbege but under KCCA budget	One months
Garbage collection	To send people responsible for rubbish	One month
Garbage collection	To send more companies to do that activities	Same day
Garbage collection	To change to the duty of collecting gabbege i	One day
Garbage collection	To send a truck to collect rubbish	One week
Garbage collection	To send the truck that collects rubbish	Three days
Garbage collection	To bring a truck to collect gabbege	Two days
Garbage collection	To send gabbege collection companies	One week
Garbage collection	Send gabbage collectors from KCCA	5 months
Garbage collection	They send a car to collect the gabbage	2 weeks
Garbage collection	Sending KCCA staff to collect the rubbish	2 weeks
Garbage collection	KCCA should collect garbage more often.	1 week
Garbage collection	KCCA to get more vehicles to collect rubbish around kampala.	3 months
Garbage collection	KCCA to provide more vehicles to collect rubbish in the city	2 months
Garbage collection	KCCA should have frequent visits to collect the rubbish.	3 weeks
Garbage collection	KCCA can send tracks that collect garbage	1 week
Garbage collection	KCCA can send vehicles that collect garbage	2 weeks
Garbage collection	To collect gabbage	1 week
Garbage collection	Collect gabbage	1 day

Garbage collection	Get a public address system to inform people to bring their gabbage up on the main road	1 day
Garbage collection	Sending their contractors to collect gabbage	1 week
Garbage collection	KCCA to send an official to discuss a way forward on the issue	1 month
Garbage collection	KCCA to come and have a consulation meeting	24hours
Garbage collection on every point of the village	KCCA sends its workers to cross check the entire village for the areas that require this service	1 week
Garbage collection	KCCA sends cleaners	2 days
Improved or proper garbbage collection in all areas of the village	KCCA sends its workers on ground to come and meet the LC1s so that they show them the areas that have alot of garbbege	14 days
Proper garbage collection because the hired campanies that collect garbege at times they dont reach every household	KCCA sends its field stuff to see the areas that require this service	1 week
Proper garbage collection in the area	KCCA sends its scouts to check on the areas that need this service or areas that have alot of garbbege	2 days
Put gazetted ares for gabbege collection	To send gabbege collection companies to come and survey the place	Two weeks
Routine garbbage collection to all places in the village	KCCA sends its workers to come on ground and map all the places that have alot of garbage	1 month
Assessment of property rents	Send responsible team	One week
Bringing 25percentage of tax collected to the people through their chairman....	Feedback from KCCA about wen they will implent this	2 months
Business licence are not clear only	1week	1months
Business licence and evaluation	Sending KCCA stuff in ground	2 weeks
Consult lc1's on taxation	Send tax experts to come on ground to consult LC1's	Monthly

Consultation on property rent taxes	KCCA technical team on ground	One month
Development schemes & programmes	KCCA to come on the ground and consult the residents	2 months
Distribution of KCCA information at village level	KCCA technical team to the village	6 months
Heavy taxes imposed	They should come and seat and talk with the citizens	2 days
Make information available	Send KCCA workers to conduct meetings that teach people	1 month
Make information available	They should come and teach people about sanitation	1 week
Payment of lc1	To understand the work they do in the community	1month
Payment of our allowances and salary for lcs	Meeting the chairpersons	1 month
Payment of the lc1	To work on the payments cause of the work done	1month
Payments for chairpersons and allowance when called for meetings at KCCA	Sends clerk to talk to us but nothing happens	Same day
Property rates	Inspection of houses together with chairpersons....	1 week
Property rent	Should send experts to re -evaluate	One month
Provide financial support to village groups	They come and access the groups	Four months
Reduce on property rent	Bring assessors to re-evaluate	Three months
Reduction on property rent taxes	KCCA technical team should reduce on taxes	One month
Rent payment for the lc1 chairperson's offices	KCCA sends its works to come and see where to locate the office the LC1 and how rent can be paid	1 day
Sensitisation on property rates	KCCA should organise meetings to sensitise people	1 year
Sensitisation on the community on the documentation on land ownership	KCCA to meet with the residents and sentise them	1 week

Sensitising people about property rates	KCCA should reach out to citizens and sensitise them.	5 months
Sensitization about property rates	KCCA sends its workers to teach people through meetings on property rates	3 months
Tax complaints	Send responsible team	One week
Tax enforcement	Reduce the harshness	One day
Taxi rates	KCCA send experts to revise it	2months
They should be clear on the license	2weeks	4monthd
They should giveout information within two days before the meeting	They should gather information from chairpersons	2weeks
To reduce taxes imposed on people who have small shops	KCCA should send people to do thorough research on how much these small shops earn before they impose their taxes	1 month
To stop collection of property tax, for a while like 6 months	Write to us on this effect	2 weeks
Trade license and property rent	Should send experts to come to the ground to re-evaluate	Month
Trading licences	Come and inspect the type of licence they are giving to the people... before they issue them out..	Immediately after request for the licence
Fix health care system	Come and inspect land for the heath center	6 months
Fix health care system	They came and surveyed but kololo didnt have space	1year
Fix health care system	Experts should come	1-2days
Fix health care system	Health department should come to check first,	1month
Fix health care system	To send experts to construct the center	6 months
Fix health care system	To send experts in the area	2 months
Fix health care system	Sending health experts at village level	3 months
Fix health care system	Empowering local people to monitor	In a day
Fix health care system	Send the health team	Immediately
Fix health care system	To start construction	Six months

Fix health care system	To come and inspect the place	One week
Fix health care system	They can promise to build more hospitals	Kcca should decide
Fix health care system	KCCA could provide more drugs in hospitals.	4 months
Fix health care system	KCCA could provide more medicines in hospitals and health personnel.	About 8 months.
Fix health care system	They should do the extension	Immediately
Fix health care system	KCCA to consultant the residents about the most common diseases & drugs required	6 months
Fix health care system	They come and distribute nets	1 day
Fix health care system	To communicate through the councilor	6 months
Fix health care system	A communication from KCCA on the plan & way forward	3 months
Fix health care system	KCCA sends healthy experts to come on ground and see how many hospitals are in the area	1 day
Fix health care system	KCCA sends their contractors	2 weeks
Fix health care system	Experts should for pilot	1week
Fix health care system	The health department in KCCA should respond quickly	2-3days
Fix health care system	Health staff should and inspect first.	1 week
Fix health care system	Carry out research on where the health centre should be constructed	1 year
Fix health care system	Health teams should visit ground individuals for facts	One month
Fix health care system	KCCA to make interactions with locals	One month
Fix health care system	KCCA should inspect us	Two months
Fix health care system	KCCA experts should inspect	One month
Fix health care system	KCCA should inspect	Six months
Fix health care system	KCCA facilitation	One year
Fix health care system	Should renovate the hospital.	One week
Fix health care system	Send medical team	One month
Fix health care system	Quick response patrol with ambulances	24hours
Fix health care system	Sendings trucks to drain	Three days
Fix health care system	To come and inspect the place	One month

Fix health care system	KCCA can promise more hospitals	About a year
Fix health care system	Build more hospitals	3 years
Fix health care system	Giving us more ambulances	1 year
Fix health care system	KCCA can put more drugs in the hospitals it is responsible for.	5 months.
Fix health care system	KCCA should upgrade the health center in my area into a referral hospital.	2 years
Fix health care system	KCCA could provide more hospitals in my village.	2 years
Fix health care system	KCCA can get funding from the government to build more hospitals.	2 years
Fix health care system	KCCA to come & consult the councillors	1 month
Fix health care system	KCCA officials to come and assess	24hours
Fix health care system	They should come and construct a health facility.	1 year
Medical supplies in KCCA in facilities	Send the supplies	1 day
Provision of medical care facilities	KCCA could put up more hospitals	1 year
25 percent fund	Feedback about the progress of the matter	2months
Broken	Communicate to lc	24hrs
Bush clearing	KCCA sending their worker	1 week
Clearing bushes	Should send KCCA experts to clear bushes	One week
Community hall	Send experts from KCCA to come see a place where thy can puy the hall	One month
Construct local council 1 chairperson offices	KCCA officials to come and assess the situation & identify suitable spaces/location	1 month
Control of stray animals	KCCA personnel to come and see how to take control of the situation	1 week
Gazette stages for boda boda riders	KCCA to come and identify potential locations	1 month
Impersonation of KCCA stuff	2days	1month
Increase on the number if beneficiary in the naads	They should come and do an inspection on who should be included	1 day

KCCA toll free numbers extended to people in case of an emergency	KCCA sends its people on how to use these numbers	2 weeks
Manual hole covers	Experts should come and take measurements	2 weeks
No money cabbage collection	1month	5month
No quick response from KCCA	1day	2weeks
Offices in the lc1	Send someone to survey the place	3weeks
Pay a keen look at wabigalo government properties that are being claimed by wabigalo limited	KCCA to follow up the case in court	Two weeks
Pot holes	Talking to authorities like chairpersons about the matter	2weeks
Pot holes	Work on the potholes	3 months
Property rate	14days	1month
Provision of boreholes	KCCA engineer on ground	3 months
Repairing of pot holes	To send engineers from KCCA to fix the potholes	About a year
Sewerage maintenance	Experts should come up when ready	2-3days
Sign posts	KCCA representative on ground	One months
Stage order	KCCA should ensure that workers on the streets are organized.	5 months
Standby KCCA vehicles in the village	KCCA sends its workers to see the places where they can put these vehicles	1 day
The KCCA mbulance drivers are not realible and they are not properly serviced actually they should purchase more ambulance	1week	3months
To give us a playground	Come inspect the land	3 months

To stop landlords from evicting tenants during this period	To put the rule in writing and give us a copy	14 days
Wild animals	KCCA worker	2 weeks
Wild animals attack	KCCA sending their wildlife experts	2 days
