

**ECONOMIC, SOCIAL, AND ENVIRONMENTAL EVALUATION OF COMMUNITY BUS SERVICES,  
KOSGALA VILLAGE, RATNAPURA, SRI LANKA**

**March 2009**

**Final Report**

**Prepared for**  
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# 1.Introduction to Evaluation

This evaluation was independently conducted by the Centre for Poverty Analysis almost 10 years after the community bus was introduced to Kosgala village in the Ratnapura district, which is situated 103 km away from Colombo. The objectives of the evaluation as set out in the TOR are:

- To evaluate the social, economic and environmental impacts of the project on the community
- To evaluate the management of the project by the community
- To assess the environmental impact of the project

In the absence of a systematic and structured baseline study/survey about the project, it was not possible to compare the pre and post impacts of the project at all levels. The evaluation attempts to establish information from the past in every possible way but the quality of information obtained is uncertain when trying to track the conditions that existed 10 year ago. Available secondary information was used to draw some comparison between the two situations.

The evaluation made an attempt to trace the households that were interviewed for an evaluation during the year 2002 in order to have a comparison of the impacts and other project related issues. It was not possible to trace all the households that were in the earlier sampling group not all names were recorded. During the community level focus group discussions and key person interviews, the evaluation team managed to trace some of these households using their distinct characteristics, though only about 3 households were identified for the evaluation.

## 2. Sample Selection and Tools Used

### 2.1 Document Review

Documents were used in the evaluation in order to obtain the historical development of the project, to avoid duplications in collation of information and to maximize the utilization of the evaluation time.

#### 2.1.1 The following documents were reviewed in order to get secondary information:

- Feasibility study conducted by LFRTD
- Project/Progress documents
  - Community managed transportation services - conventional modes; The community managed bus service of Kosgala, Ratnapura district, M.J.Sahabandu (April 2001)
  - Vasaraka Piyasatahana MA Nandana Kumara Madamperuma (A progress report by the social mobiliser 18months after the inception of the project)
- Financial documents from the Rural Transport Promoters Society (RTPS) ledger book
- Past evaluation reports
  - An evaluation of the community managed transport project in Kosgala, R.M. Ranaweera Banda (September 1999)

### 2.2 Data collection

The following data collection tools were used during the field work.

- **Key informant interviews**

An initial discussion was conducted with a member of the LFRTD in order to get the organizational perspectives about the project. A representative from the partner organisation that co-ordinated the community managed bus in Nikavaratiya was also consulted in order to get an idea about the implications of different management structures in considering potential replication of an intervention of this nature.

Community level Information was obtained mainly from the Grama Niladari to understand the socio-economic profile, demographic patterns of the village and general impacts of the project on the community.

- **Focus Groups Discussions**

Purposive sampling method was used to identify the respondents for the community level Focus Group Discussions (FGDs) and household interviews. The FGD with the RTPS was conducted to learn about the management aspects of the community bus. The chairman of the RTPS and four other directors were present during the discussion. Focus group discussions were conducted at two levels: with the community and the RTPS. Community level FGDs were focused on getting an idea about the general impacts of the intervention on communities. Two community level FGDs were conducted; one with the community members from Halpe and the other comprised of community members from both Kosgala and Kithulpe. Each FGD had an average of 8 members during the discussion. Members for the FGD were selected in consultation with a key informant from the community in order to capture variations in relation to different locations, usage of bus, economic status and gender.

- **Household interviews**

Household interviews were conducted to capture the impacts of the intervention at the individual level. We were able to trace 3 previously interviewed households and 5 new households which were selected for data collection. New households were selected based on the distance from the community constructed road to the house, user patterns (presence of school children, government employees), income level (Samurdhi recipients and non-recipients) and the type of economic activity (agriculture and trade).

- **Vehicle operator interviews**

Vehicle operator interviews were conducted to capture the competition between the community bus service and other modes of public transport available for the community. Two three wheeler drivers and two bus drivers including the community bus driver were interviewed for this purpose. Apart from these, a three wheeler owner who is using the vehicle only for household needs was also interviewed.

- **Observations**

Observations were used as an informal tool and the information was recorded throughout the fieldwork in order to capture the missing aspects of the interviews.

**Table 1: Tools used for primary data collection and number of informants**

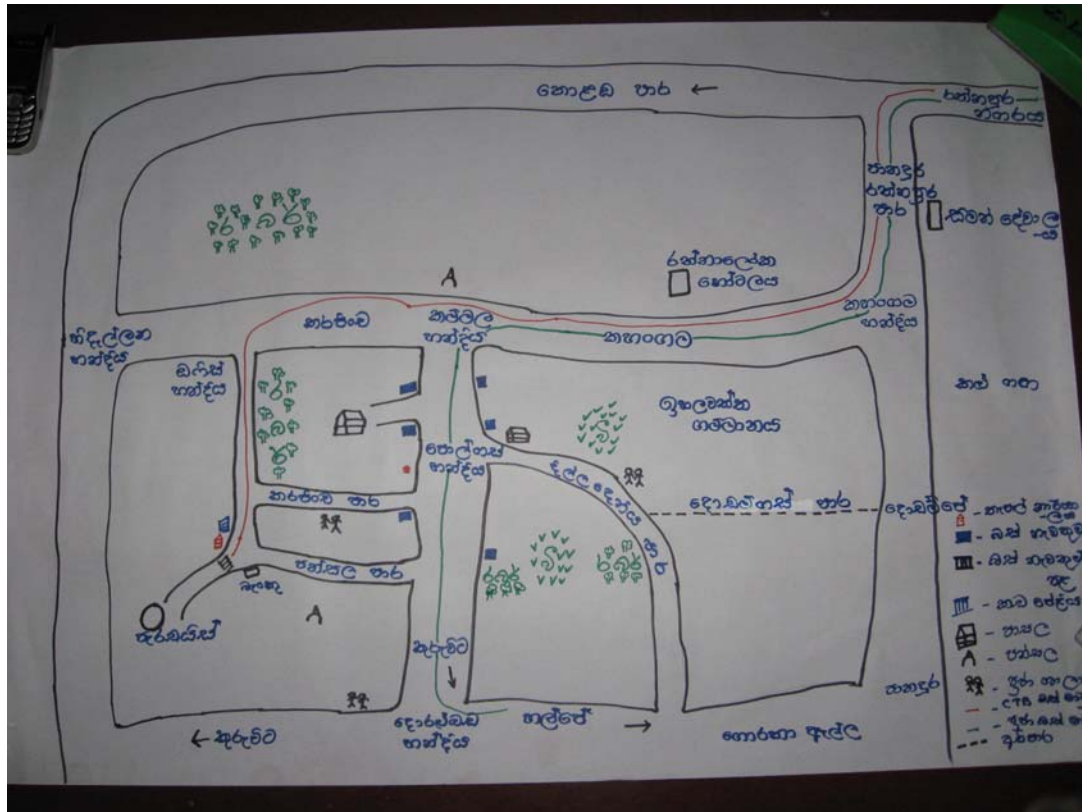
<b>Tools</b>	<b>Number of Informants</b>
<b>Key Informant</b>	<b>2</b>
<b>Focus Group Discussions</b>	<b>3</b>
<b>Household interviews</b>	<b>8</b>
<b>Vehicle Operator Interviews</b>	<b>5</b>

### 3. Background to the project

#### 3.1 Map of the community

The map of the community drawn at the community level focus group discussion is shown below with key public properties, social institutions and agricultural lands within the village. This map also gives the paths to the towns which are in close proximity.

Figure 1: Map of the Community



#### 3.2 Socio-economic profile of the community

The community managed transport service serves the 3 villages of Kosgala, Kithulpe and Halpe in the Kithulpe GN division of the Kuruwita Divisional Secretary division. The local authority of this area is Kuruwita Pradesiya Sabha. It serves about 1030 families (Kosgala – 240 households, Kithulpe – 390 households and Halpe – 390 households) and about 4534 people in the GN division at different levels and different intensities. For example the people in Halpe and Kosgala would sometimes opt for the CTB buses that ply on the roads that are close to their houses even though it would mean a 5-15 minute walk. However in general people from all three villages were using the community bus or the 'praja bus' as they call it for one purpose or the other.

Apart from a community water project which was not considered to be very successful, the community did not have pipe born water. Most of them were using private wells that were connected to taps inside the house. One of the main problems that the community is still facing seems to be the lack of

mains grid electricity for some areas in the GN division. According to the Key Informant interview with the Grama Niladhari of Kithulpe GN division, about 40 households are not yet connected to the mains grid, but there are preparations being made to provide a supply for these families in the near future.

The main sources of livelihood within the GN division are agriculture related activities such as rubber, tea and paddy land. Most identified themselves as wage labourers either in agricultural activities or in gem mines. At least one member from each household was considered to be engaged in gem mining. Garment employment and private sector companies are also sources of employment and there has been an increase in the number of young men that joined the armed forces

The community is situated about 13km away from the Rathnapura town area, and about 6km away from the Kuruwita sub-urban area. They seem to be accessing the Rathnapura town and Kuruwita for most of their needs such as health care, secondary education, the market and administrative needs. The following table summarises how the people from the 3 villages meet their service needs.

**Table 2: Distance to Basic Services**

Service	Location	Distance
Primary education	village	20minute – by bus 1 hour – on foot
Secondary education	Ratnapura and Kuruwita Town	Rathanapura- 10 km Kuruwit – 6 km
Primary health care	one of the village houses	
Hospital	Ratnapura or Kiriella	Kiriella, 40 minute – by vehicle Ratnapura –three wheeler price Rs. 600
Post office	village	
Communication centre	Ratnapura Town	Ratnapura 10 km 10minute – by bus
DS office /other relevant govt office	Kuruwita	
Market for consumer goods	Kuruwita sathi pola (weekly market)	
Market for produce	Kuruwita Town	
Police	Kuruwita Town	

### 3.3 Background to the Community Bus

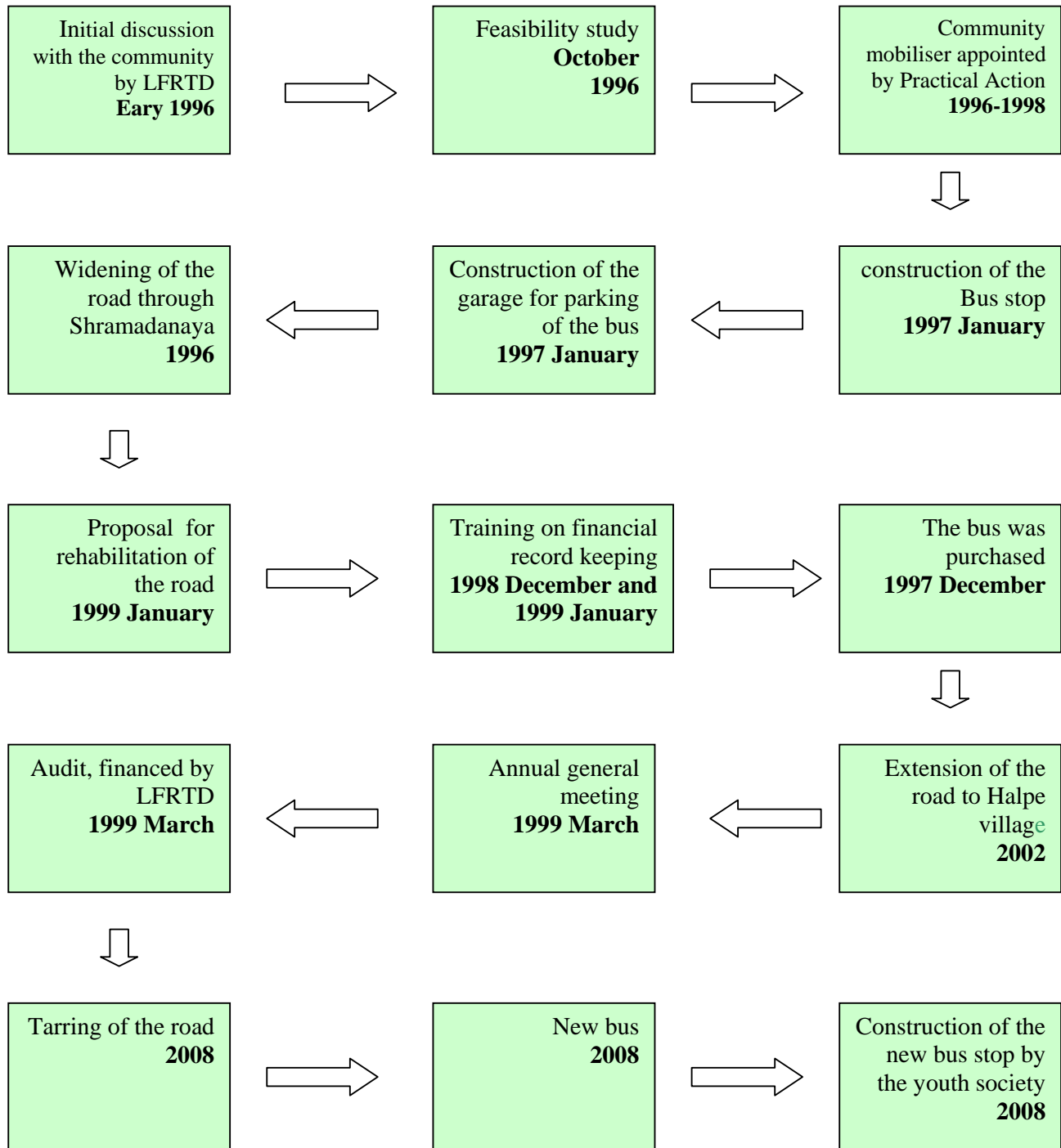
#### 3.3.1 Selection of the community

Kosgala village was selected as a project location mainly through personal contacts and not through a systematic survey and analysis. Some of the provincial directors of transport were members of LFRTD when the project was conceptualised. The provincial director from Ratnapura was a very active member and suggested piloting this project in Kuruwita Divisional Secretariat division. The objective of the project was transport provision aimed at improvement in livelihoods. Kosgala community was selected for project implementation as it was proposed as a community with the know-how and capacity to manage such a venture. As the project was seen to be beyond the regular CBO activities it required a different skill set and a strong community based organisation to manage it. The community was also suffering from severe transport difficulties due to unavailability of regular bus services and poor road conditions.

Following the feasibility study, a discussion was conducted by the LFRTD with key members of the CBO to identify the issues related to implementation and to come up with a draft activity plan. It was suggested that the road condition within the village needed to be improved beforehand in order to run the bus service. According to the directors of the company responsible for the maintenance of the bus, the SANASA Society (Thrift and Credit Corporative Society) was given the responsibility to undertake the road construction which involved widening of the road from 8 feet to 10 feet at certain points. At some points the road has only existed in the form of a footpath (particularly the linking roads to Halpe). But according to a key informant from ITDG (now Practical Action) the road was improved with the participation of the community. ITDG has provided the technical assistance and required resources such as labour, and material were mobilised by the community based organisation SANASA. After almost 3 years since the initial idea for the intervention, during which time the community was mobilised through various strategies such as *shramadanas* for road construction, the bus service was introduced. Practical Action played the key role in mobilising the community by stationing a full time Social Mobiliser in the village and assigning a part time project manager and a communication officer.

### 3.3.2 Activity flow chart

The description of key activities carried out by the company during the past 10 years



## 4. Analysis

According to discussions with the community, the project has strengthened unity among the community. However the discussion with the bus committee indicated that the community does not take part in the maintenance with as much enthusiasm and leadership as they did during the initial period of the road construction. Routine maintenance of the road was necessary, especially when the the road was gravel and not tarred. The gravel road tends to be washed away by the continuous rains and the heavy vehicles that ply the road, such as lorries for collecting tea leaves and gem mining machinery, make the road condition bad at constant intervals. Clearing the ditches and the drainage system was also essential. The concept of the Shramadana (donation of labour by the community members for a common cause) activities was used by the community throughout the process of widening the road and then for regular road maintenance and this proved to be one of the key reasons for the unity among the community. Even though the project was initiated by the Kosgala community later on, along with the need, Kithulpe and Halpe communities joined and provided their input to the project.

The distinction between other public transport services and the community bus service was very obvious. '*Ape bus eka*' (*our bus*) attitude that the community has with regard to the project shows the degree of ownership that is felt by the members of the community. This feeling of ownership comes from their involvement with the road construction, maintenance and from the way the service is provided for them by the bus.

*We don't issue tickets for the Buddhist monk and we don't press school children to get a ticket. One day ticket checking officers checked the bus and they fined a school boy. It is useless. We are doing a service so I went and told them not to do it again.*

*(Interview with the conductor of the bus)*

At community level focus group discussions, some participants mentioned that the horn/sound of the bus in the morning gives a sense of happiness and assured transportation for the day. The success of this community bus service as opposed to a privately owned bus is that they were able to balance both the quality of the service while sustaining its profitability. The quality of the service is assured by its punctuality, daily service and good attitudes and behaviour of both conductor and the driver. Passengers of the bus feel the journey is safe including women and school children.

*The driver and the conductor of the bus are very friendly and they are from the village. They know each and everyone in the village including the children going to the school. They take care of them during travel time. We can send them alone to the tuition classes in our bus. We know for sure that the children won't be abused in this bus.*

*(FGD Halpe)*

The community is informed when the community bus service is not available, unlike the previous modes of public transport that they used - specifically the CTB<sup>1</sup> bus that runs from Karapincha to Ratnapura. It was perceived by the community that this bus service will continue since the bus service is more regular than any other bus service available to them.

The timetable of the bus is given below. According to information provided by the LFRTD the timetable of the bus had been initially decided in consultation with the community based on the need to serve the school children and teachers who came to the village school, the hospital visiting hours and the weekly market. But this has changed over the years to match the timetables of the other buses on the nearby routes.

Departure Location	Time
Halpe	7.10 a.m.
Ratnapura	8.10a.m.
Halpe	9.10 a.m.
Ratnapura	10.10 a.m.
Halpe	11.10 a.m.
Ratnapura	12.10 p.m.
Halpe	2.15 p.m.
Ratnapura	3.15 p.m.
Halpe	4.15 p.m.
Ratnapura	5.15 p.m.

The bus does not only provide services for the communities from Kosgala, Kitulpe and Halpe but it also serves those who live alongside the bus route.

#### 4.1 The impacts of the Interventions

##### 4.1.1 Education

Some of children from the 3 communities attend the local community school for their primary education, but the majority attend schools in the Rathnapura town for secondary education as well as primary education.

The children who attend the Kosgala village school use the community bus since it leaves Halpe by 7.10am for the first trip of the day and reaches the school on time. For the home trip they also use the same bus. Before the intervention, retaining teachers in this school has been a problem because non-availability of transport from Rathnapura, but now this problem has been partially resolved as the teachers can use the community bus for the afternoon trip at least, if not the morning trip.

The children who travel from outside the village to Rathnapura cannot use the community bus since the schools start at 7.30am and by the time the community bus reaches the Rathnapura town it is

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<sup>1</sup> The **Ceylon Transport Board** (CTB) was the [nationalised](#) enterprise which handled all public [bus](#) transport in [Sri Lanka](#) between 1958 and 1978. First broken up into several regional boards, then into several companies, it was finally reconstituted as the **Sri Lanka Transport Board** in 2005. But the term CTB is still used to identify the state bus service.

past 7.30am.. Earlier when the schools used to start at 8.00am this wasn't a problem, but with the changing time schedules this group of children still face difficulties in going to school. The children who live close to Kosgala have to walk to *Kammala Junction* (which is situated about 20-30 mins from the centre of the Kosgala village) and take the CTB bus that plies that route while the children who live close to Halpe have to walk for about 20mins and take a CTB bus from that end. The discussions with the community revealed that the CTB bus along the Karapincha – Kosgala road is irregular. As a result the children who have to take this bus are sometimes forced to stay at home. These children take the community bus at 2.10pm from Rathnapura town on their way back home which they consider a great convenience. Children were using the bus to go for additional classes after school or during weekends and to come back home after they finish extra curricular activities such as sports.

More than the financial benefits of using the community bus, the community appreciated the convenience of taking one bus all the way to Rathnapura without having to change. Better punctuality than to the newly purchased bus and especially the new bitumen road surface was seen as the main positive point by the school children, as they felt that they can rely on the bus for their daily transport needs.

#### **4.1.2 Health**

The community accesses Rathnapura for their health needs. The ante-natal and post-natal clinics are held by the Midwife in the house of a community member. For regular visits to the hospital to attend the clinics, the patients are now using the community bus.

The community members are using the community bus to visit patients at mid-day as well as during afternoon visiting hours. They are using the 11.20pm trip and the 4.30pm trip to go to the hospital during visiting hours, but there was a problem of returning to the village after the evening visiting hours as the bus leaves for the final trip to the community at 5.10pm from Rathnapura and the evening visiting hours go on till 6.00pm.

#### **4.1.3 Economic activity within the community**

All changes in economic activity within the community cannot be directly attributed to the road construction and the community bus service for various reasons. These communities had access to a bus service even before the project, though there was no service into the actual village. The minimum walking distance to access the bus service pre-project was only 15-20 minutes and the walking distance is about 1-2km. However, the bus service was not as frequent and as punctual as the community bus. When the service wasn't available, there weren't any other modes of mass transport from and to the village. But the introduction of a community bus made things much easier and less costly for those that use the bus.

The main sources of livelihood within the GN division were agriculture related activities. About 353 of 1030 household are own account workers of mainly rubber, tea or paddy land. One household can have more than one crop as a source of income. About 80% were rubber small holders and about 80% cultivated their own paddy land or engaged in share cropping for consumption. About 575 were identified as wage labourers either in agricultural activities or in gem mining. At least one member from each household was considered to be engaged in gem mining. About 151 were state employees and 362 were employed in the private sector which includes working in the garment industry. There has been an increase in the number of young men that joined the armed forces. And there has also been an increase in the number of young women that are mainly employed in garment factories in the near by town centres as well as in areas like Avissawella town which is about 43km away from the Rathnapura town.

The majority of the villagers are engaged in agriculture related activities as their main source of income; both as own account workers and wage earners. During the pre-project time agricultural produce was sold within the village to the incoming traders and labourers. The involvement of middlemen in this trade was significant in terms of price and profits. An exorbitant profit was extracted by the middlemen. Most of those that did not have transport facilities before the project were 'price takers' (i.e. producers who had no choice but to take the price that the middlemen/traders offered). Even if the producer wanted to avoid the middlemen and sell the produce directly to the buyers in town for a higher price it would have been a bad deal because once the transport cost is added, the profit margin for the producer anyway became less. The community bus service helped to transport the producer goods, mainly rubber directly to the Ratnapura market with less transport cost and therefore had given an increased profit to the producer.

Transportation of goods and services into the village has become easier since the bus service is easily accessible. Especially those that run grocery shops and boutiques in Kitulpe and Kosgala villages feel the importance of the bus. The bus has helped them to save the high costs and the time spent on transport before the bus was introduced. Before the project these communities mainly used lorries to transport goods from outside the village but this has changed with the introduction of the bus service. However, since the bus service operates on a strict schedule, these traders can not depend only on the community bus service and they still use other modes of transport that were used during the pre-project time.

Another key economic improvement in the area due to the improvement of the road condition is an increase in number of tea collecting lorries coming in to the village. Even though the pre-project road condition was not good for vehicle mobility, there were tea lorries coming in to the village, but according to information provided during the interviews, this number has significantly increased with the improvement of the road conditions.

A key indicator that could be used to measure the impact of improvement of the road condition is the increase in number of vehicles, especially three wheelers which are affordable and have multi-purpose use. There were only a few vehicles in the village before the road project since the conditions of the road were not conducive. When the road conditions became motorable, people started buying new motor vehicles - motorbikes have increased from about 60 in 2006 to about 120 at present, but many of the households own a three wheeler - there are about 20 three wheelers in the village now. These households use them for the transportation of producer goods to the closest towns if they are engaged in agricultural activities. This is convenient and the cost is low for them which in turn increases the profitability in the trade. They use these vehicles for household work such as visiting relatives, purchasing consumer goods in the town and accessing health facilities. For some in the village three wheelers provide a source of income by providing a rental services. This has created new employment opportunities for many. A sense of security during an emergency and prestige is perceived by them in having their own vehicle.

Reduction of transport expenses for the villages is an important aspect of the impacts made by the community bus service. Transport expenses have been reduced in two ways. First, the travel route has become shorter. During the pre-project time period villagers had to take two buses to reach the nearest town, including walking a distance of about 2km. Now there is one bus straight from the village to the town. Time is saved in many ways, the time spent walking to take the bus as well as the extra time spent by taking two buses are saved due to the community bus service. This surplus time is used for effort in production and leisure which has lead to improvement in quality of life.

Another economic trend has been a labour movement towards the armed forces since it provides easy access to employment for those with a certain level of educational qualification. Gem mine owners have also increased compared to the pre-project period. These increases can not be attributed to any of the development interventions under discussion.

For those engaged in formal employment outside the village punctuality and continuous service of the bus provided a sense of assured transport service to and from work. The timing of the bus is convenient for the community members working outside to get to work. As discussed above, this shortened the travel route as well as saved the time and money of the workers. They can conveniently take the bus close to their place of residence. Returning from work was also identified as an important impact of the community bus service:

They are assured of transport. They don't need to worry about it, before the bus it was difficult for them to arrange the transport except those that had their own vehicles like motor bikes.  
(FGD Halpe)

Improvement of road conditions helped young women to access employment outside the village. Special transport services provided by the Garment factory management for factory workers from the village increased interest for engaging in such work among the girls in the village. An increase in number of garment factory workers is a direct, positive impact of the road.

#### **4.2 The management of the project by the community**

The management of the community bus is the responsibility of the Rural Transport Promoters Guarantee Ltd. Company comprising of 7 company directors and 15 members. The company has managed the bus for the last 10 years successfully but there are a few issues that were highlighted by the company directors and the community members that warrant a rather extensive exploration of the formation of the company, its functionalities and its current status.

The CBOs in operation when the pilot project in Kosgala-Kithulpe area was conceptualised were the *Sanasa Samithiya*, Rural Development Society in Kosgala and in Kithulpe and the Youth Society in Kosgala. The construction of the road took place with the initiative of the Sanasa Samithi and later on during the social mobilisation process an umbrella organisation was formed by combining all the active organisations of the village/area consisting of representatives from the above 4 CBOs and from a Women's Society in Kithulpe (which was formed during the social mobilisation process of the community bus initiative in order to add women's representation to the project) in order to ensure better representation. Later this was transformed in to a company limited by guarantee called Rural Transport Promoters Guarantee Company created under the company act.

At the earlier discussions with the community the need to construct the road prior to the introduction of the community bus was acknowledged and the *Sanasa Samithiya* was identified to begin the construction of the road. There were a few principals introduced at the beginning of the project during discussions with the LFRTD and ITDG stating that the income from the bus should go to the maintenance of the bus. The community agreed to these because they thought that these principals were practical and useful. According to the current directors and members of the company, the suggestion for a company limited by guarantee has come from the ITDG and LFRTD. On the part of LFRTD, one factor behind the decision of making the society a Company Limited by guarantee in preference to the Sanasa Society was that the latter comes under the control of the District Commissioner of Co-operatives and will not be favourable for independent decision making. The permission of the Commissioner of Cooperatives has to be obtained for implementation of decisions taken by the society and is liable for annual inspection and instructions under the cooperative act.

As the financing of the community bus could only be covered partially by the ITDG and the need for a commercial loan became apparent, the inappropriateness of the structure and the legal status of a CBO (mainly *Sanasa Samithiya*), even if it is registered as a CBO with the Divisional Secretary, became apparent. It was decided to be inappropriate by LFRTD and ITDG and the idea of the company limited by guarantee was introduced.

The feasibility study conducted in 1996 states that the Sanasa Samithi has been identified to implement the project. While stating that “none of the people made any allegations against the present leadership regarding corruption or misuse of funds” it goes on to say that “decision making within the society is more centralised”. The feasibility study also stated that the awareness about the project among people in the area is limited and proposed “a team consisting of representatives from every community to be set up to manage the project”.

Some of the committee members feel that the decision to create the company was taken because certain people within the community had made allegations against members of the Sanasa Society. For whatever reason, the proposed company has been accepted by the then Sanasa Society office bearers who were in charge of the construction of the road and the others who had shown an interest by actively taking part in the road construction process in different capacities, apparently despite their doubts and uncertainties, and 15 representatives from 5 CBOs have been selected to make up the company.

The implications of the inception of the company are felt at various levels. They have managed the community bus and the company for the last 10 years but they strongly feel that the company is not appropriate in the given community context.

The bus committee maintains that the amount of money, the effort and the time spent on their part in order to maintain the company has become an unwanted burden to them because of the legal requirements that a company of this nature entails. They discussed financial repercussions that come up in order to maintain the company, the lack of knowledge and skills among the villagers to grasp the legal functionalities about the company and unnecessary rigidity within the company structure.

#### **4.2.1 Financial difficulties entailed by the legal requirements of the company**

The committee feels that the financial reporting has become a burden for them. One of the main components of the financial reporting requirements is the submission of audited accounts at the annual company registration. The services of a qualified chartered accountant are required to audit the accounts and the auditing costs not less than 25,000 per annum even if it is done by an accountant in Rathnapura and not by a well recognised accounting firm in Colombo. The committee feels that a not for profit company, at the grassroots level, with the natural and inborn inclination towards ‘community well being’ would be preferable to a company with financial matters that incur a cost which it could not bear.

The accounts were audited for the first 2 years but had not been for the ensuing 8 years that the bus has been in operation. As a result of this the annual company registration has not been done and in order to buy the new bus the company had to bear a considerable capital cost and register the company under the new company act of 2007 before they purchased the new bus.

Further, according to the committee members, the legal entailments meant that whenever a director of the company changes this needs to be reported within 2 weeks to the company registrar. In case the company fails to do so, the company has to pay a penalty of a 50, 000 fine or 10 years of imprisonment. The process of appointing a new director costs more than 10 000 because the name of the new director has to be registered. Annual cost of this company amounts to Rs. 50 000 – 60 000 and the company feels that these costs are an unnecessary burden to them.

The committee feels that the frequent maintenance issues of the older bus due mostly to the bad road conditions are very difficult and has meant that sometimes the bus was running at a loss. The extreme road conditions meant that the bus was in constant need of repair and according to the company directors a considerable amount of the income from the bus has been spent on these repairs. Importantly, they have tried to keep the maintenance costs to a minimum with the driver and the conductor handling all the repairs except major work such as engine repairs and replacing spring blades.

#### 4.3 Financing the Bus

**Table 3: Loans obtained to purchase the old bus**

<b>Lender</b>	<b>People's Bank</b>	<b>SANASA</b>	<b>Lottery and members' contribution</b>
<b>Amount</b>	<b>500,000</b>	<b>150,000</b>	<b>200, 000</b>
<b>Repayment period</b>	<b>5 years</b>	<b>3 years</b>	
<b>Interest</b>	<b>22% (annual)</b>	<b>12% (annual)</b>	

The financial requirement was about Rs. 1,400,000 to purchase the bus. ITDG provided the Rs 900,000 required to purchase the bus and the company had to finance the remainder using alternate methods. They had to obtain loans from financial institutions in order to meet this. They obtained Rs 150,000 from SANASA bank and Rs 500,000 from People's Bank as loans. They managed to repay the loan obtained from the People's bank including the interest payment of 22% within the given 5 years time period. According to the information provided by the members/directors of the company, they were able to pay all the loans obtained at the purchasing of the old bus. But the key informant from LFRTD pointed out that the loan obtained from the SANASA development bank had not been repaid for a prolonged time. The company members showed some reluctance to talk about this matter when it came up in interviews. Repayment of loans in the required time is an indication of financial viability of the community bus since the whole amount was paid only through the income received from the bus.

#### 4.4 Maintenance and Replacement

The expenditure related to bus maintenance and the company are borne by the income received through the community bus service. Since accounts were not audited for the past 8 years, the

information on aggregated costs or income was not available in document form. Daily income and expenditure related to the bus service is recorded in the ledger book but systematic recording of other expenses related to the company such as the company registration fee, costs for stationary, travel, bank charges were not available. Table 4 shows the detailed expenditure mainly related to maintenance of the bus on a daily, monthly and annual basis.

Annual expenditure is calculated using the daily expenses as a base and assuming that the bus runs for 29 days every month since the service is not available during the Poya holidays. According to the available information, daily collection of bus fare ranges from Rs.9000-10,000. The daily income is considered as Rs.9000 in computing the annual income of the bus service to avoid overestimation.

The company receives a gross annual turnover of Rs. 196, 260. The company related expenses are not included in the calculation because the information was not available. The expenses related to the maintenance of the bus are met and the lease for the new bus can be covered from the turnover. A monthly instalment of Rs. 56 465 is required to pay for the lease, so far the income of Rs.9000 received per day by the bus service was sufficient enough to meet this payment.

The company can still make a profit even if the cost related to running the company is included in the computation. This implies that the company has the ability to replace this bus if there is a need and the replacement can be covered through the profit of the service. In 2008, the old bus was sold for 1,000,000 and a new bus was bought with larger seating capacity. The total value of this new bus is 2,600,000 and the rest of the 1,600,000 is leased and paid for by the income received. This practice can be repeated if there is a need to replace the new bus. But there had been instances where the company directors have had to personally pitch-in financially. This was mainly to pay off the loan instalments when the old bus was not making sufficient income because it was unable to complete its full route due to bad road conditions. There had also been a financial crisis when the old bus had to undergo frequent repairs, especially more recently. The improved road condition thanks to the tarring and the new bus with relatively less maintenance requirements, at least during the first few years, should stabilise the cash flows and get the bus on a more secure path financially.

**Table 4: Basic Income and Expenditure of the Company**

Costs	Expenses (in LKR)			income
	daily	monthly	annual	Annual
Driver	450			
Conductor	350			
Tea	100			
Time keeper	50			
Urban Council ticket	20			
Diesel	5000			
Service		5600		
Axle repairs (Rs 5150 every two months)		2575		
Tube		1500		

Ticket book		1750		
Monthly instalment (finance)		56465		
Insurance			40000	
Permit			3500	
	5970	67890	43500	
Total annual expenses	2077560 <sup>2</sup>	814680	43500	
			2,935,740	3,132,000
<b>Profit (Without company expenses)</b>				<b>196,260</b>

#### 4.5 Skills and knowledge required

A different level of skills and knowledge is required for the maintenance of the company and this particular community had been selected for the intervention to be piloted because they were seen to have the necessary leadership, skills and knowledge to undertake what can be termed as a business venture. But after 10 years since its inception, still the directors of the company feel that though they have managed to continue the up keep of the project, they do not possess adequate skills and knowledge to manage a company of this nature. They do possess the minimum set of skills and experience that the company president has brought in given his background as a state employee and a social worker, and also by the training that has been given with regard to maintenance of financial records at the beginning of the project. It is based on these assets that the company has managed the project to this standard. The financial records are maintained at a minimum standard with income and expenditure recorded on a daily basis but no calculations have been done based on these figures. Therefore the decisions with regard to the bus seemed to be taken on an almost intuitive feeling rather than based on available financial records and the implications of these records.

According to the committee members, except the president, the highest education qualification among the committee members is GCE Ordinary Level. Therefore the amount of information that they can grasp with regard to the legalities of the company and how much they can contribute to the management of the community bus is questionable. In such a context, the rest of the members have naturally turned to the person with the skills and the decisions are being strongly influenced by this central figure. The new company act of 2007 has further complicated the matters even though it is published in the Sinhala language.

The issuing of the Annual Report of the company was also mentioned as an additional burden on which financial resources as well as time and labour had to be spent on. They seemed to think that they lack the necessary skills required in order to publish the annual report. The name of the company will not be accepted in Sinhalese in official documents because it is registered in English, but only a handful in the committee that manage the bus, let alone the community, can say the name of the company in English, a fact that for them seemed to sum up the inappropriateness of the company for their community.

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<sup>2</sup> Assuming 348 working days a year

#### **4.6 The personal involvement of the committee members/company directors**

From the point of view of the current committee members they feel that they are responsible for the community bus almost at a personal capacity because they have been responsible for the venture starting from the road construction till the purchase of the new bus. The commitment that they have made towards the maintenance of the bus, the time they have spent on the project and the obvious pride they take in it clearly shows that they have played a major role in the venture. In this regard, they have personally pitched-in financially, in terms of lending money from their personal finances (usually by pawning their jewellery) and recovering them later on, when the need arose like major repairs of the old bus and loan defaults. This has been the case particularly when the maintenance costs of the old bus have gone up because of the bad road conditions.

The company directors are proposed and seconded at the Annual General Meeting. The current group of people in the committee, or that are acting as the company directors, have remained in their seats for several years without new faces being introduced. It was also evident that this group of people were all from the Kithulpe area and representation from Kosgala has dropped over the years for various reasons. The youth organisation representative for example has dropped out because one of their requests to transport some goods was refused by the bus according to the current directors. This was probably the immediate reason for the drop out of the representatives but the current study could not explore further reasons for the representatives dropping out of the company.

The company registration has not been renewed for several years according to the committee members mainly due to the fact that the company could not afford the required annual audit of the accounts and the high company registration fees. But to purchase the new bus they have had to register the company according to the new company act and because of the backlog this has amounted to a substantial amount of money. In order to finance the registration process and the purchase of the new bus, and to cover some of the maintenance costs of the old bus, the company directors have personally contributed financially by pawning their jewellery several times which they have recovered from the income of the bus .

The perceived personal responsibility of the company directors has several implications. It is the sense of responsibility or the feeling that if the community bus project failed at some point then it would be almost their personal failure that has helped bring the project this far. The wealth of experience that they have accumulated over the years by managing the project has undoubtedly helped them overcome some of the difficult phases and make the project a success. But it was evident from the discussion with the directors that this has put an unnecessary strain on them. It has also meant that a gap has been created between the committee and the community.

#### **4.7 The apparent gap between the bus committee/company directors and the communities**

Over the years the gap between the committee and the community seems to have widened. The committee over the years seem to have become more involved and concerned with keeping the project alive rather than making a conscious effort to involve the community at large with the management of the bus. In conjunction, the community also seemed to have become less involved given the time constraints caused by the nature of their main occupation - agriculture.

When we talked to the Halpe community it was evident that they were not aware of the current maintenance procedures of either the road or the bus. They have contributed with labour in the road extension up to their village via Kosgala – Kithulpe in 2002 so that the community bus could ply that route. But other than this they are not aware of the maintenance process especially because they were not involved at the earliest stage during the *Shramadanas* in the mid 90's and therefore their representation was not considered in the formation of the company to manage the bus. It has to be mentioned here that most of the Halpe community can access the buses from the other end of the community to access Kuruwita directly and from Kuruwita go to Rathnapura in another bus, but they use the community bus because it is convenient for them in that they have to take only one bus straight to Rathnapura and it is much quicker.

The Kithulpe community in comparison was more aware of the management of the bus, but then the majority of the company directors were from the Kithulpe area, and not Kosgala. The initial involvement of these two communities in the Sunday *Shramadanas* for the construction of the road, the culverts and the bus stop had been very enthusiastic as gathered by the earlier evaluation reports and the report submitted by the social mobiliser. But the discussions with the company directors highlighted that it is difficult to get the participation of the community members in the road maintenance, particularly during the times the bus had to be stopped mid way due to bad road conditions. From the point of view of the community and given the livelihood portfolio of the community they find it difficult to contribute their labour for free over a long period of time.

The current evaluation also found that a conscious effort was not made to present the financial accounts to the communities and the nature of the company might not require this. But given the fact that the requirement of auditing the accounts has also not been met for almost 8 years, a community driven venture can be further strengthened by giving the information regarding the management of the project to the community and thereby getting their more active participation in the venture. The AGM even if it is held, did not seem to involve wider participation, and the current directors had tried the first few times to involve the community but since the response they got was low, especially from Kosgala, they had not pursued it further.

As discussed above, some of the earlier organisations are not represented anymore in the company body, and some of those are not functioning anymore. The Women's Organisation for example which was created solely in order to get the representation of the women for the management of the company was never registered as a CBO and had ceased to function not long after its inception.

#### **4.8 To assess the environmental impact of the project**

Although not directly linked to the widening of the road and the community bus, the gem mines within the community have increased slightly within the last 10 years. Mines using big extraction machines can be seen in the community and this could possibly lead to environmental hazards in the future. Nevertheless the community does not look at it as an environmental destruction since it provides employment for many youth in the area and they were not aware of the consequences of continuous mining.

The community was not prone to frequent flooding but the high rainfall meant that the road conditions become bad very frequently and very easily. This has been a grave problem for the community with regard to the maintenance of the gravel road but now the tarring of the road has offered them some respite, at least for the time being. Though not linked to the road or the bus, the problem of the wild boar causing massive destructions to the agricultural crops was discussed by the community and they were looking for a solution for this through the farmers society and the authorities.

#### **4.9 Gender**

Although the Women's Organisation that was created is malfunctioning, the participation of the women from the community in the management of the community bus was clearly evident. Women are involved in the decision making process with regard to the management of the bus as much as the men in the community. Their involvement ranged from maintenance of financial records to participating in the *Shramadana* for road maintenance to helping with cleaning and washing the bus once a month. They have also pitched in financially when the need arose by pawning their jewellery.

The impacts of the community bus on the women were the same as that of the men. The discussions with the community revealed the community bus offered all its passengers but especially the school girls and the women, a level of safety. The bus crew is from the village and they were known to be considerate and so safety has never become an issue for the passengers. The parents and the guardians therefore did not have to worry about their children travelling in the bus and did not have to waste time escorting them in their travels.

## 5. Conclusions and recommendations (Lessons)

- This particular GN division has been selected for the pilot project mainly because the community was seen to possess the necessary skills to manage a business venture of this kind. Although there was a CTB bus from one border of the community that connected it with the Rathnapura town it was very unreliable and there were CTB and private buses that connected the community with Kuruwita, the community was not directly linked to the public transport network. Proving the selection criteria correct, the community has managed the project albeit amidst occasional hiccups.
- The active community participation in the intervention has undoubtedly been the key factor that has driven the project this far. At the road construction phase they have contributed with labour and by giving over their land for the widening of the road. Then continuous maintenance of the road and the bus have also been undertaken by the community. But according to the evaluation mobilising the community for this has proved to be quite difficult specially in the recent past because, by now, the bus has become a part of their everyday life (the need for the maintenance of the road does not arise anymore since the road was tarred). But the sustained sense of community ownership with regard to the intervention and their continuous interest in it stemmed from the participation of the community in the intervention and from the way the service is provided for them. They still view the bus as the 'Apey Praja Bus eka'.
- The success of the community bus service as opposed to a privately owned bus is that they were able to balance both the quality of the service while sustaining its profitability. The quality of the service is assured by its punctuality, daily service and good attitudes and behaviour of both conductor and the driver. Passengers of the bus feel the journey is safe including women and school children.
- The positive impact of the bus and the road on the Kosgala, Kithulpe and Halpe villages is clearly evident from the discussions. The initiative to widen the road in order to make it motorable was taken directly in connection to the introduction of the idea of the community bus to the village and the impacts of the road and the community bus are sometimes interlinked. Some of the impacts such as the transport services for the garment factory owners being supplied directly to the village are direct positive impacts of the road. The interlink between the road and the bus means that bad road conditions have negative impacts on the bus as in the case of the old bus. Although the community built road is now tarred and maintained by the authorities, the maintenance will have to be ensured and the stretch of the road along the rubber plantation after the Kahangama turn off is in a dire condition.
- The majority of the formal sector, both state and private sector employees, were using the community bus for their daily transport. The children going to the village school were using the

bus and the children going to schools in Rathnapura were using the bus in the afternoons to come back home. Those visiting patients in the hospital were also using the bus quite regularly. It is also used to transport the agriculture produce (mainly rubber) from the community directly to the city bypassing the middleman which gives the producer a higher price. The time saved both by taking one bus to the town and avoiding going the distance to the nearest bus on foot has been invested on other economic activities by the villagers. The convenience, the reliability and the safety that the bus provides are also highly appreciated by the community.

- The schedule of the bus needs to be adjusted to maximize its advantages. For example: the children that are attending schools in Rathnapura can not use the bus in the morning because the first trip of the day is too late for them. The community also suggested an evening trip after 6.00pm from Rathnapura. The latter had been tried out but the number of passengers has not been enough to make the trip viable. Time schedules for CTB buses as well as the community bus is set by the local transportation authorities and schedules of 08-10 other buses have to be changed in order to include the school trip for the community bus. The changing of the bus schedule is not within the control of the bus committee and they have tried but come up against obstacles by the local authorities.
- The link between the company and the community has been very strong in the past, but now it seems to have become weaker due to various reasons such as given the mainly agriculture based livelihood portfolio of the community their finding it difficult to contribute their time and labour for a continuous period of time. The information regarding the project needs to go to all three communities and not only to the Kithulpe community. By sharing this information, the company directors will also be able to reduce the strain and pressure that they seem to be under with regard to the management of the bus.
- In order to ensure the sustainability of the bus service the structure that is best suited to manage a venture of this kind needs to be rethought at this point by the LFRTD and ITDG. The company strongly feels that the current structure is not the most suitable for its purpose. In case the current structure of the company is decided to be maintained, additional support by the LFRTD and the ITDG would be much appreciated by the company in terms of financial assistance in order to bring the necessary financial records up to date and in terms of knowledge sharing based on the legal implications of the company act and the company registration.
- The community has been chosen mainly because it was seen to have strong enough skills within the village to 'manage' such a profit involved 'business' which involves a specialized management know how and skills to take sound business decisions. Considerations of replication might have to look for a similar set of conditions if the decision is to go ahead with the same type of management structure for the intervention. Experience from the community bus that has been introduced by ITDG from Nikavaratiya to Kalegama in the year 2000 can be drawn in for this. This

community bus is being managed by community members from one of the villages that is situated along the bus route. According to a representative from the partner organisation that co-ordinated this project, the community representatives have formed a community forum called 'Praja Sabhawa' that manages the community bus. It initially involved all the 120 families in the village but now consists of about 60-70 representatives from the families and a sub committee of 13 members that has been elected through this forum at the annual general meetings. This forum does not carry the legal form of the company limited by guarantee. One of the main reasons for the formation of the company in Kosgala-Kithulpe was the need for the commercial loan but in the case of Nikaravatiya this need has not come up as the initial capital for the purchase of the bus was principally provided by ITDG and the maintenance of the bus has been borne by the community. The need for a loan has arisen recently for maintenance purposes and this has been raised through an individual member since the banks or other lending institutions would not release a loan for a CBO of this nature.

- In replication the management structure will have to be decided based on the need (whether the venture is totally externally/donor financed or whether the need for a commercial loan arises which in turn would necessitate a company with legal status) and the skill level (whether the selected community possesses the skills that are required for the maintenance of the company)
- The current company directors have undoubtedly contributed largely towards the success of the project along with the community mobilisation especially at the earlier stages of the project. The know-how that has been gained through experience is extremely valuable and is centred around them, and the bus would not be simply able to function without this nature of 'steering'. This wealth of experience needs to be shared with the community as well as with other communities experiencing the same kind of transport bottle necks in other parts of the country. This sharing of experience would add more value to the current project and provide motivation for the managers of the venture as well as Kosgala, Kithulpe and Halpe villages to continue with it and to improve it. As this was operationalised as a pilot project the experience sharing in wider circles would trigger off ideas within other communities in similar circumstances.

## **Annexure**

### **Annex 1: Tools for data collection – Household Survey**

#### **THE EVALUATION OF COMMUNITY BUS SERVICE IN KITHULPE AND HALPE COMMUNITIES, RATHNAPURA**

**August 2008  
House Hold**

*The discussion follow the format of when the necessary data is available :*

*In September 2002, when data was collected for the socio-economic survey you said..... Has any of this changed?*

*If it has changed.....*

*Did you want anything to change? If it did not.....*

*Do not use note books, write extra notes on the blank side of the paper ref. NUMBER of question  
IMPORTANT.*

*Note: ONLY selected households from the 2002 sample will be interviewed.  
Focus is on CHANGE, or LACK of change.*

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### **1. Identification information ( to be filled prior to interview)**

1.1 Survey Reference Number:

1.2 Sample category:

1.2 Village :            1.4 GN Division:

1.5 DS Division:    1.6 District::

### **2. Interview**

2.1 Name of interviewer/s: \_\_\_\_\_ 2.2 Date of interview: \_\_\_\_\_

2.3 Time of interview : From \_\_\_\_\_ To: \_\_\_\_\_

2.4 **Comments by interview:** to be filled in after completion of interview

### **3. Respondent (ideally it should be the same respondent as in 2002. If not any other**

**family member of the same HH )**

**3.1** Name of Respondent in 2002:

If not the same respondent:.....

**3.2** Address:

**3.3** Relationship to the head of HH: HHH

If not the same respondent:.....

3.4 Gender of respondent:

If not the same respondent:.....

**Household Residence Information:**

4. Is your household living in the same house as when interviewed in 2002: Yes. / No – if no, Reasons for change?

.....

### 5. Composition of the Household:

[ENTER EVERYONE WHO LIVES IN THE DWELLING, also enter those living temporarily out side but considered members of the household]

5.1 Relationship to head of HH and <u>Name</u>	5.2. Age (yrs)	5.3. Gender 1. male 2. female	5.4 Marital Status 1.single 2.married 3.divorced 4.Seperated 5.widow/er  88 Not Applicable	5.5 Education 1.never been to school 2.primary (1-5 yrs) only 3.secondary (6-10 yrs) only 4. upto O/L 5. upto A/L 6. Pass A/L 7. Diploma (Technical) 8.degree or higher 9.dont know  88 Not Applicable	5.6 Household member living out side home?  1.Overseas 2.Same district 3.Other district  88 Living at home	5.7 Main activity of HH member  1. Employed – move to 4.8 2. Unemployed (seeking work) 3. Household work 4. Student 5. Retired (from formal sector) 6. Disabled 7. Elderly 8. Other (Please specify)	5.8 If Employed: Primary Occupation		5.9 Secondary Occupation	
							Code	Description	Code	Description
*Underline the head of the household. If the respondent is not the head of household, please fill HHH's details in line 2										

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4.10 HH composition as per in 2002.  
Are there changes? If so, why?

**6. Household Sources of Livelihood**  
**2002 data**

Priority	(a) Source (list in order of priority) 1. Farming / livestock/ fishing 2. Wage labour / piece rate 3. State sector salary 4. Private sector salary 5. Self employed – micro 6. Business – medium and large 7. Returns from investments and assets 8. Remittances 9. Pension 10. State assistance (samurdhi, poor relief, disability pay etc.) 11. Other specify	(b)Who engages in it? (relationship to the HHH)	(c) Percentage of total household income (Summation should be between 75% to 100%)	(d) Actual amount in rupees	(e) Comm stability of 1.Continuou 2.Frequent 3.Seasonal 4.Infrequent
1					
2					
3					
4					
5					

**Now data**

Priority	(a) Source (list in order of priority) (use the codes as given in above table)	(b)Who engages in it? (relationship to the HHH)	(c) Percentage of total household income (Summation should be between 75% to 100%)	(d) Actual amount in rupees	(e) Comm stability of 1.Continuou 2.Frequent 3.Seasonal 4.Infrequent
1					
2					
3					
4					
5					

Is there a change in terms of income source and amount?

If so, how (type, who, when etc)? And why (reason for change)?

**7. Land ownership:**

*(NB. Any land that the household has ownership too irrespective of shared or not. But NOT leased/ rented land)*

7. Does this household **own** land? Yes / no

*(NB. Any land that the household has ownership too irrespective of shared or not. But NOT leased/ rented land) )*

**If yes,**

7.1 Extent - state unit (perches / acres) (disaggregate by type of ownership eg. Sole owner, shared)	7.2 Type of ownership	7.3 Current value of land	7.4 What do you use your land for: Not productively used / agriculture / other productive use, specify

Has the situation changed now compared to 2002? Yes/ No

If yes,

- I. What made you buy/ rent/sell land? What do you use it for? How did you finance it?
- II. How much was a perch? When did you buy/sell/rent it?
- III. What is the extent?

**8. Agriculture: details of usage** (*all land/ crops irrespective of ownership*)

Crops discussed in 2002:

(For each crop discussed in 2002 repeat format)

Information from 2002

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**8.1 Current changes**

Has there been a change in the above information after the bus service and the construction of the road.		If yes explain (what, why and when)
Land use arrangement	Yes / No	
Extent of cultivation	Yes / No	
Percentage of selling	Yes / No	
Use of percentage of not sold	Yes / No	
Whom to sell and how to sell	Yes / No	
Method of crop transportation	Yes / No	
Price per unit	Yes / No	

**8.2 Other Changes with regard to crops**

Have you started to cultivate any other crop? Yes / No

If yes,

**8.2.1**

Land use arrangement-	Explain (what, why and when)
Extent of cultivation	
Percentage of selling-	
Use of percentage of not sold.	
Whom to sell and how to sell-	
Method of crop transportation-	
Price per unit-	
What was the main reason you decided to start cultivating this crop?	

**8.2.2**

Land use arrangement-	Explain (what, why and when)
Extent of cultivation	
Percentage of selling-	

Use of percentage of not sold.	
Whom to sell and how to sell-	
Method of crop transportation-	
Price per unit-	
What was the main reason you decided to start cultivating this crop?	

## 9. Housing, water, sanitation and energy

### 9.1. Housing

9.1.1 Housing condition:

*(If the house is a combination of two – eg: floor is partly cemented and partly mud then include both)*

18.11 Roofing – Tile/asbestos/concrete/tin sheet/cadjan/other  
specify \_\_\_\_\_

18.12 Walls – cement/ wattle and daub/ tin/ plank/ other specify \_\_\_\_\_

18.13 Flooring – cement/ tiles/ cow dung/ mud/ other specify \_\_\_\_\_

9.1.2 Number of rooms in house \_\_\_\_\_ (all spaces irrespective of use)

9.1.3 Ownership to the house and home plot (*ge watte*): Owner / Rented / State land – no permit / State land with permit/ others \_\_\_\_\_

9.1.4 Has there been a chance over the past 10 years?

9.1.5 If yes, in what?

**9.2 Access to latrine:** *Private: flush / water sealed / pit / other, specify*

\_\_\_\_\_

*Shared: flush / water sealed / pit / other, specify*

\_\_\_\_\_

*None*

9.2.1 Has there been a chance over the past 10 years?

If yes, in what?

### 9.3 Access to safe drinking water:

*Private well or tap in house or yard / private rainwater tank /*

*Shared protected well, tap / Shared unprotected well / natural source / other, please specify \_\_\_\_\_*

9.3.1 Has there been a chance over the past 10 years?

If yes, in what?

**9.4 Access to bathing water:** private well / common well / private tap / common tap / natural waterway/ other, specify \_\_\_\_\_

9.4.1 Has there been a chance over the past 10 years?  
If yes, in what?

**9.5. Type of energy for lighting:** Grid electricity / Micro hydro electricity / Solar / kerosene /

Other, specify \_\_\_\_\_

9.5.1 Has there been a chance over the past 10 years?  
If yes, in what?

**9.6 Comments on constraints or improvements needed.**

9.6.1 latrine	9.6.2 water	9.6.3 energy



**Migration:**

**10. House hold members living away from the house**

	10.1 Relation to the head of household	10.2 Duration of absence; a. when did s/he move out ?  b. How often does s/he come home? (weekly, approx. monthly, few times a year, other - )	10.3 Why did they move out?  <i>1. Employment</i> <i>2. Education</i> <i>3. Marriage</i> <i>4. Other:</i> <i>Specify</i>	10.4 Where did they move to? (state place and code)  <i>1. Town, same district</i> <i>2. Town, other district</i> <i>3. Rural area, same district</i> <i>4. Rural area, other district</i> <i>5. overseas</i> <i>6. other: specify</i>	10.5 What is your link to them now?  (visits home, sends money, writes often....)	10.6 Com regarding
<b>House hold members <u>living away from the house</u></b>						
<b>Family members who have <u>permanently moved out</u> of the house</b>						

<b>Anyone lived away from home previously, and <u>returned to live permently</u></b>					

**11. How was the HOUSEHOLD budget spent in the past month (an average month)?**

Item	Food including tea, spices etc	Non-food items	Energy (kerosene, electricity, etc.)	Transport –total HH	Health care (transport costs in brackets)	Education (transport cost in brackets)	Livelihood related inputs	Purchase assets	Housing related	Social and religious expenditure	Remit money out	Save money	Service debts	Other specify
11.1 Does the HH incur expenditure on this item? y/n														
11.2 Overall percentage of HH budget														
11.3 Actual spending (if possible)														

11.4 Comment changes in expenditure pattern, costs during the last 2 years:  
(New expenses? More expenses for same?)

**12. Change of price in the consumer goods**

Item	(a) Price per unit outside the community (in 1998)	(b) Price per unit outside the community (in 2002)	(c) Price per unit outside the community (in 2008)	(d) Price per unit outside the community (in 1998)	(e) Price per unit inside the community (2002)	(f) Price per unit inside the community (2008)
12.1 Rice (1 kg)						
12.2 Wheat flour (1 kg)						
12.3 Sugar (1 kg)						
12.4 Soap						
12.5 Energy (kerosene, electricity)						
12.6 Other						

**13. Household Savings**

Type of saving	Has there been a change over the last 5 years?	If yes explain
13.1 Long term deposit		..... .
13.2 Short term deposit		.....

		.
13.3 Savings Account		.....
		.
13.4 Informal Saving (seettu)		.....
		.
13.5 EPF/ETF		.....
		.
13.6 Other ( <i>please specify</i> )	.....	.....
		.

#### 14. Vehicle Ownership

Summary of vehicle ownership

Type of vehicle	Number from 2002	Current number
Bicycle		
Motorcycle		
Three wheeler		
Van (type.....)		
Truck (Type)		
Other (specify)		

14.1 Has any of the above changed? Yes / No

a. If yes, what are the changes? Why and when did you purchase / sell them?

b. Advantages obtained because of that – 2002

--

c. Sustainability of advantages and changes

**15. Travel within the community;**

Within community: within the socio-geographic boundaries of the village/community

**Readout information from pre-intervention, 2002 and ask for changes**

15.1 Activity/ Objective/ Destination	15.2 Who travels Relationship to HHH	15.3 Approximate distance (km's) on average for each <b>return trip</b>	15.4 Means of Travel and cost	15.5 Time spent (in minutes) on average for each return trip <i>(link time to 45.4 means)</i>	15.6Comments
A. Frequent: Daily					
New travels within the community (Frequent – daily)					
B. Frequent: weekly					
New travels within the community (Frequent – weekly)					
C. Infrequent: Monthly, etc					

New travels within the community (Infrequent – monthly, etc.)


**16. Travel outside the Community:**

Travel beyond the socio-geographic boundaries of the village/ community.

**Frequent travel:**

16.1 Activity/ Objective/ Destination	16.2 Who travels	16.3 Approximate distance (km's) on average for each return trip  And cost	16.4 Means of Travel <b>multiple</b> means for <b>single trip or</b> <b>alternative days</b> have to be noted.	16.5 Time spent (in minutes) on average for each return trip	16.6 <b>Why are</b> <b>multiple means</b> <b>used?</b>  Other comments
A. Frequent Daily					

New travels outside the community (Frequent – daily) other than above


B. Frequent Weekly					


New travels outside the community (Frequent – weekly) other than above

16. Continued

**Infrequent Travel**

16.1 Activity/ Objective/ Destination	16.2 Who travels	16.3 Approximate distance (km's) on average for each return trip  And cost	16.4 Means of Travel <b>multiple</b> means for <b>single trip or</b> <b>alternative days</b> have to be noted.	16.5 Time spent (in minutes) on average for each return trip	16.6 <b>Why are multiple means used?</b>  Other comments
C. Infrequent travel, Monthly, irregular etc.					



New infrequent travels (monthly, irregular, etc) outside the community other than above

## 17. Social Information

### 17. Social Information

Type of social improvement	17.1 Pre intervention (1998)	17.2 now	17.3 Comments
Private functions			
Community functions (New year, pilgrimages)			
Use of TV			
Use of Radio			
Reading Newspapers			
Other (pls specify)			

(1)always (2) most of the time (3) sometimes (4) rarely (5) never

## 18. Participation in the intervention

18.1 Are you currently involved with the intervention? (Both the bus and the road)

18.2 What is your contribution like?

18.3 Will you continue to provide your contribution to the intervention?

**19. For what is the community bus used?**

	<b>For what purpose</b>	<b>How many times</b>	<b>Cost</b>	<b>Commnets</b>
<b>2002</b>				
<b>2002</b>				
<b>2002</b>				
<b>2008</b>				
<b>2008</b>				
<b>2008</b>				

**20. Environmental impacts**

<b>Environment Impact</b>	<b>(a) Pre intervention</b>	<b>(b) Now</b>
20.1 Source of firewood		
20.2 Methods of using fertilizer		
20.3 Water (distance)		
20.4 Floods		
20.5 Other		



## **21. Effect of intervention**

### **21.1 Positive Impacts**

Positive impacts mentioned in 2002

21.1.1 Does the community still enjoy the positive impacts that you mentioned?

21.1.2 Have there been any changes? What are they?

### **21.2 Negative Impacts**

Negative Impacts mentioned in 2002

21.2.1 Does the community still enjoy the negative impacts that you mentioned?

21.2.2 Have there been any changes? What are they?

**21.3 Are there any new positive or negative impacts?**

21.4 From the above what are the impacts on you and your household?

21.5 Were there instances when you/your household members could not use the community bus?  
How?

21.6 How do you cope during these times?

21.7 What the measures that can be taken to regularise the bus service more?

21.8 Has the user groups changed over the years?

21.9 If so, how?

## **22. Perceptions on well being**

## **22.1 Comparison of household with other households**

22.1.1 How does the quality of life of your household compare with that of the other household in the village?

- Better than average
- Average
- Lower than average

22.1.2 On what do you base your comparison (in terms of dimensions and dynamics)?

## **22.2 Comparison of GN division with other GN divisions**

22.2.1 How does the quality of life in this GN division compare with that of the other GN divisions in this DS division?

- High level
- Middle level
- Low level

22.2.2 On what do you base your comparison (in terms of dimensions and dynamics)?



**Annex 2: Focus Group Discussion –Committee Members**

**THE EVALUATION OF COMMUNITY BUS SERVICE IN KITHULPE AND HALPE  
COMMUNITIES, RATHNAPURA**

**August 2008**

**Focus Group Discussion –Committee Members**

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Objectives:

- To obtain information of the use of participatory method and ground realities
- Get an understanding of the operationalising of the project facilitated by LFRTD.

Respondents:

1. Office bearers of the RTPS that was responsible for leading the bus/road building And/ or
2. Active members of the RTPS.

**1. Identification information**

1.1 Survey Reference Number:

1.2 Project / intervention :

1.3 District:

1.4 DS Division:

1.5 GN Division /s	1.6 Village/s

**2. Interview**

2.1 Interview team: \_\_\_\_\_ 2.2 Date of interview: \_\_\_\_\_

2.3 Time of interview: From \_\_\_\_\_ to: \_\_\_\_\_ 2.4 Venue of interview \_\_\_\_\_

### 3. Respondents

3.1 Name	3.2 Male/Female	3.3 Age	3.4 Occupation	3.5 Official status in CBO	3.6 Main activities / responsibilities during project	3.7 Additional comments

**CEPA Team Comments:**

**4. Management Committee/RTPS**

**4.1 Organisations in operation prior/post intervention**

<b>4.1.1 Community organisations</b>	<b>4.1.2 New/old</b>	<b>4.1.3 Activities</b>	<b>4.1.4 Facilitation/funding</b>	<b>4.1.5 Who is most actively involved</b>

**4.2 Initial CBO-MC**

- 4.2.1 When was it set up?
- 4.2.2 Who set it up?
- 4.2.3 What were its activities prior to the project?
- 4.2.4 What are its current activities?
  
- 4.2.5 What were the advantages and disadvantages of establishing a new committee?
- 4.2.6 Do you think an alternative organization form would have been better?
- 4.2.7 Do you think you should have chosen an existing organization for this purpose?
- 4.2.8 How has it evolved? (in terms of personnel, duties and responsibilities, structure and legal status) Why?

4.3 Name of the committee that is responsible for the project at present:

4.4 structure of the committee:

**4.5 Company Directors**

<b>4.5.1 Name</b>	<b>4.5.2 Period of service</b>	<b>4.5.3 Comments (NB; probe for changes in office bearers and reasons)</b>

Note: If one person has served for more than one term, please give comments

4.5.4 When was it set up?

4.5.5 Who set it up?

4.5.6 What were its activities prior to the Project?

4.5.7 What are its current activities?

4.5.8 Was the community involved in the discussions regarding the committee that would manage the bus? Who were the founding directors?

4.5.9 How does the decision making process happen? (which bus to buy, type of bus, new bus etc..)

4.5.10 How are the chairman and the members selected? On what criteria?

4.5.11 What are the advantages and disadvantages of this committee

4.5.12 Did the community have the capacity to sustain this committee?

4.5.13 What were the issues the committee had to face during the past years? How did you overcome those?

4.5.14 What is the interaction of the committee with the community?

**4.6 Activity flowchart of the intervention (No need to get information about the maintenance as it will be covered later on)**

Discuss and draw a flow chart of activities, for each activity who led it from the out side, who participated from the village and RTPS.

**5. Road construction (Draw from the flow chart)**

**5.1 What were the main activities that the RTPS did during implementation?**

<b>5.1.1 Phase</b>	<b>5.1.2 Detail activity</b>	<b>5.1.3 Did you get any training to do this?</b>	<b>5.1.4 Who was involved? (IMPORTANT!)</b>

**6. Management of Finance**

**6.1 Income - daily, monthly, annual**

**6.2 Expenses – daily, monthly, annual**

<b>6.2.1 Category</b>	<b>6.2.2 Daily</b>	<b>6.2.3 Monthly</b>	<b>6.2.4 Annual</b>

**6.3 Savings – Monthly**

**6.4 Loan/finance - Capital, interest, repayment (to SANASA and People’s bank)**

<b>6.4.1 Lender</b>				
<b>6.4.2 Amount</b>				
<b>6.4.3 Repayment period</b>				
<b>6.4.4 Repayment scheme</b>				
<b>6.4.5 Interest</b>				
<b>6.4.6 Value of the installment</b>				

**6.5 Were you able to pay the loans taken for the purchasing of the bus during the past 10 years?**

**6.6 What were the challenges you faced?**

**6.7 Why did those challenges arise?**

**6.8 How did you manage those challenges?**

**6.9 Who helped?**

**6.10 In what ways?**

## **7. Road maintenance**

- 7.1 How did you expect the road to be maintained?
- 7.2 **Was a maintenance plan drawn up?**
- 7.3 How was it designed? Who led the discussion?
- 7.4 Do you think the maintenance **plan was realistic? Workable?**
- 7.5 How has the road maintenance happened during the last 10 years?
- 7.6 How was the maintenance financed?
- 7.7 Is this system working well? What are the issues? What are the possible solutions?
- 7.8 **Do you think there is an alternative way to do the maintenance?**
- 7.9 What do you think will be the major maintenance issues that will come up in the future?

## **8. Road maintenance**

- 8.1 How did you expect the bus to be maintained?
- 8.2 **Was a maintenance plan drawn up?**
- 8.3 How was it designed? Who led the discussion?
- 8.4 Do you think the maintenance **plan was realistic? Workable?**
- 8.5 How has the bus maintenance happened during the last year?
- 8.6 How was the maintenance financed?
- 8.7 What were the issues? What are the possible solutions?
- 8.8 Is this system working well?
- 8.9 **Do you think there is an alternative way to do the maintenance?**
- 8.10 What do you think will be the major maintenance issues that will come up in the future?

## **9. Community participation in the project**

- 9.1 Do you think the **community participation method** followed was a good idea?
- 9.2 What was good and not so good about it? (Detailed discussion needed. Probe based on persons involved, periods of work, types of participation, leadership, LFRTD/RDA/ITDG input)
- 9.3 How could it have been done differently?
- 9.4 How different would the output/ impact have been? Probe.

**10 Impacts from intervention**

(NB: probe for intensity of impacts, who it effects, positive negative, period of impacts)

10.1 Expected impacts:

10.1.1 What were the main impacts you expected from the bus and the road?

10.1.2 Were they realized?

If yes,

10.1.3 to what extent

If no,

10.1.4 why

10.2 Unexpected impacts:

What other unexpected impacts have occurred due to the bus and the road?

10.3 Other contributing factors:

In addition to the bus and road, what have been the main sources of change in the village since the project started?

**11. What are the leanings from this that you can share with other communities?**

**12. Any other issues you would like to discuss?**

----- Thank you ! -----

### Annex 3: Community Level Focus Group Discussion

#### THE EVALUATION OF COMMUNITY BUS SERVICE IN KITHULPE AND HALPE COMMUNITIES, RATNAPURA

August 2008

#### Community Level Focus Group Discussion

Respondents: Composition –A group that represents the community, hence be made up of a mix of men, women, different occupation groups, including secondary school students.

Size – No more than 15. 10 ideal size

Method: -Minimum 2 member team

- Moderator to carry out visualisation as discussion tool

-Note taker to take detail notes as primary source of information.

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#### **1. Identification information**

1.1 Survey Reference Number:

1.3 : Project / intervention :

1.3 District:

1.4 DS Division:

1.5 GN Division	1.6 Village

#### **3. Interview**

2.1 Interview team: \_\_\_\_\_

2.2 Date of FGD: \_\_\_\_\_

2.3 Time of interview: From \_\_\_\_\_ To: \_\_\_\_\_

2.4 Venue of FGD: \_\_\_\_\_

**4. Respondents**

3.1 Name	3.2 Male/Female	3.3 Age	3.4 Occupation	3.5 Residence in relation to intervention (How close to the motorable road, how far away?)	3.7 participation in the road building process – level of activeness, participation in what way, when (at what stage). (labour, materials, providing food and drinks to people who worked, participation in meetings and trainings, coordination)	3.8 What is your current involvement in relation to the maintenance of the road and the bus service?


#### **4. Mapping exercise:**

##### Method:

1. Describe the need to map, what has to be mapped by each group.
2. Group discuss elements to go into map. Do sketch to set out zone and boundaries – to prevent some items being out of the paper!
3. Decide on one person to ‘hold the pen’ others to instruct
4. once map is completed, moderator summarise map
5. Share map with group

##### Note taker:

note taker to make notes of discussion on landmarks, roads and land usage, livelihoods, trends in community etc

##### Equipment:

Flip chart paper  
 Flip chart pens of black, red, blue and green  
 Flat surface to draw

##### Time:

maximum 30 min.

**4.1 External mobility network mapping:** Linking village/s to functional centres outside the village / GN (internal).

Step 1: Routes – including link to internal network, linked to reason of travel and functional centre (eg; to X school for education, to y junction to sell produce, buy consumer goods...)

Step 2: Modes (at dif points of the route), Who travels?

6. Go over the map with group looking at the information marked out.
7. Discuss if any changes have occurred in any of the areas mapped. Do not discuss changes in detail. Refer back to map when discussing changes in detail in following questions.
8. Once map is completed, moderator summarise map, and make quick summary list of changes.

**Taking the changes marked as a starting point:**

**5. Focus on connectivity: Impact chains** For all Impacts from the intervention:  
*(This is the most important part of the FGD)*

5.1 Area in which <b>Changes have occurred</b> (dimension)	5.2 Specific impact - break down dimension	5.3 Nature of impact (long/short, Sustainable?)	5.4 Who felt.../ feels it (positively and negatively) the impact? Discuss in terms of hh type, livelihood type, proximity to intervention etc.	5.5 Other critical Contributing conditions (events, behaviours, Externals...) Helped the impacts / changes to occur?	5.6 What is the probability of this conditions continuing to occur / starting to occur? Comment.	5.7 In what circumstances would these conditions not be met?

**6. Changes (not directly) linked to the bus/road**

**6.1. (OTHER Changes)**

**(NB: If the group does not come up with change of prices within the village, ask)**

6.1.1 Main changes seen during the last 2 years Dimension	6.1.2 Direction of change	6.1.3 What caused the change Who/what was responsible	6.1.4 impacts of the change (positive and negative, long and short term)	6.1.5 Issues linked to this change

**6. 2 Development interventions**

6.2.1 Special programmes within the last 2 years (prog. Name date/period)	6.2.2 Facilitator / funding / key players	6.2.3 Activities	6.2.4 Impacts

**7. Livelihoods**

**7.1 livelihoods opportunities**

7.1.1 What are the current livelihood options?	7.1.2. Location, who, how many engaged?	7.1.3 What are the changes? (Number, location and who)	7.1.4 Why did it change?	7.1.5 What are the impacts on the community?

**7.2 Apart from the livelihood/s existed during pre-intervention time, are there new types of livelihoods currently:**

**Yes/No**

**If yes,**

7.2.1 New types of livelihoods in existence	7.2.3 Factors that facilitated these new activities/opportunities	7.2.4 Location	7.2.5 Who engages in these activities (profile)	7.2.6 No of HH	7.2.7 What are the impacts of these new livelihoods?	7.2.8 Sustainability

**8. Socio-cultural organisations**

**8.1 Organisations in operation at present**

<b>8.1.1 Community organisations</b>	<b>8.1.2 New/old</b>	<b>8.1.3 Activities</b>	<b>8.1.4 Facilitation/funding</b>	<b>8.1.5 Who is most actively involved</b>

**8.2 Has any of it changed from the pre-intervention time period? What changed?**

<b>8.2.1 Community organisation/s</b>	<b>8.2.2 Changes that took place (Structure/activities, facilitation, funding...)</b>	<b>8.2.3 Factors that led to change/s</b>	<b>8.2.4 Who is most actively involved</b>	<b>8.2.5 Impact/s on the community</b>

Further probing: what is/was the interaction of the community with the RTPS/MC

8.2.6 Did the changes occur as a result of the intervention?

8.2.7 Are these changes temporary?

## **9. Project Implementation**

### **9.1 Community participation in the road construction and bus service**

9.1.1 Type of input provided by community	9.1.2 Who participated	9.1.3 Comments

**Probe for: Road and culverts construction, financing the bus, bus halt construction, running of the bus**

### **9.2 Community participation...**

9.2.1 What were the main positive points of the method of community participation?

9.2.2 What were the main negatives of the method?

9.2.3 How did the community overcome the bottlenecks (challenges) (issues that came up in the in process)?

9.2.4 What aspects of the process would you recommend to be done differently? How?

### **9.3 Community participation in maintenance of the bus and road**

9.3.1 What were the main issues in maintenance of the bus and the road?	9.3.2 How did the community solve this?	9.3.3 Was this solution sustainable?	9.3.4 Other comments

### **9.4 Looking to the future**

9.4.1 What would be the main issues in long term maintenance?

9.4.2 How would the community solve it?

9.4.3 How sustainable would the solution be?

### **9.5 Management of the Bus and the Road**

9.5.1 How was it started? Was it completely new or was an existing society/committee changed in to the RTPS?

9.5.2 Who proposed the structure for the RTPS? Who were the founding directors?

9.5.3 Was the community involved in the discussions regarding the committee that would manage the bus?

9.5.4 How are the chairman and the members selected? On what criteria?

9.5.5 What are the duties or the responsibilities of the RTPS?

9.5.6 How has it evolved? (in terms of personnel, duties and responsibilities, structure)

9.5.7 What are the changes that took place? Why?

9.5.8 Are they positive or negative? In what ways?

9.5.9 What are the strengths and weaknesses of this committee?

9.5.10 Did the community have the capacity to sustain this committee?

9.5.11 What were the issues the committee had to face during the past years? How did you overcome those?

**10. problem identification:**

10.1 Main problems facing the community currently	10.2 Cause of problem	10.3 Potential solution	10.4 Impacts of solution -Positive -Negative - Long /short term	10.5 Who would feel the impact most?

**11. Protective**

11.1.1 Type of natural disasters or other disruptions / conflicts	11.1.2 Nature of the disruption and reasons	11.1.3 Impacts	11.1.4 Solutions/ comments

11.1.5 Is there a change now?

11.1.6 What is the change?

11.1.7 What brought about the change?

11.1.8 Have new types of natural disasters, disruptions or conflicts emerged? Yes/No

If yes,

11.1.9 Who feels the impacts most?

**12. Distribution of wellbeing and dimensions**

12.1 Before the construction of the road and the community bus service do you think in comparison to other GNs of this area your community was

12.1.1 Better than others	
12.1.2 About the same	
12.1.3 Worse than others	

12.1.4 Positives	12.1.5 Negatives

12.2 **Now** how would you compare this GN/village with other GN divisions in the DS division?

*(First establish if the knowledge re other GNs exist)*

12.2.1 Better than others	
12.2.2 About the same	
12.2.3 Worse than others	

12.3 Why do you say so?  
(Dimensions of poverty)

12.3.1 Positives	12.3.2 Reasons	12.3.3 Negatives	12.3.4 Reasons

12.4 Would you say there is a difference in living standards within the village in comparison to pre-motorable and pre-community bus time period?

Yes/ no

12.5 Based on what?

12.5.1 Distribution	12.5.2 Percentage / number of village households	12.5.3 Characteristics of this group / reasons for identifying this position. Why do you say so?
Top		
Medium		
Bottom		

### 13. Open space for discussion of issues brought up by group

- **Note for the FGD team: At the end of the discussion identify Vehicle operators**