

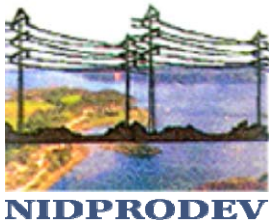
# **CITIZEN REPORT CARD**

**on**

## **PUBLIC SERVICES, GOOD GOVERNANCE, AND INFRASTRUCTURE/DEVELOPMENT**

### **FROM NIGER DELTA RIVERINE COMMUNITIES**

**March 2010**



**UNITED STATES  
INSTITUTE OF PEACE**

**Sponsored by the  
United States Institute of Peace**

**Designed and Implemented by  
Niger Delta Professionals For Development  
(NIDPRODEV)**

## **CITIZEN REPORT CARD on PUBLIC SERVICES, GOOD GOVERNANCE, AND INFRASTRUCTURE / DEVELOPMENT from NIGER DELTA RIVERINE COMMUNITIES**

The Citizen Report Card for Public Services, Good Governance and Infrastructure/Development is a participatory, community-based monitoring and evaluation tool by which government (recipient of 60% of oil revenue) and oil companies (recipient of 40% of oil revenue) can measure the effectiveness of their policies and practices related to community relations and to oil revenue expenditure for development in Niger Delta riverine communities--the source of Nigeria's oil. The Citizen Report Card also is an advocacy tool for encouraging good governance and transparent and accountable behavior from oil revenue and development stakeholders as well as a mechanism by which community women and men gain greater confidence in their ability to effect positive change through non-violent, socially inclusive community action. Through training workshops and new communication structures, community members practice increased inter-community collaboration and vertical networking with stakeholders and elected representatives formerly beyond their networking capability.

This is the first Citizen Report Card from the Niger Delta to be developed and placed in the public domain. Data for this issue of the Citizen Report Card was captured in a survey administered to 80 men and women--40 from 5 Delta State riverine communities and 40 from 5 Bayelsa State riverine communities--who were selected by their communities to represent them in a Community Monitoring Group or CMG formed by NIDPRODEV, a Nigerian NGO operating in the Niger Delta since 1999.

The survey was formulated following focus group discussions in all 10 oil-hosting communities with a Global Memorandum of Understanding (GMOU) or formal development agreement with one or more oil companies. The role of the CMGs is to monitor changes in development projects, public services and good governance and report said changes to NIDPRODEV. NIDPRODEV then compiles the data and places it in a Citizen Report Card format, which is then uploaded to NIDPRODEV's website at [www.nidprodev.org](http://www.nidprodev.org).

Using a web-based platform, NIDPRODEV then sends a Bulk SMS text message to hundreds of oil revenue and development stakeholders and interested parties in federal, state, and local government; oil companies; the media; and international organizations, alerting them to the posting of new riverine data on the website. GSM technology and the internet work to circumvent the bureaucratic and special interest bottleneck that prevents valuable information from getting into and out of isolated riverine communities. Survey data from additional riverine communities will be added on a regular basis. The Citizen Report Card will be updated quarterly.

The CMGs and the Citizen Report Card are elements of a NIDPRODEV project funded by The United States Institute of Peace designed to strengthen oil revenue transparency and accountability while increasing women's participation and leadership in governance and community affairs. For more information on the USIP project or Citizen Report Card, please contact Joel Bisina, NIDPRODEV Executive Director, at [joel@nidprodev.org](mailto:joel@nidprodev.org) or Cindy Collins, Director of Programmes, Training and M&E at [cindy@nidprodev.org](mailto:cindy@nidprodev.org) or through text messaging at 0813-59-70070. NIDPRODEV is headquartered in Warri, Delta State. Its international office is in Washington, DC.

# PUBLIC SERVICES



# CITIZEN REPORT CARD

# 1. PUBLIC SERVICES PROVIDED TO COMMUNITIES

## EDUCATION:

Neither the Ministry of Education in Delta State nor the Ministry of Education in Bayelsa State has developed a system for providing an adequate number of qualified teachers to riverine communities. Respondents from all 5 Delta State communities identified “lack of teachers” as the biggest education problem facing their community. Although Bayelsa State respondents also identified lack of teachers as a significant education problem, it was clear from the responses that Bayelsa State riverine communities also suffer from a severe lack of infrastructure (school buildings and teachers’ quarters) and teaching aids for its children.

School buildings and teachers’ quarters constructed in Bayelsa State were sponsored primarily by the oil companies, with the exception of one secondary school constructed by State Government. As shown in charts in the Citizen Report Card on Good Governance and the Citizen Report Card on Infrastructure/Development, significant variation exists between government’s relationship with communities in Delta State versus Bayelsa State.

## HEALTH:

The Ministries of Health in Delta State and Bayelsa State were successful in performing immunizations for the children in the riverine communities over the past year. Bayelsa State respondents were more confident about which tier of government sponsored the immunizations. Delta State communities were unclear about the sponsor. Survey answers from Delta State communities included local government, state government, federal government and Chevron.

Respondents in all 10 communities identified poor drinking water and mosquitos as the source of most illnesses, although the majority identified the construction of a fully-equipped health center as the solution to the problem.

70% of all communities believe that the Nigerian government bears sole responsibility for solving the healthcare issues of their communities (4 of the 5 Delta State communities and 3 of the 5 Bayelsa State communities). The remaining 3 or 30% of the communities believe that the Nigerian government and the oil companies bear equal responsibility.

## DRINKING WATER:

2 of the 5 Delta State communities have access to clean water for drinking from the cooling systems of the nearby oil companies. Citizens in the remaining 3 Delta State communities and all 5 of the Bayelsa State communities noted serious illnesses related to drinking impure water, particularly during the dry season. Efforts to render impure water “safer” for drinking include (1) adding alum, (2) boiling the water, (3) allowing time for the heavy particles to settle naturally in a bucket before drinking, and (4) adding lemon juice and salt. Some respondents stated that they simply drink the water and hope for the best.

Over the past year, no one from the Ministry of the Environment or Health in Delta State has visited the communities to test the water or provide solutions.

Over the past year, no one from the Ministry of the Environment or Health in Bayelsa State has visited the communities to test the water or provide solutions.

Over the past year, the oil companies tested the water in 80% of the Delta State communities surveyed.

Over the past year, the oil companies did not test the water in any of the Bayelsa State communities surveyed.

100% of all survey respondents believe that solving the drinking water problem is the joint responsibility of the government and the oil companies.

### **SEWAGE/HUMAN WASTE:**

100% of the communities surveyed noted that human waste is present in the flood waters surrounding their homes during the raining season as (1) the water brings the feces back from the waterside and (2) people do not go to the bush to defecate when the area is flooded.

Great variation exists, however, between Delta State and Bayelsa State survey responses about who is responsible for fixing the sewage/human waste problem. Local and state governments were identified by Delta State respondents as being 100% responsible for addressing the sewage issue. In Bayelsa State, however, all five communities believed that individuals and communities play the most important role. As such, Bayelsa State riverine communities may be more amenable to contributing local labor to a public/private partnership related to sewage and take personal and community action if more education about personal strategies for dealing with human waste was made available.

In terms of infrastructure as a solution, 100% of respondents believe that the Nigerian government and the oil companies should bear equal responsibility for providing more public toilets.

Over the past year, no one from the Ministry of the Environment or Health in Delta State has visited the communities surveyed to discuss the issue of human waste/sewage.

Over the past year, no one from the Ministry of the Environment or Health in Bayelsa State has visited the communities surveyed to discuss the issue of human waste/sewage.

Over the past year, no one from the oil companies has visited the communities surveyed to discuss the issue of human waste/sewage except the Iduwini Cluster/GMOU in Bayelsa State.

### **PUBLIC ELECTRICITY:**

2 of the 5 Delta State communities have free and relatively consistent public electricity provided by the oil companies.

2 of the 5 Bayelsa State communities have free and relatively consistent public electricity provided by the oil companies. Note: Benikrukru in Delta State is the only community with 24-hour electricity supplied by an oil company. The community received the electricity after direct public protest.

1 of the 5 Bayelsa State communities provides a small amount of electricity through a community-owned generator. Availability of steady current is hindered by the frequent unavailability of fuel and lack of proper maintenance.

50% of all the communities are without any public electricity. According to the respondents, this contributes to the spoiling of food, greater exposure to mosquitos, and the inability to read or do business after sundown.

The use of solar power is being harnessed in one project in Agge Palm Bush that is sponsored by an oil company's GMOU through the Kou Cluster Development Board. Started in May 2009, the Solar Pipe-borne Water Project is nearing completion.

Even among those communities that receive steady electricity from the oil companies, all communities believe that the primary responsibility for providing electricity to the communities lies with the Federal Government.

Over the past year, no one from the Ministry of Energy and Public Works in Delta or Bayelsa States has visited the communities surveyed.

## **COMMUNICATION STRUCTURES:**

### **a. GSM Technology.**

4 of the 5 communities in Delta State use cell phones. GSM reception is frequently unstable, however, and requires community members to locate a strategic spot for sending and receiving information.

All 5 of the Bayelsa State communities use cell phones locally, although the GSM reception is frequently unstable.

### **b. Radio Reception and Programming.**

Respondents from all 10 communities listen to the radio, although there is variation in whether they listen alone (more common in communities with public electricity) or with others.

Radio stations that reach riverine communities in Delta State, according to respondents, include: Radio Delta, DBS, Edo Broadcasting, and Independent Radio. Favorite radio programmes include: Delta Abroad, Hello Hello Programme, People Talk to People, Good Morning Delta, and Daddy King's High Life.

Radio stations that reach riverine communities in Bayelsa State, according to respondents, include: Radio Delta and Radio Bayelsa. Favorite radio programmes include: No So We Seem, Radio Bayelsa news, state news, musicals and sports programmes.

Respondents believe that the process and cost associated with securing a state radio license prevents the spread of community radio stations.

### **c. Television Reception and Ownership.**

8 of the 10 communities have television reception.

There is a strong correlation between television ownership and stability of electricity. In Benikrukru (Delta State), which has 24-hour free electricity, nearly everyone in the community owns a tv. In Tisun (Delta State), which has no public electricity, no one owns a tv.

Television stations that reach riverine communities in Delta State, according to respondents, include: ITV, EBS, NTA, DBS, and DRTV.

Television stations that reach riverine communities in Bayelsa State, according to respondents, include: Delta State TV, DRTV, NTA Bayelsa and GLTV.

**CREDIT/FINANCIAL INSTITUTIONS:**

Respondents in all 10 communities borrow from money lenders and cooperatives.

In 2009, each of the 5 Delta State communities was visited by a representative from an oil company or the state to talk about micro-credit schemes. Shell and Chevron programmes specifically targeted women and, more generally, the community as a whole. Government micro-credit programmes heavily targeted community leaders. Coastline Bank spoke to traders and fishermen.

3 of the 5 Bayelsa State communities were visited by Shell/SPDC representatives promoting micro-credit schemes and specifically targeting women's groups.

None of the Bayelsa State communities was visited by a government representative about micro-credit schemes.

# GOOD GOVERNANCE



# CITIZEN REPORT CARD

## II. GOOD GOVERNANCE

### a. Information about Oil Revenue Expenditures for Communities:

Not a single person in any of the 10 communities had any knowledge about oil revenue expenditures for community development. In addition, no one had the contact information of anyone in government to whom they could ask their questions.

### b. Information about Constituency Offices in the Federal Government (2 offices) and State Government (1 office) that exist to respond to community concerns and collect community information for budgetary/policy purposes.

Not a single person in any of the 10 communities had any knowledge that a constituency office exists in federal and state government to respond to their concerns.

### c. Over the past year, the number of visits to Communities by Government CDC (Community Development Committee) Representatives:

Delta State: 1 of the 5 communities was visited by a Government CDC Representative.

Bayelsa State: Not a single Bayelsa State community surveyed was visited by a Government CDC Representative.

### d. Over the past year, the number of visits to Communities surveyed by a Federal Government or NDDC representative:

Delta State: Never

Bayelsa State: Never

### e. Over the past year, the number of visits to Communities surveyed by a State Government representative:

Delta State: Never

Bayelsa State: Never

### f. Over the past year, the number of visits to Communities by GMOU/oil company representatives:

Delta State: 3 of the 5 communities state that a GMOU representative has visited many times to inspect projects.  
Two communities state that they have never been visited.

Bayelsa State: 2 of the 5 communities state that a GMOU representative has visited many times to inspect projects.  
Three communities state that they have never been visited.

**g. Over the past year, the number of visits to Communities by the Local Government Chairman:**

Delta State: 2 of the 5 communities state that their LGA Chairman visited to inspect a project.

Bayelsa State: The LGA Chairman for the communities has never visited any of the five communities.

**h. Over the past year, the number of visits to Communities by the Councilor (Ward Representative), who is an elected official:**

Delta State: 3 of the 5 communities state that their Councilor has visited once.

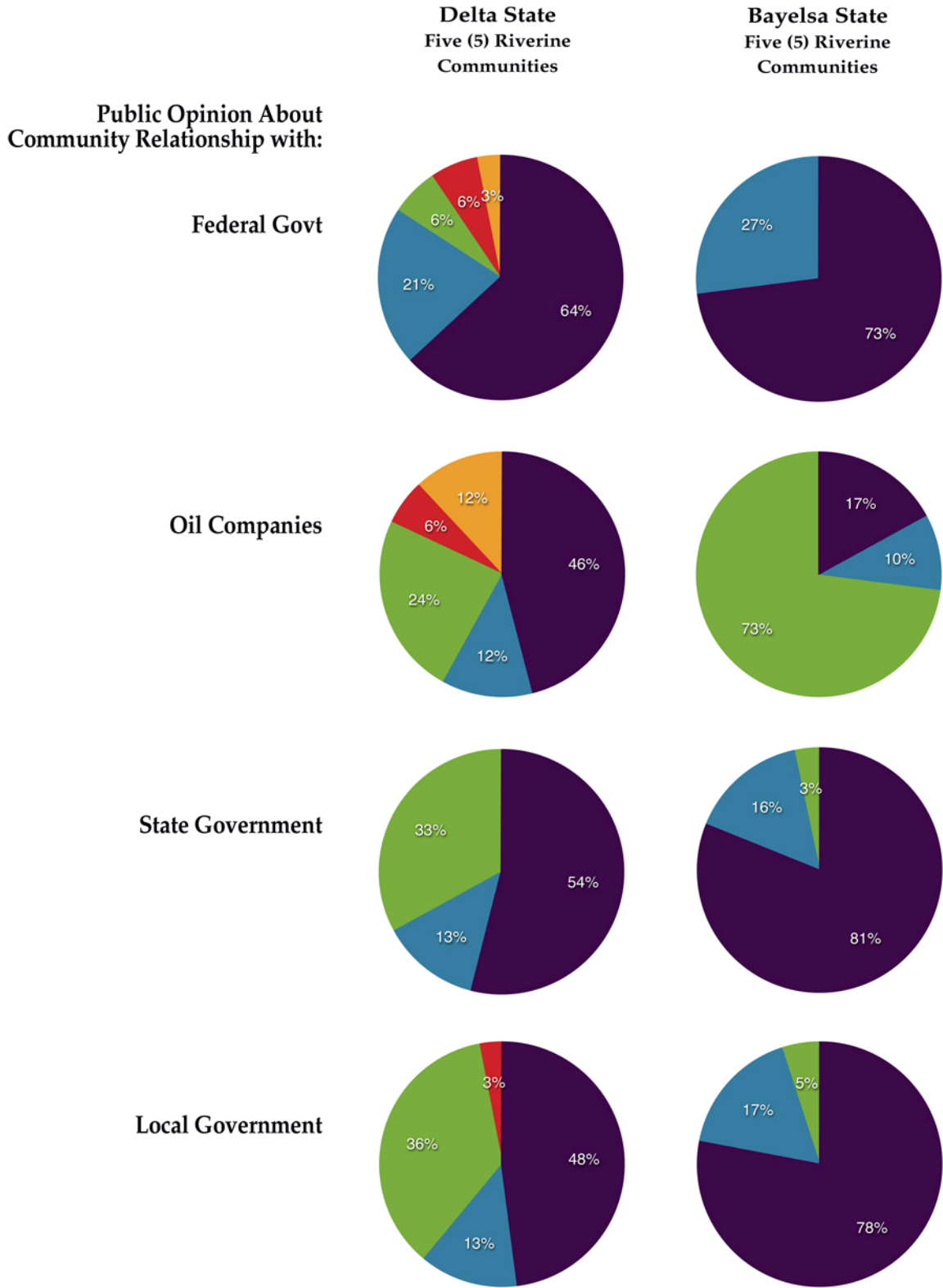
Bayelsa State: A Councilor has never visited a community.

**i. Number of community women holding a government position:**

Delta State: 2 of 5 communities identified one community woman holding a government position.

Bayelsa State: 2 of 5 communities identified one community woman holding a government position.

● Very Poor   
 ● Poor   
 ● Average   
 ● Good   
 ● Very Good



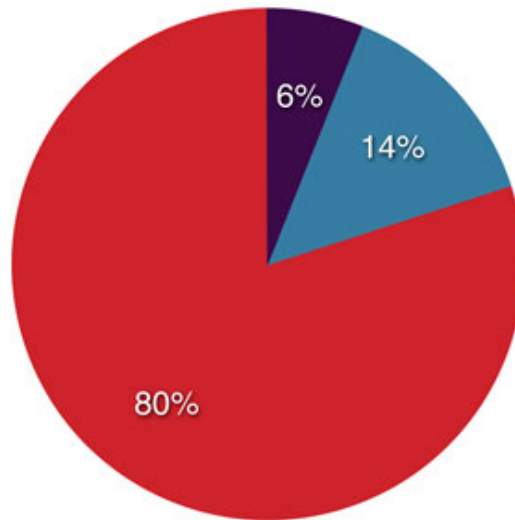
# INFRASTRUCTURE / DEVELOPMENT



## CITIZEN REPORT CARD

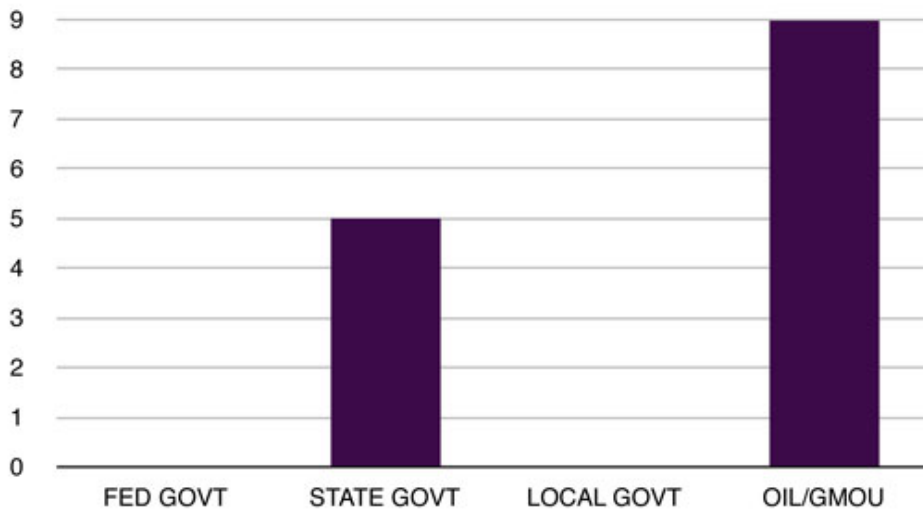
**PERCENTAGE OF SUCCESSFULLY COMPLETED AND IN-PROGRESS  
DEVELOPMENT PROJECTS  
IN FIVE (5) BAYELSA STATE RIVERINE COMMUNITIES  
BY SPONSOR:  
FEDERAL GOVERNMENT, STATE GOVERNMENT, LOCAL GOVERNMENT AND OIL COMPANIES/GMOU  
(as of February 2010)**

● Federal Govt   
 ● State Govt   
 ● Local Govt   
 ● Oil Companies/GMOU



**NUMBER OF ABANDONED, INCOMPLETE, COLLAPSED OR SUB-STANDARD  
DEVELOPMENT PROJECTS  
IN FIVE (5) BAYELSA STATE RIVERINE COMMUNITIES  
BY SPONSOR:  
FEDERAL GOVERNMENT, STATE GOVERNMENT, LOCAL GOVERNMENT AND OIL COMPANIES/GMOU  
(as of February 2010)**

■ BAYELSA STATE



**ABANDONED / INCOMPLETE, COLLAPSED AND SUB-STANDARD PROJECTS  
IN FOUR OF THE FIVE (5) RIVERINE COMMUNITIES  
IN BAYELSA STATE\***

**(as of February 2010)**

**AGHORO I (Bayelsa State)**

<b>Project Name</b>	<b>Project Sponsor/ Contact</b>	<b>Project Contractor/ Contact</b>	<b>Date Project Started</b>	<b>Current Project Status</b>	<b>Project Description or Update</b>
Gas Turbine	Shell/Warri	Atika Family	2000	Incomplete/ abandoned	Atika Family, an indigenous contractor, began the project and then abandoned it.
Water Scheme Project	Govt/ Yenagoa	Benadoume Dein, Yenagoa	2009	Incomplete/ abandoned	Benadoume Dein, an indigenous contractor, came to the community, built upon the small houses, drilled to improve the water but the water is undrinkable. He then went away and has not returned. The community views the project as abandoned.
Basic Junior Secondary School Building	Shell/ Warri	Afro Bioukeme, Warri		incomplete/ abandoned	Afro Bioukeme, an indigenous contractor began the project and then abandoned it.
Teachers Quarters	Shell/ Warri	PMC/ Aghoro		incomplete/ abandoned	The Teachers Quarters was embarked upon by PMC and sponsored by SPDC. It is abandoned.

**AMATU II**

<b>Project Name</b>	<b>Project Sponsor/ Contact</b>	<b>Project Contractor/ Contact</b>	<b>Date Project Started</b>	<b>Current Project Status</b>	<b>Project Description or Update</b>
Cottage Hospital	Dodo Regional Development Council	Bolouperere, Jubek	2007	Partially completed	The main hospital block is completed with quality materials, together with the fencing of the premises. The nurses and doctors quarters are incomplete.

## EKENI

Project Name	Project Sponsor/ Contact	Project Contractor/ Contact	Date Project Started	Current Project Status	Project Description or Update
Power House	River State/ River State Govt - Ministry of Works	Eto and Sons/ Ebekewari Compound Ekeni (near market)	about 1982	Abandoned	Built only to roofing level and abandoned. Floor is not concretized.
Concrete Walk Way	Bayelsa State Govt/ Ministry of Works	Edogunig Limited/ Hon. John Lyekoroghe	2008	Completed but not up to specification	Project complete but not up to specification
Bridge Construction	Texaco, Ekpan Express-way Warri	Seitimi & Sons Enterprises/ Ebeniwari Two, Ekeni	2001	Completed but not painted	Bridge is unpainted and too narrow. Reinforcement and tensile strengthening is okay.
Water Project	Texaco, Ekpan Express-way Warri	Fine Country from Sangana, Sangana in Brass LGA, Bayelsa State	1999/ 2000	Abandoned	There is only a standing overhead tank. Quality is very good but the pipe or outlet for water flow is not in order. Also, the water drilled out is bad, so it could not be networked. At this stage, the tank is leaking and in a state of disrepair.
Generator House Converted to Women's Meeting Hall	River State/ River State Govt- Ministry of Works	Chief Silas, Obidiamse Street, Mille U	about 1982	Incomplete	Initially built to under-level, roofed through women's effort, current level, no door, no windows, ceiling and not painted.
Toilet House	Keffes (GMOU) RDC	Kemi & Sons Ent., Agbaterigfe Compound, Ekeni	2009	Completed but not up to specification	Project complete but not up to specification
Power House	Texaco, Ekpan Express-way Warri	Franex Nigeria Ltd/Opp Waterlines, Rumola	2004	Completed but not up to specification	Project completed but not up to specification

## KOLUAMA I

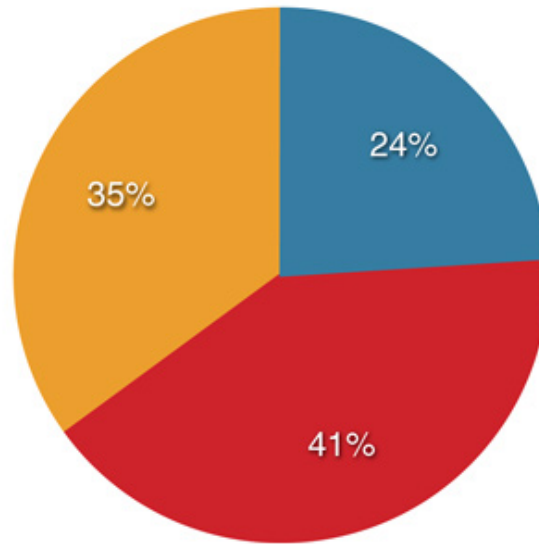
Project Name	Project Sponsor/ Contact	Project Contractor/ Contact	Date Project Started	Current Project Status	Project Description or Update
Water Project	Chevron, Warri	Williams Francis Wainwei, Koluama I	2000	Abandoned	Contractor went to community and arranged the reservoir tank, drilled impure water which no one can drink and went away. Since then, no one has seen him. There is no way a living human being can make use of such impure water.
Standard Concrete Road	Bayelsa State Govt/ Bayelsa State House of Assembly (Constituency Four)	Hon. Nimibofa Ayawei, Bayelsa	late 2006	Abandoned	The contractor did not show any reasonable effort to convince the community that he was ready to live up to expectations as per completion of the contract. And as the people expected, he only managed to send a few volumes of sand to the site without going on with the construction activities as directed by the contract awarding authorities.

**\*Note:** The community of Agge Palm Bush (the 5th Bayelsa State community surveyed) did not have any incomplete or abandoned projects. It also did not have many completed or in-progress projects as compared to the other riverine communities. For example, Agge Palm Bush has 3 completed and 1 in-progress projects (4 total projects) compared to Aghoro I's 19 total projects.

**PERCENTAGE OF SUCCESSFULLY COMPLETED AND IN-PROGRESS  
DEVELOPMENT PROJECTS IN FIVE (5) DELTA STATE RIVERINE COMMUNITIES  
BY SPONSOR:  
FEDERAL GOVERNMENT, STATE GOVERNMENT, LOCAL GOVERNMENT, DESOPADEC  
AND OIL COMPANIES/GMOU**

(as of February 2010)

● Federal Govt  
 ● State Govt  
 ● Local Govt  
 ● Oil Companies/GMOU  
 ● DESOPADEC

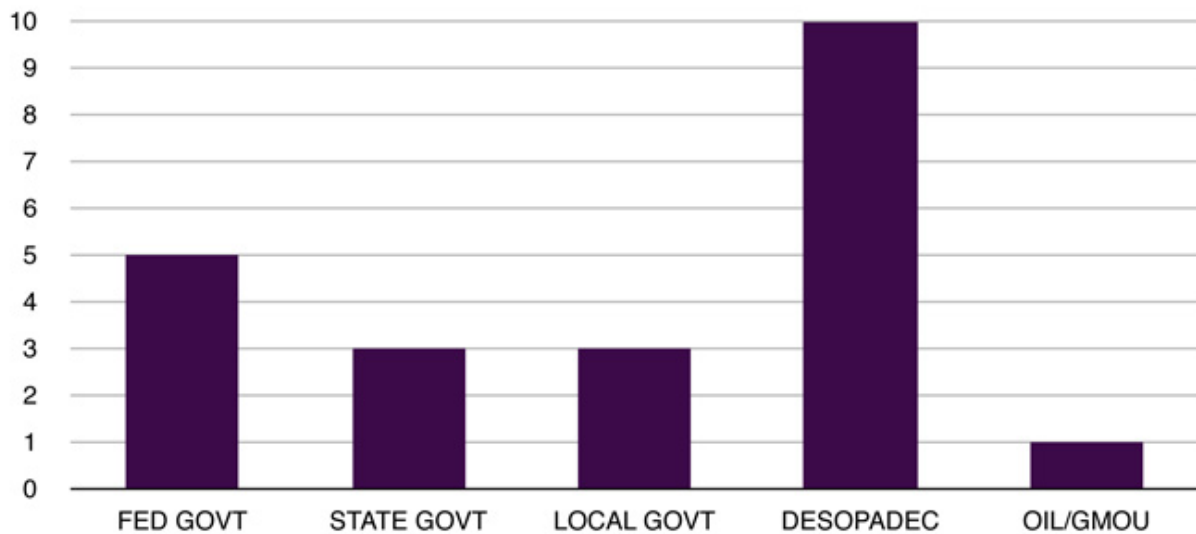


**NUMBER OF ABANDONED, INCOMPLETE, COLLAPSED OR SUB-STANDARD DEVELOPMENT PROJECTS  
IN FIVE (5) DELTA STATE RIVERINE COMMUNITIES  
BY SPONSOR:**

**FEDERAL GOVERNMENT (including NDDC), STATE GOVERNMENT, LOCAL GOVERNMENT,  
DESOPADEC (part of State Government) AND OIL COMPANIES/GMOU**

(as of February 2010)

■ DELTA STATE



**ABANDONED / INCOMPLETE and COLLAPSED PROJECTS  
IN FOUR OF THE FIVE (5) RIVERINE COMMUNITIES  
IN DELTA STATE**

(as of February 2010)

**OGIDIGBEN**

Project Name	Project Sponsor/ Contact	Project Contractor/ Contact	Date Project Started	Current Project Status	Project Description or Update
2-Bedroom Bungalow	State Govt		2001	Abandoned/ incomplete	Only the foundation was laid; left at the state of foundation
Health Centre	Warri Southwest LGA		3/4/2002	Abandoned/ incomplete	Abandoned at the roofing stage
Six-Bedroom Class	OMATSOLA / Federal Govt		11/6/2008	Abandoned/ incomplete	Abandoned at the roofing stage
3-Classroom Block	Federal Govt		2009	Abandoned/ incomplete	Abandoned at the roofing stage

**TISUN**

Project Name	Project Sponsor/ Contact	Project Contractor/ Contact	Date Project Started	Current Project Status	Project Description or Update
LA School	Local Authority 1952/ Mid-West Govt			dilapidated and abandoned	dilapidated and abandoned
Jetty	Delta State Govt, Asaba			Substandard/ collapsed and abandoned	constructed with low grade materials (substandard) to specification...collapsed and abandoned

## TSEKELEWU

Project Name	Project Sponsor/ Contact	Project Contractor/ Contact	Date Project Started	Current Project Status	Project Description or Update
Walk Way	DESOPADEC		2007	Abandoned/ incomplete	The Ajagbene Tsekelewu walkway was abandoned. Materials were mobilized to site and digging was also done. Then it was abandoned.
6- Classroom, KABE Primary School	DESOPADEC	Capt. Joseph Ugedi, 08052050579	2008	Completed, then collapsed	Project was completed but not commissioned. Then it suddenly collapsed. Nothing has been done about it since.
Water Project	NDDC	Williton Okirika	1997	Abandoned/ incomplete	The water tanker raised, bore holes drilled, but bad water, rusty water
Water Project	NDDC	Richman, 08035401927	2007	Abandoned/ incomplete	Project is incomplete; quality of project is very poor. Just raised tanker of the water and abandoned it.
Six Classroom	DESOPADEC	Junigreat Venture, 08052053085	2008	Abandoned/ incomplete	Incomplete. Stopped at foundation level, DPC level.
State Housing Units	State Govt	Edmund E. Doyah, 08033484286	2004	Abandoned/ incomplete	Foundation was cleared and some building materials mobilized to site before it was abandoned.
Staff Quarters	DESOPADEC	Dio Tanga, 08035762045	2008	Abandoned/ incomplete	Staff quarter project for secondary school.

## OGBUDUGBUDU

Project Name	Project Sponsor/ Contact	Project Contractor/ Contact	Date Project Started	Current Project Status	Project Description or Update
Health Center	OMPADEC now NDDC (Federal Govt)		early 1990s	abandoned/ incomplete	Abandoned at the DPC/Foundation level
Sand Filling	OMPADEC/ now NDDC (Federal Govt)		early 1990s	Abandoned/ incomplete	Foundation land was cleared. Since then, no progress
Health Center	LGA (Warri North)		early 1990s	Abandoned/ incomplete	Project was raised up to the DPC level. It was then abandoned.
Bore Hole	DESOPADEC	Amagada	early 1990s	Abandoned/ incomplete	Some of the materials were brought to the site. It was then abandoned.
Bore Hole	Chevron	PAMANEC	2002	Abandoned/ incomplete	The contractor drilled the ground and then abandoned the project.
Six Classroom Building	DESOPADEC		April 2008	Abandoned/ incomplete	The contractor did a faulty foundation and then abandoned the project.
Bore Hole	Petroleum Trust Fund (Fed Govt)		early 1990s	Abandoned/ incomplete	Some project materials were brought to the site. Then the contractor abandoned the project.

## BENIKRUKRU

Project Name	Project Sponsor/ Contact	Project Contractor/ Contact	Date Project Started	Current Project Status	Project Description or Update
Sand filling	OMPADEC/ now NDDC (Federal Govt)	Williton Okirika	1985	Abandoned/ incomplete	He mobilized the community but when he went back for another load after 5 days, the contract ended and the project was abandoned
Piling	OMPADEC/ now NDDC (Federal Govt)	Williton Okirika	1998	Abandoned/ incomplete	"The contractor only put in 2 pile plates and abandoned it. The contractor took video coverage of it and showed it to OMPADEC, that he completed the project, knowing that he hasn't done anything for the community. So the Piling project is still abandoned until now."