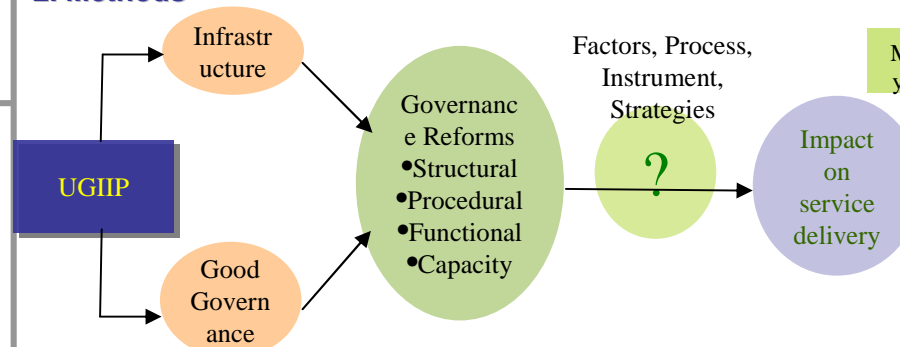


**Abstract:** It is becoming widely admitted that good governance is essential for poverty reduction and sustainable human development. Bangladesh has adopted a new performance-based approach and there have made a linkage between good governance program and infrastructure improvements that can lead to improve municipal service delivery. This current study has attempted to focus on the good governance practices and its impact in improving municipal services delivery in Bangladesh.

**1. Introduction:** Bangladesh has a population of about 140 million, a quarter of those are living in urban areas (ADB 2008). Bangladesh has been urbanizing very rapidly, therefore, every year a large number of new municipalities are created (ADB 1998; Jahan *et al* 2005). However, municipalities have been growing without proper planning and development control. So far, the capabilities of most Municipalities to provide urban services and maintain a healthy urban environment have not grown in tandem with the pace of urbanization. Good governance practices in Bangladesh, introduced by the donor-assisted project, at the municipal level are new approaches in order to achieve sound and balanced urban development. There are few studies have done on Bangladesh urban local government and municipal service delivery efficiency.

The research questions of this study have designed as What are the impacts of good urban governance reform with regard to the quality of municipal service delivery at the Pourashavas level in Bangladesh? The main objective of this research is to explore the good urban governance practices in improving the municipal service delivery at the Pourashava level in Bangladesh.

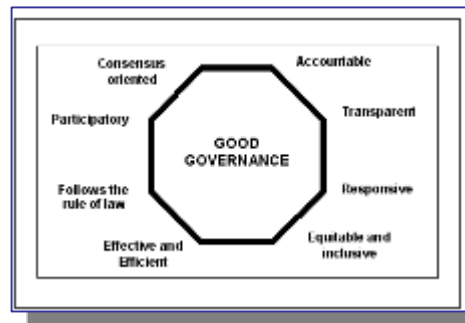
## 2. Methods



This research has adopted both quantitative and qualitative method to study good governance in regards to find out its impact in improving municipal service delivery. the report card survey, the case study and focus group discussion methods were used.

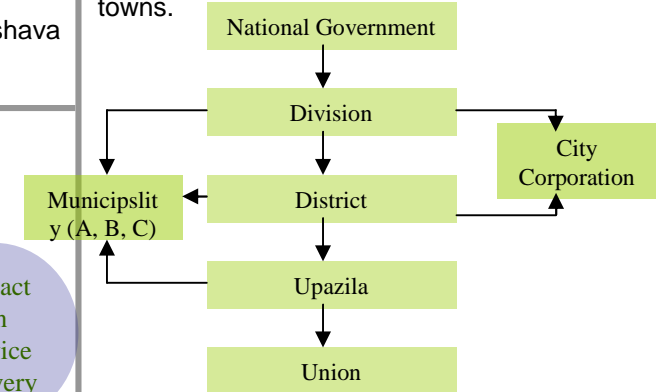
## 3. Results

### Characteristics of Good Governance



Source: UNESCAP no date

In Bangladesh, a two-tier structure of urban local government with city corporations and municipalities for the 305 municipal cities and towns.



### 3.1 Facts about Urban Local Government in Bangladesh

The municipalities are legitimized to perform a variety of socio-economic and community functions. But the can not perform due to

- Paucity of fund
- Irregular collection of taxes
- Central government control and intervention
- Lack of autonomy

## 3.2 Municipal Service Delivery Status in Bangladesh

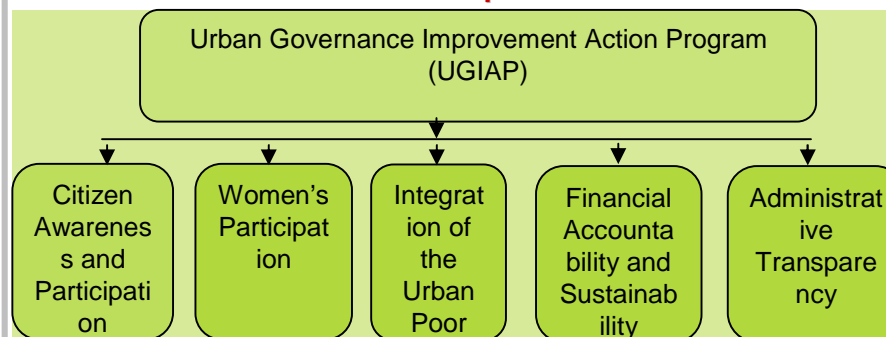
Unplanned and uncontrolled urbanization creates tremendous pressure on basic urban infrastructure and eventually limits the growth potential of the national economy.

- Piped water is available in only one third of municipalities
- Road network is poor
- Drains are available in about 30% of the municipalities
- Solid waste collection system has exists in about 40% of Municipalities
- No urban areas have sewerage
- Most municipalities do not have master plan.

Combined with weak governance, investments tend to be made in an unplanned and discretionary manner. Lack of proper planning leads to inefficient allocation of funds, which is added further stress on limited resources.

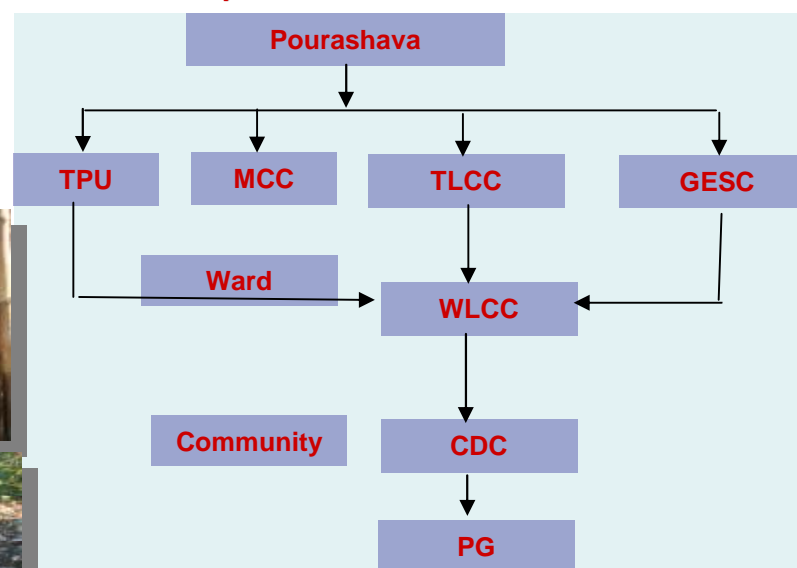


## 3.3 Initiative to Practice Good Urban Governance at the Municipal

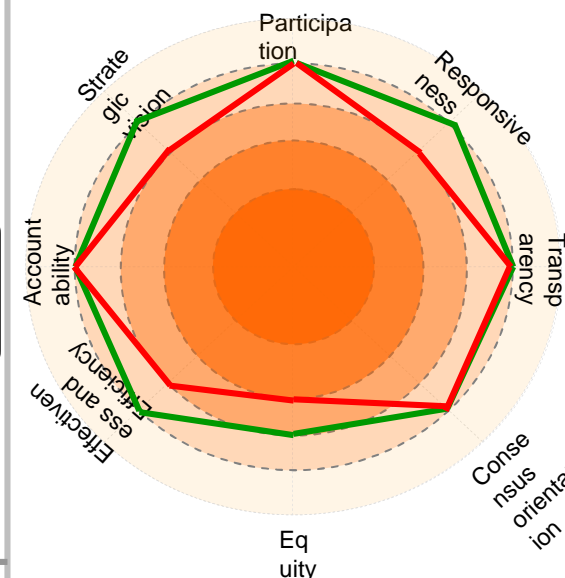


The UGIIP, for the first time, not only focus to improve infrastructure but also targeted to improve the governance system. The UGIIP gave more scope on citizen participation in local development, strengthening administrative capacity.

## 3.4 Scope of Citizen Involvement in UGIAP



## 3.5 Performance of Good Governance



"Fair" grade, which means, "can do much better".

## 4. Discussion and Conclusion

The Project has contributed in improving urban facilities and environmental condition by constructing new infrastructures and basic services facilities. The good governance practice gave new light to the local government, such as accountable, transparent local government, participatory decision-making process. However, service delivery improvements were not responsive to meet up the demands of citizens, The linkage between infrastructure development and governance improvement were not strong.