

**Monthly Whistle Blowing Report  
In Sri Lanka**

<b>Client</b>	<b>Donor Agency</b>	<b>Projects</b>	ABC	<b>Month</b>	1 – 31 July 2011
<b>WB Facility Coverage</b>	Northern Province of Sri Lanka				
<b>No of Complaints / Comments / Feedback Received</b>					99

**A. List of Comments / Feedback (According to the date they were received)?**

**A. 1. Total List**

1. Received goods are not in good condition
2. Obtained our signature but we did not receive any service
3. Collecting money from the beneficiaries for the services
4. Not used genuine products for the bridge construction
5. Our houses were not in good quality
6. Functioning in this District in a satisfactory level
7. Not practicing a transparent system for the beneficiary selection
8. Using office assets for the personal usage
9. Financial transparency is not enough
10. Favours relatives when selecting beneficiaries, recruiting staff, etc...
11. Not treating all staff equally
12. ...
- 99.

**A. 2. As per Random Verifications, List of the Most Reliable Complaints / Feedback**

1. Received goods are not in good condition
2. Obtained our signature but we did not receive any service
3. Collecting money from the beneficiaries for the services
4. Not used genuine products for the bridge construction
5. Our houses were not in good quality
6. Functioning in this District in a satisfactory level
7. Not practicing a transparent system for the beneficiary selection
8. Using office assets for the personal usage
9. Financial transparency is not enough
10. Favours relatives when selecting beneficiaries, recruiting staff, etc...
11. **Not treating all staff equally (Couldn't verify)**
12. ...
- 99.

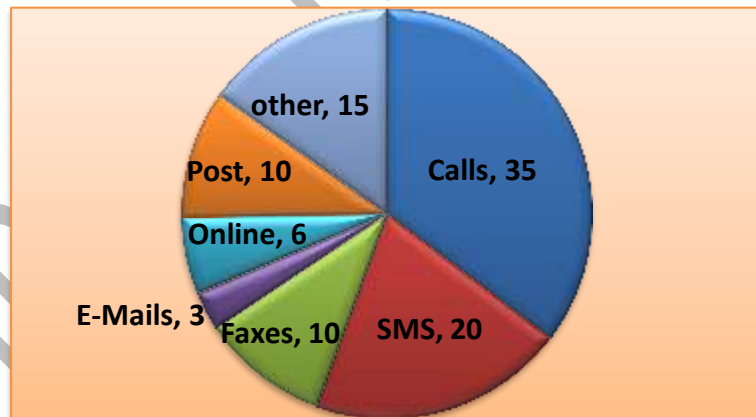
**A. 3. Frequency of Complaints / Feedback**

Complaint / Feedback received	No. of times
1. Received goods are not in good condition	3
2. Obtained our signature but we did not receive any service	3
3. Collecting money from the beneficiaries for the services	6
4. Not used genuine products for the bridge construction	2
5. Our houses were not in good quality	5
6. Functioning in this District in a satisfactory level	4
7. Not practicing a transparent system for the beneficiary selection	7
8. Using office assets for the personal usage	3
9. Financial transparency is not enough	4
10. Favouring relatives when selecting beneficiaries, recruiting staff, etc...	1
11. Not treating all staff equally	3
12..	
99.	

**B. Preliminary Analysis**

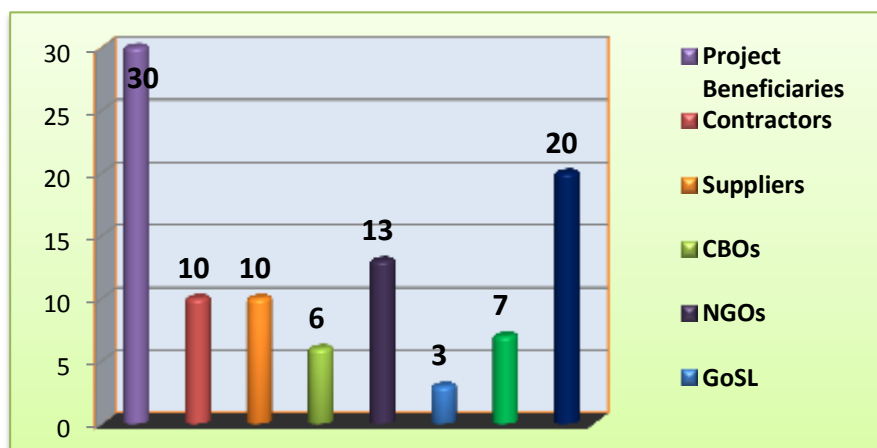
**B. 1. Mode of Receiving**

Mode	Numbers
Calls	35
SMS	20
Faxes	10
E-Mails	3
Online	6
Post	10
other	15
<b>Total</b>	<b>99</b>



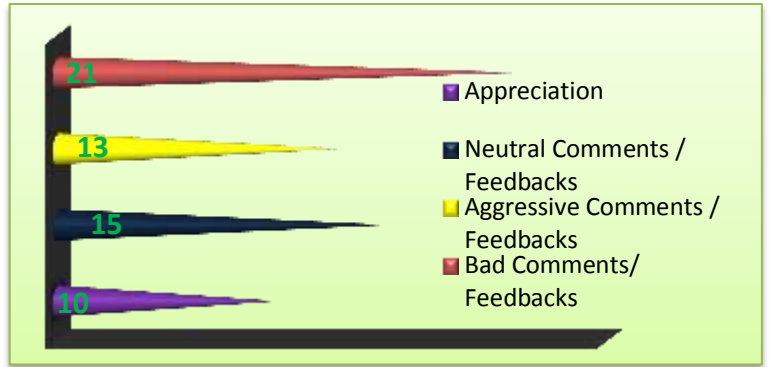
**B. 2. Type of Senders**

Category	NO.
Project Beneficiaries	30
Contractors	10
Suppliers	10
CBOs	6
NGOs	13
GoSL	3
SMEs	7
Unknown	20
<b>Total</b>	<b>99</b>



**B. 3. Classification of Submission**

Classification	NO.
Appreciation	10
Neutral Comments / Feedbacks	15
Aggressive Comments / Feedbacks	13
Bad Comments/ Feedbacks	21
Negative Comments / Feedbacks	24
Positive Comments / Feedbacks	16



**B. 4. Subject Categorization of Submissions**

Category	NO.
Finance	4
Construction	7
Project Management	10
Governance	10
Transparency	6
Process	12
Beneficiary Selection	15
Project Criteria	10
Project Mandate	10
Project Strategies	7
Staff Related	3
Payment Related	5
	99

**B. 5. Geographical details of the Submission (if data available)**

<b>Grama Niladhari (GN) Division</b>	<b>Village 1</b>	
	<b>Village 2</b>	
	<b>Village 3</b>	
	<b>Village 4</b>	
	<b>Village 5</b>	
<b>Divisional Secretariats (DS)</b>	<b>GN 1</b>	
	<b>GN 2</b>	
	<b>GN 3</b>	
	<b>GN 4</b>	
	<b>GN 5</b>	
<b>District</b>	<b>DS 1</b>	
	<b>DS 2</b>	
	<b>DS 3</b>	
	<b>DS 4</b>	
	<b>DS 5</b>	
<b>Province</b>	<b>District 1</b>	
	<b>District 2</b>	
	<b>District 3</b>	
	<b>District 4</b>	
	<b>District 5</b>	
<b>Total</b>		

**B. 6. Technical Classification of Submission**

Classification Category	%
Symptoms	63
Failures	21
Root Causes	16

**B. 7. 1. Details of Senders (if available only)**

Category	NO.
Male	39
Female	30
Youth	12
Children	3
Disabled	15

**B. 7. 2. Details of Senders (if available only)**

Category	NO.
Office Bearers	12
Community Members	15
Beneficiary	35
Non- beneficiary	23
Other	14

**C. Additional Information / Analysis**

**C. 1. Suggestions Provided by Senders**

**C. 2. Special Request / Notes from Senders**

**D. Conclusions, Recommendations and Observations from PASSAsia as an Independent Analyst**

**D. 1. Special Notes / Conclusions**

**D. 2. Suggestions / Recommendations / Observations for Whistle Blowing Facility Provider**