



PIDE SLUDGE SERIES | INTERNET CABLE INSTALLATION

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WHAT IS SLUDGE IN THE ECONOMY?

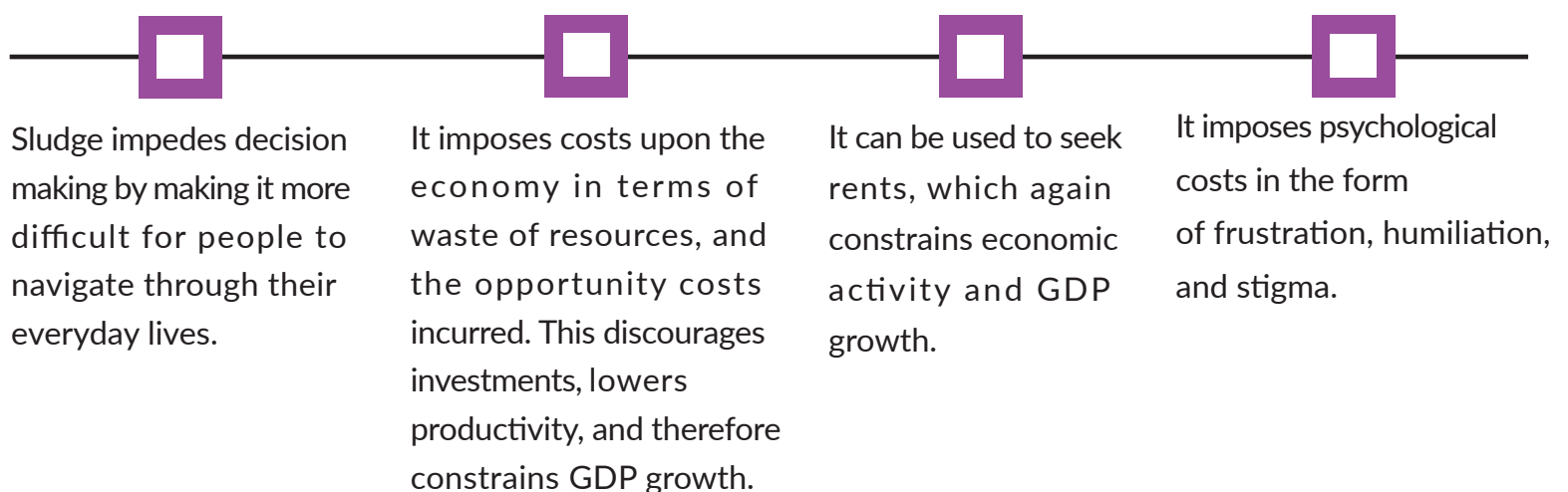
Sunstein (2020) defines sludge as;

- ⬡ Excessive or unjustified frictions make it difficult for people to get what they want or to do as they wish.
- ⬡ Frictions that make processes difficult to navigate, such as paperwork burdens that cost time and money, and which may end up frustrating people by depriving them of access to goods, opportunities, and services.



Most of the sludge consists of work not required at all (permissions etc.), duplicative paperwork and wait-time – waiting in a queue or waiting for a public official to decide.

WHY SLUDGE MATTERS?



Examples of sludge include: seeking permissions absence of which affects no one, waiting for approvals (bureaucratic red tape), waiting in queues to get a task done, doing manually what is possible digitally at little cost to stakeholders, waiting for court-hearings involving cases that land in courts and securing attestations/verifications and fulfilling legal requirements (agreements on stamp papers, securing persons to sign as witness on agreements, notarize the legal documents).

OBJECTIVES OF THE SLUDGE SERIES



NOC FOR CABLE INSTALLATION

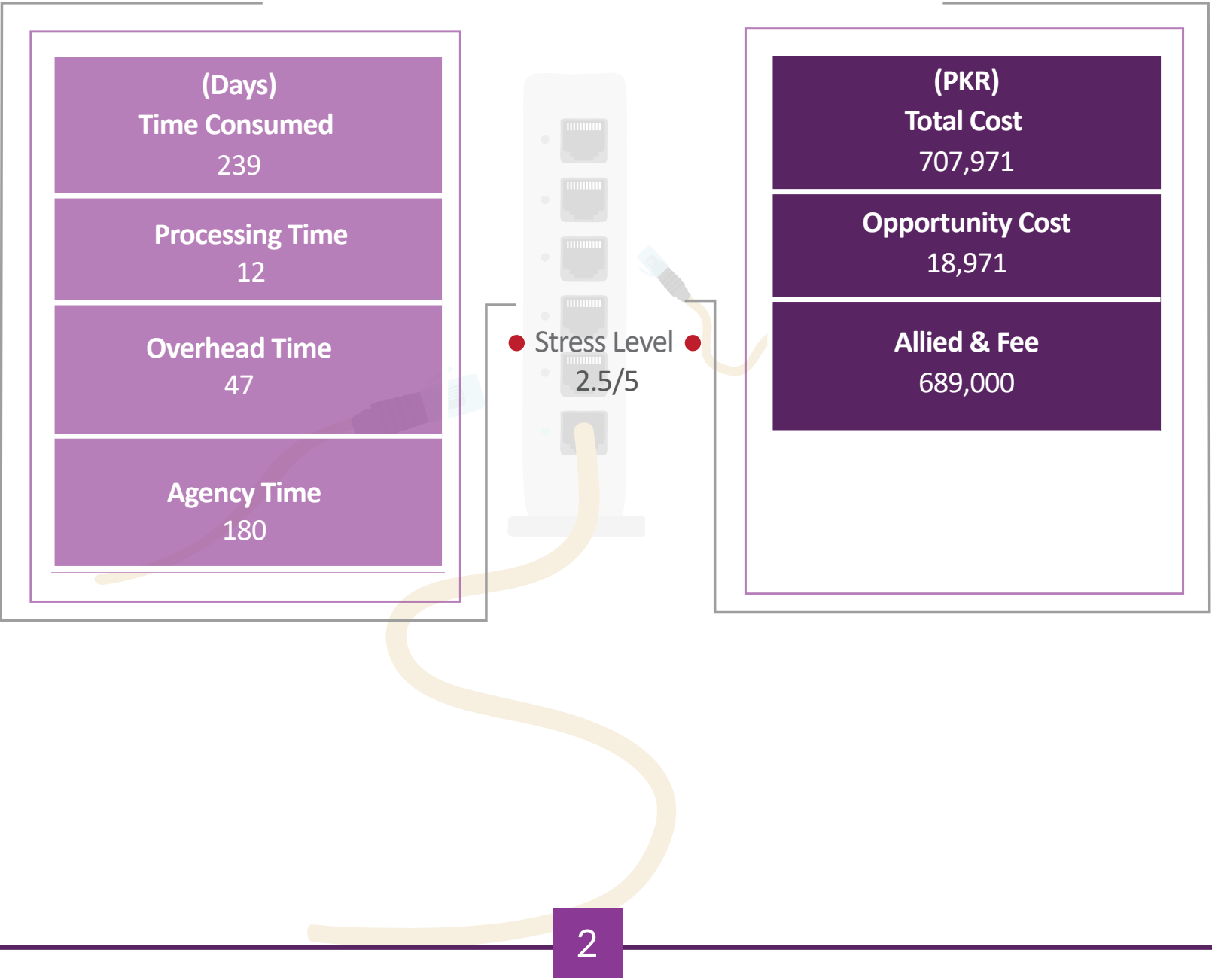
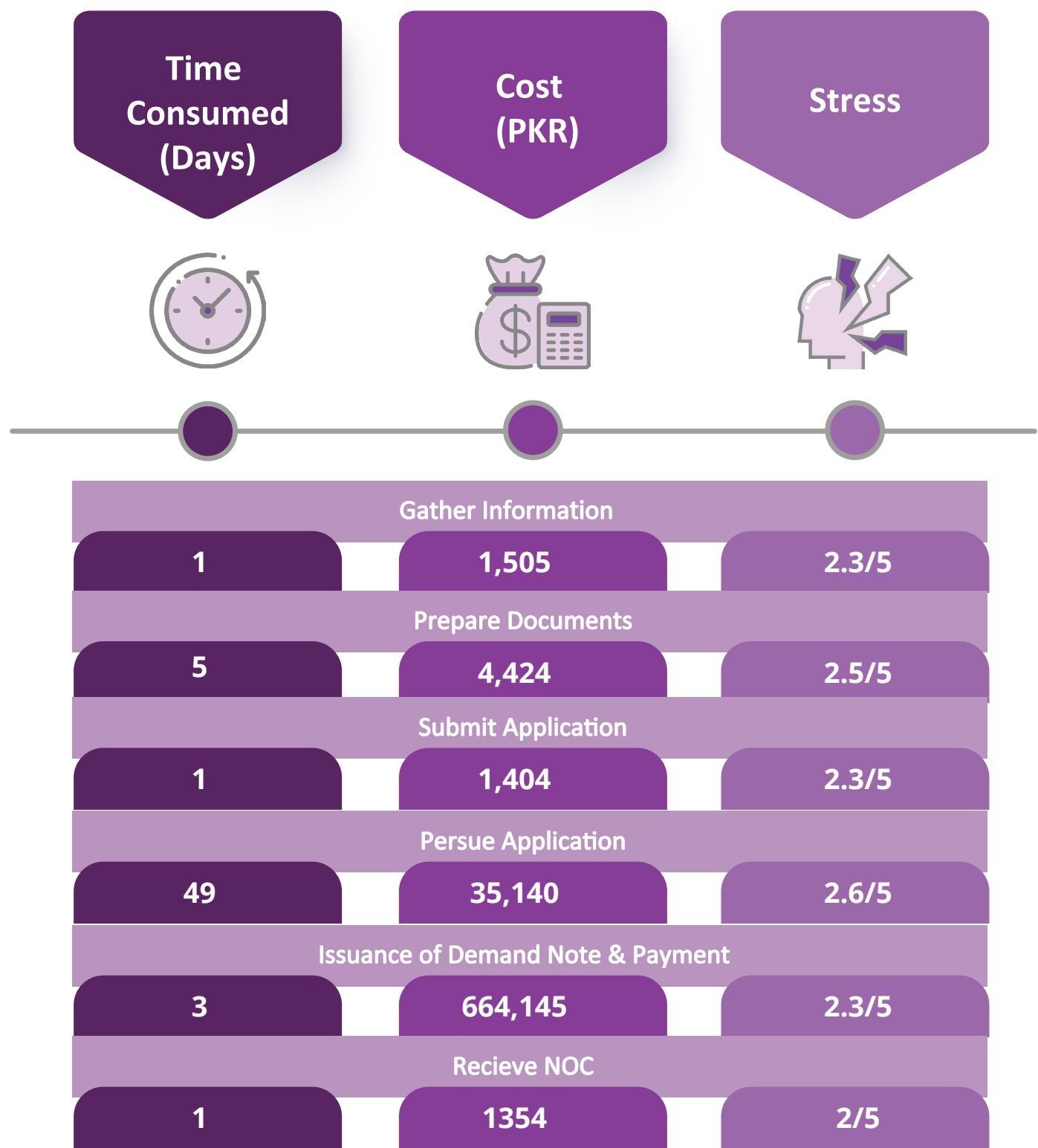


Chart-1: Steps Involved in obtainig permission for Installation of Internet cabel in Islamabad



The entire process of obtaining a No Objection Certificate (NOC) for Broadband cable installation in a sector of Islamabad from District Management Authority (DMA) takes around 8 months. An individual has to make around 40 visit to the DMA to pursue the application so that the NOC is issued.

Cutting Sludge

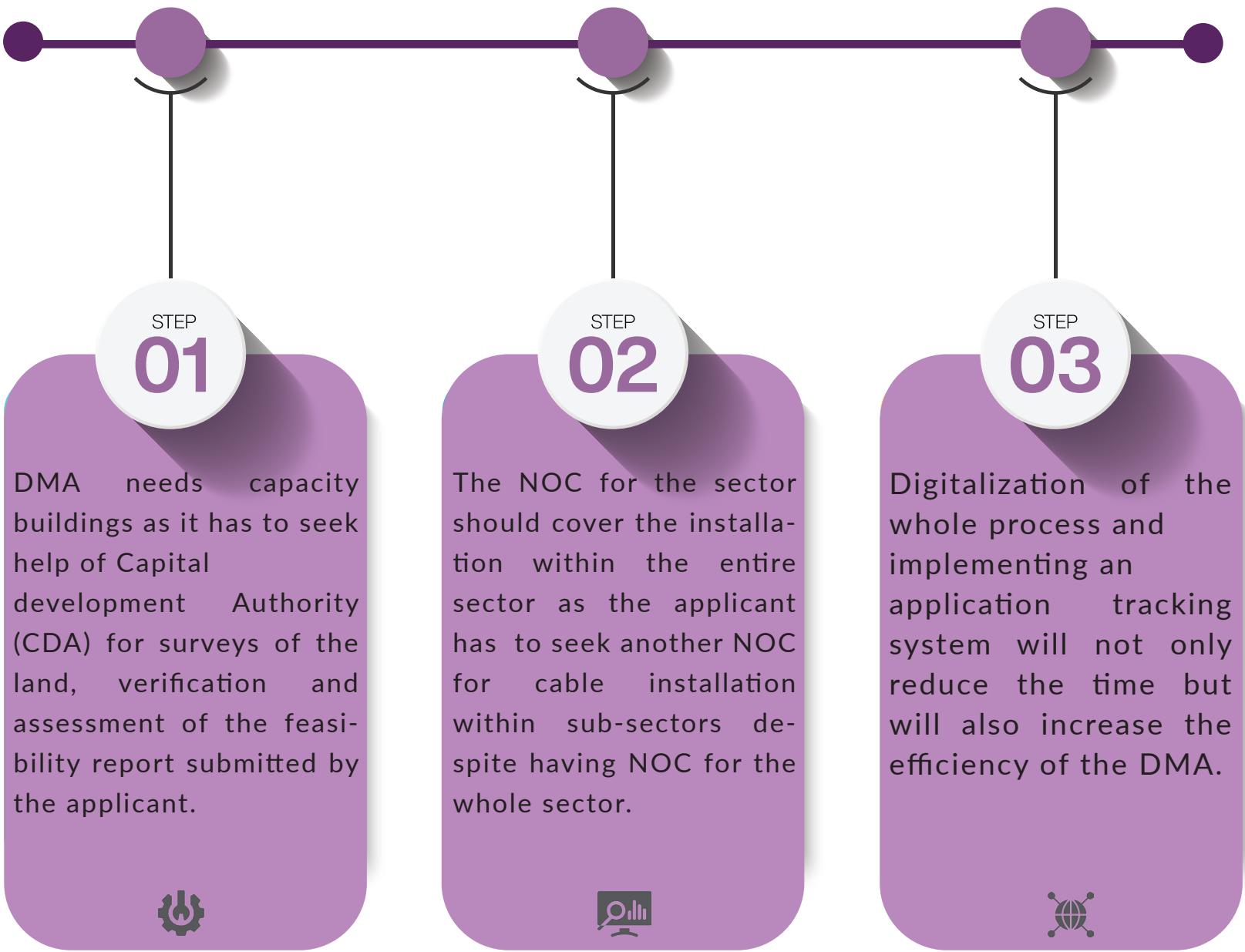


Table 1: Steps and Time Involved in obtaining permission for Installation of Internet Cable in Islamabad

No	Step	Description	Time (minutes)				Overhead Time	Agency Time
			Travel	Waiting	Transaction/Process	Total		
1	Gather Information	Visit DMA	45			45	240 (1/2 Days)	
		Meet the Official		30	30	60		
		Finish the day	45			45		
2	Prepare Feasibility	Assessment of route			120	120	1440 (3 Days)	
		Assessment of distance			60	60		
3	Prepare Documents	Prepare application			60	60	240 (1/2 Days)	
		Design and map for installation			480	480		
4	Submit Application	Visit DMA-Telecom Unit	45			45	240 (1/2 Days)	
		Submit application		10	20	30		
		Finish the Day	45			45		
5	Pursue Application (Around 40 visits)	Visit DMA/CDA	1800			1800	19200 (40 days)	
		Inquire about the application		200	400	600		
			1800			1800		
6	Demand Note	Visit DMA	45			45	960 (2 Days)	
		Receive Demand Note		10	10	20		
		Finish the day	45			45		
		Visit the Bank	45			45		
		Pay challan against demand note		20	10	30		
		Finish the day	45			45		
		Visit DMA	45			45		
		Submit the payment receipt		10	10	20		
		Finish the Day	45			45		
7	Recieve NOC	Visit DMA	45			45	240 (1/2 Days)	
		Receive NOC		5	10	15		
		Finish the day	45			45		
Total Time						12	47	180

Table 2: Opportunity and Monetary Cost Involved in obtaining permission for Installation of Internet Cable In Islamabad

No	Step	Description	Cost			Opportunity Cost
			Travel	Fee	Total	
1	Gather Information	Visit DMA	500		500	152
		Meet the official			0	202
		Finish the day	500		500	152
2	Prepare Feasibility	Assessment of route	1,000		1,000	404
		Assessment of distance	1,000		1,000	202
3	Prepare Documents	Prepare application				202
		Design and map for installation				1,616
4	Submit Application	Visit DMA-Telecom Unit	500		500	152
		Submit application				101
		Finish the day				152
5	Pursue Application (Around 40 visits)	Visit DMA/CDA	500		500	6,060
		Inquire about the application	20,000		20,000	2,020
		Finish the day	500		500	6,060
6	Demand Note	Visit DMA	500		500	152
		Receive Demand Note	0		0	67
		Finish the day	500		500	152
		Visit the Bank	500		500	152
		Pay challan against demand note		660,000	660,000	101
		Finish the day	500		500	152
		Visit DMA	500		500	152
		Submit the payment receipt				67
		Finish the Day	500		500	152
7	Receive NOC	Visit DMA	500		500	152
		Receive NOC				51
		Finish the day	500			152
Total Cost					689,000	18,971

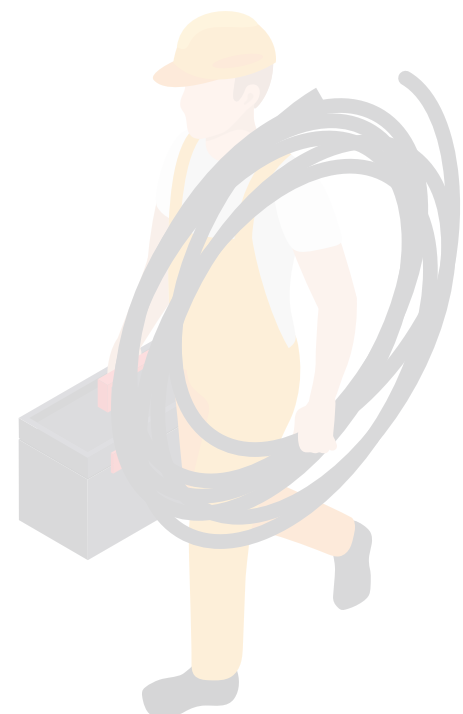


Table 3: Stress involved in obtaining permission for Installation of Internet Cable in Islamabad

No	Step	Description	Stress Level	Stress%
1	Gather Information	Visit DMA	2	0.73
		Meet the official	3	1.46
		Finish the day	2	0.73
2	Prepare Feasibility	Assessment of route	3	1.46
		Assessment of distance	2	7.80
3	Prepare Documents	Prepare application	2	0.73
		Design and map for installation	3	0.73
4	Submit Application	Visit DMA-Telecom Unit	2	0.73
		Submit application	2	29.24
		Finish the day	4	10.50
5	Pursue Application (Around 40visits)	Visit DMA/CDA	2	10.50
		Inquire about the application	2	29.20
		Finish the day	3	0.49
6	Demand Note	Visit DMA	2	0.73
		Receive Demand Note	2	0.73
		Finish the day	2	0.49
		Visit the Bank	2	0.73
		Pay challan against demand note	2	0.73
		Finish the day	2	0.32
		Visit DMA	2	0.73
		Submit the payment receipt	2	0.73
		Finish the Day	4	0.49
7	Receive NOC	Visit DMA	2	0.73
		Receive NOC	2	0.73
		Finish the day	2	0.73

NOTES:

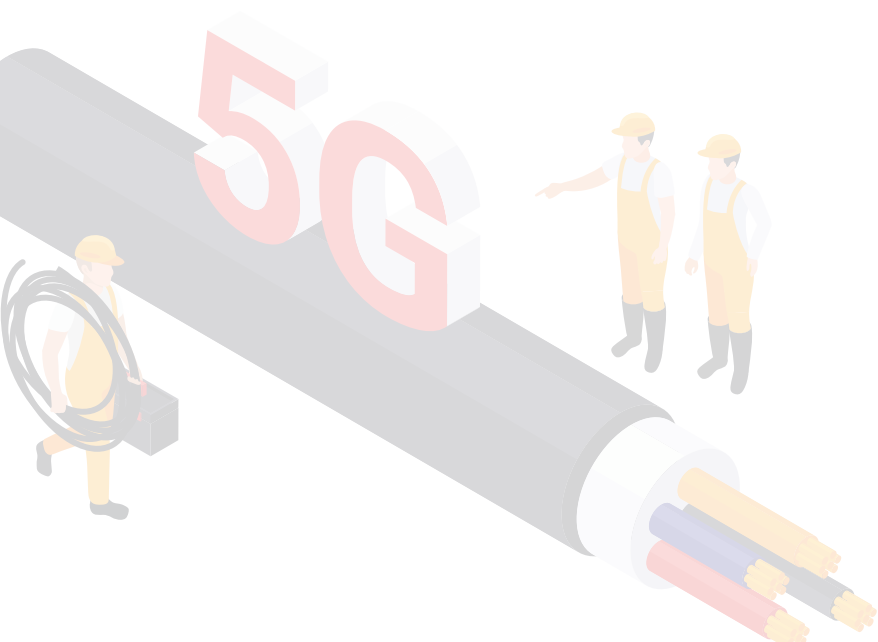
The information used in the report has been collected through multiple interactions and in-depth interviews with stakeholders including concerned government agencies and private entities. Applicants were key informants and were also interviewed in-depth.

ASSUMPTIONS:

1. Average travel time to any office within Islamabad/Rawalpindi is 45 minutes. Roundtrip takes 90 minutes.
2. The cost for one way trip is Rs.500/-. This is average fare of Uber/Careem
3. Applicant visiting a government agency to meet an official manages to meet the person during the said visit.
4. Stress level included in the report has been assessed based on:

- (i) effort-level of the applicant for performing a task
- (ii) time involved in completion of the step and
- (iii) how crucial the step is for completion of the activity and
- (iv) the probability that the task may not be allowed/approved by the authority concerned.

The entire foregoing assessment is based on in-depth interviews of applicants.





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