



**WATER  
INTEGRITY  
FORUM**

Transparency | Accountability | Participation

***Petty corruption  
in urban water  
supply***

***Delft, 5th June 2013***

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*Corruption to access large **works contracts or service contracts** is well known (and documented).*

*Beside this large scale corruption, urban dwellers are exposed to **small-scale, day-to-day corruption (petty corruption)** and this one has a dramatic impact on poor households.*



## Examples

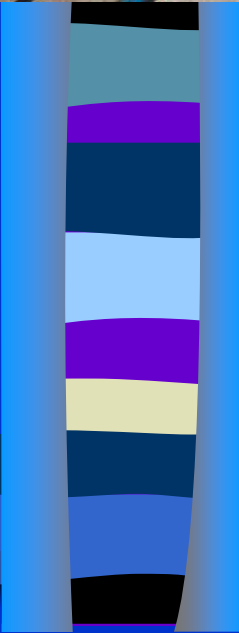
- *bribes to be paid by the customer, for him to be connected*
- *irrelevant criteria or unrealistic demand, impeaching poor customer to access the service*
- *The informal status of most informal settlers makes them especially vulnerable to corruption.*



## Examples



- *police (or municipal) officers harassing local alternative water providers to obtain some bribe (carter, rickshaws, trucks).*
- *customers paying a bribe to the company field staff to obtain a falsified meter reading*





## Examples

➤ *police (or municipal) officer's tolerance for illegal dumping of septic tanks sludges in rivers, canals... when they have been bribed.*



***Paying bribes to be serviced:*** when water available is not sufficient to service all customers in the same time, companies organize some form of rationing.

***The company staff in charge of this task can be bribed by the richest or the most influential customers, in order to prioritize specific districts or streets (e.g. “vanniers” in Haiti)***

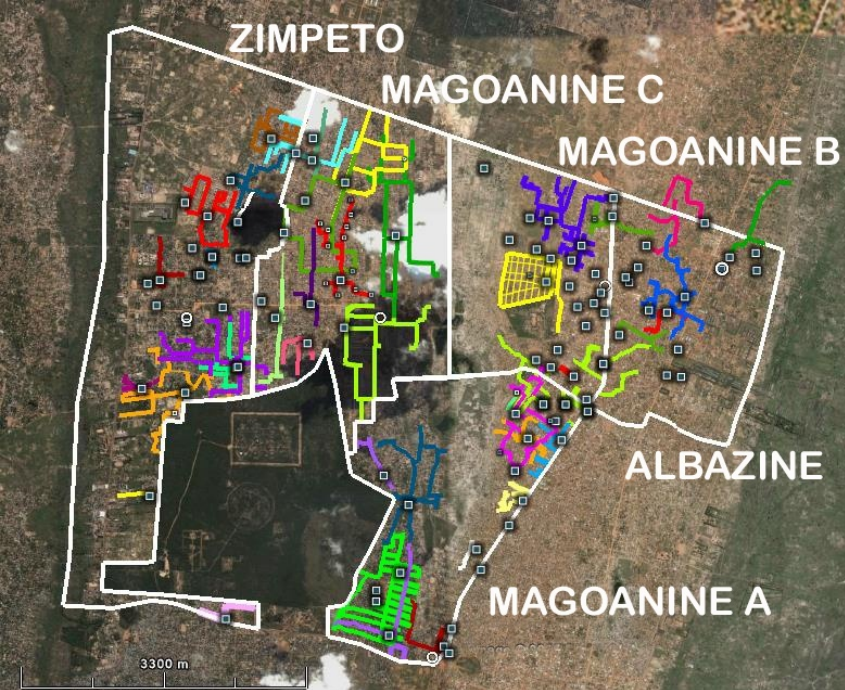
## *Petty corruption prevalence*

- *petty corruption is very common whenever or a company officer is in charge to manage some form of monopoly*
- *this does not mean that all company staffs are bribed, but the mere existence of some percentage of corrupted officers weakens the whole company*
- *This is not little money: 20 million connection / year x 50\$ bribe = 1 \$ billion*

## ***Petty corruption consequences***

- ***rising cost for customers***
- ***reducing the possibility for the Poor to access the “social connection” service***
- ***reducing competition in the water and the sanitation market***
- ***the meter reading tricky business impacts the water company itself (reducing revenue, lack of trust between employees)***





*What should we do ?*

*Introducing competition in the water and the sanitation market, whenever it is possible. ; the mere existence of competing service providers limit the power of the water company staff asking for a bribe ; water is not a « natural monopoly”;*



*Water is not  
a natural  
monopoly*



## *What should we do ?*

- *holding and monitoring carefully **customer complaint registers***
- *periodic customer **satisfaction surveys** help to identify the innovations in corruption, i.e. identifying the small holes in the customer management service, before that they hurt the whole system*
- *building **transparency and capacities-to-fight corruption** inside the water companies (public and private)*





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***Thank you for  
your attention***

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