

# Improving water services through integrity mechanisms



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# Water Integrity

Refers to honest, transparent, accountable and inclusive decision-making by water stakeholders, aiming for equity and sustainability in water management.

## TRANSPARENCY

Strengthen 'right to information' laws and processes

Research extent of corruption and social and economic damage

## ACCOUNTABILITY

Clarify lines of responsibility in governance and funding systems

Build sector capacity to deliver on human rights and SDG targets

## PARTICIPATION

Balance stakeholder interests in policy-making and legislation

Ensure places at table for civil society, private sector and excluded groups

## ANTI-CORRUPTION

Strengthen role of regulators and justice systems

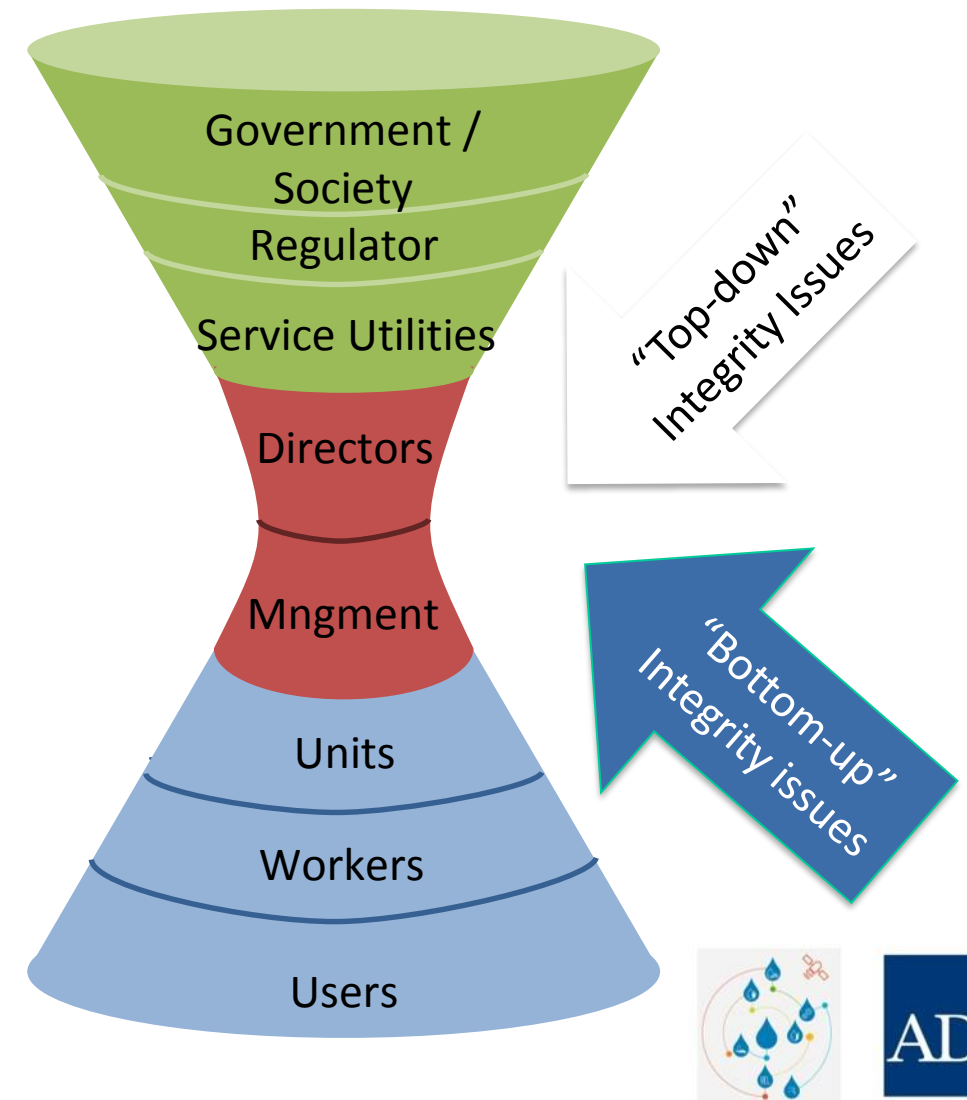
Legislate to make participation and transparency mandatory

# The bottleneck is in the management

Management of “Water Services Delivery” operations acts as a link between the **policy** and the **users**. This is where the questions of top-down and bottom-up integrity meet.

**Utility Directors and Department management** are the operational heart of the organization.

**Objective:** Leverage on these aspects to start a change management process!



# Scope of integrity management

The Integrity Management Toolbox focuses on improving the **economic performance** and service of organisations in the water sector by **optimising their business model** through an integrity change process.



# Integrity Management Toolbox – A process

## 1. Introduction to the integrity change process



## 2. Description of the Business Model



## 3. Integrity Risk Assessment



## 4. Evaluation of Integrity Tools



## 7. Implementation and Supervision



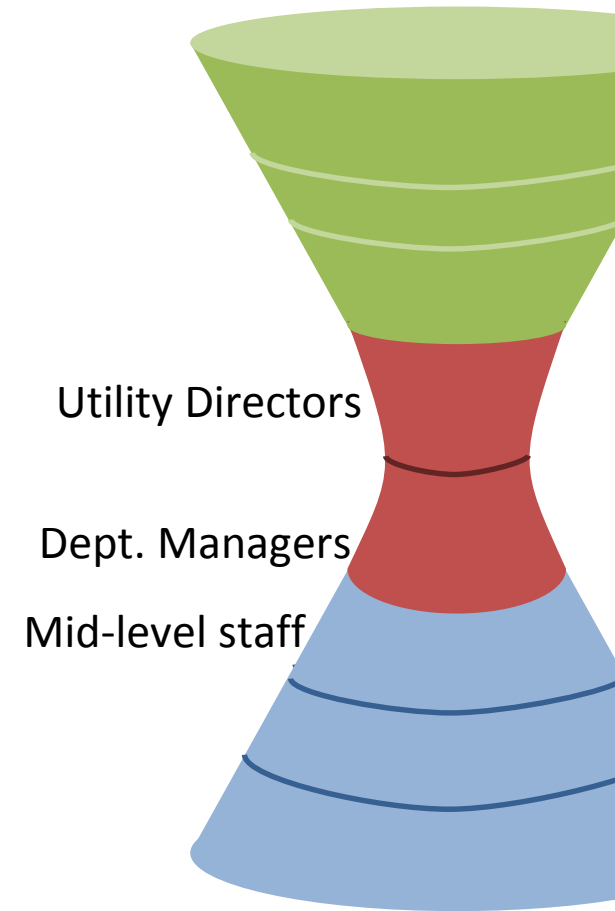
## 6. Development of a RoadMap

### Integrity Road Map

Final target: Give the integrity change process a face

Target Date:	Resources:	Agreed by (signature):
Responsibility: Management		SME management Change Agent

## 5. Development of an improved business model



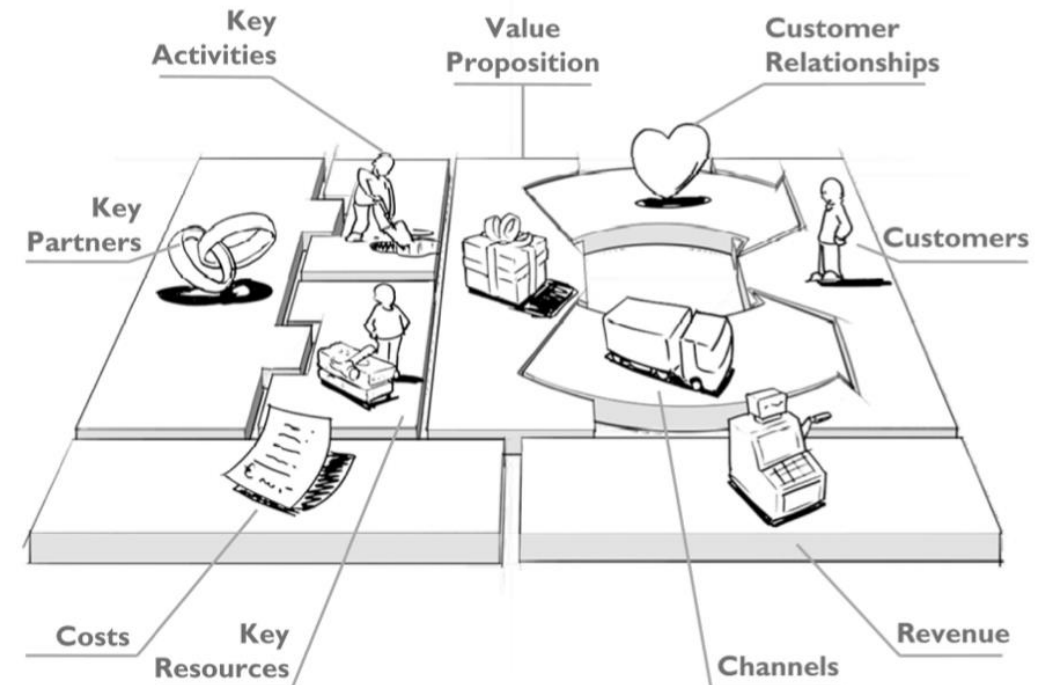
# Step 1. Introduction to the change process

## Clarifying TAPAC



# Step 2. Description of the Business Model

Entrepreneurial tool that allows to describe, design, challenge and (re-)invent a business model



## Step 3. Integrity Risk Assessment

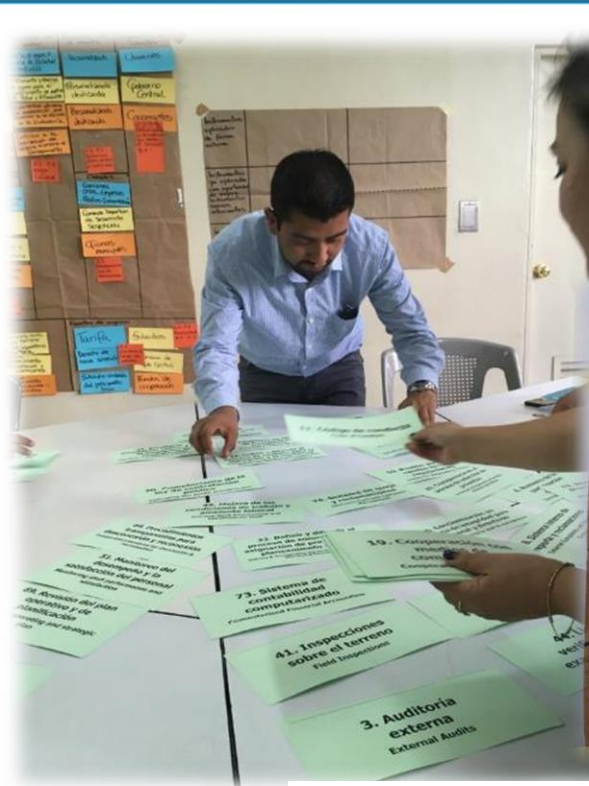


Analyzing the risks list / identifying new ones

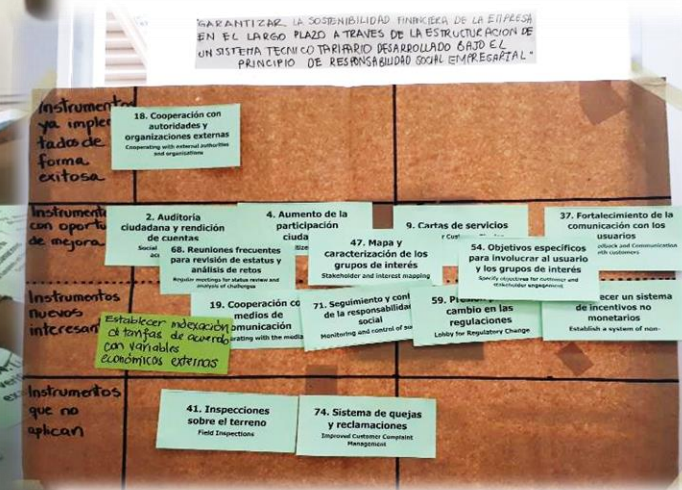


Prioritization based on likelihood and impact

## Step 4. Evaluation of Integrity Tools



Analysis of suggested tools



Tools are divided into different categories:

- successfully implemented;
- has improvement opportunities;
- new and interesting;
- tools that do not apply to the context

# Type of Tools

Internal  
Regulation

Communication  
with water  
Users

HR  
management

Procurement

Project  
Implementation

Finance  
Management

## Step 5. Development of an improved business model

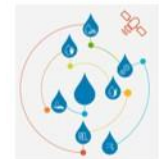


## Step 6. Development of a RoadMap



Development of a roadmap with

- ✓ Clear roles and responsibilities
- ✓ clear guidelines,
- ✓ Identified human and financial resources



# Step 7. Implementation and monitoring

Institutionalisation of change requires leadership!

- ➔ Utility directors
- ➔ Regulator



SIWI supports the change process with MENTORSHIP Programmes

## Laos - 2016

- 4 Water utilities in Bolikhamsay province
- Dpt. of Water Supply  
Ministry of Public Works and Transport

## Cambodia - 2018

- 4 Water utilities in Kampom Chan region
- Dpt. Water Supply and Sanitation  
Ministry of Industry and Handicraft
- Trainings conducted by the Regional  
Department

## Indonesia - 2015

- Brantas River Basin Organization Perum Jasa Tirta-1Dpt.  
- East Java

