

# Applying Integrity Tools for water and sanitation: Experiences from Bangladesh



**Asia Focus: Strengthening Governance to address Asia's Water Challenges**

**Wednesday 28 August** | 09:00-10:30

**Room:** M6

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# The Water Integrity Network (WIN)



## Vision

WIN's vision is a world with equitable and sustained access to water and a clean environment, which is no longer threatened by corruption, greed, dishonesty, and wilful malpractice.

## Core values

- Integrity
- Transparency
- Accountability
- Participation
- Anti-corruption

**Partnerships** are essential to the achievement of our objectives: the guiding motto of our current strategy is *engaging partners for change*.

WIN **supports and connects** an open network of partner individuals, organizations, and governments promoting water integrity to reduce corruption, and improve water sector performance worldwide



Advocacy



Networking



Trainings



Research



Tools

# Corruption and the sector

Home > Bangladesh

## ACC finds corruption in WASA projects drained billions of takas

Staff Correspondent, bdnews24.com

Published: 19 Jul 2019 02:36 AM BdST | Updated: 19 Jul 2019 02:37 AM BdST

bdnews24.com

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The Anti-Corruption Commission or ACC has found irregularities and graft in about a dozen projects in an investigation into activities of Dhaka Water Supply and Sewerage Authority or WASA.

## The Daily Star

Star Weekend could not independently verify the total budget allocated, but documents obtained show that the Water Development Board floated tenders worth Tk. 48 crores 49 lakhs at least, to contractors, solely for the purpose of rebuilding the dams.

## Dhaka Tribune

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## PM: Corruption must be contained for uninterrupted development

📝 Tribune Desk

📅 Published at 05:44 pm July 13th, 2019



# WIN in BANGLADESH



*WIN's programme in Bangladesh aims to mobilise and collaborate with the government, CSOs, donors, media and communities to address the issue of corruption prevalent in the water and sanitation sector*

## ***Two Projects; Two tools:***

***Application of Annotated Water Integrity Scan (AWIS) for assessing & advocating for integrity in WASH in Schools***

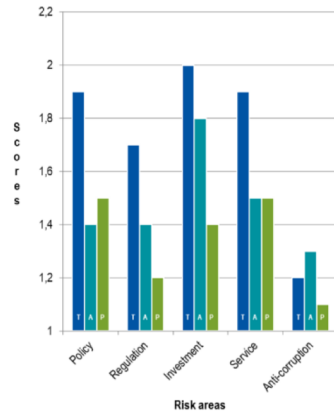
***Integrity Management Toolbox for strengthening integrity in water utilities***



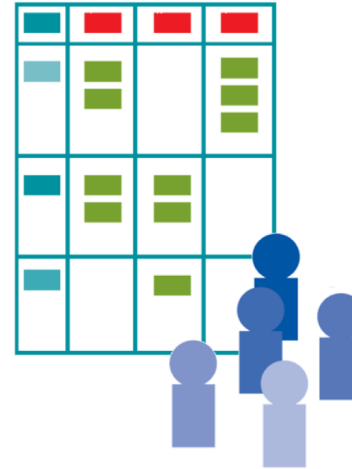
# AWIS & Integrity in WASH in School Project



1. PARTICIPATORY DISCUSSION, EXPLANATION OF CRITERIA TO SCORE TRANSPARENCY, ACCOUNTABILITY, AND PARTICIPATION



2. ANONYMOUS SCORING FOR KEY RISK AREAS



3. DISCUSSION AND ANNOTATION OF SCORES



4. IDENTIFICATION OF PRIORITY RISK AREAS AND FOLLOW-UP, DISSEMINATION OF RESULTS

## Collectively assess the integrity of water and sanitation management in schools across:

- Quality of sanitation facilities
- Gender
- Menstrual hygiene

- Differently Abled
- Budget and expenditure

# Assessment Findings

## Transparency: Is information available and accessible? Are responsibilities clear?

- Most schools neither have written directives nor clear responsibilities on any aspect of School WASH
- WASH budget and expenditure lacks clarity in most cases
- The current manual accounting procedures are not reliable

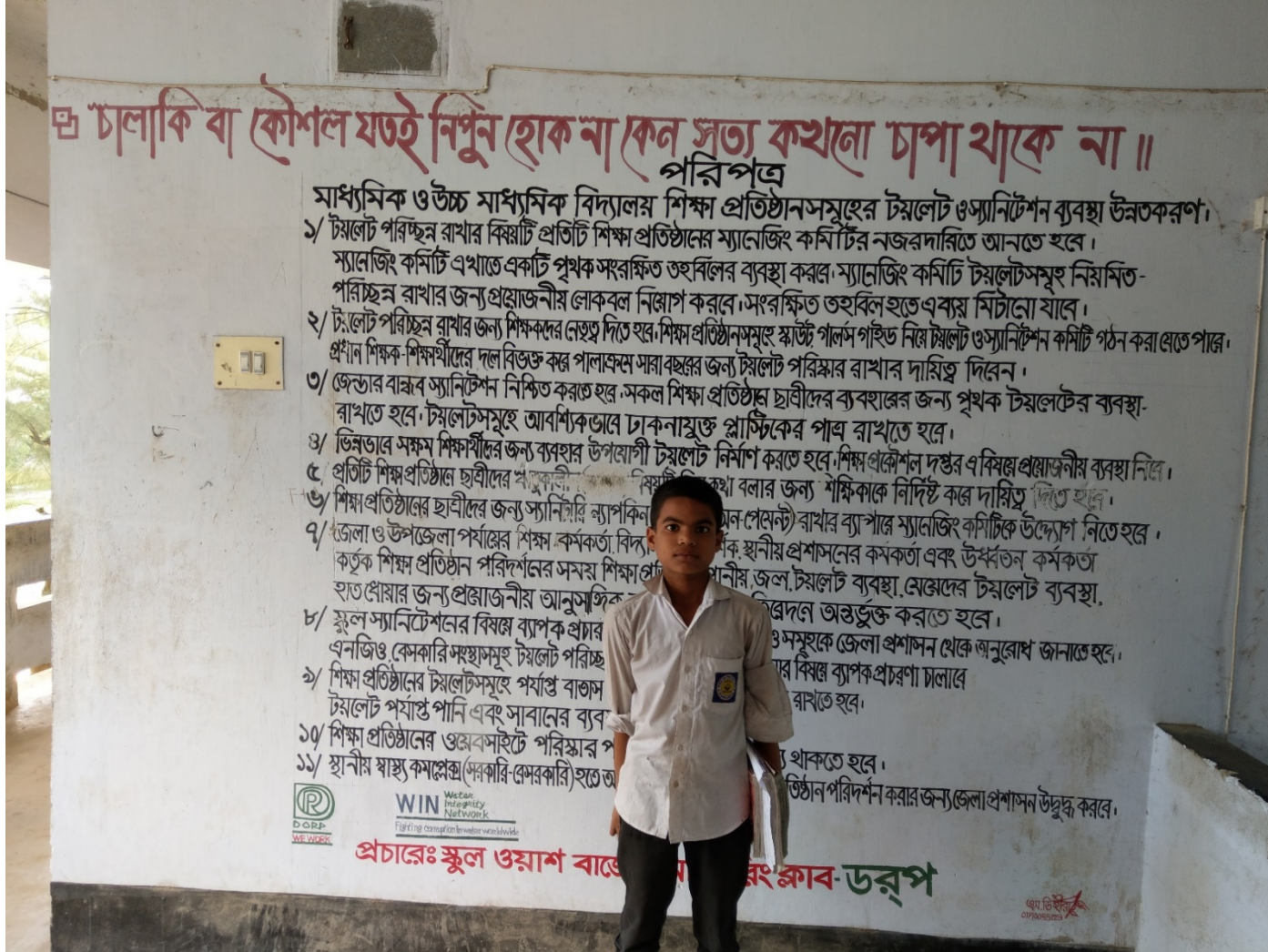
## Accountability: Are schools fulfilling their responsibilities?

- Toilets in schools are rarely found clean or equipped with cleaning material
- Toilets are not adapted to the special needs of girls or differently abled
- Accounting procedures are not observed
- There is poor oversight and irregular execution of financial audits

## Participation: Are all affected stakeholders listened to?

- Students and parents are usually not involved in any discussion regarding WASH in Schools
- Parents and students were surprised to realize that they can influence in decision-making regarding school sanitation.

# Integrity makes WASH in School Clean!

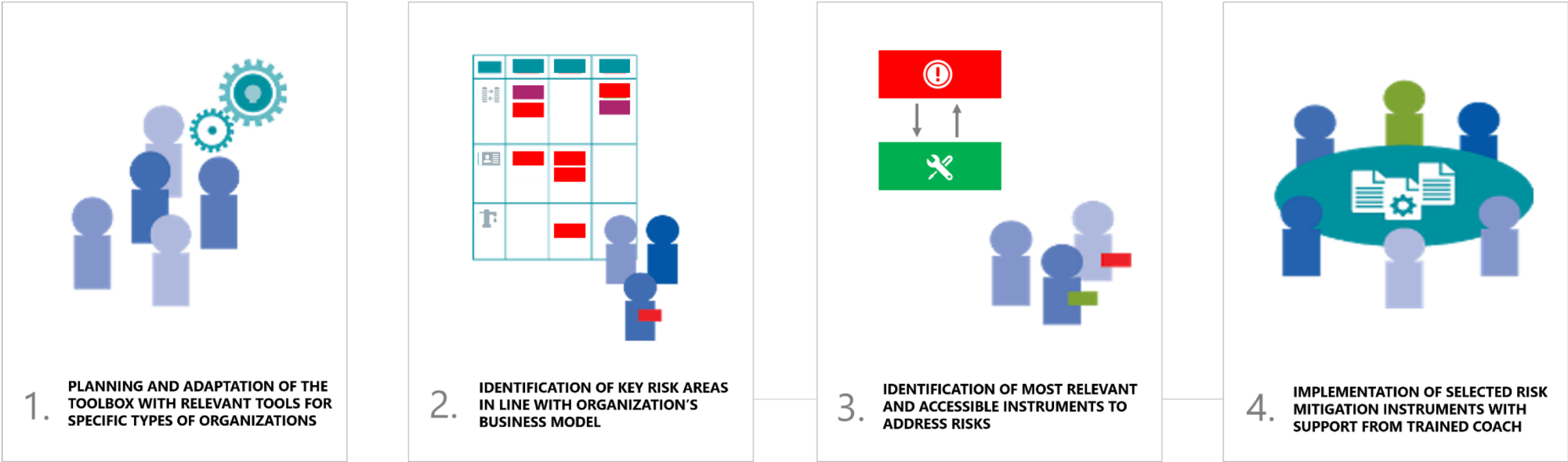


- Students, teachers and the local administration are jointly working to make the directives on School WASH circular available on school walls.
- District officials felt responsible and undertook steps to make funds available for building separate toilets for girls and allocated budget to keep toilets clean
- Local members, mostly women with immense enthusiasm volunteered for the project and underwent trainings; facilitated workshops including compiling data from schools
- Transparent and participatory decision making mechanism has been established among school management committee, parents/guardians and students
- Media is inviting School WASH experts, policy makers, government officials and civil society to discuss integrity in School WASH. A radio programme is being broadcasted focused on highlighting WASH issues in schools.



# Integrity Management (IM) Toolbox with water utilities

The IM Toolbox supports water sector organizations in making integrity part of their strategic plans, business models, and their daily practices to reduce risks and improve performance. It is adaptable to other sectors. It can be applied as a change management tool.



# Integrity Management (IM), the Impacts

- Khulna regularly organizes public hearings with customers, which keeps them updated on steps being taken to address grievances. The public uses the opportunity to raise their grievances directly with the MD during these sessions. Additionally, press briefings held by Khulna were a crucial part of the outreach process which **built trust** and made the workings of the utility **more transparent**.
- By the IM Project, Chittagong decided that all field inspections should be reported in a prescribed format to CWASA senior management for checking and verifying the actions taken. This is helping **building accountability** into the filed inspection process.
- Chittagong is introducing a customer complaints call center with a tracking number by which they can know the status of action taken. This makes their processes of handling customer complaints more **transparent and accessible**.



# Case Study: Khulna WASA, Bangladesh

WATER LEADER

DEVELOPING WORLD UTILITY INSIGHT

## From integrity to performance

The Khulna Water Supply and Sewerage Authority has implemented an integrity-led turnaround over the past two years, due to changes in the national regulations and with the help of the Water Integrity Network. The performance-based governance approach carried out at the utility has put it on the path to outstanding customer service, improved service coverage and greater financial sustainability.

#	Utility efficiency indicator	Measurement	Operational improvement
1	Time to install water connection	% decrease	33
2	Water supply quantity	% increase	8
3	No. of customer connections	% increase	12
4	Revenue collection rate	% increase	5
5	Increase in billing of previous unidentified customers	No. of customers	1,250
6	Meter installation for household customers	% increase	30
7	Time to detect and repair pipeline leaks	% decrease	40

Source: KWASA

**CREATING EFFICIENCY WITH DIGITAL TOOLS**

KWASA has launched a digital platform which is reaping measurable results for billing and collections, internal accounts and finance, inventory management, HR and customer services.

The screenshot shows a mobile application interface with a sidebar menu and a main content area. The main content area displays six modules in a 2x3 grid: Billing (Customer Billing Management System), Account & Finance (Account & Finance Management System), Inventory (Inventory Management System), HRMS (Human Resource Management System), Payroll (Payroll Management System), and Call Centre (Call Centre Management System). Each module has a gear icon for settings.

Source: Global Water Intelligence Magazine





# Opportunities and Requirements for Scalability

JICA: Resonates with their mission; participated in Khulna knowledge sharing session; interested in a Knowledge Exchange with South East Asia

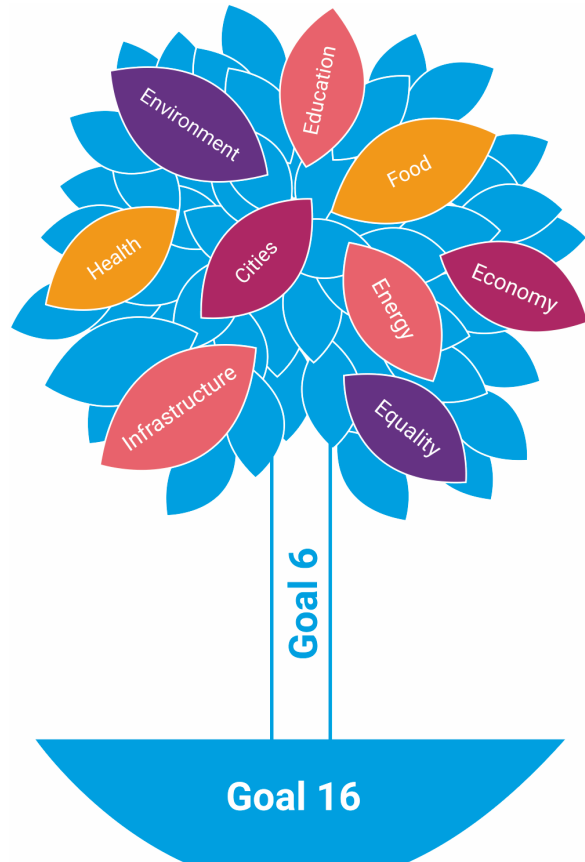
Rajshahi WASA-MD very keen for an IM Project

Capacities of organizations/NGOs/Coaches

Policy, government and donor support critical for mainstreaming

Political and management changes; Leadership

# Clean water needs clean governance



Goal 16: Effective, Accountable and Inclusive institutions at all levels

Goal 6: Water and Sanitation for all

Human Right to Water and Sanitation



WATER SERVICE  
PROVIDERS &  
CONTRACTORS



LOCAL AND  
NATIONAL  
INSTITUTIONS



REGULATORY  
AUTHORITIES



RIVER BASIN  
ORGANIZATIONS &  
WATER MNGT.  
INSTITUTIONS



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