Integrity
Management Experiences from Asia-Pacific:

Nepal, Bangladesh, Cambodia & Indonesia
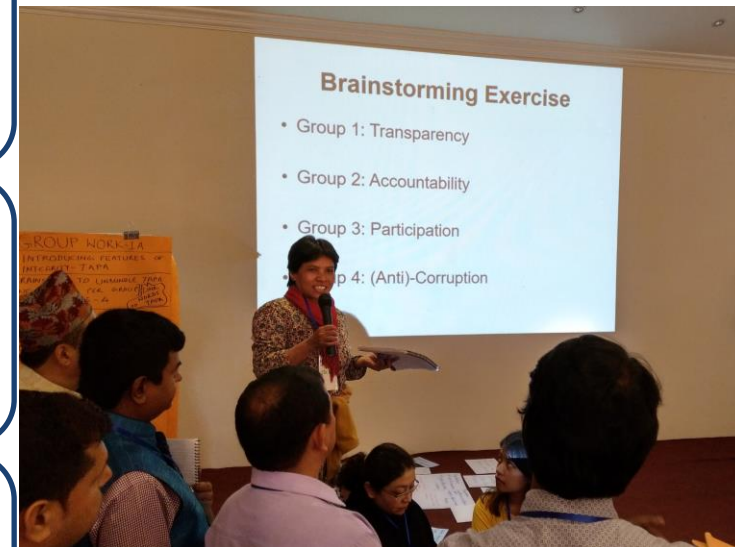
WIN Water Integrity Network
Fighting corruption in water worldwide

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Nepal

Initial Engagement: convincing the government and ministries on the topic of integrity (positive as against corruption)

Mainstreaming Integrity in policies and laws: WASH and IWRM Sector Plan mentions the need to address integrity and build vertical and horizontal accountability mechanisms

Making budget allocation transparent: Investment Plan on WASH broadcasted over Community Radio by local district official

Embedding Integrity in Project Documents: Water User Master Plan (IWRM at local watershed level)

Bangladesh

Initiation: Assessment of Water Policies and Laws from Integrity and TAPA perspective. Leads to alignment of work with the National Integrity Strategy

Projects: Integrity Management project with Bangladesh Water and Sewerage Authorities- Chittagong, Khulna and Rajshahi.

Scale-up after Khulna

Results: Improved business plan by addressing integrity risks; development of roadmap and implementation over at least one year, e.g. establishment of e-procurement, public hearing with utility customers

Advocacies:

Roundtable on integrity management and knowledge exchange with media as moderator

Strengthening integrity in School WASH including gender & inclusion dimensions

Preparation (1 – 6 months)
- Interview with the utility to adapt the Toolbox
- Establishing team of Integrity Coaches and the internal Integrity Team
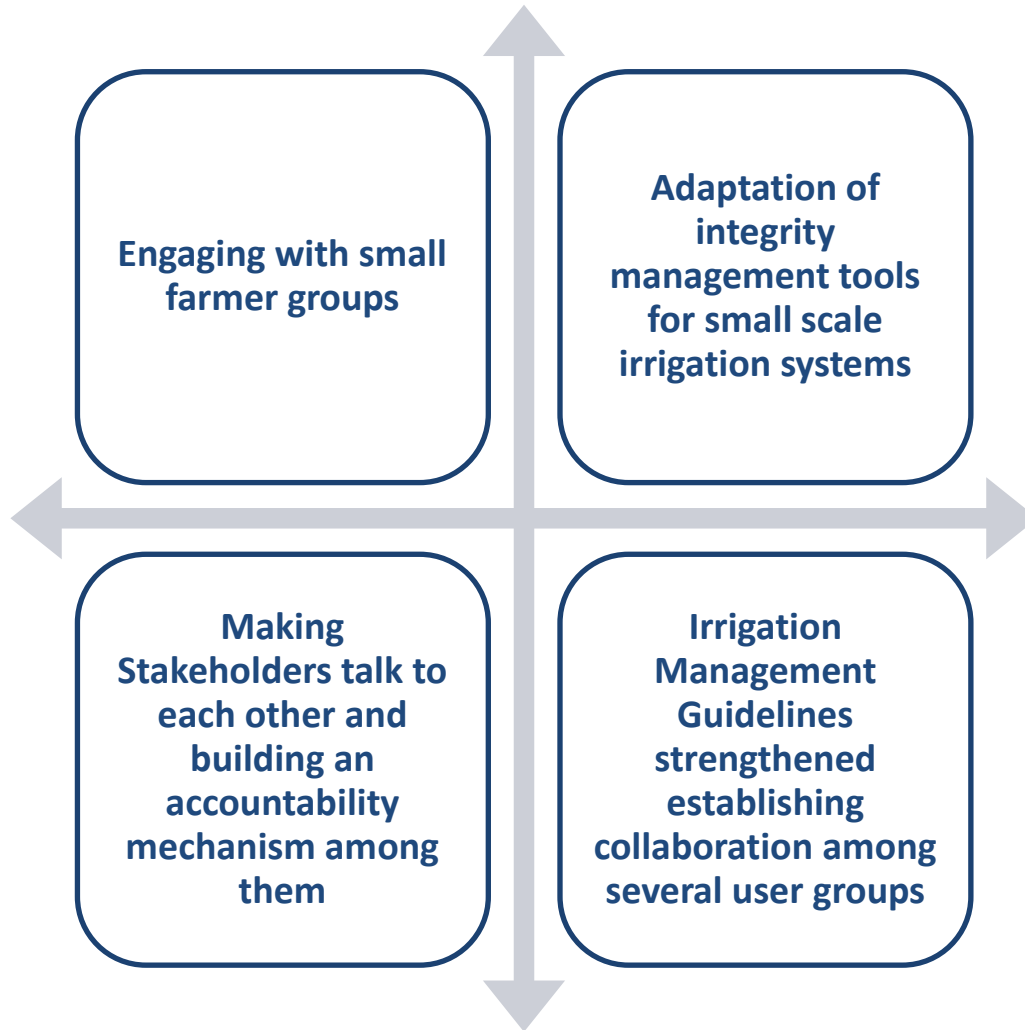
Workshop (3 – 5 days)
- Risk identification and selection of tools
- Developing roadmap and assigning responsibilities

Implementation (1 – 2 years)
- Implementing roadmap
- Monitoring, progress evaluation

Cambodia

Engaging with small farmer groups

Adaptation of integrity management tools for small scale irrigation systems

Making Stakeholders talk to each other and building an accountability mechanism among them

Irrigation Management Guidelines strengthened establishing collaboration among several user groups

Indonesia

Integrity Management in multi-stakeholder processes: Partnering in the Brantas River Basin, East Java

Sustained Engagement for more than 6 months with various stakeholders for addressing integrity challenges

Adaptation of integrity management toolbox to include *Common Tools* for multi-stakeholder challenges,

Complicated process and need an identified common issue-embedding integrity issues within the Master Plan on Pollution Management in Surabaya

Establishing a CoP on addressing integrity issues among various stakeholders

Workshop
Integrity Management Toolbox

Our River Basin
Effective and Fair

Managing Integrity Risks
in the Brantas River Basin

Adaptable, Scalable and Capacities

- Adaptable Approaches and Tools
- Scalable
- Pool of Integrity Coaches

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.
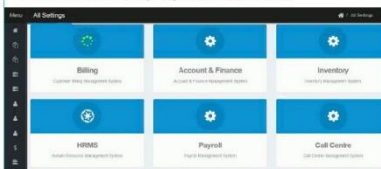
KWASA'S PERFORMANCE IMPROVEMENTS, 2014-2016

#	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.

Joint Statement
Raising Ambition. Empowering Integrity Action.

Recognize the indispensable role of Integrity in the water sector in achieving impactful climate action among others;

Advocate for collective action towards enhanced integrity for water security in the Asia-Pacific region;

Ensure that current and future investments for water, infrastructure and climate-related projects are appropriately utilized and accounted for.

Support knowledge and capacity building among water and climate stakeholders in relation to transparency, accountability, participation and anti-corruption;

Apply available and well-established frameworks, tools and methodologies for assessing integrity risks and strengthening integrity within projects and institutions; and

Commit to ensuring continued support in fulfilling the agenda for sustainable climate finance for 0% Corruption – 100% Climate Action.

CoST Infrastructure Transparency Initiative

GREEN CLIMATE FUND

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