



THE COST OF CORRUPTION IN WATER SERVICE DELIVERY

A case of Chambeshi WSC

Chola Mbilima
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About Chambeshi WSC

- Chambeshi WSC began operations on 2003
- Provides WSS services to urban parts of northern Zambia, covering a population of **270,636**
- 100% government owned
- Has 18,836 domestic connections with **79%** coverage
- Average hours of supply-**16**
- NRW-**44%**
- Collection Efficiency-**69%**
- Cost coverage by collections **61%**
- **Utility has huge investment gap**

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What happened in the utility??

- Received funding from government to improve WSS situation
 - To construct treatment plants
 - Expand Network-increase the number of connections
 - Improve water quality
 - Reduce NRW

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How Corruption widening the financing gap

- **Nakonde Project –Construction of WTP, network and metering**
- Contract sum was **K36, 999,818.56** for duration of 1year
- Contract was terminated with 65% of work complete and **K28,683,731** paid **(78%)**
- New contract signed costing **K30,633,186**

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Corrupt activities

- Colluding in procurement
- Shoddy works
- Delayed completion
- Inflating costs for materials i.e pipes, pumps (up to 3 times the cost)
- Non adherence to stores procedures
- Conniving with customers for connections

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How did we find out

- **Inspections/Audits**-you need experienced staff and information
- **Monitoring of projects**- need proper M&E tools
- **Stakeholder participation**-make them aware of what is happening so that they can help in demanding accountability
- **Regular and tactful Engagement of Politicians**- you need to do this to avoid interference

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Measures taken

- **Suspension of operating Licence-** gave the license to Statutory Manager to operate utility in the interim
- **Involve Anti corruption Commission**
- **Facilitate the process of**
 - developing and /or reviewing systems and procedure and policies
 - Sensitisation of staff on these procedures/policies/systems
 - Roll out implementation
- **Close monitoring of utility**

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Lessons Learnt/Challenges

- Non-integrity issues in Water sector are real-service delivery is seriously affected
- The investment gap is widened by non integrity issues-erodes investor confidence, government focus is directed elsewhere
- Community participation is key- community needs information in order to participate
- Clear systems and procedure/policies, Data management are key ingredients to curb corruption

Integrity is key for the attainment of SDGs

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Thank you



Water Supply

Sanitation

**Balancing commercial and
consumer interests**

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Nwasco
NATIONAL WATER SUPPLY AND SANITATION COUNCIL