Initiatives to enhance water integrity are being implemented at multiple levels worldwide. Advocacy work and media attention have continued to bring water integrity to the fore in the international public debate. Projects to assess and reduce integrity risks have been undertaken in several countries with new tools and techniques that were developed for diagnostics and remedial measures. Understanding of the dynamics of corruption in the water sector is being improved thanks to more research and knowledge sharing among water sector stakeholders. More importantly, water integrity is now a priority work area for several organizations, and efforts are intensifying to build capacity for further action worldwide. This growing attention to water integrity is a driver of success and better performance in the sector. The Water Integrity Global Outlook 2016 (WIGO) was developed to capture these developments; the publication takes stock of recent case studies and assesses new opportunities for action.

‘Good governance at national and local levels is vital to ensure everyone gets access to water and sanitation and to ensure no one is left behind. The new global goals agreed by 193 member states in September 2015 are a paradigm shift – with the overall aim to end extreme poverty by 2030. These global goals are interlinked and interdependent, and the delivery of Goal 6 – which aims for universal access to water and sanitation – requires strong, accountable institutions. When we talk to families living without water and sanitation we hear a clear message that good leadership and management and an end to corruption are critical. When communities understand their rights and responsibilities they can raise their voices and call for their right to water and sanitation to be realized. And they will look for information, transparency and accountability. WaterAid fully supports the work that WIN is carrying out to improve governance and transparency.’ Barbara Frost, Chief Executive, WaterAid

WATER INTEGRITY GLOBAL OUTLOOK 2016

Water Integrity Global Outlook 2016
Executive Summary

WATER INTEGRITY: CLEAN WATER NEEDS CLEAN GOVERNANCE

Water is vital for life: the life of every human being on this planet and the life of the planet itself. However, despite international legislation over many decades, access to safe, clean and adequate water supply and sanitation services is still not available to all – especially the poorest in the world. Pressure on the precious resource is increasing, from climate change and from the growing human population and its needs for food and energy. Today 40 per cent of the world’s population live in areas of water stress, but this level is forecast to rise to more than 65 per cent within ten years. Satellite observations show that 21 of the world’s 37 largest freshwater aquifers are dwindling at a rapid rate.

International agencies, governments, private companies, local authorities and communities spend hundreds of billions of dollars each year on infrastructure and water services. But their efforts are not keeping pace with the demand for water uses, in part due to abuse of resources, resulting in slower development and polluted environments.

Two critical weaknesses allow this to happen. The first is that governance of water is neither universal nor effective. Globally, levels of capacity and coordination to improve the care of water resources and water services are woefully short of what is required.

The second is that corruption and a lack of integrity threaten every area of life where power, money and prestige are at stake.

This report provides strong arguments that corruption in the water sector needs to be reduced or eliminated to ensure that the UN’s Sustainable Development Goal of ‘availability and sustainable management of water and sanitation for all’1 will be achievable.

Fulfilling global water requirements for drinking, sanitation, irrigation, power generation, food production and environmental protection requires an effective, coordinated and urgent response in managing the increasingly scarce resource. This requires trust and engagement.

Water integrity must be at the heart of such efforts to develop a sector that works effectively and with equity as it provides an environment of trust – a combination of commitment, competence, honesty and ethical standards – in which principles of good water governance, technical developments and investments converge into improved sector performance.

The Water Integrity Global Outlook 2016 explores how this can be done. It examines the strengths and weaknesses of integrity via examples from various countries. It demonstrates how integrity requires a new sense of openness and citizen involvement, notably through building transparency, accountability and participation (TAP). It provides examples of innovative programmes and

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projects that challenge the status quo, and showcases tools and techniques that can drive better performance in the sector. It argues that having the courage to stand up for integrity is the only sustainable way forward.

WHAT HAS CHANGED SINCE 2008?

Eight years ago Transparency International (TI) and the Water Integrity Network (WIN) published the Global Corruption Report 2008: Corruption in the Water Sector, capturing the scale of corruption in the sector and setting out what needed to be done to build integrity. The report helped to build awareness and momentum, though resistance persists in many places.

Today, there is a growing recognition of the need for good governance and for measures to combat corruption to improve sector performance. The UN Sustainable Development Goals (SDGs) include the need for participation, accountability and transparency. The Organisation for Economic Co-operation and Development (OECD) Principles on Water Governance highlight integrity, TAP principles and the need to combat corruption as crucial elements for better water management. Integrity sessions feature prominently in the annual World Water Week in Stockholm. The term ‘water integrity’ challenges those with a leadership role to adopt and promote the positive values that promote delivery.

This Global Outlook shows how integrity is vital to the ability of governments, institutions, companies and citizens to protect water and to use it with equity. It underlines how institutional fragmentation makes the water sector vulnerable to inefficiencies, mismanagement and corruption. It demonstrates the need to improve transparency within governments, companies, the private sector and NGOs. Above all, it delivers a warning to the sector about the power of corruption to undermine good governance, resources and services. The main victims of corruption are the poor and powerless: women, children and the landless. However, in the end, corruption and a lack of integrity are harmful for all: both the victims of corruption and those who are corrupt. Ultimately, when resources are wasted and the environment is damaged, everybody loses.

There is no evidence that corruption has declined since 2008. Indeed, repeated scandals inside and outside the sector suggest that it is as prevalent as ever.

Although there are no reliable estimates of total losses, illustrating the need for better research and data, every 10 per cent of investment that is lost to corruption implies annual losses to the sector in excess of US$ 75 billion; some guesstimates put potential losses many times higher.

This Global Outlook highlights numerous instances of what is called ‘grand corruption’, which leaches money out of development and which takes place both within public institutions and in interactions with the private sector. In Benin, € 4 million of Dutch funding vanished from the Ministry of Water in 2015. In Malawi, a reformed public financial management (PFM) system was misused to divert US$ 55 million from public funds to the private accounts of officials. In California, a member of the State Senate in 2015 declared a system of permits that allowed oil companies to discharge wastewater into underground aquifers to be corrupt.
A major area of concern is in the planning and construction of infrastructure, much of which is vitally needed to provide water services, irrigation and hydropower for millions of people. However, small- and large-scale projects alike require careful scrutiny in their planning and delivery. In some cases data has been misused to justify the construction of prestige projects that never achieve their aims or value for money. In other cases communities displaced by large-scale dams have been cheated out of their compensation. In a project in Pakistan, it is estimated that 80 per cent of compensation went to bogus owners.

Petty corruption – in which people pay bribes to officials or take water illegally – is a misnomer, as small thefts can add up to major fraud. The Nairobi City Water and Sewerage Company in Kenya loses 40 per cent of its supply to theft and leaks while poor residents are forced to buy water from vendors at ten to 25 times the price they would pay the water utility. In South Africa, eThekwini Metropolitan Municipality in KwaZulu-Natal lost more than a third of its water in one year because of illegal connections and vandalism, costing US$ 44 million.

Action taken once fraud is discovered often comes too late to prevent losses and public mistrust.

The Water Integrity Global Outlook 2016 demonstrates that we now know what the issues are in relation to corruption in the water sector. These need to be addressed systematically, politically, professionally – and urgently. The time has come to act. We must no longer allow corruption to flourish and integrity to be undermined.

**A GLOBAL MANDATE FOR WATER INTEGRITY**

The human rights to water and sanitation are far from being met: in 2015 there were some 663 million people without access to an improved drinking water source, and in the least developed countries only 37 per cent of the population had access to improved sanitation. Yet the vast majority of countries have no comprehensive system for tracking funding to water and sanitation – and fewer than half know how well services are reaching the poor.

In 2015 the United Nations adopted ambitious Sustainable Development Goals for 2030. The outcome document adopted by the UN General Assembly cites inequality, corruption, poor governance and illicit financial flows as factors that give rise to violence, insecurity and injustice. Only a well-functioning and corruption-free water sector will be able to overcome the enormous challenge ahead.

There are steps in the right direction. In June 2015 the OECD Ministerial Council ratified a set of principles on water governance with the potential to address corruption and improve performance, endorsed by public, private and non-profit organizations. They include measures to broaden participation, increase accountability and improve transparency. The UN Secretary General and the UN Global Compact have established a CEO Water Mandate to assist private companies with water sustainability policies to commit to ‘transparency and disclosure in order to hold themselves accountable’. By December 2015 the mandate had been endorsed by 144 companies worldwide.

Clearly, though, much more needs to be done.
HOW POLICIES AND LAWS CAN SUPPORT WATER INTEGRITY

Properly defined and enforced policies, laws, guidelines, rules, rights and duties can reduce corruption, ensure credibility and give people the security to call upon their rights.

However, legislations can be influenced by powerful groups. This can occur through political capture by politicians and influential groups within government or, for example, when international companies with money and influence are able to seize water and land rights, overriding customary laws that protect communities.

This report showcases the gaps that allow corruption to flourish: those between policy and implementation. These can be partly bridged by collaboration between the water sector, anti-corruption groups, the private sector, public finance institutions and the judiciary. One example is the legal protection for whistleblowers supported by TI’s Advocacy and Legal Advice Centres (ALACs), which operate in 50 countries. Many citizen organizations are engaged in holding service providers and authorities to account. However, enforcement mechanisms need to be strengthened for legislation to make a difference in people’s lives.

FINANCING THE WATER SECTOR

Some estimates put the investment required to meet the water needs for WASH, hydropower and irrigation at more than US$ 1 trillion a year, but there is little agreement on how this can be provided and protected.

There is no part of the financing system – public or private – that is immune from corruption and that does not suffer from integrity failures. Common examples include bribery and collusion in procurement, fraudulent expenditure and reporting or the bias towards large investments even when these are not cost-effective or when smaller-scale or mixed solutions would provide better benefits for local communities. Institutional fragmentation makes it impossible to track how financing needs are met, while complex funding arrangements make the water sector especially vulnerable. Within countries, subsectors are managed across different ministries and regulated in different ways. The public financial management system is frequently weak.

National supreme audit institutions (SAIs) can and must play a powerful role in holding public-sector institutions to account and dealing with frauds such as double-counting or ‘ghost’ projects.

SAIs need to engage with civil society to gain traction and protect themselves from political pressure. Budget execution reports from finance ministries should be made public and monitored by independent oversight bodies. State-owned enterprises (SOEs) require special attention, as they are soft targets for political interference and corruption.

Donors increasingly undertake anti-corruption initiatives such as risk assessments with partner countries. The Swedish International Development Cooperation Agency (Sida) has adopted a mantra: ‘Always prevent. Never accept. Always inform. Always act.’ But donors also need to work with countries to strengthen financial management systems. Some donors have pulled back from international commitments under the Paris Declaration to improve aid effectiveness through
joint budgeting. It is important for donors to work with countries to strengthen financial systems rather than bypassing them and risking greater fragmentation.

With the SDGs coming into effect, calls on private sector involvement in the water sector are increasing significantly in response to the demand for financing for water supply and sanitation to meet the SDG for water. This will require security for the public interest and for private sector investments, with a greater focus on sectoral sustainability. Decision-making on awarding water and sanitation service contracts must become fully transparent, with clear objectives and measurable performance indicators, and the involvement of regulators, civil society and water consumers.

FROM PLANNING TO IMPLEMENTATION

The sequence of budget development, project planning and implementation carries opportunities for both grand and petty corruption. Large-scale projects for irrigation, hydropower and water are prone to bribery and collusion. Contracting, permit and licensing processes are also vulnerable to corrupt practices.

Data from global surveys strongly suggests that the interface between the public and private sectors is a hotspot for bribery. The bidding process can be subverted by covert agreements. Inspections, alertness and the rapid deployment of measures at an early stage are crucial to engage with stakeholders fairly and build mutual trust. Unfortunately, these practices to ensure public accountability are often neglected under the influence of demands for efficient policy-making, commercial confidentiality and security, a lack of capacity or deliberate policy capture.

More than half the respondents in an Economist Intelligence Unit survey of cities in which infrastructure is poor cited ‘corruption or misuse of funds’ as a leading cause for dissatisfaction. When integrity fails, consumers face pressure to pay bribes to get services restored or problems resolved.

There are many examples of emerging good practices that are helping to stem both grand and petty corruption.

+ The World Bank works with countries to produce Country Procurement Assessment Reports to improve the national capacity to plan, manage and monitor procurement.
+ The African Development Bank (AfDB) says that improving the capacity of sector staff to police anti-corruption methods is critical.
+ The Hydropower Sustainability Assessment Protocol (HSAP) lists 23 criteria for good practice that can be applied to dam projects to tackle corruption.
+ A Canadian integrity framework bars companies guilty of bribery, tax evasion, bid-rigging, and other offences from bidding for government contracts.
+ The Construction Sector Transparency (CoST) initiative supports governments to develop systems for public access to detailed information on construction projects, with the aim that citizens, media, parliaments and oversight agencies can challenge poor performance, mismanagement and corruption.
COMBATING CORRUPTION: TOOLS AND STRATEGIES

A series of practical tools and strategies are available to combat corruption and increase integrity. Assessment tools detect integrity risks while actionable tools manage integrity, improve governance and fight corruption. A WIN integrity management toolbox provides a step-by-step methodology for initiating and facilitating an integrity change process. Political will and a sufficient level of capacity are required to make tools effective and address power relationships and inequalities as part of a broader strategy to build integrity and combat corruption.

Water integrity training has to become part of a long-term action programme of processes that build capacity, from grass-root to government levels.

Capacity development should aim to create synergy between water sector training and anti-corruption training. Most participants surveyed after capacity-building courses over four years in African and Latin America said they had led to improvements in integrity, including better citizen understanding and stronger regulations.

The media can be vital in challenging corruption and giving a voice to disadvantaged social groups. In California, the media exposed the costs to families of a US$ 474 million water meter plan, which the city auditor declared to be costly and unnecessary.

Advocacy and awareness raising can significantly influence attitudes and behaviour. Winning support for change sometimes requires naming and shaming, but a non-confrontational approach is also crucial and can be successful, especially when aiming to win vital leadership support for anti-corruption measures. One striking example is the annual town-to-town walk, supported by Amarribo Brasil in Piauí region, to raise awareness about water rights and corruption in the sector, check the delivery of promised water infrastructure and advocate for greater accountability.

MONITORING AND EVALUATION

The monitoring and evaluation of governance and integrity in the water sector require dramatic improvement. There are huge gaps in the data relating to the quality, reliability, frequency and other levels of service being received by users, or of the sustainability of services. Proper monitoring boosts integrity by fostering transparency and accountability, tracking performance levels, exposing and preventing corrupt practices, confronting vested interests and highlighting priority areas for financial and human resources. The OECD suggests adopting a legal framework to define who does what monitoring, when, where and how, and to ensure that monitoring is aligned with policy objectives and is carried out efficiently.

A monitoring framework also needs checks and balances, such as through an independent auditor general, to monitor the expenses of government organizations. Value-for-money studies and public expenditure tracking (PET) can improve integrity, while information technology and smartphones make it easier to collect accurate data and identify fraud.

Monitoring works best when officials and users engage with each other.
In the Philippines, I-Watch is a water anti-corruption group that trains volunteers to use participatory financial management processes and keep track of purchase and procurements by the water utility, mapping corruption hotspots and surveying vulnerability to corruption.

There are many examples of evaluation in the water sector, but few that focus on the integrity of projects and programmes. And yet such evaluations, alongside rigorous monitoring, are key to building integrity.

**THE WAY FORWARD**

The *Water Integrity Global Outlook 2016* captures many positive examples of how integrity has been built into the water sector in different countries.

+ In Kenya, a regulatory board was established that specifically included TAP measures for regulating urban water utilities.
+ A climate finance tracking project was developed to ensure the proper use of funds in Bangladesh.
+ A public referendum in Berlin forced the authorities to reveal the details of contracts with a private company for the city’s water utility.
+ In rural Nepal, community radio stations have been used to broadcast information about local WASH investment plans.
+ In Peru, the information system for public works, INFObras, aims to align information systems and increase the transparency of public works.
+ The Government of Ethiopia launched a fiscal transfer policy to improve service delivery for those entrenched in poverty in remote areas; this attracted donor funds to local budgets.
+ The American Society of Civil Engineers (ACSE) has drawn up a code of ethics describing ‘revolving door’ employment as ‘replete with ethical pitfalls’.
+ The Municipal Water Company of Quilalí (EMAOQ), Nicaragua, improved monitoring, billing and complaints procedures, resulting in better user satisfaction, fewer complaints and prompter payments.
+ In Zambia, the National Water Supply and Sanitation Council (NWASCO) monitors commercial utility companies and takes action if persistent performance problems are encountered.

This *Global Outlook* demonstrates that integrity in water sector governance is key to the delivery of sustainable development, the human rights to drinking water and sanitation, and the SDGs. It constitutes a call to arms to policy-makers, governments, international agencies, institutions, citizens and the private sector to collaborate in order to build integrity in policies, investments, decisions, implementation and monitoring and evaluation.

*Sector professionals, leaders and civil society groups can use this report as a trigger for active dialogue on the topic of water and corruption that will lead to changes in both policy and practice.*

There is no time to lose. Powerful forces and vested interests must no longer be allowed to use corruption to hamper water justice. And corruption must no longer be a barrier to development, to achieving the water and sanitation rights of billions of people and to preserving the life of our planet.
The *Water Integrity Global Outlook 2016* makes the following recommendations.

**OVERALL RECOMMENDATIONS**

+ **Ensure the full involvement of all relevant stakeholders in processes to build integrity and fight corruption in the water sector.** Civil society and the private sector, as well as legislators, regulators and the justice system, all have a role to play in protecting and sharing the use of water resources. Reform processes need to be based on a multi-stakeholder approach. Winning over stakeholders requires political and institutional leaders, with the support of influential figures to lead from the front.

+ **Generate reliable data on the extent of corruption in the water sector and the economic and social damage that results.** Better information and data are needed, both to guide the development of anti-corruption programmes and to be able to establish the impact of such programmes.

+ **Put principles into practice: build ‘integrity walls’ appropriate to the context.** It is no longer enough to enumerate the problems and weaknesses; it is time to build ‘integrity walls’ that keep out corruption and cement integrity as a core element of the water sector (see pages 12/13). The four main building blocks in ‘integrity walls’ are:
  - transparency: develop flow of accurate and open information
  - accountability: hold decision-makers and implementers accountable
  - participation: include all relevant stakeholders in decision-making
  - anti-corruption: strengthen laws and regulations

**CHAPTER 1: A Global Mandate for Water Integrity**

+ **Explicitly recognize and address the lack of integrity and the presence of corruption as major concerns in water governance and management.** Attempts to improve water governance and management will fail if these concerns are not addressed. Water integrity requires deep social, political and economic changes and therefore needs to be tackled explicitly, systematically and over long periods, by taking into account the root causes of corruption.

+ **Strengthen water integrity in order to support the implementation of the SDGs and ensure the fulfilment of the human rights to water and sanitation.** Integrity in water governance is a prerequisite to achieving not only the SDG water goals but also those to end hunger, promote sustainable agriculture, achieve gender equality and develop reliable sustainable energy sources. It is essential for building safe and sustainable cities and for protecting the environment and ecosystems. The OECD water governance principles, resulting from an inclusive multi-stakeholder process, can support this. They specifically highlight the need for integrity and the importance of TAP as essential elements of more effective and equitable governance that builds trust and engagement.
CHAPTER 2: How Policies and Laws Can Support Water Integrity

+ Develop and enforce water policies that incorporate TAP principles along with anti-corruption measures in accordance with the obligations of the human rights to water and sanitation. The human rights to water and sanitation are a crucial obligation for states to deliver on the rights of their inhabitants. The TAP framework is a powerful tool to fulfil these human rights. Strengthening enforcement mechanisms is important to ensure that water legislation and anti-corruption legislation effectively improve people's living conditions, and requires cooperation between anti-corruption, judicial and water institutions.

+ Ensure public scrutiny and balance stakeholder interests in political and legislative processes. Water management experiences of the last decade suggest that mobilizing stakeholders is one of the key ways to ensure that policy is developed and implemented so that it works for integrity and against corruption. The interests of all relevant actors must be taken into account fairly. The current rush for land and water to secure food and energy can lead to hasty policy-making. In this context, the voices of the poor and marginalized – who suffer most from the changes – must be taken into account. Water access in many regions depends on traditional institutions and power relations that do not connect to the state's legal framework. Adopting, extending or linking customary laws to state laws, when applicable and fair, can help protect the rights of the marginalized and the vulnerable in many cases.

CHAPTER 3: Following the Money

+ Establish a comprehensive accountability mechanism anchored in the public finance system for water sector financing from all sources. Where public finance systems are weak, money can be managed through parallel systems to avoid risks. Nonetheless, planning and reporting should be undertaken jointly by government and civil society to ensure that government fulfills its obligations related to water management and service delivery.

+ Engage with ministries of finance, audit institutions and parliamentarians to make water and sanitation a priority and increase their understanding of the sector. Public finance institutions and water sector actors, including service providers, donors, private investors and civil society, should collaborate to understand where and why systems are underperforming and how these can be improved.

CHAPTER 4: From Planning to Implementation

+ Strengthen control mechanisms for projects. Water projects are susceptible to corruption and impact on both the human and the natural environment. Careful and transparent design, planning and implementation, and a critical evaluation of the use of resources and the generated outcomes are essential to ensure sustainability and effectiveness. Participatory processes and transparency are especially important in the complex processes leading to large-scale infrastructure.
+ **Build an effective relationship with stakeholders to ensure the fair and sustainable implementation of projects.** Governments and institutions should work with the private sector, donors and civil society in order to create sustainable funding mechanisms to support participation and so as to build the capacities of stakeholders to understand, monitor and improve public contracting. Informing and involving the public in overseeing the development, awarding, execution, performance and completion of public contracts constitute effective means to achieve fairness, non-discrimination, accountability and verifiability. It is important that water users' committees and associations receive support and recognition from the authorities, and are included in decision-making processes early on.

**CHAPTER 5: How to Enhance Integrity: Strategies, Tools and Approaches**

+ **Develop targeted water integrity advocacy at multiple levels.** Advocacy on water integrity has to target political leadership as well as involve the grass roots in order to create the momentum and legitimacy to drive institutional reforms and to build a sustainable base of support for change. The media can also provide substantial support to integrity in the water sector.

+ **Develop capacity-building initiatives within comprehensive frameworks for action.** Water governance and management capacity-building programmes must include water integrity tools and build synergies between water sector and anti-corruption bodies. Capacity building should be part of an overall programme of reform, with established targets and goals.

+ **Adapt tools to local contexts and combine them in broader strategies.** Tools are most effective when they focus on what matters locally, when they have political and institutional support and when they link the local level to the national level. Above all, they need to be embedded in a broader strategy with clear objectives.

**CHAPTER 6: What Counts? Monitoring and Evaluation**

+ **Monitor and evaluate the quality and sustainability of water services in order to assess the impact of projects and enhance service accountability.** All projects and services should have an assessment of how far they meet their aims. In addition to standard information on the quality of performance, information on water governance mechanisms and the behaviour of those responsible for water services provision should be included. Stakeholders should diagnose the sector not only for technical issues but also by including the managerial and integrity indicators that lie at the core of its performance challenges.

+ **Enable and encourage independent monitoring of activities by the media, non-governmental institutions and civil society.** Independent monitoring efforts will expose or prevent the provision of biased, blurred or censored information. They will help sector actors reduce illicit practices and unethical decisions by increasing the chances of these being unveiled. Monitoring activities should involve stakeholders at the most appropriate and relevant levels (local, national, basin, regional, etc.). It is in the dialogue and contestation between different organizations and their data sets that corruption can be tackled and high-quality water services delivered with the highest integrity.
THE INTEGRITY WALL: HOW TO STRENGTHEN INTEGRITY IN THE WATER SECTOR

TRANSPARENCY

- Develop flow of accurate and open information

ACCOUNTABILITY

- Hold decision-makers and implementers accountable

Strengthen ‘right to information’ laws and processes

Research extent of corruption and social and economic damage

Clarify lines of responsibility in governance and funding systems

Build sector capacity to deliver on human rights and SDG targets

+ Publish proposals and plans in accessible formats

+ Combine tools and adapt to local context

+ Audit finances and make results public

+ Encourage and protect whistleblowers

+ Develop advocacy and encourage media reporting

+ Publish research findings on corruption

+ Develop formal and informal monitoring

+ Promote culture of public service and punish abuses
**EXECUTIVE SUMMARY**

**PARTICIPATION**
- Include all relevant stakeholders in decision-making

**ANTI-CORRUPTION**
- Strengthen laws and regulations

**PARTICIPATION**
- Balance stakeholder interests in policy-making and legislation
- Ensure places at table for civil society, private sector and excluded groups

**ANTI-CORRUPTION**
- Legislate to make participation and transparency mandatory

+ Develop complaints systems with feedback loops
+ Build capacities for stakeholder involvement
+ Build links and joint action with anti-corruption bodies
+ Zero tolerance for corruption: nobody above the law
+ Include water user associations in decision-making
+ Address gender disparities
+ Legislate to recognize human rights to water and sanitation
+ Publish ‘conflict of interest’ rules

(developed by WiN)
WIN acknowledges its donors

WIN
Water Integrity Network
Fighting corruption in water worldwide

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