



Integrity Management TOOL Box (KEWASCO's Success Story.)



INTEGRITY MANAGEMENT TOOL BOX (Case Study of KEWASCO Co. Ltd)

By

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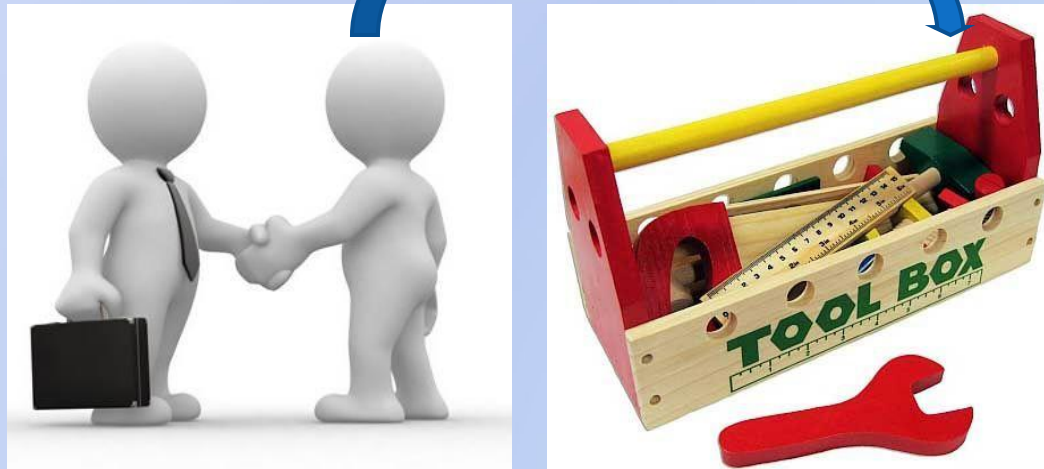


Integrity Management TOOL



Background:

- ❖ KEWASCO agreed to participate with seven (7) other WSPs in Kenya to in the Pilot of Water Integrity Management Tool Box.



How KEWASCO understood the IM Process;

- ❖ Discuss progress with respect to the previously **planned milestones**;
- ❖ Define **activities and objectives** for the next month(s)



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KEWASCO's Identified Integrity Risks;

i) Lack of Integrity in Financial Management;

- ❖ Over-spending due to poor prioritisation in expenditures.

ii) Vandalism, Theft and Interference by External Actors;

- ❖ Increased rate of vandalism on the ground & interference by political leaders with operations of company.

iii) Poor Performance of Contractors;

- ❖ Poor quality of completed projects, contractors do not meet standards
- ❖ Poor bidding evaluation processes - this affects companies reputation due to poor quality work done

iv) Bribery to Postpone Disconnections;

- ❖ Customers pay bribes for the disconnection team to delay disconnection - affects customer relations with the company





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KEWASCO's Integrity Instruments

No	Our Integrity instruments	Expected Outputs
1	Transparent procedures for disconnection and reconnection	Enhance revenue streams and customer confidence.
2	Strengthen feedback and communication with customer	Strengthen customer confidence.
3	Enhance accountability for expenditure	Reinforce budget control, donor/employee confidence.
4	Supervision and inspection of staff	Improve service delivery by the company.
5	Regular staff rotation	Increase checks and balances hence accountability. Enhance quality and performance.



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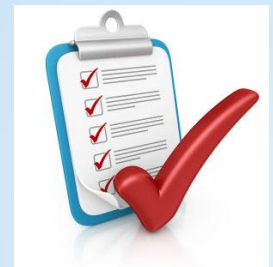


KEWASCO's Action Plan;

- ❖ The **agreed upon action plans were monitored** throughout the IM Implementation tool;
- ❖ Some were **modified** along the way - modification were a result of some objectives and verifiable indicators not being measurable;

How KEWASCO Implemented;

IM Tool	Objective	Activity	Sub-activity	Achieved Yes/No	Reason	Comments

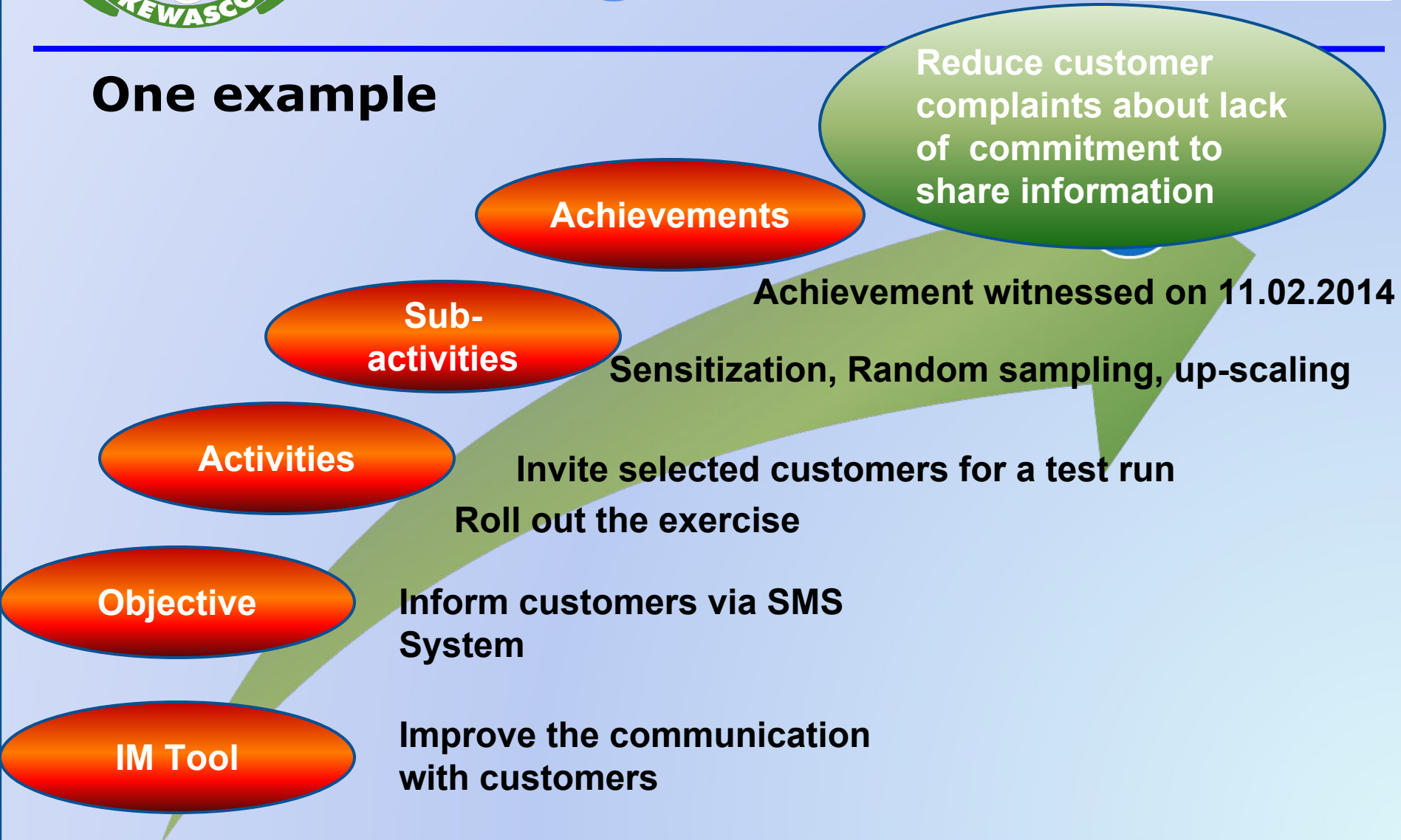




Integrity Management TOOL



One example





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Lessons learnt from IM Tool;

- ❖ IM good instrument to **improve operations and performance;**
- ❖ IM tools do **not only tackle integrity at different levels but also provide ownership to decision makers;**
- ❖ Risk management becomes the **duty of everyone inside a company;**



Team Work Counts!

