

Public Service Besieged by Corruption ...

The survey conducted by Transparency International-Kenya, Transparency Uganda and Tanzania Transparency Forum sampled 10,517 respondents across all the administrative provinces in the three countries. Over half of those polled across the region, indicated that they had paid bribes to access services. 68% of those who paid bribes in Uganda did so to facilitate the delivery of services catered for by their taxes while 51% of the Kenyans reported paying bribes to get services. The same trend was replicated in Tanzania where 55% of the respondents were asked for bribes while seeking services.

The worrying reality is that at a time when the common man is feeling the pinch of rising inflation and essential commodity prices, individuals tasked with serving the public are extorting them of the little money that remains in their pockets.

The index shows that the law-enforcing

institutions in the region are begging for reforms; seeing that the police and judiciary across the region are leading the pack of the most bribery-prone institutions. The Kenya Police tops the regional aggregate index, with the police in Tanzania and Uganda coming second and fifth respectively. Tanzania's judiciary is the fourth most corrupt institution in the region, Kenya's is eighth while Uganda's is 14th. If the citizens are not assured of services from the police and if the courts cannot be entrusted to deliver justice to all, then there is cause for worry. A well functioning and independent judiciary is a central player in the war against corruption. When a body charged with the duty to dispense justice against perpetrators of corrupt practices becomes entangled in the same vice, the war is as good as lost. The situation deteriorates when the police who play a key role in investigating and availing the suspects to the judiciary are also indicted.

Health, education and local authorities also received adverse mention in the index. Public institutions in these three sectors provide key services in any society; when citizens are forced to oil the hands of duty bearers, it is the poor who can hardly afford alternatives to public services who are worst affected. Poor sections of the society are also more likely to respond to bribery demands due to lack of information or ignorance on where they can report such incidents or how to get recourse for action.

As expected some institutions cast doubt on the veracity of the index methodology. Some of the misgivings are actually sincere. Some institutions have spelt out anti corruption strategies and policies. In Kenya, such policies have been formulated against the backdrop of public service reforms, aimed at improving service delivery in government

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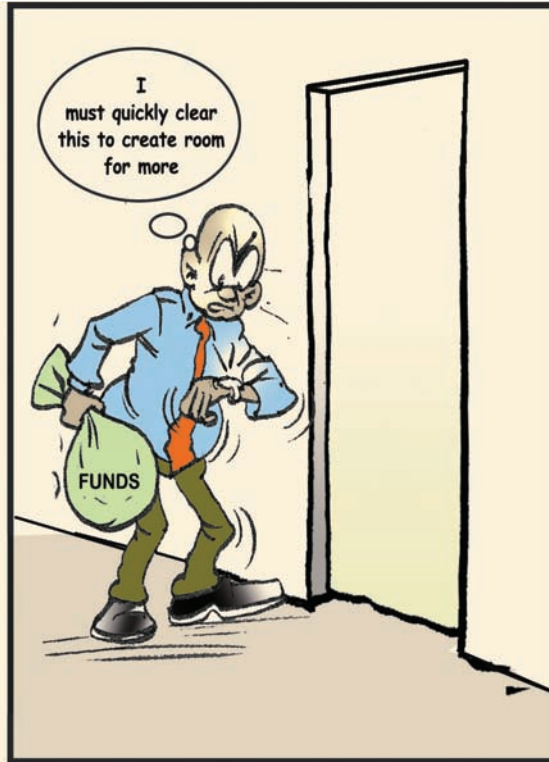


Dr. Richard Leakey during the launch of EABI 2009.

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institutions. But policies are not enough to weed out corruption in the public service. The driving force should be a strong political will and commitment to implement and regularly evaluate the effectiveness of the policies.

Anti-corruption Measures announced by the Kenya Government have been widely described as public relations stunts. Most government offices have put up large billboards at their doorsteps proclaiming: "This is a corruption free zone" and corruption reporting or



Public institutions must also involve their rank and file in all their anti corruption strategies. The index usually captures experiences of the ordinary citizens in their interactions with public service institutions. These are largely interactions with the low and middle cadre staff.

complaints boxes placed at strategic points to encourage citizens to report malpractices. The Kenya Anti Corruption Commission has a hotline for reporting corruption cases while the Public Complaints Standing Committee was instituted to receive complaints related to public service delivery. These are all positive measures but not sufficient as corruption

has continued to penetrate the system. It is imperative to note that corruption may occur even where measures to combat it have been instituted. Corruption is a creative vice that quickly invents and utilises weaknesses in such systems. This calls for constant reviews on existing measures and regular strengthening of the same.


Public institutions must also involve their rank and file in all their anti corruption strategies. The index usually captures experiences of the ordinary citizens in their interactions with public service institutions. These are largely interactions with the low and middle cadre staff. It is therefore instructive that these levels of staff are included in anti graft measures. Unless this happens, the senior management in public institutions will continue being perplexed by the adverse ranking of their organisations in the bribery index albeit their commitment to fight corruption.

Some public institutions have claimed that fraudsters masquerading as their officials have been extorting money from citizens, creating the perception that their organisations are riddled with graft. Perhaps these institutions should probe why members of the public fall for such gimmicks. Could it be attributed to existing negative public perceptions on governance practices in these institutions? Another question that begs for answers is

why some institutions are more prone to such scams than others.

Public sector bodies must strive to reduce inefficiencies in service delivery if corruption is to be tackled in a sustainable manner. Because petty bribery is largely motivated by the desire to beat inefficiencies and delays, unnecessary procedures in key services for instance registration and licensing should be eliminated. Public service institutions should embrace Information and Communication Technologies (ICT) to ensure faster services and seal the loopholes for corruption. Institutions must also embrace integrated financial management systems especially in procurement processes.

Limited access to public services creates artificial competition compelling citizens to pay extra money to receive free or subsidised services. This can be countered by increasing service points across different regions. Public service institutions should also publicise information on the services offered, cost (where applicable) and other conditions for access. This will reduce obscurity and ignorance as a motivator of bribery solicitation.

It is imperative that the East Africa Community member states clean up their institutions, before consolidating key services. 





PUBLIC SERVICE MUST REFORM - TI Kenya

Public service institutions have dominated the lists of the most bribery prone organizations, since the inception of the Kenya Bribery Index in 2002. The 2009 East African Bribery Index shows that the trend is not unique to Kenya, as the public institutions in Uganda and Tanzania also lead their respective bribery indices.

Lack of transparency and accountability in public service institutions is largely to blame for this. NGOs, private sectors, foreign missions and citizens have consistently criticized this lack of transparency and accountability in the public institutions, while public institutions have been reluctant to open up their affairs to scrutiny.

TI-Kenya has since 2002 measured corruption in these public institutions and called for urgent reforms with very limited success. Failure by public institution to undertake these reforms has led in part to lack of confidence in public institutions.

East African countries will continue to experience violence and destruction unless civilians are confident that irrespective of their ethnicity and social status they all have equal opportunity and access to the resources in their respective countries. We believe that reforms, transparency and accountability are even more urgent today if worst conflict and destructions is to be avoided in the forthcoming elections in Kenya. We also believe that this will take committed partnerships amongst the public institutions, private sector, NGOs and citizenry.

How would such a partnership work? Firstly public institutions need to open up key processes to scrutiny by stakeholders. Parliament should immediately repeal the Official Secrets Act to allow the public scrutiny of public affairs. Parliament should also enact the long overdue Freedom of Information Bill, Anti-Money Laundering Act and Whistle Blower Protection Act to ensure that the robbers of the public resources are identified, stopped and effectively prosecuted. Secondly, the private sector and civil society will play a critical role in ensuring that key oversight bodies like the

Efficiency Monitoring Unit, the Public Service Commission, Public Procurement Oversight Authority and the Auditor General's Office carry out their mandate effectively. Institutions such as TI-Kenya, the Kenya Association of Manufacturers, Private Sector Alliance and Architectural Association of Kenya should provide technical and resource support to these key institutions.

Expertise from the academic fields on comparative systems in the world that are able to announce accountability and integrity should also be embraced by the government as long as the local realities are taken into account.

Citizens must consistently demand accountability and transparency in their governance. Political will is a critical element of good governance and will not come to be unless today's political leaders recognise that it is in their political interest to act upon the government's accountability. We will only come to this realization if citizens show that they will oppose any attempt by the leaders to continue to govern with impunity.

Now that the taboo of discussing corruption and mal-practices in government seems to be broken, public institutions need to openly institute second generation reforms that are geared to make citizens and non state actors partners in accountable and transparent public service delivery. The release of the bribery index is not accession to activism but a snapshot view of corruption challenges that such partnerships can effectively address. I urge everyone to use this opportunity.

Failure by public institution to undertake these reforms has led in part to a crisis of public confidence in public institutions, in 2007 which led to violence and destruction in Kenya.

(This is a speech delivered by TI - Kenya Board Chairman Dr. Richard Leakey during the launch of the EABI 2009)

List of the Most Bribery Prone Public Institutions in the Region

Organisation

1. Kenya Police
2. Tanzania Police
3. Ministry of defence
4. Judiciary/Courts
5. Uganda Police
6. Immigration
7. Uganda Revenue Authority
8. Judiciary
9. Uganda Public Service
10. Ministry of defence
11. Ministry of Public Works
12. Northern Uganda Social Action Fund
13. Ministry of Lands
14. Judiciary
15. Nairobi City Council
16. Ministry of Labour
17. TANAPA
18. Mombasa City Council
19. Mulago Hospital
20. Umeme
21. Prisons Department
22. Immigration Department
23. Local Authorities
24. Local Authorities
25. Kenya Revenue Authority
26. Local Authorities (n.e.s)
27. NSSF
28. Ministry of Lands
29. Government Administration
30. Registrar of Persons
31. NSSF
32. TSC
33. Other Government Institutions
34. Immigration Department
35. Ministry of Water
36. Hospitals
37. Provincial administration
38. Tanzania Revenue Authority
39. Provincial administration
40. Hospitals
41. Postal Corporation
42. Health Insurance/Other insurance
43. TASO
44. State corporations
45. Religious Organisations
46. Ministry of Education

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Most Corrupt Institutions

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Kenya Aggregate Index

47. Lands/Ministry of Lands
48. Private Sector
49. Other ministries
50. DAWASCO
51. Cooperative Societies/Saccos
52. TANESCO
53. Government ministries
54. Other private institutions
55. Central government
56. KPLC
57. Other Organisations n.e.s
58. Ministry of Health
59. Public Universities
60. TAZARA
61. Private companies
62. Other unspecified
63. Colleges
64. NGOs
65. Other Ministries
66. International Organisations
67. Universities
68. CDF Offices
69. Nairobi Water Company
70. NHIF
71. NSSF
72. NGOs/CBOs
73. Public Hospitals
74. Ministry of Agric/livestock
75. Micro Finance Institutions
76. Private Sector
77. Schools
78. Colleges/Institutes/university
79. Banks
80. Government Organisations
81. Cooperatives/Saccos
82. Religious Organisations
83. Public Colleges
84. National Water Company
85. Private hospitals
86. Water companies
87. Public schools
88. NGO/CBO'S
89. SACCOS
90. Private schools
91. International Organisations
92. Ministry of Water/Water Department
93. Schools
94. Banks
95. Religious Organisations
96. Banks
97. Postal Corporation
98. Microfinance institutions
99. Postal Corporation

Rank	Organisation	EABI (2009)	KBI (2008)	KBI (2007)	Previous Rank (2007)	Previous Rank (2007)
1	Kenya Police	66.5	57	46.6	1	1
2	Ministry of defence	61.9	-	-	-	-
3	Judiciary	54.4	-	21.3	-	12
4	Ministry of Public Works	46.2	-	25.8	-	6
5	Ministry of Lands	45.6	37	19.7	3	17
6	Nairobi City Council	42.9	31	-	7	-
7	Ministry of Labour	41.7	-	23.0	-	10
8	Mombassa City Council	40.9	30	-	9	-
9	Immigration Department	39.6	36	28.5	4	4
10	Kenya Revenue Authority	38.3	23	-	-	-
11	Local Authorities (n.e.s)	38.3	47	25.1	2	7
12	Registrar of Persons	36.3	-	-	-	-
13	TSC	35.8	-	13.6	-	31
14	Ministry of Water	33.5	22	16.5	15	26
15	Provincial administration	31.6	33	20.4	6	16
16	State corporations	27.8	-	14.5	-	28
17	Ministry of Education	26.4	25	20.4	12	15
18	Private Sector	25.3	22	21.7	16	11
19	Other ministries	25.0	50	-	-	-
20	Cooperative Societies/SACCOs	23.9	-	10.2	-	39
21	KPLC	22.7	20	12.7	19	35
22	Ministry of Health	21.4	31	17.8	8	20
23	Public Universities	21.3	16	32.6	20	3
24	Other unspecified	20.8	25	-	-	-
25	CDF Offices	17.7	35	24.0	-	8
26	Nairobi Water Company	17.7	-	-	-	-
27	NHIF	17.4	-	-	-	-
28	NSSF	17.1	-	12.8	-	34
29	Public Hospitals	16.9	26	18.7	10	19
30	Ministry of Agric/livestock	16.7	25	11.6	11	38
31	Public Colleges	13.4	16	32.6	20	3
32	Private hospitals	13.0	8	-	24	-
33	Water companies	12.3	-	-	-	-
34	Public schools	12.0	16	16.6	22	25
35	NGO/CBO'S	10.9	14	19.2	23	18
36	Private schools	9.7	-	-	-	-
37	International Organisations	9.7	16	16.9	21	24
38	Banks	6.5	3	9.4	25	40
39	Religious Organisations	5.9	1	13.1	26	33
40	Postal Corporation	3.7	-	7.9	-	41

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International News Roundup



Obama: Africa must eliminate corruption

PRESIDENT BARACK Obama, making his first visit to sub-Saharan Africa since taking office, called on people of the oft-troubled continent on Saturday to seize control of their future by building strong, democratic institutions and eliminating corruption.

Mr Obama, who was being feted by Ghanaians, did not revel in the adulation he received during a speech to a special session of parliament. Rather, he delivered a blunt but optimistic message about how Africa can shape its destiny.

"We must start with a simple premise that Africa's future is up to Africans," he said. While Mr Obama nodded to the continent's colonial past as a factor in its struggles, he

Governmental institutions that attend to the needs of the people, independent courts that uphold their rights and a sense of unity that transcends tribal and religious differences will help Africa meet its vast potential, he said.

said that Africa's contemporary problems could hardly be blamed on its former European overseers.

"The West is not responsible for the destruction of the Zimbabwean economy over the last decade, or wars in which children are enlisted as combatants," he said. Invoking the experience of his late Kenyan-born father, Mr Obama said he knew well the toll exacted by the corruption that grips many parts of Africa.

"In my father's life it was partly tribalism and patronage in an independent Kenya that for a long stretch derailed his career, and we know that this kind of corruption is a daily fact of life for too many."

He said that the corruption had continued unchecked in too many parts of Africa, with leaders fleecing their nations' treasuries, brutally repressing dissent and creating an environment that allows their functionaries to

solicit bribes. "No person wants to live in a society where the rule of law gives way to the rule of brutality and bribery," Mr Obama said. "That is not democracy, that is tyranny, and now is the time for it to end."

The president's speech came during a whirlwind day in Ghana. Before his speech, the president and first lady Michelle Obama visited La General Hospital, a public facility that focuses on child and reproductive health.

The city was dotted with large posters of Obama as his motorcade made its way to the hospital. At one point, it passed by a banner draped along several floors of an apartment building. "Welcome President Obama," it said.

Later in the day, the Obamas boarded the presidential helicopter for a visit to Cape Coast Castle which was used to warehouse hundreds of thousands of slaves during the slave trade before they were packed into the holds of ships for the journey west.

After that he was to take part in a formal departure ceremony at the airport before returning to Washington. While Ghanaians are excited about Mr Obama's presence, relatively few got to see him. The streets were completely cleared of vehicles other than those of the motorcade. Small clutches of people gathered along the road watching the motorcade go by, but there were no massive crowds.

By contrast, when President Bill Clinton visited in 1998 it was a huge event and attracted an estimated 500,000 in a public square downtown. White House officials said

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Most Corrupt Institutions

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Mr Obama chose Ghana for his first visit to sub-Saharan Africa as president because of its recent record of peaceful, democratic elections. Political stability accompanied by impressive economic growth in this still-poor country makes Ghana a relative success story that Mr Obama thinks can be replicated across Africa.

“Here in Ghana, you show us a face of Africa that is too often overlooked by a world that sees only tragedy or the need for charity,” he said in his speech, drawing applause from the audience which included women and men in business suits sitting next to men in traditional kente wraps, that left one shoulder exposed.

“The people of Ghana have worked hard to put democracy on firmer footing, with peaceful transfers of power even in the wake of closely contested elections.”

Governmental institutions that attend to the needs of the people, independent courts that uphold their rights and a sense of unity that transcends tribal and religious differences will help Africa meet its vast potential, he said.

“Africa doesn’t need strongmen, it needs strong institutions,” Mr Obama said. 🌐



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Tanzania Aggregate Index

Rank	Organisation	EABI
1	Tanzania Police	62.56
2	Judiciary/Courts	61.48
3	Immigration	55.66
4	TANAPA	41.40
5	Local Authorities	39.18
6	NSSF	35.96
7	Hospitals	33.39
8	Provincial administration	32.41
9	Tanzania Revenue Authority	31.98
10	Postal Corporation	29.62
11	Health Insurance/Other insurance	28.31
12	Religious organisations	27.11
13	Lands/Ministry of Lands	25.91
14	DAWASCO	24.24
15	TANESCO	23.31
16	Government ministries	23.10
17	Central government	22.96
18	Other organisations n.e.s	21.53
19	TAZARA	20.85
20	Private companies	20.81
21	NGOs/CBOs	16.93
22	Colleges/Institutes/university	14.64
23	Government Organisations	14.18
24	SACCOS	10.87
25	Ministry of Water/Water Department	9.45
26	Schools	9.42
27	Banks	4.90
28	Microfinance institutions	2.96



Uganda Aggregate Index

Rank	Organisation	EABI
1	Uganda Police	58.3
2	Uganda Revenue Authority	54.7
3	Uganda Public Service	49.5
4	Ministry of defence	46.4
5	Northern Uganda Social Action Fund	46.0
6	Judiciary	45.5
7	Mulago Hospital	40.6
8	Umeme	40.5
9	Prisons Department	39.7
10	Local Authorities	38.4
11	NSSF	37.5
12	Ministry of Lands	37.4
13	Government Administration	37.1
14	Other Government Institutions	35.0
15	Immigration Department	34.8
16	Hospitals	30.9
17	TASO	28.2
18	Other private institutions	23.1
19	Colleges	20.2
20	NGOs	19.7
21	Other Ministries	19.5
22	International Organisations	18.2
23	Universities	18.0
24	Micro Finance Institutions	16.4
25	Private Sector	16.1
26	Schools	15.8
27	Banks	14.6
28	Cooperatives/Saccos	13.8
29	Religious Organisations	13.5
30	National Water Company	13.2
31	Postal Corporation	2.3



Event: Nairobi Coalition for Good Governance Launch

Date: 12th August 2009

Organiser: Kenya National Theatre

Venue: Nairobi, Kenya

Event: Strengthening Transparency and Reducing Corruption Risk in the Defense and Security Sector

Date: From 21st-23rd July 2009

Organiser: African Development Bank

Venue: Tunis, Tunisia



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Adili is a news service produced by TI-Kenya's Communications Programme. The views and opinions expressed in this issue are not necessarily those of TI-Kenya. The editor welcomes contributions, suggestions and feedback from readers.

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