

## FOR IMMEDIATE RELEASE

### **CMS-INDIA CORRUPTION STUDY 2015: Perception and Experience with Public Services in Delhi**

#### **New Delhi, October 19, 2015:**

- The foreword of Central Vigilance Commissioner, K V Chowdary, and NITI Ayog Member, Prof. Bibek Debroy, in the latest report of CMS-India Corruption Study for 2015, commended the relevance of such field based studies in tackling the menace of corruption in citizens availing basic public services.
- This latest report focused on 15 public services in Delhi governed by Central Government, State Government and the three Municipal Corporations. The CMS study, based on its PEE model, quantifies perception (P) and experience (E) of paying bribes by citizens and estimates (E) the amount paid as bribe to avail basic and essential public services during the previous one year.
- **Tenth round of CMS-India Corruption Study (CMS-ICS)** focuses on users of public services in Delhi. Why Delhi? Because...
  - ⇒ One, Delhi being the national capital is hub of policy makers, regulatory bodies, civil society, media, judiciary and people of different socio-economic and cultural background.
  - ⇒ Two, Delhi's public services are governed or under control of three different agencies- Central Government; State Government and Municipal Corporations.
  - ⇒ Three, Delhi is the centre stage of all governance related activities undertaken by the government or civil society organizations and closely observed by the watchdogs. Also, the central and state government in Delhi came to power with corruption as the key agenda in the last few years. Few of them have been talking about curbing corruption and also claimed initiatives.
- A sample of **1501 households** representing different socio-economic strata of the population was covered across nine districts of Delhi between 3<sup>rd</sup> week of July and 1<sup>st</sup> week of August 2015.

#### **KEY FINDINGS**

- More than one-third of Delhi households feel that the level of corruption in the public services has 'remained same' during the last one year. The only significant perception is of decrease (45%) in corruption in state government governed services. Consistently, around 20% households felt that corruption has increased in the last one year in public services under the three different governments. This is a significant finding, as there have been claims in the last one year of decline in corruption, especially by the state government of Delhi.
- Interestingly, no major difference in perception of households belonging to different income groups of Delhi.
- In contrast to perception, **the experience reported in this study is that nearly 30 percent of Delhi households had paid bribe at least once during the last 12 months** in one or the other public services. Nearly 45 percent of these households belong to lower income groups.
- In public services like building plan sanction; teh bazaari /hawking permits; police and driving license, perception about corruption is lower while experience of paying bribe is higher.
- Highest amount (INR 45000) among services was paid as bribe 'to get the building plan sanctioned' from MCD. The least amount paid was (INR 20) 'to replace gas pipe connected to the cylinder'.

- Based on experience of interacting with a particular public service at least once during the last one year, the most and least corrupt public services under three governing agencies are:
  - **Central government:** Percentage of households reported paying bribe was highest in **Police** services (39%) and least in LPG connection/supply for domestic use (1%).
  - **State government:** Driving license, Department of **Transport** is identified by households in Delhi as most corrupt (26%) while Electricity/Water Supply (2% each) as least.
  - **Municipal Corporations:** '**Teh bazari/hawking permit**' is identified as most corrupt (32%) while sanitation/garbage collection as least corrupt (8%).
- The percent that could not avail service is relatively high; around 8 percent seeking driving license were **denied services** because they could not pay bribe; 6 percent reported so in case of Building Plan Sanction and 5 percent in case of Delhi Police.
- **On an average a household in Delhi had to pay a bribe amount of INR 2486/- during the last one year. It is therefore estimated that the total amount paid by households in Delhi across 15 public services as bribe, during the last one year, is around INR 239.26 crore (INR 2392 million).**
- **Performance Score(lesser the score, lower the corruption)** based on perception and experience with public services under the control of three different governments i.e. Central, State and Municipal Corporations, shows marginal difference of score between the **state government of Delhi (15.6) and Municipal Corporations (15.7)**. Public services under **Central government in Delhi (16.6) are rated as worst** among the three government agencies as far as level of corruption in Delhi is concerned. The narrow gap in performance scores of the three different governments suggests that nothing substantial was felt or experienced by citizens towards checking corruption in the public services.

Table 1: Performance Score of Public Services covered under each Government					
Central government		State government		Municipal Corporation	
Service	Score	Service	Score	Service	Score
Police	<b>21.53</b>	Driving License	<b>17.51</b>	Teh Bazari/Hawking Permits	<b>19.22</b>
LPG	15.97	Electricity	15.80	Sanitation/Garbage Disposal	16.02
Railways	15.82	Water Supply	15.63	Birth/death Certificate	15.79
Passport	13.24	Hospital	15.46	Park/ Community Hall booking	13.89
		Civil Supplies-PDS	14.89	Building Plan Sanction	13.83
		School Education	14.47		
Source: CMS-ICS 2015			(lower score indicates better performance)		

---

India Corruption Study is a self-initiated initiative of an independent research think tank, Centre for Media Studies (CMS). For further information/clarification, contact Mr. Alok Srivastava at [alok@cmsindia.org](mailto:alok@cmsindia.org) or call 9899979152