

CMS-INDIA CORRUPTION STUDY 2012: EXPANDING SLUMS & GROWING CORRUPTION

Background

The share of urban population to total population has grown from 17.3 per cent in 1951 to 31.16 per cent in 2011 (Census of India). On average, 25 per cent of the population in many Indian cities lives in slums. With this has grown demand for basic and essential public services, and increasing corruption.

The “**India Corruption Study 2012**” by CMS is eighth round of India Corruption Study (ICS) undertaken by CMS since 2000. Using its unique model- **CMS-PEE Model**, captures peoples’ Perception (P) and Experience (E) with Public Services and further Estimates (E) the amount paid as bribe by common citizens of India to avail basic and essential public services.

The present round (2012) of India Corruption Study, *referred as CMS-ICS 2012*, focused on slums and basic public services usually availed by the residents of slums. For the sample household level survey, nine cities, which are geographically spread across India and have high concentration of slums dwellers in the country were visited between last quarter of 2011 and first quarter of 2012. The sample constituted 2533 households living in urban slums in nine cities, namely, Ahmedabad, Bangalore, Bhubaneswar, Chennai, Delhi, Goa, Hyderabad, Kolkata and Mumbai.

The eight public services covered in this study are: **Drinking Water, Electricity, Public Distribution System (PDS), Public Health/Hospital Services, Housing, Municipal Services and Police**. Further to see the trend in prevalence of corruption in public services, the findings are compared with the earlier round conducted in 2007-08, which had urban slum population in the sample. All seven services except Municipal Service were also covered in 2007-08 round.

Salient Findings of CMS ICS 2012 *focusing on Urban Slums*

- **Usage of Public Services:** The average number of public services utilized by the slum households was three out of seven public services selected for the study.
- **General Perception:** **More than half of the slum dwellers from nine major cities in the 2012 survey felt that corruption in general has ‘Increased’ in public services in the last 12 months** while around 29% opined that corruption in public services continues to ‘remain the same’. This indicates that no measures towards improving governance, as claimed by central and state governments, are reaching to poor.
- **Service specific Perception:** More slum dwellers (**61%**) perceived an ‘increase’ in the corruption in the **Police services while the steep increase between 2008 and 2012**, in terms of percentage points, was in water supply (21%), electricity (19%) and health (13%) services.

EXPERIENCED Corruption in Public Service in 2012			
City	Households Asked for Bribe At least Once*	Households Paid Bribe At least Once**	Denied Service at least once as could not pay bribe**
Ahmedabad	23	94	7
Bengaluru	73	76	53
Bhubaneswar	64	44	81
Chennai	80	77	46
Delhi	65	93	16
Goa	91	99	4
Hyderabad	58	89	22
Kolkata	65	86	26
Mumbai	96	98	33
Nine cities combined	67	84	35
*Including those who had to use influence to avail the service			
**Out of those who were asked for bribe at least once			
Source: CMS-ICS 2012 (figures are in %)			

- Experienced Corruption in Public Services: **The incidence of corruption has doubled since 2008 in urban India from 34% to 67%**. Out of those who were asked to pay, 84% paid bribe to pay to avail the services.
- Of those who experienced corruption in public services, about 47% experienced once during the last 12 months while another 31% came across such situations twice.
- **Three out of every four slum dwellers (75%) has been asked for a bribe** in at least one of the three public services - PDS, Public Hospital/ Health services, Municipal Services- in the previous 12 months prior to the survey.

- Not Paid Bribe so Denied Service: **Around 35 percent of the slum dwellers were denied service at least once as they could not pay bribe.**

Public Service specific Highlights of CMS-ICS 2012

- Average number of public services interacted by a slum household was three.
- The most in demand ones were PDS, Municipal and Public Health/Hospital Services; least interacted is Housing service.
- 'Perception' about corruption in a particular public service was high across the seven public services. **More than three out of every four slum households opined that the level of corruption has 'increased' during the last one year; highest being in Police Service (88%) and least in water supply services (78%).**
- Among those interacted, highest percentage of slum dwellers 'Experienced' Corruption in Police Services - around 75 percent.
- Break-up by the public service reveals that **six out of every ten participants were asked to pay bribe either in the PDS or Public Health/hospital services**
- The 'most often paid' amount among services was highest in Police (INR 500).
- The highest amount paid by a single slum household was in the Housing service in Delhi 'to get a housing plot' (INR 7000).The least amount paid was in Kolkata (INR 5) 'to get monthly ration'.

Experienced Corruption		
Public Services	2008	2012
Police	46	75
Housing	41	52
Water	14	50
Electricity	13	35
PDS	12	34
Health	15	32
Municipal	<i>Not covered</i>	60
Source: CMS-ICS 2008 & 2012 (figures are in %)		

- Different reasons for which bribe was paid include: PDS (to take monthly ration, get a ration card); Electricity (adjust inflated bills, new connection); Water (repair/restoration of water pipe/supply); Municipal (drainage/sewage cleaning; removal of garbage); Public health/hospital (as in-patient; get OPD card); Police (get FIR registered; remove name as an accused).

This is the first time ever that such an exhaustive study of corruption in urban slums been conducted in India. This study also provides detailed analysis of each of the 9 cities covered in terms of bribe giving patterns for accessing public services. The study also mentions pointers for action to improve lives of more than quarter of urban population living in slums. These include:

- ☞ **A special review of Policies** to do with slums and slum dwellers in the specific context of basic services.
- ☞ **Social Audit of services** in urban slums will ensure better service delivery and plugging the gaps in supply and demand of public services.
- ☞ **Rights to Service** should be introduced in all big cities across the country for time-bound service delivery.
- ☞ **Public Private Partnership should move beyond 'pilot projects' phase** for time bound availability of housing for poor, water supply, sewage cleaning and garbage collection.
- ☞ **Identifying Champions for slum free Cities** to expedite the planned development of cities and slums, in particular, it is important to identify in each city 'champions', individual or institutions. As an initiative, local academic centres/universities could be roped in and requested to adopt a slum to develop as a 'model slum'.
- ☞ **Special Information and Redressal Cell to keep slum dwellers** informed about how and where to approach to avail the services. A single window facility for all public services will be of great respite for the families in slums.

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India Corruption Study was initiated by CMS since 2000. CMS-ISC 2012 is the eighth round of this study. Using its unique model CMS-PEE Model, these studies capture peoples' Perception (P) and Experience (E) with Public Services and further Estimates (E) the amount paid as bribe by common citizens of India to avail basic and essential public services.

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