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Visit website

I PAID A BRIBE
AN INITIATIVE BY JANAAGRAHA

Crowdsourced Retail Bribery Index (CRBI)
2010-2013

Retail Bribery Index (RBI)
2013

What is the IPaidaBribe.com (IPAB) Crowd-sourced Retail Bribe Index (C-RBI) and Retail Bribe Index Survey (RBI)?

Data on corruption, particularly in countries where retail corruption is endemic, is scarce and primarily based on perception and expert check-lists rather than objective metrics. This is especially apparent when it comes to understanding the scale and monetary value of corruption.

About IPAB

IPAB is a unique online initiative of Janaagraha which tackles corruption by harnessing the collective energy of citizens. Individuals can report on the nature, number, pattern, types, location, frequency and values of actual occurrences of corruption. It is the largest online crowd-sourced anti-corruption platform in the world today. It uses a crowd-sourcing model to collect bribe reports, and to build a repository of corruption-related data across government departments. Most importantly, it empowers citizens, governments, and advocacy organizations to tackle retail corruption both within India and increasingly throughout the world.

As of 2013, IPAB's new legal policies also allow reporters to reveal identifying information allowing for verification and dissemination of reports. IPAB will utilize the reports to provide data and advocate for improving governance systems and procedures, tightening law enforcement and regulation and thereby reduce the scope for corruption in obtaining services from the government.

Since its launch on August 15th, 2010, IPAB has received more than 2 million unique users and has over 22,000 bribe reports across 493 cities. As of 2013, IPAB has partnered with 8 other countries creating the Crowdsourcing Against Corruption Coalition, with replica IPAB sites and begin the Crowdsourcing Against Corruption Coalition. In August 2013, IPAB is launching its Hindi language site as well as a SMS reporting system which allows for reporting of bribe reports through mobile devices, including basic 'non-smart phones'.

CRBI

The C-RBI is a current initiative to utilize the data collected on IPAB to inform and engage citizens of the nature and extent of retail corruption in India. As the number and breadth of IPAB reporters increase, the index will become a more robust and comprehensive measure of corruption, fuelled by one of the largest issue-specific crowdsourced databases globally.

In its inaugural year the C-RBI will include 6 cities: Mumbai, New Delhi, Bangalore, Chennai, Pune, and Hyderabad, based on the number of reports on IPAB from these areas.

What the C-RBI Includes?

1) An index that ranks the level of corruption among government departments nationally on a 1-10 (from least to most corrupt) scale
2) An index that ranks the level of corruption among government departments within cities on a 1-10 (from least to most corrupt) scale
3) A comparative ranking between cities which compares the market-value, or average price, of bribes on common services and goods
4) A 'lifetime of bribes' interactive tool which estimates the total rupee value of bribes that the average Indian pays throughout their lifetime as reported on IPAB. This measure gives a picture of the aggregate economic loss of bribery at an individual level over time.

Looking Ahead

In the near future, as the number of reports across various cities increase the current index will be expanded to include a wider selection of cities. Moreover, additional data will be collected and included into the C-RBI. This includes: sentiment analysis of bribe narratives to uncover trends in emotional reactions to bribe transactions and rationale for bribe payment, which will provide rich data with policy applications as to how behavioural decision-making sustains endemic corruption; and inclusion of data from Janaagraha's Annual Survey of India's Cities Systems (ASICS) of a national and city-wise check-list of the presence of institutional structures and checks and balances that ensure transparency and accountability, creating an institutional dimension to the C-RBI.

RBI Survey

The RBI Survey is an initiative to implement on-the-ground data collection to act as a rigorous source of primary data on retail corruption rates in Urban India. The RBI will be the first ever source for this type of corruption data across the top metros in the country. In addition, the survey data can be used to better understand whether the trends emerging from the crowdsourced data available on IPAB are representative and, thus, whether the website can act as a robust indicator of corruption rates over-time. This is an important contribution to understanding the accuracy and role of crowd-sourced data broadly, as well as expanding the reach of IPAB for policy advocacy work in the corruption space.

What will the Survey Include?

1) Data from 2010-2013 (same time-span as IPAB) regarding self-reported experiences of bribery across a full range of government departments/service provision.
2) Demographic data of individuals who have or have not paid bribes
3) Data on rationale for bribe payment as well as emotional reactions to bribe payments, and whether these vary based on bribe type. This data will help to inform policy initiatives which can better tap into common social impulses and behavioural trends to create new normative frameworks that tackle an endemic culture of corruption.
4) Data on the depth of information individuals have regarding proper procedures and cost of common transactions.

Looking Ahead

Conducting the RBI survey on an annual basis will provide longitudinal data to track changes in corruption rates across departments and cities over time. Moreover, the number of cities surveyed will increase over time, improving the robustness of the data-set and country-level data. Rigorous piloting on the next round of surveys will allow us to test whether we can collect survey data on the rupee value of bribes paid. In this round of the RBI, methodological considerations regarding the accuracy of memory recall for monetary value over a three year period, as well as the need to ensure the level of comfort of the respondent if the data is to be considered valid, did not allow for rupee value collection. Once the survey becomes a year-on-year exercise and rupee value can be accurately collected, CRBI scoring indices and RBI scoring indices will be comparable across components. Importantly, as the data-set increases in breadth and depth, the information from the survey can be used to support advocacy efforts to stem retail corruption through transmission of data to key public agencies within a city or across the country.
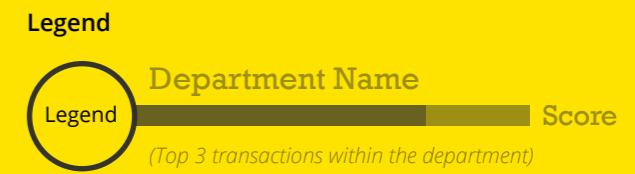
National Level C-RBI Score

The national-level C-RBI scores represent the level of corruption between public service departments on a scale from 1-10 (1 being the least corrupt, 10 being the most corrupt) across the entire country. To calculate these scores, the mean and standard deviation for the total number of bribe reports by department and the corresponding total amount in rupees paid is calculated. The total number of bribes reported is given a weightage of 60% of the score and the total rupee value reported is given a 40% weight.

Prevalence of bribery is given a higher weight than cost of individual bribes as research on corruption has shown that the effects of corruption across society are more endemic and disabling if the number of people affected is high and on a regular basis more than the rate of corruption alone, particularly if it involves a small percentage of the population infrequently.

National Level IPAB data

	No. of Bribe Reports	Total Value in Rupees (INR)
Bangalore	5426	Rs. 5,13,81,099.00
Chennai	1306	Rs. 1,45,98,085.00
Hyderabad	1464	Rs. 90,71,121.00
Mumbai	1408	Rs. 80,86,717.00
New Delhi	886	Rs. 1,72,08,332.00
Pune	874	Rs. 40,63,878.00
Total (6 Metros)	11364	Rs. 10,44,09,232.00
National (All IPAB Data)	18474	Rs. 17,09,55,335.00

11,364
number of bribes reported across 6 cities

10,44,09,232
total bribe amount (INR) reported across 6 cities

18,474
number of bribes reported nationally

17,09,55,335
total bribe amount (INR) reported nationally

National Level C-RBI Score

Top 5 corrupt Departments

Police
10
(Traffic Violations, Police Verifications for Passport, Police Harassment)

Stamps & Registration
7.2
(Registration of Property, Registration of Flat or Apartment, Marriage Registration)

Municipal Services
6.1
(Birth Certificate, Khata Transfer, New Khata Certificate)

Customs, Excise & Service Tax
3.8
(Custom Check and Clearance, Custom Clearance of Import Shipment, Service Tax Registration)

Education
3.4
(School or College Related Activities, Admission to College, Original Degree Certificate)

Inter-City C-RBI Score

There is currently a wide variation in the total number of bribe reports between cities due to region-specific knowledge about IPAB. Thus, scoring based on number of reports and rupee value to compare cities would be heavily biased, as cities displaying higher rates of corruption may actually be due to more residents knowing about the IPAB platform rather than on-ground corruption rates. To overcome this methodological obstacle, a 'basket of goods' approach, used to understand Purchasing Power Parity and inflation, was modified to compare the citizen-facing impact of bribery across cities. Key transactions commonly reported across the 6 cities were used to create a retail corruption 'basket of goods'. In each city, the actual price of these services was added to the average cost of reported bribes for the services in each of the 6 cities, this figure is then divided by the actual cost of each service. This gives a comparative ratio of the cost of bribery in each city. These ratios are then converted to a 1-10 scale, with 1 being the least corrupt and 10 being the most corrupt, using the below formula:

$$\left[\frac{\dfrac{\text{Actual Cost of Service} + \text{Average Bribe amount for service}}{\text{Actual Cost of Service}} - \text{Mean}}{\text{Std}} \right] \times 2 + 5 =$$

Inter-City-C-RBI Score

Inter-City C-RBI Score

How much bribe money is your city sitting on?

Inter-City-C-RBI Score

2.2
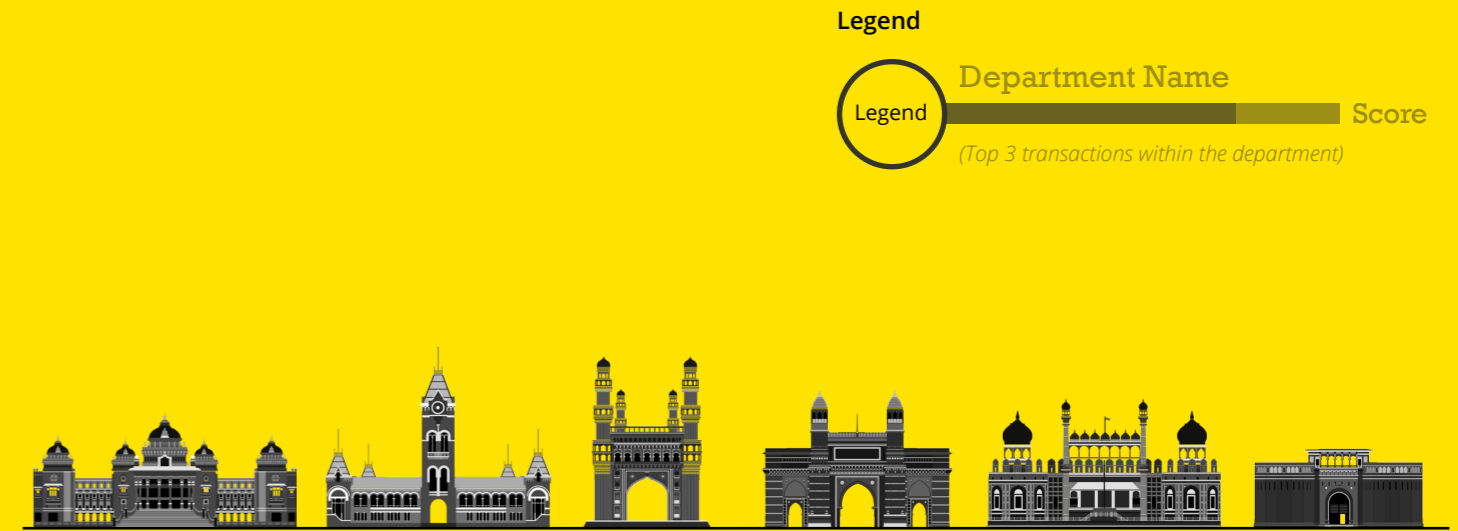Bangalore

1

3.7
Chennai

5

5.2
Hyderabad

6.6
New Delhi

4.6
Mumbai

10

7.8
Pune
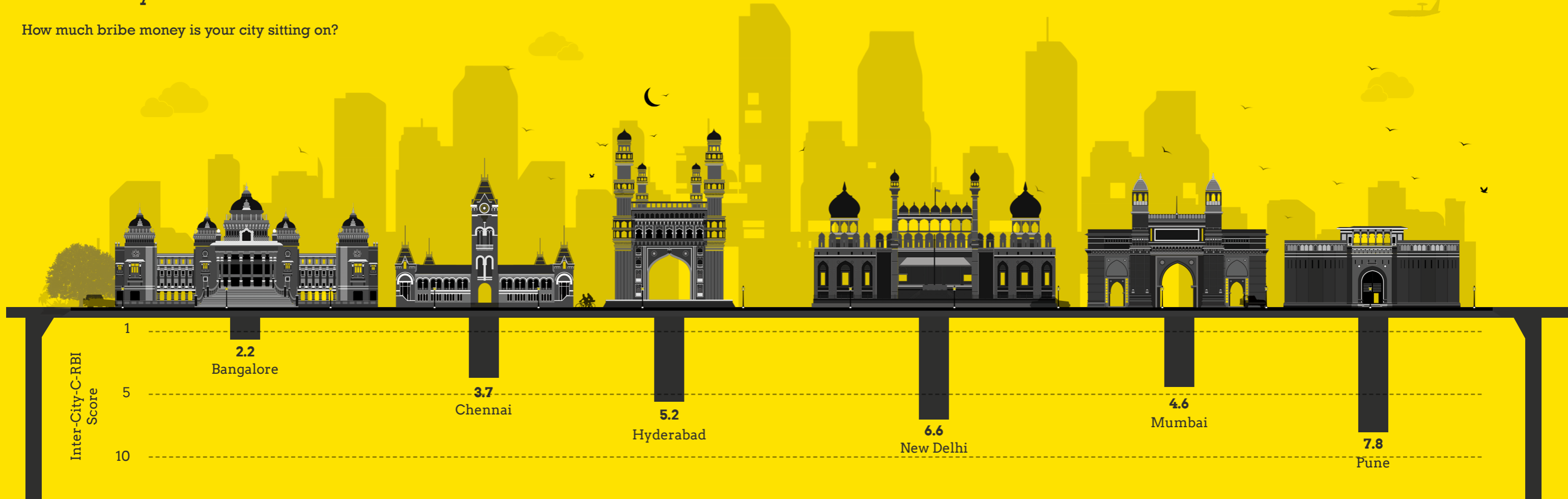
Intra-City C-RBI score

Similar to the national level scores, the intra-city C-RBI scores represent the level of corruption between public service departments on a scale from 1-10 (1 being the least corrupt, 10 being the most corrupt) across the entire country. To calculate these scores, the mean and standard deviation for the total number of bribe reports by department and the corresponding total amount in rupees paid is calculated. The total number of bribes reported is given a weightage of 60% of the score and the total rupee value reported is given a 40% weight.

Prevalence of bribery is given a higher weight than cost of individual bribes as research on corruption has shown that the effects of corruption across society are more endemic and disabling if the number of people affected is high and on a regular basis more than the rate of corruption alone, particularly if it involves a small percentage of the population infrequently.

Bangalore

Stamps & Registration — 9.9
(Registration of Property, Registration of Flat or Apartment, Marriage Certificate)

Police — 8.8
(Traffic Violations, Police Verifications for Passport, Filing First Information Report (FIR))

Municipal Services — 7.5
(Khata Transfer, New Khata Certificate, Property Tax)

Urban Devt Authorities — 4.2
(Building Plan Approval, Housing Plan Approval, Transfer of Allotted Sites)

Transport — 4.1
(New Domestic Driving License, Public Transport, Registration of Vehicle)

Chennai

Police — 9.9
(Traffic Violations, Police Verifications for Passport, Filing First Information Report (FIR))

Municipal Services — 7.8
(Property Tax, Birth Certificate, Death Certificate)

Stamps & Registration — 7.2
(Registration of Property, Marriage Certificate, Registration of Flat or Apartment)

Education — 5.7
(Admission to College, Admission to School, Transfer Certificate)

Electricity & Pwr Supply — 5.1
(New Connection for Houses, Change of Name in Records, Meter Replacement)

17

Hyderabad

Police
10
(Traffic Violations, Police Verifications for Passport, Filing First Information Report (FIR))

Customs, Excise & Service Tax
6.9
(Customs Check and Clearance, Service Tax Registration, Customs Clearance of Import Shipment)

Municipal Services
6.8
(Birth Certificate, Death Certificate, Property Tax)

Stamps & Registration
6.0
(Registration of Flat or Apartment, Marriage Certificate, Marriage Registration)

Passport
5.2
(New Passport Application, Police Verification for Passport, Tatkal Passport)

Mumbai

Police
10
(Traffic Violations, Police Verifications for Passport, Police Harassment)

Customs, Excise & Service Tax
8.4
(Customs Check and Clearance, Customs Clearance of Import Shipment, Excise Duty on Imported Items)

Stamps & Registration
5.9
(Registration of Flat or Apartment, Registration of Property, Marriage Certificate)

Municipal Services
4.3
(Birth Certificate, Death Certificate, Property Tax)

Education
3.6
(Admission to College, Admission to School, School or College Related Activities)

New Delhi

Police
10.0
(Traffic Violations, Police Verifications for Passport, Filing First Information Report (FIR))

Urban Devt Authorities
6.2
(Mutation of Property, Housing Plan Approval, Land or Housing Site Allotment)

Public Services
6.0
(Non Payment of Salary, Tolls, Recruitment)

Customs, Excise & Service Tax
4.7
(Customs Check and Clearance, Customs Clearance of Import Shipment, Issue of Customs License)

Municipal Services
4.5
(Birth Certificate, General Services, Building Construction Approval)

Pune

Police
9.7
(Traffic Violations, Police Verifications for Passport, Filing First Information Report (FIR))

Education
7.0
(Admission to College, Admission to School, School or College Related Activities)

Stamps & Registration
5.1
(Registration of Property, Registration of Flat or Apartment, Marriage Registration)

Municipal Services
4.7
(Property Tax, Birth Certificate, Shop Act License)

Passport
4.2
(Police Verification of Passport, Tatkal Passport, New Passport Application)
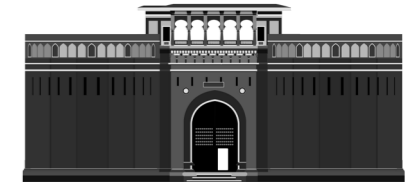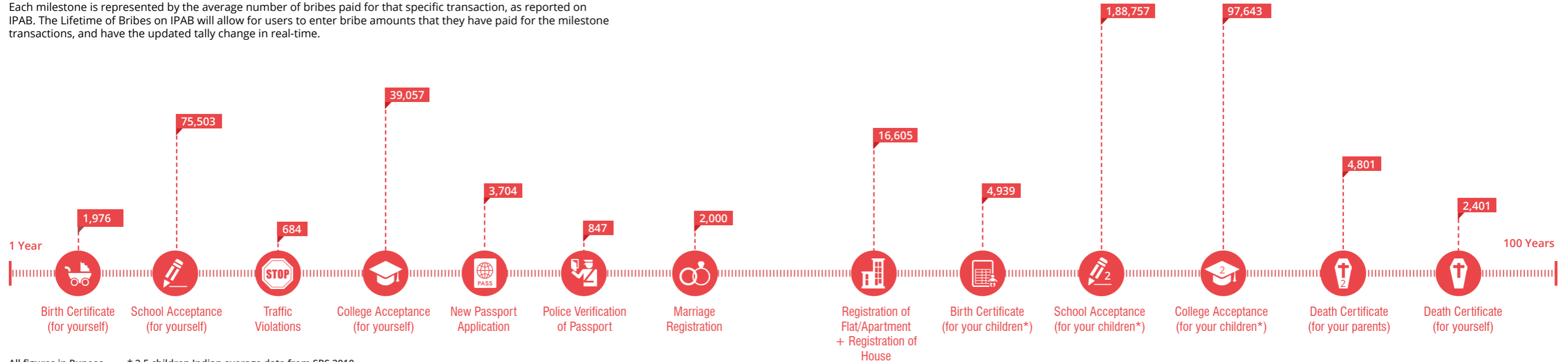
Lifetime of Bribes

From cradle to grave, how much money is the average Indian losing to bribery ?

The lifetime of bribes is an interactive tally that uses crowd-sourced data to estimate the total rupee value lost to bribe payment in an average citizen's life. The tally is broken up across a set of major life milestones to provocatively illustrate the massive impact of endemic bribery at the level of the individual.

Each milestone is represented by the average number of bribes paid for that specific transaction, as reported on IPAB. The Lifetime of Bribes on IPAB will allow for users to enter bribe amounts that they have paid for the milestone transactions, and have the updated tally change in real-time.

₹ 4,38,918
Total Bribe paid over a lifetime

Milestone	Amount
Birth Certificate (for yourself)	1,976
School Acceptance (for yourself)	75,503
Traffic Violations	684
College Acceptance (for yourself)	39,057
New Passport Application	3,704
Police Verification of Passport	847
Marriage Registration	2,000
Registration of Flat/Apartment + Registration of House	16,605
Birth Certificate (for your children*)	4,939
School Acceptance (for your children*)	1,88,757
College Acceptance (for your children*)	97,643
Death Certificate (for your parents)	4,801
Death Certificate (for yourself)	2,401

1 Year   100 Years

All figures in Rupees.   * 2.5 children Indian average data from SRS 2010

C-RBI/ RBI Comparative Data

The following comparisons are between the percentage breakdown of bribes across departments as seen in IPAB data, through the C-RBI, and as seen in the survey data conducted in Mumbai, Bangalore, and New Delhi, through the RBI. For each city surveyed for the RBI, over 2,000 individuals per city were interviewed, giving a confidence level of 95% and a confidence interval of +/- 2%.

VS

CRBI

Top 3 corrupt Departments

Top 3 transactions ●

Police
- Traffic Violations
- Police Verifications for Passport
- Police Harassment

Stamps & Registration
- Registration of Property
- Registration of Flat or Apartment
- Marriage Registration

Municipal Services
- Birth Certificate
- Khata Transfer
- New Khata Certificate

39% Police (01)

(Traffic Violations, Police Verifications for Passport, Police Harassment)

31% Others (02)

14% Stamps & Registration (03)

(Registration of Property, Registration of Flat or Apartment, Marriage Registration)
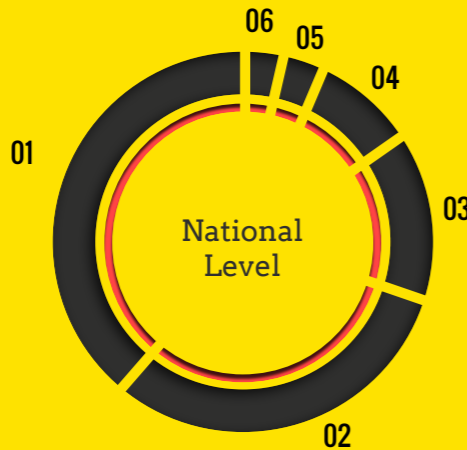
03% Education (06)

(School or College Related Activities, Admission to College, Original Degree Certificate)

04% Education (05)

(Custom Check and Clearance, Custom Clearance of Import Shipment, Service Tax Registration)

09% Municipal Services (04)

(Birth Certificate, Khata Transfer, New Khata Certificate)

National Level

01 02 03 04 05 06

RBI Survey

Top 3 corrupt Departments

Top 3 transactions ●

Police
- Traffic Violatons
- Filing NCR
- Lodging Police Complaint

Railways
- Tatkal Ticket
- Travel Pass
- Platform Ticket

Municipal Services
- Aadhar or UID related
- Enrolment for Aadhar Card
- Birth Certificate

33% Police (01)

(Traffic Violatons, Filing NCR, Lodging Police Complaint)

22% Railways (02)

(Tatkal Ticket, Travel Pass, Platform Ticket)

13% Municipal Services (03)

(Aadhar or UID related, Enrolment for Aadhar Card, Birth Certificate)
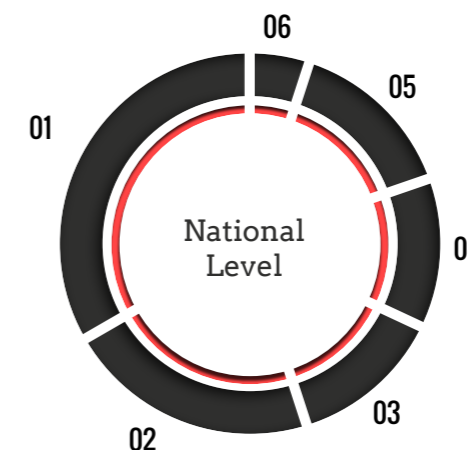
05% Passport (06)

(New Passport Application, Police Verification, Police Clearance for Passport)

14% Others (05)

13% Transport (04)

(Driving License Process, Duplicate Driving License, Learner's License)

National Level

01 02 03 04 05 06

Bangalore
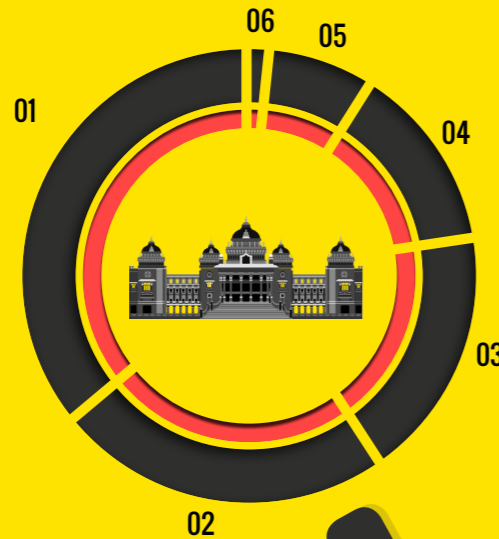
CRBI

37% Police (01)

Top 3 Transactions
- Traffic Violations
- Police Verifications for Passport
- Filing First Information Report (FIR)

24% Stamps & Registration (02)

Top 3 Transactions
- Registration of Property
- Registration of Flat or Apartment
- Marriage Certificate

18% Others (03)

01% Urban Development Authorities (06)

Top 3 Transactions
- Building Plan Approval
- Housing Plan Approval
- Transfer of Allotted Sites

08% Transport (05)

Top 3 Transactions
- New Domestic Driving License
- Public Transport
- Registration of Vehicle

13% Municipal Services (04)

Top 3 Transactions
- Khata Transfer
- New Khata Certificate
- Property Tax

RBI Survey

30% Police (01)

Top 3 Transactions
- Lodging Police Complaint
- Arrested By Police
- Filing FIR

18% Municipal Services (02)

Top 3 Transactions
- Change Of Name in Birth Certificate
- Registration of Land
- Aadhar or UID Related

14% Water & Sewerage (03)

Top 3 Transactions
- New Connection
- Laying of Water and Sewerage Connection
- Cleaning Blocked Sewerage Line
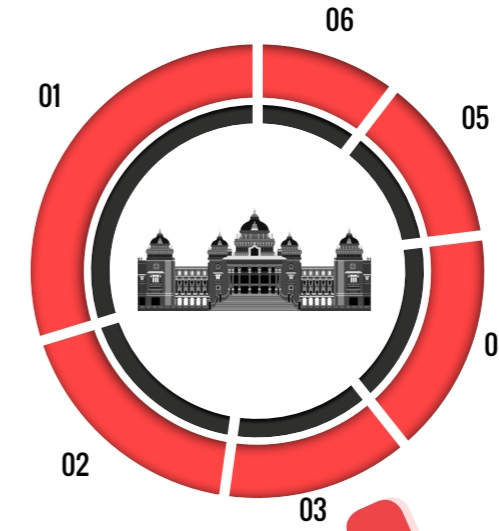
10% Transport (06)

Top 3 Transactions
- Public Transport
- Driving License Process
- Autorickshaws

12% Stamps & Registration (05)

Top 3 Transactions
- Land Registration
- New Khatta Certificate
- Registration of Property

16% Others (04)

Mumbai
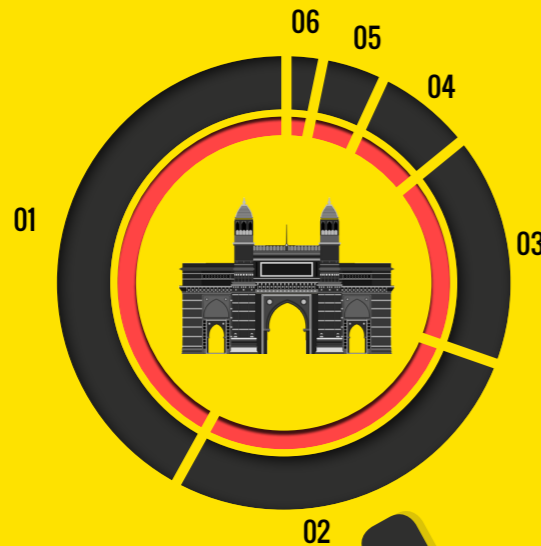
CRBI

42% Police (01)

Top 3 Transactions
· Traffic Violations
· Police Verifications for Passport
· Police Harassment

27% Others (02)

17% Customs, Excise & Service Tax (03)

Top 3 Transactions
· Customs Check and Clearance
· Customs Clearance of Import Shipment
· Excise Duty on Imported Items

02% Education (06)

Top 3 Transactions
· Admission to College
· Admission to School
· School or College Related Activities

05% Municipal Services (05)

Top 3 Transactions
· Birth Certificate
· Death Certificate
· Property Tax

07% Stamps & Registration (04)

Top 3 Transactions
· Registration of Flat or Apartment
· Registration of Property
· Marriage Certificate

06 05 04
01
03
02

RBI Survey

32% Railways (01)

Top 3 Transactions
· Ticket Booking
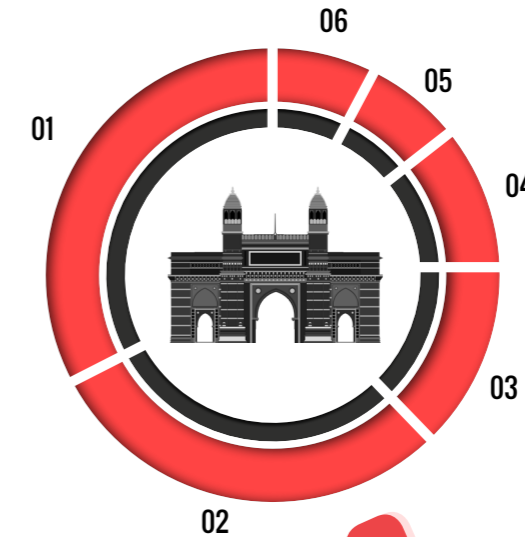· Travel Pass
· Seat Reservation

29% Police (02)

Top 3 Transactions
· Traffic Violations
· Police Harrassment
· Police Verification of Passport

14% Municipal Services (03)

Top 3 Transactions
· Enrolment for Aadhar Card
· Caste Certificate
· General Services

07% Others (06)

07% Education (05)

Top 3 Transactions
· School or College Related Activities
· Admission to School
· Transfer Certificate

10% Transport (04)

Top 3 Transactions
· Driving License Process
· General RTO Related
· New Domestic Driving License

06 05 04
01
03
02

New Delhi
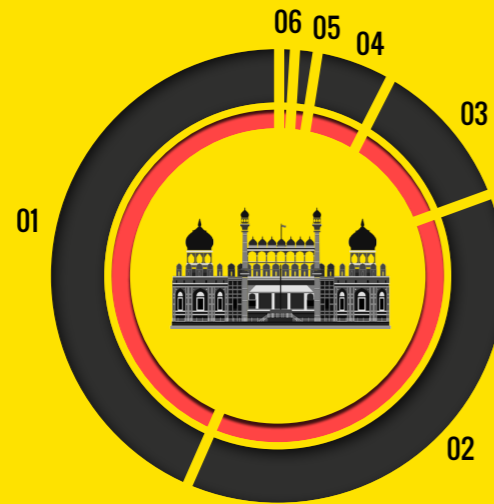
CRBI

44% Others (01)

37% Police (02)

Top 3 Transactions
- Traffic Violations
- Police Verifications for Passport
- Police Harassment

10% Customs, Excise & Service Tax (03)

Top 3 Transactions
- Customs Check and Clearance
- Customs Clearance of Import Shipment
- Issue of Customs License

01% Public Services (06)

Top 3 Transactions
- Non Payment of Salary
- Tolls
- Recruitment

02% Municipal Services (05)

Top 3 Transactions
- Mutation of Property
- Housing Plan Approval
- Land or Housing Site Allotment

06% Municipal Services (04)

Top 3 Transactions
- Birth Certificate
- General Services
- Building Construction Approval

RBI Survey

36% Municipal Services (01)

Top 3 Transactions
- Aadhar Card Process
- Enrollment for Aadhar Card
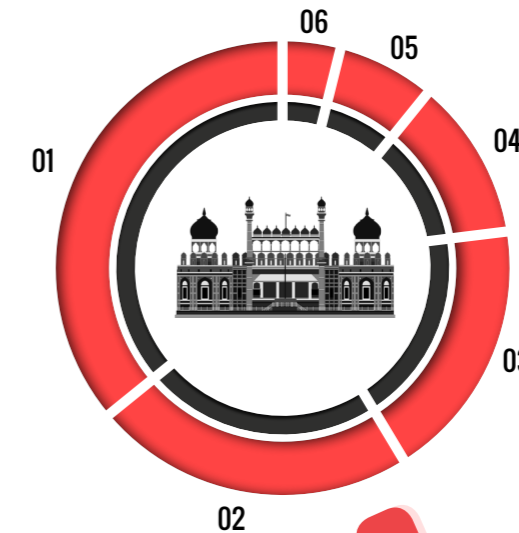- General Services

23% Railways (02)

Top 3 Transactions
- Platform Ticket
- Railway Police
- Ticket Collector

19% Transport (03)

Top 3 Transactions
- Driving License Process
- Learners License
- Duplicate Driving License

04% Stamps & Registration (06)

Top 3 Transactions
- Registration of Property
- Registration of Flat or Apartment
- Lease Registration

07% Others (05)

11% Passport (04)

Top 3 Transactions
- New Passport Application
- Police Verification of Passport
- Tatkal Passport

RBI Facts + Figures

We surveyed more than 2000 participants in the country's top three metros to uncover demographic trends, individual reactions, and the rationale that surround bribe payment.

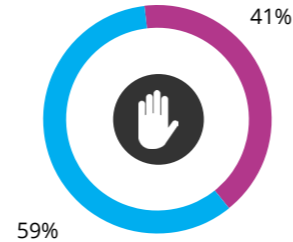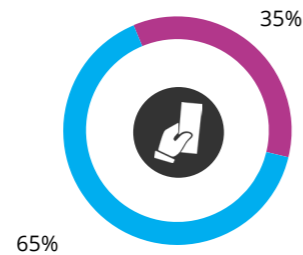The following graphs compare data between people paying bribe versus people not paying bribe.
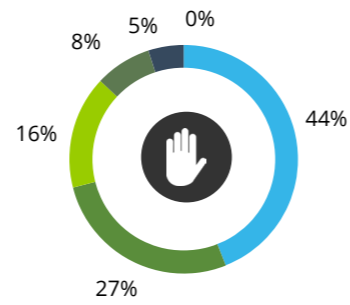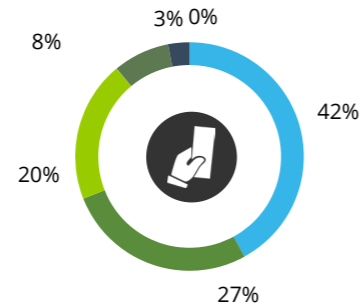
LEGEND

People paying bribe

People not paying bribe

Gender

■ Male
■ Female

35%
65%

41%
59%

Age

■ Below 18 years
■ 18 – 30 years
■ 31 – 40 years
■ 41 – 50 years
■ 51 – 60 years
■ Above 60 Years

3% 0%
8%
42%
20%
27%

5% 0%
8%
44%
16%
27%

Caste

■ OBC
■ SC
■ ST
■ General / Forward caste
■ Don't Know / refused

6%
26%
35%
19%
14%

5% 22%
46%
16%
11%
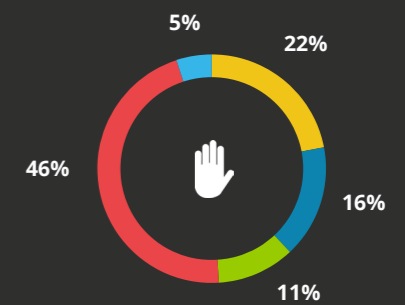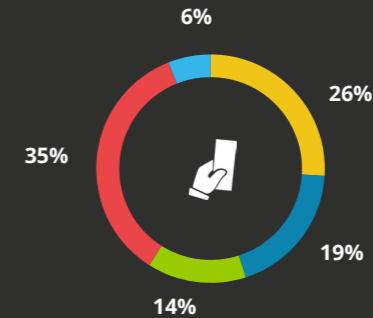
Education Level

■ No formal schooling
■ Primary or below
■ Junior secondary
■ Senior secondary
■ College or above

3% 7%
14%
46%
30%

4%
9%
31%
20%
36%
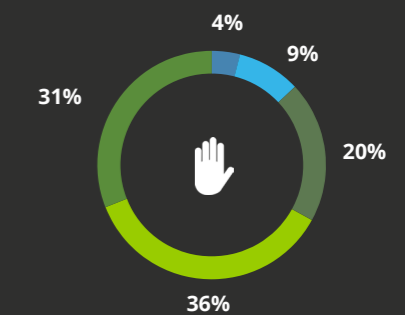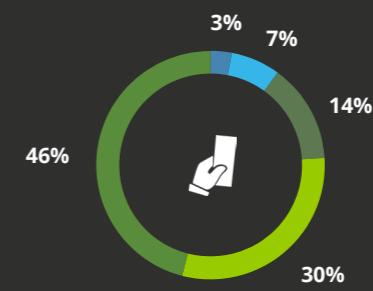
Socio Economic Status

- 1 (highest)
- 2
- 3
- 4
- 5
- 6
- 7
- 8 (lowest)

Left chart: 10%, 15%, 15%, 10%, 30%, 14%, 4%, 2%

Right chart: 9%, 10%, 15%, 11%, 27%, 17%, 7%, 4%
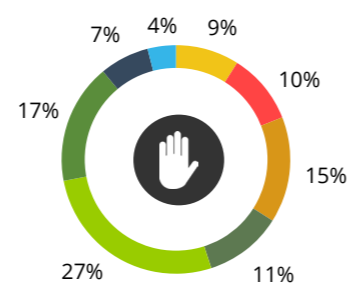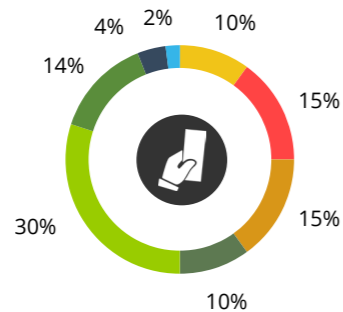
Length of Time for Service Completion

- As expected
- Within a week of expectations
- 2 to 4 weeks of expectations
- One month of expectations
- More than a month of expectations
- Others

Left chart: 40%, 22%, 14%, 5%, 19%

Right chart: 57%, 22%, 6%, 6%, 8%, 1%
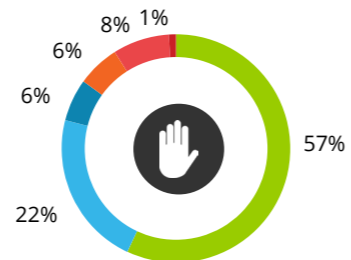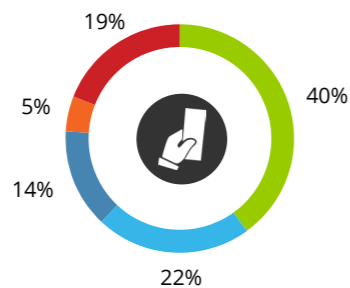
Prior Knowledge of Correct Service Fee

Source of Information

- From the government department website
- From a website not made by the government/department
- From a friend/family member/ word of mouth
- Information was displayed at the department itself
- From calling the department before arriving

Left chart: 54% No, 46% Yes, 5%, 4%, 74%, 13%, 3%

Right chart: 42% Yes, 58% No, 3%, 6%, 37%, 53%, 1%
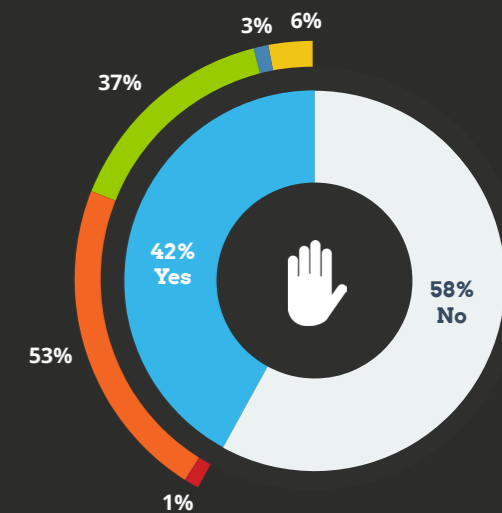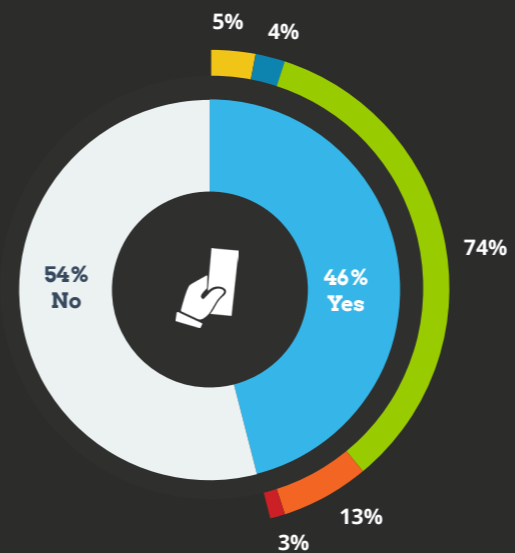
Occupation

Legend:
- Unskilled Workers
- Skilled workers
- Petty traders
- Shop owners
- Businessmen/ Industrialists with no employees
- 1-9 Employees
- 10+ employees
- Self-employed Professional
- Clerical / Salesman
- Supervisory level
- Officers/Executives- Junior
- Officers/Executives middle / senior
- Home maker
- Student
- Unemployed
- Retired

Chart 1 values: 11, 1, 3, 19, 3, 5, 5, 6, 1, 1, 6, 3, 6, 4, 26

Chart 2 values: 14, 2, 1, 6, 15, 3, 5, 4, 3, 1, 6, 3, 4, 3, 30
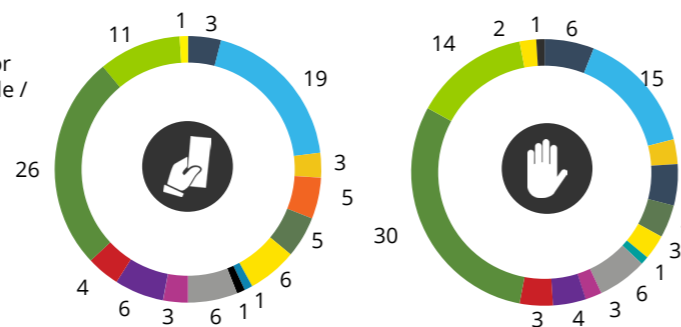
Percentage of People Who Paid a Bribe

Of those who paid a bribe, how many times did they pay

- 1 time
- 2 times
- 3 times
- 4 times
- 6 times
- 7 times

75.1%
22.3%
1.7%
0.5%
0.2%
0.2%

13% Yes   **87% No**
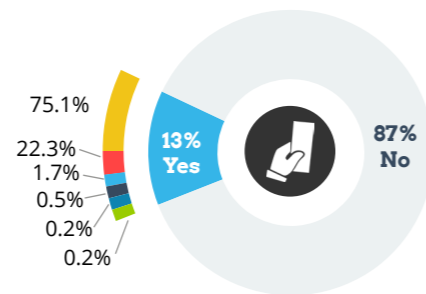
Internet Access

Location of Access

- At home
- At work
- In school (or another educational establishment)
- At some else's home (friend, neighbor, or family member)
- In a public place with free access (library, community centre etc)
- In a public place with paid access (coffee shop, Internet cafe etc)
- Through your own mobile phone
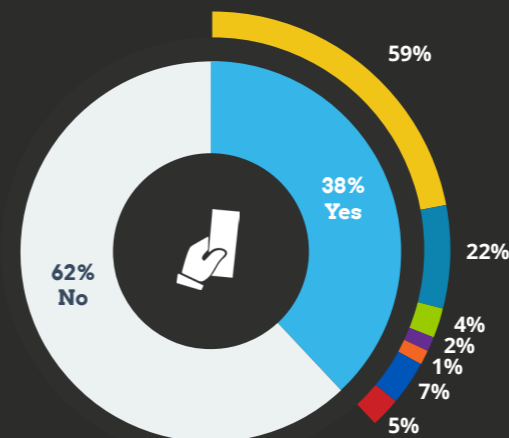
Chart 1:
59%
22%
4%
2%
1%
7%
5%
38% Yes
62% No

Chart 2:
56%
18%
4%
3%
2%
4%
13%
32% Yes
68% No
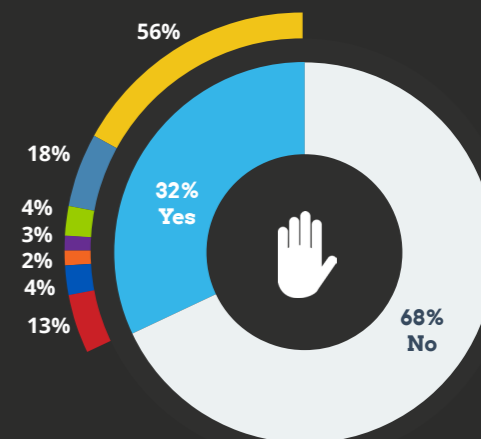
Percentage of People Who Reported the Bribe

- ■ Reported
- ■ Did not Report

Reason for Not Reporting

- ■ Did not want to/ did not care to
- ■ Did not know how to
- ■ Because I was scared to

If You Knew How To, Would You Report

- ■ Yes
- ■ No
- ■ Don't Know

23% Reported

77% Did not report

51%

6%

3%

31%

43%

65%
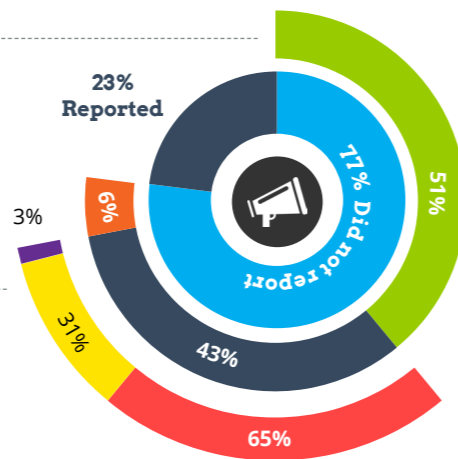
Rationale For Bribe Payment

- ■ Did not know the cost/procedure for the service
- ■ Wanted to avail of the service more quickly
- ■ Had received a penalty/fine and you wanted to pay a bribe to avoid the consequence
- ■ You were asked for a bribe and did not know what else to do in the situation

New Delhi

- 14%
- 1% Happy
- 9% Relieved
- 7%
- 33%
- 19% Helpless
- 59% Anger
- 12% Shame
- 46%

Bangalore

- 26%
- 4% Happy
- 4% Relieved
- 17%
- 35% Helpless
- 44% Anger
- 5%
- 13% Shame
- 52%

Mumbai

- 4%
- 3% Happy
- 6% Relieved
- 19%
- 20%
- 20% Helpless
- 17% Anger
- 54% Shame
- 57%
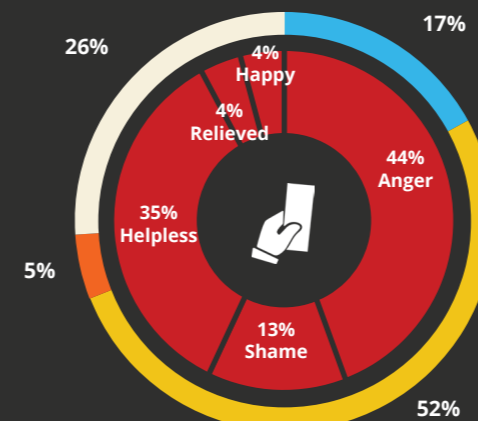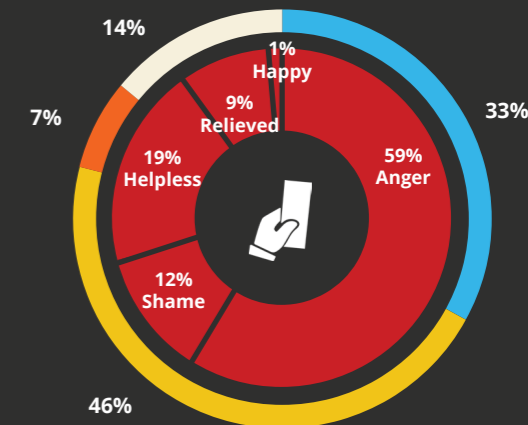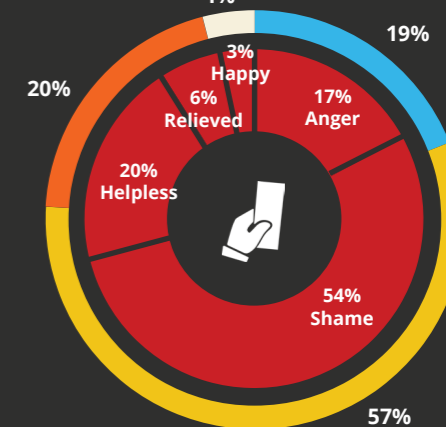
National Level CRBI Data

Department	No. of Bribe Reports	Total Value in Rupees	Score
Police	7,170	14,548,455	10.0
Stamps and Registration	2,569	29,805,843	7.2
Municipal Services	1,613	27,767,937	6.1
Customs, Excise and Service Tax	819	13,198,845	3.8
Education	499	12,609,987	3.4
Urban Development Authorities	174	14,304,310	3.3
Transport	1,483	2,167,154	3.2
Public Services	121	11,298,285	2.9
Passport	973	2,707,955	2.8
Electricity and Power Supply	550	6,035,700	2.8
Income Tax	190	8,994,670	2.8
Commercial Tax, Sales Tax, VAT	273	3,993,192	2.3
Railways	590	770,994	2.2
Public Works Department	15	5,718,950	2.2
Water and Sewage	147	2,335,205	2.0
Judiciary	123	2,175,430	2.0
Health and Family Welfare	173	1,692,350	1.9
Pollution Control and Environmental Protection	7	2,436,500	1.9
Banking	81	1,650,100	1.9

Department	No. of Bribe Reports	Total Value in Rupees	Score
Food, Civil Supplies and Consumer Affairs	181	518,113	1.8
Labour	84	1,037,900	1.8
Revenue	121	626,804	1.8
Airports	112	624,033	1.8
Food and Drug Administration	44	752,270	1.7
Others	31	762,420	1.7
Pension	47	449,418	1.7
Public Sector Undertakings	8	752,000	1.7
Post Office	74	33,625	1.7
Telecom Services	59	31,610	1.7
Social Welfare	50	73,230	1.7
Forest	21	250,325	1.7
Bureau of Immigration	25	139,400	1.6
Insurance	6	222,300	1.6
Religious Trusts	26	34,175	1.6
Slum Development	3	145,000	1.6
Foreign Trade	2	4,000	1.6
Public Works	7	141,850	1.3
Slum Development	3	145,000	1.3
Total	**18,474**	**17,09,55,335**	

Bangalore

Department	No. of Bribe Reports	Total Value in Rupees	Score
Stamps and Registration	1,284	17,489,867	9.9
Police	1,990	1,781,257	8.8
Municipal Services	681	14,086,515	7.5
Urban Development Authorities	65	6,546,460	4.2
Transport	444	763,489	4.1
Customs, Excise and Service Tax	143	1,683,140	3.4
Education	91	1,732,000	3.3
Electricity and Power Supply	128	1,120,930	3.3
Water and Sewage	72	738,085	3.0
Commercial Tax, Sales Tax, VAT	63	782,550	3.0
Income Tax	17	1,169,680	3.0
Passport	87	142,150	3.0
Public Services	11	1,165,000	3.0
Railways	75	178,624	2.9
Food, Civil Supplies and Consumer Affairs	72	143,014	2.9
Health and Family Welfare	44	217,680	2.9
Judiciary	16	605,170	2.9

Department	No. of Bribe Reports	Total Value in Rupees	Score
Labour	28	318,750	2.8
Banking	19	316,800	2.8
Telecom Services	30	16,040	2.8
Food and Drug Administration	10	116,850	2.7
Revenue	19	112,000	2.8
Others	5	80,100	2.7
Pension	7	32,120	2.7
Airports	7	8,638	2.7
Bureau of Immigration	4	2,400	2.7
Post Office	4	490	2.7
Religious Trusts	3	4,200	2.7
Forest	3	1,500	2.7
Public Works	1	12,000	2.7
Public Sector Undertakings	1	10,000	2.7
Social Welfare	1	3,100	2.7
Pollution Control and Environmental Protection	1	500	2.7
Total	**5,426**	**5,13,81,099**	

Chennai

Department	No. of Bribe Reports	Total Value in Rupees	Score
Police	520	525,806	9.9
Municipal Services	90	4,423,610	7.8
Stamps and Registration	202	1,972,859	7.2
Education	29	2,848,865	5.7
Electricity and Power Supply	86	1,207,850	5.1
Transport	107	135,845	4.5
Customs, Excise and Service Tax	35	932,740	4.2
Water and Sewage	23	939,700	4.1
Railways	39	34,545	3.5
Passport	34	92,350	3.5
Commercial Tax, Sales Tax, VAT	22	153,500	3.4
Revenue	19	173,550	3.4
Labour	9	287,000	3.4
Income Tax	9	283,200	3.4
Food, Civil Supplies and Consumer Affairs	18	16,605	3.3
Urban Development Authorities	7	133,300	3.2

Department	No. of Bribe Reports	Total Value in Rupees	Score
Airports	8	114,100	3.2
Judiciary	11	65,750	3.2
Health and Family Welfare	8	2,710	3.1
Post Office	8	1,100	3.1
Public Services	2	80,000	3.1
Banking	3	57,900	3.1
Food and Drug Administration	4	41,500	3.1
Public Works Department	1	50,000	3.1
Telecom Services	3	800	3.1
Social Welfare	2	7,100	3.0
Forest	2	500	3.0
Others	1	5,000	3.0
Pension	1	5,000	3.0
Insurance	1	4,000	3.0
Bureau of Immigration	1	1,000	3.0
Religious Trusts	1	300	3.0
Total	**1,306**	**1,45,98,085**	

Hyderabad

Department	No. of Bribe Reports	Total Value in Rupees	Score
Police	531	786,629	10.0
Customs, Excise and Service Tax	151	1,568,520	6.9
Municipal Services	121	1,716,112	6.8
Stamps and Registration	134	1,137,010	6.0
Passport	142	655,800	5.2
Transport	138	172,450	4.4
Public Services	4	770,500	3.8
Education	26	387,300	3.4
Income Tax	24	373,050	3.4
Commercial Tax, Sales Tax, VAT	19	272,870	3.2
Water and Sewage	14	290,200	3.1
Electricity and Power Supply	17	223,950	3.1
Railways	35	13,972	2.9
Revenue	23	84,350	2.9
Banking	8	176,800	2.9

Department	No. of Bribe Reports	Total Value in Rupees	Score
Airports	21	37,810	2.8
Labour	7	84,750	2.7
Public Sector Undertakings	2	110,000	2.7
Judiciary	7	48,100	2.6
Health and Family Welfare	12	13,260	2.6
Urban Development Authorities	2	65,000	2.6
Others	2	50,100	2.6
Post Office	7	750	2.6
Food, Civil Supplies and Consumer Affairs	6	5,738	2.6
Food and Drug Administration	2	15,100	2.5
Telecom Services	3	1,200	2.5
Social Welfare	2	2,500	2.5
Pension	2	1,300	2.5
Forest	1	5,000	2.5
Public Works	1	1,000	2.5
Total	**1,464**	**90,71,121**	

Mumbai

Department	No. of Bribe Reports	Total Value in Rupees	Score
Police	595	803,538	10.0
Customs, Excise and Service Tax	241	1,985,275	8.4
Stamps and Registration	98	1,438,150	5.9
Municipal Services	69	714,455	4.3
Education	30	585,615	3.6
Passport	68	165,265	3.3
Transport	67	131,610	3.2
Health and Family Welfare	8	462,200	3.2
Income Tax	16	394,900	3.1
Judiciary	12	406,610	3.1
Railways	65	36,471	3.0
Airports	43	83,160	2.9
Commercial Tax, Sales Tax, VAT	22	76,000	2.6
Electricity and Power Supply	11	136,150	2.6
Public Services	7	124,200	2.5
Slum Development	1	125,000	2.5

Department	No. of Bribe Reports	Total Value in Rupees	Score
Banking	5	94,000	2.5
Revenue	9	48,700	2.4
Food, Civil Supplies and Consumer Affairs	12	27,700	2.4
Water and Sewage	3	67,000	2.4
Food and Drug Administration	2	70,000	2.4
Labour	5	26,000	2.4
Bureau of Immigration	5	22,300	2.3
Others	2	32,000	2.3
Telecom Services	4	1,220	2.3
Post Office	3	300	2.3
Pension	1	9,898	2.3
Foreign Trade	1	3,000	2.3
Forest	1	500	2.3
Social Welfare	1	500	2.3
Urban Development Authorities	1	15,000	2.3
Total	**1,408**	**80,86,717**	

Pune

Department	No. of Bribe Reports	Total Value in Rupees	Score
Police	511	436,195	9.7
Education	11	1,907,900	7.0
Stamps and Registration	98	439,332	5.1
Municipal Services	36	587,210	4.7
Passport	57	209,850	4.2
Transport	68	82,941	4.1
Electricity and Power Supply	16	131,500	3.6
Railways	24	16,720	3.5
Food, Civil Supplies and Consumer Affairs	10	23,650	3.4
Customs, Excise and Service Tax	7	40,310	3.4
Bureau of Immigration	2	65,200	3.4

Department	No. of Bribe Reports	Total Value in Rupees	Score
Judiciary	6	33,600	3.3
Income Tax	6	21,690	3.3
Revenue	6	14,030	3.3
Food and Drug Administration	2	17,000	3.3
Labour	1	20,000	3.3
Commercial Tax, Sales Tax, VAT	4	1,500	3.3
Post Office	3	2,150	3.2
Telecom Services	3	2,100	3.2
Public Services	1	5,000	3.2
Social Welfare	1	5,000	3.2
Health and Family Welfare	1	1,000	3.2
Total	**874**	**40,63,878**	

New Delhi

Department	No. of Bribe Reports	Total Value in Rupees	Score
Police	326	1,540,976	10.0
Urban Development Authorities	14	5,417,000	6.2
Public Services	8	5,258,250	6.0
Customs, Excise and Service Tax	87	360,640	4.7
Municipal Services	52	1,208,970	4.5
Passport	79	238,750	4.4
Stamps and Registration	41	648,400	3.9
Transport	55	66,970	3.9
Railways	51	66,346	3.8
Income Tax	41	335,850	3.8
Education	17	448,650	3.4
Commercial Tax, Sales Tax, VAT	17	218,650	3.2
Airports	14	242,900	3.2
Electricity and Power Supply	14	69,800	3.1
Judiciary	7	269,500	3.1

Department	No. of Bribe Reports	Total Value in Rupees	Score
Health and Family Welfare	8	124,720	3.0
Others	5	151,200	2.9
Food, Civil Supplies and Consumer Affairs	9	15,420	2.9
Post Office	8	3,520	2.9
Food and Drug Administration	2	170,000	2.9
Labour	4	32,500	2.9
Bureau of Immigration	4	27,000	2.9
Banking	3	40,500	2.8
Public Works	1	70,000	2.8
Insurance	2	8,000	2.8
Telecom Services	2	2,500	2.8
Revenue	2	1,500	2.8
Water and Sewage	12	165,820	3.1
Pollution Control and Environmental Protection	1	4,000	2.8
Total	**886**	**1,72,08,332**	

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