



BE PART OF THE FIGHT!



CUSTOMER SERVICE CHARTER



Who we are



Our Services



Our Regional Offices

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ANTI-CORRUPTION COMMISSION CUSTOMER SERVICE CHARTER





CUSTOMER SERVICE CHARTER OF THE ANTI-CORRUPTION COMMISSION





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ABBREVIATIONS

ICT-
O/M/As-
RC-

Information Communication Technology
Offices/Ministries/Agencies
Regional Councils



FOREWORD

The Anti-Corruption Commission was established through the Anti-Corruption Act, (Act No. 8 of 2003) with the specific mandate to fight corruption in the Republic of Namibia. The functions of the Anti-Corruption Commission are to investigate allegations of corruption, to educate the public on the evils of corruption, and to prevent corruption.

The Customer Service Charter of the Anti-Corruption Commission entails the commitments by the Anti-Corruption Commission to its identified customers. This Customer Service Charter integrates the functions of all directorates, Divisions, and Sub-divisions of the Anti-Corruption Commission carried out to meet customer's needs.

This charter also clearly sets out the procedures on how customers should channel their requests to relevant directorates and subdivisions within the Anti-Corruption Commission.

It is therefore my hope that the implementation of the Commission's charter will improve the efficiency and effective service delivery by staff members and enhance cooperation between customers and the Anti-Corruption Commission.



MR. PAULUS K. NOA
DIRECTOR-GENERAL



Paulus Kalomho. Noa

DIRECTOR-GENERAL



ACKNOWLEDGEMENT

The development of the Anti-Corruption Commission Customer Service Charter is a step in the right direction as it calls for improved service delivery which is responsive to customer needs.

I want to thank all staff members who participated in the development of the Customer Service Charter for their commitment and dedication. On behalf of the Anti-Corruption Commission I want to thank the officials from the Office of the Prime Minister for their guidance throughout the developmental stage of the charter.



HANNU SHIPENA
EXECUTIVE DIRECTOR

I make a call to all staff members of the Anti-Corruption Commission to keep in mind at all times the promises they have made to customers to deliver quality services to our valued customers.

HANNU SHIPENA
EXECUTIVE DIRECTOR



BE PART OF THE FIGHT!

OUR MANDATE:

The Anti- Corruption Act, 2003 (Act No. 8 of 2003) mandates the Anti-Corruption Commission to:

- Receive or initiate and investigate allegations of corrupt practices;
- Educate the public on the evils of corruption; and
- Prevent corruption.

OUR VISION:

“A corrupt-free Namibia”

OUR MISSION:

“To lead the fight against corruption in Namibia through effective law enforcement and preventative measures for the good of society”



THIS CHARTER OUTLINES:

1. **Who we are;**
2. **What we do;**
3. **Our customers;**
4. **Our commitment to you;**
5. **Our service promise/standards;**
6. **When you contact us;**
7. **Your views count;**
8. **What we ask of you;**
9. **Suggestion/ Comments (Dealing with your complaints);**
10. **Processes in handling corruption complaints;**
11. **ACC Offices.**

1. WHO WE ARE

- An independent and impartial national agency established in terms of Chapter 10(a) Article 94A of the Namibian Constitution and governed by an Act of Parliament, the Anti-Corruption Act, 2003 (Act No. 8 of 2003);
- The leading agency in Namibia that receive, initiate and investigates corruption offences;
- The leading agency in educating the public on the evils of corruption and take measures for the prevention of corruption in public and private bodies.

2. WHAT WE DO

The mandate of the Anti-Corruption Commission is primarily carried out by Directorate of Investigations and Prosecution, Directorate of Public Education and Corruption Prevention and is supported by the Division of Administration.

2.1 Directorate of Investigations and Prosecution is Mandated to:

- Register and evaluate complaints from whistle-blowers;
- Inform whistle-blowers regarding the Commission's decision on a reported complaint;
- Refer complaints to other institutions and obtain feedback;



- Investigate cases approved by the Director-General(DG);
- Provide investigation findings and recommendation thereof to the Director-General;
- Prepare and forward prosecution dockets to the Prosecutor-General (PG) for decisions;
- Manage criminal matters earmarked for prosecution up to conclusion.

2.2 Directorate of Public Education and Corruption Prevention is mandated to:

- Educate the public on the evils of corruption and instill ethical values;
- Prevent corruption in public and private bodies;
- Conduct National Corruption Perception Surveys.

2.3 Division: Administration

The Division Administration consists of six subdivisions namely Finance; Human Resources Management; Training and Development; General Auxiliary Services; Information Technology; Internal Audit and Public Relations.

The Division is responsible to provide prudent financial management, advisory services on issues pertaining to Human Resources, Support Services, ICT Services, and evaluate and improve the effectiveness of risk management, control and governance process. It further ensures that the image of the Commission is upheld.

3. OUR CUSTOMERS

- Staff of the Commission
- O/M/As and RCs
- Non-Governmental Organizations
- Private Sectors
- Public Enterprises
- Media
- Researchers
- The General Public



4. OUR COMMITMENT TO YOU / OUR CUSTOMERS

We commit to:

- Our commitment to our customers is the provision of accurate and timely office support service;
- We strive to execute our duties and meet the expectations of our customers in strict adherence to the following guiding **VALUES**

▶ Integrity

We shall act with integrity and adhere to high ethical standards.

▶ Accountability

We are accountable for our actions, in particular with regard to the use of the Commission's resources and the execution of its functions.

▶ Transparency

We shall avail our stakeholders with information in a fair, impartial, open and honest manner.

▶ Fairness and impartiality

We shall at all times remain impartial, apolitical and fair, serving all equally irrespective of political affiliation, social standing, religion or gender.

▶ Excellence

We shall deliver our services and perform our functions efficiently and effectively.

5. OUR SERVICE PROMISE/STANDARDS

5.1

Directorate of Investigations and Prosecution

We will:

- Register and evaluate complaints from whistle blowers within 14 working days from date of receipt provided all relevant information and documentation are supplied to the Commission;
- Inform whistle-blowers regarding the commissions' decision on a reported complaint within 5 working

- days from date of receipt thereof;
- Provide feedback to whistle-blowers on matters referred to other institutions (where feedback is requested by the commission) within 2 weeks;
- Start with investigation within 2 working days from the date of approval by the Director -General;
- Strive to complete cases with a high priority within a 6 month period and cases with a normal priority within a 3 months period, and inform the whistle-blower on any delays;
- Provide investigation findings and recommendation thereof to the Director-General within a week after completion of investigation;
- Prepare and forward prosecution dockets to the Prosecutor-General for decisions within a week after approval by the Director-General.
- Maintain confidentiality on whistle-blower at all times.

You may contact:

Chief: Investigation and Prosecution
Phone: 061 435 4003, Fax 061-300952.
Email: investigation@accnamibia.org
anticorruption@accnamibia.org

5.2 Directorate of Public Education and Corruption Prevention

We will:

- Conduct education workshops on evil of corruption at least 8 times per quarter country wide;
- Distribute publications material containing ACC messages at annual trade fairs/shows/expos;
- Continuously instill public confidence and support in combating corruption through meetings and at various platforms;
- Initiate the creations of Anti-Corruption clubs when need arises;
- Conduct corruption prevention workshops and analyse institutional business models at least 8 times per quarter country wide and advice thereof;
- Review our programs through conducting national



- corruption perception survey every 2 years;
- To review and monitor the implementation of the National Anti-Corruption Strategy through quarterly meetings and reports;
- Produce national corruption perception survey report within two months after data collection;
- Conduct a National Corruption Perception Survey every 5 year.

You may contact:

Chief: Public Education and Corruption Prevention

Phone: +264 61 435 4032

Fax: +264 61 300 952

Email: pecp@accnamibia.org

5.3

Division : Administration

5.3.1

Subdivision: Finance

We will:

- Control the course of expenditure in relation to appropriated funds on a daily basis;
- Prepare of monthly, quarterly and annual reports on budget execution;
- Ensure that laws and regulations are adhered to at all times;
- Release funds by the 20th of each month for spending the following month;
- Process S&T payment within 2 working days after receipt provided funds are available;
- Process salary advices within 5 working days after receipt;
- Reconcile the suspense and expenditure monthly;
- Keep our customers/clients informed of the normal process time before the final payment;
- Prepare and submit audit certificates annually.



5.3.2 *Subdivision: Internal Audit*

We will:

- Issue written audit reports within two months of the conclusion of each internal audit engagement and appropriate distribution thereof;
- Communicate audit results to the Management / Audit Committee if any within 30 days;
- Carry out audits as per approved risk-based plan;
- Adhere to the approved internal audit activity charter at all times;
- Adherence to The Institute of Internal Auditors' mandatory guidance including the Definition of Internal Auditing, the Code of Ethics, and the International Standards for the Professional Practice of Internal Auditing (Standards).

5.3.3 *Subdivision: Auxiliary Services*

We will:

- Avail transport and issue trip authority within 1 day;
- Process purchase order within 2 working days upon receipt of the approved Internal Requisition Form;
- Evaluate bid document within 5 days after the opening
- Distribute Procurement minutes 2 days before a meeting;
- Ensure that office premises are cleaned at least once a day;
- Carry out general stock taking once a year and as need arise;
- Issue stock items on a daily basis;
- Ensure completion of capital project as per project plan.

You may contact:

Deputy-Director – Administration

Phone: +264 61435 4000

Fax +264 61 300 952

Email: finance@accnamibia.org or

admin@accnamibia.org

5.3.4 Subdivision: Information Technology

We will:

- Handle all requests and enquiries within 2 working day;
- Carry out anti-virus health check on a weekly basis;
- Monitor ICT network infrastructure daily;
- Provide ICT hardware and software maintenance at regional offices bi-annually or on a need to be basis;
- Manage all licenses on a yearly basis or upon expiration;
- Monitor and update our website on a monthly or on a need to be basis;
- Safeguard confidential and sensitive information;
- Ensure backup of major database is done on a weekly basis;
- Create IT usage awareness to staff members on a quarterly basis.

You may contact:
System Administrator
Phone: +264 61435 4000
Fax +264 61 300 952
Email: it@accnamibia.org

5.3.5 Subdivision: Human Resources and Learning & Development

We will:

- Update your Personal file as per your request within 2 working days;
- Ensure that delegated vacant positions are filled within 3 months, and undelegated within 4 months;
- Respond to your grievances within 10 working days
- Attend to misconduct cases within 1 month of their occurrence;
- Ensure capacity building of staff members as per the Commission's Annual Training and Development Plan;
- Respond to training needs within 5 working days;
- Respond to your request on HR statistical data within

- 10 working days;
- Conduct Training Need Analysis (TNA) every after 3 years or as need arise;
- Interpret policies on request by staff members right away or within two working days if we cannot provide an answer instantly;
- Conduct induction to newly appointed staff members within 1 month from the date of assumption of duty;
- Process applications on medical aid, social security, Home loan, and GIPF within 1 working day provided all documents are attached;
- Process employees' benefit and Social Security claims within 1 working day provided all documents are attached;
- Terminate service within 1 working day upon receipt of notification;
- Conduct wellness session on quarterly basis.

You may contact:
Senior Human Resources Officer
Phone: +264 61435 4023/39
Fax +264 61 300 952
Email: hr@accnamibia.org

5.3.6 *Subdivision: Public Relations*

We will:

- Respond to media queries within 24 hours;
- Continuously update the Commission website;
- Ensure effective information dissemination to both internal and external stakeholders;
- Liaise with the public to raise awareness;
- Invite media to cover the Commission events when required;



- Monitor media reports about the Commission on a daily basis;
- Provide feedback through various media platforms on reported cases regarding the Commission within 5 working days;
- Organize and manage official events or meetings of the Commission 3 days before the event at all times / when required;
- Produce quarterly newsletter;
- Produce the annual reports and organizational promotional documents;
- Increased and promote the Commission's image and profile;
- Building and maintain relationships between the Commission and stakeholders;
- Attend all official engagements or meetings of the Commission at all times.

You may contact:
Chief Public Relations Officer
Phone: +264 61435 4038
Fax +264 61 300 952
Email: pr@accnamibia.org

6. WHEN YOU CONTACT US

When you communicate with us, please provide the following information:

- Your full name
- Postal address / Email address/ telephone number
- Provide a clear description of your particular concern/s or need/s
- Keeping a record of the issue at stake and the person whom you dealt with, as well as the date and the time of the communication, to improve our services.

If you phone us:

- We will answer to your call within 3 rings;



- We will return your call within 2 days if we can't provide an answer immediately.

If you write to us:

- We acknowledge receipt within 2 working days, provide you with an explanation of how we are handling your case and inform you when to expect an answer.

If you visit us:

- We will attend to you on the time agreed if you have an appointment with us;
- We will respond to your questions while you are with us, if we cannot we will let you know why, and when you can expect an answer.

If you need referral:

- We will do it on your behalf by phone or by email and copy it to you, and provide you with the name of the person to contact, address and contact details.

7. YOUR VIEWS COUNT

- We continuously strive to improve our standards. To do this, we need to know what kind of service you want;
- We promise to consider your views when setting our service standards;
- Inform us if you are not satisfied and are unhappy with our service delivery; and
- Give us your comments so that we can improve our service.

8. WHAT WE ASK OF YOU

The quality of service we can provide to you depends on various issues including input and co-operation we receive.

We therefore request you to:

- Be honest, polite and patient;
- Be timely in providing required and accurate information to the Commission;
- Comply with existing Legislations, Regulations and Procedures; and
- Treat our staff members with the necessary respect.





9. SUGGESTIONS/COMMENTS/ COMPLAINTS

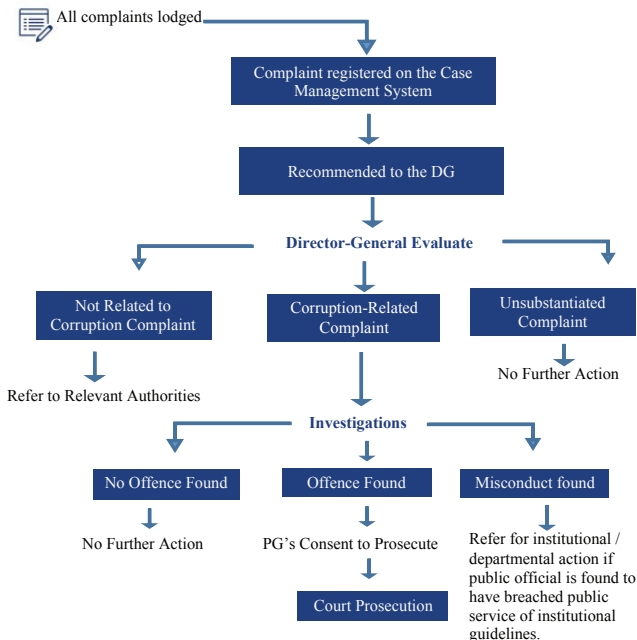
If you have any comment, suggestion or a request about the activities or services of the Anti-Corruption Commission you should contact:

**Office of the Executive Director
Anti-Corruption Commission
Cor. Monte Blanc & Groot Tiras Streets
Private Bag 23137
Windhoek
Namibia
Phone: +264 61 435 4000
Fax: +264 61 300 952
Toll Free Line: 0800 222 888
E-mail: ed@accnamibia.org
Website: www.acc.gov.na**

Copied to:
The Public Relations Officer
Anti-Corruption Commission
Phone: +264 61 435 4038
Fax: +264 61300952
E-mail: pr@accnamibia.org

And if you are not satisfied with any response received or action taken or the way in which your query had been handled by any Directorate, Division, or from the Executive Director, you may further approach the office of the Director-General. Should you still not be satisfied you may take the matter up with the office of the Prime Minister or the Office of the Ombudsman.

10. PROCESSES IN HANDLING CORRUPTION COMPLAINTS.



[illegible]

- Areas catered for by the ACC Oshakati Office
- Areas catered for by the ACC Swakopmund Office
- Areas catered for by the ACC Windhoek Office
- Areas catered for by the ACC Otjiwarongo Office



BE PART OF THE FIGHT!

Refrain from Any Kind of Corruption!! "Take a Stand for Your Integrity"

ACC HEADQUARTERS

Corner of Mont Blanc & Groot Tiras Streets
PO Box 23137, Windhoek
Tel: +264 61 435 4000
Fax: +264 61 300 952
Toll-Free Line: 0800 222 888
Email: anticorruption@accnamibia.org
Website: www.acc.gov.na

ACC SWAKOPMUND

Erf 663, Makarios Centre,
Cottage Avenue
PO Box 8008, Swakopmund
Tel: +264 64 418300
Fax: +264 64 463221

ACC OSHAKATI OFFICE

1st Floor, Social Security Commission Building
Social Security Street
PO Box 533, Oshakati
Tel: +264 65 222 150
Fax: +264 65 222 154

ACC OTJIWARONGO OFFICE

Erf 129, Hage Geingob Street
PO Box 7220, Otjiwarongo
Tel: +264 67 302 731
Fax: +264 67 302 734



"Say No to Corruption"

Call free: 0800 222 888 And Report Corruption.



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