



ANTI-CORRUPTION COMMISSION CUSTOMER SERVICE CHARTER



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ABBREVIATIONS

ICT	-	Information Communication Technology
O/M/As	-	Offices/Ministries/Agencies
RC	-	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 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 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.

**PAULUS K 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.

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
PERMANENT SECRETARY**

MANDATES, VISION, AND MISSION

Our Mandate:

The Anti- Corruption Act, (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. What we do
2. Our customers
3. Our commitment to you
4. Our service promise/standards
5. When you contact us
6. Your views count
7. What we ask of you
8. Dealing with your complaint

1. 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 Administration.

1.1. 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.

1.2 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.

1.3. DIVISION ADMINISTRATION:

The Division Administration consists of five subdivisions namely Finance, Human Resources and Learning and Development, Auxiliary Services, Information Technology and Internal Audit. 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.

2. OUR CUSTOMERS

- ◆ ACC Staff members
- ◆ O/M/As and RCs
- ◆ Non-Governmental Organizations
- ◆ Private Sectors
- ◆ Public Enterprises
- ◆ The General Public

3. OUR COMMITMENT TO YOU

We commit to:

- Regular communication with you as customers through meetings, correspondence and information sharing and to get your opinions and inputs for the purpose of improving our services.
- Treat our customer in a considerate, courteous and open manner.
- Be honest, consistent and professional in all our dealings.
- Provide you with a safe, harassment-free environment, and to treat all our customers fairly while respecting individual differences and needs.

We strive to execute our duties within 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.

4. OUR SERVICE PROMISE/STANDARDS

4.1 DIRECTORATE OF INVESTIGATIONS AND PROSECUTION

We will:

- ◆ Register and evaluate complaints from whistle-blowers within two working days from date of receipt provided all relevant information and documentation are supplied to us;
- ◆ Inform whistle-blowers regarding the commission's decision on a reported complaint within five working days from date of receipt thereof;
- ◆ Provide feedback to whistle-blowers on matters referred to other institutions (where feedback is requested by the Anti-Corruption Commission) within two weeks;
- ◆ Start with investigation within two working days from the date of approval by the Director-General;
- ◆ Strive to complete cases with a high priority within a six month period and cases with a normal priority within a three months period, and inform the whistle-blower on any delays;
- ◆ Provide investigation findings and recommendations 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-blowers at all times.
You can contact the Chief: Investigation and Prosecution at Tel 061 4354003 Fax 061-300952.

4.2 DIRECTORATE OF PUBLIC EDUCATION AND CORRUPTION PREVENTION

We will:

- ◆ Conduct education workshops on evils of corruption at least eight times per quarter country wide;
- ◆ Distribute publication materials containing anti-corruption messages at annual trade fairs/shows/expos;
- ◆ Continuously instil 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 eight times per quarter country wide and advice thereof;
- ◆ Review our programs through conducting national corruption perception survey every two years;
- ◆ Produce national corruption perception survey report within two months after data collection; and
- ◆ Conduct a National Corruption Perception Survey every five years.
You may contact the Chief: Public Education and Corruption Prevention at Tel 061-4354032 Fax 061-4354126.

4.3 ADMINISTRATION DIVISION

4.3.1 SUBDIVISION FINANCE

We will:

- ◆ Control the course of expenditure in relation to appropriated funds on a daily basis;
- ◆ Prepare 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; and
- ◆ Prepare and submit audit certificates annually.

4.3.2 SUBDIVISION INTERNAL AUDIT

We will:

- ◆ Issue written audit reports within two weeks of the conclusion of each internal audit engagement;
- ◆ Communicate audit results to the Audit Committee if any within 30 days.
- ◆ Ensure that audit recommendations for improvement of operations are implemented within the agreed period or that management understands and accepts the risks involved when no action is taken.
- ◆ Adhere 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).

4.3.3 SUBDIVISION AUXILIARY SERVICES

We will:

- ◆ Avail transport and issue trip authority within one (1) day;
- ◆ Process purchase order within two (2) working days upon receipt of the approved Internal Requisition Form;
- ◆ Evaluate tender document within 10 days;
- ◆ Distribute Procurement Committee minutes two (2) days after each meeting;
- ◆ Ensure that office premises are cleaned at least once a day;
- ◆ Carry out general stock taking once a year and as need arise;
- ◆ Carry out stock control on a daily basis.

4.3.4 SUBDIVISION INFORMATION TECHNOLOGY

We will:

- ◆ Handle all requests and enquiries within two (2) working days;
- ◆ Carry out anti-virus health check on a monthly basis;
- ◆ Monitor ICT network infrastructure daily;
- ◆ Provide ICT hardware and software maintenance at regional offices annually or on a need basis;
- ◆ Manage all licenses on a yearly basis or upon expiration;
- ◆ Monitor and update the website on a weekly basis.
- ◆ Safeguard confidential and sensitive information.

4.3.5 SUBDIVISION HUMAN RESOURCES & LEARNING AND DEVELOPMENT

We will:

- ◆ Update personal files as per request within 2 working days;
- ◆ Ensure that delegated vacant positions are filled within two (2) months, and un-delegated positions within three (3) months;
- ◆ Respond to grievances within five (5) working days;
- ◆ Attend to misconduct cases within one month of their occurrence;
- ◆ Ensure capacity building of staff members as per the Anti-Corruption Commission's Annual Training and Development Plan;
- ◆ Respond to training needs within five (5) working days;
- ◆ Respond to requests on HR statistical data's within two (2) working days;
- ◆ Conduct Training Needs Analysis (TNA) annually;
- ◆ Interpret policies on request by staff members immediately or within two working days if we cannot provide an answer instantly;
- ◆ Conduct induction to newly appointed staff members within one (1) month from the date of assumption of duty;
- ◆ Process applications on medical aid, social security, home loan, and GIPF within one (1) working day provided all documents are attached;
- ◆ Process employees' benefit and Social Security claims within one (1) working day provided all documents are attached;
- ◆ Terminate service within 1 working day upon receipt of notification;
- ◆ Conduct wellness session on quarterly basis.

5. WHEN YOU CONTACT US

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

- ◆ Your full name, postal address and telephone and / or fax number and email address.
- ◆ Provide a clear description of your particular concern or requirements.
- ◆ Indicate what kind of response you would expect.
- ◆ Keeping a record of the issue at stake and the person who deals with the issue, as well as the date and the time of the communication.

If you phone us, we will:

- Answer to your call within 3 rings;
- Return your call within 2 days if we cannot provide an answer immediately.

If you write to us, we will:

- 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;
- 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.
- Provide you with the name of the person to go to, address and contact details

6. YOUR VIEWS COUNT

We strive to render a service that will meet your needs and expectations. We therefore need to know your views on the quality of the service we provide in comparison to what you expect from us.

7. 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 and timely in providing required information to the Commission.
- Comply with existing Legislations, Regulations and Procedures.
- Treat our staff members with the necessary respect and inform us if you are not satisfied.
- Give us your comments so that we can improve our service.

8. 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:

The Permanent Secretary
Anti-Corruption Commission
Monte Blanc & Groot Tiras Street
Private Bag 23137
Windhoek
Namibia
Phone: +264 61 4354000
Fax: +264 61300952
E-mail: hshipena@accnamibia.org
Website: www.accnamibia.org

If you are still not satisfied with the response from the Permanent Secretary you can approach the Office of the Director-General of the Anti-Corruption Commission. Should you still not be satisfied you may approach the Office of the Prime Minister or the Ombudsman.

9. REGIONAL OFFICES CONTACT DETAILS:

Swakopmund Office P O Box 8008 Swakopmund Tel: +264 64 418 300 Fax: +264 64 463 221	Oshakati Office P O Box 533 Oshakati Tel: +264 65 222 150 Fax: +264 65 222 154	Otjiwarongo Office P O Box 7220 Otjiwarongo Tel: +264 67 302 731 Fax: +264 67 302 734
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