



ACB Anti-Corruption
Bureau, Malawi

CLIENT SERVICE CHARTER FOR THE ANTI-CORRUPTION BUREAU





ANTI-CORRUPTION BUREAU

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2018

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1.0 INTRODUCTION

The Anti-Corruption Bureau (the Bureau) was established under Section 4 of the Corrupt Practices Act (CPA) to spearhead the fight against corruption in Malawi. The Bureau began its full operations in 1998. It is headed by a Director who is assisted by a Deputy Director. Both are appointed by the State President in accordance with Section 5 and 7 of the CPA respectively.

1. This service charter outlines the service standards that you can expect from the Bureau. It also guides on how you can help the Bureau provide you with quality service. It provides the basis to enable the Bureau to operate in an open and transparent manner that you can understand. The service charter is an expression of our commitment to improving service delivery and familiarize you with our operations.

2.0 MANDATE, VISION, MISSION AND CORE VALUES

2.1 Mandate

To prevent corruption.

2.2 Vision

Attainment of a corruption-free Malawi.

2.3 Mission

To create a corruption free Malawi that promotes good governance through corruption eradication programmes.

2.4 Core values

- Quality Service Delivery** - We believe in delivering services to our clientele in a prompt, efficient, effective and independent manner through teamwork.
- Personal and Professional Conduct** - We believe in performing our duties with the highest degree of integrity, honesty, competence, commitment, due diligence and without compromising on confidentiality at all times.
- Constitutional and Legal Principles** - We believe in reinforcing and adhering to all constitutional and legal provisions including the principles of public trust, declaration of conflict of interest, transparency, confidentiality, independence, non-discrimination, accountability and financial probity.
- Respect for Human Rights and Adherence to the Rule of Law** - We believe in respecting and upholding human rights, in the supremacy of the rule of law and that every person is innocent until proven guilty.
- Adaptation** - We believe in adapting and responding to changing needs and circumstances.

3.0 FUNCTIONS

- i. Take necessary measures for the prevention of corruption in both public and private sectors.
- ii. Receive any complaint, report or other information of any alleged or suspected corrupt practice or offence under the Corrupt Practices Act.
- iii. Investigate complaints of alleged or suspected corrupt practices and all other offences under any law discovered in the course of such investigation.
- iv. Prosecute offences under the Corrupt Practices Act.

4.0 CLIENTS

Clients of the Bureau include; members of the public, complainants, witnesses, suspects, suppliers, institutions and any other person(s) who directly or indirectly transact with the Bureau or are affected by the actions or decisions of the Bureau.

5.0 CONTACT DETAILS

Head Office	Physical Address:	Mulanje House near Golden Peacock Hotel, City Centre, Lilongwe.
	Postal Address:	P. O. Box 2437, Lilongwe, Malawi.
	Telephone:	+265 1 770 166/167/530.
	Fax:	+265 1 770 108.
	Email:	anti-corruption@acbmw.org
	Website:	www.acbmw.org
Blantyre Office	Physical Address:	Old National Bank Building, opposite Old Blantyre Magistrate Court at the road intersection for Victoria Avenue and Haile Selassie Roads, Blantyre.
	Postal Address:	P/Bag 170, Blantyre, Malawi.
	Telephone:	+265 1 820 305; +265 1 824 229.
	Fax:	+265 1823 105.
Mzuzu Office	Physical Address:	Malawi Postal Corporation Building, Mzuzu.
	Postal Address:	P.O. Box 230, Mzuzu, Malawi.
	Telephone:	+265 1 311 824/725/744 or +265 1 310 966.
	Fax:	+265 1 311 770.
Zomba Office	Physical Location:	A. H. Mahomed Building, 34 Avenue, Next to Southern Region Water Board Offices, Zomba.
	Postal Address:	P O Box 392, Zomba, Malawi.
	Telephone:	+265 1 526 770/772

6.0 OFFICIAL OPERATING TIMES

All Bureau offices are open during workdays from 7:30 am to 12:00 noon and 1:00 pm – 4:30 pm.

7.0 SERVICE STANDARDS

These service standards describe the level of service performance the Bureau aims to deliver.

7.1 General Service Standards

Bureau officers will:

- i. Identify themselves by Identity Cards plus normal introductions.
- ii. Assist you promptly with courtesy and respect.
- iii. Give you clear, accurate, timely and relevant information or help you find it.
- iv. Assist you in English, Chichewa and Tumbuka or endeavour to find other ways of assisting you should your language be other than those mentioned.
- v. Assist you regardless of race, tribe, political affiliation, gender or status.
- vi. Positively respond to constructive suggestions and criticism to improve our services.
- vii. Integrate the use of modern technology to improve efficiency in service delivery.
- viii. Regularly update you on the activities of the Anti-Corruption Bureau through media.

7.2 Specific Service Standards

Front Office Services:			
<u>Services</u>	<u>What is required from client</u>	<u>Charge for the service</u>	<u>Time to Access Service</u>
<ul style="list-style-type: none"> • Receive you or your calls and assist you by directing or referring you to appropriate offices or officers. 	<ul style="list-style-type: none"> • Co-operation 	<ul style="list-style-type: none"> • Free 	<ul style="list-style-type: none"> • Promptly
<ul style="list-style-type: none"> • Receive and record any complaint, report or other information of any alleged or suspected corrupt practice or offence under the CPA. 	<ul style="list-style-type: none"> • Prompt reporting of all suspected corrupt practices. • Provision of sufficient details on the suspected corrupt practice. • Confidentiality. • Reporting in good faith. 	<ul style="list-style-type: none"> • Free 	<ul style="list-style-type: none"> • Within 15 minutes of reporting at the reception.
<ul style="list-style-type: none"> • Provide written feedback on your complaint. 	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • Free 	<ul style="list-style-type: none"> • Within 21 working days of

			receipt.
<ul style="list-style-type: none"> • Call you back if your call was missed. 	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • Free 	<ul style="list-style-type: none"> • Within twenty (20) minutes if call made during working hours.
Corruption Prevention:			
<u>Services</u>	<u>What is required from client</u>	<u>Charge for the service</u>	<u>Time to Access Service</u>
<ul style="list-style-type: none"> • Publicize operational activities of the Bureau. 	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • Free 	<ul style="list-style-type: none"> • Within 2 working days of event occurrence.
<ul style="list-style-type: none"> • Respond to your questionnaire or requests for information or inform you of any delays in compiling the requested information. 	<ul style="list-style-type: none"> • Sending questionnaire or other query on any matter handled by the Bureau. 	<ul style="list-style-type: none"> • Free 	<ul style="list-style-type: none"> • Within 2 working days
<ul style="list-style-type: none"> • Provide organizations' with requested technical assistance. 	<ul style="list-style-type: none"> • Requesting for service in writing. 	<ul style="list-style-type: none"> • Free 	<ul style="list-style-type: none"> • Within 14 working days.
<ul style="list-style-type: none"> • Develop corruption prevention interventions to be implemented in institution after thorough consultations. 	<ul style="list-style-type: none"> • Co-operation • Agreeing and sticking to schedules. 	<ul style="list-style-type: none"> • Free when planned by the Bureau. • Client may contribute for cost when demanded. 	<ul style="list-style-type: none"> • Within 30 days
<ul style="list-style-type: none"> • Provide advice and other mechanisms on how to prevent corrupt practices in your organization. 	<ul style="list-style-type: none"> • None if planned. • Requesting for service if not planned. 	<ul style="list-style-type: none"> • Free 	<ul style="list-style-type: none"> • Promptly
<ul style="list-style-type: none"> • Provide clients with guidance on how and where they can access information or report corruption. 	<ul style="list-style-type: none"> • None for planned activities. • Requesting for service if not planned. 	<ul style="list-style-type: none"> • Free 	<ul style="list-style-type: none"> • Promptly and as planned.
<ul style="list-style-type: none"> • Disseminate information on the evil and dangerous effects of corrupt 	<ul style="list-style-type: none"> • None for planned activities. 	<ul style="list-style-type: none"> • Free 	<ul style="list-style-type: none"> • Promptly for non-planned

practices on society.	<ul style="list-style-type: none"> • Request for service. • Availability and participation. 		<ul style="list-style-type: none"> • activities. • On schedule for planned activities.
<ul style="list-style-type: none"> • Initiate partnerships or other mechanism that will facilitate communities' participation in the fight against corruption. 	<ul style="list-style-type: none"> • Cooperation • None for planned activities. • Requesting for service if not planned. 	• Free	<ul style="list-style-type: none"> • Promptly and as planned.
Law Enforcement:			
<u>Services</u>	<u>What is required from client</u>	<u>Charge for the service</u>	<u>Time to Access Service</u>
<ul style="list-style-type: none"> • Investigate any alleged or suspected offence under the CPA. 	<ul style="list-style-type: none"> • Confidentiality. • Availability when required to provide information. • Sincerity and honesty in providing information when asked. 	• Free	• Varies.
<ul style="list-style-type: none"> • Investigate any offence under any written law disclosed in the course of investigating any alleged or suspected corrupt practice or offence under the CPA. 	<ul style="list-style-type: none"> • Confidentiality. • Availability when required to provide information. • Sincerity and honesty in providing information when asked. 	• Free	• Varies.
<ul style="list-style-type: none"> • Inform the complainant about commencement of the investigation 	<ul style="list-style-type: none"> • Providing contact details. 	• Free	<ul style="list-style-type: none"> • Within 21 working days of commencement of investigation.
<ul style="list-style-type: none"> • Inform the complainant about the results after completing the investigation. 	<ul style="list-style-type: none"> • Providing contact details. 	• Free	<ul style="list-style-type: none"> • Within 21 working days of completing the investigation.
<ul style="list-style-type: none"> • Take necessary measures to protect whistleblowers or informants. 	<ul style="list-style-type: none"> • Confidentiality • Reporting to the Bureau where you are victimized for 	• Free	<ul style="list-style-type: none"> • Promptly

	reporting corruption.		
<ul style="list-style-type: none"> • Prosecute any offence under the CPA including those subjected to the directions of the Director of Public Prosecutions. 	<ul style="list-style-type: none"> • Standing as a witness when required. • Cooperation • Confidentiality. • Sincerity and honesty in presenting information. • Timely approval/Direction of cases (Director of Public Prosecutions) 	<ul style="list-style-type: none"> • Free 	<ul style="list-style-type: none"> • Varies
<ul style="list-style-type: none"> • Provide logistical support to witnesses. 	<ul style="list-style-type: none"> • Cooperation 	<ul style="list-style-type: none"> • Free 	<ul style="list-style-type: none"> • On day of travel.
<ul style="list-style-type: none"> • Give complainant feedback in writing on the outcome of a case after completion of the trial in court. 	<ul style="list-style-type: none"> • Providing contact details. 	<ul style="list-style-type: none"> • Free 	<ul style="list-style-type: none"> • Within 21 working days after trial.
Other Services:			
<u>Services</u>	<u>What is required from client</u>	<u>Charge for the service</u>	<u>Time to Access Service</u>
<ul style="list-style-type: none"> • Provide you with accurate and up to date information on the website and other platforms. 	<ul style="list-style-type: none"> • Visiting the website 	<ul style="list-style-type: none"> • Free 	<ul style="list-style-type: none"> • Promptly
<ul style="list-style-type: none"> • Provide a means for reporting corruption on-line on the website. 	<ul style="list-style-type: none"> • Visiting the website • Providing all required fields in the reporting page. 	<ul style="list-style-type: none"> • Free 	<ul style="list-style-type: none"> • Promptly
<ul style="list-style-type: none"> • Provide a means of giving feedback on services of the Bureau on the website. 	<ul style="list-style-type: none"> • Visiting the website • Participating in the feedback survey. 	<ul style="list-style-type: none"> • Free 	<ul style="list-style-type: none"> • Promptly

8.0 CLIENTS' RIGHTS AND RESPONSIBILITIES

- i. Access to information related to Bureau services.
- ii. Fair trial.
- iii. Offer constructive criticism.
- iv. Ask for the identity of the officer serving you.
- v. Report any poor service or discourtesy to the Director of the ACB.
- vi. Report all suspected corrupt practices to the Bureau.
- vii. Do not give or offer gifts, money or other favours to Bureau Officers.

9.0 CLIENT FEEDBACK AND REDRESS

If you have any comments or suggestions about our services, please let us know by using any of the following: letter, email, fax, phone and in person. You can also write and drop your comments or suggestions in any of our suggestion boxes which are placed in all Bureau's offices.

We will endeavor to address your complaints of any suspected breach of this charter within 7 working days of receiving the complaint and give you feedback accordingly.

10.0 MONITORING OUR PERFORMANCE

We will evaluate our performance against our service standards and publish reports annually on the Bureau Website. We will also review the Service Charter annually to ensure that it is meeting your requirements.

11.0 REVIEW

This Charter shall be reviewed every three (3) years after the effective date and when necessary before the expiry of this period.