



**ANTI-CORRUPTION
COMMISSION
ZAMBIA**

SERVICE DELIVERY CHARTER

30TH OCTOBER 2026

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FOREWORD

This Service Delivery Charter is a social contract between the Anti-Corruption Commission (ACC) of Zambia and its esteemed clients and stakeholders. These include among others the citizens, institutions, and partners we serve and those with interest in what we do.

The Charter outlines the key services provided by the Commission, the standards of service delivery that clients/stakeholders should expect, and the mechanisms available for providing feedback, lodging complaints, or commending our work.

The ACC is committed to upholding integrity, transparency, accountability, professionalism, and zero tolerance to corruption. This Charter will be reviewed regularly to reflect evolving expectations and to continuously improve service standards.

Through this Charter, we reaffirm our pledge to serve the Zambian people effectively in the fight against corruption and to contribute to building public trust.

Mrs. Daphne Pauline Soko Chabu

Director General

ANTI-CORRUPTION COMMISSION (ACC)

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Implemented by



1.0 PURPOSE OF THIS CHARTER

This Charter is intended to:

- Inform our clients and stakeholders of the services the Commission provides;
- Outline the standards of service clients and stakeholders should expect;
- Explain clients' rights and responsibilities;
- Define the Commission's responsibilities as a service provider; and
- Provide mechanisms for feedback, complaints and compliments.

2.0 VISION AND MISSION

2.1 Vision

A credible anti-corruption institution for a corruption-free society.

2.2 Mission

To prevent, investigate and prosecute corruption and educate the public in order to safeguard public resources and promote fairness in service delivery.

3.0 VALUES

In implementing the Charter, the Commission commits to the following enduring values:

a) Integrity We are committed to being honest in all our dealings and upholding strong moral principles.

b) Transparency We are open about our actions, decisions and communication with stakeholders in order to build trust.

c) Confidentiality We safeguard entrusted information.

d) Excellence We execute our duties to the best of the set standards.

e) Impartiality We treat people equally and fairly and we are objective in all decisions and actions.

f) Accountability We are responsible for our decisions and actions.

g) Professionalism We provide timely, efficient and high-quality services.

h) Respect We treat all clients with dignity, courtesy, and fairness.

i) Partnership We work collaboratively with stakeholders, civil society, and citizens.

4.0 MANDATE AND SCOPE OF SERVICES

We derive our mandate from the Anti-Corruption Act Chapter 91 of the Laws of Zambia and the National Policy on Anti-Corruption (2023). Our mandate is also guided by legal frameworks and international conventions governing the fight against corruption. The Commission serves as the main authority coordinating national efforts to prevent and combat corruption. In this regard, under Chapter 91 of the Laws of Zambia, the Commission is responsible for the following key functions:

4.1 Preventing Corruption

The Commission works to prevent corruption in both public and private institutions by:

- Identifying systems or procedures that may encourage corruption and recommending improvements;
- Advising public and private institutions on practical ways to prevent corruption;
- Educating the public about the harmful effects of corruption on society;
- Assisting institutions in setting up Integrity Committees to monitor and prevent corruption; and
- Encouraging public trust, support and active engagement in the fight against corruption.

4.2 Investigating and Prosecuting Corruption

The Commission:

- Receives and investigates complaints of suspected or alleged corruption;
- Prosecutes corruption cases (with consent from the Director of Public Prosecutions); and
- Prosecutes other related offences discovered during investigations, even if they fall under different laws.

4.3 Educating and Engaging the Public

The Commission promotes integrity and respect for the public interest by:

- Raising public awareness about anti-corruption measures and ongoing efforts;
- Informing and sensitising the public on the negative impact of corruption on society;
- Building public confidence and support in anti-corruption initiatives; and
- Developing education and awareness programmes, including training for the media.

5.0 WHAT OUR CLIENTS SHOULD EXPECT FROM US

Our clients should expect:

- Prompt and professional handling of corruption complaints;
- Confidentiality and protection of whistleblowers, complainants and witnesses;
- Objective prosecution decisions guided by law and evidence;
- Timely and fair investigations;
- Transparent and timely communication on the status of complaints (without compromising investigations);
- Preventive measures including public education, system reviews and policy recommendations; and
- Responsive and courteous services at all times.

6.0 STANDARDS OF SERVICE DELIVERY

The Commission commits to delivering the standards of service that its clients/stakeholders should expect as follows:

S/N	SERVICE TYPE	TIMELINE	REQUIREMENTS FROM CLIENTS
1.	Registration of complaints	Within 3 working days of receipt	<ul style="list-style-type: none"> • Clear and factual complaints submitted through established reporting channels such as in person, online, in writing, WhatsApp, email or toll-free telephone • Attach supporting documents and contact details (where applicable)
2.	Feedback on admissibility of complaints	Within 7 working days of registration of complaint	Up-to-date and accurate contact details
3. i)	Responses to complainants	Within 14 working days of receipt of complaint	Up-to-date and accurate contact details
ii)	Update on outcome of investigations	Within 12 months	Up-to-date and accurate contact details

S/N	SERVICE TYPE	TIMELINE	REQUIREMENTS FROM CLIENTS
iii)	Updates to whistleblowers	Every 3 months	Up-to-date and accurate contact details
4.	Information on completion of investigations	Within 3 to 12 months of commencement of investigations	<ul style="list-style-type: none"> • Formal written request • Timely provision of accurate information (when requested) • Up-to-date and accurate contact details
5.	Information on prosecution decisions (in liaison with the National Prosecution Authority)	Within 3 months of receipt of docket	<ul style="list-style-type: none"> • Formal written request • Up-to-date and accurate contact details
6.	Public education and awareness programmes	Programme commences within 14 working days of the request, if approved	<ul style="list-style-type: none"> • Formal written request (Client initiated) • Participation • Commitment
7.	Support to Institutions on Integrity Committees	Within 3 months of commencement of activity	<ul style="list-style-type: none"> • Formal written request • Participation • Commitment • Timely provision of accurate information (when requested)
8.	Corruption risk assessments	Within 6 months of request	<ul style="list-style-type: none"> • Grant access to relevant systems and records • Participation • Commitment • Timely provision of accurate information (when requested) • Formal written request (client initiated)

S/N	SERVICE TYPE	TIMELINE	REQUIREMENTS FROM CLIENTS
9.	Systems studies	Within 3 months of request	<ul style="list-style-type: none"> • Grant access to relevant systems and records • Participation • Commitment • Timely provision of accurate information (when requested) • Formal written request (client initiated)
10.	Access to information	Within 7 working days of date of receipt of request	<ul style="list-style-type: none"> • Formal written request specifying the nature of information requested • Accurate contact details / return address
11.	Responses to correspondence	Within 7 working days of receipt of correspondence	Accurate contact details / return address
12.	Technical Advisory Support on corruption prevention and public education	Within 14 working days of commencement of requested intervention	<ul style="list-style-type: none"> • Formal written request (specifying service required) • Participation • Commitment • Timely provision of accurate information (when requested)
13.	Responses to press queries	Within 24 hours of request	Accurate contact details / return address
14.	Vetting	Within 14 working days of request	<ul style="list-style-type: none"> • Formal written request • Accurate details of subject such as name, NRC, curriculum vitae and reason for vetting
15. i)	Media briefs	Every 3 months	Media participation / attendance
ii)	Press releases (high profile convictions and arrests)	Within 24 hours of incident	None

7.0 CLIENT RIGHTS AND RESPONSIBILITIES

7.1 Rights

As our client, you have the right to:

- Timely, fair and confidential handling of complaints;
- Professional and courteous treatment;
- Protection as a whistleblower, complainant or witness;
- Access to accurate information on services; and
- Lodge a complaint if service delivery standards do not meet the Service Delivery Charter or your expectations.

7.2 Responsibilities

To help serve you better, we request that you:

- Provide accurate, reliable and truthful information;
- Cooperate fully during engagements with the Commission;
- Refrain from offering bribes, gifts or inducements;
- Respect the confidentiality of ongoing investigations;
- Abide by relevant laws, procedures and whistleblower protection guidelines;
- Uphold and treat our staff with courtesy and professionalism; and
- Provide us with feedback on our services.

8.0 HOW TO COMPLAIN OR COMPLIMENT

Clients and stakeholders may lodge complaints or compliments through the following channels:

- **Hotline:** 5980 (toll-free)
- **Telephone:** +260 211 237914 / 237916 / 234238
- **WhatsApp:** +260 973 039550
- **Email:** complaints@acc.gov.zm
- **Website:** <https://www.acc.gov.zm>
- **Facebook:** <https://www.facebook.com/ACCZambiaSocial/>
- **X:** <https://x.com/ACCZambia>
- **In person:** Any ACC Office nationwide (see locations below)

8.0 HOW TO COMPLAIN OR COMPLIMENT continued

All official correspondence should be addressed to the Office of the Director General of the Anti-Corruption Commission.

All complaints will be registered within 3 working days of receipt and acknowledged within 7 working days.

Complainants wishing to obtain an update on investigations should request through the Office of the Director General, and a response shall be provided within 14 working days of receipt of request.

9.0 CONTACT INFORMATION

Head Office

Anti-Corruption Commission

Anti-Corruption House, Cha Cha Cha Road P.O. Box 50486, Lusaka, Zambia

Tel: +260 (211) 237914 / 237916 / 234238 Fax: +260 (211) 237915

Email: infor@acc.gov.zm Website: www.acc.gov.zm

Regional Offices: Chipata, Chinsali, Choma, Kabwe, Kasama, Kitwe, Lusaka, Mansa, Mongu and Solwezi.

District Offices: Chililabombwe, Chirundu, Livingstone, Lundazi, Nakonde, Ndola and Serenje.

10.0 FEEDBACK AND PUBLIC ACCOUNTABILITY

The ACC will:

- Publish Annual Reports on service delivery performance against the Service Delivery Charter commitments;
- Share publicly quarterly summaries of cases handled and progress (without prejudicing investigations); and
- Use feedback from citizens and stakeholders to inform reviews of this Charter.

11.0 REVIEW CYCLE

The ACC will review the Service Delivery Charter every five (5) years.

12.0 EMERGENCY CONTACTS

In the event of urgent corruption-related matters, please contact:

Hotline: 5980 (toll-free)

Implementation Matrix for the ACC Service Delivery Charter

Key Activities	Resp. Unit(s)	Supp. Units	Timeline	Key Outputs	Comment
Implementation Area: 1. Internal Governance Structures					
Coordinate all SDC-related activities across the Commission	STC	IC, all departments and units	Ongoing	SDC activities coordinated across departments	IC remains in supporting / advisory role
Coordinate mobilisation of resources for SDC activities	STC	IC	Ongoing	Resources for SDC activities coordinated	IC remains in supporting / advisory role
Implementation Area: 2. Strategic Planning					
Integrate SDC-related activities into the ACC Strategic Plan	M&E	IC, STC	Ongoing	SDC Inputs incorporated into the ACC Strategic Plan	Linked to timeline for 9NDP
Prepare budget inputs for SDC implementation	STC	All departments and units	31/08/26	Budget input prepared	To ensure alignment and prioritisation of SDC-related activities within budgets
Integrate SDC activities into annual workplans	STC	All departments and units	Ongoing	Updated workplans in place	To ensure alignment and prioritisation of SDC-related activities within workplans, which will feed into performance management systems
Conduct mid-term performance review of SDC	STC	M&E	2.5 years after launch	Mid-term review of SDC conducted	SDC linked to Strategic Plan

Key Activities	Resp. Unit(s)	Supp. Units	Timeline	Key Outputs	Comment
Implementation Area: 2. Strategic Planning					
Conduct end-term review of SDC	STC	M&E	5 years after launch	End-term review of SDC conducted	M&E to coordinate
Implementation Area: 3. Monitoring & Evaluation					
Develop M&E framework for implementation of the SDC	M&E	All departments and units	31/07/26	SDC M&E framework developed	M&E framework to include: Reporting tools Data collection Reporting Roles / responsibilities Annual SDC performance review, linked to internal planning processes
Implementation Area: 4. Internal Sensitisation / Training					
Circulate SDC to all staff	IC	STC and IT	(Prior to launch)	SDC circulated to all staff	Dissemination to include use of ACC online platforms
Sensitise all ACC staff on SDC	IC	STC	(Prior to launch)	Staff sensitised on SDC	
Sensitise ACC Board on SDC	IC	STC	(Prior to launch)	Board sensitised on SDC	During board meeting
Integrate SDC into ACC training curriculum	HR	IC	31/08/2026	SDC provisions incorporated into the ACC training curriculum	

Key Activities	Resp. Unit(s)	Supp. Units	Timeline	Key Outputs	Comment
Implementation Area: 4. Internal Sensitisation / Training					
Conduct refresher trainings for ACC staff	IC	STC	Annually after the launch	Staff refresher training on SDC conducted	Can be used as a feedback mechanism
Implementation Area: 5. External Communication & Outreach					
Launch of SDC	IC	STC and all departments	31/10/26	SDC launched	
Upload SDC on the ACC website	CC	IT	31/12/26	SDC uploaded on ACC website	
Publicise the SDC on social media channels	CC	IC and IT	31/12/26	SDC publicised on social media	
Display SDC in all ACC offices	IC	STC, RMs and DMs	31/12/26	SDC displayed in all ACC offices	
Translate SDC into 7 major local languages and Braille	PED	CC	31/12/27	SDC translated into 7 major local languages and Braille	Bemba, Nyanja, Tonga, Lozi, Kaonde, Luvala, Lunda and Braille
Establish partnerships for integration of SDC messaging	PED	CC/IC	31/12/27	Partnerships with CSOs, Traditional Leaders and the Media, Public and Private Institutions established	E.g. Public service institutions / customer service centres, CSOs, community-level structures, traditional leaders, paralegal networks Leverage teachable moments (e.g. at service delivery points)

Key Activities	Resp. Unit(s)	Supp. Units	Timeline	Key Outputs	Comment
Implementation Area: 5. External Communication & Outreach					
Develop IEC materials on SDC Posters Brochures Pop-ups	IC	PED	31/12/27	Types and numbers of IECs produced	Priority to be given to poster for general distribution and pop-ups for office use
Distribute IEC materials on SDC	IC	ALL Departments and Units	31/12/27	IEC materials on SDC distributed	Consider online distribution
Integrate SDC into training materials for Integrity Committees	CPD	CPD	31/12/26	SDC content integrated into the existing training materials for Integrity Committees	Presentations on SDC to be incorporated in the training of ICs
Integrate SDC into training materials for other external stakeholders	PED and CPD	All departments	31/12/26	SDC provisions integrated into the training materials for other external stakeholders	Other outreach partners (e.g. CSOs and professional bodies to be involved)
Integrate SDC into outreach activities: Radio and TV interventions Performing arts interventions School Integrity clubs	PED	CC	Prior to launch	SDC messages incorporated in existing awareness activities SDC disseminated to school integrity clubs	Engaging radio and television stations for possible partnerships

Key Activities	Resp. Unit(s)	Supp. Units	Timeline	Key Outputs	Comment
Implementation Area: 6. Feedback Mechanisms (Clients, Complainants, General Public)					
Establish feedback mechanisms on SDC performance	M&E	All Departments	31/12/26	Feedback mechanisms on SDC performance established	All SDC-related feedback channelled to the DG's Office for submission to appropriate Dept / Unit Responses required within 7 working days (see SDC)
Conduct customer satisfaction surveys on SDC	M&E	STC and IC	31/12/27	Customer satisfaction surveys on SDC conducted	Consider partnerships with stakeholders for such surveys
Install suggestion boxes at all ACC offices	CC	IC	31/12/27	Suggestion boxes at all ACC offices	Consider digital tools for obtaining feedback
Conduct quarterly media briefs	CC	All Departments	Quarterly	Media quarterly reports	Leverage social media
Publish Annual Reports on service delivery performance against the SDC commitments	M&E	STC and IC	Annually	Annual reports on service delivery performance against SDC commitments published	Soft copies of the report to be shared online and posted on ACC website to minimise costs



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CONTACT THE COMMISSION

5980

Toll-free hotline

Head Office

**Anti-Corruption House
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