

Our Standards

We aim to achieve the following service delivery/quality parameters				
sl #	Type of service	Procedure for accessing service	Time frame for service delivery	Contacts/ Coordinating inmates
1	Attending to the visitors	Call or walk in	On the spot	Tshewang Eden, receptionist Tele # +975 2 334863/334866/ 336407/336408
2	Meeting with Commission	Make appointment to suit you(generally) however, if it is inconvenient will inform you immediately & make alternative Arrangement(complaints will follow the established protocol)	As agreed	Rinzin Pem & Yangzom (PA's to the commissioners) Tele # Fax :+975 2 334864/334865
3	Response to phone calls		Respond within 3rd ring	All
4	Monthly Coordinating Meeting		1st week of every month	PPD, Tele # +975 2 339926
5	Circulation of letters	Important letters will be circulated everyday/posted in the shareholders	within 30 minutes, must leave the table	Rinzin Pem, Yangzom and Tshewang Eden
6	Response to letters(matter other than complaints)		Acknowledge within 1 day. Respond within one week	Dorji Thinlay, CIO, investigation Tel #: +975 2 334863/66/68
7	Timely payment of bill	Correct and complete claims	Next day	Kinzang Norbu, Asst. accounts officer, Tele # +975 2 334863 Exten # 111
8	Submission & clearance of travel bill	Enclosed travel authorization training/workshop/conference report	Submission within 1 week & clearance within 1 day	All & Kinzang Norbu, Asst. accounts officer
9	Preparation of annual report		Distribute & also post on ACC website & Bhutan Portal within a week of submission to the parliament	PPD
10	Access to information	Can call or visit website (information will be made available as per ACC Act & good governance policy)	Respond immediately. Update of website on daily basis	Commissioner Kezang Jamtsho , Tele # +975 2 334869 jamtsho@anti-corruption.org.bt & Tashi Tobgay, ICT: Tele# +975 2 334863 Exten #106
11	Update calendar of activities		Daily & will be posted on the website	Rinzin Pem & Yangzom to coordinate with the concerned staff

12	HR related works	Can call or walk in during office hours for further information & clarification	Will be posted on the website or will be informed	Passang Dema, AHRO PABX, Exten # 124
13	Catering order & stationery requisition	Fill in the forms & submit it	Immediately	Nawang Gyeltshen, Sr. Adm PABX, Exten # 124
14	Record keeping/ filling of the documents	Receive with signature	Immediately	AFD
15	Preparation of Vouchers	Submit the bill to the accounts section	Next day	Kinzang Norbu, Asst accounts officer Tele # +975 2 334863 PABX, Exten # 124
16	Training & Nomination	Put up to the HR committee whenever such training issues arises	Same week	Passang Dema, AHRO PABX, Exten # 124
17	Audit clearance certificate	Can call or apply online	1 day	Kinzang Norbu, Asst. accounts officer or Nawang Gyeltshen, Sr. Adm Tele # +975 2 334863

Note: No. of days relate to working days*

Redressal mechanism for OACC related administrative services

for any quwry, grievancs or complaint, contact the designated official. Kindly provide your correct contact addres to enable a speedy redress. OACC related administrative services grievances will be acknowledged on the same day and action taken will be communicated within a week under normal circumstances. if the official fails to revert to the complainant within a week, the commission should be informed.

What you can expect

Visitors to our office will be treated with: Courtesy, Professionalism, Sensitiveness, Patient hearing and Prompt response.

OUR ADDRESS:

Office of the Anti-Corruption Commission

Post Box No. 1113, Thimphu

Tel: 00975-2-334863/334864/334866/334867/334868/334869/334869/336407/336408

Fax No. 00975-2-334865

website: www.anti-corruption.org.bt

