

## OUR STANDARDS

We aim to achieve the following services delivery/quality parameters:

SN	Type of Service•	Procedure for accessing service	Time frame for service delivery	Contact/ Coordinating inmate/s
1	Attending to visitors	Just call or walk in.	On the spot	Tshewang Eden, Receptionist Tel No.: +975 2 334863/66/ 336407/08
2	Meeting with Commission	Make appointment to suit you (generally). However, if inconvenient will inform you immediately & make alternate arrangement (Complaints will follow the established protocol)	As agreed	Rinzin Pem & Yangzom PAs to the Commissioners Tel No/Fax.: +975 2 334864/5 <a href="mailto:karma_wangmo2006@yahoo.com">karma_wangmo2006@yahoo.com</a>
3	Response to phone calls		Respond within 3rd ring	All
4	Internal meeting day		1st working day of every month	
5	Circulation of letters	Important letters will be circulated everyday/posted in share folder	Within 30 minutes letters must leave the table	Rinzin Pem, Yangzom & Kezang
6	Response to letters (matter other than complaints)		Acknowledge within 1 day. Respond within one week.	Dorji Thrinlay, CIO, Investigation Tel No.: +975 2 334863/66/68 Extn. -114 <a href="mailto:cio@anti-corruption.org.bt">cio@anti-corruption.org.bt</a> . Tshewang Dorji, CPO, Tel No.: +975 2 334863/ 66 Extn. – 109 <a href="mailto:tse_doj@anti-corruption.org.bt">tse_doj@anti-corruption.org.bt</a> Tobgye, DCPEO, Tel. No.: +975 2 334863/66 Extn. -109 <a href="mailto:tobgye@druknet.bt">tobgye@druknet.bt</a>
7	Payment of bill	Correct and complete claims	Same day	Ugyen Tshomo, Asst. Accountant II Tel No.: +975 2 334863/66 Extn. -111 <a href="mailto:ugentsomo@yahoo.com">ugentsomo@yahoo.com</a>
8	Submission & clearance of travel claims	Enclose travel authorization & tour/training/workshop/conference report	Submission within 1 week on return & clearance within 1 day	All & Tashi Wangyel, ADM

8	Submission of annual report		Distribute & also post on ACC website & Bhutan Portal within a week of submission to the Parliament.	Tashi Wangyel, ADM
9	Access to information	Can call or visit website (information will be made available as per AC Act & good governance policies)	Respond immediately. Update of website on a daily basis.	Commissioner Kezang Jamtsho, Spokesperson <a href="mailto:jamtsho@anti-corruption.org.bt">jamtsho@anti-corruption.org.bt</a> & Yeozer Dolma IT Assistant II Tel No.: +975 2 334863/66 Extn.- 106 <a href="mailto:yeozer@anti-corruption.org.bt">yeozer@anti-corruption.org.bt</a>
10	Update calendar of activities		Daily & will be posted on the website	Rinzin Pem & Yangzom to coordinate with concerned staff.

**Note:** No. of days relate to working days. •

Service related to complaints will be finalized soon.

### **REDRESSAL MECHANISM FOR OACC RELATED ADMINISTRATIVE SERVICES**

For any query, grievances or complaint, contact the designated official. Kindly provide your correct contact address 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.

### **Address**

**Office of the Anti-Corruption  
Commission, Post Box  
No. 1113, Thimphu Tel:  
00975-2-334863/64/66/67/68/69 336407/08  
Fax No. 00975-2-334865**

**Website: [www.anti-corruption.org.bt](http://www.anti-corruption.org.bt)**