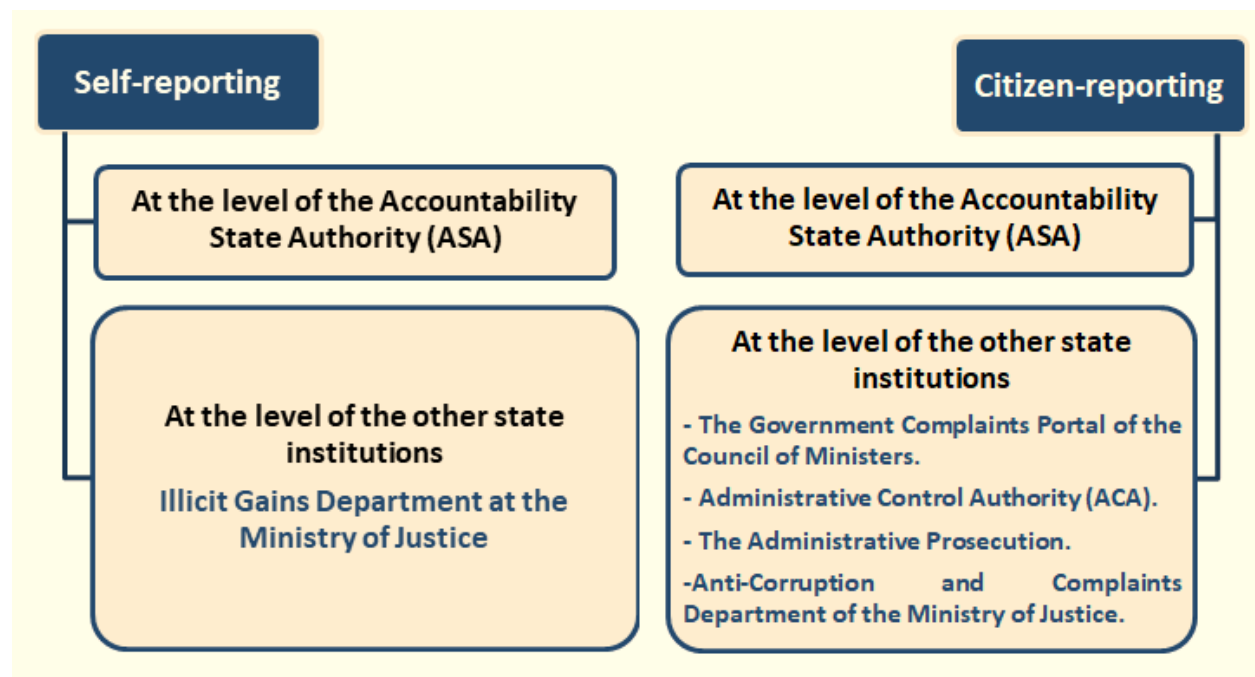


The efforts and best practices of the oversight Bodies of the Arab Republic of Egypt in general and the Accountability State Authority in particular in the field of self-reporting and citizen reporting

Introduction:

The Egyptian Constitution guarantees the citizen the right to file a complaint. A number of the state bodies, including the Accountability State Authority (ASA), the Administrative Prosecution, and Administrative Control Authority (ACA), are in charge of receiving and investigating complaints submitted by citizens about incidents of corruption, violations of laws, or negligence in performing job duties, and their suggestions, in terms of what they perceive aiming at improving services, regularizing workflow, and speeding up its completion.

The Egyptian state, with all its oversight, investigation, and law enforcement institutions in general, and the Accountability State Authority (ASA) in particular, are exerting great efforts in the areas of self-reporting and citizen-reporting.



First: Self-reporting:

❖ At the level of the Accountability State Authority (ASA) :

The Accountability State Authority refers violations and corruption incidents, discovered by it when carrying out its various types of audit, to investigation and law enforcement authorities. It also receives complaints about entities subject to its audit, verifies their validity, and takes the necessary procedures to ensure the prosecution of corruption.

The law regulates the mechanism for requesting the testimony of the ASA's members before investigation authorities regarding their audits and the conclusions of the ASA's reports on uncovering corruption cases, or using them as experts in some cases.

The law also gives the ASA the jurisdiction to recommend reconsidering decisions issued on financial violations and holding negligent persons accountable, and the right to refer financial violations to disciplinary trial, at the same time, the ASA has the right to appeal decisions or rulings issued by disciplinary institutions.

❖ At the level of the other state institutions :


• Illicit Gains Department at the Ministry of Justice:

The Illicit Gains Department at the Ministry of Justice is responsible for implementing the provisions of Law No. 62 of 1975 regarding illicit gains, with the aim of fighting job deviation, administrative corruption and exploitation of position in pursuit of illicit enrichment, by receiving incoming complaints, examining them, completing them and presenting them to the competent inspection and investigation institutions, receiving taxpayers' files and financial disclosure statements of those subject to them and taking the necessary procedures to implement the orders to prevent disposal issued by the inspection and investigation authorities.

Second: Citizen-reporting:

❖ At the level of the Accountability State Authority (ASA) :

Citizens' complaints are received either by regular mail or electronically, or through the official website of the ASA. Complaints are submitted and received from all citizens through a unified form with specific data items and comprehensive of all elements of important details to ensure the seriousness of the submitted complaint as indicated in the format.



The image shows a web-based form for submitting a complaint to the Accountability State Authority (ASA). The form is divided into several sections:

- Personal Information:** Fields for "the name" (with a blue highlight), "National ID", and "e-mail".
- Contact Data:** A field for "The phone" and "the address".
- Complaint Data:** A section for "the field" (with a dropdown menu), "The entity subject of the complaint", and "the message" (a large text area).
- Attachments:** A field for "Attach a file" with a "Choose file" button and a note "Maximum size file".

At the bottom of the form, there are two buttons: "new" and "send". A message in the middle of the form reads: "You must enter an email to activate the complaint submission... Please check the Inbox and Spam or Junk boxes in your email".

In addition to the possibility of inquiring and following up on previous complaints and the relevant procedures taken thereon.



All complaints submitted are examined through a series of procedures as follows:

- The complaint is submitted to His Excellency the Counsellor/President of the Accountability State Authority (ASA).
- The complaint is referred to the central department entrusted with examining the entity subject of the complaint or the incident.
- The entrusted central department refers the complaint to the competent sector.

- A technical member (auditor) from the members of the competent sector is assigned to examine all aspects of the complaint with the entity; subject of the complaint, and submits his report to the Head of the competent sector to express his opinion.
- The Head of the competent sector, in turn, expresses the opinion of the sector based on the result of examining the therein complaint submitted by the technical member's report and submits it directly to the competent central department.
- The technical office of the competent central department studies, examines and completes the results of the examination of the competent sector and expresses its opinion and presents it to the head of the central department for approval.
- The competent central department submits the result of examining the complaint, accompanied by the opinion of the competent sector and the central department itself, to His Excellency the Counsellor/President of the ASA.
- The technical office of the president of the ASA studies, examines and completes the results of examining the complaint and presents it to His Excellency the Counsellor/President of the ASA.

❖ **At the level of the other state institutions :**

- **The Government Complaints Portal of the Council of Ministers “Cabinet”:**

The Government Complaints portal was established by virtue of Presidential Decree No. 314 of 2017 for the unified government complaints system and the Prime Minister's Decision No. 1855 of 2017 dated on the 17th of August 2017, to receive, examine, address and respond to all complaints electronically. Its scope of work extends to all ministries, government departments and institutions, local administration units, public institutions and other government entities and public legal persons, making it an official two-way communication channel between the citizen and the government with its various institutions. When a complaint is registered, it is saved with a specific number that is enrolled within the system and given to the complainant.



The Portal is also concerned with following up on previous complaints and knowing the procedures taken by entering the personal identification number and the complaint number stated above.

The screenshot shows a web form titled 'Check Your Complaint Status'. Below the title, it says 'Follow up your complaint by inserting your national ID and the complaint number.' There are two input fields: 'National ID/Passport ID' and 'Reference No'. A red 'Search' button is located to the right of the input fields. A red gear icon is also visible on the right side of the form.

- **Administrative Control Authority (ACA) :**

The Administrative Control Authority serves as an independent body reporting to the president of the Republic and aims to prevent and combat corruption and take the necessary measures to prevent it.

In addition to its organic supervisory jurisdiction , the ACA receives complaints submitted by citizens, examines them, and refer them to the investigation authorities if they are proven to be true.

Complaints are submitted in writing or orally by citizens, noting that the key factor for examining complaints is that they are signed and not anonymous. As for anonymous complaints, they are archived, with the exception of those that contain important information that requires investigation thereof. The Authority also receives citizens' complaints via regular mail, e-mail, fax or in hand, while maintaining the confidentiality of the name of the complainant and witnesses.

- **The Administrative Prosecution :**

The Administrative Prosecution Authority serves as an independent judicial body concerned with handling disciplinary proceedings. In addition to its organic judicial jurisdiction , the Authority is competent to receive a number of complaints, including:

- Defects and shortcomings in the state's administrative apparatus.
- Employees' violation of the implementation of laws and regulations.
- Employees' negligence in performing their job duties and responsibilities.
- Poor performance of services provided to citizens.
- Any incidents related to tampering with public funds or public office.

Complaints from citizens are received in one of the following ways:

- **Through the Citizens Service Office:** Written complaints or verbal reporting submitted by citizens themselves to the Citizens Service Offices at the main headquarters or at its regional offices in the various governorates.
- **By regular mail:** Complaints are sent to the Administrative Prosecution at its specified address.
- **Through the Authority's electronic portal:** By logging in the Administrative Prosecution's electronic portal, then accessing the "Complaints" section in the main menu, then selecting "Send a Complaint", filling out the complaint form and clicking the enter button.

You can also inquire by phone about the results of examining the submitted complaints.

- **Anti-Corruption and Complaints Department of the Ministry of Justice:**

The General Department of Anti-Corruption and Complaints Affairs is responsible for receiving all citizens' complaints and sending them to the competent department or authority to investigate them and take the necessary procedures thereon. It is also responsible for examining, investigating and proposing action regarding complaints referred to it by the Minister of Justice.

- **Initiative "Your Voice is Heard":**

The Ministry of Local Development launched the "Your Voice is Heard" initiative in October 2018 under the auspices of the Prime Minister as an unconventional mechanism for communicating with citizens, in coincidence with the state's efforts aimed at laying down the foundations and pillars of the New Republic that elevates the status of the citizen, and places at the top of the priorities the development and enhancement of communication mechanisms that achieve citizen participation within a framework of transparency and the effectuation of the principles of good governance, especially with the start of the phase strongly unleashed with a view to achieve sustainable development that is reflected in

raising the level of services and improving the quality of life for the Egyptian citizen and enjoying its fruits.

The “Your Voice is Heard” initiative is based on two main axes: the first is “Citizen-responsive administration”, where the citizen is an active and participating party in the system of fighting corruption, negligence, waste of resources, and the lack of effectiveness and efficiency of the local authorities’ performance of the services they provide, in addition to the citizen’s right to submit his suggestions through the management of an integrated platform for communicating with citizens. **The second axis** is “local administration that acts and works for the citizen by addressing problems, resolving complaints, and responding to citizens’ inquiries through the integrated platform for communicating with citizens. All this is conducted through the existence of a permanent mechanism for managing the initiative at all local levels of the Ministry and the governorates.”