

## **Citizen's Charter**

### **Anti-Corruption Bureau, Maharashtra**

#### **Our Responsibilities**

- Checking the spread of corruption and proactively working towards its eradication.
- Collecting and organizing information about corruption and corrupt public servants and taking immediate action on available information.
- Carrying out our duties and services in effective and unbiased manner.
- To make aware and motivate the public to cooperate in actions against corruption and corrupt public servants.
- To follow the laws laid down in anti corruption act.
- To process charge sheet filed for trap cases within 6 months, those for disproportionate asset cases within one year and those for misuse of position cases within one year.
- In case information is needed from forensic laboratories, to obtain these at earliest possible
- to process complaints filled with bureau within one month and to complete preliminary investigation
- To execute /warrants issued by designated court.

#### **Rights of Citizens**

- Any legal activity for citizens by public servants should be done immediately and honestly.
- Provide information about the corruption to bureau when any public servant asks for bribe, so that they can be caught red handed.
- Complain to Superior officers concerned, about the delay in any legal action taken by the officer.
- Provide information to bureau in writing or orally about the irregularities/frauds in progress/development schemes and misuse of government funds.
- Right to receive information about the complaints filled in ACB.
- Right to file complaints against corrupt public servants who have disproportionate assets

#### **Expectations from citizens**

Eradication of corruption is not possible without mutual cooperation of the citizens and the state departments/organizations. Citizens are expected that they do not pay bribe or give temptations to public servants for their legal activities and immediately inform the ACB officials about any such activity. Similarly whenever various department heads receive complaints about their subordinates engaging in corrupt activities through first information reports or other sources, they are expected to perform preliminary investigation at their level and upon conformation of the allegation, immediately inform the Information Bureau office.

The ACB, Maharashtra Head office address is:

Director,  
Anti Corruption Bureau, Maharashtra,  
1st Floor, Madhu Industrial Estate,  
Pandurang Budhkar Marg,  
Worli, Mumbai 400 013  
Tel: +91- 22 - 2492 1212

The phone line is open 24 hours a day, 7 days a week. Apart from this, telephone facility is available at ACB district level offices. Kindly use these facilities to immediately inform the ACB about the corrupt activities of public servants to help eradicate corruption.

#### **Mission**

To effectively enforce Anti Corruption Laws with integrity & impartiality strive to achieve the highest standards in the duties we perform, the services we render & the professionalism we display.

#### **Vision**

To create a dynamic and result oriented Anti Corruption system in terms of

- Professionalism,
- Effective implementation of Law,
- Efficiency.

#### **Values**

- Integrity: To maintain the high standards of Integrity through an unbiased application of policies & practices,
- Courtesy: To treat each member of the Public and their complaints with Respect, Courtesy & Compassion.
- Efficiency: Be tough, assertive and appreciative of different perspectives to meet the specific needs of our mission.

#### **Our Priorities**

- Checking the corruption prevalent in amongst public servant and to initiate a fight against corruption.
- To cooperate in providing clean, unbiased and honest governance to the public by bringing a control over corruption to investigate and check organized corruption and its prevalence.
- To protect the legal interest of sources, whistle blowers, witnesses, complainants and other citizens cooperating against corruption.
- To provide appropriate training and development programs to the ACB staff to improve productivity and performance.
- To make aware the public about corrupt public servants and to educate and motivate the public to cooperate in the processes of taking action against them.

## Our Process

Anti corruption bureau regularly works within the rules and Anti corruption law 1988 and prevailing laws laid down by state government. ACB files charge sheet and takes action against corrupt public servants in cases of disproportionate assets, misuse of positions and catches them red handed in cases of bribery (trap). Towards this purpose ACB has established 33 district offices, 8 regional offices reporting to Director General ACB Maharashtra. Any citizen is welcome too file his/her complain against corruption by public servant to ACB headquarters or any other ACB office in the state.

In case a complainant is not satisfied with the response from ACB and would like to forward a complaint, the complainant can do so with the immediate superior office of ACB. The hierarchy of the ACB Maharashtra office is as under:

