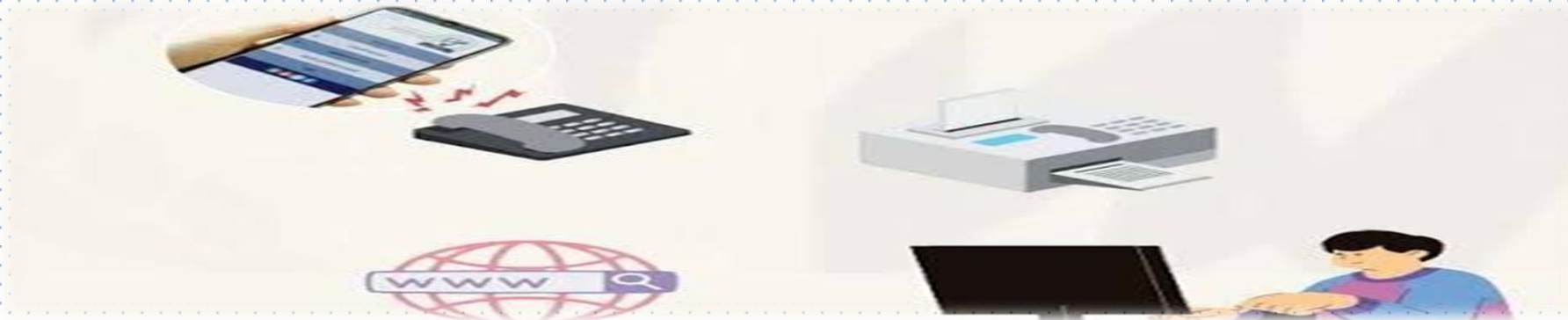




**17th Meeting of the INTOSAI Working Group on Fighting Corruption and  
Money Laundering  
Abu Dhabi - United Arab Emirates  
3-5 September 2024**



**The efforts and best practices of the oversight bodies of the Arab Republic of Egypt 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 state bodies, including the Accountability State Authority (ASA) are in charge of receiving and investigating complaints submitted by citizens about incidents of corruption or violations of laws.



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



**Citizen-reporting**

**Self-reporting**



# Self-reporting

```
graph LR; A[Self-reporting] --- B[At the level of the Accountability State Authority (ASA)]; A --- C[At the level of the other state bodies]
```

At the level of the Accountability State Authority (ASA)

At the level of the other state bodies

## At the level of the Accountability State Authority (ASA)

### The Accountability State Authority shall :

- Refer violations and corruption incidents discovered thereto during its various types of audit to investigation and law enforcement bodies.
- Receive complaints regarding auditees, verify their validity, and take the necessary measures in this regard to ensure the prosecution of corruption.

## At the level of the Accountability State Authority (ASA)

- 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 sourcing 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 bodies

### Illicit Gains Department at the Ministry of Justice

It 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 institutions.

# Citizen-reporting

At the level of the Accountability State Authority (ASA)

At the level of the other state bodies



## At the level of the Accountability State Authority (ASA)

- Citizens' complaints are received either via regular mail or email.
- Or through the ASA's official website via a unified form with specific data and comprehensive of all important details to ensure the seriousness of the submitted complaint.
- All complaints submitted are examined through an organized series of procedures.

The screenshot displays a web form for submitting a complaint. The form is organized into several sections:

- Contact Data:** Includes fields for 'the name', 'National ID \*', 'e-mail \*', 'The phone.', and 'the address'. A red error message states: "You must enter an email to activate the complaint submission... Please check the Inbox and Spam or Junk boxes in your email".
- Complaint\_data:** Includes a dropdown menu with 'Other' selected, 'the field', and 'The entity subject to the complaint'.
- Complaint summary:** A large text area for 'the message \*'.
- Attachments:** A field for 'Attach a file (Maximum one file)' with a 'Choose File' button and 'no file selected' text.
- Buttons:** 'new' and 'send' buttons at the bottom.

# Citizen-reporting

**At the level of the other state bodies**

**The Government Complaints Portal of the Council of Ministers**

**Administrative Control Authority (ACA)**

**The Administrative Prosecution**

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

## At the level of the other state bodies

### **The Government Complaints Portal of the Council of Ministers**

The Government Complaints portal was established by virtue of Presidential Decree No. 314 of 2017 to receive, examine, direct 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, making it an official two-way communication channel between the citizen and the government with its various institutions.



## At the level of the other state bodies

### The Government Complaints Portal of the Council of Ministers

- The Complaint 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.

**Check Your Complaint Status**

Follow up your complaint by inserting your national ID and the complaint number.

National ID/Passport ID

Reference No



## At the level of the other state bodies

### **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 verbally by citizens, and also receives citizens' complaints via regular mail, e-mail, fax or hand, while maintaining the confidentiality of the name of the complainant and witnesses.

## At the level of the other state bodies

### **The Administrative Prosecution**

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

- Through the Citizens Service Office: Written complaints or verbal reports.
- By regular mail.
- Through the Authority's electronic portal: Filling out the complaint form.

## At the level of the other state bodies

### **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 designated department or authority to investigate them and take the necessary procedures thereof. 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, 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 to enjoy its fruits.





# The initiative is based on two main axes

## The first axis

### “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 propositions through the management of an integrated platform for communicating with citizens.

## The second axis

### “local administration that moves and works for the citizen”

by addressing problems, resolving complaints, and responding to citizens’ inquiries via the integrated platform for communicating with citizens, through the existence of a permanent mechanism for managing the initiative at all local levels in the ministry and governorates.

# Finally

The Arab Republic of Egypt is exerting huge efforts in the fields of self-reporting and citizen reporting, embracing its belief that promoting a culture of these types of reporting on corruption and money laundering issues is considered a fundamental pillar for building an integral and transparent society. Hence, implementing best practices in this area represents a strategic investment in enhancing trust between the government and citizens as well as achieving social and economic justice. Thus, sustaining the efforts exerted in this direction, and developing innovative mechanisms that encourage effective engagement, constitute the real guarantee for building a country free from financial and administrative scourges.



**THANKYOU**

