

WHISTLE BLOWER POLICY

BACKGROUND

Zambia Information and Communications Technology Authority (ZICTA) is an autonomous established under the Information and Communications Technology (ICT) Act No. 15 of 2009 to regulate the Information and Communications Technology and Postal and Courier services sector in Zambia. The Acts give the Authority the mandate to regulate the provision of electronic communications services and products and monitor the performance of the sector, including the levels of investment and the availability, quality, cost and standards of electronic communication services. ZICTA has declared zero tolerance towards improper conduct or unethical behavior such as financial malpractices, offering/receiving bribes, fraud, or any form of corruption that may undermine the institution's core ethical values.

POLICY STATEMENT

The Whistle-Blower Policy intends to encourage ZICTA staff, clients, customers, stakeholders and the general public to report suspected incidents of illegal, unethical or inappropriate dealings in a confidential manner without fear of reprisal. The policy further stipulates the reporting and investigating of improper or illegal activities/conduct including the protection of the Whistle-blower.

PURPOSE OF THE POLICY

The purpose of this policy is to, among other things:

- Provide for the disclosure of conduct with potential damage to the Authority's regulatory functions and responsibilities; and
- Provide a framework within which a person or persons who make disclosures shall be protected.

GENERAL GUIDELINES

This Policy relies on the fact that the Whistle-Blower will act in good faith and will not make false allegations when reporting matters relating to misconduct.

Any person may report allegations of suspected misconduct through writing either electronically or hard copy to the;

- Board Chairperson;
- Director General
- Chairperson;
- Whistle blowing Email: whistleblower@zicta.zm

Note: The Whistle-Blower Policy can be accessed on the ZICTA website www.zicta.zm in the section 'About Us' under Policies.