Organic Regulation Establishing an Internal Affairs Unit in Customs

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The present regulation creates a set of rules for the Internal Affairs Sector (SPO) aimed at implementing a complaints collection procedure and recent legislation pertaining to the fight against corruption. This regulation defines the procedures which the SPO will follow in cases when the SPO receives a complaint related to corruption or other disciplinary problems in the Customs Agency.

Chapter I. GENERAL PROVISIONS RELATED TO SPO

Article 1: Objectives of the Regulation
Article 2: Definitions
Article 3: Competencies of the SPO
Article 4: Organisation of the SPO
Article 5: SPO’s Delegated Authority over Customs Officials
Article 6: Managerial Responsibility for Misconduct (Respondeat Superior)

CHAPTER II: PROCEDURES FOR HANDLING COMPLAINTS MADE TO THE SPO

Article 7: Types of complaints
Article 8: Information contained in complaints
Article 9: Case Allocation Procedure
Article 10: Complaint Termination Deadline
Article 11: Director’s Liability for Inability to Deal with Complaint Volume
Article 12: Informing the Accused of Complaint
Article 13: Procedures for Dealing with Face-to-Face Interviews
Article 14: Recommended courses of action
Section 15: Internal Misconduct Audit
Article 16: Quality Control of Complaint Resolution

Chapter 17: Data Protection, Retention Practices of the SPO and Freedom of Information
Chapter 18: Incentives for Compliance

CHAPTER III: PROCEDURES TO FOLLOW IN CASES OF POTENTIAL CONFLICT OF INTEREST

Chapter 19: SPO obligation to enforce Conflict of Interests Law
Chapter 20: Obligations and Rights Given to the SPO under Conflict of Interests Law
Chapter 21: Recording and Auditing the Register of Interests
Chapter 22: SPO Obligations related to Gift-Giving
Article 23: SPO Obligations to Post-Employment Monitoring
Article 24: SPO Handling of Service File Warnings
Article 25: Mitigation, Rectification and the Duty to Assist

CHAPTER IV: IMPLEMENTING THE LAW ON OMBUDSMAN AND THE ANTI-CORRUPTION LAW

Article 26. Relations with Ombudsman
Article 27: Whistleblower Immunity and Witness Indemnification
Article 28: Asset Declaration
Article 29: Complaints about Customs Agency’s Discretion Made to State Commission

CHAPTER V: TRAINING AND PUBLIC AWARENESS

Article 30: Minimum Training and Accreditation Standards for SPO Staff
Article 31: Public Awareness about the Present Regulation

CHAPTER VI: TRANSITORY PROVISIONS

Article 32: Consultation
Article 33: Conflict of Laws and Dispute Resolution
Article 34: Execution
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