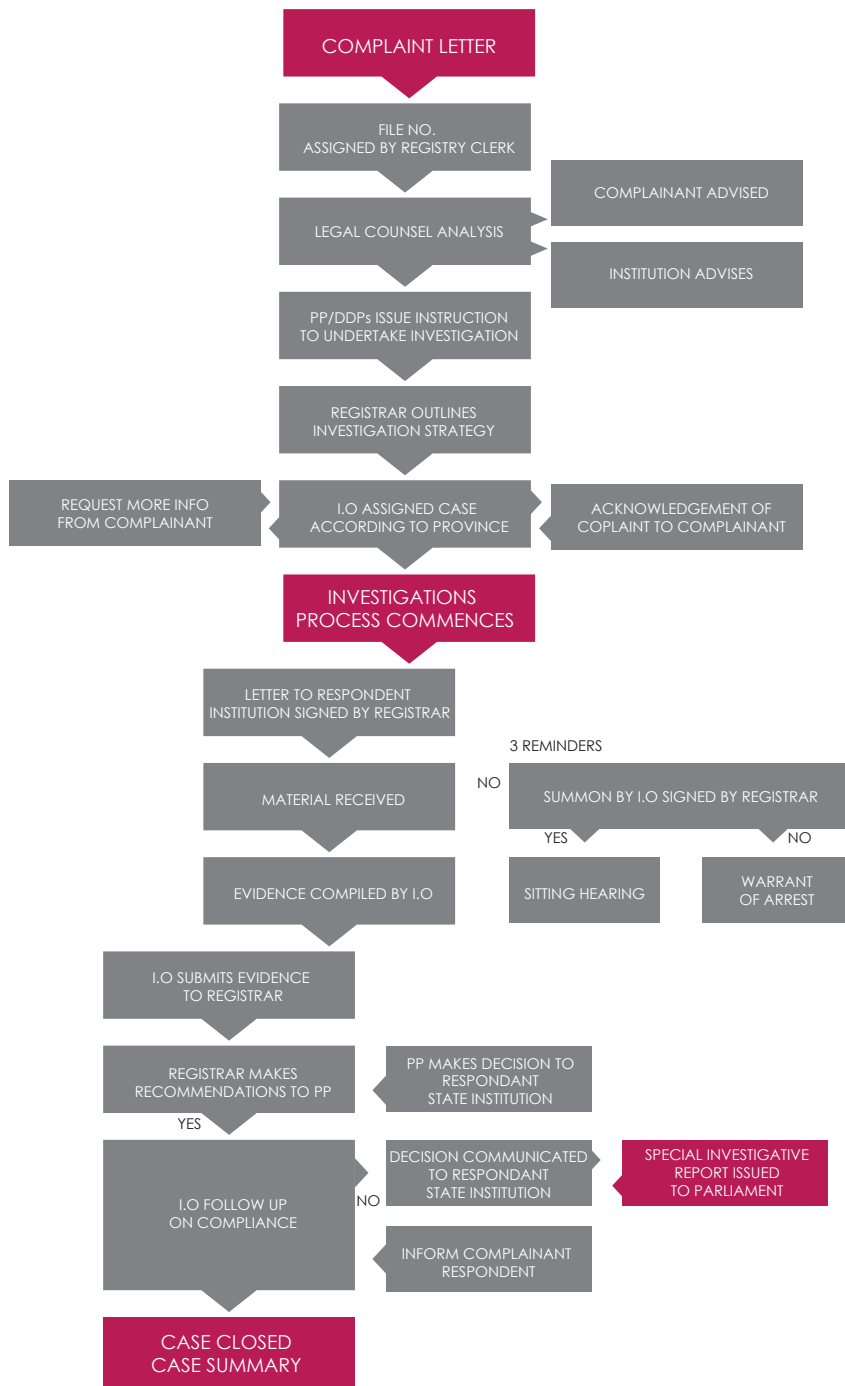


OFFICE OF THE PUBLIC PROTECTOR



THE PUBLIC PROTECTOR?

Following the enactment of the Constitution of Zambia (Amendment) Act No.2 of 2016, the Office of the Public Protector was established to replace the Office of the Investigator General. This is by virtue of Article 243 of the amended Constitution. The Public Protector is the OMBUDSMAN INSTITUTION of Zambia entrusted with the mandate to promote and safeguard the interests and the rights of an individual in his or her quest to receive a “public service” that is just and fair. The institution also serves to promote practices of good governance within public institutions in the delivery of public services to the general public.



OFFICE OF THE PUBLIC PROTECTOR

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INVESTIGATION PROCESS