



Anti-corruption and Citizen Services Plan 2023

Thursday, June 6, 2024 - 12:00

As an entity of constitutional rank, with administrative, patrimonial, and technical autonomy, for the purpose of fulfilling the central banking functions of the Colombian State, Banco de la República's (the Central Bank of Colombia) own legal framework establishes the following basic principles of management, administration, and internal control: (i) to ensure the maintenance of the purchasing power of the currency; (ii) to preserve the institutional stability of the Bank as an essential element to ensure the soundness and public trust in the country's monetary system, both nationally and internationally; (iii) to fill the various positions within the Entity with those persons who have the highest qualifications of suitability and capacity to occupy the position in question; (iv) to ensure that technical criteria prevail in the measures taken in the development of its activities, especially those corresponding to the general theory of central banking; and (v) to ensure that efficiency and risk prevention criteria prevail in the administration, operation, and internal control of its activities.

In development of the principles mentioned herein, and as a benchmark of trust and transparency in the country, *Banco de la República* defined an Anti-Fraud Strategy to promote the culture of prevention, detection, and response to fraud in the Bank, based on corporate values and on the principle of zero tolerance to illegal acts and fraud situations. As part of the development of the Anti-Fraud Strategy, *Banco de la República* has formulated the Anti-Corruption and Citizen Services Plan (*Plan Anticorrupción y de Atención al ciudadano - PAAC* in Spanish), which incorporates, among other aspects, all aspects related to communication with citizens and citizen participation referred to in Law 1712 of 2014 under the terms of the Entity's own legal framework.

Banco de la República's PAAC design applies the legal framework of this Entity, including the development of the principles of management, administration, and internal control contemplated therein. Therefore, its preparation corresponds to its own methodology, without prejudice to the references and recommendations issued on the matter by the Transparency Secretariat of the Presidency of the Republic and the Administrative Department of Civil Service (DAFP in Spanish), as applicable.

If you have comments on the Anti-Corruption and Citizen Services Plan, we invite you to use the official channels that have been defined for the reception of requests, complaints, and claims, which are part of the [Citizen Services System](#)