



ACCESS TO INFORMATION 2018

ANNUAL REPORT FOR THE YEAR (2023)

PUBLISHED AND SUBMITTED (March 2024)

INFORMATION COMMISSION

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INTRODUCTION

About Nouvobanq

Nouvobanq was founded in 1991, as a joint venture between the Government of Seychelles and Standard Chartered Bank. It is licensed by the Central Bank of Seychelles and is classified as one of the top three local banks. It is 78% owned by the Government of Seychelles and 22% by Standard Chartered Africa PLC. Nouvobanq's main banking offerings are to the Corporate and Retail market segments, with services spanning over Cards, Foreign Exchange (FX), Credit Facilities and Cash Management.

About the Information Officer

Name: Laurie-Mae Lepathy-Ansah

Date appointed: November 2022

MISSION AND VISION OR MANDATE OF THE ORGANISATION

Vision

To be the most trusted and reliable local bank in Seychelles, providing fast, innovative, and efficient banking solutions to customers and to be an active partner in Nation building.

Mission Statement

To continuously provide excellent service to customers through modern digital banking solutions in both Retail and Corporate and to successfully acquire new customers through attractive and competitive products and services.

ANNUAL REPORT REQUIREMENTS

SR No	ATI ACT REQUIREMENTS	
1)	The total number of ATI requests for access received;	NIL
2)	<u>TYPE OF INFORMATION</u>	
	The number of requests for personal information	One
	The number of requests for public domain information	NIL
	The number of requests for third party information	NIL
	The number of requests for commercial and confidential information	NIL
	The number of requests for law enforcement information	NIL
	The number of requests for privileged documents	NIL
	The number of requests for protection of life and safety of an individual information	NIL
	The number of requests for National Security and defence	NIL
	The number of requests for international relations	
	The number of requests for Economic interest of the state	NIL
	The number of requests for Academic or professional examination and recruitment process information	NIL
	The number of requests for proposal submitted to Cabinet	NIL
3)	The number of requests for access granted in full;	NIL
4)	The number of requests for access refuse in full;	NIL
	The number of requests for access refuse in part;	NIL
5)	The number of times each provision of Part III (<i>EXEMPTIONS</i>) was relied on to refuse access in full;	NIL
	The number of times each provision of Part III (<i>EXEMPTIONS</i>) was relied on to refuse access in part;	NIL

6)	The number of requests abandoned after request	NIL
7)	e number of request with no existing records	NIL
8)	The number of cases in which the periods stipulated in section 11 were extended in terms of section 12;	NIL
9)	The number of review applications lodged with the head of the information holder;	NIL
10)	The number of reviews lodged on the ground that a request for access was regarded as having been refused in terms of section 14;	NIL
11)	The number of cases in which, as a result of a review, access was given to information;	NIL
12)	The number of requests transferred to another Public Body	NIL

**Where is not applicable insert "0" or "N/A"*

I. A description of the steps or efforts taken by the head of the body to encourage all officers of that body to comply with the provisions of this Act;

There is one Information Officer at Nouvobanq and an email was circulated last year informing all staff in the business about the process for lodging queries under the Act of Information.

To further encourage good practice, in terms of information dissemination internally, communications awareness sessions are being held to educate all staff on the dos and don'ts of communications internally and with customers or third parties externally.

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II.	<p>Any facts which indicate an effort by the body to administer and implement the spirit and intention of the Act according to its submitted plan;</p> <p>Information about the Information Act has been shared with all staff.</p>
III.	<p>Particulars of any penalties imposed against any person under this Act; <u>NO</u> (If yes, list down)</p>

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IV.	Particulars of any disciplinary action taken against any person under this Act; NO_ (If yes, list down)
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THE CATEGORIES OF INFORMATION (AS PER SECTION 55 OF THE ACCESS TO INFORMATION ACT)

Example of categories of Information as per Section 5 (1) & (2) of ATIA (delete or add to the list)

LIST OF CATEGORIES	LOCATION OF THE INFORMATION
1. manuals, policies, procedures or rules or similar instruments which have been prepared for, or are used by, officers of the body in discharging that body's functions, exercising powers and handling complaints, making decisions or recommendations or providing advice to persons outside the body with respect to rights, privileges or benefits, or to obligations, penalties or other consequences, to or for which persons may be entitled or liable;	Relevant Departments,
2. the name, designations and other particulars of the Information Officer of the public body, including his or her contact details and electronic addresses where persons may submit requests for information;	Laurie-mae Lepathy-Ansah lauriema@nouvobang.sc 2560087

3. any prescribed forms, procedures, processes and rules for engagement by members of the public with the public body	Forms are online www.nouvobang.sc
4. the particulars of any arrangement, statutory or otherwise, that exists for consultation with, or representation by, members of the public in relation to the formulation or implementation of its policies, or similar documents;	None
5. where meetings of the public body, including its boards, councils, committees or similar other bodies are open to members of the public, the process for direct or indirect engagement and where a meeting is not open to the public, the contents of submissions received, the process for decision making and decisions reached	N/A
6. detailed information on the design and execution of any subsidy programmes implemented with public funds, including the amounts allocated and expended, the criteria for accessing the subsidy, and the beneficiaries	N/A
7. all contracts, licences, permits, authorisations and public-private partnerships granted by the public body;	N/A
8. reports containing the results of surveys, studies or tests, including scientific or technical reports and environmental impact assessment reports, prepared by the public body;	N/A
9. The particulars of its organisations, functions and duties;	www.nouvobang.sc and HR Department
10. Information containing interpretations or particulars of acts or policies administered by the body;	Legal Unit and Company Secretary
11. Details of its processes and procedures for creating, keeping, organizing and maintaining information;	Relevant Departments
12. A list of all the categories of information held by it or under its control;	Available through our Legal Unit
13. A directory of its employees including their powers, duties and titles, indicating the permanent staff, the temporary staff and the outsourced staff, recruitment procedures and vacancies;	Held by HR Department
14. The salary band for each public employee and officer, including the system of compensation as provided in its laws, and the procedures followed in its decision-making process, including channels of supervision and accountability;	Held by HR Department

15. A description of the composition, functions, and appointment procedures of the boards, councils, committees, and other bodies consisting of two or more persons, constituted for the purpose of advice to or managing the public body;	Through HR Department and Company Secretary
16. Detailed travel and hospitality expenses for each employee and officer, and gifts, hospitality, sponsorships or any other benefits received by each employee and officer;	HR and Compliance Departments
17. The detailed actual budget, revenue, expenditure and indebtedness for the current financial year, including all related estimates, plans, projections and reports, including audit reports;	Finance, Treasury Management and Internal Audit Departments
18. The annual report submitted to the information commission under section 54 of this act;	The Finance Department and also available on www.nouvobang.sc
19. Any other relevant information	N/A

CHALLENGES

- *Particulars of any difficulties encountered in the implementation of this Act in terms of the operation of the body, including issues of staffing and cost. This also should include the challenges you encounter as an Information Officer.*

None

RECOMMENDATIONS

- *Recommendations for reform, or amendment of this Act, other legislation, or practice relevant to the optimal realisation of the objectives of this Act.*

None

DECLARATION

I declare that in accordance to Section 54 of the Access to Information, Act 2018, the Annual Report are to the best of my knowledge, true, accurate and complete as per the requirements.

Laurie-mae Lepathy-Ansah



Mar 31 2024

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Name of Information Officer

Signature

Date

I confirm that this Annual Report is verified and true, accurate and complete to my knowledge as the Head of Information Holder of **(Insert the name of Public Body)** on the date stated below.

Christophe Edmond



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Name of Head of Information Holder

Signature

Dated Mar 31 2024



OFFICIAL STAMP

INFORMATION COMMISSION