

**MACC CLIENT'S CHARTER ACHIEVEMENT JANUARY – MARCH 2019**

<b>PLEDGE</b>	<b>Conformance To Time Frame/ Standard Of Client's Charter</b>		<b>Conformance To Time Frame/ Standard Of Client's Charter</b>		<b>Number of Services/ Activities</b>
	<b>Number of Conformance *</b>	<b>% of Conformance **</b>	<b>Number of Non-Conformance ***</b>	<b>% of Non-Conformance ****</b>	
To act against complaints of corruption within 24 hours after the complaint is received;	<b>346</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>346</b>
Complainant may know the status of the investigation upon the complaint after 28 working days;  <i>* Feedback to complainant are based on request in written form</i>	<b>27</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>27</b>
Results of Integrity Vetting shall be issued within 14 working days;	<b>13,295</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>13,295</b>

**MACC CLIENT'S CHARTER ACHIEVEMENT APRIL – JUNE 2019**

<b>PLEDGE</b>	<b>Conformance To Time Frame/ Standard Of Client's Charter</b>		<b>Conformance To Time Frame/ Standard Of Client's Charter</b>		<b>Number of Services/ Activities</b>
	<b>Number of Conformance *</b>	<b>% of Conformance **</b>	<b>Number of Non-Conformance ***</b>	<b>% of Non-Conformance ****</b>	
To act against complaints of corruption within 24 hours after the complaint is received;	<b>325</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>325</b>
Complainant may know the status of the investigation upon the complaint after 28 working days;  <i>* Feedback to complainant are based on request in written form</i>	<b>47</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>47</b>
Results of Integrity Vetting shall be issued within 14 working days;	<b>15,166</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>15,166</b>

**MACC CLIENT'S CHARTER ACHIEVEMENT JULY – SEPTEMBER 2019**

<b>PLEDGE</b>	<b>Conformance To Time Frame/ Standard Of Client's Charter</b>		<b>Conformance To Time Frame/ Standard Of Client's Charter</b>		<b>Number of Services/ Activities</b>
	<b>Number of Conformance *</b>	<b>% of Conformance **</b>	<b>Number of Non-Conformance ***</b>	<b>% of Non-Conformance ****</b>	
To act against complaints of corruption within 24 hours after the complaint is received;	<b>271</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>271</b>
Complainant may know the status of the investigation upon the complaint after 28 working days;  <i>* Feedback to complainant are based on request in written form</i>	<b>52</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>52</b>
Results of Integrity Vetting shall be issued within 14 working days;	<b>13,824</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>13,824</b>

**MACC CLIENT'S CHARTER ACHIEVEMENT OCTOBER – DECEMBER 2019**

<b>PLEDGE</b>	<b>Conformance To Time Frame/ Standard Of Client's Charter</b>		<b>Conformance To Time Frame/ Standard Of Client's Charter</b>		<b>Number of Services/ Activities</b>
	<b>Number of Conformance *</b>	<b>% of Conformance **</b>	<b>Number of Non-Conformance ***</b>	<b>% of Non-Conformance ****</b>	
To act against complaints of corruption within 24 hours after the complaint is received;	<b>97</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>97</b>
Complainant may know the status of the investigation upon the complaint after 28 working days;  <i>* Feedback to complainant are based on request in written form</i>	<b>53</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>53</b>
Results of Integrity Vetting shall be issued within 14 working days;	<b>10,027</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>10,027</b>