

MACC CLIENT'S CHARTER ACHIEVEMENT JANUARY – MARCH 2017

PLEDGE	Conformance To Time Frame/ Standard Of Client's Charter		Conformance To Time Frame/ Standard Of Client's Charter		Number of Services/ Activities
	Number of Conformance *	% of Conformance **	Number of Non-Conformance ***	% of Non-Conformance ****	
To act against complaints of corruption within 24 hours after the complaint is received;	328	100%	0	0	328
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>	25	100%	0	0	25
Results of Integrity Vetting shall be issued within 14 working days;	9872	100%	0	0	9872

MACC CLIENT'S CHARTER ACHIEVEMENT APRIL – JUNE 2017

PLEDGE	Conformance To Time Frame/ Standard Of Client's Charter		Conformance To Time Frame/ Standard Of Client's Charter		Number of Services/ Activities
	Number of Conformance *	% of Conformance **	Number of Non-Conformance ***	% of Non-Conformance ****	
To act against complaints of corruption within 24 hours after the complaint is received;	243	100%	0	0	243
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>	21	100%	0	0	21
Results of Integrity Vetting shall be issued within 14 working days;	8043	100%	0	0	8043

MACC CLIENT'S CHARTER ACHIEVEMENT JULY – SEPTEMBER 2017

PLEDGE	Conformance To Time Frame/ Standard Of Client's Charter		Conformance To Time Frame/ Standard Of Client's Charter		Number of Services/ Activities
	Number of Conformance *	% of Conformance **	Number of Non-Conformance ***	% of Non-Conformance ****	
To act against complaints of corruption within 24 hours after the complaint is received;	185	100%	0	0	185
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>	35	100%	0	0	35
Results of Integrity Vetting shall be issued within 14 working days;	9709	100%	0	0	9709

MACC CLIENT'S CHARTER ACHIEVEMENT OCTOBER - DECEMBER 2017

PLEDGE	Conformance To Time Frame/ Standard Of Client's Charter		Conformance To Time Frame/ Standard Of Client's Charter		Number of Services/ Activities
	Number of Conformance *	% of Conformance **	Number of Non-Conformance ***	% of Non-Conformance ****	
To act against complaints of corruption within 24 hours after the complaint is received;	108	100%	0	0	108
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>	28	100%	0	0	28
Results of Integrity Vetting shall be issued within 14 working days;	8149	100%	0	0	8149