

MACC CLIENT'S CHARTER ACHIEVEMENT JANUARY - MARCH 2020

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;	282	100%	0	0	282
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>	49	100%	0	0	49
Results of Integrity Vetting shall be issued within 14 working days;	13,391	100%	0	0	13,391

MACC CLIENT'S CHARTER ACHIEVEMENT APRIL - JUNE 2020

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;	134	100%	0	0	134
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>	39	100%	0	0	39
Results of Integrity Vetting shall be issued within 14 working days;	9,253	100%	0	0	9,253

MACC CLIENT'S CHARTER ACHIEVEMENT JULY - SEPTEMBER 2020

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;	295	100%	0	0	295
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>	114	100%	0	0	114
Results of Integrity Vetting shall be issued within 14 working days;	16,627	100%	0	0	16,627

MACC CLIENT'S CHARTER ACHIEVEMENT OCTOBER - DECEMBER 2020

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;	177	100%	0	0	177
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>	77	100%	0	0	77
Results of Integrity Vetting shall be issued within 14 working days;	10,155	100%	0	0	10,155