

**MACC CLIENT'S CHARTER ACHIEVEMENT JANUARY – MARCH 2018**

<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>258</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>258</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>28</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>28</b>
Results of Integrity Vetting shall be issued within 14 working days;	<b>12,389</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>12,389</b>

**MACC CLIENT'S CHARTER ACHIEVEMENT APRIL – JUNE 2018**

<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>186</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>186</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>20</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>20</b>
Results of Integrity Vetting shall be issued within 14 working days;	<b>13,438</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>13,438</b>

**MACC CLIENT'S CHARTER ACHIEVEMENT JULY – SEPTEMBER 2018**

<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>283</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>283</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>44</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>44</b>
Results of Integrity Vetting shall be issued within 14 working days;	<b>12,463</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>12,463</b>

**MACC CLIENT'S CHARTER ACHIEVEMENT OCTOBER - DECEMBER 2018**

<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>106</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>106</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>54</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>54</b>
Results of Integrity Vetting shall be issued within 14 working days;	<b>12,296</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>12,296</b>