

MACC CLIENT'S CHARTER ACHIEVEMENT JANUARY UNTIL MARCH 2015

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;	287	100%	0	0	287
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>	15	100%	0	0	15
Results of Integrity Vetting shall be issued within 14 working days;	6991	100%	0	0	6991

MACC CLIENT'S CHARTER ACHIEVEMENT APRIL UNTIL JUNE 2015

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;	341	100%	0	0	341
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>	17	100%	0	0	17
Results of Integrity Vetting shall be issued within 14 working days;	8145	100%	0	0	8145

MACC CLIENT'S CHARTER ACHIEVEMENT JULY UNTIL SEPTEMBER 2015

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;	244	100%	0	0	244
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>	7	100%	0	0	7
Results of Integrity Vetting shall be issued within 14 working days;	8558	100%	0	0	8558

MACC CLIENT'S CHARTER ACHIEVEMENT OCTOBER UNTIL DECEMBER 2015

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;	110	100%	0	0	110
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>	10	100%	0	0	10
Results of Integrity Vetting shall be issued within 14 working days;	6351	100%	0	0	6351