

MACC CLIENT'S CHARTER ACHIEVEMENT JANUARY UNTIL MARCH 2016

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;	349	100%	0	0	349
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;	56108	100%	0	0	56108

MACC CLIENT'S CHARTER ACHIEVEMENT APRIL UNTIL JUNE 2016

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;	298	100%	0	0	298
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>	34	100%	0	0	34
Results of Integrity Vetting shall be issued within 14 working days;	47156	100%	0	0	47156

MACC CLIENT'S CHARTER ACHIEVEMENT JULY UNTIL SEPTEMBER 2016

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;	197	100%	0	0	197
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>	27	100%	0	0	27
Results of Integrity Vetting shall be issued within 14 working days;	33199	100%	0	0	33199

MACC CLIENT'S CHARTER ACHIEVEMENT OCTOBER UNTIL DECEMBER 2016

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;	141	100%	0	0	141
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;	49219	100%	0	0	49219