

## 4. Complainants Perception of Anti-Corruption Bureau

### 4.1 Objective

This survey aims at getting a feedback from the people who has already taken services of ACB before. The motive of this survey is to know how people feel about ACB, whether they have confidence in the organization, whether they found the entire process of lodging complains comfortable and effective; did they have any inner fears while lodging complains, did they receive any threats after filing complains and whether they will use ACB's service in the future. After doing the survey, the next task would be to analyze the data collected and arrive at a conclusion about people's feeling towards ACB and such organizations.

The survey has 21 questions, which cover the entire range of questions needed to know the complainants' response. The survey has been divided into 3 parts to know the complainants reaction before, during and after the process of complain lodging.

#### 4.1.1. Before the process

This part of the survey deals with knowing the complainants' reaction before he filed the complaint. Questions like how did he come to know about ACB, what was the type of complaint, did he have confidence in ACB before lodging the complaint and how did he lodge the complaint will give us an insight into what the complainant thinks about ACB and whether there is enough awareness about ACB for it to be effective.

#### 4.1.2 During the process

This part of the survey deals with the time duration when the complaint had been filed and ACB was dealing with it. The focus is on two key areas:

- **Time duration of response and solving issue** – here we ask the complainant about the time which ACB took for the first initial response to the complaint filed. Also, since this survey mainly deals with TRAP cases, we also ask him about the time ACB took to solve the issue or file charges against the accused.
- **Threats** – This is the most important part of the entire survey. We believe that fear of intervention and backlash at work is the major deterrent, which stops people from filing complaints. So, here we question the complainant about the fears he had while filing the complaints, the THREATS he received after he filed the complaint and whether people report to the ACB about the threats.

### 4.1.3 After the process

This part is mainly for feedback on the entire process and also some recommendations from the general complainant about how to improve the process. We take feedback in areas like effectiveness of the process, suggestions for improvement, staff co-operation during the entire process and most importantly, whether the complainant will refer to the ACB in future.

## 4.2 Findings from the Survey

### 4.2.1 Target Segment

Anti Corruption Bureau had provided a list of people with their contact numbers who had lodged complaints in their department during the year 2005-2006. ACB had acted upon these complaints, solved the cases and convicted the accused depending on the proofs obtained. The nature of the complaint lodged by these people were called "Trap cases" where in the accused is caught receiving a bribe. ACB with the help of the complainant set up the trap to catch the accused with appropriate proofs.

### 4.2.2 Before The Process

#### Lodging complaints

A majority of the complainants whom we spoke to have visited ACB in person to lodge a complaint. This gives an indication that the website launched by ACB has not been used by many complainants. There are a few reasons to this and are mentioned below:

- Nature of the complaint being "Trap" where in the complainant has to explain the case in detail and furnish related documents. This forces the complainant to visit the ACB office in person, register the complaint and complete all the relate formalities.
- Complainants are not aware of the website built by ACB. The reasons for this being lack of promotion of the website by ACB and complainant not being a computer literate. A few of the complainants were not exposed to the computer/internet world.

#### Awareness about ACB

How did you come to know about Anti Corruption Bureau?	
Newspaper	10 (0.00%)

Friends	3 (15.79%)
Internet	1 (5.26%)
Television	2 (10.53%)
Others, please specify	13 (68.42%)

There were mixed responses from people when asked about the source from which they got to know about ACB. Many replied by saying that they knew ACB as general awareness, which shows that ACB is well known among the common people. We spoke to around 25 people, out of which 19 were willing to take part in the survey. Some people named multiple channels of information like friends and Internet from which they came to know about ACB. Given below is a break up of the medium by which people came to know about the ACB:

1. General Information: 10
2. Friends: 3
3. Advertisements on Television: 3
4. Advertisement Hoardings: 5
5. Internet: 1
6. Police: 1

None of the complainants (to whom we spoke) came to know about the ACB through newspaper ads, which shows that there is a lack of visibility about ACB in the newspapers. Only 1 person out of the 19 interviews had known about ACB through Internet, which proves the lack of awareness about ACB's presence on the web. Also, it is an indication of the fact that most of the people using the services of ACB belong to the middle class population, which is not, exposed to the Internet much.

A few of them also conveyed that they had seen posters and banners about ACB in government offices. This indicates that there has been considerable advertising done in government offices.

### Nature of Complaint

What was the nature of the complaint?	
Personal	13 (68.42%)
Organizational	5 (26.32%)
Others, please specify	1 (5.26%)