

We mainly asked people whether their complaint was personal or related to some organization. In the beginning we were doubtful whether people would divulge this detailed information in the fear of information leakage. But it was heartening to know that people were very supportive and in addition to telling us about the nature of complaint, most of them told us the entire incident also. While this tells us that people are very supportive and really want to help, it also revealed that most of them view ACB as a trust worthy organization which is doing a good job in handling corruption. This was in fact *the* most important finding of the entire survey process. Of the 19 people we contacted, 4 had problems in their office and 12 had a personal issue. The rest 3 could not qualify their problem as personal or office related. They were:

1. Against a sales tax officer
2. Against a quasi judicial custody
3. Shop related

The personal complaints offered wide ranges of issues like ration card, Government officials, MSEB engineers and fights, which revealed the bitter truth of corruption being widespread everywhere. Most of them involved bribe while some were also related to delay in work.

All the people who had problem in their office refrained from telling us the details of the complaint.

### Confidence on ACB before filing a complaint

you have confidence on ACB before lodging the complaint or were you giving it a try?	
	13 (68.42%)
	6 (31.58%)

We asked people whether they had confidence in ACB before going forward with their problems or they just wanted to give it a try. And, since most of the people were first time complainants, we expected the second option to be the major choice, but there was a divided opinion. 11 out of 19 said that they had full confidence in ACB before they even filed the complaint, which tells us a lot about the goodwill and trust ACB has among the people. On the other hand, 8 said they just wanted to give it a try and were not sure whether ACB would be of any help. But out of the 8, 3 said that they changed their opinion about ACB after the first meeting and had full faith in them. Only 1 person seemed to be totally dissatisfied by the ACB and said that after meeting ACB, he had no confidence. On the whole, barring a few exceptions, by and large people have confidence in ACB and were willing to go to ACB in future as well.

### Apprehensions before lodging complaints

As a part of the survey, we enquired if the complainant had any apprehensions of fears before going to ACB. This is to check if they were afraid of going there, or if were not sure that ACB would be able to protect them or the person against whom they were lodging a complaint would harm them. This was to check the amount of security people associate with the ACB.

3 of the 19 said that they had an apprehension, which is quite normal because we were expecting a larger number. 1 had some doubts, which he said were clarified after the first visit. He said he felt secured after meeting ACB officials. 15 of them had no apprehension before filing a complaint. Many said that they were bold enough and were not afraid. They said that when you know that you are right, then what is there to be afraid of. And ACB is always there to help in case of any problem.

So, by and large people felt secured while in the custody of the ACB and were bold and brave enough to stand up against corruption.

#### 4.2.3 During the Process

These parts of the survey dealt with the process of complain filing and setting the trap.

What was the initial reaction time for the complaint?. The time taken by ACB to interact with you after lodging the complaint.	
0-2 days	17 (89.47%)
2-5 days	1 (5.26%)
5-10 days	0 (0.00%)
More than 10 days	1 (5.26%)

Time taken by ACB to complete the entire Trap process	
0-7 days	13 (68.42%)
8-15 days	2 (10.53%)
16-30 days	1 (5.26%)
31-90 days	3 (15.79%)

The nature of the complaints lodged by the complainants whom we spoke to was Traps. Hence, as expected the time taken by ACB to complete the process was less. It varied mainly between 1 day and 1 week, though in some cases, it took

longer. We categorized the time duration into 4 groups, 0-7 weeks, which we termed as fast, 8-15 days indicated satisfactory, 15-30 days was slow and 30 days and above as ineffective. The results indicated that ACB is really very fast and effective in discharging its responsibilities. A huge majority of cases fell in the 0-7 day's line, with maximum being solved in 1 or 2 days.

1. 0-7 days: 13
2. 8-15 days: 2
3. 15-30 days: 1
4. 30-90 days: 3

The figures show that while most cases were solved very quickly, some took longer duration thus diluting the importance of the case. Two of the nineteen complainants were apprehensive about the pace of operation of the ACB.

The most important part was that ACB succeeded in almost all the cases leaving aside a couple of cases where the complainant felt that the problem was solved partially.

#### Threats received after lodging complaint

Any threats received after lodging the complaint	
Yes	5 (31.25%)
No	11 (68.75%)

We asked people if they received any threats after they lodged the complaints. The reason behind this was to know if there is any information leakage and also to check if people were being intimidated once they lodged a complaint against a person or an organization. Majority of the complainants conveyed that they did not receive any threats after lodging a complaint. Some did say that they received threats, which they have communicated to ACB also. The ACB's reaction to above has been to ignore the threats as the complainants were provided enough protection.

#### 4.2.4 After the Process

This part of the survey aimed at getting a feedback from the complainant about the entire process and also suggestions for improvement.

#### Opinion on the entire process

Did ACB succeed in solving the problem?
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