

No.	Complaint nur date	Complaint Coi Summary	Verification	> 5
214	4990521	17/7/19 Illegal Levy	✓	1
73	5000090	27/7/19 Authority abuse	✓	0
283	1684530	1/11/19 Illegal Levy	✓	0
311	1754284	1/11/19 Authority abuse	✓	1
282	1789667	30/10/19 Illegal Levy	✓	1
223	2064515	8/1/19 Illegal Levy	✓	0
130	2064598	8/1/19 Intentionally Mismanagem ent	✓	1
131	2066449	11/1/19	✓	1
309	2066725	12/1/19 Graft Intentionally Mismanagem ent	✓	1
132	2067831	15/1/19	✓	0
91	2067919	15/1/19 Corruption	✓	1
65	2067928	15/1/19 Authority abuse	✓	1
66	2067963	15/1/19 Authority abuse	✓	1
332	2068248	16/1/19 Authority abuse	✓	1
201	2068736	16/1/19 Illegal Levy	✓	0
64	2069028	17/1/19 Authority abuse	✓	0
202	2069598	18/1/19 Illegal Levy	✓	1
224	2070663	21/1/19 Illegal Levy	✓	1
63	2071509	22/1/19 Authority abuse Intentionally Mismanagem ent	✓	1
133	2071515	22/1/19	✓	1
92	2072263	24/1/19 Corruption Intentionally Mismanagem ent	✓	0
134	2072263	24/1/19	✓	0
225	2072379	25/1/19 Illegal Levy	✓	1
226	2072384	25/1/19 Illegal Levy	✓	0
227	2072750	25/1/19 Illegal Levy	✓	0

228	2073115	26/1/19	Illegal Levy	✓	1
229	2073299	27/1/19	Illegal Levy	✓	1
62	2074273	29/1/19	Authority abuse	✓	0
331	2075056	30/1/19	Authority abuse	✓	1
79	2075867	1/2/19	Authority abuse	✓	0
80	3106655	7/2/19	Authority abuse	✓	1
135	3106733	7/2/19	Intentionally Mismanagem ent	✓	1
136	3125377	8/2/19	Intentionally Mismanagem ent	✓	1
93	3128869	8/2/19	Corruption	✓	1
81	3182035	12/2/19	Authority abuse	✓	1
61	3339833	14/2/19	Authority abuse	✓	1
94	3355988	12/2/19	Corruption	✓	1
95	3356814	14/2/19	Corruption Intentionally Mismanagem ent	✓	1
137	3677964	18/2/19	Intentionally Mismanagem ent	✓	1
96	4472313	23/2/19	Corruption	✓	1
67	4473695	23/2/19	Authority abuse	✓	1
138	4544581	23/2/2019	Intentionally Mismanagem ent	✓	1
230	4838776	26/2/19	Illegal Levy	✓	1
60	4872541	2/3/19	Authority abuse	✓	1
231	4874657	5/3/19	Illegal Levy	✓	1
97	4875431	6/3/19	Corruption	✓	1
59	4875697	6/3/19	Authority abuse	✓	1
308	4877281	7/3/19	Graft	✓	1
232	4877390	8/3/19	Illegal Levy	✓	1
98	4877813	8/3/19	Corruption	✓	1
233	4879369	11/3/19	Illegal Levy	✓	1
234	4879372	11/3/19	Illegal Levy	✓	1
203	4879530	11/3/19	Illegal Levy	✓	1

58	4879693	11/3/19	Authority abuse Intentionally Mismanagem ent	✓	1
139	4881458	13/5/19		✓	1
235	4884758	18/3/19	Illegal Levy	✓	1
84	4885413	19/3/19	Authority abuse Intentionally Mismanagem ent	✓	1
140	4889318	19/3/19		✓	1
99	4890187	20/3/19	Corruption	✓	0
236	4890384	20/3/19	Illegal Levy Intentionally Mismanagem ent	✓	0
141	4890775	21/3/19		✓	1
237	4892291	23/3/19	Illegal Levy Intentionally Mismanagem ent	✓	0
142	4892724	24/3/19		✓	1
238	4892898	24/3/19	Illegal Levy Authority	✓	1
57	4894253	25/3/19	abuse Intentionally Mismanagem ent	✓	0
143	4897875	29/3/19		✓	1
86	4897976	30/3/19	Authority abuse Authority	✓	1
56	4899142	1/4/19	abuse Authority	✓	1
330	4899313	2/4/19	abuse	✓	1
239	4899337	2/4/19	Illegal Levy Authority	✓	0
329	4901667	5/4/19	abuse	✓	1
241	4901667	5/4/19	Illegal Levy	✓	1
240	4902063	5/4/19	Illegal Levy	✓	1
55	4902360	5/4/19	Authority abuse Authority	✓	1
54	4904343	9/4/19	abuse	✓	0
204	4904430	9/4/19	Illegal Levy	✓	1
242	4905649	10/4/19	Illegal Levy	✓	1
243	4907038	12/4/19	Illegal Levy	✓	1

205	4907407	12/4/19	Illegal Levy	✓	1
53	4908728	15/4/19	Authority abuse	✓	1
144	4909106	15/4/19	Intentionally Mismanagem ent	✓	1
145	4909117	15/4/19		✓	1
245	4909370	22/4/19	Illegal Levy	✓	1
244	4909381	15/4/19	Illegal Levy	✓	1
246	4912648	22/4/19	Illegal Levy	✓	1
52	4912790	22/4/19	Authority abuse	✓	1
146	4913101	22/4/19	Intentionally Mismanagem ent	✓	0
328	4913138	22/4/19	Authority abuse	✓	1
51	4914798	25/4/19	Authority abuse	✓	0
147	4916280	27/4/19	Intentionally Mismanagem ent	✓	1
247	4916854	28/4/19	Illegal Levy	✓	0
68	4917279	29/4/19	Authority abuse	✓	0
327	4922798	2/5/19	Authority abuse	✓	1
50	4922962	2/5/19	Authority abuse	✓	1
307	4923348	2/5/19	Graft	✓	1
206	4923814	3/5/19	Illegal Levy	✓	1
326	4926211	7/5/19	Authority abuse	✓	1
306	4927741	9/5/19	Graft	✓	1
207	4928180	9/5/19	Illegal Levy	✓	1
248	4928180	9/5/19	Illegal Levy	✓	1
208	4928632	10/5/19	Illegal Levy	✓	1
249	4928774	10/5/19	Illegal Levy	✓	1
325	4930331	12/5/19	Authority abuse	✓	1
49	4931419	13/5/19	Authority abuse	✓	0

48	4931664	13/5/19	Authority abuse	✓	1
324	4932545	14/5/19	Authority abuse	✓	0
323	4935128	17/5/19	Authority abuse	✓	1
305	49365	18/5/19	Graft	✓	1
322	4939184	21/5/19	Authority abuse	✓	1
209	4939781	22/5/19	Illegal Levy	✓	1
321	4940612	23/5/19	Authority abuse	✓	1
320	4941242	23/5/19	Authority abuse	✓	1
250	4943496	26/5/19	Illegal Levy	✓	1
251	4943765	26/5/19	Illegal Levy	✓	1
			Intentionally Mismanagem ent		
148	4946102	28/4/19		✓	1
47	4946309	29/5/19	Authority abuse	✓	0
210	4947896	29/5/19	Illegal Levy	✓	1
46	4953182	1/6/19	Authority abuse	✓	1
			Intentionally Mismanagem ent		
149	4958607	11/6/19		✓	1
82	4959142	11/6/19	Authority abuse	✓	1
			Intentionally Mismanagem ent		
150	4959475	11/6/19		✓	1
69	4962045	14/6/19	Authority abuse	✓	1
70	4962287	14/6/19	Authority abuse	✓	1
319	4962666	14/6/19	Authority abuse	✓	1
211	4962944	15/6/19	Illegal Levy	✓	1
304	4967229	19/6/19	Graft	✓	1
			Intentionally Mismanagem ent		
151	4967943	20/6/19		✓	1
83	4968432	21/6/19	Authority abuse	✓	0
212	4969565	22/6/19	Illegal Levy	✓	1

71	4970538	23/6/19	Authority abuse	✓	0
213	4971456	24/6/19	Illegal Levy	✓	1
100	4972933	26/6/19	Corruption Intentionally Mismanagem ent	✓	1
152	4973221	26/6/19		✓	1
318	4973867	27/6/19	Authority abuse	✓	1
252	4974338	27/6/19	Illegal Levy Intentionally Mismanagem ent	✓	0
153	4976679	30/6/19		✓	1
253	4978634	2/7/19	Illegal Levy	✓	1
45	4979089	3/7/19	Authority abuse Intentionally Mismanagem ent	✓	0
154	4979766	4/7/19		✓	1
44	4980489	5/7/19	Authority abuse Intentionally Mismanagem ent	✓	0
155	4980525	5/7/19		✓	0
43	4980848	6/7/19	Authority abuse	✓	0
42	4982391	8/7/19	Authority abuse	✓	1
254	4982854	9/7/19	Illegal Levy Intentionally Mismanagem ent	✓	0
156	4982896	9/7/19		✓	0
101	4985367	11/7/19	Corruption	✓	1
300	4986150	12/7/19	Graft	✓	1
102	4986151	12/7/19	Corruption	✓	1
255	4987024	13/7/19	Illegal Levy Intentionally Mismanagem ent	✓	1
157	4988037	15/7/19		✓	1
266	4988365	12/9/19	Illegal Levy	✓	1

			Intentionally Mismanagem ent		
158	4988526	15/7/19		✓	1
267	4988556	12/9/19	Illegal Levy	✓	1
256	4989797	16/7/19	Illegal Levy	✓	1
72	4990145	17/7/19	Authority abuse	✓	0
41	4990745	17/7/19	Authority abuse	✓	1
103	4990884	18/7/19	Corruption	✓	0
104	4991463	18/7/19	Corruption	✓	1
			Intentionally Mismanagem ent		
159	4991463	18/7/19		✓	1
257	4992506	19/7/19	Illegal Levy	✓	1
			Intentionally Mismanagem ent		
160	4993748	21/7/19		✓	1
258	4993949	21/7/19	Illegal Levy	✓	1
			Intentionally Mismanagem ent		
161	4995108	22/7/19		✓	1
105	4995791	23/7/19	Corruption	✓	1
40	4998605	25/7/19	Authority abuse	✓	0
259	4998892	26/7/19	Illegal Levy	✓	0
260	5000199	27/7/19	Illegal Levy	✓	1
			Intentionally Mismanagem ent		
162	5000312	27/7/19		✓	0
74	5002111	30/7/19	Authority abuse	✓	0
115	5002324	29/10/19	Corruption	✓	1
106	5002445	30/7/19	Corruption	✓	1
39	5003448	31/7/19	Authority abuse	✓	0
			Intentionally Mismanagem ent		
163	5003495	31/7/19		✓	1
			Intentionally Mismanagem ent		
164	5004734	1/8/19		✓	0

			Intentionally Mismanagem ent		
165	5005136	2/8/19		✓	1
107	5005315	2/8/19	Corruption	✓	1
108	5005544	2/8/19	Corruption	✓	1
38	5007790	5/8/19	Authority abuse	✓	0
128	5011682	9/8/19	Embezzlement	✓	1
261	5011695	9/8/19	Illegal Levy	✓	1
37	5013185	10/9/19	Authority abuse	✓	0
317	5014329	12/8/19	Authority abuse	✓	0
316	5014435	12/8/19	Authority abuse	✓	1
			Intentionally Mismanagem ent		
166	5014543	12/8/19		✓	1
127	5014645	12/8/19	Embezzlement	✓	1
			Authority		
315	5018703	16/8/19	abuse	✓	1
303	5020962	20/8/19	Graft	✓	0
			Authority		
36	5021305	20/8/19	abuse	✓	0
109	5021504	20/8/19	Corruption	✓	1
215	5022173	21/8/19	Illegal Levy	✓	0
			Intentionally Mismanagem ent		
167	5022623	21/8/19		✓	1
216	5025075	26/8/19	Illegal Levy	✓	1
262	5025525	24/8/19	Illegal Levy	✓	1
			Intentionally Mismanagem ent		
168	5026161	25/8/19		✓	1
263	5029103	28/8/19	Illegal Levy	✓	1
			Authority		
75	5029428	28/8/19	abuse	✓	1
314	5029785	29/8/19	Authority abuse	✓	1
			Intentionally Mismanagem ent		
169	5030292	29/8/19		✓	1

			Intentionally Mismanagem ent		
170	5031794	31/8/19		✓	1
302	5032783	1/9/19	Graft	✓	1
35	5032801	1/9/19	Authority abuse	✓	1
34	5034149	3/9/19	Authority abuse	✓	0
33	5035002	3/9/19	Authority abuse	✓	1
32	5035016	3/9/19	Authority abuse	✓	0
			Intentionally Mismanagem ent		
171	5035251	4/9/19		✓	1
31	5035398	4/9/19	Authority abuse	✓	0
110	5038522	6/9/19	Corruption	✓	1
301	5038587	7/9/19	Graft	✓	1
30	5038991	7/9/19	Authority abuse	✓	1
264	5039095	9/9/19	Illegal Levy	✓	1
29	5039284	8/9/19	Authority abuse	✓	1
28	5039520	8/9/19	Authority abuse	✓	1
265	5040266	9/9/19	Illegal Levy	✓	1
			Intentionally Mismanagem ent		
172	5043582	12/9/19		✓	0
111	5046946	15/9/19	Corruption	✓	0
268	5047013	18/9/19	Illegal Levy	✓	0
269	5049626	18/9/19	Illegal Levy	✓	1
270	5049971	18/9/19	Illegal Levy	✓	1
217	5052618	20/9/19	Illegal Levy	✓	1
			Intentionally Mismanagem ent		
173	5053757	21/9/19		✓	0
271	5053859	21/9/19	Illegal Levy	✓	1
27	5055476	23/9/19	Authority abuse	✓	1
112	5055509	23/9/19	Corruption	✓	1
272	5057102	25/9/19	Illegal Levy	✓	1
26	5059794	29/9/19	Authority abuse	✓	0

273	5060334	30/9/19	Illegal Levy Authority	✓	1
25	5061154	1/10/19	abuse	✓	1
274	5062722	3/10/19	Illegal Levy Intentionally Mismanagement	✓	1
174	5063781	4/10/19	Intentionally Mismanagement	✓	1
175	5063817	4/10/19	Intentionally Mismanagement	✓	1
176	5063833	4/10/19	Intentionally Mismanagement	✓	1
177	5063899	4/10/19	Intentionally Mismanagement	✓	1
178	5063972	4/10/19	Authority	✓	1
24	5064315	5/10/19	abuse	✓	1
218	5068130	9/10/19	Illegal Levy	✓	1
76	5068915	9/10/19	Authority abuse	✓	1
313	5069328	10/10/19	Authority abuse Intentionally Mismanagement	✓	1
179	5069410	10/10/19		✓	0
275	5070770	11/10/19	Illegal Levy	✓	1
276	5073932	14/10/19	Illegal Levy	✓	0
219	5076380	16/10/19	Illegal Levy	✓	1
113	5079155	18/10/19	Corruption Authority	✓	1
23	5081136	20/10/19	abuse Authority	✓	1
22	5083103	22/10/19	abuse	✓	1
277	5088926	25/10/19	Illegal Levy Authority	✓	0
21	5089052	25/10/19	abuse	✓	0
278	5090091	25/10/19	Illegal Levy	✓	1
279	5091440	26/10/19	Illegal Levy	✓	0
114	5092304	27/10/19	Corruption	✓	1

20	5092407	28/10/19	Authority abuse	✓	0
280	5092868	28/10/19	Illegal Levy	✓	0
118	5093400	30/10/19	Corruption	✓	0
116	5093498	30/10/19	Corruption	✓	1
281	5093516	28/10/19	Illegal Levy	✓	1
117	5093530	30/10/19	Corruption	✓	0
312	5097263	30/10/19	Authority abuse	✓	1
119	5097827	31/10/19	Corruption	✓	1
120	5097914	31/10/19	Corruption	✓	1
180	5097914	31/10/19	Intentionally Mismanagem ent	✓	1
181	5100360	1/11/19	Intentionally Mismanagem ent	✓	1
182	5102684	3/11/19		✓	1
121	5102818	3/11/19	Corruption	✓	0
19	5104015	4/11/19	Authority abuse	✓	0
85	5105028	5/11/19	Authority abuse	✓	1
18	5105058	5/11/19	Authority abuse	✓	0
17	5106720	6/11/19	Authority abuse	✓	1
183	5115492	12/11/19	Intentionally Mismanagem ent	✓	0
184	5119762	14/11/19		✓	1
284	5120908	14/11/19	Illegal Levy	✓	1
16	5122847	15/11/19	Authority abuse	✓	0
285	5123000	15/11/19	Illegal Levy	✓	1
185	5125063	17/11/19	Intentionally Mismanagem ent	✓	1

			Intentionally Mismanagem ent		
199	5127261	18/11/19		✓	0
286	5129862	19/11/19	Illegal Levy	✓	1
			Intentionally Mismanagem ent		
186	5130943	19/11/19		✓	1
287	5131066	20/11/19	Illegal Levy	✓	1
15	5131101	20/11/19	Authority abuse	✓	1
288	5136746	22/11/19	Illegal Levy	✓	1
			Intentionally Mismanagem ent		
187	5137793	23/11/19		✓	1
14	5140227	24/11/19	Authority abuse	✓	1
			Intentionally Mismanagem ent		
188	5141498	25/11/19		✓	1
			Intentionally Mismanagem ent		
189	5141954	25/11/19		✓	1
77	5144519	27/11/19	Authority abuse	✓	0
			Intentionally Mismanagem ent		
190	5146790	28/11/19		✓	0
122	5146790	28/11/19	Corruption	✓	0
13	5147022	29/11/19	Authority abuse	✓	1
289	5148140	29/11/19	Illegal Levy	✓	1
12	5148242	29/11/19	Authority abuse	✓	1
			Intentionally Mismanagem ent		
191	5148242	29/11/19		✓	1
			Intentionally Mismanagem ent		
192	5149673	1/12/19		✓	1
290	5150777	2/12/19	Illegal Levy	✓	1

11	5152422	3/12/19	Authority abuse	✓	0
10	5152538	3/12/19	Authority abuse	✓	1
291	5152767	3/12/19	Illegal Levy	✓	1
292	5152998	4/12/19	Illegal Levy	✓	1
9	5153887	4/12/19	Authority abuse	✓	1
			Intentionally Mismanagem ent		
193	51551	5/12/19		✓	1
220	5157584	7/12/19	Illegal Levy	✓	0
221	5159158	9/12/19	Illegal Levy	✓	0
293	5159209	9/12/19	Illegal Levy	✓	1
299	5161020	10/12/19	Graft	✓	0
294	5161833	10/12/19	Illegal Levy	✓	1
			Intentionally Mismanagem ent		
194	5162841	11/12/19		✓	0
126	5167661	13/12/19	Embezzlement	✓	1
222	5168171	14/12/19	Illegal Levy	✓	1
295	5173290	18/12/19	Illegal Levy	✓	0
296	5173946	18/12/19	Illegal Levy	✓	0
			Intentionally Mismanagem ent		
195	5174759	19/12/19		✓	1
			Intentionally Mismanagem ent		
196	5175672	19/12/19		✓	1
8	5175672	19/12/19	Authority abuse	✓	1
			Intentionally Mismanagem ent		
197	5176897	20/12/19		✓	1
7	5176953	20/12/19	Authority abuse	✓	1
6	5176986	20/12/19	Authority abuse	✓	1
5	5179458	23/12/19	Authority abuse	✓	1
123	5179458	23/12/19	Corruption	✓	1
78	5181355	24/12/19	Authority abuse	✓	1
297	5181806	24/12/19	Illegal Levy	✓	0

4	5182154	24/12/19	Authority abuse Intentionally Mismanagem ent	✓	1
198	5182296	24/12/19		✓	1
3	5184001	26/12/19	Authority abuse	✓	1
124	5184086	26/12/19	Corruption	✓	1
90	5184139	26/12/19	Corruption	✓	0
125	5184139	26/12/19	Corruption	✓	0
89	5184192	26/12/19	Corruption	✓	1
88	5187322	28/12/19	Corruption	✓	1
298	5189423	29/12/19	Illegal Levy	✓	1
2	5189946	30/12/19	Authority abuse	✓	1
1	5191922	31/12/19	Authority abuse	✓	1
1000					
1001					
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Status		Ombudsman	Distribution			
> 30	> 60	> 60	Right	Wrong	Organisationa	
1	1	31-Mar-20	258	1	0	0
0	0	31-Mar-20	247	1	0	1
0	0	31-Mar-20	151	1	0	1
1	1	17-Mar-20	137	1	0	1
1	1	31-Mar-20	153	1	0	0
0	0	31-Mar-20	448	1	0	1
0	0	31-Mar-20	448	1	0	1
		11-May-20	486			
1	1			0	1	1
1	1	31-Mar-20	444	1	0	0
		31-Mar-20	441			
0	0			1	0	1
0	0	31/3/20	441	1	0	1
0	0	31-Mar-20	441	1	0	1
1	0	31-Mar-20	441	1	0	1
1	1	31-Mar-20	440	1	0	0
0	0	31-Mar-20	440	1	0	1
0	0	31-Mar-20	439	1	0	1
1	1	31-Mar-20	438	1	0	0
1	1	31-Mar-20	435	1	0	1
1	1	31-Mar-20	434	1	0	1
		31-Mar-20	434			
1	1			1	0	0
0	0	31/3/20	432	1	0	1
		31-Mar-20	432			
0	0			1	0	1
1	0	31-Mar-20	431	1	0	1
0	0	31-Mar-20	431	1	0	1
0	0	31-Mar-20	431	1	0	1

1	1	31-Mar-20	430	1	0	1
1	1	31-Mar-20	429	1	0	1
0	0	31-Mar-20	427	1	0	1
1	1	31-Mar-20	426	1	0	0
0	0	31-Mar-20	424	1	0	1
1	1	31-Mar-20	418	1	0	0
		23-Jan-20	350			
1	1			1	0	0
		31-Mar-20	417			
1	1			1	0	0
1	1	31/3/20	417	0	1	0
1	1	31-Mar-20	413	1	0	0
1	1	31-Mar-20	411	1	0	0
1	1	31/3/20	413	1	0	0
1	1	31/3/20	411	1	0	0
		31-Mar-20	407			
1	1			1	0	0
1	1	31/3/20	402	1	0	0
0	0	31-Mar-20	402	1	0	0
		31-Mar-20	402			
1	1			0	1	0
1	0	31-Mar-20	399	1	0	1
1	1	31-Mar-20	395	1	0	0
1	1	31-Mar-20	392	1	0	0
1	1	31/3/20	391	1	0	0
1	1	31-Mar-20	391	1	0	0
1	1	31-Mar-20	390	1	0	0
1	1	31-Mar-20	389	1	0	0
1	1	31/3/20	389	1	0	0
1	1	31-Mar-20	386	1	0	1
1	1	31-Mar-20	386	1	0	1
0	0	31-Mar-20	386	1	0	1

0	0	31-Mar-20	386	1	0	1
		31-Mar-20	323			
1	0			1	1	1
1	1	31-Mar-20	379	1	0	0
1	1	31-Mar-20	378	1	0	0
		31-Mar-20	378			
1	0			1	1	1
0	0	31/3/20	377	1	0	1
0	0	31-Mar-20	377	1	0	1
		31-Mar-20	376			
1	1			1	0	1
0	0	31-Mar-20	374	1	0	1
		31-Mar-20	373			
0	0			1	0	1
0	0	31-Mar-20	373	1	0	1
0	0	31-Mar-20	372	1	0	1
		31-Mar-20	368			
0	0			1	0	1
1	1	31-Mar-20	367	1	0	0
1	1	31-Mar-20	365	1	0	1
1	1	31-Mar-20	364	1	0	0
0	0	31-Mar-20	364	1	0	1
1	0	31-Mar-20	361	1	0	1
0	0	31-Mar-20	361	1	0	1
0	0	31-Mar-20	361	0	1	1
1	1	31-Mar-20	361	1	0	0
0	0	31-Mar-20	357	1	0	1
1	1	31-Mar-20	357	1	0	0
0	0	31-Mar-20	356	0	1	0
1	1	31-Mar-20	354	1	0	0

0	0	31-Mar-20	354 1	0	1
1	1	31-Mar-20	351 1	0	0
		31-Mar-20	351		
1	1		1	0	0
		31-Mar-20	351		
1	1		1	1	0
1	1	31-Mar-20	344 1	0	1
1	1	31-Mar-20	351 1	0	0
1	0	31-Mar-20	344 0	1	1
1	1	31-Mar-20	344 1	0	0
		31-Mar-20	344		
0	0		1	0	1
1	0	31-Mar-20	344 1	0	1
0	0	31-Mar-20	341 1	0	1
		31-Mar-20	339		
0	0		1	0	1
0	0	31-Mar-20	338 1	0	1
0	0	31-Mar-20	337 1	0	1
1	1	31-Mar-20	334 1	0	0
1	1	31-Mar-20	334 1	0	0
1	1	31-Mar-20	334 1	0	0
1	1	31-Mar-20	333 1	0	0
1	1	31-Mar-20	329 1	0	0
1	1	31-Mar-20	327 1	0	0
1	1	31-Mar-20	327 1	0	0
1	1	31-Mar-20	327 1	0	0
0	0	31-Mar-20	326 1	0	1
1	1	31-Mar-20	326 1	0	0
1	1	10-May-20	364 1	0	1
0	0	31-Mar-20	323 1	0	1

1	1	31-Mar-20	323	1	0	0
0	0	31-Mar-20	322	1	0	1
1	1	31-Mar-20	319	1	0	0
1	1	31-Mar-20	318	1	0	0
1	0	31-Mar-20	315	1	0	1
0	0	31-Mar-20	314	1	0	0
1	1	31-Mar-20	313	1	0	0
1	1	31-Mar-20	313	1	0	0
1	1	31-Mar-20	310	1	0	1
1	0	31-Mar-20	310	1	0	1
		31-Mar-20	338			
0	0			1	0	1
0	0	31-Mar-20	307	1	0	1
1	1	31-Mar-20	307	1	0	0
1	1	31-Mar-20	304	1	0	0
		31-Mar-20	294			
0	0			1	0	1
0	0	31-Mar-20	294	1	0	1
		31-Mar-20	294			
0	0			1	0	1
1	1	31-Mar-20	291	1	0	0
0	0	31-Mar-20	291	1	0	1
1	0	31-Mar-20	291	1	0	1
1	1	31-Mar-20	290	1	0	0
1	1	31-Mar-20	286	1	0	0
		31-Mar-20	285			
1	1			1	0	1
0	0	31-Mar-20	284	1	0	1
1	1	31-Mar-20	283	1	0	0

0	0	31-Mar-20	282 1	0	1
1	1	31-Mar-20	281 1	0	0
1	1	31/3/20	279 1	0	1
		31-Mar-20	279		
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1	1	31-Mar-20	278 1	0	0
0	0	31-Mar-20	278 1	0	1
		31-Mar-20	275		
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1	1	31-Mar-20	273 1	0	0
0	0	31-Mar-20	272 1	0	1
		31-Mar-20	271		
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0	0	31-Mar-20	270 1	0	1
		31-Mar-20	270		
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0	0	31-Mar-20	269 1	0	1
1	1	31-Mar-20	267 1	0	0
0	0	31-Mar-20	266 1	0	1
		31-Mar-20	266		
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0	0	31/3/20	264 1	0	1
1	1	31-Mar-20	263 1	0	0
0	0	31/3/20	263 1	0	1
1	1	31-Mar-20	262 1	0	0
		31-Mar-20	260		
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0	0	31-Mar-20	201 1	0	1

		31-Mar-20	260		
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0	0	31-Mar-20	201 1	0	1
0	0	31-Mar-20	259 1	0	1
0	0	31-Mar-20	258 1	0	1
1	1	31-Mar-20	258 1	0	0
0	0	31/3/20	257 1	0	1
0	0	31/3/20	257 1	0	1
		31-Mar-20	257		
0	0		1	0	1
1	1	31-Mar-20	256 1	0	0
		31-Mar-20	254		
1	1		1	0	1
1	1	17-Jan-20	180 1	0	1
		31-Mar-20	253		
0	0		1	0	1
1	1	31/3/20	252 1	0	0
0	0	31-Mar-20	250 1	0	1
0	0	31-Mar-20	249 1	0	1
0	0	31-Mar-20	248 1	0	1
		31-Mar-20	248		
0	0		1	0	1
0	0	31-Mar-20	245 1	0	1
1	1	31/3/20	154 1	0	0
0	0	31/3/20	245 1	0	1
0	0	31-Mar-20	244 1	0	1
		31-Mar-20	244		
1	1		1	0	1
		31-Mar-20	243		
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		31-Mar-20	242			
1	1			1	0	1
0	0	31/3/20	242	1	0	1
0	0	31/3/20	242	1	0	1
0	0	31-Mar-20	239	1	0	1
1	1	31-Mar-20	235	1	0	0
0	0	31-Mar-20	235	1	0	1
0	0	31-Mar-20	203	1	0	1
0	0	31-Mar-20	232	1	0	1
1	1	31-Mar-20	232	1	0	0
		31-Mar-20	232			
0	0			1	0	1
0	0	31-Mar-20	232	1	0	1
1	1	27-Mar-20	224	1	0	1
0	0	31-Mar-20	224	1	0	1
0	0	31-Mar-20	224	1	0	1
1	1	31/3/20	224	1	0	1
0	0	31-Mar-20	223	1	0	1
		31-Mar-20	223			
0	0			1	0	1
0	0	31-Mar-20	218	1	0	1
1	1	31-Mar-20	220	1	0	0
		31-Mar-20	219			
1	1			1	0	0
0	0	31-Mar-20	216	1	0	1
1	1	31-Mar-20	216	1	0	0
1	1	31-Mar-20	215	1	0	0
		31-Mar-20	215			
1	1			1	0	0

		31-Mar-20	213		
1	1		1	0	0
1	1	31-Mar-20	212 1	0	0
		31-Mar-20	212 1	0	0
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0	0	31-Mar-20	210 1	0	1
		31-Mar-20	210 1	0	0
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0	0	31-Mar-20	210 1	0	1
		31-Mar-20	209		
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		31-Mar-20	209 1	0	0
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0	0	31/3/20	207 1	0	1
1	1	31-Mar-20	206 1	0	0
		31-Mar-20	206 1	0	0
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1	1	31-Mar-20	204 1	0	0
		31-Mar-20	205 1	0	1
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0	0	31-Mar-20	205 1	0	1
1	1	31-Mar-20	204 1	0	0
		31-Mar-20	201		
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0	0	31/3/20	198 1	0	1
0	0	31-Mar-20	195 1	0	1
1	1	31-Mar-20	195 1	0	0
0	0	31-Mar-20	195 1	0	1
1	1	31-Mar-20	193 1	0	0
		31-Mar-20	192		
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1	1	31-Mar-20	192 1	0	0
		31-Mar-20	190 1	0	0
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1	1	31/3/20	190 1	0	0
0	0	31-Mar-20	188 1	0	1
		31-Mar-20	184 1	0	1
0	0				

1	1	31-Mar-20	183	1	0	0
1	1	31-Mar-20	182	1	0	0
1	1	31-Mar-20	180	1	0	0
		31-Mar-20	179			
1	1			1	0	1
		31-Mar-20	179			
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		31-Mar-20	179			
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		31-Mar-20	179			
1	1			1	0	1
		31-Mar-20	179			
1	1			1	0	1
0	0	31-Mar-20	178	1	0	1
1	1	31-Mar-20	174	1	0	0
1	1	31-Mar-20	174	1	0	0
1	1	31-Mar-20	173	1	0	0
		31-Mar-20	173			
0	0			1	0	1
1	1	31-Mar-20	172	1	0	0
0	0	31-Mar-20	169	1	0	1
0	0	31-Mar-20	167	1	0	1
0	0	31/3/20	165	1	0	1
1	1	31-Mar-20	163	1	0	0
		31-Mar-20	161	1	0	1
0	0	31-Mar-20	158	1	0	1
		31-Mar-20	158	1	0	1
1	1	31-Mar-20	158	1	0	0
0	0	31-Mar-20	157	1	0	1
0	0	31/3/20	156	1	0	1

0	0	31-Mar-20	155	1	0	1
0	0	31-Mar-20	155	1	0	1
0	0	31/3/20	153	1	0	1
1	1	31/3/20	153	1	0	0
0	0	31-Mar-20	155	1	0	1
0	0	31/3/20	153	1	0	1
1	1	9-May-20	192	1	0	1
1	1	31/3/20	152	1	0	1
1	1	31/3/20	152	1	0	1
		31-Mar-20	152			
1	1			1	0	0
		31-Mar-20	151			
1	1			1	0	0
		31-Mar-20	149			
1	1			1	0	0
0	0	31/3/20	149	1	0	1
0	0	31-Mar-20	148	1	0	1
1	0	31-Mar-20	147	1	0	1
0	0	31-Mar-20	147	1	0	1
0	0	31-Mar-20	146	1	0	1
		31-Mar-20	140			
0	0			1	0	1
		31-Mar-20	138			
1	1			1	0	0
1	1	31-Mar-20	138	1	0	0
0	0	31-Mar-20	137	1	0	1
1	1	31-Mar-20	137	1	0	0
		31-Mar-20	135			
0	0			1	0	1

		31-Mar-20	134		
0	0		1	0	1
1	1	31-Mar-20	133	1	0
		31-Mar-20	133		
0	0		1	0	1
1	1	31-Mar-20	132	1	0
		31-Mar-20	132	1	0
0	0		1	0	1
1	1	31-Mar-20	130	1	0
		31-Mar-20	129		
1	1		1	0	0
0	0	31-Mar-20	128	1	0
		31-Mar-20	127		
1	1		1	0	0
		31-Mar-20	127		
1	1		1	0	0
0	0	31-Mar-20	125	1	0
		31-Mar-20	124		
0	0		1	0	1
0	0	31/3/20	124	1	0
1	1	31-Mar-20	123	0	1
1	1	31-Mar-20	123	1	0
1	1	31-Mar-20	123	1	0
		31-Mar-20	123		
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		31-Mar-20	121		
0	0		1	0	1
0	0	31-Mar-20	120	1	0

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		31-Mar-20	117		
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		31-Mar-20	111		
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0	0	31-Mar-20	104 1	0	1
0	0	31-Mar-20	104 1	0	1
		31-Mar-20	103		
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		31-Mar-20	102		
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1	1	31/3/20	96 1	0	1
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Attentiveness	Credibility	Redress	Apology	Facilitation	Timeliness	Individual
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