

**CLIENTS' CHARTER NOVEMBER 2020**  
**LEGAL AFFAIRS DIVISION, PRIME MINISTER'S DEPARTMENT**

Bil.	Pledge	Time frame compliance / clients charter standard	Incompliance to the time frame / clients' charter	Number of compliance
		Number of compliance *	Number of incompliance **	
1	Providing feedback for suggestions, enquiries and complaints within 3 working days from the date received;	3	0	3
2	Issuing notice of preliminary approval within 21 days from the date of complete revision by legal advisor and in compliance with Act 258;	1	0	1
3	Cleaning payment for bills and claims within 14 days from the date required documents received;	165	0	165
4	Disbursement of the Development Expenditure (DE) Warrants is made to the implementing agency within three (3) working days from the date of approval of the allocation;	1	0	1
5	Providing 99% accessibility rate for network and system application.	1	0	1

\* number of services provided within stipulated time frame / standard

\*\* number of services provided exceeds stipulated time frame / below standard

Last updated : 7<sup>th</sup> December 2020