

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

| Bil. | Pledge  | Time Freme Compliance / Clients Chater Standard | Incompliance to the time freme / clients' charter | Number of compliance |
|------|---|---|---|----------------------|
|      |   | Number of compliance *                          | Number of incompliance **                         |                      |
| 1.   | Providing feedback for suggestions, enguiries and complaints within 3 working days from the date received;  | 2   | 0   | 2                    |
| 2.   | Issuing notice of preliminary approval within 21 days from the date of complete revision by legal advisor and in compliance with Act 258;                               | 0   | 0   | 0                    |
| 3.   | Cleaning payment for bills and claims within 14 days from the date required documents received;   | 180   | 0   | 180                  |
| 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; | 0   | 0   | 0                    |
| 5.   | Providing 99% accessability rate for network and system application.  | 1   | 0   | 1                    |

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

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

**Last updated : 6th October 2020**