

CLIENTS' CHARTER FEBRUARY 2021
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; | 0 | 0 | 0 |
| 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; | 85 | 0 | 85 |
| 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 : 4th February 2021