

CLIENTS' CHARTER JANUARY 2021
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; | 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; | 4 | 0 | 4 |
| 3. | Cleaning payment for bills and claims within 14 days from the date required documents received; | 1 | 1 | 1 |
| 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; | 3 | 0 | 3 |
| 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 : 8th February 2021