

**CLIENTS' CHARTER FEBRUARY 2017**  
**LEGAL AFFAIRS DIVISION, PRIME MINISTER'S DEPARTMENT**

	Pledge	Time Freme Compliance / Clients Chater Standard		Incompliance to the time freme / clients' charter		Number of compliance
		Number of compliance *	% compliance **	Number of incompliance ***	% Number of incompliance ****	
1	Providing feedback for suggestions, enquiries and complaints within 3 working days from the date received;	2	100%	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;	1	50%	1	50%	2
3	Cleaning payment for bills and claims within 14 days from the date required documents received;	67	100%	0	-	67
4	Issuing Letter of Acceptance / Letter of Intent within 2 working days from the date decision made by Tender Board / Quotations Committee;	0	-	0	-	0
5	Providing 99% accessability rate for network and system application.	1	100%	0	-	1

- \* number of services provided within stipulated time freme / standard
- \*\* percents of services provided within stipulated time frame / standard
- \*\*\* number of services provided exceeds stipulated time freme / below standard
- \*\*\*\* percentage of services provided exceeds stipulated time freme / below standard