

CLIENTS' CHARTER JANUARY 2019
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;	3	100%	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;	3	75%	1	25%	4
3	Cleaning payment for bills and claims within 14 days from the date required documents received;	41	100%	0	-	41
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	100%	0	-	1
5	Providing 99% accessability rate for network and system application.	1	99.98%	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