

**CLIENTS' CHARTER NOVEMBER 2019
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 incomppliance **	
1.	Providing feedback for suggestions, enquiries and complaints within 3 working days from the date received;	1	0	1
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) Yayasan AL-Huda 2) Yayasan Tuanku Canselor UCYP	0	2
3.	Cleaning payment for bills and claims within 14 days from the date required documents received;	224	0	224
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 100% 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 : 5th Dicember 2019