

**CLIENT'S CHARTER OCTOBER 2021**

**LEGAL AFFAIRS DIVISION, PRIME MINISTER'S DEPARTMENT**

| <b>Bil.</b> | <b>Pledge</b>   | <b>Conformance to time frame / standard of client's charter</b> | <b>Non-conformance to time frame / standard of client's charter</b> | <b>Number of service</b> |
|-------------|---|---|---|--------------------------|
|             |   | <b>Number of compliance *</b>                                   | <b>Number of non-compliance **</b>                                  |                          |
| 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;   | 3   | 0   | 3                        |
| 3           | Clearing payment for bills and claims within 14 days from the date required documents received;   | 132   | 0   | 132                      |
| 4           | Disbursement of the Development Expenditure (DE) Warrants is made to the implementing agency within five (5) working days from the date of application if the allocation is sufficient; | 3   | 0   | 3                        |
| 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 : 3<sup>rd</sup> November 2021**