

CLIENT'S CHARTER APRIL 2023

LEGAL AFFAIRS DIVISION, PRIME MINISTER'S DEPARTMENT

| Bil. | Pledge | Conformance to time frame / standard of client's charter | Non-conformance to time frame / standard of client's charter | Number of service |
|-------------|---|---|---|--------------------------|
| | | Number of compliance * | Number of non-compliance ** | |
| 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; | 0 | 0 | 0 |
| 3 | Clearing payment for bills and claims within 14 days from the date required documents received; | 177 | 0 | 177 |
| 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; | 2 | 0 | 2 |
| 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 : 8th May 2023