

**CLIENT'S CHARTER SEPTEMBER 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;	213	0	213
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;	1	0	1
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 : 5<sup>th</sup> October 2023**