

**CLIENT'S CHARTER APRIL 2024**

**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;	0	0	0
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;	159	0	159
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;	4	0	4
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 : 6th May 2024**