



## CLIENT'S CHARTER ACHIEVEMENT FOR YEAR 2024

PROMISE	PERCENTAGE OF ACHIEVEMENT (%)					
	JAN	FEB	MAR	APR	MAY	JUN
1. Give feedback on receipt of complaint within THREE (3) working days.	0	NO COMPLAINT				
2. Provide information/data within FIVE (5) working days for completed application.	100	100				
3. Ensure the department's service delivery is available 24 hours a day.	99.4	99				

PROMISE	PERCENTAGE OF ACHIEVEMENT (%)					
	JUL	AUG	SEP	OCT	NOV	DEC
1. Give feedback on receipt of complaint within THREE (3) working days.						
2. Provide information/data within FIVE (5) working days for completed application.						
3. Ensure the department's service delivery is available 24 hours a day.						

Updated: 12 March 2024