



CLIENT'S CHARTER ACHIEVEMENT FOR YEAR 2024

PROMISE	PERCENTAGE OF ACHIEVEMENT (%)					
	JAN	FEB	MAR	APR	MAY	JUN
1. Give feedback on receival of complaint within THREE (3) working days.	100	NO COMPLAINT	NO COMPLAINT	NO COMPLAINT	100	NO COMPLAINT
2. Provide information/data within FIVE (5) working days for completed application.	100	100	100	100	100	100
3. Ensure the department's service delivery is available 24 hours a day.	99.4	99	100	100	99.98	100

PROMISE	PERCENTAGE OF ACHIEVEMENT (%)					
	JUL	AUG	SEP	OCT	NOV	DEC
1. Give feedback on receival of complaint within THREE (3) working days.	NO COMPLAINT	NO COMPLAINT	NO COMPLAINT	NO COMPLAINT	100	100
2. Provide information/data within FIVE (5) working days for completed application.	100	100	100	100	100	100
3. Ensure the department's service delivery is available 24 hours a day.	99.99	99.88	99.92	98.97	100	99.48

Updated: 9th January 2025