



CLIENT'S CHARTER ACHIEVEMENT FOR YEAR 2025

PROMISE	PERCENTAGE OF ACHIEVEMENT (%)					
	JAN	FEB	MAR	APR	MAY	JUN
1. Give feedback on receival of complaint within THREE (3) working days.	No Complaint	100	100			
2. Provide information/data within FIVE (5) working days for completed application.	100	100	100			
3. Ensure the department's service delivery is available 24 hours a day.	99.40%	100.00%	99.98%			

PROMISE	PERCENTAGE OF ACHIEVEMENT (%)					
	JUL	AUG	SEP	OCT	NOV	DEC
1. Give feedback on receival 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: 9^h April 2025