



CLIENT'S CHARTER ACHIEVEMENT FOR YEAR 2026

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

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: 19th February 2026