



**CLIENT'S CHARTER ACHIEVEMENT FOR YEAR 2022**

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