

<b>CLIENT'S CHARTER MANAGEMENT SERVICE DIVISION</b>	1.	Payment for bills, claims, and invoices must be made within seven days of the date for submission of the full document.
	2.	To respond the calls from the general public within 10 seconds in 2024.

**ACHIEVEMENT REPORT ABOUT PAYMENT OF BILLS, CLAIMS, AND INVOICES  
COMPLETED WITHIN 7 DAYS OF SUBMISSION DUE TO COMPLETE DOCUMENT  
IN YEAR 2024**

Quarter of the year	Month	Quantity of bills/ claims/ invoices
First	January	486
	February	198
	March	405
Second	April	453
	May	297
	June	191
Third	July	367
	August	264
	September	
Fourth	October	
	November	
	December	

**ACHIEVEMENT REPORT FOR THE YEAR 2024 RELATING TO ANSWERING ANY PUBLIC CALLS WITHIN 10 SECONDS**

Quarter of the year	Month	Quantity of telephone calls
First	January	172
	February	163
	March	152
Second	April	159
	May	160
	June	157
Third	July	196
	August	158
	September	
Fourth	October	
	November	
	December	