

Client's Charter: Management Services Division	1.	Pay Bills/Claims/Invoices within 7 days from the date the completed application is received.
	2.	Answer public phone calls and successfully extended to the relevant Division.

REPORT FOR PAYMENT OF BILLS/CLAIMS/ INVOICE WITHIN 7 DAYS FROM THE DATE COMPLETED APPLICATION RECEIVED IN 2022

Quarter	Month	No. of Invoices
First	January	596
	February	
	March	
Second	April	
	May	
	June	
Third	July	
	August	
	September	
Fourth	October	
	November	
	December	
		JUMLAH: 596

REPORT FOR NUMBER OF PUBLIC PHONE CALLS RECEIVED AND SUCCESSFULLY EXTENDED TO THE RELEVANT DISION IN 2022

Quarter	Month	No. of Phone Calls Received
First	January	570
	February	
	March	
Second	April	
	May	
	June	
Third	July	
	August	
	September	
Fourth	October	
	November	
	December	
		TOTAL: 570