

CLIENT CHARTER

a) Completed request submission from supplier / consultant will be processed and approved within the agreed timeframe as follows :

TYPES OF REQUESTS	TIMEFRAME
New Registration	7 working days
Renewal of Registration	7 working days
Increase Field	7 working days
Consulting Firm Registration	30 working days (14 working days within Klang Valley)
Pemberian Taraf Bumiputera/Bidang Khas/Pembuat/Pengilang & sebagainya	30 working days (14 working days within Klang Valley)
Profile Updating	3 working days

b) Completed request submission from Ministries/Government Agencies will be processed and approved within the agreed timeframe as follows :

TYPES OF REQUESTS	TIMEFRAME
Special Exclusion	30 working days
Tender Endorsement	14 working days
Appointment of Consulting Firm	14 working days
Contract Management (Post Award) Matters	30 working days

c) Formulate policies and update from time to time all rules, regulations and guidelines relating to Government Procurement; and

d) Provide assistance and advice relating to Government Procurement policies, regulations and procedures to Stakeholders / Ministries / Government Agencies in a timely manner.