

CLIENT'S CHARTER

No.	Activities	Norms
1.	Processing applications for registration of the credit reporting agencies.	14 working days subject to receiving the complete documentation
2.	Processing applications for renewal of credit reporting agencies registration certificate.	14 working days subject to receiving the complete documentation
3.	Resolving public complaints on Registrar Office of Credit Reporting Agencies.	10 working days
4.	Resolving public complaints on credit reporting agencies.	21 working days