

CLIENT'S CHARTER

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

Num.	Activity	Time Line
1.	Monitoring the implementation and achievement of YBMK KPIs through the Ministerial Performance Indicators (MPI) on a quarterly basis and the Treasury's Highest Public Service Provider Management KPI (PPTPA).	Quarterly
2.	Monitoring the implementation and achievement of Government Promotion under the Ministry of Finance .	Monthly
3.	Monitor the implementation and implementation of the Ministry of Finance's Outcome Based Budgeting (OBB) .	Quarterly
4.	The implementation and implementation of the Ministry of Finance's Risk Plan.	2 times a year
5.	To provide advisory services on Internal Audit and Accounting matters effectively.	within 14 working days subject to the need of obtaining additional information and third party reference
6.	To Organize at least 90% of Internal Audit training program planned for each year.	Yearly
7.	To evaluate the effectiveness of the Internal Audit in Federal Ministry / Department or the State Secretary's Office.	once every 2 years
8.	To approve application of new or amended Financial Forms from Government agencies within 1 month.	within 1 month after the Financial Forms Committee

		Meeting subject to the need of obtaining additional information
9.	To ensure that every customer complaints received are responded within one (1) working day from the date received.	within one (1) working day from the date received
10.	To coordinate and prepare feedback reports on the remarks highlighted in the Auditor General's Audit Report (LKAN) within 3 months from the date of receipt.	3 months from the date of receipt
11.	To obtain answers for parliamentary questions from the respective division of Treasury within 5 working days.	Treasury within 5 working days
12.	To submit feedback pertaining to the Cabinet Decision that requires.	immediate action by 4.00 pm every Tuesday;
13.	To inform the respective division of Treasury .	on the parliamentary order paper for the following day before 8.00 pm