

CLIENT'S CHARTER

1. To prepare Annual Report of Federal Government's Movable Asset Management within 2 months from the date of receipt of reports.
2. To process applications of assets disposal and write-off within 2 weeks from the date of receipt for application with complete documentation.
3. To arrange applications to establish the Trust Fund (Section 10 of the Financial Procedure Act 1957) within two months.
4. To arrange the establishment of the Trust Account (Section 9 of the Financial Procedure Act 1957) within 1 month.
5. To arrange the repayment of Government (AP87 (b)) within 1 month.
6. To arrange the application of write-off and surcharge within 3 weeks.
7. To manage compensation payment / damages within 3 weeks.
8. To process the application for Advance Payment under the Treasury Instructions (AP55) within 7 working days.
9. To process the application for Advance Payment under the Treasury Instructions (AP59) within 14 working days.
10. To process the application for Advance Payment under the Treasury Instructions (AP327 (b)) within 14 working days.
11. To process the application for Overseas school deposit/fees within 7 working days.
12. To process the application for Miscellaneous Advance Payment within 3 working days.
13. To process the application for Garnishment within 30 working days.
14. To process the application for the Rates of payment to Non-government staff within 14 working days.
15. To process the application for the Rates of revenue within 3 working days.
16. To process the application for Exemptions of Medical and Valuation fees within 14 working days
17. To process the application for Refund of Unclaimed Monies to the respective agency within 14 working days.
18. To process the application for Special approval on Vehicle Loans within 7 working days.
19. To process the application for Special approval on Computer Loans within 3 working days.
20. To process the application for exemptions of Kwap contributions within 2 weeks.
21. To process the application for Claims on mileage/travel expenses under the Treasury

Instruction AP100(a) within 3 working days.

22. To process the application to purchase of official cars during retirement (option to purchase) within 1 month.
23. To process the application for Office-Bearer Official Car (KRJ) within 1 week.
24. To process the application for the Department Vehicles (KJ) within 2 weeks.