

CUSTOMER SERVICE CHARTER FOR THE OFFICE OF THE PRESIDENT AND CABINET

<i>NO</i>	<i>SERVICES OFFERED</i>	<i>REQUIREMENTS NEEDED FROM YOU</i>	<i>COST IMPLICATIONS</i>	<i>TIME FRAME</i>
1	General enquiries	None	Free	Minutes
2	Change of name	<ol style="list-style-type: none"> 1. Filled form from the District Commissioner or Commissioner for Oath; 2. A copy of advert in newspapers indicating your intention to change the name (14 days after the advert); 3. The application and the submission of the forms should be made in person, not through a third party; 	Free	14 days
3	Processing of applications on Use of the Protected Flags, Emblems and Name	<ol style="list-style-type: none"> 1. Certificate of Registration from the Registrar of Companies in Malawi or originating (foreign)country; 2. A detailed copy of the constitution or Articles of Association of the organisation; 3. Names, addresses and nationalities of the Board of Directors or Trustees; 4. An outline of the objectives of the organisation; 5. A plan of action/activities for the organisation; and 6. A short statement of the anticipated benefits to the whole nation resulting from the operations of the organisation 	Free	14 Days
4	Handling of Public Grievances and complaints	<p>One of the following:-</p> <ol style="list-style-type: none"> 1. A letter from the line Ministry/District Commissioner indicating the bottleneck of the issue; 2. Documented evidence of the matter being reported; 3. Witnesses to the reported matter. 	Free	Variable

5	Provision of Current Government Information to the Public	We provide it monthly but can be obtained on request	Free	Monthly
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COMPLAINTS

*If you are not satisfied with our services, please call this NUMBER: **01789411** or write to:*
The Chief Secretary to the Government,
Complaint Desk,
Office of the President and Cabinet,
P/Bag 301,
Lilongwe 3.
E-mail: opc@opc.gov.mw