

CLIENT CHARTER PERFORMANCE REPORT OF AUGUST 2023

Clients Charter Performance Report Consumerism Movement Division August 2023

Client's Charter	Quality Objective (Day)	Total Of Completed Application/ Complaint / Claim Received	Achieved Quality Objective (Number)	Achieved Quality Objective (%)	Not Achieved Quality Objective (Number)	Not Achieved Quality Objective (%)	Within Process or Not Exceed the Time Frame of Client's Charter (Number)	Within Process or Not Exceed the Time Frame of Client's Charter (%)	Note
Acknowledgement of receipt of complaint to be presented within one (1) working day	1 Day	3,342	3,342	100%	-	-	-	-	
Complaint feedback to be presented within 21 working days	14 Days	3,342	2,949	88.24%	14	0.42%	379	11.34%	

**Clients Charter Performance Report
Enforcement Division
August 2023**

Client's Charter	Quality Objective (Day)	Total Of Completed Application/ Complaint / Claim Received	Achieved Quality Objective (Number)	Achieved Quality Objective (%)	Not Achieved Quality Objective (Number)	Not Achieved Quality Objective (%)	Within Process Or Not Exceed The Time Frame Of Client's Charter (Number)	Within Process Or Not Exceed The Time Frame Of Client's Charter (%)	Stake Holder/ Keys customer
Application for notice of sale to hold a Cheap Sale by the business owner	1 day	3	3	100 %	0	0 %	0	0%	Public
Manage and Issue Optical Disc Licenses to owner of the content or any authorized person by a written approval from the owner of the contents	3 days	11	11	100 %	0	0 %	0	0%	Public
Issue a reply to the complainant on the progress of the complaint	3 days	CONSUMERISM MOVEMENT DIVISION							

Clients Charter Performance Report

Tribunal For Consumer Claims Malaysia

Number	Client's Charter	Client's Charter (Updated)	Section	Measure	Jan	Feb	Mac	Apr	Mei	Jun	Julai	Ogos	Sep	Okt	Nov	Dis	Total	
1	Processing Statement Of Claim within 1 day after complete information and payment has been received.		TTPM	Number	703	617	758	610	796	724	774	813					5795	
				LS	0	0	0	0	0	0	0	0	0					0
				%	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%
2	Claims are heard and resolved	Claims are heard and resolved		Number	2	167	341	546	755	832	641	683					3967	

	within 60 days from the first hearing date.	within 60 days from the first hearing date (If possible)		LS	0	0	0	2	9	25	15	52					103
				%	100%	100%	100%	100%	99%	97%	98%	92%					97%
3	Awards are issued on the day of hearing.			Number	0	66	114	196	279	329	269	251					1504
				LS	0	0	0	0	0	0	0	0					0
				%	0%	100%	100%	100%	100%	100%	100%	100%					100%

**Clients Charter Performance Report
Franchise Development and Direct Selling Division
August 2023**

Client's Charter	Quality Objective (Day)	Total Of Completed Application/ Complaint / Claim Received	Achieved Quality Objective (Number)	Achieved Quality Objective (%)	Not Achieved Quality Objective (Number)	Not Achieved Quality Objective (%)	Within Process Or Not Exceed The Time Frame Of Client's Charter (Number)	Within Process Or Not Exceed The Time Frame Of Client's Charter (%)	Note
To inform the decision of franchisor and master franchisee registration application upon completion of all required documents and approval of Registrar of Franchise.	14 days	7	7	100%	0	0%	0	0%	-
To inform the decision of franchisee to foreign franchisor and franchisee broker registration application upon completion of all required documents and approval of Registrar of Franchise.	14 days	3	3	100%	0	0%	0	0%	-
To inform the decision of Direct Sales License new application upon completion of all required documents and approval of Controller of Direct Sales.	14 days	0	0	0%	0	0%	0	0%	-
To inform the decision of Direct Sales License renewal application upon completion of all required documents and	14 days	0	0	0%	0	0%	0	0%	-

approval of Controller of Direct Sales.									
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