

## CLIENT CHARTER PERFORMANCE REPORT OF FEBRUARY 2024

### Clients Charter Performance Report Consumerism Movement Division February 2024

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	3,639	3,639	100%	-	-	-	-	
Complaint feedback to be presented within 21 working days	14 Days	3,639	3,414	93.82%	192	5.27%	33	0.91%	

**Clients Charter Performance Report  
Enforcement Division  
February 2024**

<b>Client's Charter</b>	<b>Quality Objective (Day)</b>	<b>Total Of Completed Application/ Complaint / Claim Received</b>	<b>Achieved Quality Objective (Number)</b>	<b>Achieved Quality Objective (%)</b>	<b>Not Achieved Quality Objective (Number)</b>	<b>Not Achieved Quality Objective (%)</b>	<b>Within Process Or Not Exceed The Time Frame Of Client's Charter (Number)</b>	<b>Within Process Or Not Exceed The Time Frame Of Client's Charter (%)</b>	<b>Stake Holder/ Keys customer</b>
Application for notice of sale to hold a Cheap Sale by the business owner.	1 day	1	1	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	8	8	100 %	0	0 %	0	0%	Public
Issue a reply to the complainant on the progress of the complaint	3 days	<b>CONSUMERISM MOVEMENT DIVISION</b>							

**CLIENTS CHARTER PERFORMANCE REPORT  
TRIBUNAL FOR CONSUMER CLAIMS MALAYSIA  
February 2024**

<b>Client's Charter</b>	<b>Quality Objective (Day)</b>	<b>Total Of Completed Application /Claim Received</b>	<b>Achieved Quality Objective (Number)</b>	<b>Achieved Quality Objective (%)</b>	<b>Not Achieved Quality Objective (Number)</b>	<b>Not Achieved Quality Objective (%)</b>	<b>Within Process or Not Exceed the Time Frame Of Client's Charter (Number)</b>	<b>Within Process or Not Exceed the Time Frame Of Client's Charter (%)</b>	<b>Note</b>
Processing Statement Of Claim within 1 day after complete information and payment has been received.	1 day	1491	1491	100%	0%	0%	0	0%	-

Claims are heard and resolved within 60 days from the first hearing date (If possible)	60 days	317	317	100%	0%	0%	1174	78.74%	Achievement is based on the case and country's current situation of COVID-19 pandemic
Awards are issued on the day of hearing.	1 day	124	124	100%	0%	0%	0	0%	The amount of the award is based on the level of settlement of the claim.

**Clients Charter Performance Report  
Division of Direct Selling Development  
February 2024**

<b>Client's Charter</b>	<b>Quality Objective (Day)</b>	<b>Total Of Completed Application/ Complaint / Claim Received</b>	<b>Achieved Quality Objective (Number)</b>	<b>Achieved Quality Objective (%)</b>	<b>Not Achieved Quality Objective (Number)</b>	<b>Not Achieved Quality Objective (%)</b>	<b>Within Process Or Not Exceed The Time Frame Of Client's Charter (Number)</b>	<b>Within Process Or Not Exceed The Time Frame Of Client's Charter (%)</b>	<b>Note</b>
<b>To inform the decision of Direct Sales License application upon completion of all required documents and approval of Controller of Direct Sales.</b>	<b>14 days</b>	11	11	100%	0	0%	0	0%	-