CLIENTS CHARTER PERFORMANCE REPORT OF AUGUST 2021

Clients Charter Performance Report Consumerism Movement Division August 2021									
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	2,487	2,487	100%	-	-	-	-	
Complaint feedback to be presented within 21 working days	21 Days	2,487	1,765	71%	0	0%	721	29%	

Clients Charter Performance Report
Enforcement Division
August 2021

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
Cheap Sale	1 day	125	125	100 %	0	0 %	0	0%	
Approve and issue an Optical Disc Label	3 days	2	2	100 %	0	0 %	0	0%	
Issue a reply to the complainant on the progress of the complaint	3 days	**BAHAGIAN GERAKAN KEPENGGUNAAN**							

Clients Charter Performance Report
Tribunal For Consumer Claims Malaysia
AUGUST 2021

Client's Charter	Quality Objective (Day)	Total Of Completed Application /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
Processing Statement Of Claim (Form 1)	1 day	332	332	100%	0	0%	0	0%	-
Processing Statement Of Defence And Counter-Claim (Form 2)	1 day	25	25	100%	0	0%	0	0%	-
Settlement of claims	60 days	27	27	8.13%	305	91.87%	0	0%	Achievement are based on the case and country's current situation of COVID-19 pandemic
Issuance of award after hearing	1 day	27	27	8.13%	305	91.87%	0	0%	The amount of the award is based on the level of settlement of the claim.

Clients Charter Performance Report
Franchise Development Division
August 2021

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**	0	0	0%	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**	1	1	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 approval of Controller of Direct Sales.	**14 days**	0	0	0%	0	0%	0	0%	-