Clients Charter Performance Report of June 2021

Clients Charter Performance Report Enforcement Division June 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	480	480	100 %	0	0 %	0	0%	
Approve and issue an Optical Disc Label	3 days	1	1	100 %	0	0 %	0	0%	
Issue a reply to the complainant on the progress of the complaint	3 days	**CONSUMERISM MOVEMENT DIVISION**							

Clients Charter Performance Report Franchise Development Division June 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**	2	2	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**	0	0	0%	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**	1	1	100%	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%	-

Clients Charter Performance Report
Tribunal For Consumer Claims Malaysia
June 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	272	272	100%	0	0%	0	0%	-
Processing Statement Of Defence And Counter-Claim (Form 2)	1 day	23	23	100%	0	0%	0	0%	-
Settlement of claims	60 days	9	9	3.31%	263	96.69%	0	0%	Achievement are based on the case and country's current situation of COVID-19 pandemic
Issuance of award after hearing	1 day	9	9	3.31%	263	96.69%	0	0%	The amount of the award is based on the level of settlement of the claim.

Clients Charter Performance Report
Consumerism Movement Division
June 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	2,043	2,043	100%	-	-	-	-	
Complaint feedback to be presented within 21 working days	21 Days	2,043	1,512	74%	0	0%	531	26%	