

CLIENT CHARTER PERFORMANCE REPORT OF FEBRUARY 2023

Clients Charter Performance Report Consumerism Movement Division February 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	2,899	2,899	100%	-	-	-	-	
Complaint feedback to be presented within 21 working days	21 Days	2,899	2,483	85.65%	0	0.00%	416	14.35%	

**Clients Charter Performance Report
Enforcement Division
February 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	4	4	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	6	6	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
February 2023**

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	618	618	100%	0	0%	0	0%	-
Processing Statement Of Defence And Counter-Claim (Form 2)	1 day	104	104	100%	0	0%	0	0%	-
Settlement of claims	60 days	40	40	6.47%	578	93.53%	0	0%	Achievement are based on the case and country's current situation of COVID-19 pandemic
Issuance of award after hearing	1 day	40	40	6.47%	578	93.53%	0	0%	The amount of the award is based on the level of settlement of the claim.

**Clients Charter Performance Report
Franchise Development and Direct Selling Division
February 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	1	1	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	13	13	100%	0	0%	0	0%	-
To inform the decision of Direct Sales License renewal application upon completion of all required documents and	14 days	12	12	100%	0	0%	0	0%	-

