

## CLIENT CHARTER PERFORMANCE REPORT OF SEPTEMBER 2023

### Clients Charter Performance Report Consumerism Movement Division September 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	3,541	3,541	100%	-	-	-	-	
Complaint feedback to be presented within 21 working days	14 Days	3,541	2,927	82.66%	0	0.00%	614	17.34%	

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

<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	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	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  
SEPTEMBER 2023**

<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 hari	722	722	100%	0	0%	0	0%	-

Claims are heard and resolved within 60 days from the first hearing date (If possible)	60 hari	5251	4729	90.06%	133	2.53%	1655	25.40%	Achievement is based on the case and country's current situation of COVID-19 pandemic
Awards are issued on the day of hearing.	1 hari	288	288	100%	0	0%	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  
September 2023**

<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 franchisor and master franchisee registration application upon completion of all required documents and approval of Registrar of Franchise.</b>	14 days	10	10	100%	0	0%	0	0%	-
<b>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.</b>	14 days	17	17	100%	0	0%	0	0%	-
<b>To inform the decision of Direct Sales License new application upon completion of all required documents and approval of Controller of Direct Sales.</b>	14 days	7	7	100%	0	0%	0	0%	-
<b>To inform the decision of Direct Sales License renewal application upon completion of all required documents and</b>	14 days	8	8	100%	0	0%	0	0%	-

