

## CLIENT CHARTER PERFORMANCE REPORT OF FEBRUARY 2022

### Clients Charter Performance Report Consumerism Movement Division February 2022

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	1,850	1,850	100%	-	-	-	-	
Complaint feedback to be presented within 21 working days	21 Days	1,850	1,369	74.00%	0	0.00%	481	26.00%	

**Clients Charter Performance Report  
Franchise Development Division  
February 2022**

<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>	<b>14 days</b>	7	7	100%	0	0%	0	0%	7
<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>	<b>14 days</b>	3	3	100%	0	0%	0	0%	3
<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>	<b>14 days</b>	5	5	100%	0	0%	0	0%	-
<b>To inform the decision of Direct Sales License renewal application upon completion of all required documents and approval of Controller of Direct Sales.</b>	<b>14 days</b>	18	18	100%	0	0%	0	0%	-

**Clients Charter Performance Report  
Enforcement Division  
February 2022**

<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	131	131	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	<b>CONSUMERISM MOVEMENT DIVISION</b>							

**Clients Charter Performance Report  
Tribunal For Consumer Claims Malaysia  
February 2022**

<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 (Form 1)	1 day	453	453	100%	0	0%	0	0%	-
Processing Statement Of Defence And Counter-Claim (Form 2)	1 day	171	171	100%	0	0%	0	0%	-
Settlement of claims	60 days	41	41	9.05%	412	90.95%	0	0%	Achievement are based on the case and country's current situation of COVID-19 pandemic
Issuance of award after hearing	1 day	41	41	9.05%	412	90.95%	0	0%	The amount of the award is based on the level of settlement of the claim.