

CLIENT CHARTER PERFORMANCE REPORT OF NOVEMBER 2023

Clients Charter Performance Report Consumerism Movement Division November 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	3,114	3,114	100%	-	-	-	-	
Complaint feedback to be presented within 21 working days	14 Days	3,114	2,803	90.01%	13	0.42%	298	9.57%	

**Clients Charter Performance Report
Enforcement Division
November 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	15	15	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
November 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 within 1 day after complete information and payment has been received.	1 day	668	668	100%	0	0%	0	0%	-

Claims are heard and resolved within 60 days from the first hearing date (If possible)	60 days	6924	6289	90.83%	228	3.29%	1453	22.30%	Achievement is based on the case and country's current situation of COVID-19 pandemic
Awards are issued on the day of hearing.	1 day	286	286	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
November 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	28	28	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	207	207	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	5	5	100%	0	0%	0	0%	-
To inform the decision of Direct Sales License renewal application upon completion of all required documents and	14 days	4	4	100%	0	0%	0	0%	-

