

CLIENT CHARTER PERFORMANCE REPORT OF OCTOBER 2023

Clients Charter Performance Report Consumerism Movement Division October 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	3,363	3,363	100%	-	-	-	-	
Complaint feedback to be presented within 21 working days	14 Days	3,363	2,667	79.30%	22	0.82%	674	20.04%	

**Clients Charter Performance Report
Enforcement Division
October 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	2	2	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	9	9	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
October 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	785	785	100%	0	0%	0	0%	-

Claims are heard and resolved within 60 days from the first hearing date (If possible)	60 days	6113	5520	90.30%	171	2.80%	1611	24.72%	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	298	298	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
October 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	3	3	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	13	13	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	2	2	100%	0	0%	0	0%	-
To inform the decision of Direct Sales License renewal application upon completion of all required documents and	14 days	22	22	100%	0	0%	0	0%	-

**approval of Controller of Direct
Sales.**

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