

## CLIENT CHARTER PERFORMANCE REPORT OF DECEMBER 2024

<b>Clients Charter Performance Report Consumerism Movement Division December 2024</b>									
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	3,989	3,989	100%	-	-	-	-	
Complaint feedback to be presented within 21 working days	14 Days	3,989	3,450	86.49%	44	1.10%	495	12.41%	

**Clients Charter Performance Report  
Enforcement Division  
December 2024**

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	9	9	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	11	11	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**  
**December 2024**

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	738	738	100%	0	0%	0	0%	-

Claims are heard and resolved within 60 days from the first hearing date (If possible)	60 days	165	165	100%	0	0%	0	0%	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	244	244	100%	0%	0%	0	0%	The amount of the award is based on the level of settlement of the claim.

**Clients Charter Performance Report  
Division of Direct Selling Development  
December 2024**

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 notify/ inform the <b>result</b> of Direct Selling license application upon the date of approval by the <b>Controller</b> of Direct Selling	Within 7 working days	10	10	100	0	0	0	0%	-