

CLIENT CHARTER PERFORMANCE REPORT OF JANUARY 2024

Clients Charter Performance Report Consumerism Movement Division January 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
Acknowledgement of receipt of complaint to be presented within one (1) working day.	1 Day	4,169	4,169	100%	-	-	-	-	
Complaint feedback to be presented within 21 working days	14 Days	4,169	3,926	94.17%	16	0.38%	227	5.45%	

**Clients Charter Performance Report
Enforcement Division
January 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	1	1	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	10	10	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
January 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	928	928	100	0	0%	0	0%	-

Claims are heard and resolved within 60 days from the first hearing date (If possible)	60 days	16	16	100	0	0%	912	98.28%	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	16	16	100	0	0%	0	0%	The amount of the award is based on the level of settlement of the claim.