

## CLIENT CHARTER PERFORMANCE REPORT OF AUGUST 2025

<b>Clients Charter Performance Report Consumerism Movement Division August 2025</b>									
<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>
Acknowledgement of receipt of complaint to be presented within <b>one (1) working day.</b>	1 Day	3,609	3,609	100%	-	-	-	-	
Complaint feedback to be presented within <b>21 working days</b>	14 Days	3,609	2,704	74.92%	141	3.91%	764	21.17%	

**Clients Charter Performance Report  
Enforcement Division  
July 2025**

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 <b>notice</b> of sale to hold a Cheap Sale by the business owner.	1 day	3	3	100 %	0	0 %	0	0%	Public
Manage and Issue <b>Optical Disc Licenses</b> to owner of the content or any authorized person by a written approval from the owner of the contents	3 days	4	4	100 %	0	0 %	0	0%	Public
<b>Issue a reply</b> 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  
July 2025**

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 <b>1 day</b> after complete information and payment has been received.	1 Day	870	870	100%	0	0%	-	-	
Claims are heard and resolved within <b>60 days</b> from the first hearing date (If possible)	60 Working Days	1366	1366	100%	0	0%	-	-	
Awards are <b>issued on the day</b> of hearing.		215	215	100%	0	0%	-	-	

**Clients Charter Performance Report  
Division of Direct Selling Development  
July 2025**

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	6	6	100%	0	0%	0	0%	