

CLIENT CHARTER PERFORMANCE REPORT OF MAC 2025

Clients Charter Performance Report Consumerism Movement Division March 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
Acknowledgement of receipt of complaint to be presented within one (1) working day .	1 Day	4,082	4,082	100%	-	-	-	-	
Complaint feedback to be presented within 21 working days	14 Days	4,082	3,088	75.65%	81	1.98%	913	22.37%	

**Clients Charter Performance Report
Enforcement Division
March 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 notice of sale to hold a Cheap Sale by the business owner.	1 day	8	8	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	BAHAGIAN GERAKAN KEPENGGUNAAN							

**Clients Charter Performance Report
Tribunal For Consumer Claims Malaysia
March 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 1 day after complete information and payment has been received.	1 Day	836	836	100%	0	0%	-	-	
Claims are heard and resolved within 60 days from the first hearing date (If possible)	60 Working Days	301	301	100%	0	0%	-	-	
Awards are issued on the day of hearing.		105	105	100%	0	0%	-	-	

**Clients Charter Performance Report
Division of Direct Selling Development
March 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 result of Direct Selling license application upon the date of approval by the Controller of Direct Selling	Within 7 working days	8	8	100%	0	0%	0	0%	