

CLIENT CHARTER PERFORMANCE REPORT OF MAY 2025

Clients Charter Performance Report **Consumerism Movement Division** **May 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	3,880	3,880	100%	-	-	-	-	
Complaint feedback to be presented within 21 working days	14 Days	3,880	2,563	66.06%	118	3.04%	1,199	30.90%	

**Clients Charter Performance Report
Enforcement Division
May 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	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	4	4	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
May 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	997	997	100%	0	0%	-	-	
Claims are heard and resolved within 60 days from the first hearing date (If possible)	60 Working Days	388	388	100%	0	0%	-	-	
Awards are issued on the day of hearing.		231	231	100%	0	0%	-	-	

**Clients Charter Performance Report
Division of Direct Selling Development
May 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	0	-	-	-	-	-	-	