

CUSTOMER CHARTER ACHIEVEMENT REPORT 2017

| Bil | Piagam Pelanggan | Skop | Jan | Feb | Mac | Q1 (Jan-Mac) | Apr | Mei | Jun | Q2 (Apr-Jun) | Julai | Ogos |
|----------|---|--------------------|------|------|------|--------------|------|------|------|--------------|-------|------|
| 1 | Successful candidates receive a letter within 10 working days after the minutes of the Appointing Authority (AA) is received. | Appointment | | | | | | | | | | |
| | Total Successful candidates receive an offer letter | | 213 | 33 | 34 | 280 | 23 | 30 | 22 | 75 | 119 | 49 |
| | Number of successful candidates received the offer letter within 10 working days | | 213 | 33 | 34 | 280 | 23 | 30 | 22 | 75 | 119 | 49 |
| | % Of candidates who managed to get the offer letter within 10 working days | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 2 | Promotion result of staff are informed to applicants no later than 10 working days after the Minutes of the Appointing Authority received or direction from Appointing Authority. | Promotion | | | | | | | | | | |
| | Total promotion | | 4 | 24 | 26 | 54 | 21 | 4 | 37 | 62 | 18 | 7 |
| | Number of staff who managed to get notification of promotion within 10 working days | | 4 | 24 | 26 | 54 | 21 | 4 | 37 | 62 | 18 | 7 |
| | % Of staff who managed to get notification of promotion within 10 working days | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 3 | Released the results for study leave applications to the candidate no later than 14 working days after approval is obtained from Study Leave Committee / KPT. | Study Leave | | | | | | | | | | |
| | Number of results for study leave application | | 7 | 1 | 1 | 9 | 4 | 1 | 8 | 13 | 0 | 3 |
| | Number of release results for study leave applications to the candidate no later than 14 working days | | 7 | 1 | 1 | 9 | 4 | 1 | 8 | 13 | 0 | 3 |
| | % Of release application for study leave to the candidate no later than 14 working days | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | Tiada | 100% |
| 4 | Released the results of budget application for training at least 10 days (for applications in the country) and 20 days (for applications outside of the country) after receiving a complete application. | Training | | | | | | | | | | |
| | Number of application result for budget allocation in country training | | 3 | 4 | 7 | 14 | 8 | 3 | 3 | 14 | 3 | 4 |

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|----------|--|--------------------------------|-------|------|------|--------------|-------|------|------|--------------|-------|------|
| | Number of application result for budget allocation at least 10 working days for applications in the country | | 3 | 4 | 7 | 14 | 8 | 3 | 3 | 14 | 3 | 4 |
| | % application result training allocation of no later than 10 working days for applications in the country | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| | Piagam Pelanggan | | 0 | 1 | 1 | 2 | 0 | 1 | 1 | 2 | 0 | 0 |
| | The total results of the budget allocation for the application of training abroad | | 0 | 1 | 1 | 2 | 0 | 1 | 1 | 2 | 0 | 0 |
| | The total results of the budget allocation of training at least 20 working days for applications abroad | | 100% | 100% | 100% | 100% | Tiada | | 100% | 100% | 0 | 0% |
| 5 | The percentage results of the application allocation of training at least 20 working days for applications abroad | Training | | | | | | | | | | |
| | Mind Transformation Program results released to the participants within 10 working days after the last date of receiving approval from the Evaluation Panel of Mind Transformation Program. | | 0 | 0 | 90 | 90 | 0 | 72 | 0 | 72 | 0 | 43 |
| | Number of results of Mind Transformation Program | | 0 | 0 | 90 | 90 | 0 | 72 | 0 | 72 | 0 | 43 |
| | Number of Mind Transformation Program results released to participants within 10 working days | | Tiada | | 100% | 100% | Tiada | 100% | 0 | 100% | 0 | 100% |
| 6 | The percentage of results release of Mind Transformation Program to participants within 10 working days | Confirmation of Service | | | | | | | | | | |
| | Ensure staf in service confirmation letter are released at the latest within 14 working days after approval of the Registrar. | | 3 | 1 | 6 | 10 | 33 | 59 | 38 | 130 | 31 | 37 |

