

CLIENT CHARTER PERFORMANCE REPORT OF MARCH 2025

Clients Charter Performance Report Consumerism and Competition Division March 2026

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	4,795	4,795	100%	-	-	-	-	
Complaint feedback to be presented within 21 working days	14 Days	4,795	3,258	67.95%	188	3.92%	1,349	28.13%	

**Clients Charter Performance Report
Enforcement Division
March 2026**

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	5	5	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
March 2026**

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	1075	1075	100%	0	0%	-	-	
Claims are heard and resolved within 60 days from the first hearing date (If possible)	60 Working Days	404	404	100%	0	0%	-	-	
Awards are issued on the day of hearing.		33	33	100%	0	0%	-	-	

Clients Charter Performance Report
Division Business Development Companies and Direct Selling
March 2026

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	7 days	18	18	100%	0	0	0	0	
To issue a registration confirmation letter for Micro, Small, and Medium Enterprises (MSMEs) for consideration to be listed in foreign and local supermarkets within three (3) working days after the application is received.	3 working days	0	0	0	0	0	0	0	
To notify the decision for the Malaysian Goods Logo Marking application within 30 working days from the date the complete application is received.	30 working days	30	30	100%	0	0	0	0	
To issue approvals for new applications and renewals of Weighing and Measuring Licenses within seven (7) working days after a complete application is received.	7 working days	0	0	100%	0	0	0	0	
To issue approvals for new applications and renewals of Optical Disc Manufacturing Licenses within 14 days after a complete application is received.	14 days	0	0	0	0	0	0	0	
To issue approvals for new applications and renewals of Repossession Agent Permits within	5 days	461	461	100%	0	0	0	0	

five (5) days after a complete application is received.									
To issue approvals for new applications and renewals of Foreign Company Licenses to conduct Distributive Trade business in Malaysia within 14 days from the date of the Main/Weekly Distributive Trade Committee (JKPP) Meeting decision, after all documents and queries have been completed.	14 days	0	0	0	0	0	0	0	