CLIENT'S CHARTER FOR REGISTRAR OFFICE 2019

No.	Client's Charter	Scope	Jan.	Feb.	Mac	Q1 (Jan.-Mac.)	Apr.	May	Jun	Q2 (Apr.-Jun.)	July	Ogos	Sept.	Q3 (July-Sept.)	Okt.	Nov.	Dis.	Q4 (Okt.-Dis.)	TOTAL
1.	Candidate for Professional Management (Academic Staff) who has successfully received the offer letter within 10 working days after the minutes of Appointment Authority (PBM) is received.	Appointment																	
	Total of candidate who has successfully received the offer letter		2	3	18	23	10	11	12	33	31	13	12	38	9	16	16	41	135
	Total of candidate who has successfully received the offer letter within 10 working days		2	3	18	23	10	11	12	33	31	13	12	38	9	16	16	41	135
	Percentage of candidate who has successfully received the offer letter within 10 working days		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Justification / Note																		
2.	Candidate for Professional Management (Non-Academic Staff) and Support Staff who has successfully received the offer letter within 14 working days after the minutes of Appointment Authority (PBM) is received.	Appointment																	
	Total of candidate who has successfully received the offer letter		22	81	47	150	15	16	16	47	34	23	9	66	32	44	148	224	487
	Total of candidate who has successfully received the offer letter within 14 working days		22	81	47	150	15	16	16	47	34	23	9	66	32	44	148	224	487
	Percentage of who has successfully received the offer letter within 14 working days		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Justification / Note																		
3.	Results of promotion are notified to applicants at the latest of 10 working days after the minutes of Appointment Authority (PBM) is received or by the order of Appointment Authority.	Promotion																	
	Total of staffs who are notified on promotion results		0	29	9	38	35	87	13	135	34	46	22	102	14	25	60	99	374
	Total of staffs who are notified on promotion results at the latest of 10 working days		0	29	9	38	35	87	13	135	34	46	22	102	14	25	60	99	374
	Percentage of staffs who are notified on promotion results at the latest of 10 working days		0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Justification / Note																		
4.	Issue the results on study leave to the candidates at the latest of 10 working days after approval of Study Leave Committee/KPT is obtained.	Study Leave																	
	Total of results on study leave notified to the candidates		1	0	6	7	6	2	0	8	16	5	1	22	1	2	0	3	40
	Total of results on study leave notified to the candidates at the latest of 10 working days		1	0	6	7	6	2	0	8	16	5	1	22	1	2	0	3	40
	Percentage of results on study leave notified to the candidates at the latest of 10 working days		100%	0%	100%	100%	100%	100%	0%	100%	100%	100%	100%	100%	100%	100%	0%	100%	100%
	Justification / Note																		
5.	Issue the results on the application of training allocation at the latest of 7 working days (for domestic application) and 20 working days (for overseas application) upon receiving complete application.	Training																	
	Total of results application on training allocation notified (for domestic application)		12	8	5	25	4	2	2	8	5	3	3	11	5	1	2	8	52
	Total of results application on training allocation notified at the latest of 7 working days (for domestic application)		12	8	5	25	4	2	2	8	5	3	3	11	5	1	2	8	52
	Percentage of results application on training allocation notified at the latest of 7 working days (for domestic application)		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Justification / Note																		

No.	Item	Category				Q1				Q2				Q3				Q4	Total
	Total of results of application on training allocation notified (for overseas application)		0	0	0	0	1	0	0	1	1	0	1	2	1	0	0	1	4
	Total of results application on training allocation notified at the latest of 20 working days (for overseas application)		0	0	0	0	1	0	0	1	1	0	1	2	1	0	0	1	4
	Percentage of results application on training allocation notified at the latest of 20 working days (for overseas application)		0%	0%	0%	0%	100%	0%	0%	100%	100%	0%	100%	100%	100%	0%	0%	100%	100%
	Justification / Note																		
6.	**Issue the results of Program Transformasi Minda to the candidates within 7 working days after date of approval received from all panels of Program Transformasi Minda.**	**Training**																	
	Total of results on Program Transformasi Minda notified to the candidates		47	0	60	107	0	0	0	0	0	0	58	58	0	0	0	0	165
	Total of results on Program Transformasi Minda notified to the candidates within 7 working days		47	0	60	107	0	0	0	0	0	0	58	58	0	0	0	0	165
	Percentage of results on Program Transformasi Minda notified to the candidates within 7 working days		100%	0%	100%	100%	0%	0%	0%	0%	0%	0%	100%	100%	0%	0%	0%	0%	100%
	Justification / Note																		
7.	**Ensure the confirmation-in-service letter is issued to the staff within 10 working days upon receiving the approval of Registrar.**	**Confirmation-in-service**																	
	Total of confirmation-in-service letter issued to the staff		6	21	7	34	3	35	32	70	7	6	35	48	32	11	3	46	198
	Total of confirmation-in-service letter issued to the staff within 10 working days		6	21	7	34	3	35	32	70	7	6	35	48	32	11	3	46	198
	Percentage of confirmation-in-service letter issued to the staff within 10 working days		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Justification / Note																		
8.	**Ensure the status of medical treatment claims (below RM 1000.00) is informed to the applicants within 8 working days upon receiving complete applications.**	**Medical**																	
	Total of medical treatment claim status (below RM 1000.00) informed to the candidates		247	168	141	556	176	146	156	478	172	180	162	514	126	263	155	544	2092
	Total of medical treatment claim status (below RM 1000.00) informed to the candidates within 8 working days		247	168	141	556	176	146	156	478	172	180	162	514	126	263	155	544	2092
	Percentage of medical treatment claim status (below RM 1000.00) informed to the candidates within 8 working days		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Justification / Note																		