

CLIENT'S CHARTER FOR REGISTRAR OFFICE 2018

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		18	20	2	40	11	14	10	35	7	2	7	16					
	Total of candidate who has successfully received the offer letter within 10 working days		18	20	2	40	11	14	10	35	7	2	7	16					
	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%					
Justification / Note																			
	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		50	18	9	77	62	48	25	135	16	5	10	31					
	Total of candidate who has successfully received the offer letter within 14 working days		50	18	9	77	62	48	25	135	16	5	10	31					
	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%					
Justification / Note																			
2	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		49	4	2	55	NA	72	58	130	9	17	27	53					
	Total of staffs who are notified on promotion results at the latest of 10 working days		49	4	2	55	NA	72	58	130	9	17	27	53					
	Percentage of staffs who are notified on promotion results at the latest of 10 working days		100%	100%	100%	100%	NA	100%	100%	100%	100%	100%	100%	100%					
Justification / Note																			
3	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		6	3	4	13	7	1	3	11	6	6	NA	12					
	Total of results on study leave notified to the candidates at the latest of 10 working days		6	3	4	13	7	1	3	11	6	6	NA	12					
	Percentage of results on study leave notified to the candidates at the latest of 10 working days		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	NA	100%					
Justification / Note																			
4	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)		1	11	22	34	5	4	4	13	9	8	6	23					

	Total of results application on training allocation notified at the latest of 7 working days (for domestic application)		1	11	22	34	5	4	4	13	9	8	6	23				
	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%				
	Justification / Note																	
	Total of results of application on training allocation notified (for overseas application)		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA				
	Total of results application on training allocation notified at the latest of 20 working days (for overseas application)		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA				
	Percentage of results application on training allocation notified at the latest of 20 working days (for overseas application)		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA				
	Justification / Note																	
5	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		NA		58	58	NA	NA	NA	NA	NA	NA	NA	NA				
	Total of results on Program Transformasi Minda notified to the candidates within 7 working days		NA		58	58	NA	NA	NA	NA	NA	NA	NA	NA				
	Percentage of results on Program Transformasi Minda notified to the candidates within 7 working days		NA		100%	100%	NA	NA	NA	NA	NA	NA	NA	NA				
	Justification / Note																	
6	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		11	15	7	33	7	37	19	63	10	1	6	17				
	Total of confirmation-in-service letter issued to the staff within 10 working days		11	15	7	33	7	31	19	57	10	1	6	17				
	Percentage of confirmation-in-service letter issued to the staff within 10 working days		100%	100%	100%	100%	100%	84%	100%	90%	100%	100%	100%	100%				
	Justification / Note							Gagal dicapai kerana masalah teknikal (ID Sistem Ihram staf yang mengambil alih tugas gagal dicapai bagi proses memasukkan tarikh pengesahan dalam sistem)										
7	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																

