

CLIENT'S CHARTER FOR REGISTRAR OFFICE 2020

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 7 working days after the minutes of Appointment Authority (PBM) is received.	Appointment																	
	Total of candidate who has successfully received the offer letter		32	12	0	44	10	10	40	60	9	33	24	66	4	21	18	43	213
	Total of candidate who has successfully received the offer letter within 7 working days		32	12	0	44	10	10	40	60	9	33	24	66	4	21	18	43	213
	Percentage of candidate who has successfully received the offer letter within 7 working days		100%	100%	0%	100%	100%	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		66	31	15	112	46	5	208	259	59	74	23	156	135	252	303	690	1217
	Total of candidate who has successfully received the offer letter within 14 working days		66	31	15	112	46	5	208	259	59	74	23	156	135	252	303	690	1217
	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																			
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		35	47	19	101	4	41	3	48	71	45	46	162	33	54	46	133	444
	Total of staffs who are notified on promotion results at the latest of 10 working days		35	47	19	101	4	41	3	48	71	45	46	162	33	54	46	133	444
	Percentage of staffs who are notified on promotion results at the latest of 10 working days		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	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		4	7	0	11	0	3	0	3	2	3	0	5	1	0	0	1	20
	Total of results on study leave notified to the candidates at the latest of 10 working days		4	7	0	11	0	3	0	3	2	3	0	5	1	0	0	1	20

	Percentage of results on study leave notified to the candidates at the latest of 10 working days		100%	100%	0%	100%	0%	100%	0%	100%	100%	100%	0%	100%	100%	0%	0%	100%	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)		0	0	0	0	0	0	0	0	2	1	5	8	0	0	1	1	9
	Total of results application on training allocation notified at the latest of 7 working days (for domestic application)		0	0	0	0	0	0	0	0	2	1	5	8	0	0	1	1	9
	Percentage of results application on training allocation notified at the latest of 7 working days (for domestic application)		0%	0%	0%	0%	0%	0%	0%	0%	100%	100%	100%	100%	0%	0%	100%	100%	100%
	Justification / Note																		
	Total of results of application on training allocation notified (for overseas application)		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total of results application on training allocation notified at the latest of 20 working days (for overseas application)		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Percentage of results application on training allocation notified at the latest of 20 working days (for overseas application)		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	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		0	63	0	63	0	0	0	0	0	0	0	0	50	90	88	228	291
	Total of results on Program Transformasi Minda notified to the candidates within 7 working days		0	63	0	63	0	0	0	0	0	0	0	0	50	90	88	228	291
	Percentage of results on Program Transformasi Minda notified to the candidates within 7 working days		0%	100%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%	100%	100%	100%	100%	100%
	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		12	19	53	84	0	8	19	27	70	46	20	136	15	10	17	40	287
	Total of confirmation-in-service letter issued to the staff within 10 working days		12	19	53	84	0	8	19	27	70	46	20	136	15	10	17	40	287

