



**PEJABAT NAIB CANSOLOR**

**PENCAPAIAN PIAGAM PELANGGAN DISEMBER 2022  
CLIENT'S CHARTER REPORT DECEMBER 2022**

| No. | KENYATAAN PIAGAM PELANGGAN<br><i>STATEMENT OF CLIENT'S CHARTER</i>  | PENCAPAIAN<br><i>ACHIEVEMENT</i> | %   | JUSTIFIKASI<br><i>JUSTIFICATION</i> |
|-----|---|----------------------------------|-----|-------------------------------------|
| 1.  | <p>Mengemukakan surat pelantikan jawatan pentadbiran kepada pegawai yang dilantik dalam tempoh 3 hari bekerja setelah surat lantikan ditandatangani oleh Naib Canselor.</p> <p><i>Issuing the appointment letter of the administrative position to the appointed officer within 3 working days after getting the approval from the Vice Chancellor.</i></p> | 15/15                            | 100 |                                     |
| 2.  | <p>Mengedarkan keputusan Jawatankuasa Pengurusan Universiti dalam tempoh (5) hari bekerja tarikh minit disahkan</p> <p><i>To circulate the extract Minute of Management Committee Meeting in 5 working days after it has been approved by the committee.</i></p>  | 4/4                              | 100 |                                     |
| 3.  | <p>Memaklumkan keputusan permohonan ke luar negara kepada pemohon melalui email (notifikasi automatik SPLN) dalam tempoh 7 hari bekerja untuk permohonan <b>TIDAK RASMI</b> (bermula dari tarikh permohonan lengkap diterima).</p>  | 135/135                          | 100 |                                     |

|    |  |       |     |  |
|----|--|-------|-----|--|
|    | <i>Inform the decision of the application to the applicant via electronic mail (automatic notification) within 7 working days for <b>unofficial</b> travelling starting from a complete application received.</i>  |       |     |  |
| 4. | <p>Memaklumkan keputusan permohonan ke luar negara kepada pemohon melalui email (notifikasi automatik SPLN) dalam tempoh 4 minggu untuk permohonan <b>RASMI</b> (bermula dalam tarikh permohonan lengkap diterima)</p> <p><i>Inform the decision of the application to the applicant via electronic mail (automatic notification) within 4 weeks for <b>official</b> travelling starting from a complete application received.</i></p> | 30/30 | 100 |  |