



**PEJABAT NAIB CANSOLOR
OFFICE OF VICE CHANCELLOR**

**PENCAPAIAN PIAGAM PELANGGAN NOVEMBER 2019
CLIENTS CHARTER REPORT NOVEMBER 2019**

| NO. | KENYATAAN PIAGAM PELANGGAN STATEMENT OF CLIENTS CHARTER | PENCAPAIAN ACHIEVEMENT | % | JUSTIFIKASI JUSTIFICATION |
|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|----------|---------------------------------------------------------------------------------------------|
| 1 | <p>Mengeluarkan surat perlantikan jawatan pentadbiran (pegawai utama) UPM dalam tempoh tiga (3) hari bekerja setelah diluluskan oleh Naib Canselor.</p> <p><u>Appointment of Administration Post</u> <i>Appointment letter (Administrative Post) to be delivered within 3 working days after approval from the Vice Chancellor.</i></p> | 1/1 | 100 | |
| 2 | <p>Mengedarkan keputusan Jawatankuasa Pengurusan Universiti dalam tempoh (5) hari bekerja dari tarikh minit disahkan</p> <p><u>University Management Committee</u> <i>To circulate the extract of minutes the Management Committee Meeting within 5 working days after it has been approved by the committee.</i></p> | 1/1 | 100 | |
| 3 | <p>Memaklumkan keputusan permohonan ke luar negara kepada pemohon melalui emel (notifikasi automatik SPLN) dalam tempoh:</p> | 2188/2449 | 89.34 | Justifikasi permohonan TIDAK RASMI tidak mencapai 100% kerana (luar kawalan urusetia SPLN): |

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|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <ul style="list-style-type: none"> 7 hari bekerja untuk permohonan TIDAK RASMI (bermula dari tarikh permohonan lengkap diterima). <p><i>To inform the decision via electronic mail (automatic notification) within the stated period:</i></p> <ul style="list-style-type: none"> 7 working days for unofficial travelling application (from the date of received of the duly complete application) | | | <ul style="list-style-type: none"> i) Kelewatan di peringkat Ketua PTJ untuk membuat pengesahan/sokongan kelulusan ii) Pegawai (pemohon) tidak <i>follow up</i> dengan Ketua PTJ status permohonan masing-masing sebelum membuat perjalanan |
| 4 | <p>Memaklumkan keputusan permohonan ke luar negara kepada pemohon melalui emel (notifikasi automatik SPLN) dalam tempoh:</p> <ul style="list-style-type: none"> 6/atau *4 minggu untuk permohonan RASMI (bermula dalam tarikh permohonan lengkap diterima). <p><i>To inform the decision via electronic mail (automatic notification) within the stated period:</i></p> <ul style="list-style-type: none"> 6/ or*4 weeks for official travelling application (from the date of received of the duly complete application) | <p>999/999 (6 minggu)</p> <p>508/508 (4 minggu)</p> | 100 | <p>4 minggu - piagam pelanggan baharu dikira bermula 1 September 2019</p> |