



**PEJABAT NAIB CANSOLOR**

**PENCAPAIAN PIAGAM PELANGGAN MAC 2021**  
**CLIENTS CHARTER REPORT MAC 2021**

NO.	KENYATAAN PIAGAM PELANGGAN <i>STATEMENT OF CLIENTS CHARTER</i>	PENCAPAIAN <i>ACHIEVEMENT</i>	%	JUSTIFIKASI <i>JUSTIFICATION</i>
1	<p>Mengeluarkan surat perlantikan jawatan pentadbiran (pegawai utama) UPM dalam tempoh tiga (3) hari bekerja setelah diluluskan oleh Naib Canselor.</p> <p><b><i>Appointment of Administration Post</i></b></p> <p><i>Appointment letter to be delivered within 3 working days after approval from the Vice Chancellor</i></p>	5/5	100	
2	<p>Mengedarkan keputusan Jawatankuasa Pengurusan Universiti dalam tempoh (5) hari bekerja dari tarikh minit disahkan</p> <p><b><i>University Management Committee</i></b></p> <p><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>	8/8	100	
3	<p>Memaklumkan keputusan permohonan ke luar negara kepada pemohon melalui emel (notifikasi automatik SPLN) dalam tempoh:</p> <ul style="list-style-type: none"> <li>• 7 hari bekerja untuk permohonan <b>TIDAK RASMI</b> (bermula dari tarikh permohonan lengkap diterima).</li> </ul>	1/1	100	

	<p><b><u>Travel Overseas Application System (SPLN)</u></b>  <i>To inform the decision via electronic mail (automatic notification) within the stated period:  7 working days for <b>unofficial</b> travelling application (from the date of received of the duly complete application)</i></p>			
4.	<p>Memaklumkan keputusan permohonan ke luar negara kepada pemohon melalui emel (notifikasi automatik SPLN) dalam tempoh:</p> <ul style="list-style-type: none"> <li>• 4 minggu untuk permohonan <b>RASMI</b> (bermula dalam tarikh permohonan lengkap diterima)</li> </ul> <p><b><u>Travel Overseas Application System (SPLN)</u></b>  <i>To inform the decision via electronic mail (automatic notification) within the stated period:  4 weeks for <b>official</b> travelling application (from the date of received of the duly complete application)</i></p>	NA	NA	
5.	<p>Mengemukakan akuan penerimaan aduan kepada pengadu dalam tempoh tiga (3) hari bekerja selepas aduan diterima.</p> <p><i>submit a response of acknowledgment of receipt to the complainant within 3 working days after the complaint is received.</i></p>	1/1	100	