



PEJABAT NAIB CANSOLOR

PENCAPAIAN PIAGAM PELANGGAN MEI 2021
CLIENTS CHARTER REPORT MAY 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><u>Appointment of Administration Post</u></p> <p><i>Appointment letter to be delivered within 3 working days after approval from the Vice Chancellor</i></p>	7/7	100	
2	<p>Mengedarkan keputusan Jawatankuasa Pengurusan Universiti dalam tempoh (5) hari bekerja dari tarikh minit disahkan</p> <p><u>University Management Committee</u></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>	5/5	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"> • 7 hari bekerja untuk permohonan TIDAK RASMI (bermula dari tarikh permohonan lengkap diterima). 	NA	NA	

	<p><u>Travel Overseas Application System (SPLN)</u> <i>To inform the decision via electronic mail (automatic notification) within the stated period: 7 working days for unofficial 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"> • 4 minggu untuk permohonan RASMI (bermula dalam tarikh permohonan lengkap diterima) <p><u>Travel Overseas Application System (SPLN)</u> <i>To inform the decision via electronic mail (automatic notification) within the stated period: 4 weeks for official travelling application (from the date of received of the duly complete application)</i></p>	1/1	100	
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	