

**LAPORAN PENCAPAIAN PIAGAM PELANGGAN BULAN JANUARI 2020
PTJ: PUSAT ALUMNI**

BIL	PIAGAM PELANGGAN	STATUS PENCAPAIAN JANUARI 2020			JUSTIFIKASI
		BILANGAN PERMOHONAN DATA ALUMNI	BILANGAN PERMOHONAN TELAH SELESAI DALAM TEMPOH 14 HARI BEKERJA	PERATUS	
1	Menyelesaikan urusan permohonan data alumni dalam tempoh masa 14 hari bekerja dari tarikh permohonan diterima.	4	4	100%	-

**PROGRESS REPORT OF CLIENT CHARTER ON JANUARY 2020
PTJ: ALUMNI CENTRE**

NO.	CLIENT CHARTER	JANUARY 2020			JUSTIFY
		NUMBER OF ALUMNI APPLICATION DATA	NUMBER OF ALUMNI APPLICATION DATA SETTLED IN 14 WORKING DAYS	PERCENTAGE	
1	to complete the alumni data application process within 14 working days from the received date of the application.	4	4	100%	-