

CUSTOMER CHARTER ACCREDITATION DIVISION	1.	Issuing a letter confirming the receipt of the application in writing within three (3) days from the date of receipt of the application from the company/organization.
	2.	Sending Accreditation Certificate to the CAB within seven (7) working days after the approval of the Director General.
	3.	Providing feedback for general inquiries received in writing within five (5) working days from the date the inquiry is received.

ACHIEVEMENT REPORT OF CUSTOMER CHARTER FOR ISSUING LETTER OF CONFIRMATION OF RECEIPT OF APPLICATION IN WRITING WITHIN THREE (3) DAYS FROM THE DATE OF RECEIPT OF APPLICATION FROM THE COMPANY/ORGANIZATION IN THE YEAR 2024

Quarter	Month	Number of confirmation letters sent within 3 days
First	January	100 % (2 / 2)
	February	100% (3 / 3)
	March	100% (5 / 5)
Second	April	100% (6 / 6)
	May	100% (6 / 6)
	June	66% (2 / 3)
Third	July	
	August	
	September	
Fourth	October	
	November	
	December	
		TOTAL:

CUSTOMER CHARTER ACHIEVEMENT REPORT FOR SENDING ACCREDITATION CERTIFICATE TO CAB WITHIN SEVEN (7) WORKING DAYS AFTER APPROVAL BY THE DIRECTOR GENERAL IN 2024

Quarter	Month	Percentage (%) of certificates sent within 7 Days
First	January	60 % (9 / 15)
	February	50% (1 / 2)
	March	60% (2 / 3)
Second	April	50% (3 / 6)
	May	60% (3 / 5)
	June	100% (3 / 3)
Third	July	100% (3 / 6)
	August	50% (4 / 8)
	September	
Fourth	October	
	November	
	December	
		TOTAL:

CUSTOMER CHARTER ACHIEVEMENT REPORT FOR PROVIDING FEEDBACK FOR GENERAL QUESTIONS RECEIVED IN WRITING WITHIN FIVE (5) WORKING DAYS FROM THE DATE THE QUESTION IS RECEIVED IN 2024

Quarter	Month	Total responses answered within 5 days
First	January	100% (66 / 66)
	February	100% (63 / 63)
	March	100% (45 / 45)
Second	April	100% (49 / 49)
	May	100% (47 / 47)
	June	100% (72 / 72)
Third	July	100% (60 / 60)
	August	100% (96 / 96)
	September	
Fourth	October	
	November	
	December	
		TOTAL: