

<b>CLIENT CHARTER ACCREDITATION DIVISION</b>	1.	<i>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.</i>
	2.	<i>Send the Accreditation Certificate to the CAB within seven (7) working days after the approval of the Director General.</i>
	3.	<i>Provide feedback for general enquiries received in writing within five (5) working days from the date the enquiry is received.</i>

**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 2022**

<b>Quarter</b>	<b>Month</b>	<b>Number of confirmation letters sent within 3 days</b>
First	January	100% (7 / 7)
	February	100% (6 / 6)
	March	100% (4 / 4)
Second	April	100% (6 / 6)
	May	
	June	
Third	July	
	August	
	September	
Fourth	October	
	November	
	December	
		<b>TOTAL: 100%</b>

**REPORT OF SENDING ACCREDITATION CERTIFICATE TO CAB WITHIN SEVEN (7) WORKING DAYS AFTER THE APPROVAL OF THE CHIEF DIRECTOR IN 2022**

<b>Quarter</b>	<b>Month</b>	<b>Percentage (%) of certificates sent within 7 days</b>
First	January	20 % (2/10)
	February	78 % (7/9)
	March	33 % (4/12)
Second	April	86 % (12/14)
	May	
	June	
Third	July	
	August	
	September	
Fourth	October	
	November	
	December	
		<b>TOTAL: 43.67%</b>

**REPORT FOR PROVIDING FEEDBACK FOR GENERAL ENQUIRIES RECEIVED IN WRITING WITHIN FIVE (5) WORKING DAYS FROM THE DATE OF ENQUIRIES RECEIVED IN 2022**

<b>Quarter</b>	<b>Month</b>	<b>Number of responses answered within 5 days</b>
First	January	100% (37 / 37)
	February	100% (42 / 42)
	March	100% (64 / 64)
Second	April	100% (58 / 58)
	May	
	June	
Third	July	
	August	
	September	
Fourth	October	
	November	
	December	
		<b>TOTAL: 100%</b>