

**LAPORAN PENCAPAIAN PIAGAM PELANGGAN BULAN APRIL 2023**  
**(CLIENTS CHARTER REPORT FOR APRIL 2023)**

**PTJ: KOLEJ EMPAT BELAS**

| <b>BIL<br/>(NUM)</b> | <b>PIAGAM PELANGGAN<br/>(CLIENT CHARTER)</b>  | <b>STATUS PENCAPAIAN<br/>(ACHIEVEMENT STATUS)</b> |                                 | <b>JUSTIFIKASI<br/>(SEKIRANYA TIDAK TERCAPAI)<br/>JUSTIFICATION<br/>(IF NOT ACHIEVE)</b> |
|----------------------|---|---|---------------------------------|--|
|                      |   | <b>BILANGAN<br/>(NUMBERS OF<br/>COMPLAINTS)</b>   | <b>PERATUS<br/>(PERCENTAGE)</b> |  |
| 1                    | 85% aduan kerosakan kecil dapat diselesaikan dalam tempoh 18 jam hari bekerja<br><br><i>(85% of minor damage complaints are resolved within 18 working hours)</i> | 80/80   | 100%                            | -  |