

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

**PTJ: KOLEJ EMPAT BELAS**

BIL (NUM)	PIAGAM PELANGGAN (CLIENT CHARTER)	STATUS PENCAPAIAN (ACHIEVEMENT STATUS)		JUSTIFIKASI (SEKIRANYA TIDAK TERCAPAI) JUSTIFICATION (IF NOT ACHIEVE)
		BILANGAN (NUMBERS OF COMPLAINTS)	PERATUS (PERCENTAGE)	
1	85% aduan kerosakan kecil dapat diselesaikan dalam tempoh 18 jam hari bekerja  <i>(85% of minor damage complaints are resolved within 18 working hours)</i>	105/105	100%	-