

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

**PTJ: KOLEJ EMPAT BELAS**

<b>BIL (NUM)</b>	<b>PIAGAM PELANGGAN (CLIENT CHARTER)</b>	<b>STATUS PENCAPAIAN (ACHIEVEMENT STATUS)</b>		<b>JUSTIFIKASI (SEKIRANYA TIDAK TERCAPAI) JUSTIFICATION (IF NOT ACHIEVE)</b>
		<b>BILANGAN (NUMBERS OF COMPLAINTS)</b>	<b>PERATUS (PERCENTAGE)</b>	
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>	316 / 316	100%	-