

LAPORAN PENCAPAIAN PIAGAM PELANGGAN BULAN MAC 2023
(CLIENTS CHARTER REPORT FOR MARCH 2024)

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>	67/73	91.8%	-