



i-PUTRA
Putra International Centre

Report on Client Charter January – August 2018

AGRICULTURE • INNOVATION • LIFE

BERILMU BERBAKTI
WITH KNOWLEDGE WE SERVE



PUTRA INTERNATIONAL CENTRE (i-PUTRA)

NO	CLIENT CHARTER	JANUARY'S ACHIEVEMENT STATUS		JUSTIFICATION
		NUMBERS	PERCENTAGE	
1	Processing and sending applications to EMGS within three (3) working days	436 from 438 application	98%	2 completed applications received but require additional documents
2	Receive passports from customers and submit to EMGS within three (3) working days.	438 from 438 application	100%	
3	The approval letter for the application of financial assistance for outbound programme will be issued within seven (7) working days after the date of the JMP meeting.	7 from 7 application	100%	



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NO	CLIENT CHARTER	FEBRUARY'S ACHIEVEMENT STATUS		JUSTIFICATION
		NUMBERS	PERCENTAGE	
1	Processing and sending applications to EMGS within three (3) working days	403 from 404 application	99%	1 completed applications received but require additional documents
2	Receive passports from customers and submit to EMGS within three (3) working days.	404 from 404 application	100%	
3	The approval letter for the application of financial assistance for outbound programme will be issued within seven (7) working days after the date of the JMP meeting.	No application	No application	



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NO	CLIENT CHARTER	MARCH'S ACHIEVEMENT STATUS		JUSTIFICATION
		NUMBERS	PERCENTAGE	
1	Processing and sending applications to EMGS within three (3) working days	416 from 419 application	97%	3 completed applications received but require additional documents
2	Receive passports from customers and submit to EMGS within three (3) working days.	419 from 419 application	100%	
3	The approval letter for the application of financial assistance for outbound programme will be issued within seven (7) working days after the date of the JMP meeting.	8 from 8 application	100%	



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NO	CLIENT CHARTER	APRIL'S ACHIEVEMENT STATUS		JUSTIFICATION
		NUMBERS	PERCENTAGE	
1	Processing and sending applications to EMGS within three (3) working days	264 from 266 application	98%	2 completed applications received but require additional documents
2	Receive passports from customers and submit to EMGS within three (3) working days.	265 from 266 application	99%	Accepted student insurance does not follow the format specified by EMGS. Need corrective actions. The insurance counter only operate on Monday and Thursday only.
3	The approval letter for the application of financial assistance for outbound programme will be issued within seven (7) working days after the date of the JMP meeting.	10 from 10 permohonan	100%	



PUTRA INTERNATIONAL CENTRE (i-PUTRA)

BIL	CLIENT CHARTER	MAY'S ACHIEVEMENT STATUS		JUSTIFICATION
		NUMBERS	PERCENTAGE	
1	Processing and sending applications to EMGS within three (3) working days	184 from 184 application	100%	
2	Receive passports from customers and submit to EMGS within three (3) working days.	184 from 184 application	100%	
3	The approval letter for the application of financial assistance for outbound programme will be issued within seven (7) working days after the date of the JMP meeting.	No application	0%	JMP meeting suspended until June.



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NO	CLIENT CHARTER	JUNE'S ACHIEVEMENT STATUS		JUSTIFICATION
		NUMBERS	PERCENTAGE	
1	Processing and sending applications to EMGS within three (3) working days	284 from 280 application	96%	4 completed applications received but require additional documents
2	Receive passports from customers and submit to EMGS within three (3) working days.	284 from 284 application	100%	
3	The approval letter for the application of financial assistance for outbound programme will be issued within seven (7) working days after the date of the JMP meeting.	15 from 16 application	99%	1 letter was withdrawn because there was a correction on amount granted



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NO	CLIENT CHARTER	JULY'S ACHIEVEMENT STATUS		JUSTIFICATION
		NUMBERS	PERCENTAGE	
1	Processing and sending applications to EMGS within three (3) working days	288 from 288 application	100%	
2	Receive passports from customers and submit to EMGS within three (3) working days.	288 from 288 application	100%	
3	The approval letter for the application of financial assistance for outbound programme will be issued within seven (7) working days after the date of the JMP meeting.	25 from 27 application	92%	2 the letters were withdrawn because there was a correction from the number of participants



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BIL	CLIENT CHARTER	AUGUST'S ACHIEVEMENT STATUS		JUSTIFICATION
		NUMBERS	PERCENTAGE	
1	Processing and sending applications to EMGS within three (3) working days	379 from 368 application	89%	11 applications can not be submitted within 3 working days because of registration week and the number of applications received is high.
2	Receive passports from customers and submit to EMGS within three (3) working days.	379 from 379 application	100%	
3	The approval letter for the application of financial assistance for outbound programme will be issued within seven (7) working days after the date of the JMP meeting.	-	-	Meeting postponed to September