



DECEMBER 2023 CLIENT CHARTER ACHIEVEMENT REPORT PUTRA INTERNATIONAL CENTRE (i-PUTRA)

NO	CLIENT CHARTER	OCTOBER ACHIEVEMENT STATUS		JUSTIFICATION
		NUMBERS	PERCENTAGE	
1	Client will be able to check their visa and pass application status through the EMGS portal / website in three (3) working days after the completed document submission	481/481	100%	
2	Client will receive a completed passport according to the process applied by the student a. Student Pass Renewal – 21 days b. Special Pass – 14 days	a. 278/278 b. 89/89	100%	
3	Client will receive their letter of approval for their applications and financial assistance for outbound programs within seven (7) working days after the date of Student Mobility Committee Meeting (JMP)	21/21	100%	