



i-PUTRA
Putra International Centre

Report on Client Charter January – April 2019

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	361 from 360 applications	99%	Need a support document from the faculty, no officer to sign a letter of delay
2	Receive passports from customers and submit to EMGS within three (3) working days.	361 from 361 passports	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.	43 from 43 applications	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	413 from 413 applications	100%	
2	Receive passports from customers and submit to EMGS within three (3) working days.	413 from 400 passports	87%	New announcements from EMGS regarding bank statements cause the passport can not be sent on time
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.	-	-	The meeting was postponed in Mac



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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	281 from 281 applications	100%	
2	Receive passports from customers and submit to EMGS within three (3) working days.	281 from 281 passports	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.	22 from 23 applications	99%	the application is brought forward to the next meeting



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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	263 from 263 applications	100%	
2	Receive passports from customers and submit to EMGS within three (3) working days.	260 from 263 passports	97%	EMGS request bank statement and copy of marriage certificate (dependent passport)
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.	-	-	April application will be brought to the JMP Meeting on May 7, 2019