



**JANUARY 2024 CLIENT CHARTER ACHIEVEMENT REPORT
PUTRA INTERNATIONAL CENTRE (i-PUTRA)**

NO.	CLIENT CHARTER	JANUARY ACHIEVEMENT STATUS		JUSTIFICATION
		NUMBERS	PERCENTAGES	
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	491/491	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. 412 b. 64	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)	N/A	N/A	