



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

| NO. | CLIENT CHARTER | MARCH 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 | 245/245 | 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. 228/228 b. 71/71 | 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 | |