

**ACHIEVEMENT OF QUALITY OBJECTIVES  
BAHAGIAN PERUBATAN TRADISIONAL DAN KOMPLEMENTARI  
JANUARY UNTIL DECEMBER 2019**

<b>1. 100% Central Zone PT&amp;K units are monitored twice a year</b>	
Month	% Cumulative Achievement (Number of Units Monitored / Target amount)
January - December	100%
<b>2. 80% Evaluation of proposal document related to PT&amp;K practice is given within 24 working hours</b>	
Month	% Achievement (Number of Documents Completed in 14 days / Total Documents Received)
January - December	100%
<b>3. 100% Issuance of a response to the application of a foreign PT&amp;K practitioner assistant within 14 working days from the date the complete document is received</b>	
Month	% Achievement (Number of response letter issued within 14 working days/ The total number of complete applications is received)
January - December	100%
<b>4. 100% Complaints are responded to within 24 working hours.</b>	
Month	% Achievement (Number of feedback given within 24 working hours/ Total number of complaints received)
January – December	100%

**5. 100% Issue a confirmation response to PT&K practice complaints within 14 working days**

Month	% Achievement (number of initial reports completed 14 days / number of initial reports)
January - December	100%

**6. 100% Bill payments are settled within 14 days from the date the invoice is received**

Month	% Achievement (Number of Bills Resolved in 14 days / Total Bills)
January - December	100%