

**ACHIEVEMENT OF QUALITY OBJECTIVES
BAHAGIAN PERUBATAN TRADISIONAL DAN KOMPLEMENTARI
JANUARY UNTIL DECEMBER 2020**

1. 100% Central Zone PT&K units are monitored twice a year	
Month	% Cumulative Achievement (Number of Units Monitored / Target amount)
January - December	50% <small>** The unit monitoring scheduled for April 2020 could not be done due to the Movement Control Order</small>
2. 80% Evaluation of proposal document related to PT&K practice is given within 24 working hours	
Month	% Achievement (Number of Documents Completed in 14 days / Total Documents Received)
January - December	100%
3. 100% Issuance of a response to the application of a foreign PT&K practitioner assistant within 14 working days	
Month	% Achievement (Number of response letter issued within 14 working days/ The total number of complete applications is received)
January - December	100%
4. 100% Complaints are responded to within 24 working hours	
Month	% Achievement (Number of feedback given within 24 working hours/ Total number of complaints received)
January - December	100%

5. 100% The initial investigation report is issued within 14 working days

Month	% Achievement (Number of initial report completed in 14 working days/ Total amount of initial report)
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%