

**ACHIEVEMENT OF QUALITY OBJECTIVES
BAHAGIAN PERUBATAN TRADISIONAL DAN KOMPLEMENTARI
JANUARY UNTIL DECEMBER 2021**

1. 100% Central Zone PT&K units are monitored twice a year	
Month	% Cumulative Achievement (Number of Units Monitored / Target amount) Target amount is 4 times monitoring per year (1 time monitoring for each unit)
January - December	100%
2. 100% Response to the application for evaluation of proposal papers related to PT&K practice is given within 24 working hours	
Month	% Achievement (Number of application documents given feedback within 24 working hours / Total number of application 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 from the date the complete document is received	
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% 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%