

**BAHAGIAN PERUBATAN TRADISIONAL DAN KOMPLEMENTARI**  
**CUSTOMER CHARTER ACHIEVEMENT**  
**2020**

**1. Ensuring the issuance of response to the application of 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%

**2. Ensure bill payment is completed within 14 days from the date the invoice is received**

Month	% Achievement (Number of bills completed within 14 days / Total number of bills)
January - December	100%

**3. Ensure that complaints related to PT&K practices and practitioners are responded within 24 hours during working hours.**

Month	% Achievement (Number of complaints responses given within 24 working hours/ Total number of complaints)
January - December	100%