

CLIENT CHARTER ACHIEVEMENT

JANUARY - DECEMBER 2025

TRADITIONAL AND COMPLEMENTARY MEDICINE DIVISION

MINISTRY OF HEALTH MALAYSIA

CLIENT CHARTER	ACHIEVEMENT (%) (JAN-DEC 2025)
<p>1. Ensuring the processing of response letters for foreign T&CM practitioners within 10 working days</p> <p><u>Numerator:</u> Number of response letters processed within 10 working days. <u>Denominator:</u> Total number of applications received via Xpats Gateway.</p>	100
<p>2. Ensuring that complaints related to T&CM practices and practitioners receive a response within 24 working hours</p> <p><u>Numerator:</u> Number of complaints responded to within 24 working hours. <u>Denominator:</u> Total number of complaints received.</p>	100
<p>3. Ensuring that bill payments are completed within 14 days from the date of invoice receipt.</p> <p><u>Numerator:</u> Number of bills payment completed within 14 days. <u>Denominator:</u> Total number of bills received.</p>	100