

**ACHIEVEMENT OF QUALITY OBJECTIVES
JANUARY UNTIL DECEMBER 2025
TRADITIONAL AND COMPLEMENTARY MEDICINE DIVISION**

1. 100% Monitoring of Traditional and Complementary Medicine (T&CM) Units in the Central Zone Conducted Once A Year	
Month	Achievement Percentage = $\frac{\text{Total number of monitoring visits for 5 T\&CM Units in the Central Zone}}{\text{Target number of monitoring visits for 5 T\&CM Units in MOH hospitals in the Central Zone}} \times 100$
January - December	100%
2. 100% Acknowledgement of Receipt for Application on Evaluation of T&CM Practices in Malaysia to be Recognised Practice Area under Act 775 Issued within Three (3) Working Days	
Month	Achievement Percentage = $\frac{\text{Number of acknowledgements of receipt for applications on the evaluation of T\&CM practices in Malaysia to be recognized practice area under Act 775 issued within 3 working days}}{\text{Total number of applications received on the evaluation of T\&CM practices in Malaysia to be recognized practice area under Act 775}} \times 100$
January - December	N/A

3. 100% Processing of Response Letters for Foreign T&CM Practitioners within 10 Working Days	
Month	Achievement Percentage = $\frac{\text{Number of applications processed within 10 working days}}{\text{Number of applications received in the Xpats Gateway system}} \times 100$
January - December	100%
4. 100% Response to Complaints Issued Within 24 Working Hours	
Month	Achievement Percentage = $\frac{\text{Number of responses issued within 24 working hours}}{\text{Total number of complaints received}} \times 100$
January - December	100%
5. 100% Preliminary Investigation Reports Issued within 14 Working Days	
Month	Achievement Percentage = $\frac{\text{Number of preliminary reports issued in 14 working days}}{\text{Total number of investigations}} \times 100$
January - December	100%