

CLIENTS CHARTER PERFORMANCE FOR 1st QUARTER 2021

No.	Charters/ Promise	Complete <u>within</u> time-frame/ Client Charters' Standard		Complete <u>after</u> time-frame/ Client Charters' Standard		Number of Services
		Conforming to Charter		Not Conforming to Charter		
		(Quantity)	(%)	(Quantity)	(%)	
1	To provide feedback within ONE working day after receiving any enquiry from our valued customers.	465	94.32	28	5.68	493
2	To respond and provide our service proposal within SEVEN working days after receiving confirmed request from our valued customers.	147	100.00	0	0	147
3	To confirm the participation of our valued customers in programs organised by MPC not later than FIVE working days before the program starts.	25	80.65	6	19.35	31
4	To complete projects within the time frame agreed upon by our valued customers.	6	85.71	1	14.29	7