

### CLIENTS CHARTER PERFORMANCE FOR 2<sup>nd</sup> 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 <b>ONE</b> working day after receiving any enquiry from our valued customers.	501	96.91	16	3.1	517
2	To respond and provide our service proposal within <b>SEVEN</b> working days after receiving confirmed request from our valued customers.	141	100.00	0	0	141
3	To confirm the participation of our valued customers in programs organised by MPC not later than <b>FIVE</b> working days before the program starts.	34	60.71	22	39.29	56
4	To complete projects within the <b>time frame agreed upon</b> by our valued customers.	1	16.67	5	83.34	6