

STATUS REPORT ON SSM'S CLIENT CHARTER - OVERALL SSM ACHIEVEMENT -

Types Of Forms	Client Charter	DEC 08 (%)	JAN 09 (%)	FEB 09 (%)	MAR 09 (%)	APR 09 (%)	MAY 09 (%)	JUNE 09 (%)	JULY 09 (%)	AUG 09 (%)	SEPT 09 (%)	OCT 09 (%)	NOV 09 (%)	DEC 09 (%)
New Business Registration (Form A)	1 Hour	99.85	99.04	97.19	94.68	98.09	99.51	99.35	99.53	99.61	99.62	99.94	99.73	99.59
Renewal Of Business Registration (Form A1)	15 Mins	100	99.80	99.99	99.99	99.98	99.99	100	99.99	100	99.99	100	99.98	99.99
Termination Of Business (Form C)	15 Mins	99.83	99.74	99.25	98.64	98.54	99.25	99.60	99.17	99.72	99.68	100	99.87	99.72
Incorporation Of A New Company (Form 6)	1 Day	99.81	100	100	99.91	99.97	100	100	100	100	100	100	100	100
Approval Of Name (Form 13A)	1 Day	100	100	100	100	100	100	99.99	100	100	100	99.81	99.98	100
Certificate Of Commencing Business	1 Day	100	100	100	100	100	100	100	100	100	100	100	100	100
Change Of Company Name (Form 11(21))	1 Day	100	100	99.81	100	100	99.83	100	100	100	100	100	100	100
Charges (Form 34)	2 Days	100	100	99.85	99.45	99.95	100	100	99.92	99.94	99.91	99.57	99.96	100
Trust Deed	5 Days	100	100	100	100	100	100	100	100	100	100	100	100	100
Prospectus	3 Days	100	100	100	100	100	100	100	100	100	100	100	100	100

Nota:

- Pengiraan Piagam Pelanggan bermula dari penerimaan dokumen dan bayaran di kaunter sehingga keputusan/sijil diberikan.