



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

Types Of Forms	Client Charter	FEB 09 (%)	MAR 09 (%)	APR 09 (%)	MAY 09 (%)	JUNE 09 (%)	JULY 09 (%)	AUG 09 (%)	SEPT 09 (%)	OCT 09 (%)	NOV 09 (%)	DEC 09 (%)	JAN 10 (%)	FEB 10 (%)
New Business Registration (Form A)	1 Hour	97.19	94.68	98.09	99.51	99.35	99.53	99.61	99.62	99.94	99.73	99.59	99.49	99.64
Renewal of Business Registration (Form A1)	15 Mins	99.99	99.99	99.98	99.99	100	99.99	100	99.99	100	99.98	99.99	99.98	99.97
Changes in Particulars of Business (Form B)	1 Hour	-	-	-	-	99.68	99.95	99.76	99.81	99.66	99.89	99.91	99.53	98.74
Termination of Business (Form C)	15 Mins	99.25	98.64	98.54	99.25	99.60	99.17	99.72	99.68	100	99.87	99.72	99.76	99.70
Incorporation of A New Company (Form 6)	1 Day	100	99.91	99.97	100	100	100	100	100	100	100	100	100	100
Approval of Name (Form 13A)	1 Day	100	100	100	100	99.99	100	100	100	99.81	99.98	100	99.92	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	99.81	100	100	99.83	100	100	100	100	100	100	100	100	100
Charges (Form 34)	2 Days	99.85	99.45	99.95	100	100	99.92	99.94	99.91	99.87	99.96	100	97.50	99.30
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.