

**CLIENT CHARTER ACHIEVEMENT
VISA, PASS AND PERMIT DEPARTMENT
IMIGRATION PUTRAJAYA
(JANUARY - OKTOBER 2016)**

TYPE OF BUSINESS	CLIENT CHARTER	% TOTAL TARGET ACHIEVED											
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DIS
SOCIAL VISIT PASS													
VISA WITH REFERENCE	(7 WORKING DAYS)	60	35	59	75	56	38	24	39	26	23		
SOCIAL VISIT PASS (SHORT TERM)	(ONE DAY)	100	100	100	100	100	100	100	100	100	100		
SOCIAL VISIT PASS (LONG TERM)	(30 WORKING DAYS)	100	100	100	100	100	100	100	100	100	100		
PROFESSIONAL VISIT PASS													
ISLAMIC MISSIONARIES	(14 WORKING DAYS)	97	96	95	96	96	94	98	98	99	96		
PRACTITIONERS OF OTHER RELIGIONS	(30 WORKING DAYS)	86	86	65	56	78	85	74	71	75	72		
ARTIST	(7 WORKING DAYS)	88	89	62	79	43	86	84	80	88	77		
OTHER CORE BUSINESS													
STUDENT PASS	(7 WORKING DAYS)	98	98	97	97	95	95	94	94	87	81		
MALAYSIA MY SECOND HOME	(1 WORKING DAYS)	99	100	99	99	100	99	100	99	100	100		
APEC BUSINESS TRAVEL CARD (ABTC)	(3 MONTHS)	100	100	100	100	100	100	100	100	93	99		