

**Client's Charter & Performance Statistics**  
**Department of Industrial Relations Malaysia 2017**  
**(1<sup>st</sup> January 2017 – 30<sup>th</sup> June 2017)**

<b>Client's Charter</b>	<b>Number of Cases</b>	<b>Number of Cases Settled (within 3 days)</b>	<b>Achievement (%)</b>
a) Respond to each representation, complaint and trade dispute within 3 days from the date of receipt	<b>17</b>	<b>17</b>	<b>100</b>