

Achievements Client Charter

Janji	Bulan	Menepati Tempoh Masa/Standard Piagam Pelanggan		Melebihi Tempoh Masa/Standard Piagam Pelanggan		Jumlah Perkhidmatan
		Jumlah Menepati Standard*	Menepati Standard **	Jumlah Melebihi Standard ***	% Melebihi Standard ****	
To ensure myGovernment portal accessible 24X7 (SLA 99.9%)	Jan	720	96.77%	24	3.23%	100%
	Feb	644	95.83%	28	4.17%	100%
	Mar	744	100.00%	0	0.00%	100%
	Apr	720	100.00%	0	0.00%	100%
	May	744	100.00%	0	0.00%	100%
	Jun	720	100.00%	0	0.00%	100%
	Jul	744	100.00%	0	0.00%	100%
	Aug	727.5	97.78%	16.5	2.22%	100%