CLIENT'S CHARTER ACHIEVEMENT
PHARMACEUTICAL SERVICES PROGRAMME, MOH

Achievement Period: January-July 2021

(A) Pharmacy Practice & Development Division

No.	Pledge	Conformance to standard		Non-conformance to standard		No. of services/ activities
		No. of conformance	%	No. of non-conformance	%	
1.	100% Notification to applicant on **the result of the listing of medicine(s) into Ministry of Health Medicine Formulary (MOHMF)** done within **15 working days** from the MOHMF panel meeting date.	8	100	0	0	8

(B) Pharmacy Enforcement Division

No.	Pledge	Conformance to standard		Non-conformance to standard		No. of services/ activities
		No. of conformance	%	No. of non-conformance	%	
1.	100% Issuance of **Authorization for the Import & Export of Dangerous Drugs** within **7 working days** upon receipt of complete application.	149	100	0	0	149
2.	100% Issuance of **Authorization for the Import & Export of Psychotropic Substances** within **7 working days** upon receipt of complete application.	184	100	0	0	184
3.	100% Issuance of **e-Permit (Export)** within **7 working days** upon receipt of complete application.	600	100	0	0	600
4.	100% Issuance of **e-Permit (Import)** within **3 working days** upon receipt of complete application.	415	100	0	0	415
5.	90% **Decision of the Medicine Advertisement Board** for application of medicines advertisement certificate and healthcare services advertisement certificate (**other than website advertisement**) processed within **5 working days** upon receipt of complete application.	1,907	98.6	27	1.4	1,934
6.	90% **Decision of the Medicine Advertisement Board** for application of medicines advertisement certificate and healthcare services advertisement certificate **for website advertisements** processed within **30 days** upon receipt of complete application.	117	94.4	7	5.6	124

No.	Pledge	Conformance to standard		Non-conformance to standard		No. of services/ activities
		No. of conformance	%	No. of non-conformance	%	
7.	100% **Complaint related to infringement of Pharmacy Laws** responded within **14 working days**.	645	100	0	0	645
8.	85% **Complaint sample completed analysis** by Pharmacy Enforcement Division Forensic Laboratory within **30 working days** from the sample receipt date.	78	97.5	2	2.5	80
9.	70% **Digital device analysis report** completed within **120 days** upon receipt of the device.	102	97.1	3	2.9	105

(C) Pharmacy Board of Malaysia

No.	Pledge	Conformance to standard		Non-conformance to standard		No. of services/ activities
		No. of conformance	%	No. of non-conformance	%	
1.	100% Issuance of **Full Registration of Pharmacist's Certificate** within **7 working days** upon receipt of complete application and in accordance with legislation.	612	100	0	0	612
2.	100% Issuance of **Registration of Body Corporate's Certificate** within **7 working days** upon receipt of complete application and in accordance with legislation.	87	100	0	0	87
3.	100% Issuance of **Annual Certificate of Pharmacist** within **7 working days** upon receipt of complete application and in accordance with legislation.	11,931	100	0	0	11,931
4.	100% Issuance of **Registration of Provisional Pharmacist's Certificate** within **7 working days** upon receipt of complete application and in accordance with legislation.	206	100	0	0	206
5.	100% Issuance of **Annual Certificate of Body Corporate** within **7 working days** upon receipt of complete application and in accordance with legislation.	109	100	0	0	109