

January till June

Customer Charter / Matters	Numbers of Matter Received	Outlined Customer Charter	Compliance With The Standard Customer Charter Time Period		Non-compliance With The Standard Customer Charter Time Period		Remark
			Total of Compliance With The Standard	% Standard Compliance	Total of Non-Compliance With The Standard	% Standard Non-compliance	
Provide education and training programs in arts and cultural heritage the best formal and meet the requirements of the country at least 10 activities per month.	40	40	40	100			
Providing curriculum and teaching methods in education Music, Writing, Dance, Theatre, Film & Television, Visual Art Design, Management of Arts Culture and Heritage in addition of the Centre Traditional Arts (PuTRA) which based on traditional art, without neglecting the needs of the current.	400	400	400	100			
Providing quality teaching staff and meet national education policy at least 77 people experienced trainers in their respective fields.	77	77	77	100			

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Providing a conducive learning space and learning the best equipment at least 29 pieces of space.	29	29	29	100			
Providing reference materials and learning friendly advice.	21	21	21	100			
Provides advisory services that meet customer needs.	5	5	5	100			
Provide timely, accurate feedback in a polite manner to clients within the time frame.	25	3 Days	25	100			
Request for guided tour to ASWARA through letters and email.	23	3 Days	23	100			