

CUSTOMERS CHARTER DEPARTMENT OF WILDLIFE AND NATIONAL PARKS IN AUGUST 2016

STATE	CHARTER 1		CHARTER 2		CHARTER 3		CHARTER 4		CHARTER 5	
	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PERLIS	23	23	128	128	1	1	-	-	2	2
KEDAH	69	69	215	215	6	6	-	-	53	53
PULAU PINANG	22	22	226	226	3	3	17	17	45	45
PERAK	152	152	290	290	22	22	-	-	71	71
SELANGOR	188	188	488	488	27	27	-	-	133	133
WILAYAH PERSEKUTUAN	3	3	70	70	440	440	437	437	26	26
NEGERI SEMBILAN	100	100	66	66	8	8	-	-	52	52
MELAKA	16	16	58	58	3	3	-	-	25	25
JOHOR	23	23	191	191	29	29	13	13	113	113

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PAHANG	166	166	89	89	11	11	-	-	68	68
TERENGGANU	57	57	43	43	0	0	-	-	48	48
KELANTAN	48	48	72	72	5	5	-	-	33	33
JUMLAH	867	867	1936	1936	555	555	467	467	669	669
Percentage of charter achieved by Department	100		100		100		100		100	

Legend:

- Charter 1** All licenses for wildlife capture and and wildlife hunting (for hunters who have requirements clause to hunt) will be issued in not more than one (1) hour
- Charter 2** All licenses to keep wildlife based on previous licenses, licenses to capture or official receipts will be issued in not more than one (1) hour
- Charter 3** All wildlife trade licenses and import or export licenses will be issued not more than three (3) days from the day of completed applications received
- Charter 4** All import and export permits will be issued not more than three (3) days from the day of completed applications received
- Charter 5** Any wildlife complaints will be responded not more than three (3) working days from the day of receiving the complaints
- Indicator** Total license/permit/complaints issued or received by The Department
- Achieved** Total license/permit/complaints issued or received by The Department in the expected time