

## CUSTOMERS CHARTER DEPARTMENT OF WILDLIFE AND NATIONAL PARKS IN DECEMBER 2016

STATE	CHARTER 1		CHARTER 2		CHARTER 3		CHARTER 4		CHARTER 5	
	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PERLIS	1	1	54	54	2	2	-	-	5	5
KEDAH	29	29	112	112	10	10	-	-	31	31
PULAU PINANG	9	9	166	166	0	0	29	29	43	43
PERAK	114	114	310	310	9	9	-	-	70	70
SELANGOR	84	84	338	338	18	18	-	-	43	43
WILAYAH PERSEKUTUAN	0	0	53	53	395	395	378	378	6	6
NEGERI SEMBILAN	26	26	109	109	4	4	-	-	48	48
MELAKA	14	14	45	45	10	10	-	-	49	49
JOHOR	16	16	129	129	7	7	15	15	84	84

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	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PAHANG	97	97	195	195	6	6	-	-	41	41
TERENGGANU	25	25	118	118	0	0	-	-	40	40
KELANTAN	32	32	119	119	0	0	-	-	15	15
<b>JUMLAH</b>	<b>447</b>	<b>447</b>	<b>1748</b>	<b>1748</b>	<b>461</b>	<b>461</b>	<b>422</b>	<b>422</b>	<b>475</b>	<b>475</b>
Percentage of charter achieved by Department	<b>100</b>		<b>100</b>		<b>100</b>		<b>100</b>		<b>100.0</b>	

**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