

CUSTOMERS CHARTER DEPARTMENT OF WILDLIFE AND NATIONAL PARKS IN NOVEMBER 2016

STATE	CHARTER 1		CHARTER 2		CHARTER 3		CHARTER 4		CHARTER 5	
	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PERLIS	6	6	56	56	4	4	-	-	10	10
KEDAH	50	50	105	105	4	4	-	-	49	49
PULAU PINANG	5	5	161	161	9	9	12	12	35	35
PERAK	225	225	382	382	10	10	-	-	70	70
SELANGOR	130	130	433	433	26	26	-	-	242	242
WILAYAH PERSEKUTUAN	0	0	60	60	386	386	352	352	29	29
NEGERI SEMBILAN	59	59	88	88	11	11	-	-	51	51
MELAKA	17	17	77	77	2	2	-	-	22	22
JOHOR	16	16	187	187	27	27	22	22	98	98

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	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PAHANG	110	110	117	117	16	16	-	-	55	55
TERENGGANU	26	26	120	120	1	1	-	-	27	27
KELANTAN	25	25	121	121	1	1	-	-	23	23
JUMLAH	669	669	1907	1907	497	497	386	386	711	711
Percentage of charter achieved by Department	100		100		100		100		100.0	

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