

CUSTOMERS CHARTER DEPARTMENT OF WILDLIFE AND NATIONAL PARKS IN OCTOBER 2016

STATE	CHARTER 1		CHARTER 2		CHARTER 3		CHARTER 4		CHARTER 5	
	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PERLIS	5	5	48	48	1	1	-	-	12	12
KEDAH	22	22	112	112	2	2	-	-	25	25
PULAU PINANG	11	11	175	175	21	21	18	18	47	47
PERAK	127	127	269	269	12	12	-	-	71	71
SELANGOR	127	127	388	388	18	18	-	-	68	68
WILAYAH PERSEKUTUAN	5	5	46	46	446	446	438	438	22	22
NEGERI SEMBILAN	80	80	70	70	7	7	-	-	45	45
MELAKA	32	32	80	80	0	0	-	-	17	17
JOHOR	58	58	148	148	17	17	10	10	102	102

STATE	CHARTER 1		CHARTER 2		CHARTER 3		CHARTER 4		CHARTER 5	
	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PAHANG	115	115	74	74	11	11	-	-	62	62
TERENGGANU	32	32	93	93	0	0	-	-	39	39
KELANTAN	22	22	61	61	0	0	-	-	20	20
JUMLAH	636	636	1564	1564	535	535	466	466	530	530
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