

CUSTOMERS CHARTER DEPARTMENT OF WILDLIFE AND NATIONAL PARKS IN SEPTEMBER 2016

STATE	CHARTER 1		CHARTER 2		CHARTER 3		CHARTER 4		CHARTER 5	
	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PERLIS	2	2	147	147	4	4	-	-	7	7
KEDAH	21	21	179	179	3	3	-	-	34	34
PULAU PINANG	11	11	224	224	12	12	20	20	37	37
PERAK	143	143	284	284	15	15	-	-	68	68
SELANGOR	176	176	448	448	23	23	-	-	77	77
WILAYAH PERSEKUTUAN	3	3	56	56	352	352	378	378	23	23
NEGERI SEMBILAN	73	73	69	69	6	6	-	-	39	39
MELAKA	22	22	64	64	3	3	-	-	14	14
JOHOR	189	189	123	123	9	9	2	2	78	78

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	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PAHANG	123	123	151	151	9	9	-	-	56	56
TERENGGANU	30	30	97	97	2	2	-	-	44	44
KELANTAN	18	18	88	88	0	0	-	-	31	31
JUMLAH	811	811	1930	1930	438	438	400	400	508	508
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