

CUSTOMERS CHARTER DEPARTMENT OF WILDLIFE AND NATIONAL PARKS IN MAY 2016

STATE	CHARTER 1		CHARTER 2		CHARTER 3		CHARTER 4		CHARTER 5	
	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PERLIS	7	7	28	28	0	0	0	0	8	8
KEDAH	33	33	47	47	6	6	0	0	26	26
PULAU PINANG	17	17	129	129	5	5	8	8	43	43
PERAK	212	212	150	150	6	6	0	0	89	89
SELANGOR	333	333	235	235	10	10	0	0	0	0
W.PERSEKUTUAN	5	5	45	45	265	265	332	332	26	26
N.SEMBILAN	193	193	61	61	4	4	0	0	40	40
MELAKA	49	49	46	46	3	3	0	0	35	35
JOHOR	18	18	102	102	19	19	14	14	107	107
PAHANG	445	445	49	49	7	7	0	0	61	61
TERENGGANU	87	87	40	40	0	0	0	0	42	42
KELANTAN	33	33	47	47	6	6	0	0	26	26
TOTAL										
Percentage of charter achieved by Department	100.0		100.0		100.0		100.0		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