

CUSTOMERS CHARTER DEPARTMENT OF WILDLIFE AND NATIONAL PARKS IN JANUARY 2016

STATE	CHARTER 1		CHARTER 2		CHARTER 3		CHARTER 4		CHARTER 5	
	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PERLIS	9	9	47	47	0	0	-	-	4	4
KEDAH	17	17	185	185	4	4	-	-	41	41
PULAU PINANG	6	6	162	162	8	8	35	35	35	35
PERAK	160	160	543	543	19	19	-	-	64	64
SELANGOR	148	148	494	494	19	19	-	-	101	101
W.PERSEKUTUAN	3	3	52	52	288	288	342	342	21	21
N.SEMBILAN	94	94	109	109	11	11	-	-	37	37
MELAKA	6	6	162	162	8	8	35	35	35	35
JOHOR	12	12	144	144	27	27	14	14	79	79
PAHANG	121	121	219	219	14	14	-	-	54	54
TERENGGANU	32	32	121	121	1	1	-	-	50	50
KELANTAN	22	22	181	181	3	3	-	-	30	30
TOTAL	630	630	2419	2419	402	402	426	426	551	551
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

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