

CLIENTS' CHARTER DEPARTMENT OF WILDLIFE AND NATIONAL PARKS IN AUGUST 2017

STATE	CHARTER 1		CHARTER 2		CHARTER 3		CHARTER 4		CHARTER 5	
	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PERLIS	13	13	131	131	0	0	-	-	6	6
KEDAH	101	101	465	465	6	6	-	-	46	46
PULAU PINANG	14	14	244	244	4	4	18	18	76	76
PERAK	251	251	215	215	20	20	-	-	67	67
SELANGOR	139	139	577	577	25	25	-	-	168	168
WILAYAH PERSEKUTUAN	2	2	81	81	34	34	857	857	25	25
NEGERI SEMBILAN	96	96	97	97	9	9	-	-	35	35
MELAKA	64	64	65	65	4	4	-	-	25	25
JOHOR	36	36	239	239	13	13	11	11	95	95

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	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PAHANG	134	134	150	150	10	10	-	-	54	54
TERENGGANU	42	42	57	57	0	0	-	-	47	47
KELANTAN	75	75	98	98	5	5	-	-	25	25
JUMLAH	937	937	2227	2227	128	128	886	886	669	669
Percentage of charter achieved by Department	100		100		100		100		100	

Legend:

Charter 1 All licenses for wildlife hunting will be issued in not more than one (1) hour from completed application received

Charter 2 All licenses to keep wildlife will be issued in not more than one (1) hour from completed application received

Charter 3 All wildlife trade licenses will be issued in not more than one (1) hour from completed application received

Charter 4 All CITES/Non-CITES import, export or re-export licenses and permits will be issued not more than three (3) days from the day of completed applications received

Charter 5 Any wildlife complaints with complete details will be responded not more than 24 hours 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