

## CLIENTS' CHARTER DEPARTMENT OF WILDLIFE AND NATIONAL PARKS IN DECEMBER 2017

STATE	CHARTER 1		CHARTER 2		CHARTER 3		CHARTER 4		CHARTER 5	
	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PERLIS	4	4	66	66	3	3	-	-	7	7
KEDAH	42	42	236	236	3	3	-	-	46	46
PULAU PINANG	5	5	200	200	7	7	7	7	36	36
PERAK	108	108	239	239	26	26	-	-	24	24
SELANGOR	77	77	330	330	11	11	-	-		
WILAYAH PERSEKUTUAN	3	3	67	67	20	20	809	809	17	17
NEGERI SEMBILAN	18	18	138	138	3	3	-	-	22	22
MELAKA	26	26	59	59	8	8	-	-	12	12
JOHOR	8	8	104	104	5	5	7	7	54	54

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	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PAHANG	80	80	234	234	7	7	-	-	51	51
TERENGGANU	40	40	191	191	11	11	-	-	37	37
KELANTAN	28	28	167	167	0	0	-	-	32	32
<b>JUMLAH</b>	<b>362</b>	<b>362</b>	<b>1701</b>	<b>1701</b>	<b>93</b>	<b>93</b>	<b>823</b>	<b>823</b>	<b>338</b>	<b>338</b>
Percentage of charter achieved by Department	<b>100</b>		<b>100</b>		<b>100</b>		<b>100</b>		<b>100</b>	

**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