

CUSTOMERS CHARTER DEPARTMENT OF WILDLIFE AND NATIONAL PARKS IN MARCH 2017

STATE	CHARTER 1		CHARTER 2		CHARTER 3		CHARTER 4		CHARTER 5	
	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PERLIS	6	6	25	25	0	0	-	-	18	18
KEDAH	15	15	82	82	2	2	-	-	51	51
PULAU PINANG	0	0	102	102	45	45	33	33	63	63
PERAK	122	122	90	90	5	5	-	-	78	78
SELANGOR	210	210	277	277	15	15	-	-	87	87
WILAYAH PERSEKUTUAN	1	1	63	63	456	456	583	583	29	29
NEGERI SEMBILAN	29	29	61	61	6	6	-	-	51	51
MELAKA	17	17	37	37	1	1	-	-	17	17
JOHOR	7	7	131	131	10	10	12	12	1	1

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	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PAHANG	53	53	77	77	5	5	-	-	72	72
TERENGGANU	28	28	85	85	0	0	-	-	37	37
KELANTAN	35	35	36	36	3	3	-	-	31	31
JUMLAH	523	523	1066	1066	548	548	628	628	535	535
Percentage of charter achieved by Department	100		100		100		100		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