

## CUSTOMERS CHARTER DEPARTMENT OF WILDLIFE AND NATIONAL PARKS IN JANUARY 2017

STATE	CHARTER 1		CHARTER 2		CHARTER 3		CHARTER 4		CHARTER 5	
	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PERLIS	1	1	48	48	0	0	-	-	8	8
KEDAH	39	39	170	170	2	2	-	-	49	49
PULAU PINANG	4	4	184	184	36	36	18	18	67	67
PERAK	156	156	278	278	11	11	-	-	86	86
SELANGOR	105	105	643	643	23	23	-	-	95	95
WILAYAH PERSEKUTUAN	1	1	53	53	300	300	371	371	38	38
NEGERI SEMBILAN	56	56	58	58	10	10	-	-	46	46
MELAKA	32	32	99	99	7	7	-	-	37	37
JOHOR	21	21	212	212	13	13	13	13	106	106

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	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PAHANG	107	107	219	219	12	12	-	-	64	64
TERENGGANU	43	43	145	145	0	0	-	-	43	43
KELANTAN	14	14	187	187	2	2	-	-	34	34
<b>JUMLAH</b>	<b>579</b>	<b>579</b>	<b>2296</b>	<b>2296</b>	<b>416</b>	<b>416</b>	<b>402</b>	<b>402</b>	<b>673</b>	<b>673</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 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