

CLIENTS' CHARTER DEPARTMENT OF WILDLIFE AND NATIONAL PARKS IN FEBRUARY 2019

STATE	CHARTER1		CHARTER 2		CHARTER 3		CHARTER 4		CHARTER 5	
	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PERLIS	1	1	23	23	-	-	-	-	7	7
KEDAH	31	31	164	164	4	4	-	-	77	77
PULAU PINANG	1	1	81	81	4	4	-	-	30	30
PERAK	113	113	114	114	7	7	-	-	113	113
SELANGOR	68	68	584	584	41	41	-	-	144	144
WILAYAH PERSEKUTUAN	1	1	34	34	13	13	410	410	28	28
NEGERI SEMBILAN	29	29	61	61	5	5	-	-	69	69
MELAKA	8	8	47	47	1	1	-	-	24	24
JOHOR	17	17	217	217	6	6	24	24	92	92
PAHANG	77	77	128	128	8	8	-	-	91	91
TERENGGANU	11	11	104	104	-	-	-	-	56	56
KELANTAN	13	13	102	102	2	2	-	-	20	20
TOTAL	370	370	1659	1659	91	91	434	434	751	751
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