

CUSTOMERS CHARTER DEPARTMENT OF WILDLIFE AND NATIONAL PARKS IN JUNE 2016

STATE	CHARTER 1		CHARTER 2		CHARTER 3		CHARTER 4		CHARTER 5	
	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PERLIS	30	30	45	45	0	0	-	-	8	8
KEDAH	62	62	103	103	4	4	-	-	29	29
PULAU PINANG	16	16	112	112	7	7	20	20	41	41
PERAK	112	112	191	191	11	11	-	-	63	63
SELANGOR	264	264	257	257	20	20	-	-	91	91
WILAYAH PERSEKUTUAN	2	2	67	67	367	367	321	321	14	14
NEGERI SEMBILAN	96	96	47	47	7	7	-	-	50	50
MELAKA	45	45	60	60	1	1	-	-	31	31
JOHOR	17	17	136	136	22	22	8	8	105	105

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	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PAHANG	176	176	78	78	3	3	-	-	52	52
TERENGGANU	42	42	32	32	0	0	-	-	16	16
KELANTAN	43	43	43	43	3	3	-	-	15	15
JUMLAH	905	905	1171	1171	445	445	349	349	515	515
Percentage of charter achieved by Department	100		100		100		100		100	

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

