

## CUSTOMERS CHARTER DEPARTMENT OF WILDLIFE AND NATIONAL PARKS IN JULY 2016

STATE	CHARTER 1		CHARTER 2		CHARTER 3		CHARTER 4		CHARTER 5	
	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PERLIS	6	6	44	44	2	2	-	-	8	8
KEDAH	36	36	113	113	1	1	-	-	32	32
PULAU PINANG	34	34	153	153	5	5	19	19	35	35
PERAK	308	308	274	274	7	7	-	-	72	72
SELANGOR	220	220	347	347	4	4	-	-	80	80
WILAYAH PERSEKUTUAN	1	1	23	23	230	230	255	255	26	26
NEGERI SEMBILAN	63	63	42	42	7	7	-	-	41	41
MELAKA	36	36	45	45	0	0	-	-	14	14
JOHOR	6	6	121	121	7	7	5	5	81	81

STATE	CHARTER 1		CHARTER 2		CHARTER 3		CHARTER 4		CHARTER 5	
	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PAHANG	205	205	134	134	7	7	-	-	58	58
TERENGGANU	93	93	33	33	0	0	-	-	30	30
KELANTAN	100	100	46	46	5	5	-	-	16	16
<b>JUMLAH</b>	<b>1375</b>	<b>1375</b>	<b>275</b>	<b>275</b>	<b>279</b>	<b>279</b>	<b>493</b>	<b>493</b>	<b>1375</b>	<b>1375</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

