

CUSTOMERS CHARTER DEPARTMENT OF WILDLIFE AND NATIONAL PARKS IN MAC 2016

STATE	CHARTER 1		CHARTER 2		CHARTER 3		CHARTER 4		CHARTER 5	
	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PERLIS	3	3	21	21	0	0	0	0	2	2
KEDAH	27	27	73	73	2	2	0	0	43	43
PULAU PINANG	6	6	121	121	38	38	30	30	43	43
PERAK	117	117	183	183	8	8	0	0	67	67
SELANGOR	134	134	310	310	19	19	0	0	104	104
W.PERSEKUTUAN	6	6	37	37	340	340	364	364	32	32
N.SEMBILAN	46	46	36	36	6	6	0	0	55	55
MELAKA	29	29	34	34	1	1	0	0	27	27
JOHOR	16	16	176	176	31	31	25	25	101	101
PAHANG	121	121	93	93	9	9	0	0	66	66
TERENGGANU	14	14	31	31	0	0	0	0	33	33
KELANTAN	23	23	52	52	1	1	0	0	23	23
TOTAL	542	542	1167	1167	455	455	419	419	596	596
Percentage of charter achieved by Department	100.0		100.0		100.0		100.0		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