

CLIENTS' CHARTER DEPARTMENT OF WILDLIFE AND NATIONAL PARKS IN OCTOBER 2017

STATE	CHARTER 1		CHARTER 2		CHARTER 3		CHARTER 4		CHARTER 5	
	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PERLIS	0	0	50	50	1	1	-	-	9	9
KEDAH	59	59	309	309	2	2	-	-	52	52
PULAU PINANG	5	5	179	179	19	19	32	32	32	32
PERAK	142	142	194	194	14	14	-	-	22	22
SELANGOR	111	111	515	515	18	18	-	-	142	142
WILAYAH PERSEKUTUAN	0	0	43	43	26	26	604	604	28	28
NEGERI SEMBILAN	67	67	72	72	7	7	-	-	25	25
MELAKA	27	27	91	91	0	0	-	-	9	9
JOHOR	58	58	235	235	22	22	8	8	96	96

STATE	CHARTER 1		CHARTER 2		CHARTER 3		CHARTER 4		CHARTER 5	
	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PAHANG	90	90	99	99	12	12	-	-	63	63
TERENGGANU	51	51	127	127	11	11	-	-	47	47
KELANTAN	26	26	99	99	1	1	-	-	27	27
JUMLAH	636	636	2013	2013	133	133	644	644	552	552
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