

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

| STATE | CHARTER 1 | | CHARTER 2 | | CHARTER 3 | | CHARTER 4 | | CHARTER 5 | |
|---------------------|-----------|----------|-----------|----------|-----------|----------|-----------|----------|-----------|----------|
| | INDICATOR | ACHIEVED | INDICATOR | ACHIEVED | INDICATOR | ACHIEVED | INDICATOR | ACHIEVED | INDICATOR | ACHIEVED |
| PERLIS | 2 | 2 | 100 | 100 | 4 | 4 | - | - | 9 | 9 |
| KEDAH | 50 | 50 | 308 | 308 | 10 | 10 | - | - | 36 | 36 |
| PULAU PINANG | 5 | 5 | 185 | 185 | 6 | 6 | 23 | 23 | 38 | 38 |
| PERAK | 169 | 169 | 165 | 165 | 16 | 16 | - | - | 33 | 33 |
| SELANGOR | 216 | 216 | 489 | 489 | 16 | 16 | - | - | 136 | 136 |
| WILAYAH PERSEKUTUAN | 3 | 3 | 52 | 52 | 14 | 14 | 636 | 636 | 17 | 17 |
| NEGERI SEMBILAN | 84 | 84 | 77 | 77 | 6 | 6 | - | - | 24 | 24 |
| MELAKA | | | | | | | - | - | | |
| JOHOR | 169 | 169 | 188 | 188 | 11 | 11 | 12 | 12 | 76 | 76 |

| STATE | CHARTER 1 | | CHARTER 2 | | CHARTER 3 | | CHARTER 4 | | CHARTER 5 | |
|--|------------|------------|-------------|-------------|------------|-----------|------------|------------|------------|------------|
| | INDICATOR | ACHIEVED | INDICATOR | ACHIEVED | INDICATOR | ACHIEVED | INDICATOR | ACHIEVED | INDICATOR | ACHIEVED |
| PAHANG | 134 | 134 | 124 | 124 | 8 | 8 | - | - | 63 | 63 |
| TERENGGANU | | | | | | | - | - | | |
| KELANTAN | 19 | 19 | 74 | 74 | 1 | 1 | - | - | 11 | 11 |
| JUMLAH | 851 | 851 | 1762 | 1762 | 92 | 92 | 671 | 671 | 443 | 443 |
| 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