

## CLIENTS' CHARTER DEPARTMENT OF WILDLIFE AND NATIONAL PARKS IN JULY 2017

STATE	CHARTER 1		CHARTER 2		CHARTER 3		CHARTER 4		CHARTER 5	
	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PERLIS	14	14	45	45	0	0	-	-	10	10
KEDAH	79	79	141	141	2	2	-	-	62	62
PULAU PINANG	28	28	128	128	0	0	18	18	38	38
PERAK	148	148	124	124	12	12	-	-	67	67
SELANGOR	233	233	436	436	3	3	-	-	170	170
WILAYAH PERSEKUTUAN	1	1	42	42	8	8	589	589	20	20
NEGERI SEMBILAN	96	96	58	58	5	5	-	-	45	45
MELAKA	36	36	60	60	1	1	-	-	38	38
JOHOR	18	18	239	239	6	6	13	13	105	105

STATE	CHARTER 1		CHARTER 2		CHARTER 3		CHARTER 4		CHARTER 5	
	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PAHANG	216	216	87	87	5	5	-	-	57	57
TERENGGANU	7	7	86	86	0	0	-	-	43	43
KELANTAN	86	86	65	65	7	7	-	-	24	24
<b>JUMLAH</b>	962	962	1511	1511	49	49	620	620	679	679
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 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