

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

STATE	CHARTER 1		CHARTER 2		CHARTER 3		CHARTER 4		CHARTER 5	
	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PERLIS	31	31	38	38	0	0	-	-	10	10
KEDAH	43	43	92	92	4	4	-	-	24	24
PULAU PINANG	4	4	103	103	10	10	23	23	24	24
PERAK	100	100	98	98	12	12	-	-	61	61
SELANGOR	158	158	214	214	12	12	-	-	0	0
WILAYAH PERSEKUTUAN	3	3	44	44	19	19	551	551	9	9
NEGERI SEMBILAN	63	63	37	37	4	4	-	-	23	23
MELAKA	43	43	17	17	2	2	-	-	21	21
JOHOR	10	10	91	91	5	5	6	6	63	63

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	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PAHANG	91	91	55	55	3	3	-	-	40	35
TERENGGANU	22	22	60	60	1	1	-	-	25	25
KELANTAN	31	31	25	25	1	1	-	-	0	0
JUMLAH	599	599	874	874	73	73	580	580	300	295
Percentage of charter achieved by Department	100		100		100		100		98.3	

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