

**CLIENTS' CHARTER DEPARTMENT OF WILDLIFE AND NATIONAL PARKS IN AUGUST 2019**

STATE	CHARTER1		CHARTER 2		CHARTER 3		CHARTER 4		CHARTER 5	
	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR		INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PERLIS	6	6	87	87	0	0	0	0	6	6
KEDAH	78	78	404	404	7	7	0	0	37	37
PULAU PINANG	19	19	210	210	5	5	19	19	44	44
PERAK	170	170	203	203	11	11	0	0	127	127
SELANGOR	9	9	665	665	22	22	0	0	190	190
WILAYAH PERSEKUTUAN	3	3	102	102	27	27	785	785	46	46
NEGERI SEMBILAN	59	59	110	110	15	15	0	0	47	47
MELAKA	41	41	100	100	4	4	0	0	11	11
JOHOR	20	20	302	302	16	16	12	12	0	0
PAHANG	159	159	185	185	10	10	0	0	106	106
TERENGGANU	48	48	95	95	5	5	0	0	38	38
KELANTAN	33	33	98	98	5	5	0	0	0	0
<b>TOTAL</b>	<b>645</b>	<b>645</b>	<b>2561</b>	<b>2561</b>	<b>127</b>	<b>127</b>	<b>816</b>	<b>816</b>	<b>652</b>	<b>652</b>
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