

CLIENTS' CHARTER DEPARTMENT OF WILDLIFE AND NATIONAL PARKS IN JANUARY 2019

STATE	CHARTER1		CHARTER 2		CHARTER 3		CHARTER 4		CHARTER 5	
	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PERLIS	1	1	93	93	-	-	-	-	11	11
KEDAH	47	47	345	345	5	5	-	-	84	84
PULAU PINANG	2	2	214	214	12	12	3	3	67	67
PERAK	120	120	356	356	22	22	-	-	114	114
SELANGOR	154	154	875	875	29	29	-	-	188	188
WILAYAH PERSEKUTUAN	1	1	75	75	21	21	764	764	42	42
NEGERI SEMBILAN	36	36	154	154	7	7	-	-	53	53
MELAKA	11	11	141	141	4	4	-	-	14	14
JOHOR	7	7	331	331	18	18	7	7	113	113
PAHANG	79	79	241	241	12	12	-	-	99	99
TERENGGANU	21	21	207	207	4	4	-	-	113	113
KELANTAN	15	15	172	172	3	3	-	-	40	40
TOTAL	494	494	3,204	3,204	137	137	774	774	938	938
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