

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

STATE	CHARTER1		CHARTER 2		CHARTER 3		CHARTER 4		CHARTER 5	
	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PERLIS	1	1	23	23	0	0	0	0	11	11
KEDAH	11	11	91	91	3	3	0	0	67	67
PULAU PINANG	1	1	104	104	9	9	2	2	50	50
PERAK	77	77	91	91	8	8	5	5	96	96
SELANGOR	0	0	0	0	0	0	0	0	184	184
WILAYAH PERSEKUTUAN	0	0	59	59	30	30	582	582	37	37
NEGERI SEMBILAN	21	21	72	72	9	9	0	0	65	65
MELAKA	4	4	53	53	2	2	0	0	30	30
JOHOR	9	9	146	146	7	7	9	9	147	147
PAHANG	61	61	74	74	3	3	0	0	87	87
TERENGGANU	22	22	104	104	0	0	0	0	48	48
KELANTAN	15	15	64	64	4	4	0	0	0	0
<b>TOTAL</b>	<b>222</b>	<b>222</b>	<b>881</b>	<b>881</b>	<b>75</b>	<b>75</b>	<b>598</b>	<b>598</b>	<b>822</b>	<b>822</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