

**REPORT ON CLIENT CHARTER ACHIEVEMENT 2011**

MINISTRY  
DEPARTMENT

: **MINISTRY OF AGRICULTURE AND AGRO-BASED INDUSTRY**  
: **DEPARTMENT OF FISHERIES MALAYSIA**

NO	CLIENT CHARTER OF DEPARTMENT OF FISHERIES MALAYSIA	APPLICATION PROCESS DURATION				DIVISION	NOTES
		Month	No. of Application	No. < 5 Days	No. > 5 Days		
1	Provide various information on fisheries industries development within 5 days from the acceptance date of application.	Month	No. of Application	No. < 5 Days	No. > 5 Days	Fisheries Information Management	Involves applications from the public and staff of the Department (division/state/centre) to obtain information on the Department's publications such as posters, handbooks, pamphlets, brochures, leaflets and other publications from the Communications Branch
		Jan	5	5	0		
		Feb	5	5	0		
		March	8	7	1		
		April	6	6	0		
		May	1	1	0		
		Jun	12	12	0		
		July	15	15	0		
		August	8	8	0		
		Sept	6	6	0		
		Oct	5	5	0		
		Nov	6	6	0		
		Dec	1	1	0		
2	Provide technical and extension support feedbacks onto investment proposals in fisheries sector within 10 days from the acceptance date of application.	Month	No. of Application	No. < 10 Days	No. > 10 Days	Extension & Technical Services	Advisory services to private companies and investment proposals in the fisheries sector
		Jan	28	28	0		
		Feb	30	30	0		
		March	18	18	0		
		April	25	25	0		
		May	23	23	0		
		Jun	7	7	0		
		July	5	5	0		
		August	7	7	0		
		Sept	9	9	0		
		Oct	12	12	0		
		Nov	7	7	0		
		Dec	5	5	0		
3	Provide replies onto each application to participate in scheduled courses organised by the Department latest by 14 days after application acceptance.	Month	No. of Application	No. < 14 Days	No. > 14 Days	Human Resources Development	The data only involves courses applied through the elatihan system
		Jan	42	42	0		
		Feb	148	148	0		
		March	240	240	0		
		April	151	151	0		
		May	111	111	0		
		Jun	56	56	0		
		July	49	49	0		
		August	77	77	0		
		Sept	114	114	0		
		Oct	144	144	0		
		Nov	37	37	0		
		Dec	26	26	0		
4	Provide 24 hours communication services through Operation Control Centre to assist target group facing difficulty or disaster.	Month	No. of Application	No. < 24 Hrs	No. > 24 Hrs	Resources Protection	
		Jan	9	9	0		
		Feb	8	8	0		
		March	10	10	0		
		April	11	11	0		
		May	2	2	0		
		Jun	3	3	0		
		July	6	6	0		
		August	8	8	0		
		Sept	3	3	0		
		Oct	4	4	0		
		Nov	7	7	0		
		Dec	1	1	0		
5	Issue Certificate of Origin within 1 day and Live Fish Health Certificate and Sanitation Certificate for export within 3 days from the date of application acceptance.	Month	No. of Application	No. < 1-3 Days	No. > 1-3 Days	Biosecurity	
		Jan	1568	1568	0		
		Feb	1412	1412	0		
		March	1300	1300	0		
		April	1461	1461	0		
		May	1707	1707	0		
		Jun	1548	1548	0		
		July	1528	1528	0		
		August	1501	1501	0		
		Sept	1594	1594	0		
		Oct	1492	1492	0		
		Nov	1476	1476	0		
		Dec	1299	1299	0		
6	Renew all fishing equipment and fishing vessels licenses within 1 day from the acceptance date of application after complying all license renewal conditions.	Month	No. of Application	No. < 1 Days	No. > 1 Days	Licensing & Resources Management	
		Jan	6130	6130	0		
		Feb	4408	4408	0		
		March	3977	3977	0		
		April	4010	4010	0		
		May	3453	3453	0		
		Jun	5432	5432	0		
		July	5625	5625	0		
		August	4542	4542	0		
		Sept	3251	3251	0		
Oct	2156	2156	0				

7	Issue all permits (except deep sea permit and transportation permit) under the Department of Fisheries within 1 day if all the permit's conditions are fulfilled.	Nov	1985	1985	0	MAQIS	The number of Export and Import Permits approved is calculated after obtaining confirmation/acknowledged by Customs. The work function is performed by MAQIS starting April 1, 2010
		Dec	1152	1152	0		
		Month	No. of Application	No. < 1 Days	No. > 1 Days		
		Jan	3493	3493	0		
		Feb	2488	2488	0		
		March	3276	3276	0		
		April	3038	3038	0		
		May	3166	3166	0		
		Jun	3097	3097	0		
		July	3051	3051	0		
		August	3172	3172	0		
		Sept	3220	3220	0		
		Oct	3314	3314	0		
Nov	3250	3250	0				
Dec	3514	3514	0				
8	Decisions for arrest cases offered with compound are made within 3 days from the acceptance date of case information and completed investigation paper.	Month	No. of Application	No. < 3 Days	No. > 3 Days	Legal Branch	Delay (unable to make/decide on the case) occurs because the information in the Investigation Paper (IP) as listed in the Checklist is not submitted completely.
		Jan	47	47	0		
		Feb	42	39	3		
		March	71	65	6		
		April	83	80	3		
		May	77	75	2		
		Jun	54	53	1		
		July	31	30	1		
		August	46	45	1		
		Sept	15	15	0		
		Oct	34	34	0		
		Nov	30	30	0		
		Dec	32	32	0		
9	Serve and take action on each public complaint within 3 days.	Month	No. of Application	No. < 3 Days	No. > 3 Days	Administration & Finance/PRO	
		Jan	50	50	0		
		Feb	66	66	0		
		March	76	76	0		
		April	70	70	0		
		May	53	53	0		
		Jun	66	66	0		
		July	50	50	0		
		August	33	33	0		
		Sept	42	42	0		
		Oct	43	43	0		
		Nov	47	47	0		
		Dec	42	42	0		
10	Provide appropriate feedbacks and reports on all laboratory analysis services application within 10 days.	Month	No. of Application	No. < 10 Days	No. > 10 Days	Biosecurity	*Laboratory analysis data for October and November 2011 does not include the analysis conducted by the Fisheries Biosecurity Laboratory, Petaling Jaya following the relocation of the laboratory to a new location.
		Jan	103	103	0		
		Feb	74	74	0		
		March	500	500	0		
		April	852	852	0		
		May	1095	1095	0		
		Jun	860	860	0		
		July	510	510	0		
		August	318	318	0		
		Sept	156	156	0		
		Oct	102	102	0		
		Nov	71	71	0		
		Dec	20	20	0		