

REPORT ON CLIENT CHARTER ACHIVEMENT 2012

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
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	4	4	0		
		Feb	4	4	0		
		March	4	4	0		
		April	8	8	0		
		May	5	5	0		
		Jun	4	4	0		
		July	5	5	0		
		August	4	4	0		
		Sept	3	3	0		
		Oct	12	12	0		
		Nov	3	3	0		
		Dec	2	2	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	5	5	0		
		Feb	19	19	0		
		March	11	11	0		
		April	31	31	0		
		May	3	3	0		
		Jun	10	10	0		
		July	4	4	0		
		August	8	8	0		
		Sept	0	0	0		
		Oct	0	0	0		
		Nov	0	0	0		
		Dec					
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	
		Jan	57	57	0		
		Feb	270	270	0		
		March	322	322	0		
		April	256	256	0		
		May	300	300	0		
		Jun	212	212	0		
		July	301	301	0		
		August	171	171	0		
		Sept	0	0	0		
		Oct	2575	2575	0		
		Nov	1220	1220	0		
		Dec	118	118	0		
4	Provide 24 hours communication services through Fisheries Communication Centre (FISHCOM) to assist target group facing difficulty or disaster.	Month	No. of Application	No. < 24 Hrs	No. > 24 Hrs	Resources Protection	
		Jan	7	7	0		
		Feb	12	12	0		
		March	5	5	0		
		April	7	7	0		
		May	13	13	0		
		Jun	3	3	0		
		July	5	5	0		
		August	8	8	0		
		Sept	0	0	0		
		Oct	63	63	0		
		Nov	0	0	0		
		Dec					
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	1275	1275	0		
		Feb	1404	1404	0		
		March	1435	1435	0		
		April	1446	1446	0		
		May	1375	1375	0		
		Jun	1276	1276	0		
		July	1239	1239	0		
		August	1216	1216	0		
		Sept	1396	1396	0		
		Oct	1424	1424	0		
		Nov	1329	1329	0		
		Dec	1453	1453	0		
		Month	No. of Application	No. < 1 Day	No. > 1 Day		

6	Renew all fishing equipment and fishing vessels licenses within 1 day from the acceptance date of application after complying all license renewal conditions.	Jan	4852	4852	0	Licensing & Resources Management
		Feb	4108	4108	0	
		March	6364	6364	0	
		April	3206	3206	0	
		May	968	968	0	
		Jun	1094	1094	0	
		July	1022	1022	0	
		August	1044	1044	0	
		Sept	5012	5012	0	
		Oct	1150	1150	0	
		Nov	1331	1331	0	
		Dec	7194	7194	0	
		7	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	
Jan	43			43	0	
Feb	41			41	0	
March	43			43	0	
April	49			49	0	
May	40			40	0	
Jun	21			21	0	
July	30			30	0	
August	25			24	1	
Sept	35			35	0	
Oct	42			42	0	
Nov	369			368	1	
Dec	20			20	0	
8	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	67	67	0	
		Feb	62	62	0	
		March	72	72	0	
		April	53	53	0	
		May	60	60	0	
		Jun	34	34	0	
		July	61	61	0	
		August	46	46	0	
		Sept	71	71	0	
		Oct	38	38	0	
		Nov	34	34	0	
		Dec				
9	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
		Jan	55	55	0	
		Feb	1797	1797	0	
		March	1897	1897	0	
		April	1299	1299	0	
		May	2268	2268	0	
		Jun	2462	2462	0	
		July	3359	3359	0	
		August	2891	2891	0	
		Sept	2564	2564	0	
		Oct	2568	2568	0	
		Nov	1002	1002	0	
		Dec	2292	2292	0	