

CLIENT CHARTER ACHIEVEMENT

DEPARTMENT OF FISHERIES MALAYSIA (JANUARY UNTIL JUNE 2014)

Services	Assurance	Comply with Duration/Standard of Client Charter		Exceed the Duration/Standard of Client Charter		Total of Services
		Total (Total of delivered services that comply with set duration/standard)	% (Percentage of delivered services that comply with set duration/standard)	Total (Total of delivered services that exceed the set duration/standard)	% (Percentage of delivered services that exceed the set duration/standard)	
Preparation of Various Fisheries Industry Development Information	Provide various information on fisheries industries development within 5 days from the acceptance date of application.	41	100%	0	0%	41
Technical and Extension Support Services onto Investment Proposal	Provide technical and extension support feedbacks onto investment proposals in fisheries sector within 10 days from the acceptance date of application.	7	100%	0	0%	7

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		Total (Total of delivered services that comply with set duration/standard)	% (Percentage of delivered services that comply with set duration/standard)	Total (Total of delivered services that exceed the set duration/standard)	% (Percentage of delivered services that exceed the set duration/standard)	
Department's Organised Courses	Provide replies onto each application to participate in scheduled courses organised by the Department latest by 14 days after application acceptance.	718	100%	0	0%	718
Fishermen Safety	Provide 24 hours communication services through Fisheries Communication Centre (FISHCOM) to assist target group facing difficulty or disaster.	102	100%	0	0%	102

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Issuance of Certificate of Origin, Live Fish Health Certificate and Sanitation Certificate	Issue Certificate of Origin within 1 day and Live Fish Health Certificate and Sanitation Certificate for export within 3 days from the application acceptance.	6,012	100%	0	0%	6,012
Renewal of Fishing Equipment License and Fishing Vessels	Renew all fishing equipment and fishing vessels licenses within 1 day from the acceptance date of application after complying all license renewal conditions.	5,910	100%	0	0%	5,910

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Arrest Cases Decisions	Decisions for arrest cases offered with compound are made within 3 days from the acceptance date of case information and completed investigation paper.	186	100%	0	0%	186
Public Complaint	Serve and take action on each public complaint within 3 days.	86	100%	0	0%	86
Laboratory Analysis Services	Provide appropriate feedbacks and reports on all laboratory analysis services application within 10 days.	10,048	100%	0	0%	10,048