

CLIENT CHARTER ACHIEVEMENT (JAN - JULY 2015)

DEPARTMENT OF FISHERIES MALAYSIA

No.	Services	Assurance	Comply with Duration/Standard of Client Charter		Exceed the Duration/Standard of Client Charter		Total of Services	Justifications of the Client Charter Not Achieved
			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)		
1	Preparation of Various Fisheries Industry Development Information	Provide various information on fisheries industries development within 5 days from the acceptance date of application.	11	100%	0	0%	11	
2	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.	6	100%	0	0%	6	

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3	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.	613	100%	0	0%	613	
4	Fishermen Safety	Provide 24 hours communication services through Fisheries Communication Centre (FISHCOM) to assist target group facing difficulty or disaster.	194	100%	0	0%	194	

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5	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 fish and fish produce to be exported within 3 days from the application acceptance.	3,839	100%	0	0%	3,839	
6	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.	28,963	100%	0	0%	28,963	

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7	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.	340	84%	62	16%	402	The officer on duty was out of office to handle court cases. Proposed to be amended from 3 days to 7 days
8	Public Complaint	Serve and take action on each public complaint within 3 days .	187	100%	0	0%	187	
9	Laboratory Analysis Services	Provide appropriate feedbacks and reports on all laboratory analysis services application within 10 days .	2,102	100%	0	0%	2,102	

CLIENT CHARTER ACHIEVEMENT

DEPARTMENT OF FISHERIES MALAYSIA 2015 (JULY UNTIL DECEMBER 2015)

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.	300	100%	0	0%	300
Technical and Development Support Services onto Investment Proposal	Provide technical and development support feedbacks onto investment proposals in fisheries sector within 10 days from the acceptance date of application.					

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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.					
Fishermen Safety	Provide 24 hours communication services through Fisheries Communication Centre (FISHCOM) to assist target group facing difficulty or disaster.	420	100%	0	0%	420

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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 fish and fish produce to be exported within 3 days from the application acceptance.	7,080	100%	0	0%	7,080
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.	160	100%	0	0%	160

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Issuance of all Permits (except deep sea Permit and Transportation Permit) under the Department of Fisheries Jurisdiction	Issuance of all Permits (except deep sea Permit and Transportation Permit) under the Department of Fisheries Jurisdiction within 1 day if all permit's conditions are fulfilled.					
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.	216	86.7%	33	13.3%	249
Public Complaint	Serve and take action on each public complaint within 3 days.	158	100%	0	0%	158

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Laboratory Analysis Services	Provide appropriate feedbacks and reports on all laboratory analysis services application within 10 days.	11,870	95%	579	5%	12,449