

CLIENT CHARTER ACHIEVEMENT

DEPARTMENT OF FISHERIES MALAYSIA (JANUARY UNTIL DECEMBER 2016)

Services	Assurance	Owner	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.		This Client Charter is dropped.					
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.		This Client Charter is dropped.					

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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.	PLKK	712	100%	0	0%	712
Fishermen Safety	Provide 24 hours communication services through Operation Control Centre to assist target group facing difficulty or disaster.	PS	612	100%	0	0%	612

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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.	BIO	1,202	100%	0	0%	1,202
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.	PPS – review	14,111	93%	1,023	7%	15,134

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Issuance of all permits (except deep sea permit and transportation permit) under the Department of Fisheries	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.	This Client Charter is dropped.					
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.	PUU	204	76%	63	24%	267
Public Complaint	Serve and take action on each public complaint within 3 days.	UKK	90	100%	0	0%	90

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Laboratory Analysis Services	Provide appropriate feedbacks and reports on all laboratory analysis services application within 10 days.	BIO *depending on parameter type	21,000	100%	0	0%	21,000