

**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)	
<b>Department's Organised Courses</b>	Provide replies onto each application to participate in scheduled courses organised by the Department latest by 14 days after application acceptance.	PLKK	4,315	100%	0	0%	4,315
<b>Fishermen Safety</b>	Provide 24 hours communication services through Operation Control Centre to assist target group facing difficulty or disaster.	PS	307	100%	0	0%	307

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<b>Issuance of Certificate of Origin, Live Fish Health Certificate and Sanitation Certificate</b>	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	12,318	100%	0	0%	12,318
<b>Renewal of Fishing Equipment License and Fishing Vessels</b>	Renew all fishing equipment and fishing vessels licenses within 1 day from the acceptance date of application after complying all license renewal conditions.	PPS	57,000	100%	0	0%	57,000

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<b>Arrest Cases Decisions</b>	Decisions for arrest cases offered with compound are made within 3 days from the acceptance date of case information and completed investigation paper.	PUU	563	100%	0	0%	563
<b>Public Complaint</b>	Serve and take action on each public complaint within 3 days.	UKK	37	100%	0	0%	37
<b>Laboratory Analysis Services</b>	Provide feedbacks and reports on all laboratory analysis services application within 10 days.	BIO	8,020	100%	0	0%	8,020