

ACHIEVEMENT OF CLIENTS CHARTER
DEPARTMENT OF FISHERIES MALAYSIA
(JANUARY - DECEMBER 2019)

SERVICES / Responsible Division	ASSURANCE	COMPLY with the Duration/Standard of Client Charter	EXCEED the Duration/Standard of Client Charter	Total of Services	% COMPLY with Duration
1. Department's Organised Courses / PLKK	Provide replies onto each application to participate in scheduled courses organised by the Department latest by 14 days after application	2,737	0	2,737	100%
2. Fishermen Safety / PS	Provide 24 hours communication services through Operation Control Centre to assist target group facing difficulty or disaster.	212	0	212	100%
3. Issuance of Certificate of Origin, Live Fish Health Certificate and Sanitation Certificate / BIO	Issue Certificate of Origin within 1 day and Live Fish Health Certificate and Sanitation Certificate for export within 3 days from the application acceptance.	2,509	0	2,509	100%
4. Renewal of Fishing Equipment License and Fishing Vessels / PPS	Renew all fishing equipment and fishing vessels licenses within 1 day from the acceptance date of application after complying all license renewal conditions.	2,553	17,057	19,610	13.02%
5. Arrest Cases Decision / PUU	Decisions for arrest cases offered with compound are made within 3 days from the acceptance date of case information and completed investigation paper.	210	0	210	100%
6. Public Complaints / UKK	Serve and take action on each public complaint within 3 days.	17	0	17	100%
7. Laboratory analysis Services / BIO	Provide appropriate feedback on all applications for laboratory analysis services within 10 days.	3,926	0	3,926	100%