

## Achievement of Client Charter for 2016

### Achievement of Client Charter For Air Service License (ASL) Approval Within 6 Month For 2016

Month	Sector		Total
	6 Month	More Than 6 Month	
January	2	0	2
February	0	0	No Application
March	-	-	-
April	-	-	-
May	-	-	-
June	-	-	-
July	-	-	-
August	-	-	-

September	-	-	-
October	-	-	-
November	-	-	-
December			

\*Approval given by MOT is on a principle basis. Official ASL will be issued by DCA subject to applicant successfully obtaining an AOC from DCA

**Achievement of Client Charter For Air Service Permit (ASP) Approval Within 1 Month For 2016**

Month	Number of ASP Approval		Total
	1 Month	More Than 1 Month	
January	0	0	No Application
February	2	0	2
March	-	-	-
April	-	-	-

May	-	-	-
June	-	-	-
July	-	-	-
August	-	-	-
September	-	-	-
October	-	-	-
November	-	-	-
December	-	-	-

\*Approval given by MOT is on a principle basis. Official ASP will be issued by DCA subject to applicant successfully obtaining an AOC from DCA

### Achievement of Domestic Shipping License Approval Within 2(two) Working days For 2016

Month	Working day's			Total
	1 Day	2 Day	3 Day and More	
January	426	0	0	426
February	409	0	0	409
March	556	0	0	556
April	461	0	0	461
May	499	0	0	499
June	471	0	0	471
July	455	0	0	455
August	510	0	0	510
September	411	0	0	411
October	450	0	0	450

November	520	0	0	520
December				

**Achievement of Licenses Issued Upon Receipt of DSL Fee For 2016**

Month	Working day's			Total
	1 Day	2 Day	3 Day and More	
January	447	0	0	447
February	476	0	0	476
March	533	0	0	533
April	493	0	0	493
May	463	0	0	463
June	472	0	0	472
July	465	0	0	465

August	519	0	0	519
September	481	0	0	481
October	475	0	0	475
November	510	0	0	510
December				

**Achievement of Provide quarterly data and statistics with regards to transportation in Malaysia For 2016**

Subject	Date of issued			
	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Data & Statistic of The Land Sector	20 <sup>th</sup> May 2016	19 <sup>th</sup> August 2016	23 <sup>rd</sup> November 2016	
Data & Statistic of The Rail Sector	20 <sup>th</sup> May 2016	19 <sup>th</sup> August 2016	23 <sup>rd</sup> November 2016	
Data & Statistic of The Aviation Sector	1 <sup>st</sup> June 2016	19 <sup>th</sup> August 2016	23 <sup>rd</sup> November 2016	
Data & Statistic The Maritime Sector	23 <sup>rd</sup> May 2016	19 <sup>th</sup> August 2016	23 <sup>rd</sup> November 2016	

### Achievement of Performance Report On Public Complaints For 2016

Month	Received	Responded Within 3 days	Responded More Than 3 days	Percentage (%) Meet Standard
January	58	58	0	100%
February	69	69	0	100%
March	61	61	0	100%
April	59	59	0	100%
May	82	82	0	100%
June	73	73	0	100%
July	99	99	0	100%
August	101	101	0	100%
September	313	313	0	100%



October	96	96	0	100%
November	89	89	0	100%
December				