

Achievement of Client Charter for 2017

Achievement of Client Charter For Air Service License (ASL) Approval Within 6 Month For 2017

Month	Sector		Total
	6 Month	More Than 6 Month	
January	0	0	0
February	0	0	0
March	0	0	0
April	0	0	0
May	0	0	0
June	0	0	0

July	0	0	0
August	0	0	0
September	0	0	0
October	0	0	0
November	0	0	0
December	0	0	0

*This approval has been taken over by The Malaysian Aviation Commission (MAVCOM)

Achievement of Client Charter For Air Service Permit (ASP) Approval Within 1 Month For 2017

Month	Number of ASP Approval		Total
	1 Month	More Than 1 Month	
January	0	0	0
February	0	0	0
March	0	0	0
April	0	0	0
May	0	0	0
June	0	0	0
July	0	0	0

August	0	0	0
September	0	0	0
October	0	0	0
November	0	0	0
December	0	0	0

*This approval has been taken over by The Malaysian Aviation Commission (MAVCOM)

Achievement of Domestic Shipping License Approval Within 2(two) Working days For 2017

Month	Working day's			Total
	1 Day	2 Day	3 Day and More	
January	471	0	0	471
February	424	0	0	424
March	499	0	0	499
April	380	0	0	380
May	517	7	0	517
June	393	0	0	393
July	452	0	0	452
August	399	0	0	399

September	511	0	0	511
October	398	0	0	398
November	480	0	0	480
December	345	0	0	345

Achievement of Licenses Issued Upon Receipt of DSL Fee For 2017

Month	Working day's			Total
	1 Day	2 Day	3 Day and More	
January	416	0	0	416
February	454	0	0	454
March	509	0	0	509
April	417	0	0	417

May	536	0	0	536
June	432	0	0	432
July	446	0	0	446
August	475	0	0	475
September	432	0	0	432
October	414	0	0	414
November	489	0	0	489
December	418	0	0	418

Achievement of Provide quarterly data and statistics with regards to transportation in Malaysia For 2017

Subject	Date of issued			
	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Data & Statistic of The Land Sector	5 June 2017	25 August 2017	7 November 2017	13 February 2018
Data & Statistic of The Rail Sector	5 June 2017	25 August 2017	7 November 2017	13 February 2018
Data & Statistic of The Aviation Sector	5 June 2017	25 August 2017	7 November 2017	
Data & Statistic The Maritime Sector	5 June 2017	25 August 2017	7 November 2017	13 February 2018

Achievement of Performance Report On Public Complaints For 2017

Month	Received	Responded Within 3 days	Responded More Than 3 days	Percentage (%) Meet Standard
January	11	11	0	100%
February	21	21	0	100%
March	23	23	0	100%
April	19	19	0	100%
May	21	21	0	100%
June	20	20	0	100%
July	30	30	0	100%
August	24	24	0	100%
September	17	17	0	100%

October	17	17	0	100%
November	28	28	0	100%
December	17	17	0	100%