

Achievement of Client Charter for 2023

Achievement of Domestic Shipping License Approval Within 2(two) Working days For 2023

Month	Working day's			Total
	1 Day	2 Day	3 Day and More	
January	251			251
February	302			302
March	335			335
April	271			271
May	379			379
June	282			282
July	345			345
August	369			369
September	330			330
October	323			323
November	303			303
December	271			271

Achievement of Licenses Issued Upon Receipt of DSL Fee For 2023

Month	Working day's			Total
	1 Day	2 Day	3 Day and More	
January	251			251
February	302			302
March	335			335
April	271			271
May	379			379
June	282			282
July	345			345

Month	Working day's			Total
	1 Day	2 Day	3 Day and More	
August	369			369
September	330			330
October	323			323
November	303			303
December	271			271

Achievement of Provide quarterly data and statistics with regards to transportation in Malaysia For 2023

Subject	Date of issued			
	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Data & Statistic of The Land Sector	19/06/2023	22/08/2023	14/11/2023	11/3/2024
Data & Statistic of The Rail Sector	19/06/2023	22/08/2023	14/11/2023	11/3/2024
Data & Statistic of The Aviation Sector	19/06/2023	22/08/2023	14/11/2023	11/3/2024
Data & Statistic The Maritime Sector	19/06/2023	22/08/2023	14/11/2023	11/3/2024

Achievement of Performance Report On Public Complaints For 2023

Month	Received	Responded Within 3 days	Responded More Than 3 days	Percentage (%) Meet Standard
January	105	100	5	95
February	150	140	10	93
March	189	177	12	94
April	182	178	4	98
May	189	177	12	94

Month	Received	Responded Within 3 days	Responded More Than 3 days	Percentage (%) Meet Standard
June	163	155	8	95
July	262	262	0	100
August	229	227	2	99
September	168	165	3	98
October	214	212	2	99
November	746	747	1	99
December	555	556	1	99