

## Achievement of Domestic Shipping License Approval Within 2(two) Working days For 2019

Month	Working day's			Total
	1 Day	2 Day	3 Day and More	
January	481	0	0	481
February	373	0	0	373
March	390	0	0	390
April	413	23	8	444
May	447	10	0	457
June	365	1	0	366
July	440	13	0	453
August	379	6	8	393
September	334	22	0	356
October	395	13	8	416
November	244	0	0	244
December	297	0	0	297

## Achievement of Licenses Issued Upon Receipt of DSL Fee For 2019

Month	Working day's			Total
	1 Day	2 Day	3 Day and More	
January	476	0	0	476
February	340	0	0	340
March	384	0	0	384
April	429	0	0	429
May	464	0	0	464
June	371	0	0	371
July	440	0	0	440
August	399	0	0	399
September	355	0	0	355
October	411	0	0	411
November	244	0	0	244
December	297	0	0	297

**Achievement of Provide quarterly data and statistics with regards to transportation in Malaysia For 2019**

Subject	Date of issued			
	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Data & Statistic of The Land Sector	5/27/2019	8/21/2019	11/29/2019	2/17/2020
Data & Statistic of The Rail Sector				
Data & Statistic of The Aviation Sector				
Data & Statistic The Maritime Sector				

## Achievement of Performance Report On Public Complaints For 2019

Month	Received	Responded Within 3 days	Responded More Than 3 days	Percentage (%) Meet Standard
January	299.00	299.00	0.00	100.00%
February	1408.00	1140.00	268.00	81.00%
March	1598.00	1183.00	415.00	74.00%
April	520.00	416.00	104.00	80.00%
May	629.00	504.00	125.00	80.10%
June	1020.00	950.00	70.00	93.10%
July	1148.00	1086.00	62.00	94.50%
August	1721.00	1678.00	43.00	97.50%
September	353.00	303.00	50.00	85.80%
October	289.00	255.00	34.00	88.20%
November	261.00	230.00	31.00	88.10%
December	262.00	224.00	38.00	85.40%