

Achievement of Licenses Issued Upon Receipt of DSL Fee For 2020

Month	Total
January	345
February	324
March	391
April	244
May	328
June	328
July	416
August	338
September	377
October	315
November	277
December	308

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

Subject	Date of issued			
	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Data & Statistic of The Land Se	01/07/2020	29/07/2020	24/01/2021	09/02/2021
Data & Statistic of The Rail Se				
Data & Statistic of The Aviatio				
Data & Statistic The Maritime				

Achievement of Performance Report On Public Complaints For 2020

Month	Received	Responded Within 3 days	Responded More Than 3 days	Percentage (%) Meet Standard
January	300	264	36	88.00%
February	167	159	8	95.20%
March	81	58	23	71.60%
April	109	57	52	52.20%
May	214	142	72	66.30%
June	182	104	78	57.10%
July	182	220	54	80.20%
August	189	161	28	85.10%
September	220	173	29	85.60%
October	178	161	17	90.44%
November	119	104	15	87.30%
December	132	113	19	85.60%

