

Achievement of Client Charter For 2015

Achievement of Client Charter For Air Service License (ASL) Approval Within 6 Month For 2015

Month	Sector		Policy Paper
	6 Month	More Than 6 Month	
January	0	0	No Application
February	0	0	No Application
March	0	0	No Application
April	1	0	1 Application
May	0	0	No Application
June	0	0	No Application
July	0	0	No Application
August	0	0	No Application
September	0	0	No Application

October	0	0	No Application
November	0	0	No Application
December	0	0	No Application

*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 2015

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

July	0	0	No Application
August	0	0	No Application
September	0	0	No Application
October	0	0	No Application
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 2015

Month	Working day's			Total
	1 Day	2 Day	3 Day and More	
January	344	82	0	426
February	292	62	0	354
March	487	38	0	525
April	436	4	0	440
May	466	1	0	467
June	451	25	0	476
July	530	0	0	530
August	491	0	0	491
September	464	19	0	483
October	480	0	0	480

November	474	0	0	474
December	495	0	0	495

Achievement of Licenses Issued Upon Receipt of DSL Fee For 2015

Month	Working day's			Total
	1 Day	2 Day	3 Day and More	
January	476	4	0	480
February	354	0	0	354
March	492	0	0	492
April	476	0	0	476
May	420	0	0	420
June	465	0	0	465
July	465	0	0	465
August	481	0	0	481
September	492	0	0	492
October	474	0	0	474

November	485	0	0	485
December	463	0	0	463

Achievement of Provide quarterly data and statistics with regards to transportation in Malaysia For 2015

Subject	Date of issued			
	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Data & Statistic of The Land Sector	2 nd June 2015	21 st August 2015	6 th November 2015	4 th March 2016
Data & Statistic of The Rail Sector	3 rd August 2015	21 st August 2015	9 th November 2015	
Data & Statistic of The Aviation Sector	2 st June 2015	21 st August 2015	6 th November 2015	
Data & Statistic The Maritime Sector	2 nd June 2015	21 st August 2015	9 th November 2015	4 th March 2016

Achievement of Performance Report On Public Complaints For 2015

Month	Received	Responded Within 3 days	Responded More Than 3 days	Percentage (%) Meet Standard
January	21	21	-	100%
February	21	21	-	100%
March	29	29	-	100%
April	24	24	-	100%
May	24	24	-	100%
June	30	30	-	100%
July	45	45	-	100%
August	76	76	-	100%
September	49	49	-	100%
October	23	23	-	100%
November	41	0	-	100%
December	62	0	-	100%

