

## Achievement of Client Charter for 2018

### Achievement of Client Charter For Air Service License (ASL) Approval Within 6 Month For 2018

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 2018**

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 2018**

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	364	0	0	364
May	430	0	0	430
June	355	0	0	355
July	465	0	0	465
August	399	0	0	399
September	379	0	0	379
October	391	0	0	391
November	351	0	0	351
December	348	0	0	348

### Achievement of Licenses Issued Upon Receipt of DSL Fee For 2018

Month	Working day's			Total
	1 Day	2 Day	3 Day and More	
January	425	0	0	425
February	411	0	0	411
March	388	0	0	388
April	419	0	0	419
May	447	0	0	447
June	356	0	0	356
July	343	0	0	343
August	399	0	0	399

September	379	0	0	379
October	391	0	0	391
November	351	0	0	351
December	348	0	0	348

**Achievement of Provide quarterly data and statistics with regards to transportation in Malaysia For 2018**

Subject	Date of issued			
	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Data & Statistic of The Land Sector	4 June 2018	30 August 2018	5 December 2018	6 March 2019
Data & Statistic of The Rail Sector	4 June 2018	30 August 2018	5 December 2018	6 March 2019

Data & Statistic of The Aviation Sector	4 June 2018	30 August 2018	5 December 2018	6 March 2019
Data & Statistic The Maritime Sector	4 June 2018	30 August 2018	5 December 2018	6 March 2019

### **Achievement of Performance Report On Public Complaints For 2018**

Month	Received	Responded Within 3 days	Responded More Than 3 days	Percentage (%) Meet Standard
January	14	14	0	100%
February	19	19	0	100%
March	10	10	0	100%
April	14	14	0	100%
May	29	29	0	100%



June	78	78	0	100%
July	104	104	0	100%
August	25	25	0	100%
September	29	29	0	100%
October	21	21	0	100%
November	20	20	0	100%
December	35	35	0	100%