

Achievement of Domestic Shipping License Approval Within 2(two) Working days For 2021

Month	Working day's			Total
	1 Day	2 Day	3 Day and More	
January	297			297
February	250			250
March	337			337
April	299			299
May	330			330
June	353			353
July	336			336
August	359			359
September	337			337
October	287			287
November	280			280
December	289			289

Achievement of Licenses Issued Upon Receipt of DSL Fee For 2021

Month	Working day's			Total
	1 Day	2 Day	3 Day and More	
January	297			297
February	250			250
March	337			337
April	299			299
May	330			330
June	353			353
July	336			336
August	359			359
September	337			337
October	287			287
November	280			280
December	289			289

Achievement of Provide quarterly data and statistics with regards to transportation in Malaysia For 2021

Subject	Date of issued			
	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Data & Statistic of The Land Sector	27/05/2021	16/08/2021	02/11/2021	07/02/2021
Data & Statistic of The Rail Sector	27/05/2021	16/08/2021	02/11/2021	07/02/2021
Data & Statistic of The Aviation Sector	27/05/2021	16/08/2021	02/11/2021	07/02/2021
Data & Statistic of The Maritime Sector	4/01/2021	7/01/2021	10/07/2021	07/02/2021

Achievement of Performance Report On Public Complaints For 2021

Month	Received	Responded Within 3 days	Responded More Than 3 days	Percentage (%) Meet Standard
January	133	109	24	81.9%
February	132	111	21	84.09%
March	180	165	15	91.67%
April	188	175	13	93.08%
May	87	73	14	83.9%
June	114	101	13	88.59%
July	92	89	3	96.73%
August	190	180	10	94.70%
September	138	133	5	96.40%
October	118	103	15	87.30%
November	128	105	23	82%
December	131	129	2	98.50%

