

## ACHIEVEMENT OF CLIENT'S CHARTER FOR OCTOBER 2021

### DEPARTMENT OF SURVEY AND MAPPING MALAYSIA

NO.	CLIENT'S CHARTER ELEMENT	NUMBER & APPLICATION PERIOD		
1.	To complete the cadastral survey up to the preparation of Certified Plan within a period of not exceeding <b>180 days</b> upon receiving and orderly Requisition of Survey and registered in the system.	NUMBER OF APPLICATIONS (LOT)	WITHIN 180 DAYS	EXCEEDING 180 DAYS
		2,655	2,310	345
2.	Ensuring to verify work performed by License Land Surveyors(LLS) be completed within <b>60 days</b> upon submission of a complete document.	NUMBER OF APPLICATIONS (LOT)	WITHIN 60 DAYS	EXCEEDING 60 DAYS
		7,100	2,027	5,073
3.	To process Strata Plan within <b>30 days</b> and Certified Plan within <b>50 days</b> upon receiving a complete and orderly application.	NUMBER OF APPLICATIONS	1ST STAGE	
		( PLOT )	< 30 DAYS	> 30 DAYS
		7,544	264	7,280
		NUMBER OF APPLICATIONS	2ND STAGE	
		( PLOT )	< 50 DAYS	> 50 DAYS
		8,846	5,114	3,732
4.	Ensuring the period for issuance of lot number does not exceed within <b>7 days</b> upon receiving a complete and an orderly application from License Land Surveyors.	NUMBER OF APPLICATIONS	WITHIN 7 DAYS	EXCEEDING 7 DAYS
		11,480	5,802	5,678
5.	Preparing and providing survey data for the preparation of land title documents to the Land Office / Office of the Director of Lands and Mines within 7 days from the receipt of a complete and orderly application.	NUMBER OF APPLICATIONS	WITHIN 7 DAYS	EXCEEDING 7 DAYS
		2,245	1,727	518
6.	Ensuring supply/dissemination of classified geospatial document within <b>2 days</b> upon obtaining security clearance.	NUMBER OF APPLICATIONS	WITHIN 2 DAYS	EXCEEDING 2 DAYS
		0	0	0
7.	To ensure MyRTKNet's pose process data is dealt with and supplied within <b>4 hours</b> .	NUMBER OF APPLICATIONS	WITHIN 4 HOURS	EXCEEDING 4 HOURS
		25	25	0

NO.	CLIENT'S CHARTER ELEMENT	NUMBER & APPLICATION PERIOD		
		NUMBER OF APPLICATIONS	WITHIN 1 DAY	EXCEEDING 1 DAY
8.	To ensure and buying of unrestricted geodetic information can be processed and delivered within <b>1 day</b> .	NUMBER OF APPLICATIONS	WITHIN 1 DAY	EXCEEDING 1 DAY
		0	0	0
9.	To ensure any application for transformation of coordinate and services , map projection and geoid interpolation is dealt with and delivered within <b>1 day</b> .	NUMBER OF APPLICATIONS	WITHIN 1 DAY	EXCEEDING 1 DAY
		42	42	0
10.	Ensuring service/purchase application for every copy of survey data/non-restricted map is dealt with within <b>1 hour</b> .	NUMBER OF APPLICATIONS	WITHIN 1 HOUR	EXCEEDING 1 HOUR
		3,476	3,476	0
11.	To ensure that survey data is always accessible and procurable through eBiz at 99.5% uptime per year	NUMBER OF TRANSACTIONS	UPTIME PERIOD	DOWNTIME PERIOD
		14,810	99.99%	0.01%
12.	To make payment of bills and invoices not more than <b>14 days</b> upon receiving a complete document.	NUMBER OF APPLICATIONS	WITHIN 14 DAYS	EXCEEDING 14 DAYS
		4,159	4,159	0
13.	To issue acceptance acknowledgement and initial reply for complaints within <b>1</b> working day from the date of complaint received	NUMBER OF COMPLAINTS	WITHIN 1 DAY	EXCEEDING 1 DAY
		24	22	2