

ACHIEVEMENT OF CLIENT'S CHARTER FOR OCTOBER 2020
DEPARTMENT OF SURVEY AND MAPPING MALAYSIA

NO.	CLIENT'S CHARTER ELEMENT	NUMBER & APPLICATION PERIOD		
		NUMBER OF APPLICATIONS (LOT)	WITHIN 180 DAYS	EXCEEDING 180 DAYS
1.	To complete the cadastral survey up to the preparation of Certified Plan within a period of not exceeding 180 days upon receiving and orderly Requisition of Survey.	0	0	0
2.	Ensuring to verify work performed by License Land Surveyors be completed within 60 days upon submission of a complete document.	10,501	3,832	6,669
3.	To process Strata Plan within 30 days and Certified Plan within 50 days upon receiving a complete and orderly application.	NUMBER OF APPLICATIONS	1ST STAGE	
		(PLOT)	< 30 DAYS	> 30 DAYS
		7,437	2,779	4,658
		NUMBER OF APPLICATIONS	2ND STAGE	
		(PLOT)	< 50 DAYS	> 50 DAYS
		8,126	2,489	5,637
4.	Ensuring the period for issuance of lot number does not exceed within 7 days upon receiving a complete and an orderly application from License Land Suveyors.	10,420	5,350	5,070
5.	To provide and to suply survey data to Land Office/Office of Director of Land and Mines for preparation of replacement land title document within 7 days upon receiving a complete and compliance requisition.	3,307	968	2,339
6.	Ensuring supply/dissemination of classified geospatial document within 2 days upon obtaining security clearance.	0	0	0
7.	To ensure MyRTKNet's pose process data is dealt with and supplied within 4 hours .	18	18	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 1 day .	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 1 day .	NUMBER OF APPLICATIONS	WITHIN 1 DAY	EXCEEDING 1 DAY
		255	200	55
10.	Ensuring service/purchase application for every copy of survey data/non-restricted map is dealt with within 1 hour .	NUMBER OF APPLICATIONS	WITHIN 1 HOUR	EXCEEDING 1 HOUR
		6,968	6,968	0
11.	To ensure that survey data is always accessible and procurable through e-commerce at anytime.	NUMBER OF TRANSACTIONS	<i>UPTIME PERIOD</i>	<i>DOWNTIME PERIOD</i>
		13,755	100.00%	0.00%
12.	To make payment of bills and invoices not more than 14 days upon receiving a complete document.	NUMBER OF APPLICATIONS	WITHIN 14 DAYS	EXCEEDING 14 DAYS
		3,042	3,041	1
13.	To issue acceptance acknowledgement and initial reply for complaints within one (1) working day from the date of complaint received	NUMBER OF COMPLAINTS	WITHIN 1 DAY	EXCEEDING 1 DAY
		30	29	1