

**ACHIEVEMENT OF CLIENT'S CHARTER FOR JUNE 2019
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.	NUMBER OF APPLICATIONS (LOT)	WITHIN 180 DAYS	EXCEEDING 180 DAYS
		675	670	5
2.	Ensuring to verify work performed by License Land Surveyors be completed within 60 days upon submission of a complete document.	NUMBER OF APPLICATIONS (LOT)	WITHIN 60 DAYS	EXCEEDING 60 DAYS
		8,760	5,829	2,931
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
		5,364	4,520	844
		NUMBER OF APPLICATIONS	2ND STAGE	
		(PLOT)	< 50 DAYS	> 50 DAYS
		11,770	6,160	5,610
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 Surveyors.	NUMBER OF APPLICATIONS	WITHIN 7 DAYS	EXCEEDING 7 DAYS
		10,818	6,573	4,245
5.	To provide and to supply 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.	NUMBER OF APPLICATIONS	WITHIN 7 DAYS	EXCEEDING 7 DAYS
		24,648	13,474	11,174
6.	Ensuring supply/dissemination of classified geospatial document within 2 days upon obtaining security clearance.	NUMBER OF APPLICATIONS	WITHIN 4 DAYS	EXCEEDING 4 DAYS
		0	0	0
7.	To ensure MyRTKNet's pose process data is dealt with and supplied within 4 hours .	NUMBER OF APPLICATIONS	WITHIN 2 HOURS	EXCEEDING 2 HOURS
		9	9	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
		56	45	11
10.	Ensuring service/purchase application for every copy of survey data/non-restricted map is dealt with within 1 hours .	NUMBER OF APPLICATIONS	WITHIN 1 HOURS	EXCEEDING 1 HOURS
		3,686	3,686	0
11.	To ensure that survey data is always accessible and procurable through e-commerce at anytime.	NUMBER OF TRANSACTIONS	<i>DOWNTIME PERIOD</i>	<i>UPTIME PERIOD</i>
		6,908	0.00%	100.00%
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
		2,736	2,736	0
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
		14	13	1