

ACHIEVEMENT OF CLIENT'S CHARTER FOR MARCH 2022

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 180 days upon receiving and orderly Requisition of Survey and registered in the system.	NUMBER OF APPLICATIONS (LOT)	WITHIN 180 DAYS	EXCEEDING 180 DAYS
		1,569	1,393	176
2.	Ensuring to verify work performed by License Land Surveyors(LLS) be completed within 60 days upon submission of a complete document.	NUMBER OF APPLICATIONS (LOT)	WITHIN 60 DAYS	EXCEEDING 60 DAYS
		10,874	2,321	8,553
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
		9,339	133	9,206
		NUMBER OF APPLICATIONS	2ND STAGE	
		(PLOT)	< 50 DAYS	> 50 DAYS
		13,280	6,331	6,949
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
		8,407	4,075	4,332
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
		2,515	1,511	1,004
6.	Ensuring supply/dissemination of classified geospatial document within 2 days upon obtaining security clearance.	NUMBER OF APPLICATIONS	WITHIN 2 DAYS	EXCEEDING 2 DAYS
		3	3	0
7.	To ensure MyRTKNet's pose process data is dealt with and supplied within 4 hours .	NUMBER OF APPLICATIONS	WITHIN 4 HOURS	EXCEEDING 4 HOURS
		51	51	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 .	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 .	21	16	5
10.	Ensuring service/purchase application for every copy of survey data/non-restricted map is dealt with within 1 hour .	5,148	5,148	0
11.	To ensure that survey data is always accessible and procurable through eBiz at 99.5% uptime per year	14,711	100.00%	0.00%
12.	To make payment of bills and invoices not more than 14 days upon receiving a complete document.	3,031	3,031	0
13.	To issue acceptance acknowledgement and initial reply for complaints within 1 working day from the date of complaint received	14	14	0