

## ACHIEVEMENT OF CLIENT'S CHARTER FOR NOVEMBER 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
		1,169	1,045	124
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
		6,593	2,083	4,510
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
		8,635	1,305	7,330
		NUMBER OF APPLICATIONS	2ND STAGE	
		( PLOT )	< 50 DAYS	> 50 DAYS
		12,566	4,363	8,203
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
		11,016	6,028	4,988
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
		1,588	1,129	459
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
		2	2	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
		38	38	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
		1	1	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
		3,728	3,728	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
		13,696	98.30%	1.70%
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
		6,493	6,493	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
		39	33	6