

**ACHIEVEMENT OF CLIENT'S CHARTER FOR SEPTEMBER 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 <b>180 days</b> upon receiving and orderly Requisition of Survey.	1,821	1,589	232
2.	Ensuring to verify work performed by License Land Surveyors be completed within <b>60 days</b> upon submission of a complete document.	8,861	2,953	5,908
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
		13,617	1,333	12,284
		NUMBER OF APPLICATIONS	2ND STAGE	
		( PLOT )	< 50 DAYS	> 50 DAYS
		12,682	7,242	5,440
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 Suveyors.	8,059	3,801	4,258
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 <b>7 days</b> upon receiving a complete and compliance requisition.	5,516	1,024	4,492
6.	Ensuring supply/dissemination of classified geospatial document within <b>2 days</b> upon obtaining security clearance.	0	0	0
7.	To ensure MyRTKNet's pose process data is dealt with and supplied within <b>4 hours</b> .	24	24	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
		89	60	29
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
		7,143	7,143	0
11.	To ensure that survey data is always accessible and procurable through e-commerce at anytime.	NUMBER OF TRANSACTIONS	UPTIME PERIOD	DOWNTIME PERIOD
		13,860	100.00%	0.00%
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
		3,266	3,265	1
13.	To issue acceptance acknowledgement and initial reply for complaints within <b>one (1)</b> working day from the date of complaint received	NUMBER OF COMPLAINTS	WITHIN 1 DAY	EXCEEDING 1 DAY
		21	21	0