

**ACHIEVEMENT OF CLIENT'S CHARTER FOR SEPTEMBER 2021**  
**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 and registered in the system.             | 2,629                        | 2,156           | 473                |
|     |  |                              |                 |                    |
| 2.  | Ensuring to verify work performed by License Land Surveyors(LLS) be completed within <b>60 days</b> upon submission of a complete document.  | 5,411                        | 1,515           | 3,896              |
|     |  |                              |                 |                    |
| 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          |
|     |  | 4,926                        | 27              | 4,899              |
|     |  | NUMBER OF APPLICATIONS       | 2ND STAGE       |                    |
|     |  | ( PLOT )                     | < 50 DAYS       | > 50 DAYS          |
|     |  | 9,328                        | 4,641           | 4,687              |
| 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.  | 7,806                        | 3,932           | 3,874              |
|     |  |                              |                 |                    |
| 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. | 3,100                        | 1,281           | 1,819              |
|     |  |                              |                 |                    |
| 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> .  | 33                           | 33              | 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> .   | 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> . | 28                          | 3            | 25              |
|     |  |                             |              |                 |
| 10. | Ensuring service/purchase application for every copy of survey data/non-restricted map is dealt with within <b>1 hour</b> .  | 2,609                       | 2,609        | 0               |
|     |  |                             |              |                 |
| 11. | To ensure that survey data is always accessible and procurable through eBiz at 99.5% uptime per year   | 14,428                      | 99.96%       | 0.04%           |
|     |  |                             |              |                 |
| 12. | To make payment of bills and invoices not more than <b>14 days</b> upon receiving a complete document.   | 1,983                       | 1,982        | 1               |
|     |  |                             |              |                 |
| 13. | To issue acceptance acknowledgement and initial reply for complaints within <b>1</b> working day from the date of complaint received                               | 32                          | 30           | 2               |
|     |  |                             |              |                 |