

ACHIEVEMENT OF CLIENT'S CHARTER FOR AUGUST 2023

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
		1,663	1,392	271
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
		7,029	1,873	5,156
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
		9,722	3,780	5,942
		NUMBER OF APPLICATIONS	2ND STAGE	
		(PLOT)	< 50 DAYS	> 50 DAYS
		24,817	16,037	8,780
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
		9,238	4,683	4,555
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
		5,681	676	5,005
6.	Ensuring supply/dissemination of classified geospatial document within 2 days upon obtaining security clearance.	NUMBER OF APPLICATIONS	WITHIN 2 DAYS	EXCEEDING 2 DAYS
		0	0	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
		23	23	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
		7	7	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
		158	0	158
10.	Ensuring service/purchase application for every copy of survey data/non-restricted map is dealt with within 1 hour .	NUMBER OF APPLICATIONS	WITHIN 1 HOUR	EXCEEDING 1 HOUR
		4,875	4,875	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
		12,998	100.00%	0.00%
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
		3,263	3,263	0
13.	To issue acceptance acknowledgement and initial reply for complaints within 1 working day from the date of complaint received.	NUMBER OF COMPLAINTS	WITHIN 1 DAY	EXCEEDING 1 DAY
		9	7	2