

## ACHIEVEMENT OF CLIENT'S CHARTER FOR SEPTEMBER 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 <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
		1,599	1,217	382
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
		11,896	2,372	9,524
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
		8,630	5,349	3,281
		NUMBER OF APPLICATIONS	2ND STAGE	
		( PLOT )	< 50 DAYS	> 50 DAYS
		28,638	13,364	15,274
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
		9,554	2,547	7,007
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 <b>7 days</b> upon receiving a complete and compliance requisition.	NUMBER OF APPLICATIONS	WITHIN 7 DAYS	EXCEEDING 7 DAYS
		6,397	810	5,587
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
		6	6	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
		26	26	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> .	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 <b>1 day</b> .	0	0	0
10.	Ensuring service/purchase application for every copy of survey data/non-restricted map is dealt with within <b>1 hour</b> .	4,285	4,285	0
11.	To ensure that survey data is always accessible and procurable through eBiz at <b>99.5%</b> uptime per year.	11,550	100.00%	0.00%
12.	To make payment of bills and invoices not more than <b>14 days</b> upon receiving a complete document.	4,252	4,251	1
13.	To issue acceptance acknowledgement and initial reply for complaints within <b>1 working day</b> from the date of complaint received.	10	8	2