

ACHIEVEMENT OF CLIENT'S CHARTER FOR MARCH 2024

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 |
| | | 1,405 | 1,020 | 385 |
| 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 |
| | | 10,146 | 2,534 | 7,612 |
| 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 |
| | | 10,388 | 4,967 | 5,421 |
| | | NUMBER OF APPLICATIONS | 2ND STAGE | |
| | | (PLOT) | < 50 DAYS | > 50 DAYS |
| | | 10,908 | 8,776 | 2,132 |
| 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 |
| | | 11,024 | 4,501 | 6,523 |
| 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 |
| | | 5,488 | 962 | 4,526 |
| 6. | Ensuring supply/dissemination of classified geospatial document within 2 days upon obtaining security clearance. | NUMBER OF APPLICATIONS | WITHIN 2 DAYS | EXCEEDING 2 DAYS |
| | | 5 | 5 | 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 |
| | | 18 | 18 | 0 |

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|-----|--|-----------------------------|----------------|-------------------|
| | | 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 |
| | | 13 | 13 | 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 |
| | | 7 | 0 | 7 |
| 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 |
| | | 4,098 | 4,098 | 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 |
| | | 12,184 | 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 |
| | | 3,270 | 3,270 | 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 |
| | | 18 | 16 | 2 |