

REPORT OF CUSTOMER CHARTER ACHIEVEMENT
KOTA BHARU MUNICIPAL COUNCIL ISLAMIC CITY (MPKB-BRI)
JANUARY UNTIL JUN 2018

1. CONTROL BUILDING

Promise	Fulfill Time Period / Customer Charter Standard		Not Fulfill Time Period/ Customer Charter Standard		Total
	Total that meet the Standard	% Meet the Standard	Total that does not meet the Standard	% Does not meet Standard	
1. To ensure that scheme type of building plan and complex business can be approved within 50 days from the date of the application with the OSC and subject to compliance with the conditions set.	30	85.71%	5	14.29%	35
2. To ensure building plan 3 units and below (non-residential) are approved within 40 days from the date of the application with the OSC and subject to compliance with all the conditions set.	25	71.43%	10	28.57%	35
3. To ensure building plan 3 units and below (non-residential) are approved within 30 days from the date of the application with the OSC and subject to compliance with all the conditions set.	300	93.75%	20	6.25%	320
4. To ensure the additional plan and amendments for the building to be approved within 40 days from the date of application with OSC and subject to compliance with all the conditions set.	20	90.91%	2	9.09%	22
5. Ensuring small permit building plan is approved within 14 days and subject to compliance with all the conditions set.	45	90%	5	10%	50
6. Ensuring the Certificate of Qualification to stay is issued within 14 days from the date of application and subject to compliance with all the conditions set.	30	85.71%	5	14.29%	35
7. Provide technical comments to the Department of Interior Council within 14 days from the date of the letter received.	30	100%	0	0	30

2. LEGAL DEPARTMENT

Promise	Fulfill Time Period / Customer Charter Standard		Not Fulfill Time Period/ Customer Charter Standard		Total
	Total that meet the Standard	% Meet the Standard	Total that does not meet the Standard	% Does not meet Standard	
1. Contract documents/Joint Venture Agreement. i. Reviewing and refining the rental agreement, lease, and etc. (excluding joint venture) within Thirty (30) days from the date the order is received.	415	87.37%	60	12.63%	475
2. Impeachment i. Manages the notice care of proceeding on the referred compounds within fourteen (14) days.	1040	82.87%	215	17.13%	1255

3. ENFORCEMENT

Promise	Fulfill Time Period / Customer Charter Standard		Not Fulfill Time Period/ Customer Charter Standard		Total
	Total that meet the Standard	% Meet the Standard	Total that does not meet the Standard	% Does not meet Standard	
1. Receive and process claims on goods confiscation/ seizure after 3 days the act of confiscation/seizure is made.	120	85.71%	20	14.29%	140
2. Check each compound question within 15 minutes.	80	100%	0	0	80

4. PUBLIC COMPLAINTS

Promise	Fulfill Time Period / Customer Charter Standard		Not Fulfill Time Period/ Customer Charter Standard		Total
	Total that meet the Standard	% Meet the Standard	Total that does not meet the Standard	% Does not meet Standard	
1. Issue a letter of acknowledgment immediately to the complainant who present the complaint by themselves within 7 working days by mail, email, telephone and newspaper.	250	96.15%	10	3.85%	260
2. Make an investigation with department who are responsible on the issue within 14 working days after the complaint have been made.	200	76.92%	60	23.08%	260
3. Result of the investigation or examination of complaint were announced to the complainant not more than 7 working days after the decision is made.	200	76.92%	60	23.08%	260

5. ACQUISITION

Promise	Fulfill Time Period / Customer Charter Standard		Not Fulfill Time Period/ Customer Charter Standard		Total
	Total that meet the Standard	% Meet the Standard	Total that does not meet the Standard	% Does not meet Standard	
1. Fill orders of department/ division within 2 weeks .	315	100%	0	0	315
2. Ensuring the expenditure of goods from the store in 10 minutes.	610	100%	0	0	610

6. INFORMATION TECHNOLOGY

Promise	Fulfill Time Period / Customer Charter Standard		Not Fulfill Time Period/ Customer Charter Standard		Total
	Total that meet the Standard	% Meet the Standard	Total that does not meet the Standard	% Does not meet Standard	
1. To troubleshoot the technical problems and ICT facilities within 3 working days.	65	100%	0	0	65

7. MARKET MANAGEMENT AND HAWKER

Promise	Fulfill Time Period / Customer Charter Standard		Not Fulfill Time Period/ Customer Charter Standard		Total Services
	Total that meet the Standard	% Meet the Standard	Total that does not meet the Standard	% Does not meet Standard	
1. Processing of license applications for vendors / market within 30 days from the date of application.	130	100%	0	0	130
2. Processing of temporary license application was process within 7 days from the date of application.	120	100%	0	0	120

8. CITY PLANNER

Promise	Fulfill Time Period / Customer Charter Standard		Not Fulfill Time Period/ Customer Charter Standard		Total Services
	Total that meet the Standard	% Meet the Standard	Total that does not meet the Standard	% Does not meet Standard	
1. To ensure the application of development and subdivision orders for small projects was approved within 21 days of the date the application is registered.	165	100%	0	0	165

2. To ensure the application of development order and subdivision of large projects was approved within 30 days of the date the application is filed.	200	97.56%	5	2.44%	205
3. Ensuring the review of rent / property and land that changing conditions was resubmitted to the land office and colony within 21 days from the date of application.	15	100%	0	0	15
4. To ensure distribution of Building Department files returned within 2 weeks.	30	100%	0	0	30

9. ENGINEERING

Promise	Fulfill Time Period / Customer Charter Standard		Not Fulfill Time Period/ Customer Charter Standard		Total
	Total that meet the Standard	% Meet the Standard	Total that does not meet the Standard	% Does not meet Standard	
1. To ensure that all applications for infrastructure such as roads hamstring, drain and street lights in the investigation and were handling within 14 days but with the conditions the applications must be equipped with the plans location.	30	100%	0	0	30
2. Approved the construction of private infrastructure such as earthworks, drainage, sewerage and roads within 4 weeks for less than 10 units and 10 weeks for more than 10 units that provided with complete documents.	12	100%	0	0	12

10. ADMINISTRATIVE

Promise	Fulfill Time Period / Customer Charter Standard		Not Fulfill Time Period/ Customer Charter Standard		Total
	Total that meet the Standard	% Meet the Standard	Total that does not meet the Standard	% Does not meet Standard	
1. Prepare minutes of the meeting within three (3) days.	25	100%	0	0	25
2. Get feedback meeting within seven (7) days after the minutes of the meeting.	20	100%	0	0	20
3. To ensure that all staff group that claims the insurance will settle within five (5) working days.	2	100%	0	0	2
4. To ensure that all vehicle and computer loan of staffs will complete within two (2) weeks.	20	100%	0	0	20
5. To manage the distribution reports from Monitoring Team to the relevant department to follow up within seven (7) days from the date of the report were distributed.	50	100%	0	0	50

15. LANDSCAPE

Promise	Fulfill Time Period / Customer Charter Standard		Not Fulfill Time Period/ Customer Charter Standard		Total Services
	Total that meet the Standard	% Meet the Standard	Total that does not meet the Standard	% Does not meet Standard	
1. Approved the project plan that meets the requirements of this department within 1 week.	20	100%	0	0	20
2. Give SKD support for applications that meet the requirements of the Department within 1 week.	25	100%	0	0	25

3. Send reservations of flowers potted in 1 day prior to the event / ceremony before took place.	20	100%	0	0	20
4. To enhance the work of felling, slash and tie trees that were reported within 2 weeks with conditions that comply with the requirements of the Department.	30	100%	0	0	30

16. MECHANICAL

Promise	Fulfill Time Period / Customer Charter Standard		Not Fulfill Time Period/ Customer Charter Standard		Total Services
	Total that meet the Standard	% Meet the Standard	Total that does not meet the Standard	% Does not meet Standard	
1. Perform repair of vehicles / machinery within 2 days.	70	70%	30	30%	100
2. Implementing service vehicles / machinery within 3 hours.	45	100%	0	0	45
3. Accelerate the repair of tires within 2 hours.	160	100%	0	0	160

17. PARKING

Promise	Fulfill Time Period / Customer Charter Standard		Not Fulfill Time Period/ Customer Charter Standard		Total Services
	Total that meet the Standard	% Meet the Standard	Total that does not meet the Standard	% Does not meet Standard	
1. Production of seasonal sticker to the applicant within 10 minutes.	1650	100%	0	0	1650
2. Processing and issuing special stickers to the applicant upon approval of the President / SU and Assistant Director of Parking within 10 minutes.	1230	100%	0	0	1230