

## CLIENT CHARTER ACHIEVEMENT FEBRUARY - 2018

| No. | Service  | Services that accomplished within the specified time frame/client charter standard |     | Services that exceed the specified time frame/client charter standard |   | Achievement until 28 February 2018  |
|-----|--|--|-----|---|---|---|
|     |  | Total  | %   | Total   | % |   |
| 1.  | Exhibitions on nation's history, culture, and nature held through; |  |     |   |   | A grand total of 21 exhibitions   |
|     | I. Fixed Exhibitions – continuous                                  | 20   | 100 | -   |   |   |
|     | II. Special Exhibitions – at least 10 exhibitions a year           | 00   | 100 | -   |   |   |
|     | III. Road shows – at least 20 exhibitions a year                   | 01   | 0   | -   |   |   |
| 2.  | Collection loan applications responded within 3 days               | 0  | 100 |   |   | 0 loan applications has been responded  |
| 3.  | Customer's complaint responded within 3 days                       | 0  | 0   | -   |   | 0 complaints received. All of it has been responded.  |
| 4.  | Museum guided tour applications through;                           |  |     |   |   | A grand total of 117 guided tour applications received from all channel namely mail, e-mail and call/sms. |
|     | I. Mail – responded within 3 days                                  | 45   | 100 | -   |   |   |
|     | II. E-Mail – responded the same day                                | 21   | 100 | -   |   |   |
|     | III. Call/Sms – responded immediately                              | 92   | 100 | -   |   |   |
| 5.  | Applications to purchase pictures;                                 |  |     |   |   | No mail applications and 24 through counter applications.   |
|     | I. Counter – approved immediately                                  | 24   | 100 | -   |   |   |
|     | II. Mail – responded within 3 days                                 | 0  | 0   | -   |   |   |