

CLIENT CHARTER ACHIEVEMENT JANUARY - 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 31 January 2018
		Total	%	Total	%	
1.	Exhibitions on nation's history, culture, and nature held through;					A grand total of 20 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	00	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 45 guided tour applications received from all channel namely mail, e-mail and call/sms.
	I. Mail – responded within 3 days	14	100	-		
	II. E-Mail – responded the same day	4	100	-		
	III. Call/Sms – responded immediately	27	100	-		
5.	Applications to purchase pictures;					No mail applications and 11 through counter applications.
	I. Counter – approved immediately	11	100	-		
	II. Mail – responded within 3 days	0	0	-		