

PENCAPAIAN PIAGAM PELANGGAN JANUARI - DISEMBER 2011

Bil.	Perkhidmatan	Perkhidmatan yang menepati Tempoh Masa/Standard Piagam Pelanggan Yang Ditetapkan		Perkhidmatan Yang Melebihi Tempoh Masa/Standard Piagam Pelanggan Yang Ditetapkan		Pencapaian sehingga 31 Disember 2011
		Jumlah	%	Jumlah	%	
1.	Mengadakan pameran tentang sejarah, budaya dan alam semulajadi negara melalui;					Jumlah keseluruhan pameran terdapat 55 pameran.
	I. Pameran Tetap – berterusan	21	100	-		
	II. Pameran Khas-minima 10 pameran setahun	23	100	-		
	III. Pameran Bergerak – minima 20 pameran setahun	11	0	-		
2.	Permohonan pinjaman koleksi dijawab dalam masa 3 hari	841	100			841 permohonan pinjaman koleksi yang telah dijawab
3.	Aduan pelanggan dijawab dalam masa 3 hari.	0	0	-		Tiada aduan diterima. Semua aduan telah dijawab
4.	Permohonan lawatan berpandu ke muzium melalui;					Jumlah keseluruhan permohonan lawatan berpandu termasuk surat, emel dan telefon/sms sebanyak 2870
	I. Surat – dijawab dalam masa 3 hari	825	100	-		
	II. Emel – dijawab pada hari yang sama	252	100	-		
	III. Telefon/Sms – dijawab serta merta	1793	100	-		
5.	Permohonan pembelian gambar;					Hanya 2238 permohonan dari kaunter dan tiada permohonan melalui surat diterima
	I. Kaunter – diluluskan serta merta	2238	100	-		
	II. Surat – dijawab dalam masa 3 hari	0	0	-		

CLIENT CHARTER ACHIEVEMENT JANUARY – DECEMBER 2011

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 December 2011
		Total	%	Total	%	
1.	Exhibitions on nation's history, culture, and nature held through;					A grand total of 55 exhibitions.
	I. Fixed Exhibitions – continuous	21	100	-		
	II. Special Exhibitions – at least 10 exhibitions a year	23	100	-		
	III. Roadshows – at least 20 exhibitions a year	11	0	-		
2.	Collection loan applications responded within 3 days	841	100			841 loan applications has been responded
3.	Customer's complaint responded within 3 days	0	0	-		No complaints received. All of it has been responded.
4.	Museum guided tour applications through;					A grand total of 2870 guided tour applications received from all channel namely mail, e-mail and call/sms.
	I. Mail – responded within 3 days	825	100	-		
	II. E-Mail – responded the same day	252	100	-		
	III. Call/Sms – responded immediately	1793	100	-		
5.	Applications to purchase pictures;			-		No mail applications and 2238 through counter applications.
	I. Counter – approved immediately	2238	100	-		
	II. Mail – responded within 3 days	0	0			