

PENCAPAIAN PIAGAM PELANGGAN JMM MAC 2023

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 Mac 2023
		Jumlah	%	Jumlah	%	
1.	Mengadakan pameran tentang sejarah, budaya dan alam semulajadi negara melalui;	22	100	-	-	Jumlah keseluruhan sebanyak 29 pameran
	I. Pameran Tetap – berterusan	01	100	-	-	
	II. Pameran Khas - minima 08 pameran setahun	08	100	-	-	
	III. Pameran Luar – minima 05 pameran setahun					
2.	Pertanyaan dan aduan pelanggan;	05	100	-	-	14 pertanyaan/ aduan diterima. Semua pertanyaan dan aduan telah dijawab
	I. Memberi akuan terima ke atas pertanyaan/aduan dalam tempoh 3 hari bekerja	09	100	-	-	
3.	Permohonan lawatan berpandu ke muzium melalui;	275	100	-	-	606 permohonan lawatan berpandu termasuk surat/emel dan telefon/sms
	I. Surat/ Emel - dijawab dalam tempoh 7 hari bekerja	331	100	-	-	
4.	II. Telefon/ Khidmat Pesanan Ringkas (SMS) – dijawab serta merta					
	Maklum balas permohonan penyelidikan iaitu kelulusan/ kebenaran menjalankan penyelidikan dalam tempoh 14 hari bekerja	04	100	-	-	04 maklum balas permohonan penyelidikan telah dijawab
5.	Permohonan perkhidmatan dijawab dalam tempoh 14 hari bekerja:					182 permohonan perkhidmatan pinjaman koleksi/ konservasi/ fotografi/ penggambaraan/ sewaan ruang yang telah dijawab
	I. Pinjaman koleksi	104	100	-	-	
	II. Konservasi	07	100	-	-	
	III. Fotografi	66	100	-	-	
	IV. Penggambaraan	02	100	-	-	
	V. Sewaan Ruang	03	100	-	-	
6.	Permohonan kerjasama melibatkan aktiviti pameran dijawab dalam tempoh 14 hari bekerja:	01	100	-	-	01 permohonan kerjasama melibatkan aktiviti pameran
	I. Pameran dalam negara	00	100	-	-	
	II. Pameran luar negara					
7.	Khidmat kepakaran permuziuman kepada agensi, institusi atau orang perseorangan yang memerlukan	02	100	-	-	02 khidmat kepakaran permuziuman

CLIENT CHARTER ACHIEVEMENT MARCH - 2023

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 March 2023
		Total	%	Total	%	
1.	Exhibitions on nation's history, culture, and nature held through; I. Fixed Exhibitions – continuous II. Special Exhibitions – at least 08 exhibitions a year III. Road shows – at least 05 exhibitions a year	22 01 08	100 100 100	- - -	- - -	29 exhibitions for the grand total
2.	Customer's inquiries and complaints; I. Provide acknowledgement to inquiries and complaints within 3 working days II. Response to inquiries and complaints within 14 working days	05 09	100 100	- -	- -	14 inquiries/ complaints received. All inquiries and complaints have been responded
3.	Museum guided tour applications through; I. Mail/ E-mail - respond within 7 working days II. Call/ SMS – respond immediately	275 331	100 100	- -	- -	606 guided tour applications received from all channel namely mail/e-mail and call/SMS
4.	Feedback on research application which is approval to conduct research within 14 working days	04	100	-	-	04 feedbacks on research application have been responded
5.	Service requests responded within 14 working days: I. Collection loan II. Conservation III. Photography IV. Filming V. Space Rental	104 07 66 02 03	100 100 100 100 100	-	-	182 applications service collection loan/ conservation/ photography/ filming/ space rental have been responded
6.	Cooperation involving exhibition activities requests responded within 14 working days: I. Domestic exhibition II. International exhibition	01 00	100 100	-	-	01 applications cooperation applications involving exhibition activities
7.	Museum expertise consultation to agencies, institutions or anyone individuals.	002	100	-	-	02 museum expertise consultation