

## PENCAPAIAN PIAGAM PELANGGAN JMM OGOS 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 Ogos 2023
		Jumlah	%	Jumlah	%	
1.	Mengadakan pameran tentang sejarah, budaya dan alam semulajadi negara melalui;	22	100	-	-	Jumlah keseluruhan sebanyak 72 pameran
	I. Pameran Tetap – berterusan	11	100	-	-	
	II. Pameran Khas - minima 8 pameran setahun	39	100	-	-	
	III. Pameran Luar – minima 5 pameran setahun					
2.	Pertanyaan dan aduan pelanggan;	42	100	-	-	121 pertanyaan/ aduan diterima. Semua pertanyaan dan aduan telah dijawab
	I. Memberi akuan terima ke atas pertanyaan/aduan dalam tempoh 3 hari bekerja	79	100	-	-	
3.	Permohonan lawatan berpandu ke muzium melalui;	622	100	-	-	1327 permohonan lawatan berpandu termasuk surat/emel dan telefon/sms
	I. Surat/ Emel - dijawab dalam tempoh 7 hari bekerja	705	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	34	100	-	-	34 maklum balas permohonan penyelidikan telah dijawab
5.	Permohonan perkhidmatan dijawab dalam tempoh 14 hari bekerja:					417 permohonan perkhidmatan pinjaman koleksi/ konservasi/ fotografi/ penggambaran/ sewaan ruang yang telah dijawab
	I. Pinjaman koleksi	119	100	-	-	
	II. Konservasi	34	100	-	-	
	III. Fotografi	238	100	-	-	
	IV. Penggambaran	13	100	-	-	
	V. Sewaan Ruang	13	100	-	-	
6.	Permohonan kerjasama melibatkan aktiviti pameran dijawab dalam tempoh 14 hari bekerja:	09	100	-	-	11 permohonan kerjasama melibatkan aktiviti pameran
	I. Pameran dalam negara	02	100	-	-	
	II. Pameran luar negara					
7.	Khidmat kepakaran permuziuman kepada agensi, institusi atau orang perseorangan yang memerlukan	10	100	-	-	10 khidmat kepakaran permuziuman

## CLIENT CHARTER ACHIEVEMENT AUGUST - 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 August 2023
		Total	%	Total	%	
1.	Exhibitions on nation's history, culture, and nature held through;					72 exhibitions for the grand total
	I. Fixed Exhibitions – continuous	22	100	-	-	
	II. Special Exhibitions – at least 8 exhibitions a year	11	100	-	-	
	III. Road shows – at least 5 exhibitions a year	39	100	-	-	
2.	Customer's inquiries and complaints;					121 inquiries/ complaints received. All inquiries and complaints have been responded
	I. Provide acknowledgement to inquiries and complaints within 3 working days	42	100	-	-	
	II. Response to inquiries and complaints within 14 working days	79	100	-	-	
3.	Museum guided tour applications through;	622	100	-	-	1327 guided tour applications received from all channel namely mail/e-mail and call/SMS
	I. Mail/ E-mail - respond within 7 working days					
	II. Call/ SMS – respond immediately	705	100	-	-	
4.	Feedback on research application which is approval to conduct research within 14 working days	34	100	-	-	34 feedbacks on research application have been responded
5.	Service requests responded within 14 working days:					417 applications service collection loan/ conservation/ photography/ filming/ space rental have been responded
	I. Collection loan	119	100			
	II. Conservation	34	100			
	III. Photography	238	100	-	-	
	IV. Filming	13	100			
	V. Space Rental	13	100			
6.	Cooperation involving exhibition activities requests responded within 14 working days:					11 applications cooperation applications involving exhibition activities
	I. Domestic exhibition	09	100	-	-	
	II. International exhibition	02	100			
7.	Museum expertise consultation to agencies, institutions or anyone individuals.	10	100	-	-	10 museum expertise consultation