

## PENCAPAIAN PIAGAM PELANGGAN JMM OGOS 2024

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 2024
		Jumlah	%	Jumlah	%	
1.	Mengadakan pameran tentang sejarah, budaya dan alam semulajadi negara melalui; I. Pameran Tetap – berterusan II. Pameran Khas/ Sementara - minima 8 pameran setahun III. Pameran Luar – minima 5 pameran setahun	22 04 39	100 100 100	- - -	- - -	Jumlah keseluruhan sebanyak 65 pameran
2.	Pertanyaan dan aduan pelanggan; I. Memberi akuan terima ke atas pertanyaan/aduan dalam tempoh 3 hari bekerja II. Maklum balas pertanyaan/aduan dalam tempoh 14 hari bekerja	207 13	100 100	- -	- -	220 pertanyaan/ aduan diterima. Semua pertanyaan dan aduan telah dijawab
3.	Permohonan lawatan berpandu ke muzium melalui; I. Surat/ Emel - dijawab dalam tempoh 7 hari bekerja II. Telefon/ Khidmat Pesanan Ringkas (SMS) – dijawab serta merta	1658 2060	100 100	- -	- -	3718 permohonan lawatan berpandu termasuk surat/emel dan telefon/sms
4.	Maklum balas permohonan penyelidikan iaitu kelulusan/ kebenaran menjalankan penyelidikan dalam tempoh 14 hari bekerja	24	100	-	-	24 maklum balas permohonan penyelidikan telah dijawab
5.	Permohonan perkhidmatan dijawab dalam tempoh 14 hari bekerja: I. Pinjaman koleksi II. Konservasi III. Foto IV. Penggambaran V. Sewaan Ruang	17 36 122 04 26	100 100 100 100 100	- - - - -	- - - - -	205 permohonan perkhidmatan pinjaman koleksi/ konservasi/ foto/ penggambaran/ sewaan ruang yang telah dijawab
6.	Permohonan kerjasama melibatkan aktiviti pameran dijawab dalam tempoh 14 hari bekerja: I. Pameran dalam negara II. Pameran luar negara	00 02	100 100	- -	- -	2 permohonan kerjasama melibatkan aktiviti pameran
7.	Khidmat kepakaran permuziuman kepada agensi, institusi atau orang perseorangan yang memerlukan	17	100	-	-	17 khidmat kepakaran permuziuman

## CLIENT CHARTER ACHIEVEMENT AUGUST - 2024

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 2024
		Total	%	Total	%	
1.	Exhibitions on nation's history, culture, and nature held through;					65 exhibitions for the grand total
	I. Fixed Exhibitions – continuous	22	100	-	-	
	II. Special/ Temporary Exhibitions – at least 8 exhibitions a year	04	100	-	-	
	III. Road shows – at least 5 exhibitions a year	39	100	-	-	
2.	Customer's inquiries and complaints;					220 inquiries/ complaints received. All inquiries and complaints have been responded
	I. Provide acknowledgement to inquiries and complaints within 3 working days	207	100	-	-	
	II. Response to inquiries and complaints within 14 working days	13	100	-	-	
3.	Museum guided tour applications through;					3718 guided tour applications received from all channel namely mail/e-mail and call/SMS
	I. Mail/ E-mail - respond within 7 working days	1658	100	-	-	
	II. Call/ SMS – respond immediately	2060	100	-	-	
4.	Feedback on research application which is approval to conduct research within 14 working days	24	100	-	-	24 feedbacks on research application have been responded
5.	Service requests responded within 14 working days:					205 applications service collection loan/ conservation/ photo/ filming/ space rental have been responded
	I. Collection loan	17	100	-	-	
	II. Conservation	36	100	-	-	
	III. Photo	122	100	-	-	
	IV. Filming	04	100	-	-	
	V. Space Rental	26	100	-	-	
6.	Cooperation involving exhibition activities requests responded within 14 working days:					2 applications cooperation applications involving exhibition activities
	I. Domestic exhibition	00	100	-	-	
	II. International exhibition	02	100	-	-	
7.	Museum expertise consultation to agencies, institutions or anyone individuals.	17	100	-	-	17 museum expertise consultation