

## PENCAPAIAN PIAGAM PELANGGAN DISEMBER 2019

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 2019
		Jumlah	%	Jumlah	%	
1.	Mengadakan pameran tentang sejarah, budaya dan alam semulajadi negara melalui;					Jumlah keseluruhan pameran terdapat 33 pameran
	I. Pameran Tetap – berterusan	22	100	-		
	II. Pameran Khas-minima 10 pameran setahun	09	100	-		
	III. Pameran Bergerak – minima 20 pameran setahun	02	0	-		
2.	Permohonan pinjaman koleksi dijawab dalam masa 3 hari	394	100			394 permohonan pinjaman koleksi yang telah dijawab
3.	Aduan pelanggan dijawab dalam masa 3 hari.	6	0	-		6 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 8,619
	I. Surat – dijawab dalam masa 3 hari	1,733	100	-		
	II. Emel – dijawab pada hari yang sama	2,311	100	-		
	III. Telefon/Sms – dijawab serta merta	4,575	100	-		
5.	Permohonan pembelian gambar;					Hanya 145 permohonan dari kaunter dan tiada permohonan melalui surat diterima
	I. Kaunter – diluluskan serta merta	145	100	-		
	II. Surat – dijawab dalam masa 3 hari	0	0	-		

## CLIENT CHARTER ACHIEVEMENT DECEMBER - 2019

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 2019
		Total	%	Total	%	
1.	Exhibitions on nation's history, culture, and nature held through;					A grand total of 33 exhibitions
	I. Fixed Exhibitions – continuous	22	100	-		
	II. Special Exhibitions – at least 10 exhibitions a year	09	100	-		
	III. Road shows – at least 20 exhibitions a year	02	0	-		
2.	Collection loan applications responded within 3 days	394	100			394 loan applications have been responded
3.	Customer's complaint responded within 3 days	6	0	-		6 complaints received. All of it has been responded.
4.	Museum guided tour applications through;					A grand total of 8,619 guided tour applications received from all channel namely mail, e-mail and call/sms.
	I. Mail – responded within 3 days	1,733	100	-		
	II. E-Mail – responded the same day	2,311	100	-		
	III. Call/Sms – responded immediately	4,575	100	-		
5.	Applications to purchase pictures;					No mail applications and 145 through counter applications.
	I. Counter – approved immediately	145	100	-		
	II. Mail – responded within 3 days	0	0	-		