

PENCAPAIAN PIAGAM PELANGGAN DISEMBER 2020

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 2020
		Jumlah	%	Jumlah	%	
1.	Mengadakan pameran tentang sejarah, budaya dan alam semulajadi negara melalui; I. Pameran Tetap – berterusan II. Pameran Khas-minima 10 pameran setahun III. Pameran Bergerak – minima 20 pameran setahun	22 07 02	100 100 0	- - -		Jumlah keseluruhan pameran terdapat 31 pameran
2.	Permohonan pinjaman koleksi dijawab dalam masa 3 hari	260	100			260 permohonan pinjaman koleksi yang telah dijawab
3.	Aduan pelanggan dijawab dalam masa 3 hari.	0	0	-		0 aduan diterima. Semua aduan telah dijawab
4.	Permohonan lawatan berpandu ke muzium melalui; I. Surat – dijawab dalam masa 3 hari II. Emel – dijawab pada hari yang sama III. Telefon/Sms – dijawab serta merta	100 331 1,195	100 100 100	- - -		Jumlah keseluruhan permohonan lawatan berpandu termasuk surat, emel dan telefon/sms sebanyak 1,626
5.	Permohonan pembelian gambar; I. Kaunter – diluluskan serta merta II. Surat – dijawab dalam masa 3 hari	66 0	100 0	- -		Hanya 66 permohonan dari kaunter dan tiada permohonan melalui surat diterima

CLIENT CHARTER ACHIEVEMENT DECEMBER - 2020

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 2020
		Total	%	Total	%	
1.	Exhibitions on nation's history, culture, and nature held through;					A grand total of 31 exhibitions
	I. Fixed Exhibitions – continuous	22	100	-		
	II. Special Exhibitions – at least 10 exhibitions a year	07	100	-		
	III. Road shows – at least 20 exhibitions a year	02	0	-		
2.	Collection loan applications responded within 3 days	260	100			260 loan applications has been responded
3.	Customer's complaint responded within 3 days	0	0	-		0 complaints received. All of it has been responded.
4.	Museum guided tour applications through;					A grand total of 1,626 guided tour applications received from all channel namely mail, e-mail and call/sms.
	I. Mail – responded within 3 days	100	100	-		
	II. E-Mail – responded the same day	331	100	-		
	III. Call/Sms – responded immediately	1,195	100	-		
5.	Applications to purchase pictures;					No mail applications and 66 through counter applications.
	I. Counter – approved immediately	66	100	-		
	II. Mail – responded within 3 days	0	0	-		