

## PENCAPAIAN PIAGAM PELANGGAN JMM DISEMBER 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 Disember 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 07 60	100 100 100	
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	354 17	100 100	- -	- -	371 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	3228 3101	100 100	- -	- -	6329 permohonan lawatan berpandu termasuk surat/emel dan telefon/sms
4.	Maklum balas permohonan penyelidikan iaitu kelulusan/ kebenaran menjalankan penyelidikan dalam tempoh 14 hari bekerja	40	100	-	-	40 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	24 63 202 10 46	100 100 100 100 100	- - - - -	- - - - -	345 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	01 03	100 100	- -	- -	4 permohonan kerjasama melibatkan aktiviti pameran
7.	Khidmat kepakaran permuziuman kepada agensi, institusi atau orang perseorangan yang memerlukan	22	100	-	-	22 khidmat kepakaran permuziuman

## CLIENT CHARTER ACHIEVEMENT DECEMBER - 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 December 2024
		Total	%	Total	%	
1.	Exhibitions on nation's history, culture, and nature held through;					89 exhibitions for the grand total
	I. Fixed Exhibitions – continuous	22	100	-	-	
	II. Special/ Temporary Exhibitions – at least 8 exhibitions a year	07	100	-	-	
	III. Road shows – at least 5 exhibitions a year	60	100	-	-	
2.	Customer's inquiries and complaints;					371 inquiries/ complaints received. All inquiries and complaints have been responded
	I. Provide acknowledgement to inquiries and complaints within 3 working days	354	100	-	-	
	II. Response to inquiries and complaints within 14 working days	17	100	-	-	
3.	Museum guided tour applications through;					6329 guided tour applications received from all channel namely mail/e-mail and call/SMS
	I. Mail/ E-mail - respond within 7 working days	3228	100	-	-	
	II. Call/ SMS – respond immediately	3101	100	-	-	
4.	Feedback on research application which is approval to conduct research within 14 working days	40	100	-	-	36 feedbacks on research application have been responded
5.	Service requests responded within 14 working days:					345 applications service collection loan/ conservation/ photo/ filming/ space rental have been responded
	I. Collection loan	24	100	-	-	
	II. Conservation	63	100	-	-	
	III. Photo	202	100	-	-	
	IV. Filming	10	100	-	-	
	V. Space Rental	46	100	-	-	
6.	Cooperation involving exhibition activities requests responded within 14 working days:					4 applications cooperation applications involving exhibition activities
	I. Domestic exhibition	01	100	-	-	
	II. International exhibition	03	100	-	-	
7.	Museum expertise consultation to agencies, institutions or anyone individuals.	22	100	-	-	22 museum expertise consultation