

PENCAPAIAN PIAGAM PELANGGAN MEI 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 Mei 2019 |
|------|--|--|-----|--|---|--|
| | | Jumlah | % | Jumlah | % | |
| 1. | Mengadakan pameran tentang sejarah, budaya dan alam semulajadi negara melalui; | | | | | Jumlah keseluruhan pameran terdapat 24 pameran |
| | I. Pameran Tetap – berterusan | 22 | 100 | - | | |
| | II. Pameran Khas-minima 10 pameran setahun | 02 | 100 | - | | |
| | III. Pameran Bergerak – minima 20 pameran setahun | 00 | 0 | - | | |
| 2. | Permohonan pinjaman koleksi dijawab dalam masa 3 hari | 197 | 100 | | | 197 permohonan pinjaman koleksi yang telah dijawab |
| 3. | Aduan pelanggan dijawab dalam masa 3 hari. | 1 | 0 | - | | 1 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 2,401 |
| | I. Surat – dijawab dalam masa 3 hari | 396 | 100 | - | | |
| | II. Emel – dijawab pada hari yang sama | 597 | 100 | - | | |
| | III. Telefon/Sms – dijawab serta merta | 1,408 | 100 | - | | |
| 5. | Permohonan pembelian gambar; | | | | | Hanya 52 permohonan dari kaunter dan tiada permohonan melalui surat diterima |
| | I. Kaunter – diluluskan serta merta | 52 | 100 | - | | |
| | II. Surat – dijawab dalam masa 3 hari | 0 | 0 | - | | |

CLIENT CHARTER ACHIEVEMENT MAY - 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 May 2019 |
|-----|--|--|-----|---|---|---|
| | | Total | % | Total | % | |
| 1. | Exhibitions on nation's history, culture, and nature held through; | | | | | A grand total of 22 exhibitions |
| | I. Fixed Exhibitions – continuous | 22 | 100 | - | | |
| | II. Special Exhibitions – at least 10 exhibitions a year | 00 | 100 | - | | |
| | III. Road shows – at least 20 exhibitions a year | 00 | 0 | - | | |
| 2. | Collection loan applications responded within 3 days | 197 | 100 | | | 197 loan applications has been responded |
| 3. | Customer's complaint responded within 3 days | 1 | 0 | - | | 1 complaints received. All of it has been responded. |
| 4. | Museum guided tour applications through; | | | | | A grand total of 2,401 guided tour applications received from all channel namely mail, e-mail and call/sms. |
| | I. Mail – responded within 3 days | 396 | 100 | - | | |
| | II. E-Mail – responded the same day | 597 | 100 | - | | |
| | III. Call/Sms – responded immediately | 1,408 | 100 | - | | |
| 5. | Applications to purchase pictures; | | | | | No mail applications and 52 through counter applications. |
| | I. Counter – approved immediately | 52 | 100 | - | | |
| | II. Mail – responded within 3 days | 0 | 0 | - | | |