

## PENCAPAIAN PIAGAM PELANGGAN JMM OKTOBER 2025

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 Oktober 2025
		Jumlah	%	Jumlah	%	
1.	Mengadakan pameran tentang sejarah, budaya dan alam semulajadi negara melalui;					Jumlah keseluruhan sebanyak 110 pameran
	I. Pameran Tetap – berterusan	22	100	-	-	
	II. Pameran Khas/Sementara - minima 8 pameran setahun	08	100	-	-	
	III. Pameran Luar – minima 5 pameran setahun	80	100	-	-	
2.	Pertanyaan dan aduan pelanggan;					338 pertanyaan/ aduan diterima. Semua pertanyaan dan aduan telah dijawab
	I. Memberi akuan terima ke atas pertanyaan/aduan dalam tempoh 3 hari bekerja	324	100	-	-	
	II. Maklum balas pertanyaan/aduan dalam tempoh 14 hari bekerja	14	100	-	-	
3.	Permohonan lawatan berpandu ke muzium melalui;					3465 permohonan lawatan berpandu termasuk surat/emel dan telefon/sms
	I. Surat/ Emel - dijawab dalam tempoh 7 hari bekerja	1856	100	-	-	
	II. Telefon/ Khidmat Pesanan Ringkas (SMS) – dijawab serta merta	1609	100	-	-	
4.	Maklum balas permohonan penyelidikan iaitu kelulusan/ kebenaran menjalankan penyelidikan dalam tempoh 14 hari bekerja	30	100	-	-	30 maklum balas permohonan penyelidikan telah dijawab
5.	Permohonan perkhidmatan dijawab dalam tempoh 14 hari bekerja:					405 permohonan perkhidmatan pinjaman koleksi/ konservasi/ fotografi/ penggambaran/ sewaan ruang yang telah dijawab
	I. Pinjaman koleksi	29	100	-	-	
	II. Konservasi	68	100	-	-	
	III. Fotografi	221	100	-	-	
	IV. Penggambaran	32	100	-	-	
V. Sewaan Ruang	55	100	-	-		
6.	Permohonan kerjasama melibatkan aktiviti pameran dijawab dalam tempoh 14 hari bekerja:					1 permohonan kerjasama melibatkan aktiviti pameran
	I. Pameran dalam negara	01	100	-	-	
	II. Pameran luar negara	00	100	-	-	
7.	Khidmat kepakaran permuziuman kepada agensi, institusi atau orang perseorangan yang memerlukan	07	100	-	-	7 khidmat kepakaran permuziuman

## CLIENT CHARTER ACHIEVEMENT OCTOBER - 2025

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 October 2025
		Total	%	Total	%	
1.	Exhibitions on nation's history, culture, and nature held through;					110 exhibitions for the grand total
	I. Fixed Exhibitions – continuous	22	100	-	-	
	II. Special Exhibitions/Temporary – at least 8 exhibitions a year	08	100	-	-	
	III. Road shows – at least 5 exhibitions a year	80	100	-	-	
2.	Customer's inquiries and complaints;					338 inquiries/ complaints received. All inquiries and complaints have been responded
	I. Provide acknowledgement to inquiries and complaints within 3 working days	324	100	-	-	
	II. Response to inquiries and complaints within 14 working days	14	100	-	-	
3.	Museum guided tour applications through;					3465 guided tour applications received from all channel namely mail/e-mail and call/SMS
	I. Mail/ E-mail - respond within 7 working days	1856	100	-	-	
	II. Call/ SMS – respond immediately	1609	100	-	-	
4.	Feedback on research application which is approval to conduct research within 14 working days	30	100	-	-	30 feedbacks on research application have been responded
5.	Service requests responded within 14 working days:					405 applications service collection loan/ conservation/ photography/ filming/ space rental have been responded
	I. Collection loan	24	100	-	-	
	II. Conservation	62	100	-	-	
	III. Photography	192	100	-	-	
	IV. Filming	28	100	-	-	
	V. Space Rental	55	100	-	-	
6.	Cooperation involving exhibition activities requests responded within 14 working days:					1 applications cooperation applications involving exhibition activities
	I. Domestic exhibition	01	100	-	-	
	II. International exhibition	00	100	-	-	
7.	Museum expertise consultation to agencies, institutions or anyone individuals.	07	100	-	-	7 museum expertise consultation