

**LAPORAN PENCAPAIAN PIAGAM PELANGGAN JABATAN BANTUAN GUAMAN
BAGI BULAN APRIL 2018**

| CAWANGAN/ CAWANGAN KECIL | Memastikan masa pelanggan menunggu untuk diberi layanan di kaunter tidak melebihi lima belas (15) minit. | | | | Memastikan khidmat pengantaraan diselesaikan dalam tempoh tiga puluh (30) hari dari tarikh persetujuan kedua-dua pihak untuk mendapatkan khidmat pengantaraan | | | | Memastikan pliding disiapkan dalam tempoh | | | | | | | | Memastikan kes difailkan ke Mahkamah dalam tempoh empat belas (14) hari selepas penyediaan pliding yang lengkap | | | | Memastikan perintah/penghakiman bersih diserahkan kepada pelanggan dalam tempoh tujuh (7) hari selepas ia diterima daripada Mahkamah | | | | JUMLAH PERKHIDMATAN | | |
|-----------------------------|--|------------|---|----------|---|------------|---|----------|---|------------|---|-------------|---|------------|---|----------|---|------------|---|-----------|--|------------|---|----------|---------------------|-----|---|
| | Jumlah Menepati Tempoh Masa/Standard Piagam Pelanggan | | Jumlah Melebihi Tempoh Masa/Standard Piagam Pelanggan | | Jumlah Menepati Tempoh Masa/Standard Piagam Pelanggan | | Jumlah Melebihi Tempoh Masa/Standard Piagam Pelanggan | | Jumlah Menepati Tempoh Masa/Standard Piagam Pelanggan | | Jumlah Melebihi Tempoh Masa/Standard Piagam Pelanggan | | Jumlah Menepati Tempoh Masa/Standard Piagam Pelanggan | | Jumlah Melebihi Tempoh Masa/Standard Piagam Pelanggan | | Jumlah Menepati Tempoh Masa/Standard Piagam Pelanggan | | Jumlah Melebihi Tempoh Masa/Standard Piagam Pelanggan | | Jumlah Menepati Tempoh Masa/Standard Piagam Pelanggan | | Jumlah Melebihi Tempoh Masa/Standard Piagam Pelanggan | | | | |
| | BIL | % | BIL | % | BIL | % | BIL | % | BIL | % | BIL | % | BIL | % | BIL | % | BIL | % | BIL | % | BIL | % | BIL | % | | BIL | % |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| KUALA LUMPUR | 183 | 100 | 0 | 0 | 10 | 100 | 0 | 0 | 21 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 46 | 100 | 0 | 0 | 23 | 100 | 0 | 0 | 283 | | |
| SELANGOR | 264 | 100 | 0 | 0 | 2 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 20 | 100 | 0 | 0 | 51 | 100 | 0 | 0 | 337 | | | |
| NEGERI SEMBILAN | 96 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 23 | 100 | 0 | 0 | 0 | 0 | 0 | 23 | 100 | 0 | 0 | 15 | 100 | 0 | 0 | 157 | | | |
| MELAKA | 90 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 23 | 100 | 0 | 0 | 0 | 0 | 0 | 23 | 100 | 0 | 0 | 19 | 100 | 0 | 0 | 155 | | | |
| JOHOR | 366 | 100 | 0 | 0 | 20 | 100 | 0 | 0 | 18 | 100 | 0 | 0 | 24 | 100 | 0 | 0 | 22 | 100 | 0 | 0 | 4 | 100 | 0 | 0 | 454 | | |
| MUAR | 126 | 100 | 0 | 0 | 33 | 100 | 0 | 0 | 24 | 100 | 0 | 0 | 17 | 100 | 0 | 0 | 35 | 100 | 0 | 0 | 11 | 100 | 0 | 0 | 246 | | |
| PAHANG | 125 | 100 | 0 | 0 | 3 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 100 | 0 | 0 | 46 | 100 | 0 | 0 | 26 | 100 | 0 | 0 | 203 | | |
| RAUB | 76 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 23 | 100 | 0 | 0 | 0 | 0 | 0 | 23 | 100 | 0 | 0 | 7 | 100 | 0 | 0 | 129 | | | |
| TERENGGANU | 182 | 100 | 0 | 0 | 7 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 189 | | |
| KELANTAN | 251 | 100 | 0 | 0 | 5 | 100 | 0 | 0 | 56 | 100 | 0 | 0 | 1 | 0 | 0 | 57 | 100 | 0 | 0 | 19 | 100 | 0 | 0 | 389 | | | |
| GUA MUSANG | 128 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 100 | 0 | 0 | 0 | 0 | 0 | 4 | 100 | 0 | 0 | 3 | 100 | 0 | 0 | 139 | | | |
| PERAK | 247 | 100 | 0 | 0 | 9 | 100 | 0 | 0 | 32 | 100 | 0 | 0 | 19 | 100 | 0 | 0 | 54 | 100 | 0 | 0 | 37 | 100 | 0 | 0 | 398 | | |
| TAIPING | 44 | 100 | 0 | 0 | 17 | 100 | 0 | 0 | 49 | 100 | 0 | 0 | 29 | 100 | 0 | 0 | 20 | 100 | 0 | 0 | 8 | 100 | 0 | 0 | 167 | | |
| PULAU PINANG | 220 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 51 | 100 | 0 | 0 | 20 | 100 | 0 | 0 | 25 | 100 | 0 | 0 | 33 | 100 | 0 | 0 | 349 | | |
| KEDAH | 540 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 45 | 100 | 0 | 0 | 0 | 0 | 0 | 53 | 100 | 0 | 0 | 20 | 100 | 0 | 0 | 658 | | | |
| LANGKAWI | 66 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 8 | 100 | 0 | 0 | 0 | 0 | 0 | 11 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 85 | | | |
| PERLIS | 26 | 100 | 0 | 0 | 1 | 100 | 0 | 0 | 2 | 100 | 0 | 0 | 0 | 0 | 0 | 2 | 100 | 0 | 0 | 1 | 100 | 0 | 0 | 32 | | | |
| SARAWAK | 233 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 29 | 90.62 | 3 | 9.38 | 0 | 0 | 0 | 27 | 90 | 3 | 10 | 53 | 100 | 0 | 0 | 348 | | | |
| SIBU | 28 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 8 | 100 | 0 | 0 | 0 | 0 | 0 | 8 | 100 | 0 | 0 | 5 | 100 | 0 | 0 | 49 | | | |
| MIRI | 99 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 22 | 100 | 0 | 0 | 0 | 0 | 0 | 24 | 100 | 0 | 0 | 24 | 100 | 0 | 0 | 169 | | | |
| SABAH | 90 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 100 | 0 | 0 | 0 | 0 | 0 | 7 | 100 | 0 | 0 | 25 | 100 | 0 | 0 | 127 | | | |
| LABUAN | 23 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 23 | | |
| JUMLAH | 3503 | 100 | 0 | 0 | 107 | 100 | 0 | 0 | 443 | 100 | 3 | 9.38 | 113 | 100 | 0 | 0 | 530 | 100 | 3 | 10 | 384 | 100 | 0 | 0 | 5086 | | |

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| | 3503 | 107 | 446 | 113 | 533 | 384 | 5086 |
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