

# Prestasi Piagam Pelanggan 2021

## 1. UNIT/ BAHAGIAN PENTADBIRAN, PROMOSI, HARTANAH & HOSPITALITI

| BIL | PIAGAM PELANGGAN  | UNIT/BAHAGIAN | JAN  | FEB  | MAC  | APR  | MEI  | JUN | JUL  | OGS  | SEPT | OKT  | NOV  | DIS  |
|-----|---|---------------|------|------|------|------|------|-----|------|------|------|------|------|------|
| 1   | Memberi Perkhidmatan Kepada Pelanggan Kami Dengan Tepat, Cepat, Mesra, Cekap & Amanah   | PENTADBIRAN   | 100% | 100% | 100% | 100% | 100% | /   | 100% | 100% | 100% | 100% | 100% | 100% |
|     |   | PROMOSI       | 100% | 100% | 100% | 100% | 100% | /   | 100% | 100% | 100% | 100% | 100% | 100% |
|     |   | HARTANAH      | 100% | 100% | 100% | 100% | 100% | /   | 100% | 100% | 100% | 100% | 100% | 100% |
|     |   | HOSPITALITI   | 100% | 100% | 100% | 100% | 100% | /   | 100% | 100% | 100% | 100% | 100% | 100% |
| 2   | Menyampaikan Maklumbalas & Keputusan Dalam Tempoh Tujuh Hari (7) Dari Tarikh Di Terima  | PENTADBIRAN   | 100% | 100% | 100% | 100% | 100% | /   | 100% | 100% | 100% | 100% | 100% | 100% |
|     |   | PROMOSI       | 100% | 100% | 100% | 100% | 100% | /   | 100% | 100% | 100% | 100% | 100% | 100% |
|     |   | HARTANAH      | 100% | 100% | 100% | 100% | 100% | /   | 100% | 100% | 100% | 100% | 100% | 100% |
|     |   | HOSPITALITI   | 100% | 100% | 100% | 100% | 100% | /   | 100% | 100% | 100% | 100% | 100% | 100% |
| 3   | Menyediakan Khidmat Penyampai Maklumat Kepada Orang Ramai Dengan Berkesan & Informatif. | PENTADBIRAN   | 100% | 100% | 100% | 100% | 100% | /   | 100% | 100% | 100% | 100% | 100% | 100% |
|     |   | PROMOSI       | 100% | 100% | 100% | 100% | 100% | /   | 100% | 100% | 100% | 100% | 100% | 100% |
|     |   | HARTANAH      | 100% | 100% | 100% | 100% | 100% | /   | 100% | 100% | 100% | 100% | 100% | 100% |
|     |   | HOSPITALITI   | 100% | 100% | 100% | 100% | 100% | /   | 100% | 100% | 100% | 100% | 100% | 100% |

## 2. STATISTIK BULANAN JUMLAH KEKERAPAN BERHUBUNG DENGAN PELANGGAN MENGIKUT UNIT/ BAHAGIAN

| UNIT/ BAHAGIAN | BULAN |     |     |     |     |     |       |      |      |     |     |     |
|----------------|-------|-----|-----|-----|-----|-----|-------|------|------|-----|-----|-----|
|                | JAN   | FEB | MAC | APR | MEI | JUN | JULAI | OGOS | SEPT | OKT | NOV | DIS |
| PENTADBIRAN    | 182   | 9   | 189 | 85  | 15  | /   | /     | /    | /    | 71  | 130 | 157 |
| PROMOSI        | 97    | 4   | 143 | 25  | 9   | /   | -     | 2    | 75   | -   | 89  | 40  |
| HARTANAH       | 165   | 31  | 133 | 127 | 77  | /   | 62    | 85   | 93   | 131 | 122 | 154 |
| HOSPITALITI    | 60    | 19  | 98  | 71  | -   | /   | 2     | 32   | 105  | 360 | 366 | 253 |

Muat Turun Keputusan Piagam Pelanggan 2020 - [Klik Di Sini](#)

\* Jun- Tempoh PKP dilaksanakan - Pejabat di tutup