

Department / Jabatan : INFORMATION TECHNOLOGY / TEKNOLOGI MAKLUMAT

8	To ensure that all ICT systems breakdown are resolved within four (4) hours, failing which, manual process takes effect as per the Standard Operating Procedure (SOP). / <i>Memastikan segala gangguan sistem ICT diselesaikan dalam tempoh masa empat (4) jam. Sekiranya gangguan sistem tidak dapat dipulihkan dalam masa empat (4) jam, proses manual akan diaktifkan seperti yang terkandung dalam Standard Operating Procedure (SOP).</i>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Num	Client's Charter / Piagam Pelanggan	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec

Department / Jabatan : CIVIL ENGINEERING / KEJURUTERAAN AWAM

9	To ensure that development plans within the port area are in accordance with Port Development Plan and signed within seven (7) working days upon submission. / <i>Memastikan pelan-pelan pembangunan di dalam kawasan pelabuhan yang diterima adalah mengikut Pelan Pembangunan Pelabuhan dan ditandatangani dalam tempoh tujuh (7) hari bekerja</i>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
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Department / Jabatan : MECHANICAL & ELECTRICAL ENGINEERING / KEJURUTERAAN MEKANIKAL & ELEKTRIK

10	To ensure that any minor interruption to electricity supply can be restored within three (3) hours. / <i>Memastikan bahawa segala gangguan bekalan elektrik berskala kecil dapat dipulihkan dalam tempoh kurang dari tiga (3) jam.</i>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	To ensure that any major interruption to electricity supply can be restored within twenty-four (24) hours. / <i>Memastikan bahawa segala gangguan bekalan elektrik berskala besar dapat dipulihkan dalam tempoh kurang dari dua puluh empat jam (24) jam.</i>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

Department / Jabatan : PLANNING & DEVELOPMENT / PERANCANGAN & PEMBANGUNAN

11	To ensure that Port Klang's monthly performance for the proceeding month is prepared by 12th of the following month for clients' information. / <i>Memastikan agar prestasi kendalian di Pelabuhan Klang bagi setiap bulan dapat disediakan bagi maklumat pelanggan selewat-lewatnya pada 12hb. bulan berikutnya</i>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
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