Achievement of Client's Charter Report 2022 / Laporan Pencapaian Piagam Pelanggan 2022

Num	Client's Charter / Piagam Pelanggan	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Department / Jabatan : MERIN / *MARIN*													
1	To conduct bathymetric surveys, collate and disseminate information regarding berth depths every three (3) months / *kajian dan perbandingan 'bathymetric' kedalaman dermaga-dermaga Pelabuhan Klang setiap tiga (3) bulan.*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	To conduct bathymetric surveys, collate and disseminate information regarding channel depths every six (6) months to the port community / *kajian dan perbandingan 'bathymetric' kedalaman alur-alur pelayaran setiap enam (6) bulan.*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	To monitor, regulate and expedite the movements of all vessels within the port area to achieve zero accident rate. / *Memantau, mengawal dan melicinkan semua pergerakan kapal-kapal keluar-masuk pelabuhan dalam usaha memastikan kemalangan sifar.*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Department / Jabatan : ONE STOP CENTRE													
2	To ensure that every customer enquiry and feedback is acknowledged within two (2) working days and is responded on action/investigation within five (5) working days from the date of acknowledgement. / *Memastikan setiap pertanyaan, aduan dan maklumbalas yang diterima dari pihak pelanggan diakui terima dalam tempoh dua (2) hari bekerja dan memaklumkan tindakan/siasatan dalam tempoh lima (5) hari bekerja dari tarikh surat akuan terima*	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 : DANGEROUS GOODS / *DAGANGAN BERBAHAYA*													
3	To ensure all complete electronic declarations between 0800 hrs to 1800 hrs are processed within sixty minutes from time of receipt to record 100% achievement at least six month in a calendar year. / *Memastikan semua pengikraran elektronik yang lengkap antara jam 0800 hingga jam 1800 diproses dalam tempoh 60 minit dari masa diterima untuk pencapaian 100% sekurang-kurangnya 6 bulan setiap tahun.*	99.99 %	100%	99.95 %	99.95 %	100%	100%	100%	99.97 %	99.40 %	99.17 %	99.72 %	
Department / Jabatan : FREE ZONE / *ZON BEBAS*													
4	To ensure all complete electronic declarations between 0800 hrs to 1800 hrs are processed within sixty minutes from time of receipt to record 100% achievement at least six month in a calendar year. / *Memastikan semua pengikraran elektronik yang lengkap antara jam 0800 hingga jam 1800 diproses dalam tempoh 60 minit dari masa diterima untuk pencapaian 100% sekurang-kurangnya 6 bulan setiap tahun.*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Department / Jabatan : SECURITY & FIRE / *KESELAMATAN & BOMBA*													
5	To carry out inspection not less than four (4) times a week to ensure that regulations and procedures with regard to fire and security are complied by the Terminal Operators. / *Memantau aktiviti keselamatan dan bomba supaya mematuhi akta-akta dan peraturan-peraturan yang terpakai di dalam kawasan pelabuhan sekurang-kurangnya empat (4) kali seminggu.*	**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
	To carry out inspection twice (2) a year at port premises to ensure that fire extinguishing system is in order as per the requirements of Fire Service Act & Regulations and Uniform Building By-Laws. / *Menjalankan pemeriksaan kebombaan ke atas premis-premis di dalam kawasan pelabuhan dua (2) kali setahun supaya mematuhi Akta Bomba dan peraturan-peraturan serta Undang-undang Bangunan Seragam.*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Department / Jabatan : FINANCE / *KEWANGAN*													
6	To ensure that every payment is made within fourteen (14) working days from the date of receipt of complete documents. / *Memastikan Pembayaran dapat dibuat dalam tempoh empat belas (14) hari bekerja dari tarikh dokumen lengkap diterima.*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Department / Jabatan : PROPERTY MANAGMENT / PENGURUSAN *HARTANAH*													
7	To ensure that every complete application to lease PKA land and buildings is processed within three (3) months from the date of receipt for Board's decision. / *Memastikan setiap permohonan pajakan LPK tanah dan bangunan dalam tempoh tiga (3) bulan dari tarikh diterima untuk keputusan Jemaah Lembaga*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	To ensure that every complete application to rent PKA land and buildings is processed within one (1) month from the date of receipt for Management's decision. / *Memastikan setiap permohonan sewaan tanah dan bangunan LPK yang lengkap diproses dalam masa satu (1) bulan dari tarikh diterima untuk keputusan pengurusan.*	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 : 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). / *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).*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
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. / *Memastikan pelan-pelan pembangunan di dalam kawasan pelabuhan yang diterima adalah mengikut Pelan Pembangunan Pelabuhan dan ditandatangani dalam tempoh tujuh (7) hari bekerja*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
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. / *Memastikan bahawa segala gangguan bekalan elektrik berskala kecil dapat dipulihkan dalam tempoh kurang dari tiga (3) jam.*	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. / *Memastikan bahawa segala gangguan bekalan elektrik berskala besar dapat dipulihkan dalam tempoh kurang dari dua puluh empat jam (24) jam.*	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 : 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. / *Memastikan agar prestasi kendalian di Pelabuhan Klang bagi setiap bulan dapat disediakan bagi maklumat pelanggan selewat-lewatnya pada 12hb. bulan berikutnya*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	