

| BIL | Urusan | Bilangan Permohonan Yang Diterima | Piagam Pelanggan Yang Ditetapkan | Tahap Pemuatan Pelanggan(PP) | | Tahap Pemuatan Pelanggan(PP) | |
|---|--|-----------------------------------|----------------------------------|------------------------------|--------------|------------------------------|-----------------------------------|
| | | | | BT Below Target | OT On Target | ET Exceed Target | ST Significantly Exceeding Target |
| A: PELESENAN | | | | | | | |
| 1. Unit Perniagaan Pengendalian Pelancongan dan Agensi Pengembaraan (TOBTAB) | | | | | | | |
| 1 | Permohonan lesen Agensi Pelancongan (Baru - Ibu Pejabat) | 10 | 5 Hari | 10(100%) | 0(0%) | 0(0%) | 0(0%) |
| 2 | Permohonan lesen Agensi Pelancongan (Baru - MM2H) | 4 | 5 Hari | 4(100%) | 0(0%) | 0(0%) | 0(0%) |
| 3 | Permohonan lesen Agensi Pelancongan (Baru - Cawangan) | 5 | 5 Hari | 5(100%) | 0(0%) | 0(0%) | 0(0%) |
| 4 | Permohonan lesen Agensi Pelancongan (Tambah Bidang) | 12 | 5 Hari | 12(100%) | 0(0%) | 0(0%) | 0(0%) |
| 5 | Permohonan lesen Agensi Pelancongan (Rayuan) | 1 | 5 Hari | 1(100%) | 0(0%) | 0(0%) | 0(0%) |
| 6 | Perubahan Status (Pemegang Saham) | 26 | 3 Hari | 6(23%) | 10(38%) | 1(4%) | 9(35%) |
| 7 | Perubahan Status (Ahli Lembaga Pengarah) | 26 | 3 Hari | 6(23%) | 17(65%) | 2(8%) | 1(4%) |
| 8 | Perubahan Status (Alamat Premis) | 26 | 3 Hari | 6(23%) | 19(73%) | 0(0%) | 1(4%) |
| 9 | Perubahan Status (Nama Syarikat) | 1 | 3 Hari | 0(0%) | 1(100%) | 0(0%) | 0(0%) |
| 10 | Perubahan Status (Modal) | 16 | 3 Hari | 2(13%) | 11(68%) | 2(13%) | 1(6%) |

| BIL | Urusan | Bilangan Permohonan Yang Diterima | Piagam Pelanggan Yang Ditetapkan | Tahap Pemuatan Pelanggan(PP) | | Tahap Pemuatan Pelanggan(PP) | |
|---|--|-----------------------------------|----------------------------------|------------------------------|--------------|------------------------------|-----------------------------------|
| | | | | BT Below Target | OT On Target | ET Exceed Target | ST Significantly Exceeding Target |
| 11 | Pembaharuan lesen | 123 | 3 Hari | 24(20%) | 92(74%) | 1(1%) | 6(5%) |
| 12 | Pegawai Dagang | 8 | 5 Hari | 5(62%) | 3(38%) | 0(0%) | 0(0%) |
| 2 : Unit Kenderaan Pelancongan (Bas Persiaran) | | | | | | | |
| 13 | Permohonan Lesen Baru& Surat Kelulusan Bersyarat | 6 | 10 Hari | 6 | 0(0%) | 0(0%) | 0(0%) |
| 14 | Permohonan Rayuan Lesen Baru | 1 | 10 Hari | 1 | 0(0%) | 0(0%) | 0(0%) |
| 15 | Permohonan Pembaharuan lesen | 35 | 3 Hari | 0(0%) | 35 | 0(0%) | 0(0%) |
| 16 | Permohonan Rayuan Pembaharuan Lesen | 1 | 5 Hari | 0(0%) | 1 | 0(0%) | 0(0%) |
| 17 | Permohonan Ubah Syarat Lese BP | 14 | 3 Hari | 0(0%) | 14 | 0(0%) | 0(0%) |
| 18 | Permohonan Rayuan Ubah Syarat Lesen | 0 | 5 Hari | 0(0%) | 0(0%) | 0(0%) | 0(0%) |
| 19 | Permohonan Ubah Syarat Surat Kelulusan BP | 8 | 3 Hari | 0(0%) | 8 | 0(0%) | 0(0%) |
| 20 | Permohonan Rayuan Ubah Syarat Surat Kelulusan | 0 | 5 Hari | 0(0%) | 0(0%) | 0(0%) | 0(0%) |

| BIL | Urusan | Bilangan Permohonan Yang Diterima | Piagam Pelanggan Yang Ditetapkan | Tahap Pematuhan Pelanggan(PP) | | Tahap Pematuhan Pelanggan(PP) | |
|---|--|-----------------------------------|----------------------------------|-------------------------------|--------------|-------------------------------|-----------------------------------|
| | | | | BT Below Target | OT On Target | ET Exceed Target | ST Significantly Exceeding Target |
| 21 | Permohonan Pembatalan Lesen/Surat Kelulusan | 2 | 5 Hari | 0(0%) | 2 | 0(0%) | 0(0%) |
| 22 | Pengeluaran / Percetakan Lesen | 1973 | 3 Hari | 0(0%) | 1973 | 0(0%) | 0(0%) |
| 23 | Pengeluaran/Percetakan Lesen | 31 | 3 Hari | 0(0%) | 31 | 0(0%) | 0(0%) |
| 24 | Permohonan Lesen Luar Negara | 0 | 5 Hari | 0(0%) | 0(0%) | 0(0%) | 0(0%) |
| 3 : Unit Kenderaan Pelancongan (Kereta Sewa Pandu) | | | | | | | |
| 25 | Permohonan Lesen Baru& Surat Kelulusan Bersyarat | 2 | 10 Hari | 2 | 0(0%) | 0(0%) | 0(0%) |
| 26 | Permohonan Rayuan Lesen Baru | 0 | 10 Hari | 0(0%) | 0(0%) | 0(0%) | 0(0%) |
| 27 | Permohonan Pembaharuan lesen | 14 | 3 Hari | 0(0%) | 14 | 0(0%) | 0(0%) |
| 28 | Permohonan Rayuan Pembaharuan Lesen | 0 | 5 Hari | 0(0%) | 0(0%) | 0(0%) | 0(0%) |
| 29 | Permohonan Ubah Syarat Lesen | 15 | 3 Hari | 0(0%) | 15 | 0(0%) | 0(0%) |
| 30 | Permohonan Rayuan Ubah Syarat Lesen | 0 | 5 Hari | 0(0%) | 0(0%) | 0(0%) | 0(0%) |
| 31 | Permohonan Ubah Syarat Surat Kelulusan | 6 | 5 Hari | 0(0%) | 6 | 0(0%) | 0(0%) |

| BIL | Urusan | Bilangan Permohonan Yang Diterima | Piagam Pelanggan Yang Ditetapkan | Tahap Pematuhan Pelanggan(PP) | | Tahap Pematuhan Pelanggan(PP) | |
|--|--|-----------------------------------|----------------------------------|-------------------------------|--------------|-------------------------------|-----------------------------------|
| | | | | BT Below Target | OT On Target | ET Exceed Target | ST Significantly Exceeding Target |
| 32 | Permohonan Rayuan Ubah Syarat Surat Kelulusan | 0 | 3 Hari | 0(0%) | 0(0%) | 0(0%) | 0(0%) |
| 33 | Permohonan Pembatalan Lesen/Surat Kelulusan | 0 | 3 Hari | 0(0%) | 0(0%) | 0(0%) | 0(0%) |
| 34 | Pengeluaran/Percetakan Lesen | 12 | 5 Hari | 0(0%) | 12 | 0(0%) | 0(0%) |
| 4 :Unit Pemandu Pelancong | | | | | | | |
| 35 | Pengeluaran lesen pemandu pelancong | 13 | 3 Hari | 0(0%) | 13 (100%) | 0(0%) | 0(0%) |
| 36 | Pembaharuan lesen pemandu pelancong | 175 | 2 Hari | 39 (22.3%) | 136 (77.7%) | 0(0%) | 0(0%) |
| 37 | Pengeluaran lesen pemandu pelancong khas Langkawi | 0 | 2 Hari | 0(0%) | 0(0%) | 0(0%) | 0(0%) |
| 38 | Pembaharuan lesen pemandu pelancong khas langkawi | 1 | 2 Hari | 0(0%) | 1 (100%) | 0(0%) | 0(0%) |
| 39 | Pengeluaran lesen Region Specific Tourist Guide (RSTG) | 81 | 3 Hari | 75 (92.6%) | 6 (7.4 %) | 0(0%) | 0(0%) |
| 40 | Pembaharuan lesen Region Specific Tourist Guide (RSTG) | 8 | 2 Hari | 0(0%) | 8 (100%) | 0(0%) | 0(0%) |
| 5: Unit Insitut Latihan Pelancongan | | | | | | | |
| 41 | Permohonan Baru ILP | 0 | 5 Hari | 0(0%) | 0(0%) | 0(0%) | 0(0%) |
| 42 | Permohonan Pembaharuan ILP | 2 | 2 Hari | 0(0%) | 2 (100%) | 0(0%) | 0(0%) |

| BIL | Urusan | Bilangan Permohonan Yang Diterima | Piagam Pelanggan Yang Ditetapkan | Tahap Pematuhan Pelanggan(PP) | | Tahap Pematuhan Pelanggan(PP) | |
|---|--|-----------------------------------|----------------------------------|-------------------------------|--------------|-------------------------------|-----------------------------------|
| | | | | BT Below Target | OT On Target | ET Exceed Target | ST Significantly Exceeding Target |
| 43 | Permohonan Baru Permit Mengajar | 0 | 3 hari | 0(0%) | 0(0%) | 0(0%) | 0(0%) |
| 44 | Permohonan Pembaharuan Permit Mengajar | 0 | 2 Hari | 0(0%) | 0(0%) | 0(0%) | 0(0%) |
| 45 | Permohonan Perubahan Pemegang Saham dan Modal Berbayar | 0 | 3 Hari | 0(0%) | 0(0%) | 0(0%) | 0(0%) |
| 46 | Permohonan Perubahan Lembaga Pengarah | 0 | 3 Hari | 0(0%) | 0(0%) | 0(0%) | 0(0%) |
| 47 | Permohonan Perubahan Lokasi | 0 | 3 Hari | 0(0%) | 0(0%) | 0(0%) | 0(0%) |
| 6.Unit Premis Penginapan Pelancong | | | | | | | |
| 48 | Permohonan Pendaftaran Premis Penginapan Pelancong | 10 | 5 Hari | 0(0%) | 10(100%) | 0(0%) | 0(0%) |
| 49 | Permohonan Pengelasan Premis Penginapan Pelancong | 73 | 9 Hari | 0(0%) | 73(100%) | 0(0%) | 0(0%) |
| 7.Unit Spa & Pusat Urutan Kaki | | | | | | | |
| 50 | Permohonan Pengelasan Spa | 5 | 20 Hari | 0(0%) | 5(100%) | 0(0%) | 0(0%) |
| 51 | Permohonan Pengelasan Pusat Urutan Kaki | 6 | 20 Hari | 0(0%) | 6(100%) | 0(0%) | 0(0%) |

| BIL | Urusan | Bilangan Permohonan Yang Diterima | Piagam Pelanggan Yang Ditetapkan | Tahap Pematuhan Pelanggan(PP) | | Tahap Pematuhan Pelanggan(PP) | |
|-------------------------|---|-----------------------------------|----------------------------------|-------------------------------|--------------|-------------------------------|-----------------------------------|
| | | | | BT Below Target | OT On Target | ET Exceed Target | ST Significantly Exceeding Target |
| 8. Unit Aduan | | | | | | | |
| 52 | Perniagaan Pengendalian Pelancongan dan Agensi Pengembaraan | 32 | 21 Hari | 32(100%) | 0(0%) | 0(0%) | 0(0%) |
| 53 | Premis Penginapan Pelancong | 1 | 21 Hari | 1(100%) | 0(0%) | 0(0%) | 0(0%) |
| 54 | Pemandu Pelancong | 3 | 21 Hari | 3(100%) | 0(0%) | 0(0%) | 0(0%) |
| 55 | Kenderaan Pelancongan | 0 | 21 Hari | 0(0%) | 0(0%) | 0(0%) | 0(0%) |
| 56 | Institut Latihan Pelancongan | 0 | 21 Hari | 0(0%) | 0(0%) | 0(0%) | 0(0%) |
| 57 | Am (Pelbagai) | 5 | 3 Hari | 5(100%) | 0(0%) | 0(0%) | 0(0%) |
| 58 | Kenderaan Awam | 0 | 3 Hari | 0(0%) | 0(0%) | 0(0%) | 0(0%) |
| 9. Unit Siasatan | | | | | | | |
| 59 | Pemandu Pelancong | 0 | 24 Hari | 0(0%) | 0(0%) | 0(0%) | 0(0%) |
| 60 | Perniagaan Pengendalian Pelancongan dan Agensi Pengembaraan (Berlesen) | 2 | 24 Hari | 0(0%) | 2(100%) | 0(0%) | 0(0%) |
| 61 | Perniagaan Pengendalian Pelancongan dan Agensi Pengembaraan (Tidak Berlesen) | 1 | 24 Hari | 0(0%) | 1(100%) | 0(0%) | 0(0%) |

| BIL | Urusan | Bilangan Permohonan Yang Diterima | Piagam Pelanggan Yang Ditetapkan | Tahap Pemuatan Pelanggan(PP) | | Tahap Pemuatan Pelanggan(PP) | |
|-------------------------------------|----------------------------|-----------------------------------|----------------------------------|------------------------------|--------------|------------------------------|-----------------------------------|
| | | | | BT Below Target | OT On Target | ET Exceed Target | ST Significantly Exceeding Target |
| 62 | Kenderaan Pelancongan APKP | TB | 20 Hari | TB | TB | 0(0%) | 0(0%) |
| Nota : TB* = Tidak Berkenaan | | | | | | | |