

**LAPORAN PENCAPAIAN PIAGAM PELANGGAN MENGIKUT BAHAGIAN BAGI TAHUN 2017**  
**MAJLIS DAERAH BANDAR BAHARU**  
**09800 SERDANG, KEDAH.**

| BIL.                            | PIAGAM PELANGGAN  | BAHAGIAN/<br>UNIT | JENIS DATA                    | BIL. /<br>PERATUS | JAN   | FEB   | MAC | APR | MEI   | JUN | JUL | OGOS | SEPT | OCT  | NOV  | DIS  | PENCAPAIAN<br>KESELURUHAN (%) |                                  |   |  |
|---------------------------------|---|-------------------|-------------------------------|-------------------|-------|-------|-----|-----|-------|-----|-----|------|------|------|------|------|-------------------------------|----------------------------------|---|--|
|                                 |   |                   |                               |                   |       |       |     |     |       |     |     |      |      |      |      |      | Jum. Capai<br>Piagam          | Jum. Data<br>Piagam<br>Pelanggan |   |  |
| 1                               | Sentiasa bersedia<br>memberikan layanan<br>terhadap sebarang<br>permasalahan dengan<br>segera, mesra dan<br>bersopan. | Pentadbiran       | Data Aduan                    | Bil.              | 13/21 | 12/13 | 6/7 | 5/8 | 14/15 | 2/2 | 3/5 | 2/4  | 1/5  | 9/13 | 7/10 | 6/11 | 80                            | 114                              |   |  |
|                                 |   |                   |                               | %                 | 62    | 92    | 86  | 63  | 93    | 100 | 60  | 20   | 20   | 69   | 70   | 55   | 70                            |                                  |   |  |
|                                 |   | Kesihatan         | Data Lesen                    | Bil.              | 100   | 61    | 62  | 242 | 117   | 61  | 97  | 46   | 131  | 82   | 82   | 12   | 1093                          | 1093                             |   |  |
|                                 |   |                   |                               | %                 | 100   | 100   | 100 | 100 | 100   | 100 | 100 | 100  | 100  | 100  | 100  | 100  | 100                           | 100                              |   |  |
|                                 |   | OSC               |                               |                   |       |       |     |     |       |     |     |      |      |      |      |      |                               |                                  |   |  |
|                                 |   | Kewangan          | Layanan kaunter<br>penerimaan | Bil.              | 2086  | 1311  | 789 | 970 | 474   | 293 | 508 | 549  | 346  | 656  | 528  | 722  | 9232                          | 9232                             |   |  |
|                                 |   |                   | Kaunter bergerak              | Bil.              | -     | -     | -   | -   | -     | -   | -   | -    | -    | -    | -    | -    | -                             | -                                | - |  |
|                                 |   | Perancang         |                               |                   |       |       |     |     |       |     |     |      |      |      |      |      |                               |                                  |   |  |
|                                 |   | Penilaian         |                               |                   |       |       |     |     |       |     |     |      |      |      |      |      |                               |                                  |   |  |
|                                 |   | Kejuruteraan      |                               |                   |       |       |     |     |       |     |     |      |      |      |      |      |                               |                                  |   |  |
| Teknologi<br>Maklumat /<br>ePBT | Laman Web / Portal  | Bil.              | 11/11                         | 1/1               | -     | -     | -   | -   | -     | -   | -   | -    | -    | -    | -    | 7/7  | 19                            | 19                               |   |  |
|                                 |   | %                 | 100                           | 100               | -     | -     | -   | -   | -     | -   | -   | -    | -    | -    | -    | 100  | 100.00                        |                                  |   |  |
| Pentadbiran                     | HRMIS (Data Profil<br>Perkhidmatan)   | %                 | 100                           | 100               | 100   | 100   | 100 | 100 | 100   | 100 | 100 | 100  | 100  | 100  | 100  | 100  | 100                           | 100                              |   |  |
|                                 | HRMIS (Data Rekod<br>Peribadi)  | %                 | 100                           | 100               | 100   | 100   | 100 | 100 | 100   | 100 | 100 | 100  | 100  | 100  | 100  | 100  | 100                           | 100                              |   |  |
| Kesihatan                       | Penyelesaian Aduan<br>Kemudahan Awam  | Bil.              | 0                             | 0                 | 0     | 0     | 0   | 0   | 0     | 0   | 0   | 0    | 0    | 0    | 0    | 0    | 0                             | 0                                |   |  |
|                                 |   | %                 | 0                             | 0                 | 0     | 0     | 0   | 0   | 0     | 0   | 0   | 0    | 0    | 0    | 0    | 0    | 0                             | 0                                |   |  |
| Perundangan &<br>Penguatkuasaan | Penyelesaian Aduan<br>Penguatkuasaan  | Bil.              | 4/4                           | 4/4               | 2/2   | 4/4   | 4/4 | -   | 1/1   | -   | 1/1 | 1/1  | 2/2  | 1/1  | 24   | 24   |                               |                                  |   |  |
|                                 |   | %                 | 100                           | 100               | 100   | 100   | 100 | -   | 100   | -   | 100 | 100  | 100  | 100  | 100  |      |                               |                                  |   |  |

| BIL.                      | PIAGAM PELANGGAN  | BAHAGIAN/<br>UNIT            | JENIS DATA                                  | BIL. /<br>PERATUS | JAN | FEB | MAC   | APR | MEI | JUN | JUL | OGOS | SEPT | OCT   | NOV | DIS | PENCAPAIAN<br>KESELURUHAN (%) |                                  |    |
|---------------------------|---|------------------------------|---|-------------------|-----|-----|-------|-----|-----|-----|-----|------|------|-------|-----|-----|-------------------------------|----------------------------------|----|
|                           |   |                              |   |                   |     |     |       |     |     |     |     |      |      |       |     |     | Jum. Capai<br>Piagam          | Jum. Data<br>Piagam<br>Pelanggan |    |
| 2                         | Sentiasa berusaha dan mempertingkatkan kualiti perkhidmatan yang menjadi teras MDBB.  | Perundangan & Penguatkuasaan | Notis / Kompaun Dikeluarkan                 | Bil.              | -   | -   | 16/16 | -   | 8/8 | -   | -   | 1/1  | -    | 12/12 | -   | 3/3 | 40                            | 40                               |    |
|                           |   | OSC                          | Bil. Permohonan Yang Masuk                  | Bil.              | -   | -   | 100   | -   | 100 | -   | -   | 100  | -    | 100   | -   | 100 | 100                           |                                  |    |
|                           |   | Kewangan                     | Pembayaran Bil, Invois dan Pesanan Kerajaan | Bil.              | 17  | 32  | 45    | 24  | 30  | 29  | 33  | 29   | 32   | 48    | 37  | 35  | 391                           | 391                              |    |
|                           |   |                              | Layanan atas talian (CIMB Clicks)           | Bil.              | 29  | 28  | 16    | 26  | 2   | 7   | 12  | 29   | 7    | 17    | 10  | 26  | 209                           | 209                              |    |
|                           |   | Kejuruteraan - Bangunan      | Kelulusan Kerja-Kerja Kecil Bangunan        | Bil.              | -   | -   | -     | -   | -   | -   | -   | -    | -    | -     | -   | -   | -                             | -                                | -  |
|                           |   |                              |   | %                 | -   | -   | -     | -   | -   | -   | -   | -    | -    | -     | -   | -   | -                             | -                                | -  |
|                           |   |                              | Kelulusan Permit Bangunan Sementara         | Bil.              | 1/1 | 1/2 | -     | -   | 1/7 | 0/4 | -   | -    | -    | -     | -   | 2/2 | -                             | 5                                | 16 |
|                           |   | %                            |   | 100               | 50  | -   | -     | 14  | 0   | -   | -   | -    | -    | -     | 100 | -   | 31                            |                                  |    |
|                           |   | Penilaian                    |   |                   |     |     |       |     |     |     |     |      |      |       |     |     |                               |                                  |    |
|                           |   | Kejuruteraan                 |   |                   |     |     |       |     |     |     |     |      |      |       |     |     |                               |                                  |    |
| Teknologi Maklumat / ePBT | eADUAN + ePBT   | Bil.                         | 13/21                                       | 12/13             | 6/7 | 5/8 | 14/15 | 2/2 | 3/5 | 2/4 | 1/5 | 9/13 | 7/10 | 6/11  | 80  | 114 |                               |                                  |    |
|                           |   | %                            | 62  | 92                | 86  | 63  | 93    | 100 | 60  | 20  | 20  | 69   | 70   | 55    | 70  |     |                               |                                  |    |
| 3                         | Sentiasa memastikan pembangunan membabitkan projek kerajaan dan inisiatif swasta / individu dipantau melalui peraturan dan kawalan yang teratur dan berkesan. | Pentadbiran                  |   |                   |     |     |       |     |     |     |     |      |      |       |     |     |                               |                                  |    |
|                           |   | Kesihatan                    | Permohonan Pelan Yang Disokong              | Bil.              | 0   | 0   | 0     | 0   | 0   | 0   | 0   | 0    | 0    | 0     | 0   | 0   | 0                             | 0                                | 0  |
|                           |   |                              |   | %                 | 0   | 0   | 0     | 0   | 0   | 0   | 0   | 0    | 0    | 0     | 0   | 0   | 0                             | 0                                | 0  |
|                           |   | OSC                          | Kelulusan Kebenaran Merancang               | Bil.              | 3/3 | -   | 1/1   | -   | 1/1 | -   | -   | -    | 1/1  | 2/2   | -   | -   | 8                             | 8                                |    |
|                           |   |                              |   | %                 | 100 | -   | 100   | -   | 100 | -   | -   | -    | 100  | 100   | -   | -   | 100                           |                                  |    |
|                           |   |                              | Kelulusan Secara Serentak KM                | Bil.              | -   | -   | -     | -   | -   | -   | -   | -    | 1/1  | 2/2   | -   | 2/2 | -                             | 5                                | 5  |
| %                         | -   | -                            |   | -                 | -   | -   | -     | -   | -   | 100 | 100 | -    | 100  | -     | 100 |     |                               |                                  |    |
| Kewangan                  |   |                              |   |                   |     |     |       |     |     |     |     |      |      |       |     |     |                               |                                  |    |



| BIL.                            | PIAGAM PELANGGAN   | BAHAGIAN/<br>UNIT | JENIS DATA                      | BIL. /<br>PERATUS | JAN | FEB | MAC | APR | MEI | JUN | JUL | OGOS | SEPT | OCT | NOV | DIS | PENCAPAIAN<br>KESELURUHAN (%) |                                  |   |   |   |
|---------------------------------|--|-------------------|---------------------------------|-------------------|-----|-----|-----|-----|-----|-----|-----|------|------|-----|-----|-----|-------------------------------|----------------------------------|---|---|---|
|                                 |  |                   |                                 |                   |     |     |     |     |     |     |     |      |      |     |     |     | Jum. Capai<br>Piagam          | Jum. Data<br>Piagam<br>Pelanggan |   |   |   |
| 4                               | Sentiasa<br>mengutamakan aspek<br>kesejahteraan hidup<br>rakyat. | Pentadbiran       |                                 |                   |     |     |     |     |     |     |     |      |      |     |     |     |                               |                                  |   |   |   |
|                                 |  | Kesihatan         | Program Gotong-<br>Royong       | Bil.              | -   | -   | -   | -   | -   | -   | -   | -    | -    | -   | -   | -   | -                             | -                                | - | - |   |
|                                 |  |                   |                                 | %                 | -   | -   | -   | -   | -   | -   | -   | -    | -    | -   | -   | -   | -                             | -                                | - | - | - |
|                                 |  | Kesihatan         | Kawalan Vektor<br>(Fogging/ULV) | Bil.              | -   | -   | -   | -   | -   | -   | -   | -    | -    | -   | -   | -   | -                             | -                                | - | - | - |
|                                 |  |                   |                                 | %                 | -   | -   | -   | -   | -   | -   | -   | -    | -    | -   | -   | -   | -                             | -                                | - | - | - |
|                                 |  | OSC               |                                 |                   |     |     |     |     |     |     |     |      |      |     |     |     |                               |                                  |   |   |   |
|                                 |  | Kewangan          |                                 |                   |     |     |     |     |     |     |     |      |      |     |     |     |                               |                                  |   |   |   |
|                                 |  | Perancang         | Program / Aktiviti<br>JPP       | Bil.              | -   | -   | -   | -   | -   | -   | -   | -    | -    | -   | -   | -   | -                             | -                                | - | - | - |
|                                 |  |                   |                                 | %                 | -   | -   | -   | -   | -   | -   | -   | -    | -    | -   | -   | -   | -                             | -                                | - | - | - |
|                                 |  | Penilaian         |                                 |                   |     |     |     |     |     |     |     |      |      |     |     |     |                               |                                  |   |   |   |
| Kejuruteraan                    |  |                   |                                 |                   |     |     |     |     |     |     |     |      |      |     |     |     |                               |                                  |   |   |   |
| Teknologi<br>Maklumat /<br>ePBT | Layanan Atas talian<br>(Pos Online)                              | Bil.              | 11                              | 4                 | 5   | 1   | -   | 1   | 9   | 7   | 3   | 3    | -    | 13  | 57  | 57  |                               |                                  |   |   |   |