**LAPORAN PENCAPAIAN PIAGAM PELANGGAN KESELURUHAN DAN MENGIKUT BAHAGIAN BAGI TAHUN 2015**
**MAJLIS DAERAH BANDAR BAHARU**
**09800 SERDANG, KEDAH.**

| BIL. | PIAGAM PELANGGAN | BAHAGIAN/ UNIT | JENIS DATA | BIL. / PERATUS | JAN | FEB | MAC | APR | MEI | JUN | JUL | OGOS | SEPT | OCT | NOV | DIS | PENCAPAIAN KESELURUHAN (%) | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | | | | | Jum. Capai Piagam | Jum. Piagam Pelanggan |
| 1 | Sentiasa bersedia memberikan layanan terhadap sebarang permasalahan dengan segera, mesra dan bersopan. | Pentadbiran | Data Aduan | Bil. | 1/13 | 3/16 | 2/9 | 1/16 | 0/7 | 0/7 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 68 |
| | | | | % | 7.69 | 18.75 | 22.22 | 6.25 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 10.29 | |
| | | Kesihatan | Data Lesen | Bil. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | | OSC | Tidak Berkenaan | | | | | | | | | | | | | | | |
| | | Kewangan | Layanan kaunter penerimaan | 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 | |
| | | | Bil. Kaunter Bergerak | Bil. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | | | Jumlah Kutipan Kaunter Bergerak | Bil. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | | Perancang | Tidak Berkenaan | | | | | | | | | | | | | | | |
| | | Penilaian | Tidak Berkenaan | | | | | | | | | | | | | | | |
| | | Kejuruteraan | Tidak Berkenaan | | | | | | | | | | | | | | | |
| | | Teknologi Maklumat/ ePBT | Laman web &portal | Bil. | 50/50 | 41/41 | 26/26 | 22/22 | 13/13 | 36/36 | 0 | 0 | 0 | 0 | 0 | 0 | 188 | 188 |
| | | | | % | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 100.00 | |
| 2 | Sentiasa berusaha dan mempertingkatkan kualiti perkhidmatan yang menjadi teras MDBB. | Pentadbiran | HRMIS (Data Profil | % | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 100 | |
| | | | HRMIS (Data Rekod Peribadi) | % | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | | Kesihatan | Penyelesaian Aduan 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 | |

| BIL. | PIAGAM PELANGGAN | BAHAGIAN/ UNIT | JENIS DATA | BIL. / PERATUS | JAN | FEB | MAC | APR | MEI | JUN | JUL | OGOS | SEPT | OCT | NOV | DIS | PENCAPAIAN KESELURUHAN (%) | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | | | | | Jum. Capai Piagam | Jum. Piagam Pelanggan |
| 2 | Sentiasa berusaha dan mempertingkatkan kualiti perkhidmatan yang menjadi teras MDBB. | Unit Perundangan & Penguat kuasaan | Penyelesaian Aduan Penguatkuasaan | Bil. | 1/1 | 1/1 | 4/4 | 0 | 1/1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 7 |
| | | | | % | 100.00 | 100.00 | 100.00 | 0.00 | 100.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 100.00 | |
| | | | Notis/Kompaun Dikeluarkan | Bil. | 5/5 | 4/5 | 4/4 | 36/61 | 18/25 | 4/15 | 0 | 0 | 0 | 0 | 0 | 0 | 71 | 115 |
| | | | | % | 100.00 | 80.00 | 100.00 | 59.02 | 72.00 | 26.67 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 61.74 | |
| | | Kewangan | Pembayaran Bil, Invois dan Pesanan Kerajaan | Bil. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | | | % | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | |
| | | | Layanan atas talian (CIMB Clicks) | Bil. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | | | % | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | |
| | | Kejuruteraan - Bangunan | Kelulusan Kerja-Kerja Kecil Bangunan | Bil. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | | | % | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | |
| | | | Kelulusan Permit Bangunan Sementara | Bil. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | | | % | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | |
| | | Penilaian | Tidak Berkenaan | | | | | | | | | | | | | | | |
| | | Teknologi Maklumat/ ePBT | eADUAN + Aduan ePBT | Bil. | 1/13 | 3/16 | 2/9 | 1/16 | 0/7 | 0/7 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 68 |
| | | | | % | 7.69 | 18.75 | 22.22 | 6.25 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 10.29 | |
| 3 | Sentiasa memastikan pembangunan membabitkan projek kerajaan dan inisiatif swasta / individu dipantau melalui peraturan dan kawalan yang teratur dan berkesan. | Pentadbiran | Tidak Berkenaan | | | | | | | | | | | | | | | |
| | | Kesihatan | Permohonan Pelan Yang Disokong | Bil. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | | | % | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | |
| | | OSC | Bil. Permohonan Masuk (Baru) | Bil. | 5 | 3 | 0 | 5 | 1 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 23 | |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | | | | | Jum. Capai Piagam | Jum. Piagam Pelanggan |
| 3 | Sentiasa memastikan pembangunan membabitkan projek kerajaan dan inisiatif swasta / individu dipantau melalui peraturan dan kawalan yang teratur dan berkesan. | OSC | Kelulusan Kebenaran Merancang | Bil. | 0 | 0 | 0 | 0 | 0 | 1/1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| | | | | % | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 100.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 100.00 | |
| | | | Kelulusan Pelan Bangunan | Bil. | 4/5 | 3/3 | 0 | 4/4 | 0 | 2/2 | 0 | 0 | 0 | 0 | 0 | 0 | 13 | 13 |
| | | | | % | 80.00 | 100.00 | 0.00 | 100.00 | 0.00 | 100.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 100.00 | |
| | | | Kelulusan Pelan Kejuruteraan | Bil. | 0 | 0 | 0 | 1/1 | 1/1 | 1/1 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 |
| | | | | % | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 100.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 100.00 | |
| | | | Kelulusan Secara Serentak KM & PB | Bil. | 0 | 0 | 0 | 0 | 0 | 1/1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| | | | | % | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 100.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 100.00 | |
| | | Kewangan | Tidak Berkenaan | | | | | | | | | | | | | | | |
| | | Perancang | Kelulusan Kebenaran Merancang | Bil. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | | | % | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | |
| | | | Kelulusan Secara Serentak KM | Bil. | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | |
| | | | Pelan Landskap, Penomboran Rumah Dan Penamaan Taman & Jalan | Bil. | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | |
| | | Penilaian | Pindah milik | Bil. | 5 | 5 | 3 | 6 | 6 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 28 | 28 |
| | | | | % | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 100.00 | |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | | | | | Jum. Capai Piagam | Jum. Piagam Pelanggan |
| 3 | Sentiasa memastikan pembangunan membabitkan projek kerajaan dan inisiatif swasta / individu dipantau melalui peraturan dan kawalan yang teratur dan berkesan. | Penilaian | Bil. Permohonan Sewa Baru/Masuk | Bil. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | | | Bil. Permohonan Sewa Diproses / Diluluskan | Bil. | 0 | 0 | 0 | 8 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 18 | 18 |
| | | | Peratus Pencapaian | % | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 100.00 | |
| | | Kejuruteraan - Bangunan | Kelulusan Pelan Pindaan/Tambahan Bangunan | Bil. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | | | % | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | |
| | | | Kelulusan Secara Serentak PB | Bil. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | | | Pelan Bangunan | Bil. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | | Kejuruteraan - Projek | Bil. Projek Diluluskan | Bil. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | | | Bil. Projek Dilaksana | Bil. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | | | Peratus Pencapaian | % | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | |
| | | Teknologi Maklumat/ ePBT | Status Penggunaan Semasa Sistem ePBT (% Gunapakai) | % Gunapakai | 93 | 95 | 95 | 95 | 95 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 95 | |
| | | | | % Belum | 7 | 5 | 5 | 5 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | |

| BIL. | PIAGAM PELANGGAN | BAHAGIAN/ UNIT | JENIS DATA | BIL. / PERATUS | JAN | FEB | MAC | APR | MEI | JUN | JUL | OGOS | SEPT | OCT | NOV | DIS | PENCAPAIAN KESELURUHAN (%) | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | | | | | Jum. Capai Piagam | Jum. Piagam Pelanggan |
| 4 | Sentiasa mengutamakan aspek kesejahteraan hidup rakyat. | Pentadbiran | Tidak Berkenaan | | | | | | | | | | | | | | | |
| | | Kesihatan | Program Gotong-Royong | Bil. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | | Kawalan Vektor (Fogging/ULV) | Bil. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | OSC | Tidak Berkenaan | | | | | | | | | | | | | | | |
| | | Kewangan | Tidak Berkenaan | | | | | | | | | | | | | | | |
| | | Perancang | Program / Aktiviti JPP | Bil. | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | |
| | | Penilaian | Tidak Berkenaan | | | | | | | | | | | | | | | |
| | | Kejuruteraan | Tidak Berkenaan | | | | | | | | | | | | | | | |
| | | Teknologi Maklumat/ ePBT | Layanan atas talian (Pos Online) | Bil. | 2/2 | 28/28 | 8/8 | 5/5 | 1/1 | 1/1 | 0 | 0 | 0 | 0 | 0 | 0 | 45 | 45 |
| | | | | % | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 100.00 | |

Disediakan oleh :

Unit Teknologi Maklumat/ePBT

Majlis Daerah Bandar Baharu

Serdang, Kedah.

Tarikh Kemaskini Terakhir : 20 Julai 2015