



**CLIENT'S CHARTER ACHIEVEMENT**  
**4 – 10 March 2019**  
**MALAYSIAN METEOROLOGICAL DEPARTMENT**  
**MINISTRY OF ENERGY, SCIENCE, TECHNOLOGY**  
**ENVIRONMENT AND CLIMATE CHANGE**



PLEDGE	Conformance to Time Frame of Client's Charter		Non-Conformance to Time Frame of Client's Charter		Number of Services
	Number of Conformance	% of Conformance	Number of Conformance	% of Conformance	
Request for meteorological, seismological and tsunami information will be responded to within 1 working day and supplied within 5 working days.	53	100	0	0	53
Weather information for flights will be ready in 3 hours before departure.	6529	98.9	73	1.1	6602
Monthly Weather Bulletin will be published within 10 working days at the beginning of the following month.	-	-	-	-	-
Annual Weather Observation Summary will be published by February of the following year.	-	-	-	-	-
10-day Agrometeorological Bulletin will be published within 5 working days after each decade.	-	-	-	-	-
Monthly Agroclimatic Analysis and Outlook will be published within the second week of the following month.	-	-	-	-	-
Request for cloud seeding operation will be implemented within 10 working days.	1	100	0	0	1
Radar and satellite images on the website will be updated every 30 minutes.	4116	100	0	0	4116
Preliminary earthquake and tsunami information will be disseminated to the relevant agencies and mass media within 8 minutes upon the detection of an earthquake.	11	91.7	1	8.3	12

Updated on Wednesday 13 March 2019