



CLIENT CHARTER ACHIEVEMENT
23-29 JANUARY 2012
 Malaysian Meteorological Department (MMD)
 Ministry of Science, Technology & Innovation



The Malaysian Meteorological Department endeavors to provide meteorological and geophysical services of high quality to fulfill the socio-economic and security needs of our nation. We pledge to provide quality services on:

SERVICES	PLEDGE	ACHIEVEMENT
Weather Forecast Services	a) All meteorological services provided to civil aviation conform completely to the "Standard and Recommended Practices of ICAO".	Comply
	b) All weather forecast documents for international and domestic flights will be ready for collection 3 and 2 hours before departure respectively.	Time : 100% Accuracy : 94.7%
	c) All enquiries concerning information for weather and sea condition through telephone calls or personal visits to the forecast offices at any time (24 hours including Sundays and public holidays) will be attended to courteously and expeditiously.	Public Forecast Accuracy (1-day:86.1% 3-day:77.3% 7-day:68.7%)
	d) Warnings on adverse weather, strong winds and rough seas will be disseminated through the mass media to inform the general public as soon as the bad weather and rough seas conditions are forecasted.	Public Weather Warning Accuracy :87.9% Seas Warning Accuracy :87.7%
Seismological and Tsunami Services	a) All applications for seismological information will be answered as soon as possible and not later than 5 working days from the date of receiving the applications.	No Request
	b) Information concerning occurrence of earth tremor will be delivered to designated recipients within 10 minutes from the time of occurrence of the earth tremor.	66.7%



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SERVICES	PLEDGE	ACHIEVEMENT
Cloud Seeding Services	a) Feasibility study on each request for cloud seeding operations will be completed within 2 weeks from the date of receiving the request.	No Request
	b) Cloud seeding operations will be implemented immediately for requests that are considered urgent to the nation.	No Request
Marine Meteorology and Oceanography Services	a) All forecasts of sea conditions will be issued before 4.00 pm each day.	Marine Forecast Accuracy (1-day:88.9% 3-day:80.7% 7-day78.0%)
	b) Strong winds and rough sea advisories/warnings will be issued as soon as these phenomena are forecasted to occur.	100%
	c) All application for information and advices will be answered as soon as possible and not later than 5 working days from the date of receiving the application.	100%
Climatological Services	a) The “Monthly Weather Bulletin” will be published within the first 7 days of the following month.	100% (Based on January 9-15, 2012 Achievement)
	b) The “Weather Observation Summary” will be published by February of the following year.	100% (Based on February 2011 Achievement)
	c) Drought warning would be released whenever the criteria is fulfilled.	No Warning Issued



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Climatological Services	d) Meteorological Information will be provided within 5 working days and all inquiries will be attended to expeditiously.	100%
Agrometeorological Services	a) All applications for agrometeorological information and advices will be answered as soon as possible and not later than 5 days after the date of receiving the application.	No Request
	b) The "Agrometeorological Bulletin" for each decade (10 days) will be ready for distribution to clients not later than 5 days after the end of the decade concerned.	100% (Based on January 9-15, 2012 Achievement)
Environmental Meteorological Services	a) All requests for data, information and advices on environmental meteorology will be answered as soon as possible and not later than 5 working days from the date of receiving the request.	100% (Based on January 16-22, 2012 Achievement)
	b) Environmental meteorology information for emergency purposes will be provided within 24 hours.	100% (Based on January 16-22, 2012 Achievement)

Updated : Tuesday, January 31, 2012