



**CLIENT'S CHARTER ACHIEVEMENT  
4 JANUARY 2021 – 10 JANUARY 2021  
MALAYSIAN METEOROLOGICAL DEPARTMENT  
MINISTRY OF ENVIRONMENT AND WATER**



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.	28	100	-	-	28
Weather information for flights will be ready in 3 hours before departure.	6160	98.3	108	1.7	6268
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.	1	100	-	-	1
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.	-	-	-	-	-
Radar and satellite images on the website will be updated every 30 minutes.	4116	100	-	-	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.	4	100	-	-	4

Updated on Tuesday 12 Jan 2021