

**Client's Charter Achievement Status**  
**Parliament of Malaysia 2017**

| No      | Client's Charter  | First Meeting<br>(House of Representatives)<br><br>6 March - 6 April 2017                        | Achievement   | Second Meeting<br>(House of Representatives)<br><br>24 July - 10 August 2017                     | Achievement  | Third Meeting<br>(House of Representatives)<br><br>23 Oct - 30 Nov 2017                          | Achievement  |
|---------|---|--|---|--|--|--|--|
| 1(i)(a) | To ensure that the Notice on the date of the sitting to all members of the House of Representatives and the ministries are issued within 28 days from the date of the first day of the session in accordance with S.O. 9 (2) (a) of the House of Representatives. | <ul style="list-style-type: none"> <li>• No. Members: 222</li> <li>• No. Ministry: 24</li> </ul> | <p style="text-align: center;">100%</p> <p>Notice of the 1<sup>st</sup> Meeting of the House of Representatives had been submitted on Friday 20<sup>th</sup> January 2017</p> | <ul style="list-style-type: none"> <li>• No. Members: 222</li> <li>• No. Ministry: 24</li> </ul> | <p style="text-align: center;">100%</p> <p>Notice of the 2<sup>nd</sup> Meeting of the House of Representatives had been submitted on Friday 9 June 2017</p> | <ul style="list-style-type: none"> <li>• No. Members: 222</li> <li>• No. Ministry: 24</li> </ul> | <p style="text-align: center;">100%</p> <p>Notice of the 3<sup>rd</sup> Meeting of the House of Representatives had been submitted on Friday 8 Sept 2017</p> |

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| <b>No</b> | <b>Client's Charter</b>   | <b>First Meeting<br/>(House of<br/>Representatives)<br/><br/>6 March - 6 April 2017</b>          | <b>Achievement</b> | <b>Second Meeting<br/>(House of<br/>Representatives)<br/><br/>24 July - 10 August<br/>2017</b>   | <b>Achievement</b> | <b>Third Meeting<br/>(House of<br/>Representatives)<br/><br/>23 Oct - 30 Nov 2017</b>            | <b>Achievement</b> |
|-----------|---|--|--------------------|--|--------------------|--|--------------------|
| 1(i)(b)   | To make available Order Paper daily in accordance with S.O. 14 (1) of the House of Representatives a day before the sitting date. | <ul style="list-style-type: none"> <li>• No. Members: 222</li> <li>• No. Ministry: 24</li> </ul> | 100%               | <ul style="list-style-type: none"> <li>• No. Members: 222</li> <li>• No. Ministry: 24</li> </ul> | 100%               | <ul style="list-style-type: none"> <li>• No. Members: 222</li> <li>• No. Ministry: 24</li> </ul> | 100%               |

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| No      | Client's Charter   | First Meeting<br>(House of Representatives)<br><br>6 March - 6 April 2017                        | Achievement | Second Meeting<br>(House of Representatives)<br><br>24 July - 10 August 2017                     | Achievement | Third Meeting<br>(House of Representatives)<br><br>23 Oct - 30 Nov 2017                          | Achievement |
|---------|--|--|-------------|--|-------------|--|-------------|
| 1(i)(c) | To ensure that official reports (Hansard) of the House of Representatives is published before 3.00 pm the next day for reference purposes of the members according to S.O. 10 of the House of Representatives. | <ul style="list-style-type: none"> <li>• No. Members: 222</li> <li>• No. Ministry: 24</li> </ul> | 100%        | <ul style="list-style-type: none"> <li>• No. Members: 222</li> <li>• No. Ministry: 24</li> </ul> | 100%        | <ul style="list-style-type: none"> <li>• No. Members: 222</li> <li>• No. Ministry: 24</li> </ul> | 100%        |

**Client's Charter Achievement Status  
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| No       | Client's Charter   | First Meeting<br>(The Senate)<br><br>17 April - 27 April 2017                                   | Achievement | Second Meeting<br>(The Senate)<br><br>14 Aug - 22 Aug 2017                                      | Achievement | Third Meeting<br>(The Senate)<br><br>4 Dec - 19 Dec 2017  | Achievement |
|----------|--|---|-------------|---|-------------|---|-------------|
| 1(ii)(a) | To ensure that the Notice on the date of the sitting to all members of the Senate and the ministries are issued within 28 days from the date of the first day of the session under S.O. 8 (2) (a) of the Senate. | <ul style="list-style-type: none"> <li>• No. Members: 70</li> <li>• No. Ministry: 25</li> </ul> | 100%        | <ul style="list-style-type: none"> <li>• No. Members: 70</li> <li>• No. Ministry: 25</li> </ul> | 100%        | <ul style="list-style-type: none"> <li>• No. Members: 70</li> <li>• No. Ministry: 25</li> </ul> | 100%        |

**Client's Charter Achievement Status  
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| <b>No</b> | <b>Client's Charter</b>  | <b>First Meeting<br/>(The Senate)<br/><br/>17 April - 27 April 2017</b>                         | <b>Achievement</b> | <b>Second Meeting<br/>(The Senate)<br/><br/>14 Aug - 22 Aug 2017</b>                            | <b>Achievement</b>          | <b>Third Meeting<br/>(The Senate)<br/><br/>4 Dec - 19 Dec 2017</b>                               | <b>Achievement</b> |
|-----------|--|---|--------------------|---|-----------------------------|--|--------------------|
| 1(ii)(b)  | To make available Order Paper daily in accordance with S.O. 13 (1) of the Senate a day before sitting date | <ul style="list-style-type: none"> <li>• No. Members: 70</li> <li>• No. Ministry: 25</li> </ul> | 100%               | <ul style="list-style-type: none"> <li>• No. Members: 70</li> <li>• No. Ministry: 25</li> </ul> | The house is not in session | <ul style="list-style-type: none"> <li>• No. Members : 70</li> <li>• No. Ministry: 25</li> </ul> | 100%               |

**Client's Charter Achievement Status  
Parliament of Malaysia 2017**

| No       | Client's Charter  | First Meeting<br>(The Senate)<br><br>17 April - 27 April 2017                                   | Achievement | Second Meeting<br>(The Senate)<br><br>14 Aug - 22 Aug 2017                                      | Achievement                 | Third Meeting<br>(The Senate)<br><br>4 Dec - 19 Dec 2017  | Achievement |
|----------|---|---|-------------|---|-----------------------------|---|-------------|
| 1(ii)(c) | To ensure that the official reports (Hansard) of the Senate is published before 3.00 pm the next day for reference purposes of the members according to S.O. 9 of the Senate. | <ul style="list-style-type: none"> <li>• No. Members: 70</li> <li>• No. Ministry: 25</li> </ul> | 100%        | <ul style="list-style-type: none"> <li>• No. Members: 70</li> <li>• No. Ministry: 25</li> </ul> | The house is not in session | <ul style="list-style-type: none"> <li>• No. Members: 70</li> <li>• No. Ministry: 25</li> </ul> | 100%        |

**Client's Charter Achievement Status  
Parliament of Malaysia 2017**

| <b>No.</b> | <b>Client's Charter</b>   | <b>Parliamentary Conference First Meeting (House of Representatives and The Senate)<br/><br/>6 March – 6 April 2017<br/>17 April – 27 April 2017</b> | <b>Achievement</b> | <b>Parliamentary Conference Second Meeting (House of Representatives and The Senate)<br/><br/>24 July – 10 Aug 2017<br/>14 Aug – 22 Aug 2017</b> | <b>Achievement</b> | <b>Parliamentary Conference Third Meeting (House of Representatives and The Senate)<br/><br/>23 Oct - 30 Nov 2017<br/>4 Dec – 19 Dec 2017</b> | <b>Achievement</b> |
|------------|---|--|--------------------|--|--------------------|---|--------------------|
| 1 (iii)    | To manage and ensure that the tabling of Bills, getting the Royal assent, and to inform the Attorney General to gazette the Bill to be an Act according to Article 66, 67 and 68 of the Federal Constitution. | Number of Bills passed : 13  | 100%               | Number of Bills passed : 19  | 100%               | Number of Bills passed : 13   | 100%               |

**Client's Charter Achievement Status**  
**Parliament of Malaysia 2017**

| <b>No.</b> | <b>Client's Charter</b>   | <b>Number of Visits<br/>(until May)</b> | <b>Achievement</b> |
|------------|---|---|--------------------|
| 2(i)       | To handle official visits / working visits of foreign President / Speaker, Deputy President / Deputy Speaker and Members of the Parliament to Malaysia within one month from date of visit.   | 3                                       | 100%               |
| 2(ii)      | To manage participation of Members of the Malaysian Parliament to Conferences/ Meetings related to Parliamentary organizations outside the country within one months from date of conference. | 6                                       | 100%               |
| 2(iii)     | To manage participation of Members of the Malaysian Parliament to Conferences/ Meetings related to Parliamentary organizations outside the country within two months from date of conference. | 14                                      | 100%               |
| 2(iv)      | To manage Courtesy Call on the President of the Senate 5 days from date of visit.   | 4                                       | 100%               |
| 2(v)       | To manage Courtesy Call on the Speaker of the House of Representatives 5 days from date of visit.   | 5                                       | 100%               |
| 2(vi)      | To manage Courtesy Call on the Deputy President of the Senate 5 days from date of visit.  | 1                                       | 100%               |
| 2(vii)     | To manage Courtesy Call on the Deputy Speaker of the House of Representatives 5 days from date of visit.  | 1                                       | 100%               |