No	Client's Charter	First Meeting (Dewan Rakyat) 12 Mar – 12 April 2012	Achievement	Second Meeting (Dewan Rakyat) 11 June – 28 June 2012	Achievement	Third Meeting (Dewan Rakyat) 24 Sep – 29 Nov 2012	Achievement
1(i)(a)	To ensure that the Notice on the date of the sitting to all members of the Dewan Rakyat and the ministries are issued within 28 days from the date of the first day of the session in accordance with Article 9 (2) (a) of the Standing Orders.	 Number of Members :222 Number of Ministries: 28 Number of Departments/ Federal Government's Agency :21 	100%	 Number of Members :222 Number of Ministries: 28 Number of Departments/ Federal Government's Agency :21 	100%	 Number of Members :222 Number of Ministries: 28 Number of Departments/ Federal Government's Agency :21 	100%

No	Client's Charter	First Meeting (Dewan Rakyat) 12 Mar – 12 April 2012	Achievement	Second Meeting (Dewan Rakyat) 11 June – 28 June 2012	Achievement	Third Meeting (Dewan Rakyat) 24 Sep – 29 Nov 2012	Achievement
1(i)(b)	To make available Order Paper daily in accordance with Article 14 (1) of Standing Order of the Dewan Rakyat a day before the sitting date.	 Number of Members: 222 Number of Ministries: 28 	100%	 Number of Members: 222 Number of Ministries: 28 	100%	 Number of Members: 222 Number of Ministries: 28 	100%

No	Client's Charter	First Meeting (Dewan Rakyat) 12 Mar – 12 April 2012	Achievement	Second Meeting (Dewan Rakyat) 11 June – 28 June 2012	Achievement	Third Meeting (Dewan Rakyat) 24 Sep – 29 Nov 2012	Achievement
1(i)(c)	To ensure that the official reports (Hansard) of the Dewan Rakyat is published before 3.00 pm the next day for reference purposes of the members according to Article 10 of the Standing Order.	 Number of Members :222 Number of Ministries: 28 	100%	 Number of Members :222 Number of Ministries: 28 	100%	 Number of Members :222 Number of Ministries: 28 	100%

No	Client's Charter	First Meeting (Dewan Negara) 23 April – 10 May 2012	Achievement	Second Meeting (Dewan Negara) 9 July – 17 July 2012	Achievement	Third Meeting (Dewan Negara) 3 Dec – 20 Dec 2012	Achievement
1(ii)(a)	To ensure that the Notice on the date of the sitting to all members of the Senate and the ministry are issued within 28 days from the date of the first day of the session under Article 8 (2) (a) of the Standing Orders of the Dewan Negara.	 Number of Members :70 Number of Ministries: 28 Number of Departments/ Federal Government's Agency :21 	100%	 Number of Members: 70 Number of Ministries: 28 Number of Departments/ Federal Government's Agency: 21 	100%	 Number of Members: 70 Number of Ministries: 28 Number of Departments/ Federal Government's Agency: 21 	100%

No	Client's Charter	First Meeting (Dewan Negara) 23 April – 10 May 2012	Achievement	Second Meeting (Dewan Negara) 9 July – 17 July 2012	Achievement	Third Meeting (Dewan Negara) 3 Dec – 20 Dec 2012	Achievement
1(ii)(b)	To make available Order Paper daily in accordance with Article 13 (1) of the Standing Orders of the Dewan Negara a day before the sitting date.	 Number of Members: 70 Number of Ministries: 28 	100%	 Number of Members: 70 Number of Ministries: 28 	100%	 Number of Members: 70 Number of Ministries: 28 	100%

No	Client's Charter	First Meeting (Dewan Negara) 23 April – 10 May 2012	Achievement	Second Meeting (Dewan Negara) 9 July – 17 July 2012	Achievement	Third Meeting (Dewan Negara) 3 Dec – 20 Dec 2012	Achievement
1(ii)(c)	To ensure that the official reports (Hansard) of the Dewan Negara is published before 3.00 pm the next day for reference purposes of the members according to Article 9 of the Standing Order.	 Number of Members: 70 Number of Ministries: 28 	100%	 Number of Members: 70 Number of Ministries: 28 	100%	 Number of Members: 70 Number of Ministries: 28 	100%

No	Client's Charter	Parliament Meeting First Meeting (Dewan Rakyat dan Dewan Negara) 12 Mar - 10 May 2012	Achievement	Parliament Meeting Second Meeting (Dewan Rakyat dan Dewan Negara) 11 June – 17 July 2012	Achievement	Parliament Meeting Third Meeting (Dewan Rakyat dan Dewan Negara) 24 Sep – 20 Dec 2012	Achievement
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 : 21	100%	Number of Bills passed : 8	100%	Number of Bills passed : 14	100%

No	Client's Charter	Number of Visit January – December 2012	Achievement
2(i)	To handle official visits / working visits of the Speaker, Deputy Speaker and foreign Members of the Parliament to Malaysia within one month from the date of the visit.	10	100%

No	Client's Charter	Number of Visit January – December 2012	Achievement
2(ii)	To handle official visit / working visit of the Speaker, Deputy Speaker and Members of the Malaysian Parliament to foreign countries within one month from the date of the visit.		100%

No	Client's Charter	Number of Conference January - December 2012	Achievement
2(iii)	To manage the participation of Members of the Malaysian Parliament to Conferences/ Meetings related to Parliamentary organizations outside the country within two months from the date of the conference.	11	100%