

**Status of Achievement of Clients' Charter
Parliament of Malaysia 2019**

No.	Clients' Charter	First Sitting of the Dewan Rakyat 11 March - 11 April 2019	Achievement	Second Sitting of the Dewan rakyat 1 Jul – 18 Jul 2019	Achievement	Third Sitting of the Dewan Rakyat 7 Oct – 5 Dec 2019	Achievement
1(i)(a)	Ensure that Notice of Meeting regarding the dates of meeting is made known to all Members of the Dewan Rakyat and the Ministries at least 28 days from the commencement of each sessions as according to the Standing Order 9 (2)(a).	<ul style="list-style-type: none"> • Members : 222 • Ministry : 25 	<p style="text-align: center;">100%</p> <p style="text-align: center;">Notice of Meeting is issued on Friday, 8 February 2019</p>	<ul style="list-style-type: none"> • Members: 222 • Ministry : 25 	<p style="text-align: center;">Notice of Meeting will be issued on Friday, 31 May 2019</p>	<ul style="list-style-type: none"> • Members : 222 • Ministry : 25 	<p style="text-align: center;">Notice of Meeting will be issued on Friday, 6 September 2019</p>

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(b)	To Prepare Daily Order Paper In Accordance to Standing Orders 14 (1) one (1) day before each sitting.	<ul style="list-style-type: none"> • Members : 222 • Ministry : 25 		<ul style="list-style-type: none"> • Members : 222 • Ministry : 25 		<ul style="list-style-type: none"> • Members : 222 • Ministry : 25 	

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1(i)(c)	To Ensure That the Hansard is Ready Before 3 pm on The Next Day as Stipulated in Standing Orders 10 For Reference of the Members	<ul style="list-style-type: none"> • Members : 222 Ministry : 25 		<ul style="list-style-type: none"> • Members : 222 Ministry : 25 		<ul style="list-style-type: none"> • Members : 222 Ministry : 25 	

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1(iii)	To Manage and Ensure the Tabling of Bills, Obtaining Royal Assent for It and Informing the Attorney General to Gazette It as Acts as According to Article 66,67 and 68 of the Federal Constitution.	Number of Bills Approved :		Number of Bills Approved :		Number of Bills Approved :	

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No	Client's Charter	First Meeting (The Senate) 22 April – 09 May 2019	Achievement	Second Meeting (The Senate) 22 July – 31 July 2019	Achievement	Third Meeting (The senate) 09 Dec - 19 Dec 2019	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"> • No. Members: 68 • No. Ministry : 25 	<p style="text-align: center;">100%</p> <p>Notice of the 1st Meeting of the Senate had been submitted on 11th March 2019</p>	<ul style="list-style-type: none"> • No. Members: • No. Ministry : 25 	Notice of the 2nd Meeting of the Senate will be submit on 10th June 2019	<ul style="list-style-type: none"> • No. Members: • No. Ministry : 25 	Notice of the 3rd Meeting of the Senate will be submit on 25th October 2019

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No	Client's Charter	First Meeting (The Senate) 22 April – 09 May 2019	Achievement	Second Meeting (The Senate) 22 July – 31 July 2019	Achievement	Third Meeting (The senate) 09 Dec - 19 Dec 2019	Achievement
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"> • No. Members: 68 • No. Ministry : 25 		<ul style="list-style-type: none"> • No. Members: • No. Ministry : 25 		<ul style="list-style-type: none"> • No. Members: • No. Ministry : 25 	

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No	Client's Charter	First Meeting (The Senate) 22 April – 09 May 2019	Achievement	Second Meeting (The Senate) 22 July – 31 July 2019	Achievement	Third Meeting (The senate) 09 Dec - 19 Dec 2019	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"> •No. Members: 68 •No. Ministry : 25 		<ul style="list-style-type: none"> • No. Members: • No. Ministry : 25 		<ul style="list-style-type: none"> • No. Members: • No. Ministry : 25 	

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No	Client's Charter	Number of Visits (until May)	Achievement
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.	0	100%
2(ii)	To arrange participation of Members of the Malaysian Parliament to Conferences/ Meetings related to Parliamentary organizations outside the country within one month from date of conference.	4	100%
2(iii)	To arrange participation of Members of the Malaysian Parliament to Conferences/ Meetings related to Parliamentary organizations outside the country within two months from date of conference.	12	100%
2(iv)	To arrange Courtesy Calls for the President of the Senate 5 days from date of visit.	5	100%
2(v)	To arrange Courtesy Calls for the Speaker of the House of Representatives 5 days from date of visit.	35	100%
2(vi)	To arrange Courtesy Calls on the Deputy President of the Senate 5 days from date of visit.	1	100%
2(vii)	To arrange Courtesy Calls on the Deputy Speaker of the House of Representatives 5 days from date of visit.	5	100%