

CLIENT CHARTER ACHIEVEMENT FOR 2015

1.Process non-project building plan application for approval within 21 working days.

NO.	ITEMS	MONTH (TOTAL)											
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Applications received	43	33	51	59	61	71	66	63	67	72	81	75
2	Applications Resolved Within 21 Working Days	43	33	51	59	61	71	66	63	67	72	81	75

2. Issue assessment tax bills twice a year; before 31 January and 31 July every year.

NO.	ITEMS	MONTH (TOTAL)											
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Bill Issuance	51,000	-	-	-	-	-	47,000	-	-	-	-	-
2	Status	100%	-	-	-	-	-	100%	-	-	-	-	-

3. Review all tax assessment objections and appeals for consideration within 90 days.

NO.	ITEMS	MONTH (TOTAL)											
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Appeal For Reduction	68	59	53	63	42	58	71	69	59	67	53	82
2	Remittance	32	28	22	29	17	26	42	37	31	42	22	43

*Appeal cases within the fixed period

4. Application for planning permission will be processed within 90 days

NO.	ITEMS	MONTH (TOTAL)											
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Applications Received	69	62	71	68	61	68	57	51	41	47	51	63
2	Processed within 90 Days	69	62	71	68	61	68	57	51	41	47	51	63

5. Review all applications for conversion of land under government land application within 14 working days.

NO.	ITEMS	MONTH (TOTAL)											
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Applications Received	63	57	49	61	67	80	72	67	47	58	73	81
2	Reviewed Within 14 Working Days	63	57	49	61	67	80	72	67	47	58	73	81

6. Resolve advisory services by planners within 14 working days.

NO.	ITEMS	MONTH (TOTAL)											
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Planners' Advisory Services	14	11	10	9	9	13	12	11	14	12	13	16
2	Resolved Within 14 Working Days	14	11	10	9	9	13	12	11	14	12	13	16

7. Process plan review of earthworks application within 15 working days..

NO.	ITEMS	MONTH (TOTAL)											
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Review for comment of Earthworks Application plan Received	12	11	7	14	10	12	15	13	12	12	13	15
2	Processed Within 15 Working Days	12	11	7	14	10	12	15	13	12	12	13	15

8. Attend for action any complaints and reports of minor / street / drain damages within 3 days..

NO.	ITEMS	MONTH (TOTAL)											
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Complaints Received	14	12	13	17	19	13	11	13	17	19	21	25
2	Investigation For Action Within 3 Days	14	12	13	17	19	13	11	13	17	19	21	25

9. Implement solid waste management efficiently and its collection and cleaning are carried out every day as per schedule in the city centre, public places and business centres, and every 2 days in housing estates and other areas.

NO.	ITEMS	MONTH (TOTAL)											
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Implementing solid waste management and its collection and cleaning are carried out as per schedule in the city centre, public places and business centres	740 drums	740 drums	740 drums	740 drums	740 drums	740 drums	740 drums	740 drums	740 drums	740 drums	740 drums	740 drums
2	Collection and cleaning successfully carried out every day	740 drums	740 drums	740 drums	740 drums	740 drums	740 drums	740 drums	740 drums	740 drums	740 drums	740 drums	740 drums
3	Implementing solid waste management and its collection and cleaning are carried out as per schedule in the housing estates and other areas.	7056 drums	7056 drums	7056 drums	7056 drums	7056 drums	7056 drums	7056 drums	7056 drums	7056 drums	7056 drums	7056 drums	7056 drums
4	Collection and cleaning successfully carried out every 2 days	7056 drums	7056 drums	7056 drums	7056 drums	7056 drum	7056 drum	7056 drum	7056 drum	7056 drum	7056 drums	7056 drum	7056 drum