

CLIENT CHARTER ACHIEVEMENT FOR 2016

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	37	35	41	39	51	44	37	41	46	51	51	47
2	Applications Resolved Within 21 Working Days	37	35	41	39	51	44	37	41	46	51	51	47

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	57,000	-	-	-	-	-	61,000	-	-	-	-	-
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	71	74	69	72	63	68	48	52	39	44	72	75
2	Remittance	35	41	37	43	35	41	29	41	32	36	59	62

*Appeal cases within the fixed period

4. Resolve applications for transfer / tarekah within 30 days from the date a complete application is received.

NO.	ITEMS	MONTH (TOTAL)											
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Title Transfer Application	41	43	47	51	49	45	39	32	41	53	39	43
2	Resolved Within 30 Days From The Date A Complete Application Is Received	41	43	47	51	49	45	39	32	41	53	39	43

5. 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	72	71	73	69	63	75	59	67	65	73	71	68
2	Processed within 60 Days	72	71	73	69	63	75	59	67	65	73	71	68

6. Review all applications for conversion of land under government land application within 15 working days.

NO.	ITEMS	MONTH (TOTAL)											
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Applications Received	59	62	71	73	69	66	53	49	42	52	63	59
2	Reviewed Within 15 Working Days	59	62	71	73	69	66	53	49	42	52	63	59

7. Resolve advisory services by planners within 24 working days.

NO.	ITEMS	MONTH (TOTAL)											
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Planners' Advisory Services	16	14	17	15	21	23	25	31	19	22	28	32
2	Resolved Within 24 Working Days	16	14	17	15	21	23	25	31	19	22	28	32

8. 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	13	16	19	22	23	21	17	15	19	25	19	22
2	Processed Within 15 Working Days	13	16	19	22	23	21	17	15	19	25	19	22

9. Process licence application in not more than 20 working days for high-risk licenses and 7 working days for no-risk licenses.

NO.	ITEMS	MONTH (TOTAL)											
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Licence Applications Received	71	72	83	81	69	75	68	63	59	61	62	55
2	Licence Applications Resolved In Not More Than 20 Working Days	49	50	67	72	34	42	51	49	43	50	49	39

10. Process approval period for applications of landscape plan within 10 working days, while response / action on complaints regarding landscaping will be implemented within 14 working days.

NO.	ITEMS	MONTH (TOTAL)											
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Landscape Plan Application Received	16	18	21	23	25	27	19	22	31	27	23	19
2	Landscape Plan Application For Approval Processed Within 10 Working Days	16	18	21	23	25	27	19	22	31	27	23	19

11. Review all street/drainage development plans for comments within 10 days.

NO.	ITEMS	MONTH (TOTAL)											
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Street/drainage Development Plans Received	11	13	15	17	14	19	21	23	18	25	27	33
2	Plans Reviewed In 10 Days	11	13	15	17	14	19	21	23	18	25	27	33

12. 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	15	16	13	15	17	21	19	22	25	27	31	45
2	Investigation For Action Within 3 Days	15	16	13	15	17	21	19	22	25	27	31	45

