

CLIENT CHARTER ACHIEVEMENT FOR 2017

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	33	29	31	27	25	32	37	28	30	41	39	34
2	Applications Resolved Within 21 Working Days	33	29	31	27	25	32	37	28	30	41	39	34

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	53,000	-	-	-	-	-	69,000	-	-	-	-	
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	48	47	51	39	37	46	50	45	38	60	57	63
2	Remittance	29	27	31	19	16	25	29	24	18	38	35	42

*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	29	31	27	28	22	33	35	30	26	21	30	38
2	Resolved Within 30 Days From The Date A Complete Application Is Received	29	31	27	28	22	33	35	30	26	21	30	38

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	63	58	54	61	67	72	78	81	84	79	71	80
2	Processed within 60 Days	63	58	54	61	67	72	78	81	84	79	71	80

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	61	59	63	68	62	71	74	58	55	49	61	73
2	Reviewed Within 15 Working Days	61	59	63	68	62	71	74	58	55	49	61	73

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	12	17	15	21	26	31	27	19	29	33	35	31
2	Resolved Within 24 Working Days	12	17	15	21	26	31	27	19	29	33	35	31

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	14	9	7	11	10	19	15	14	13	17	13	16
2	Processed Within 15 Working Days	14	9	7	11	10	19	15	14	13	17	13	16

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	68	71	69	59	72	75	65	63	58	49	51	52
2	Licence Applications Resolved In Not More Than 20 Working Days	51	55	53	47	68	71	58	52	52	46	47	49

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	11	10	9	12	15	8	8	7	13	17	18	14
2	Landscape Plan Application For Approval Processed Within 10 Working Days	11	10	9	12	15	8	8	7	13	17	18	14

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	9	11	15	8	7	10	12	18	18	13	14	19
2	Plans Reviewed In 10 Days	9	11	15	8	7	10	12	18	18	13	14	19

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	19	22	17	25	16	11	18	20	26	31	28	33
2	Investigation For Action Within 3 Days	19	22	17	25	16	11	18	20	26	31	28	33

