

CLIENT CHARTER ACHIEVEMENT FOR 2018

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	25	31	33	41	46	51	47					
2	Applications Resolved Within 21 Working Days	25	31	33	41	46	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	49,000	-	-	-	-	-	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	39	35	41	69	72	63	68					
2	Remittance	22	18	38	37	43	35	41					

*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	22	19	21	41	43	47	51					
2	Resolved Within 30 Days From The Date A Complete Application Is Received	22	19	21	41	43	47	51					

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	71	69	73	71	73	69	63					
2	Processed within 60 Days	71	69	73	71	73	69	63					

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	53	49	53	49	42	52					
2	Reviewed Within 15 Working Days	59	53	49	53	49	42	52					

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	31	35	29	16	14	17	15					
2	Resolved Within 24 Working Days	31	35	29	16	14	17	15					

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	42	41	39	19	25	19	22					
2	Processed Within 15 Working Days	42	41	39	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	58	53	55	83	81	69	75					
2	Licence Applications Resolved In Not More Than 20 Working Days	41	39	41	67	72	34	42					

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	14	17	11	21	23	25	27					
2	Landscape Plan Application For Approval Processed Within 10 Working Days	14	17	11	21	23	25	27					

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	10	12	11	21	23	18	25					
2	Plans Reviewed In 10 Days	10	12	11	21	23	18	25					

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	21	19	15	15	17	21	19					
2	Investigation For Action Within 3 Days	21	19	15	15	17	21	19					

13. 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					
2	Collection and cleaning successfully carried out every day	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					
4	Collection and cleaning successfully carried out every 2 days	7056 drums	7056 drums	7056 drums	7056 drums	7056 drums	7056 drums	7056 drums					

14. Resolve hygiene complaints within 3 hours.

NO.	ITEMS	MONTH (TOTAL)											
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Hygiene Complaints	52	49	47	71	58	68	89					
2	Resolved Within 3 Hours	-	-	-	-	-	-	-					