

**CLIENT CHARTER ACHIEVEMENT FOR 2019**

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                        | 24              | 26  | 19  | 18    | 30  | 29   | 21   | 20  | 18   | 17  | 23  | 22  |
| 2   | Applications Resolved Within 21 Working Days | 24              | 26  | 19  | 18    | 30  | 29   | 21   | 20  | 18   | 17  | 23  | 22  |

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 | 38            | 41  | 35  | 31    | 30  | 35   | 40   | 39  | 38   | 28  | 28  | 30  |
| 2   | Remittance           | 30            | 39  | 28  | 24    | 19  | 24   | 31   | 29  | 30   | 24  | 21  | 21  |

\*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   | 20            | 19  | 18  | 21    | 25  | 18   | 17   | 20  | 27   | 20  | 21  | 24  |
| 2   | Resolved Within 30 Days From The Date A Complete Application Is Received | 20            | 19  | 18  | 21    | 25  | 18   | 17   | 20  | 27   | 20  | 21  | 24  |

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    | 42            | 38  | 37  | 40    | 46  | 29   | 27   | 33  | 32   | 41  | 39  | 35  |
| 2   | Processed within 60 Days | 42            | 38  | 37  | 40    | 46  | 29   | 27   | 33  | 32   | 41  | 39  | 35  |

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           | 38            | 36  | 29  | 41    | 40  | 28   | 30   | 31  | 29   | 25  | 33  | 32  |
| 2   | Reviewed Within 15 Working Days | 38            | 36  | 29  | 41    | 40  | 28   | 30   | 31  | 29   | 25  | 33  | 32  |

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            | 29  | 28  | 34    | 35  | 28   | 27   | 30  | 29   | 35  | 27  | 30  |
| 2   | Resolved Within 24 Working Days | 31            | 29  | 28  | 34    | 35  | 28   | 27   | 30  | 29   | 35  | 27  | 30  |

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 | 25            | 19  | 22  | 25    | 18  | 17   | 20   | 21  | 19   | 15  | 20  | 23  |
| 2   | Processed Within 15 Working Days                           | 25            | 19  | 22  | 25    | 18  | 17   | 20   | 21  | 19   | 15  | 20  | 23  |

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                                  | 38            | 29  | 28  | 31    | 25  | 33   | 32   | 28  | 25   | 24  | 30  | 30  |
| 2   | Licence Applications Resolved In Not More Than 20 Working Days | 33            | 24  | 25  | 25    | 19  | 24   | 24   | 15  | 21   | 18  | 24  | 24  |

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                                      | 15            | 13  | 13  | 9     | 10  | 7    | 8    | 12  | 11   | 8   | 7   | 5   |
| 2   | Landscape Plan Application For Approval Processed Within 10 Working Days | 15            | 13  | 13  | 9     | 10  | 7    | 8    | 12  | 11   | 8   | 7   | 5   |

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 | 15            | 13  | 9   | 10    | 8   | 9    | 9    | 16  | 12   | 11  | 12  | 10  |
| 2   | Plans Reviewed In 10 Days                  | 15            | 13  | 9   | 10    | 8   | 9    | 9    | 16  | 12   | 11  | 12  | 10  |

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                    | 6             | 7   | 4   | 5     | 11  | 13   | 12   | 9   | 10   | 7   | 7   | 8   |
| 2   | Investigation For Action Within 3 Days | 2             | 3   | 1   | 1     | 3   | 5    | 5    | 2   | 3    | 2   | 2   | 2   |

