

CLIENT CHARTER ACHIEVEMENT FOR 2020

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	26	27	25	21	19	17	20	22	18	15		
2	Applications Resolved Within 21 Working Days	26	27	25	21	19	17	20	22	18	15		

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	25	24	20	19	17	20	21	18	16	20		
2	Remittance	15	13	12	9	8	10	13	12	10	14		

*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	22	21	23	17	15	16	20	20		
2	Resolved Within 30 Days From The Date A Complete Application Is Received	20	19	22	21	23	17	15	16	20	20		

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	48	45	39	38	40	41	37	35	40	38		
2	Processed within 60 Days	48	45	39	38	40	41	37	35	40	38		

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	39	38	40	41	45	35	37	30	32	29		
2	Reviewed Within 15 Working Days	39	38	40	41	45	35	37	30	32	29		

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	30	31	27	29	28	30	35	31	32	29		
2	Resolved Within 24 Working Days	30	31	27	29	28	30	35	31	32	29		

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	39	38	37	29	40	35	41	28	30	29		
2	Processed Within 15 Working Days	39	38	37	29	40	35	41	28	30	29		

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	45	42	43	40	39	37	40	38	37	40		
2	Licence Applications Resolved In Not More Than 20 Working Days	37	35	36	33	30	28	31	29	27	31		

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

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	23	22	20	18	17	20	19	21	21	18		
2	Plans Reviewed In 10 Days	23	22	20	18	17	20	19	21	21	18		

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	17	15	13	10	9	8	8	16	17	15		
2	Investigation For Action Within 3 Days	17	15	13	10	9	8	8	16	17	15		

