

## CLIENT CHARTER ACHIEVEMENT FOR 2025

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	43	32	29	33	41	43	52	61	67	71	61	59
2	Applications Resolved Within 21 Working Days	43	32	29	33	41	43	52	61	67	71	61	59

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	47,000	-	-	-	-	-	51,000	-	-	-	-	-
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	68	62	87	75	71	68	63	59	53	58	42	63
2	Remittance	15	18	32	40	37	32	29	28	24	26	17	48

\*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	42	38	50	47	45	39	51	53	61	63	51	49
2	Resolved Within 30 Days From The Date A Complete Application Is Received	42	38	50	47	45	39	51	53	61	63	51	49

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	82	79	68	81	72	69	52	81	74	68	61	72
2	Processed within 60 Days	82	79	68	81	72	69	52	81	74	68	61	72

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	92	78	63	56	61	63	56	72	83	80	67	73
2	Reviewed Within 15 Working Days	92	78	63	56	61	63	56	72	83	80	67	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	13	9	14	11	13	14	11	15	10	13	9	15
2	Resolved Within 24 Working Days	13	9	14	11	13	14	11	15	10	13	9	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	14	9	7	11	15	12	13	11	10	12	10	17
2	Processed Within 15 Working Days	14	9	7	11	15	12	13	11	10	12	10	17

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	69	89	81	91	78	69	71	82	76	85	79	91
2	Licence Applications Resolved In Not More Than 20 Working Days	24	26	45	66	39	31	28	35	31	42	29	45

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	13	9	11	8	12	14	11	19	17	21	19	21
2	Landscape Plan Application For Approval Processed Within 10 Working Days	13	9	11	8	12	14	11	19	17	21	19	21

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	6	4	7	3	9	8	5	11	14	16	13	19
2	Plans Reviewed In 10 Days	6	4	7	3	9	8	5	11	14	16	13	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	21	11	15	18	16	14	11	14	17	13	19	27
2	Investigation For Action Within 3 Days	21	11	15	18	16	14	11	14	17	13	19	27

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.

14. Resolve hygiene complaints within 3 hours.