

**CLIENT CHARTER ACHIEVEMENT FOR 2026**

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											
2	Applications Resolved Within 21 Working Days	43											

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	51,000											
2	Status	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											
2	Remittance	32											

\*Appeal cases within the fixed period

4. Resolve applications for transfer / tarekah within 30 days from the date a complete application is received.

[illegible]

5. Application for planning permission will be processed within 90 days

[illegible]

6. Review all applications for conversion of land under government land application within 15 working days.

[illegible]

7. Resolve advisory services by planners within 24 working days.

[illegible]

8. Process plan review of earthworks application within 15 working days..

[illegible]

9. Process licence application in not more than 20 working days for high-risk licenses and 7 working days for no-risk licenses.

[illegible]

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.

[illegible]

11. Review all street/drainage development plans for comments within 10 days.

[illegible]

12. Attend for action any complaints and reports of minor / street / drain damages within 3 days..

[illegible]

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.

[illegible]

14. Resolve hygiene complaints within 3 hours.

[illegible]