

CLIENT CHARTER ACHIEVEMENT FOR 2017

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 | 33 | 29 | 31 | 27 | 25 | 32 | 37 | 28 | 30 | 41 | 39 | 34 |
| 2 | Applications Resolved Within 21 Working Days | 33 | 29 | 31 | 27 | 25 | 32 | 37 | 28 | 30 | 41 | 39 | 34 |

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 | 53,000 | - | - | - | - | - | 69,000 | - | - | - | - | - |
| 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 | 48 | 47 | 51 | 39 | 37 | 46 | 50 | 45 | 38 | 60 | 57 | 63 |
| 2 | Remittance | 29 | 27 | 31 | 19 | 16 | 25 | 29 | 24 | 18 | 38 | 35 | 42 |

*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 | 29 | 31 | 27 | 28 | 22 | 33 | 35 | 30 | 26 | 21 | 30 | 38 |
| 2 | Resolved Within 30 Days From The Date A Complete Application Is Received | 29 | 31 | 27 | 28 | 22 | 33 | 35 | 30 | 26 | 21 | 30 | 38 |

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 | 63 | 58 | 54 | 61 | 67 | 72 | 78 | 81 | 84 | 79 | 71 | 80 |
| 2 | Processed within 60 Days | 63 | 58 | 54 | 61 | 67 | 72 | 78 | 81 | 84 | 79 | 71 | 80 |

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 | 61 | 59 | 63 | 68 | 62 | 71 | 74 | 58 | 55 | 49 | 61 | 73 |
| 2 | Reviewed Within 15 Working Days | 61 | 59 | 63 | 68 | 62 | 71 | 74 | 58 | 55 | 49 | 61 | 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 | 12 | 17 | 15 | 21 | 26 | 31 | 27 | 19 | 29 | 33 | 35 | 31 |
| 2 | Resolved Within 24 Working Days | 12 | 17 | 15 | 21 | 26 | 31 | 27 | 19 | 29 | 33 | 35 | 31 |

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 | 10 | 19 | 15 | 14 | 13 | 17 | 13 | 16 |
| 2 | Processed Within 15 Working Days | 14 | 9 | 7 | 11 | 10 | 19 | 15 | 14 | 13 | 17 | 13 | 16 |

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 | 68 | 71 | 69 | 59 | 72 | 75 | 65 | 63 | 58 | 49 | 51 | 52 |
| 2 | Licence Applications Resolved In Not More Than 20 Working Days | 51 | 55 | 53 | 47 | 68 | 71 | 58 | 52 | 52 | 46 | 47 | 49 |

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 | 11 | 10 | 9 | 12 | 15 | 8 | 8 | 7 | 13 | 17 | 18 | 14 |
| 2 | Landscape Plan Application For Approval Processed Within 10 Working Days | 11 | 10 | 9 | 12 | 15 | 8 | 8 | 7 | 13 | 17 | 18 | 14 |

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 | 9 | 11 | 15 | 8 | 7 | 10 | 12 | 18 | 18 | 13 | 14 | 19 |
| 2 | Plans Reviewed In 10 Days | 9 | 11 | 15 | 8 | 7 | 10 | 12 | 18 | 18 | 13 | 14 | 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 | 19 | 22 | 17 | 25 | 16 | 11 | 18 | 20 | 26 | 31 | 28 | 33 |
| 2 | Investigation For Action Within 3 Days | 19 | 22 | 17 | 25 | 16 | 11 | 18 | 20 | 26 | 31 | 28 | 33 |

