

**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

