CLIENT CHARTER ACHIEVEMENT FOR 2020

1. Process non-project building plan application for approval within 21 working days.

NO.	ITEMS					MC	ONTH (TOTAI	-)				
		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	21	17
2	Applications Resolved Within 21 Working Days	26	27	25	21	19	17	20	22	18	15	21	17

2. Issue assessment tax bills twice a year; before 31 January and 31 July every year.

NO.	ITEMS					M	ONTH	TOTAL	-)				
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Bill Issuance	49,000	-	-	-	-	-	61,000	1	-	-	-	-
2	Status	100%	-	-	-	-	-	100%	1	1	-	1	-

3. Review all tax assessment objections and appeals for consideration within 90 days.

NO.	ITEMS					M	ONTH (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	22	19
2	Remittance	15	13	12	9	8	10	13	12	10	14	17	12

^{*}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					M	ONTH (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	18	18
2	Resolved Within 30 Days From The Date A Complete Application Is Received	20	19	22	21	23	17	15	16	20	20	18	18

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

NO.	ITEMS					M) НТИС	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	36	33
2	Processed within 60 Days	48	45	39	38	40	41	37	35	40	38	36	33

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

NO.	ITEMS					M) НТИС	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	22	20
2	Reviewed Within 15 Working Days	39	38	40	41	45	35	37	30	32	29	22	20

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

NO.	ITEMS					M) НТИС	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	22	19
2	Resolved Within 24 Working Days	30	31	27	29	28	30	35	31	32	29	22	19

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

NO.	ITEMS					M	ОМТН (TOTAL	-)				
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
	Review for comment of Earthworks Application plan Received	39	38	37	29	40	35	41	28	30	29	25	27
2	Processed Within 15 Working Days	39	38	37	29	40	35	41	28	30	29	25	27

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					M	ONTH (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	38	38
	Licence Applications Resolved In Not More Than 20 Working Days	37	35	36	33	30	28	31	29	27	31	29	25

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					M) НТИС	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	5	6
2	Landscape Plan Application For Approval Processed Within 10 Working Days	12	11	9	8	10	11	11	8	7	10	5	6

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

NO.	ITEMS					M) НТИС	TOTAL	-)				
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Street/drainange Development Plans Received	23	22	20	18	17	20	19	21	21	18	14	12
2	Plans Reviewed In 10 Days	23	22	20	18	17	20	19	21	21	18	14	12

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

NO.	ITEMS					M) НТИС	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	22	24
2	Investigation For Action Within 3 Days	17	15	13	10	9	8	8	16	17	15	22	24

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.

NO.	ITEMS	MONTH (TOTAL)											
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Implementing solid waste management and its collection and cleaning are carried out as per schedule in the city centre, public places and business centres	740 drums											
2	Collection and cleaning successfully carried out every day	740 drums											
3	Implementing solid waste management and its collection and cleaning are carried out as per schedule in the housing estates and other areas.	7056 drums	7056 drums	7056 drums	7056 drums	7056 drums	7056 drums		7056 drums	7056 drums	7056 drums	7056 drums	7056 drums
4	Collection and cleaning successfully carried out every 2 days	7056 drums											

14. Resolve hygiene complaints within 3 hours.

NO.	ITEMS	MONTH (TOTAL)											
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Hygiene Complaints	39	38	28	27	21	20	19	26	31	30	35	33
2	Resolved Within 3 Hours	-	-	-	-	=	-	-	-	-	-	-	-