

CLIENT CHARTER ACHIEVEMENT FOR 2022

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	25	22	23	24	34	33	31	23	21	20	26	27
2	Applications Resolved Within 21 Working Days	25	22	23	24	34	33	31	23	21	20	26	27

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	55,000	-	-	-	-	-	65,000	-	-	-	-	-
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	25	31	22	33	28	39	44	33	42	33	31	27
2	Remittance	25	31	22	33	28	39	44	33	42	33	31	27

*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	21	24	30	23	24	27	24	23	22	25	29	22
2	Resolved Within 30 Days From The Date A Complete Application Is Received	21	24	30	23	24	27	24	23	22	25	29	22

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	43	41	41	43	49	31	31	35	35	44	43	38
2	Processed within 60 Days	43	41	41	43	49	31	31	35	35	44	43	38

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	42	40	33	43	43	32	34	34	33	29	37	35
2	Reviewed Within 15 Working Days	42	40	33	43	43	32	34	34	33	29	37	35

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	29	28	32	38	31	30	35	32	33	25	31	26
2	Resolved Within 24 Working Days	29	28	32	38	31	30	35	32	33	25	31	26

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	19	22	27	28	21	20	24	24	23	19	23	17
2	Processed Within 15 Working Days	19	22	27	28	21	20	24	24	23	19	23	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	35	30	28	28	33	34	35	30	28	28	33	34
2	Licence Applications Resolved In Not More Than 20 Working Days	35	30	26	28	33	34	35	30	26	28	33	34

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	9	12	10	12	11	14	10	15	14	11	12	13
2	Landscape Plan Application For Approval Processed Within 10 Working Days	9	12	10	12	11	14	10	15	14	11	12	13

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	13	20	15	15	10	16	14	11	12	13	11	11
2	Plans Reviewed In 10 Days	13	20	15	15	10	15	14	11	12	13	11	11

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	10	11	7	7	15	10	16	13	14	13	16	15
2	Investigation For Action Within 3 Days	5	9	3	3	3	5	5	4	4	3	8	7

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.

