

**CLIENT CHARTER ACHIEVEMENT FOR 2024**

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	15	13	10	8	6							
2	Applications Resolved Within 21 Working Days	15	13	10	8	6							

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	-	-	-	-							
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	28	31	32	35	29							
2	Remittance	28	31	32	35	29							

\*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	22	21	24	12	15							
2	Resolved Within 30 Days From The Date A Complete Application Is Received	22	21	24	12	15							

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	31	35	28	27	25							
2	Processed within 60 Days	31	35	28	27	25							

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	33	29	37	18	21							
2	Reviewed Within 15 Working Days	33	29	37	18	21							

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	34	33	29	28							
2	Resolved Within 24 Working Days	31	34	33	29	28							

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	29	22	25	21	19							
2	Processed Within 15 Working Days	29	22	25	21	19							

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	36	35	30	28	25							
2	Licence Applications Resolved In Not More Than 20 Working Days	36	35	30	28	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	MONTH (TOTAL)											
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Landscape Plan Application Received	9	8	11	12	10							
2	Landscape Plan Application For Approval Processed Within 10 Working Days	9	8	11	12	10							

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	12	13	13	9	9							
2	Plans Reviewed In 10 Days	12	13	13	9	9							

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	16	13	14	8	8							
2	Investigation For Action Within 3 Days	5	4	4	3	4							

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	760 tong	760 tong	760 tong	760 tong	760 tong							
2	Collection and cleaning successfully carried out every day	760 tong	760 tong	760 tong	760 tong	760 tong							
3	Implementing solid waste management and its collection and cleaning are carried out as per schedule in the housing estates and other areas.	7400 tong	7400 tong	7400 tong	7400 tong	7400 tong							
4	Collection and cleaning successfully carried out every 2 days	7400 tong	7400 tong	7400 tong	7400 tong	7400 tong							

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	15	13	14	10	9							
2	Resolved Within 3 Hours	100%	100%	100%	100%	100%							