

JPPH Monthly Clients' Charter Performance Report For Year 2009

JPPH Clients' Charter	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	Total
1) Stamp Duty (10 days)													
a. Total cases reported	27,764	28,961	28,403	29,885	22,656	28,774	32,904	31,957	25,519	35,813	33,103	35,314	361,053
b. No. of cases that achieved clients' charter	27,341	28,558	28,193	29,706	22,511	28,705	32,784	31,866	25,464	35,725	32,980	35,131	358,964
c. No. of cases that did not achieve clients' charter	423	403	210	179	145	69	120	91	55	88	123	183	2089
d. Performance achieved	98.48%	98.61%	99.26%	99.40%	99.36%	99.76%	99.64%	99.72%	99.78%	99.75%	99.63%	99.48%	99.42%
2) Housing Loan (10 days)													
a. Total cases reported	1,404	1,475	1,582	1,811	1,445	1,404	1,645	1,407	980	1,375	1,374	1,301	17,203
b. No. of cases that achieved clients' charter	1,389	1,453	1,566	1,804	1,430	1,399	1,631	1,395	971	1,371	1,358	1,284	17,051
c. No. of cases that did not achieve clients' charter	15	22	16	7	15	5	14	12	9	4	16	17	152
d. Performance achieved	98.93%	98.51%	98.99%	99.61%	98.96%	99.64%	99.15%	99.15%	99.08%	99.71%	98.84%	98.69%	99.12%
3) Real Property Gains Tax (14 days)													
a. Total cases reported	82	132	223	158	102	74	107	92	108	258	87	42	1,465
b. No. of cases that achieved clients' charter	82	131	222	148	93	74	107	92	108	258	87	42	1,444
c. No. of cases that did not achieve clients' charter	0	1	1	10	9	0	0	0	0	0	0	0	21
d. Performance achieved	100.00%	99.24%	99.55%	93.67%	91.18%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	98.57%
4) Rental / Lease (14 days)													
a. Total cases reported	508	1,139	2,932	806	779	1,948	864	987	1056	614	379	517	12,529
b. No. of cases that achieved clients' charter	469	1,109	2,919	806	776	1,915	863	983	1052	608	375	504	12,379
c. No. of cases that did not achieve clients' charter	39	30	13	0	3	33	1	4	4	6	1	13	147
d. Performance achieved	92.32%	97.37%	99.56%	100.00%	99.61%	98.31%	99.88%	99.59%	99.62%	99.02%	98.94%	97.49%	98.80%
5) Conversion of Land Use (14 days)													
a. Total cases reported	433	1,130	716	1,661	1,515	652	880	866	760	468	442	660	10,183
b. No. of cases that achieved clients' charter	421	992	655	1,652	1,512	643	873	859	759	451	440	652	9,909
c. No. of cases that did not achieve clients' charter	12	138	61	9	3	9	7	7	1	17	2	8	274
d. Performance achieved	97.23%	87.79%	91.48%	99.46%	99.80%	98.62%	99.20%	99.19%	99.87%	96.37%	99.55%	98.79%	97.31%
6) Land Alienation (14 days)													
a. Total cases reported	914	897	998	1,299	1596	861	1,221	1,078	828	1,671	1,064	1,973	14,400
b. No. of cases that achieved clients' charter	859	876	987	1,296	1591	854	1,178	1,074	827	1,671	1,053	1,952	14,218
c. No. of cases that did not achieve clients' charter	55	21	11	3	5	7	43	4	1	-	11	21	182
d. Performance achieved	93.98%	97.66%	98.90%	99.77%	99.69%	99.19%	96.48%	99.63%	99.88%	100.00%	98.97%	98.94%	98.74%
7) Privatisation and Corporatisation (28 days)													
a. Total cases reported	139	224	63	1,017	8	1,079	108	70	37	263	7	37	3,052
b. No. of cases that achieved clients' charter	46	224	52	147	6	1,079	107	70	37	5	6	37	1,816
c. No. of cases that did not achieve clients' charter	93	0	11	870	2	0	1	0	0	258	1	0	1,236
d. Performance achieved	33.09%	100.00%	82.54%	14.45%	75.00%	100.00%	99.07%	100.00%	100.00%	1.90%	85.71%	100.00%	59.50%
8) Purchase and Sale (28 days)													
a. Total cases reported	51	879	690	1,093	101	191	1,722	45	280	68	77	47	5,244
b. No. of cases that achieved clients' charter	48	879	684	1,093	101	191	1,722	43	279	68	77	44	5,229
c. No. of cases that did not achieve clients' charter	3	0	6	0	0	0	0	2	1	0	0	3	15
d. Performance achieved	94.12%	100.00%	99.13%	100.00%	100.00%	100.00%	100.00%	95.56%	99.64%	100.00%	100.00%	93.62%	99.71%
9) Land Acquisition (42 days)													
a. Total cases reported	1,505	810	1,118	1,067	521	1,540	1,030	774	981	1511	661	1991	13,509
b. No. of cases that achieved clients' charter	988	803	1,106	1,063	504	1,538	1,030	769	977	1510	661	1943	12,892
c. No. of cases that did not achieve clients' charter	517	7	12	4	17	2	0	5	4	1	0	48	617
d. Performance achieved	65.65%	99.14%	98.93%	99.63%	96.74%	99.87%	100.00%	99.35%	99.59%	99.93%	100.00%	97.59%	95.43%
10) Bill Payment (14 days)													
a. Total bills received	451	642	702	860	720	971	667	686	666	701	448	1163	8,677
b. No. of bills that achieved clients' charter	451	639	702	860	720	971	667	686	666	701	448	1163	8,674
c. No. of bills that did not achieve clients' charter	0	3	0	0	0	0	0	0	0	0	0	0	3
d. Performance achieved	100.00%	99.53%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.97%