

JPPH Monthly Clients' Charter Performance Report For Year 2018

JPPH Clients' Charter	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
1) Stamp Duty													
a. Total units reported	33,626	26,742	31,751	33,566	27,198	24,914	34,445	28,073	28,304	35,256	29,802	33,302	366,979
b. Total units reported 1 day (Standard Case)	15,143	13,271	17,127	21,237	18,087	16,275	21,619	18,125	17,245	22,163	17,706	18,932	216,930
c. Total units reported 5 days (Non-Standard Case)	18,474	13,468	14,611	12,302	9,097	8,620	12,824	9,940	11,058	13,071	12,088	14,360	149,913
d. No. of units that achieved clients' charter	33,617	26,739	31,738	33,539	27,184	24,895	34,443	28,065	28,303	35,234	29,794	33,292	366,843
e. No. of units that not achieve clients' charter	9	3	13	27	14	19	2	8	1	22	8	10	136
f. Performance achieved	99.97%	99.99%	99.96%	99.92%	99.95%	99.92%	99.99%	99.97%	99.99%	99.94%	99.97%	99.97%	99.96%
2) Housing Loan (8 days)													
a. Total units reported	1,498	1,383	1,629	1,638	1,262	1,137	1,669	1,670	1,438	2,015	1,538	1,807	18,684
b. No. of units that achieved clients' charter	1,498	1,383	1,627	1,638	1,262	1,137	1,669	1,669	1,438	2,014	1,538	1,807	18,680
c. No. of units that did not achieve clients' charter	0	0	2	0	0	0	0	1	0	1	0	0	4
d. Performance achieved	100.00%	100.00%	99.88%	100.00%	100.00%	100.00%	100.00%	99.94%	100.00%	99.95%	100.00%	100.00%	99.98%
3) Real Property Gains Tax (8 days)													
a. Total units reported	645	781	737	890	575	532	833	1,050	711	1,215	853	884	9,706
b. No. of units that achieved clients' charter	645	781	737	889	575	532	833	1,050	710	1,213	852	884	9,701
c. No. of units that did not achieve clients' charter	0	0	0	1	0	0	0	0	1	2	1	0	5
d. Performance achieved	100.00%	100.00%	100.00%	99.89%	100.00%	100.00%	100.00%	100.00%	99.86%	99.84%	99.88%	100.00%	99.95%
4) Estate Duty (8 days) - Effective February 2018													
a. Total units reported	8,560	8,335	10,073	11,418	7,936	5,748	10,204	9,593	8,147	10,021	8,426	8,751	107,212
b. No. of units that achieved clients' charter	8,560	2,324	5,435	8,935	7,857	5,747	10,202	9,573	8,147	10,020	8,421	8,748	93,969
c. No. of units that did not achieve clients' charter	0	6,011	4,638	2,483	79	1	2	20	0	1	5	3	13,243
d. Performance achieved	100.00%	27.88%	53.96%	78.25%	99.00%	99.98%	99.98%	99.79%	100.00%	99.99%	99.94%	99.97%	87.65%
5) Rental & Lease (10 days)													
a. Total units reported	1,404	1,255	1,736	1,481	1,405	1,030	1,129	1,038	1,467	1,707	1,005	1,194	15,851
b. No. of units that achieved clients' charter	1,404	1,255	1,731	1,479	1,405	1,029	1,129	1,037	1,467	1,706	1,004	1,192	15,838
c. No. of units that did not achieve clients' charter	0	0	5	2	0	1	0	1	0	1	1	2	13
d. Performance achieved	100.00%	100.00%	99.71%	99.86%	100.00%	99.90%	100.00%	99.90%	100.00%	99.94%	99.90%	99.83%	99.92%
6) Conversion of Land Use (10 days)													
a. Total units reported	1,141	830	1,379	1,173	1,447	951	1,280	1,856	676	1,099	1,730	734	14,296
b. No. of units that achieved clients' charter	1,141	830	1,379	1,173	1,447	951	1,280	1,855	676	1,099	1,720	734	14,285
c. No. of units that did not achieve clients' charter	0	0	0	0	0	0	0	1	0	0	10	0	11
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.95%	100.00%	100.00%	99.42%	100.00%	99.92%
7) Land Alienation (10 days)													
a. Total units reported	1,459	2,357	1,522	2,529	1,170	914	1,538	1,691	668	1,326	898	956	17,028
b. No. of units that achieved clients' charter	1,459	2,357	1,522	2,528	1,170	914	1,538	1,691	668	1,326	894	956	17,023
c. No. of units that did not achieve clients' charter	0	0	0	1	0	0	0	0	0	0	4	0	5
d. Performance achieved	100.00%	100.00%	100.00%	99.96%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.55%	100.00%	99.97%
8) Privatisation & Corporatisation (20 days)													
a. Total units reported	1,299	717	324	39	106	48	15	25	78	57	110	52	2,870
b. No. of units that achieved clients' charter	1,299	717	324	39	106	39	15	25	78	57	110	52	2,861
c. No. of units that did not achieve clients' charter	0	0	0	0	0	9	0	0	0	0	0	0	9
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	100.00%	81.25%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.69%
9) Purchase & Sale (20 days)													
a. Total units reported	224	518	139	208	538	120	148	763	787	157	64	801	4,467
b. No. of units that achieved clients' charter	224	518	139	208	538	120	148	763	787	157	64	800	4,466
c. No. of units that did not achieve clients' charter	0	0	0	0	0	0	0	0	0	0	0	1	1
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.88%	99.98%

10) Land Acquisition (30 days)													
a. Total units reported	606	1,290	543	923	1,145	1,400	430	1,205	445	227	594	253	9,061
b. No. of units that achieved clients' charter	606	1,290	543	923	1,137	1,392	430	1,205	445	227	594	253	9,045
c. No. of units that did not achieve clients' charter	0	0	0	0	8	8	0	0	0	0	0	0	16
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	99.30%	99.43%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.82%
11) Bill Payment (14 days)													
a. Total bills received	89	532	1,279	1,550	1,779	1,709	1,178	1,382	1237	1581	2,320	1,352	15,988
b. No. of bills that achieved clients' charter	89	525	1,277	1,548	1,777	1,708	1,176	1,378	1236	1580	2,309	1,352	15,955
c. No. of bills that did not achieve clients' charter	0	7	2	2	2	1	2	4	1	1	11	0	33
d. Performance achieved	100.00%	98.68%	99.84%	99.87%	99.89%	99.94%	99.83%	100%	99.92%	99.94%	99.53%	100.00%	99.79%

Last updated on Monday, 14 January 2019 04.00 pm