

JPPH Monthly Clients' Charter Performance Report For Year 2019

JPPH Clients' Charter	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
1) Stamp Duty													
a. Total units reported	37,167	27,477	32,709	36,276	30,599	23,025	34,623	30,838	29,550	37,793	31,622	33,096	384,775
b. Total units reported 1 day (Standard Case)	21,242	16,767	20,152	21,119	19,598	14,958	21,523	19,752	18,565	23,035	19,613	19,824	236,148
c. Total units reported 5 days (Non-Standard Case)	15,922	10,706	12,555	15,156	10,994	8,065	13,081	11,083	10,985	14,758	12,008	13,262	148,575
d. No. of units that achieved clients' charter	37,164	27,473	32,707	36,275	30,592	23,023	34,604	30,835	29,550	37,793	31,621	33,086	384,723
e. No. of units that not achieve clients' charter	3	4	2	1	7	2	19	3	0	0	1	10	52
f. Performance achieved	99.99%	99.99%	99.99%	100.00%	99.98%	99.99%	99.95%	99.99%	100.00%	100.00%	100.00%	99.97%	99.84%
2) Housing Loan (8 days)													
a. Total units reported	1,821	1,595	1,851	1,054	2,315	1,507	2,125	2,261	2,060	2,386	1,989	2,095	23,059
b. No. of units that achieved clients' charter	1,821	1,595	1,851	1,054	2,315	1,505	2,125	2,260	2,060	2,386	1,989	2,094	23,055
c. No. of units that did not achieve clients' charter	0	0	0	0	0	2	0	1	0	0	0	1	4
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%	100.00%	99.96%	100.00%	100.00%	100.00%	99.95%	99.98%
3) Real Property Gains Tax (8 days)													
a. Total units reported	985	813	880	916	1,385	1,098	1,859	2,192	2,251	2,408	2,136	2,319	19,242
b. No. of units that achieved clients' charter	984	813	880	916	1,385	1,097	1,859	2,189	2,251	2,408	2,136	2,319	19,237
c. No. of units that did not achieve clients' charter	1	0	0	0	0	1	0	3	0	0	0	0	5
d. Performance achieved	99.90%	100.00%	100.00%	100.00%	100.00%	99.91%	100.00%	99.86%	100.00%	100.00%	100.00%	100.00%	99.97%
4) Estate Duty (8 days) - Effective February 2018													
a. Total units reported	9,959	7,547	8,957	10,045	8,764	4,697	8,870	8,374	8,127	10,434	8,823	8,502	103,099
b. No. of units that achieved clients' charter	9,959	7,545	8,956	10,038	8,764	4,697	8,865	8,345	8,127	10,434	8,823	8,502	103,055
c. No. of units that did not achieve clients' charter	0	2	1	7	0	0	5	29	0	0	0	0	44
d. Performance achieved	100.00%	99.97%	99.99%	99.93%	100.00%	100.00%	99.94%	99.65%	100.00%	100.00%	100.00%	100.00%	99.96%
5) Rental & Lease (10 days)													
a. Total units reported	1,062	1,058	2,081	1,935	1,262	951	3,353	1,664	2,806	1,156	2,323	3,255	22,906
b. No. of units that achieved clients' charter	1,062	1,057	2,081	1,932	1,161	951	3,353	1,663	2,806	1,156	2,323	3,255	22,800
c. No. of units that did not achieve clients' charter	0	1	0	3	101	0	0	1	0	0	0	0	106
d. Performance achieved	100.00%	99.91%	100.00%	99.84%	92.00%	100.00%	100.00%	99.94%	100.00%	100.00%	100.00%	100.00%	99.54%
6) Conversion of Land Use (10 days)													
a. Total units reported	1,068	762	1,131	2,022	3,261	1,150	882	1,232	1,119	892	555	1,736	15,810
b. No. of units that achieved clients' charter	1,068	762	1,131	2,022	3,259	1,150	882	1,232	1,119	892	555	1,735	15,807
c. No. of units that did not achieve clients' charter	0	0	0	0	2	0	0	0	0	0	0	1	3
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	99.94%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.94%	99.98%
7) Land Alienation (10 days)													
a. Total units reported	3,569	1,619	3,685	1,894	1,097	620	1,768	1,613	1,739	2,533	2,396	2,048	24,581
b. No. of units that achieved clients' charter	3,569	1,619	3,685	1,894	1,097	620	1,768	1,613	1,739	2,533	2,396	2,048	24,581
c. No. of units that did not achieve clients' charter	0	0	0	0	0	0	0	0	0	0	0	0	0
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%	100.00%	100.00%
8) Privatisation & Corporatisation (20 days)													
a. Total units reported	19	82	89	45	25	15	75	40	57	124	108	54	733
b. No. of units that achieved clients' charter	19	82	89	45	25	15	75	40	57	124	108	54	733
c. No. of units that did not achieve clients' charter	0	0	0	0	0	0	0	0	0	0	0	0	0
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%	100.00%	100.00%
9) Purchase & Sale (20 days)													
a. Total units reported	390	140	95	267	545	56	160	5,671	223	1,776	519	962	10,804
b. No. of units that achieved clients' charter	390	140	95	267	545	56	160	5,671	222	1,776	519	962	10,803
c. No. of units that did not achieve clients' charter	0	0	0	0	0	0	0	0	1	0	0	0	1
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.55%	100.00%	100.00%	100.00%	99.99%

10) Land Acquisition (30 days)														
a. Total units reported	776	273	1,342	1,873	237	707	684	436	359	358	311	70,587	77,943	
b. No. of units that achieved clients' charter	776	273	1,342	1,872	237	707	684	436	357	358	311	70,587	77,940	
c. No. of units that did not achieve clients' charter	0	0	0	1	0	0	0	0	2	0	0	0	3	
d. Performance achieved	100.00%	100.00%	100.00%	99.95%	100.00%	100.00%	100.00%	100.00%	99.44%	100.00%	100.00%	100.00%	100.00%	
11) Bill Payment (14 days)														
a. Total bills received	77	1,131	1,573	1,688	1,606	871	1,850	1,844	1,773	2,074	2,987	2,353	19,827	
b. No. of bills that achieved clients' charter	77	1,131	1,573	1,688	1,606	870	1,843	1,843	1,770	2,070	2,983	2,353	19,807	
c. No. of bills that did not achieve clients' charter	0	0	0	0	0	1	7	1	3	4	4	0	20	
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	100.00%	99.89%	99.62%	99.95%	99.83%	99.81%	99.87%	100.00%	99.90%	

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