JPPH Monthly Clients' Charter Performance Report For Year 2020

JPPH Clients' Charter	Jan	Feb	Mac	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL
1) Stamp Duty													
Total units reported	30,538	31,904	23,486	2,102	20,298	34,966	40,814	35,162	42,609	36,582	43,216		341,677
Total Performance achieved	100.00%	100.00%	100.00%	100.00%	94.99%	99.99%	99.91%	100.00%	99.97%	100.00%	100.00%		99.82%
Standard Case (1 Day)													
a. Total units reported	22,566	23,827	3,157	291	2,732	4,405	5,102	4,585	5,577	5,288	5,791		83,321
b. No. of units that achieved clients' charter	22,566	23,827	3,157	291	2,469	4,404	5,093	4,585	5,574	5,288	5,791		83,045
c. No. of units that not achive clients' charter	0	0	0	0	263	1	9	0	3	0	0		276
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	90.37%	99.98%	99.82%	100.00%	99.95%	100.00%	100.00%		99.67%
Non-Standard Case (5 Day)													
a. Total units reported	7,972	8,077	20,329	1,811	17,566	30,561	35,712	30,577	37,032	34,294	37,425		261,356
b. No. of units that achieved clients' charter	7,972	8,077	20,329	1,811	17,497	30,561	35,711	30,577	37,032	34,293	37,425		261,285
c. No. of units that not achive clients' charter	0	0	0	0	69	0	1	0	0	1	0		71
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	99.61%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		99.97%
2) Housing Loan (8 days)													
a. Total units reported	1,870	1,912	1,289	57	1,027	1,564	2,558	2,249	2,560	2,234	1,979		19,299
b. No. of units that achieved clients' charter	1,870	1,912	1,289	57	1,025	1,564	2,558	2,249	2,560	2,234	1,979		19,297
c. No. of units that did not achive clients' charter	0	0	0	0	2	0	0	0	0	0	0		2
d. Performance achived	100.00%	100.00%	100.00%	100.00%	99.81%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		99.99%
3) Real Property Gains Tax (8 days)													
a. Total units reported	2,311	2,839	2,238	70	2,542	4,429	4,792	3,294	3,694	3,126	2,928		32,263
b. No. of units that achieved clients' charter	2,311	2,839	2,238	70	2,535	4,429	4,792	3,294	3,694	3,126	2,928		32,256
c. No. of units that did not achive clients' charter	0	0	0	0	7	0	0	0	0	0	0		7
d. Performance achived	100.00%	100.00%	100.00%	100.00%	99.72%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		99.98%
4) Estate Duty (8 days) - Effective February 2018													
a. Total units reported	8,351	8,152	6,479	202	3,524	7,064	8,114	7,537	9,203	9,048	9,658		77,332
b. No. of units that achieved clients' charter	8,350	8,152	6,478	202	3,523	7,064	8,114	7,537	9,203	9,048	9,658		77,329
c. No. of units that did not achive clients' charter	1	0	1	0	1	0	0	0	0	0	0		3
d. Performance achived	99.99%	100.00%	99.98%	100.00%	99.97%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		100.00%
5) Rental & Lease (10 days)													
a. Total units reported	1,859	1,959	1,370	20	765	1,657	1,809	1,941	2,833	1,365	2,321		17,899
b. No. of units that achieved clients' charter	1,859	1,959	1,370	20	765	1,657	1,808	1,941	2,833	1,365	2,321		17,898
c. No. of units that did not achive clients' charter	0	0	0	0	0	0	1	0	0	0	0		0
d. Performance achived	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.94%	100.00%	100.00%	100.00%	100.00%		99.99%
6) Conversion of Land Use (10 days)													
a. Total units reported	1,103	2,123	715	38	771	2,034	1,298	722	1,536	2,039	2,676		15,055
b. No. of units that achieved clients' charter	1,103	2,123	715	38	768	2,034	1,294	722	1,536	2,039	2,676		15,048
c. No. of units that did not achive clients' charter	0	0	0	0	3	0	4	0	0	0	0		7
d. Performance achived	100.00%	100.00%	100.00%	100.00%	99.61%	100.00%	99.69%	100.00%	100.00%	100.00%	100.00%		99.95%
7) Land Alienation (10 days)													
a.Total units reported	1,610	2,574	1,946	415	510	2,205	3,850	1,392	1,743	2,146	2,224		20,615
b. No. of units that achieved clients' charter	1,610	2,574	1,946	415	510	2,205	3,817	1,392	1,743	2,146	2,224		20,582
c. No. of units that did not achive clients' charter	0	0	0	0	0	0	33	0	0	0	0		33
d. Performance achived	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.14%	100.00%	100.00%	100.00%	100.00%		99.84%
8) Privatisation & Corporatisation (20 days)													
a. Total units reported	69	236	2	2	25	12	112	81	40	75	70		724
b. No. of units that achieved clients' charter	69	236	2	2	25	12	112	81	40	75	70		724
c. No. of units that did not achive clients' charter	0	0	0	0	0	0	0	0	0	0	0		0
d. Performance achived	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	142	94	429	0	46	1,963	158	413	135	161	127		3,668
b. No. of units that achieved clients' charter	141	94	429	0	46	1,963	158	413	135	161	127		3,667
c. No. of units that did not achive clients' charter	1	0	0	0	0	0	0	0	0	0	0		1
d. Performance achived	99.30%	100.00%	100.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		99.97%
10) Land Acquisition (30 days)													
a. Total units reported	271	227	954	34	357	295	1,023	735	237	598	239		4,970
b. No. of units that achieved clients' charter	270	227	954	34	357	295	1,023	735	237	598	239		4,969
c. No. of units that did not achive clients' charter	1	0	0	0	0	0	0	0	0	0	0		1
d. Performance achived	99.63%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		99.98%
11) Bill Payment (14 days)													
a. Total bills received	147	1,305	1,555	647	631	1,172	1,562	1,641	2,037	2,301	3,575		16,573
b. No. of bills that achieved clients' charter	147	1,304	1,555	644	631	1,171	1,560	1,641	2,037	2,301	3,574		16,565
c. No. of bills that did not achive clients' charter	0	1	0	3	0	1	2	0	0	0	1		8
d. Performance achived	100.00%	99.92%	100.00%	99.54%	100.00%	99.91%	99.87%	100.00%	100.00%	100.00%	99.97%		99.95%

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