

JPPH Monthly Clients' Charter Performance Report For Year 2020

JPPH Clients' Charter	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL
<b>1) Stamp Duty</b>													
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	42,194	383,871
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%	100.00%	99.83%
<b>Standard Case (1 Day)</b>													
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	5,566	88,887
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	5,566	88,611
c. No. of units that not achieve clients' charter	0	0	0	0	263	1	9	0	3	0	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%	100.00%	99.69%
<b>Non-Standard Case (5 Day)</b>													
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	36,628	297,984
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	36,628	297,913
c. No. of units that not achieve clients' charter	0	0	0	0	69	0	1	0	0	1	0	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%	100.00%	99.98%
<b>2) Housing Loan (8 days)</b>													
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	2,159	21,458
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	2,159	21,456
c. No. of units that did not achieve clients' charter	0	0	0	0	2	0	0	0	0	0	0	0	2
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	99.81%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.99%
<b>3) Real Property Gains Tax (8 days)</b>													
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	3,242	35,505
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	3,242	35,498
c. No. of units that did not achieve clients' charter	0	0	0	0	7	0	0	0	0	0	0	0	7
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	99.72%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.98%
<b>4) Estate Duty (8 days) - Effective February 2018</b>													
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	8,939	86,271
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	8,939	86,268
c. No. of units that did not achieve clients' charter	1	0	1	0	1	0	0	0	0	0	0	0	3
d. Performance achieved	99.99%	100.00%	99.98%	100.00%	99.97%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>5) Rental &amp; Lease (10 days)</b>													
a. Total units reported	1,859	1,959	1,370	20	765	1,657	1,809	1,941	2,833	1,365	2,321	1,908	19,807
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	1,908	19,806
c. No. of units that did not achieve clients' charter	0	0	0	0	0	0	1	0	0	0	0	0	0
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.94%	100.00%	100.00%	100.00%	100.00%	100.00%	99.99%
<b>6) Conversion of Land Use (10 days)</b>													
a. Total units reported	1,103	2,123	715	38	771	2,034	1,298	722	1,536	2,039	2,676	1,133	16,188
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	1,133	16,181
c. No. of units that did not achieve clients' charter	0	0	0	0	3	0	4	0	0	0	0	0	7
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	99.61%	100.00%	99.69%	100.00%	100.00%	100.00%	100.00%	100.00%	99.96%
<b>7) Land Alienation (10 days)</b>													
a. Total units reported	1,610	2,574	1,946	415	510	2,205	3,850	1,392	1,743	2,146	2,224	2,527	23,142
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	2,527	23,109
c. No. of units that did not achieve clients' charter	0	0	0	0	0	0	33	0	0	0	0	0	33
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.14%	100.00%	100.00%	100.00%	100.00%	100.00%	99.86%
<b>8) Privatisation &amp; Corporatisation (20 days)</b>													
a. Total units reported	69	236	2	2	25	12	112	81	40	75	70	34	758
b. No. of units that achieved clients' charter	69	236	2	2	25	12	112	81	40	75	70	34	758
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%
<b>9) Purchase &amp; Sale (20 days)</b>													
a. Total units reported	142	94	429	0	46	1,963	158	413	135	161	127	453	4,121
b. No. of units that achieved clients' charter	141	94	429	0	46	1,963	158	413	135	161	127	453	4,120
c. No. of units that did not achieve clients' charter	1	0	0	0	0	0	0	0	0	0	0	0	1
d. Performance achieved	99.30%	100.00%	100.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.98%
<b>10) Land Acquisition (30 days)</b>													
a. Total units reported	271	227	954	34	357	295	1,023	735	237	598	239	341	5,311
b. No. of units that achieved clients' charter	270	227	954	34	357	295	1,023	735	237	598	239	341	5,310
c. No. of units that did not achieve clients' charter	1	0	0	0	0	0	0	0	0	0	0	0	1
d. Performance achieved	99.63%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.98%
<b>11) Bill Payment (14 days)</b>													
a. Total bills received	147	1,305	1,555	647	631	1,172	1,562	1,641	2,037	2,301	3,575	1,122	17,695
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	1,090	17,655
c. No. of bills that did not achieve clients' charter	0	1	0	3	0	1	2	0	0	0	1	32	40
d. Performance achieved	100.00%	99.92%	100.00%	99.54%	100.00%	99.91%	99.87%	100.00%	100.00%	100.00%	99.97%	97.15%	99.77%