

JPPH Monthly Clients' Charter Performance Report For Year 2021

JPPH Clients' Charter	Jan	Feb	Mar	Apr	Mei	June	July	August	September	October	November	December	TOTAL
1) Stamp Duty													
Standard Case (1 Day)													
a. Total units reported	5,034	4,696											9,730
b. No. of units that achieved clients' charter	5,032	4,695											9,727
c. No. of units that not achieve clients' charter	2	1											3
d. Performance achieved	99.96%	99.98%											99.97%
Non-Standard Case (5 Day)													
a. Total units reported	31,862	24,906											56,768
b. No. of units that achieved clients' charter	31,862	24,906											56,768
c. No. of units that not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%
2) Housing Loan (8 days)													
a. Total units reported	1,704	1,698											3,402
b. No. of units that achieved clients' charter	1,704	1,698											3,402
c. No. of units that did not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%
3) Real Property Gains Tax (8 days)													
a. Total units reported	1,929	2,369											4,298
b. No. of units that achieved clients' charter	1,929	2,369											4,298
c. No. of units that did not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%
4) Estate Duty (8 days) - Effective February 2018													
a. Total units reported	6,763	5,788											12,551
b. No. of units that achieved clients' charter	6,763	5,788											12,551
c. No. of units that did not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%
5) Rental & Lease (10 days)													
a. Total units reported	1,280	2,131											3,411
b. No. of units that achieved clients' charter	1,280	2,131											3,411
c. No. of units that did not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%
6) Conversion of Land Use (10 days)													
a. Total units reported	798	983											1,781
b. No. of units that achieved clients' charter	798	983											1,781
c. No. of units that did not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%
7) Land Alienation (10 days)													
a. Total units reported	1,212	1,228											2,440
b. No. of units that achieved clients' charter	1,212	1,228											2,440
c. No. of units that did not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%
8) Privatisation & Corporatisation (20 days)													
a. Total units reported	197	75											272
b. No. of units that achieved clients' charter	197	75											272
c. No. of units that did not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%
9) Purchase & Sale (20 days)													
a. Total units reported	387	319											706
b. No. of units that achieved clients' charter	387	319											706
c. No. of units that did not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%
10) Land Acquisition (30 days)													
a. Total units reported	146	208											354
b. No. of units that achieved clients' charter	146	208											354
c. No. of units that did not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%
11) Bill Payment (14 days)													
a. Total bills received	127	1,060											1,187
b. No. of bills that achieved clients' charter	127	1,060											1,187
c. No. of bills that did not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%