

JPPH Monthly Clients' Charter Performance Report For Year 2021

| JPPH Clients' Charter | Jan | Feb | Mar | Apr | May | June | July | Aug | Sept | Oct | Nov | Dec | TOTAL |
|--|------------|------------|------------|------------|------------|-------------|-------------|------------|-------------|------------|------------|------------|--------------|
| 1) Stamp Duty | | | | | | | | | | | | | |
| Standard Case (1 Day) | | | | | | | | | | | | | |
| a. Total units reported | 5,034 | 4,696 | 7,639 | 7,321 | 5,654 | 890 | | | | | | | 31,234 |
| b. No. of units that achieved clients' charter | 5,032 | 4,695 | 7,639 | 7,321 | 5,652 | 890 | | | | | | | 31,229 |
| c. No. of units that did not achieve clients' charter | 2 | 1 | 0 | 0 | 2 | 0 | | | | | | | 5 |
| d. Performance achieved | 99.96% | 99.98% | 100.00% | 100.00% | 99.96% | 100.00% | | | | | | | 99.98% |
| Non-Standard Case (5 Day) | | | | | | | | | | | | | |
| a. Total units reported | 31,862 | 24,906 | 38,970 | 36,624 | 28,540 | 4,838 | | | | | | | 165,740 |
| b. No. of units that achieved clients' charter | 31,862 | 24,906 | 38,970 | 36,624 | 28,540 | 4,838 | | | | | | | 165,740 |
| c. No. of units that did not achieve clients' charter | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | 0 |
| d. Performance achieved | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | | | | | | | 100.00% |
| 2) Housing Loan (8 days) | | | | | | | | | | | | | |
| a. Total units reported | 1,704 | 1,698 | 2,210 | 1,741 | 1,415 | 265 | | | | | | | 9,033 |
| b. No. of units that achieved clients' charter | 1,704 | 1,698 | 2,210 | 1,741 | 1,415 | 265 | | | | | | | 9,033 |
| c. No. of units that did not achieve clients' charter | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | 0 |
| d. Performance achieved | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | | | | | | | 100.00% |
| 3) Real Property Gains Tax (8 days) | | | | | | | | | | | | | |
| a. Total units reported | 1,929 | 2,369 | 3,581 | 3,009 | 2,187 | 459 | | | | | | | 13,534 |
| b. No. of units that achieved clients' charter | 1,929 | 2,369 | 3,581 | 3,009 | 2,187 | 459 | | | | | | | 13,534 |
| c. No. of units that did not achieve clients' charter | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | 0 |
| d. Performance achieved | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | | | | | | | 100.00% |
| 4) Estate Duty (8 days) - Effective February 2018 | | | | | | | | | | | | | |
| a. Total units reported | 6,763 | 5,788 | 7,247 | 7,356 | 5,343 | 375 | | | | | | | 32,872 |
| b. No. of units that achieved clients' charter | 6,763 | 5,788 | 7,247 | 7,356 | 5,343 | 375 | | | | | | | 32,872 |
| c. No. of units that did not achieve clients' charter | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | 0 |
| d. Performance achieved | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | | | | | | | 100.00% |
| 5) Rental & Lease (10 days) | | | | | | | | | | | | | |
| a. Total units reported | 1,280 | 2,131 | 1,935 | 2,816 | 2,360 | 144 | | | | | | | 10,666 |
| b. No. of units that achieved clients' charter | 1,280 | 2,131 | 1,935 | 2,816 | 2,360 | 144 | | | | | | | 10,666 |
| c. No. of units that did not achieve clients' charter | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | 0 |
| d. Performance achieved | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | | | | | | | 100.00% |
| 6) Conversion of Land Use (10 days) | | | | | | | | | | | | | |
| a. Total units reported | 798 | 983 | 1,025 | 898 | 765 | 59 | | | | | | | 4,528 |
| b. No. of units that achieved clients' charter | 798 | 983 | 1,025 | 898 | 765 | 59 | | | | | | | 4,528 |
| c. No. of units that did not achieve clients' charter | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | 0 |
| d. Performance achieved | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | | | | | | | 100.00% |
| 7) Land Alienation (10 days) | | | | | | | | | | | | | |
| a. Total units reported | 1,212 | 1,228 | 1,641 | 1,686 | 1,507 | 37 | | | | | | | 7,311 |
| b. No. of units that achieved clients' charter | 1,212 | 1,228 | 1,641 | 1,686 | 1,507 | 37 | | | | | | | 7,311 |
| c. No. of units that did not achieve clients' charter | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | 0 |
| d. Performance achieved | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | | | | | | | 100.00% |
| 8) Privatisation & Corporatisation (20 days) | | | | | | | | | | | | | |
| a. Total units reported | 197 | 75 | 108 | 52 | 60 | 3 | | | | | | | 495 |
| b. No. of units that achieved clients' charter | 197 | 75 | 108 | 52 | 60 | 3 | | | | | | | 495 |
| c. No. of units that did not achieve clients' charter | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | 0 |
| d. Performance achieved | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | | | | | | | 100.00% |
| 9) Purchase & Sale (20 days) | | | | | | | | | | | | | |
| a. Total units reported | 387 | 319 | 301 | 385 | 338 | 19 | | | | | | | 1,749 |
| b. No. of units that achieved clients' charter | 387 | 319 | 301 | 385 | 338 | 19 | | | | | | | 1,749 |
| c. No. of units that did not achieve clients' charter | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | 0 |
| d. Performance achieved | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | | | | | | | 100.00% |
| 10) Land Acquisition (30 days) | | | | | | | | | | | | | |
| a. Total units reported | 146 | 208 | 888 | 1,543 | 477 | 34 | | | | | | | 3,296 |
| b. No. of units that achieved clients' charter | 146 | 208 | 888 | 1,543 | 477 | 34 | | | | | | | 3,296 |
| c. No. of units that did not achieve clients' charter | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | 0 |
| d. Performance achieved | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | | | | | | | 100.00% |
| 11) Bill Payment (14 days) | | | | | | | | | | | | | |
| a. Total bills received | 127 | 1,060 | 1,512 | 1,859 | 1,367 | 1,154 | | | | | | | 7,079 |
| b. No. of bills that achieved clients' charter | 127 | 1,060 | 1,512 | 1,859 | 1,366 | 1,152 | | | | | | | 7,076 |
| c. No. of bills that did not achieve clients' charter | 0 | 0 | 0 | 0 | 1 | 2 | | | | | | | 3 |
| d. Performance achieved | 100.00% | 100.00% | 100.00% | 100.00% | 99.93% | 99.83% | | | | | | | 99.96% |