

## JPPH Monthly Clients' Charter Performance Report For Year 2021

JPPH Clients' Charter	Jan	Feb	March	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL
<b>1) Stamp Duty</b>													
<b>Standard Case (1 Day)</b>													
a. Total units reported	5,034	4,696	7,639	7,321	5,654	890	2,925	5,384	6,229	6,835	8,011	7,526	68,144
b. No. of units that achieved clients' charter	5,032	4,695	7,639	7,321	5,652	890	2,925	5,377	6,229	6,835	8,011	7,526	68,132
c. No. of units that did not achieve clients' charter	2	1	0	0	2	0	0	7	0	0	0	0	12
d. Performance achieved	99.96%	99.98%	100.00%	100.00%	99.96%	100.00%	100.00%	99.87%	100.00%	100.00%	100.00%	100.00%	99.98%
<b>Non-Standard Case (5 Day)</b>													
a. Total units reported	31,862	24,906	38,970	36,624	28,540	4,838	15,901	25,058	23,024	27,964	37,244	32,221	327,152
b. No. of units that achieved clients' charter	31,862	24,906	38,970	36,624	28,540	4,838	15,901	25,058	23,024	27,964	37,244	32,221	327,152
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>2) Housing Loan (8 days)</b>													
a. Total units reported	1,704	1,698	2,210	1,881	1,415	265	952	1,800	1,718	1,605	1,668	1,855	18,771
b. No. of units that achieved clients' charter	1,704	1,698	2,210	1,881	1,415	265	952	1,800	1,718	1,605	1,668	1,855	18,771
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>3) Real Property Gains Tax (8 days)</b>													
a. Total units reported	1,929	2,369	3,581	3,009	2,187	459	1,662	4,007	3,631	3,171	3,871	3,098	32,974
b. No. of units that achieved clients' charter	1,929	2,369	3,581	3,009	2,187	459	1,662	4,007	3,631	3,171	3,871	3,098	32,974
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>4) Estate Duty (8 days) - Effective February 2018</b>													
a. Total units reported	6,763	5,788	7,247	7,356	5,343	375	1,484	4,491	5,200	6,321	7,060	9,520	66,948
b. No. of units that achieved clients' charter	6,763	5,788	7,247	7,356	5,343	375	1,484	4,491	5,200	6,321	7,060	9,520	66,948
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>5) Rental &amp; Lease (10 days)</b>													
a. Total units reported	1,280	2,131	1,935	2,816	2,360	144	534	1,556	868	2,847	1,042	2,122	19,635
b. No. of units that achieved clients' charter	1,280	2,131	1,935	2,816	2,360	144	534	1,556	868	2,847	1,042	2,122	19,635
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>6) Conversion of Land Use (10 days)</b>													
a. Total units reported	798	983	1,025	898	765	59	248	983	377	948	638	1,788	9,510
b. No. of units that achieved clients' charter	798	983	1,025	898	765	59	248	983	377	948	638	1,788	9,510
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>7) Land Alienation (10 days)</b>													
a. Total units reported	1,212	1,228	1,641	1,686	1,507	37	254	1,970	2,515	1,172	1,968	2,060	17,250
b. No. of units that achieved clients' charter	1,212	1,228	1,641	1,686	1,507	37	254	1,970	2,515	1,172	1,968	2,060	17,250
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>8) Privatisation &amp; Corporatisation (20 days)</b>													
a. Total units reported	197	75	108	52	60	3	0	70	25	29	15	726	1,360
b. No. of units that achieved clients' charter	197	75	108	52	60	3	0	70	25	29	15	726	1,360
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%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>9) Purchase &amp; Sale (20 days)</b>													
a. Total units reported	387	319	301	385	338	19	150	101	81	146	223	291	2,741
b. No. of units that achieved clients' charter	387	319	301	385	338	19	150	101	81	146	223	291	2,741
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>10) Land Acquisition (30 days)</b>													
a. Total units reported	146	208	888	1,543	477	34	75	255	678	1,278	549	493	6,624
b. No. of units that achieved clients' charter	146	208	888	1,543	477	34	75	255	678	1,278	549	493	6,624
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>11) Bill Payment (14 days)</b>													
a. Total bills received	127	1,060	1,512	1,859	1,367	1,154	1,023	1,265	1,749	1,670	4,462	71	17,319
b. No. of bills that achieved clients' charter	127	1,060	1,512	1,858	1,366	1,152	1,022	1,265	1,748	1,670	4,461	71	17,312
c. No. of bills that did not achieve clients' charter	0	0	0	1	1	2	1	0	1	0	1	0	7
d. Performance achieved	100.00%	100.00%	100.00%	99.95%	99.93%	99.83%	99.90%	100.00%	99.94%	100.00%	99.98%	100.00%	99.96%