

## JPPH Monthly Clients' Charter Performance Report For Year 2022

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	7,234	6,313	7,967	7,489	6,758	9,106	7,929	9,494					62,290
b. No. of units that achieved clients' charter	7,234	6,313	7,967	7,489	6,758	9,106	7,929	9,494					62,290
c. No. of units that did not achieve clients' charter	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%
<b>Non-Standard Case (5 Day)</b>													
a. Total units reported	30,051	26,361	32,032	30,536	23,356	33,677	29,276	36,628					241,917
b. No. of units that achieved clients' charter	30,051	26,361	32,032	30,536	23,356	33,677	29,276	36,628					241,917
c. No. of units that did not achieve clients' charter	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%
<b>2) Housing Loan (8 days)</b>													
a. Total units reported	1,598	1,412	1,654	1,670	953	1,448	1,441	1,680					11,856
b. No. of units that achieved clients' charter	1,598	1,412	1,654	1,670	953	1,448	1,441	1,680					11,856
c. No. of units that did not achieve clients' charter	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%
<b>3) Real Property Gains Tax (8 days)</b>													
a. Total units reported	2,531	2,451	2,441	2,432	967	1,408	1,471	1,601					15,302
b. No. of units that achieved clients' charter	2,531	2,451	2,441	2,432	967	1,408	1,471	1,601					15,302
c. No. of units that did not achieve clients' charter	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%
<b>4) Estate Duty (8 days) - Effective February 2018</b>													
a. Total units reported	9,468	7,819	9,814	10,815	5,861	9,474	9,615	11,955					74,821
b. No. of units that achieved clients' charter	9,468	7,819	9,814	10,815	5,861	9,474	9,615	11,955					74,821
c. No. of units that did not achieve clients' charter	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%
<b>5) Rental &amp; Lease (10 days)</b>													
a. Total units reported	2,270	1,567	3,269	3,489	2,538	2,619	1,776	1,935					19,463
b. No. of units that achieved clients' charter	2,270	1,567	3,269	3,489	2,538	2,619	1,776	1,935					19,463
c. No. of units that did not achieve clients' charter	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%
<b>6) Conversion of Land Use (10 days)</b>													
a. Total units reported	575	545	1,161	930	1,528	979	911	1,029					7,658
b. No. of units that achieved clients' charter	575	545	1,161	930	1,528	979	911	1,029					7,658
c. No. of units that did not achieve clients' charter	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%
<b>7) Land Alienation (10 days)</b>													
a. Total units reported	2,051	2,191	2,170	2,731	1,837	2,353	1,883	4,231					19,447
b. No. of units that achieved clients' charter	2,051	2,191	2,170	2,731	1,837	2,353	1,883	4,231					19,447
c. No. of units that did not achieve clients' charter	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%
<b>8) Privatisation &amp; Corporatisation (20 days)</b>													
a. Total units reported	9	41	16	489	1,064	52	13	25					1,709
b. No. of units that achieved clients' charter	9	41	16	489	1,064	52	13	25					1,709
c. No. of units that did not achieve clients' charter	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%
<b>9) Purchase &amp; Sale (20 days)</b>													
a. Total units reported	112	110	77	418	283	464	125	406					1,995
b. No. of units that achieved clients' charter	112	110	77	418	283	464	125	406					1,995
c. No. of units that did not achieve clients' charter	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%
<b>10) Land Acquisition (30 days)</b>													
a. Total units reported	90	701	1,680	569	1,273	401	381	556					5,651
b. No. of units that achieved clients' charter	90	701	1,680	569	1,273	401	381	556					5,651
c. No. of units that did not achieve clients' charter	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%
<b>11) Bill Payment (14 days)</b>													
a. Total bills received	521	1,425	1,716	2,066	1,092	1,811	1,881	1,888					12,400
b. No. of bills that achieved clients' charter	521	1,425	1,716	2,066	1,091	1,811	1,881	1,888					12,399
c. No. of bills that did not achieve clients' charter	0	0	0	0	1	0	0	0					1
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	99.91%	100.00%	100.00%	100.00%					99.99%