

## 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	8,749	8,313			79,352
b. No. of units that achieved clients' charter	7,234	6,313	7,967	7,489	6,758	9,106	7,929	9,494	8,749	8,313			79,352
c. No. of units that did not achieve clients' charter	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%
<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	33,690	29,661			305,268
b. No. of units that achieved clients' charter	30,051	26,361	32,032	30,536	23,356	33,677	29,276	36,628	33,690	29,661			305,268
c. No. of units that did not achieve clients' charter	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%
<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	1,269	1,330			14,455
b. No. of units that achieved clients' charter	1,598	1,412	1,654	1,670	953	1,448	1,441	1,680	1,269	1,330			14,455
c. No. of units that did not achieve clients' charter	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%
<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	1,585	924			17,811
b. No. of units that achieved clients' charter	2,531	2,451	2,441	2,432	967	1,408	1,471	1,601	1,585	924			17,811
c. No. of units that did not achieve clients' charter	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%
<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	10,236	8,783			93,840
b. No. of units that achieved clients' charter	9,468	7,819	9,814	10,815	5,861	9,474	9,615	11,955	10,236	8,783			93,840
c. No. of units that did not achieve clients' charter	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%
<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	2,015	2,159			23,637
b. No. of units that achieved clients' charter	2,270	1,567	3,269	3,489	2,538	2,619	1,776	1,935	2,015	2,159			23,637
c. No. of units that did not achieve clients' charter	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%
<b>6) Conversion of Land Use (10 days)</b>													
a. Total units reported	575	545	1,161	930	1,528	979	911	1,029	669	783			9,110
b. No. of units that achieved clients' charter	575	545	1,161	930	1,528	979	911	1,029	669	783			9,110
c. No. of units that did not achieve clients' charter	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%
<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	1,739	1,210			22,396
b. No. of units that achieved clients' charter	2,051	2,191	2,170	2,731	1,837	2,353	1,883	4,231	1,739	1,210			22,396
c. No. of units that did not achieve clients' charter	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%
<b>8) Privatisation &amp; Corporatisation (20 days)</b>													
a. Total units reported	9	41	16	489	1,064	52	13	25	14	61			1,784
b. No. of units that achieved clients' charter	9	41	16	489	1,064	52	13	25	14	61			1,784
c. No. of units that did not achieve clients' charter	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%
<b>9) Purchase &amp; Sale (20 days)</b>													
a. Total units reported	112	110	77	418	283	464	125	406	145	645			2,785
b. No. of units that achieved clients' charter	112	110	77	418	283	464	125	406	145	645			2,785
c. No. of units that did not achieve clients' charter	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%
<b>10) Land Acquisition (30 days)</b>													
a. Total units reported	90	701	1,680	569	1,273	401	381	556	3,369	1,365			10,385
b. No. of units that achieved clients' charter	90	701	1,680	569	1,273	401	381	556	3,369	1,365			10,385
c. No. of units that did not achieve clients' charter	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%
<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	1,850	2,005			16,255
b. No. of bills that achieved clients' charter	521	1,425	1,716	2,066	1,091	1,811	1,881	1,888	1,850	2,005			16,254
c. No. of bills that did not achieve clients' charter	0	0	0	0	1	0	0	0	0	0			1
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	99.91%	100.00%	100.00%	100.00%	100.00%	100.00%			99.99%