JPPH Monthly Clients' Charter Performance Report For Year 2022

	8,762 8,762 0 6 100.00% 1 28,550 1 28,550 0 0 6 100.00% 1,338 1,338 1,338 1 0 6 100.00% 1 827 827 0 0 6 100.00% 1 9,046 9,046 9,046 9,046 1 0 0 0 6 100.00%	97,42 97,42 100.00 362,98 362,98 100.00 17,11 17,11 100.00 19,84 100.00 112,22 112,23
Standard Case (1 Day) a. Total units reported 7,234 6,313 7,967 7,489 6,758 9,106 7,929 9,494 8,749 8,313 9,30 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 9,30 c. No. of units that achieved clients' charter 0 0 0 0 0 0 0 0 0	8,762 0 6 100.00% 1 28,550 1 28,550 0 6 100.00% 1,338 1,338 0 6 100.00% 1 827 827 0 0 6 100.00% 1 9,046 9,046 9,046 9,046 1 0 0 0 6 100.00%	97,42 100.00 362,90 100.00 17,11 17,11 100.00 19,84 100.00 112,25 112,25
a. Total units reported b. No. of units that achieved clients' charter 7,234 6,313 7,967 7,489 6,788 9,106 7,929 9,494 8,749 8,313 9,30 c. No. of units that achieved clients charter 7,234 6,313 7,967 7,489 6,788 9,106 7,929 9,494 8,749 8,313 9,30 c. No. of units that not achieve clients charter 7,234 6,313 7,967 7,489 6,788 9,106 7,929 9,494 8,749 8,313 9,30 c. No. of units that not achieve clients charter 8,000 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	8,762 0 6 100.00% 1 28,550 1 28,550 0 6 100.00% 1,338 1,338 0 6 100.00% 1 827 827 0 0 6 100.00% 1 9,046 9,046 9,046 9,046 1 0 0 0 6 100.00%	97,42 100.00 362,90 100.00 17,11 17,11 100.00 19,84 100.00 112,25 112,25
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 9,30 c. No. of units that not achieve clients' charter 0	8,762 0 6 100.00% 1 28,550 1 28,550 0 6 100.00% 1,338 1,338 0 6 100.00% 1 827 827 0 0 6 100.00% 1 9,046 9,046 9,046 9,046 1 0 0 0 6 100.00%	97,42 100.00 362,90 100.00 17,11 17,11 100.00 19,84 100.00 112,25 112,25
C. No. of units that not achive clients' charter O O O O O O O O O O O O O O O O O O O	0	100.00 362,94 100.00 17,11 17,11 100.00 19,84 100.00 112,24 112,24
Description Color	6 100.00% 6 28,550 7 28,550 8 28,550 9 0 6 100.00% 1,338 1,338 1,338 1 0 6 100.00% 1 1,34 1 1,34	362,98 362,98 100.00 17,1: 17,1: 100.00 19,8: 100.00 112,2: 112,2:
Non-Standard Case (5 Day) a. Total units reported 30.051 26.361 32.032 30.536 23.365 33.677 29.276 36.628 33.690 29.661 29.16 b. No. of units that achieved clients' charter 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	28,550	362,98 362,98 100.00 17,1: 17,1: 100.00 19,8: 100.00 112,2: 112,2:
a. Total units reported 30,051	28,550 0 6 100.00% 1,338 1,338 0 6 100.00% 827 827 0 6 100.00% 9,046 9,046 0 6 100.00%	362,98 100.00 17,1' 17,1' 100.00 19,8 100.00 112,28 112,28
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 29,16 c. No. of units that not achive clients' charter 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	28,550 0 6 100.00% 1,338 1,338 0 6 100.00% 827 827 0 6 100.00% 9,046 9,046 0 6 100.00%	362,98 100.00 17,1' 17,1' 100.00 19,8 100.00 112,28 112,28
C. No. of units that not achive clients' charter O. 0. 0. 0. 0. 0. 0. 0. 0. 0. 0. 0. 0. 0.	0 0 100.00% 1,338	100.00 17,1' 17,1' 100.00 19,8' 19,8' 100.00 112,2' 112,2'
d. Performance achieved 100.00%	6 100.00% 1,338 1,338 0 6 100.00% 827 827 0 6 100.00% 9,046 9,046 9,046 100.00%	17,1· 17,1· 100.00 19,84 19,84 100.00
2 Housing Loan (8 days) a. Total units reported 1.598 1.412 1.654 1.670 953 1.448 1.441 1.680 1.269 1.330 1.32 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 1.32 c. No. of units that did not achive clients' charter 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1,338 1,338 0 6 100.00% 827 827 0 6 100.00% 9,046 9,046 9,046 1 00.00%	17,1· 17,1· 100.00 19,84 19,84 100.00
a. Total units reported 1,598 1,412 1,654 1,670 953 1,448 1,441 1,680 1,269 1,330 1,32 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 1,32 c. No. of units that did not achive clients' charter 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1,338 0 6 100.00% 827 0 827 0 0 6 100.00% 7 9,046 9,046 0 0 6 100.00%	17,1: 100.00 19,84 19,84 100.00 112,25 112,25
a. Total units reported 1,598 1,412 1,654 1,670 953 1,448 1,441 1,680 1,269 1,330 1,32 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 1,32 c. No. of units that did not achive clients' charter 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1,338 0 6 100.00% 827 0 827 0 0 6 100.00% 7 9,046 9,046 0 0 6 100.00%	17,1: 100.00 19,84 19,84 100.00 112,25 112,25
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 1,32 1,32 1,00. of units that achieved clients' charter 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1,338 0 6 100.00% 827 0 827 0 0 6 100.00% 7 9,046 9,046 0 0 6 100.00%	17,1: 100.00 19,84 19,84 100.00 112,25 112,25
C. No. of units that did not achive clients' charter 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 100.00% 827 0 827 0 0 6 100.00% 9,046 0 0 0 6 100.00% 9 100.00	19,84 19,84 100.00 112,25
d. Performance achived 100.00%	827 827 827 0 6 100.00% 9,046 9,046 0 0 6 100.00%	19,84 19,84 100.00 112,25 112,25
3) Real Property Gains Tax (8 days) a. Total units reported 2,531 2,451 2,441 2,432 967 1,408 1,471 1,601 1,585 924 1,20 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 1,20 c. No. of units that achieve clients' charter 0 0 0 0 0 0 0 0 0 0 0 0 d. Performance achived 100.00% 100.	827 827 0 6 100.00% 9,046 9,046 0 6 100.00%	19,84 19,84 100.00 112,25 112,25
a. Total units reported 2,531 2,451 2,441 2,432 967 1,408 1,471 1,601 1,585 924 1,20 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 1,20 c. No. of units that did not achive clients' charter 0 0 0 0 0 0 0 0 0 0 0 0 0 d. Performance achived 100.00%	9,046 9,046 100.00%	19,84 100.00 112,29 112,29
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 1,200 c. No. of units that did not achive clients' charter 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	9,046 9,046 100.00%	19,84 100.00 112,29 112,29
C. No. of units that did not achive clients' charter 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	9,046 9,046 9,046 0 6 100.00%	100.00 112,25 112,25
d. Performance achived 100.00%	9,046 9,046 9,046 0 100.00%	112,25 112,25
4) Estate Duty (8 days) - Effective February 2018 a. Total units reported 9,468 7,819 9,814 10,815 5,861 9,474 9,615 11,955 10,236 8,783 9,36 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 9,36 c. No. of units that did not achieve clients' charter 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	9,046 9,046 0 0 6 100.00%	112,25 112,25
a. Total units reported 9,468 7,819 9,814 10,815 5,861 9,474 9,615 11,955 10,236 8,783 9,36 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 9,36 c. No. of units that did not achieve clients' charter 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	9,046 0 0 6 100.00%	112,2
a. Total units reported 9,468 7,819 9,814 10,815 5,861 9,474 9,615 11,955 10,236 8,783 9,36 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 9,36 c. No. of units that did not achieve clients' charter 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	9,046 0 0 6 100.00%	112,2
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 9,36 c. No. of units that did not achieve clients' charter 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	9,046 0 0 6 100.00%	112,2
C. No. of units that did not achive clients' charter 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 100.00%	,
d. Performance achived 100.00%	2,233	100.00
5) Rental & Lease (10 days) 2,270 1,567 3,269 3,489 2,538 2,619 1,776 1,935 2,015 2,159 1,58 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 1,58 c. No. of units that did not achieve clients' charter 0 0 0 0 0 0 0 0 0 0 0 0	2,233	100.00
a. Total units reported 2,270 1,567 3,269 3,489 2,538 2,619 1,776 1,935 2,015 2,159 1,58 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 1,58 c. No. of units that did not achieve clients' charter 0 0 0 0 0 0 0 0 0 0 0 0 0		
a. Total units reported 2,270 1,567 3,269 3,489 2,538 2,619 1,776 1,935 2,015 2,159 1,58 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 1,58 c. No. of units that did not achieve clients' charter 0 0 0 0 0 0 0 0 0 0 0		
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 1,580 c. No. of units that did not achive clients' charter 0 0 0 0 0 0 0 0 0 0 0 0 0		27,4
c. No. of units that did not achive clients' charter 0 0 0 0 0 0 0 0 0 0 0	2,233	27,4
		21,40
	, , ,	100.00
6) Conversion of Land Use (10 days)		
a. Total units reported 575 545 1,161 930 1,528 979 911 1,029 669 783 1,115	896	11,12
b. No. of units that achieved clients' charter 575 545 1,161 930 1,528 979 911 1,029 669 783 1,115	896	11,12
c. No. of units that did not achive clients' charter 0 0 0 0 0 0 0 0 0 0 0	, , ,	
d. Performance achived 100.00%	6 100.00%	100.00
7) Land Alienation (10 days)		07.0
a. Total units reported 2,051 2,191 2,170 2,731 1,837 2,353 1,883 4,231 1,739 1,210 1,441		27,28
b. No. of units that achieved clients' charter 2,051 2,191 2,770 2,731 1,837 2,353 1,883 4,231 1,739 1,210 1,444		27,28
c. No. of units that did not achive clients' charter 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 6 100.00%	100.00
U. Feriorinance actived 100.00 /s 10	100.0076	100.00
8) Privatisation & Corporatisation (20 days)	++	
a. Total units reported 9 41 16 489 1,064 52 13 25 14 61 3.	82	1,89
b. No. of units that achieved clients' charter 9 41 16 489 1,064 52 13 25 14 61 3		1,89
c. No. of units that did not achive clients' charter 0 0 0 0 0 0 0 0 0 0 0	0	
d. Performance achived 100.00%	6 100.00%	100.00
9) Purchase & Sale (20 days)		
a. Total units reported 112 110 77 418 283 464 125 406 145 645 98		4,08
b. No. of units that achieved clients' charter 112 110 77 418 283 464 125 406 145 645 98		4,08
c. No. of units that did not achive clients' charter 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	, , ,	100.00
d. Performance achived 100.00%	6 100.00%	100.00
40) Land Acquisition (20 days)	++	
10) Land Acquisition (30 days) 90 701 1,680 569 1,273 401 381 556 3,369 1,365 43	320	11 11
a. Total units reported 90 701 1,680 569 1,273 401 381 556 3,369 1,365 43 b. No. of units that achieved clients' charter 90 701 1,680 569 1,273 401 381 556 3,369 1,365 43		11,13
c. No. of units that did not achive clients' charter 0 0 0 0 0 0 0 0 0 0 0		11,15
d. Performance achived 100.00% 100.00	-	100.00
100.007/8 100.007		100.00
11) Bill Payment (14 days)	+ +	
a. Total bills received 521 1,425 1,716 2,066 1,092 1,811 1,881 1,888 1,850 2,005 2,300	2,068	20,63
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 2,300		20,63
c. No. of bills that did not achive clients' charter 0 0 0 0 1 0 0 0 0		-,
d. Performance achived 100.00% 100.00% 100.00% 100.00% 99.91% 100.00%	6 100.00%	100.00