

## 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   | 9,309   | 8,762   | 97,423  |
| 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   | 9,309   | 8,762   | 97,423  |
| 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>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  | 29,168  | 28,550  | 362,986 |
| 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  | 29,168  | 28,550  | 362,986 |
| 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                                  | 1,598   | 1,412   | 1,654   | 1,670   | 953     | 1,448   | 1,441   | 1,680   | 1,269   | 1,330   | 1,324   | 1,338   | 17,117  |
| 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   | 1,324   | 1,338   | 17,117  |
| 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                                  | 2,531   | 2,451   | 2,441   | 2,432   | 967     | 1,408   | 1,471   | 1,601   | 1,585   | 924     | 1,209   | 827     | 19,847  |
| 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     | 1,209   | 827     | 19,847  |
| 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                                  | 9,468   | 7,819   | 9,814   | 10,815  | 5,861   | 9,474   | 9,615   | 11,955  | 10,236  | 8,783   | 9,367   | 9,046   | 112,253 |
| 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   | 9,367   | 9,046   | 112,253 |
| 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                                  | 2,270   | 1,567   | 3,269   | 3,489   | 2,538   | 2,619   | 1,776   | 1,935   | 2,015   | 2,159   | 1,587   | 2,233   | 27,457  |
| 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   | 1,587   | 2,233   | 27,457  |
| 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                                  | 575     | 545     | 1,161   | 930     | 1,528   | 979     | 911     | 1,029   | 669     | 783     | 1,118   | 896     | 11,124  |
| b. No. of units that achieved clients' charter           | 575     | 545     | 1,161   | 930     | 1,528   | 979     | 911     | 1,029   | 669     | 783     | 1,118   | 896     | 11,124  |
| 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                                  | 2,051   | 2,191   | 2,170   | 2,731   | 1,837   | 2,353   | 1,883   | 4,231   | 1,739   | 1,210   | 1,446   | 3,444   | 27,286  |
| 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   | 1,446   | 3,444   | 27,286  |
| 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                                  | 9       | 41      | 16      | 489     | 1,064   | 52      | 13      | 25      | 14      | 61      | 32      | 82      | 1,898   |
| b. No. of units that achieved clients' charter           | 9       | 41      | 16      | 489     | 1,064   | 52      | 13      | 25      | 14      | 61      | 32      | 82      | 1,898   |
| 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>9) Purchase &amp; Sale (20 days)</b>                  |         |         |         |         |         |         |         |         |         |         |         |         |         |
| a. Total units reported                                  | 112     | 110     | 77      | 418     | 283     | 464     | 125     | 406     | 145     | 645     | 987     | 316     | 4,088   |
| b. No. of units that achieved clients' charter           | 112     | 110     | 77      | 418     | 283     | 464     | 125     | 406     | 145     | 645     | 987     | 316     | 4,088   |
| 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                                  | 90      | 701     | 1,680   | 569     | 1,273   | 401     | 381     | 556     | 3,369   | 1,365   | 431     | 320     | 11,136  |
| b. No. of units that achieved clients' charter           | 90      | 701     | 1,680   | 569     | 1,273   | 401     | 381     | 556     | 3,369   | 1,365   | 431     | 320     | 11,136  |
| 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                                  | 521     | 1,425   | 1,716   | 2,066   | 1,092   | 1,811   | 1,881   | 1,888   | 1,850   | 2,005   | 2,308   | 2,068   | 20,631  |
| 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   | 2,308   | 2,068   | 20,630  |
| c. No. of bills that did not achieve clients' charter    | 0       | 0       | 0       | 0       | 1       | 0       | 0       | 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% | 100.00% | 100.00% | 100.00% |