

JPPH Monthly Clients' Charter Performance Report For Year 2023

JPPH Clients' Charter	Jan	Feb	March	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL
1) Stamp Duty													
Standard Case (1 Day)													
a. Total units reported	7,162	8,169											15,331
b. No. of units that achieved clients' charter	7,162	8,169											15,331
c. No. of units that not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%
Non-Standard Case (5 Day)													
a. Total units reported	24,174	26,409											50,583
b. No. of units that achieved clients' charter	24,174	26,409											50,583
c. No. of units that not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%
2) Housing Loan (8 days)													
a. Total units reported	1,282	1,496											2,778
b. No. of units that achieved clients' charter	1,282	1,496											2,778
c. No. of units that did not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%
3) Real Property Gains Tax (8 days)													
a. Total units reported	592	752											1,344
b. No. of units that achieved clients' charter	592	752											1,344
c. No. of units that did not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%
4) Estate Duty (8 days) - Effective February 2018													
a. Total units reported	10,535	10,249											20,784
b. No. of units that achieved clients' charter	10,535	10,249											20,784
c. No. of units that did not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%
5) Rental & Lease (10 days)													
a. Total units reported	2,045	3,693											5,738
b. No. of units that achieved clients' charter	2,045	3,693											5,738
c. No. of units that did not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%
6) Conversion of Land Use (10 days)													
a. Total units reported	1,177	1,093											2,270
b. No. of units that achieved clients' charter	1,177	1,093											2,270
c. No. of units that did not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%
7) Land Alienation (10 days)													
a. Total units reported	1,393	1,581											2,974
b. No. of units that achieved clients' charter	1,393	1,581											2,974
c. No. of units that did not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%
8) Privatisation & Corporatisation (20 days)													
a. Total units reported	17	104											121
b. No. of units that achieved clients' charter	17	104											121
c. No. of units that did not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%
9) Purchase & Sale (20 days)													
a. Total units reported	131	170											301
b. No. of units that achieved clients' charter	131	170											301
c. No. of units that did not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%
10) Land Acquisition (30 days)													
a. Total units reported	901	861											1,762
b. No. of units that achieved clients' charter	901	861											1,762
c. No. of units that did not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%
11) Bill Payment (14 days)													
a. Total bills received	431	1,298											1,729
b. No. of bills that achieved clients' charter	431	1,298											1,729
c. No. of bills that did not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%