

## 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
<b>1) Stamp Duty</b>													
<b>Standard Case (1 Day)</b>													
a. Total units reported	7,162	8,169	9,518	7,297	9,465	8,831	10,202						60,644
b. No. of units that achieved clients' charter	7,162	8,169	9,518	7,296	9,465	8,831	10,202						60,643
c. No. of units that not achieve clients' charter	0	0	0	1	0	0	0						1
d. Performance achieved	100.00%	100.00%	100.00%	99.99%	100.00%	100.00%	100.00%						100.00%
<b>Non-Standard Case (5 Day)</b>													
a. Total units reported	24,174	26,409	30,782	25,717	31,989	31,115	32,733						202,919
b. No. of units that achieved clients' charter	24,174	26,409	30,782	25,717	31,989	31,115	32,733						202,919
c. No. of units that not achieve clients' charter	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%
<b>2) Housing Loan (8 days)</b>													
a. Total units reported	1,282	1,496	1,770	1,490	1,549	1,914	2,048						11,549
b. No. of units that achieved clients' charter	1,282	1,496	1,770	1,490	1,549	1,914	2,048						11,549
c. No. of units that did not achieve clients' charter	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%
<b>3) Real Property Gains Tax (8 days)</b>													
a. Total units reported	592	752	909	691	694	853	864						5,355
b. No. of units that achieved clients' charter	592	752	909	691	694	853	864						5,355
c. No. of units that did not achieve clients' charter	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%
<b>4) Estate Duty (8 days) - Effective February 2018</b>													
a. Total units reported	10,535	10,249	10,811	9,141	8,191	9,572	12,240						70,739
b. No. of units that achieved clients' charter	10,535	10,249	10,811	9,141	8,191	9,572	12,240						70,739
c. No. of units that did not achieve clients' charter	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%
<b>5) Rental &amp; Lease (10 days)</b>													
a. Total units reported	2,045	3,693	2,404	1,936	1,656	4,281	1,404						17,419
b. No. of units that achieved clients' charter	2,045	3,693	2,404	1,936	1,656	4,281	1,404						17,419
c. No. of units that did not achieve clients' charter	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%
<b>6) Conversion of Land Use (10 days)</b>													
a. Total units reported	1,177	1,093	1,861	2,814	609	1,320	2,373						11,247
b. No. of units that achieved clients' charter	1,177	1,093	1,861	2,814	609	1,320	2,373						11,247
c. No. of units that did not achieve clients' charter	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%
<b>7) Land Alienation (10 days)</b>													
a. Total units reported	1,393	1,581	4,473	1,109	1,818	1,533	2,672						14,579
b. No. of units that achieved clients' charter	1,393	1,581	4,473	1,109	1,818	1,533	2,672						14,579
c. No. of units that did not achieve clients' charter	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%
<b>8) Privatisation &amp; Corporatisation (20 days)</b>													
a. Total units reported	17	104	632	2	208	31	50						1,044
b. No. of units that achieved clients' charter	17	104	632	2	208	31	50						1,044
c. No. of units that did not achieve clients' charter	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%
<b>9) Purchase &amp; Sale (20 days)</b>													
a. Total units reported	131	170	185	173	30	1,049	161						1,899
b. No. of units that achieved clients' charter	131	170	185	173	30	1,049	161						1,899
c. No. of units that did not achieve clients' charter	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%
<b>10) Land Acquisition (30 days)</b>													
a. Total units reported	901	861	1,628	670	785	261	1,071						6,177
b. No. of units that achieved clients' charter	901	861	1,628	670	785	261	1,071						6,177
c. No. of units that did not achieve clients' charter	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%
<b>11) Bill Payment (14 days)</b>													
a. Total bills received	431	1,298	1,903	1,899	1,420	1,790	1,762						10,503
b. No. of bills that achieved clients' charter	431	1,298	1,899	1,899	1,419	1,790	1,762						10,498
c. No. of bills that did not achieve clients' charter	0	0	4	0	1	0	0						5
d. Performance achieved	100.00%	100.00%	99.79%	100.00%	99.93%	100.00%	100.00%						99.95%