

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	9,518	7,297	9,465	8,831	10,202	11,210	9,930	10,398			92,182
b. No. of units that achieved clients' charter	7,162	8,169	9,518	7,296	9,465	8,831	10,202	11,210	9,930	10,398			92,181
c. No. of units that not achive clients' charter	0	0	0	1	0	0	0	0	0	0			1
d. Performance achieved	100.00%	100.00%	100.00%	99.99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%			100.00%
Non-Standard Case (5 Day)													
a. Total units reported	24,174	26,409	30,782	25,717	31,989	31,115	32,733	35,831	30,422	34,217			303,389
b. No. of units that achieved clients' charter	24,174	26,409	30,782	25,717	31,989	31,115	32,733	35,831	30,422	34,217			303,389
c. No. of units that not achive 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%
2) Housing Loan (8 days)													
a. Total units reported	1,282	1,496	1,770	1,490	1,549	1,914	2,048	2,132	1,691	2,176			17,548
b. No. of units that achieved clients' charter	1,282	1,496	1,770	1,490	1,549	1,914	2,048	2,132	1,691	2,176			17,548
c. No. of units that did not achive 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%
3) Real Property Gains Tax (8 days)													
a. Total units reported	592	752	909	691	694	853	864	1,153	914	1,102			8,524
b. No. of units that achieved clients' charter	592	752	909	691	694	853	864	1,153	914	1,102			8,524
c. No. of units that did not achive 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%
4) Estate Duty (8 days) - Effective February 2018													
a. Total units reported	10,535	10,249	10,811	9,141	8,191	9,572	12,240	11,009	8,615	11,383			101,746
b. No. of units that achieved clients' charter	10,535	10,249	10,811	9,141	8,191	9,572	12,240	11,009	8,615	11,383			101,746
c. No. of units that did not achive 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%
5) Rental & Lease (10 days)													
a. Total units reported	2,045	3,693	2,404	1,936	1,656	4,281	1,404	5,285	2,207	1,824			26,735
b. No. of units that achieved clients' charter	2,045	3,693	2,404	1,936	1,656	4,281	1,404	5,285	2,207	1,824			26,735
c. No. of units that did not achive 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%
6) Conversion of Land Use (10 days)													
a. Total units reported	1,177	1,093	1,861	2,814	609	1,320	2,373	1,881	1,006	1,109			15,243
b. No. of units that achieved clients' charter	1,177	1,093	1,861	2,814	609	1,320	2,373	1,881	1,006	1,109			15,243
c. No. of units that did not achive 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%
7) Land Alienation (10 days)													
a. Total units reported	1,393	1,581	4,473	1,109	1,818	1,533	2,672	1,429	1,180	1,509			18,697
b. No. of units that achieved clients' charter	1,393	1,581	4,473	1,109	1,818	1,533	2,672	1,429	1,180	1,509			18,697
c. No. of units that did not achive 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%
8) Privatisation & Corporatisation (20 days)													
a. Total units reported	17	104	632	2	208	31	50	21	251	46			1,362
b. No. of units that achieved clients' charter	17	104	632	2	208	31	50	21	251	46			1,362
c. No. of units that did not achive 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%
9) Purchase & Sale (20 days)													
a. Total units reported	131	170	185	173	30	1,049	161	813	702	267			3,681
b. No. of units that achieved clients' charter	131	170	185	173	30	1,049	161	813	702	267			3,681
c. No. of units that did not achive 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%
10) Land Acquisition (30 days)													
a. Total units reported	901	861	1,628	670	785	261	1,071	3,607	850	724			11,358
b. No. of units that achieved clients' charter	901	861	1,628	670	785	261	1,071	3,607	850	724			11,358
c. No. of units that did not achive 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%
11) Bill Payment (14 days)													
a. Total bills received	431	1,298	1,903	1,899	1,420	1,790	1,762	1,936	1,960	2,168			16,567
b. No. of bills that achieved clients' charter	431	1,298	1,899	1,899	1,419	1,790	1,762	1,936	1,960	2,167			16,561
c. No. of bills that did not achive clients' charter	0	0	4	0	1	0	0	0	0	1			6
d. Performance achieved	100.00%	100.00%	99.79%	100.00%	99.93%	100.00%	100.00%	100.00%	100.00%	99.95%			99.96%