

## 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	11,210	9,930	10,398	10,268	8,852	111,302
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	10,268	8,852	111,301
c. No. of units that not achieve clients' charter	0	0	0	1	0	0	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%	100.00%	99.99%
<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	35,831	30,422	34,217	34,014	30,855	368,258
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	34,014	30,855	368,258
c. No. of units that 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	1,282	1,496	1,770	1,490	1,549	1,914	2,048	2,132	1,691	2,176	2,092	1,850	21,490
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	2,092	1,850	21,490
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	592	752	909	691	694	853	864	1,153	914	1,102	1,011	1,007	10,542
b. No. of units that achieved clients' charter	592	752	909	691	694	853	864	1,153	914	1,102	1,011	1,007	10,542
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	10,535	10,249	10,811	9,141	8,191	9,572	12,240	11,009	8,615	11,383	10,496	11,345	123,587
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	10,496	11,345	123,587
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	2,045	3,693	2,404	1,936	1,656	4,281	1,404	5,285	2,207	1,824	2,684	1,978	31,397
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	2,684	1,978	31,397
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	1,177	1,093	1,861	2,814	609	1,320	2,373	1,881	1,006	1,109	2,723	1,220	19,186
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	2,723	1,220	19,186
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	1,393	1,581	4,473	1,109	1,818	1,533	2,672	1,429	1,180	1,509	1,850	3,469	24,016
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	1,850	3,469	24,016
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	17	104	632	2	208	31	50	21	251	46	15	354	1,731
b. No. of units that achieved clients' charter	17	104	632	2	208	31	50	21	251	46	15	354	1,731
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	131	170	185	173	30	1,049	161	813	702	267	470	358	4,509
b. No. of units that achieved clients' charter	131	170	185	173	30	1,049	161	813	702	267	470	358	4,509
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	901	861	1,628	670	785	281	1,071	3,607	850	724	1,141	294	12,813
b. No. of units that achieved clients' charter	901	861	1,628	670	785	281	1,071	3,607	850	724	1,141	294	12,813
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	431	1,298	1,903	1,899	1,420	1,790	1,762	1,936	1,960	2,168	2,866	1,802	21,235
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	2,866	1,802	21,229
c. No. of bills that did not achieve clients' charter	0	0	4	0	1	0	0	0	0	1	0	0	6
d. Performance achieved	100.00%	100.00%	99.79%	100.00%	99.93%	100.00%	100.00%	100.00%	100.00%	99.95%	100.00%	100.00%	99.97%