

## JPPH Monthly Clients' Charter Performance Report For Year 2024

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	10,038	8,515	9,645										28,198
b. No. of units that achieved clients' charter	10,038	8,515	9,645										28,198
c. No. of units that not achieve clients' charter	0	0	0										0
d. Performance achieved	100.00%	100.00%	100.00%										100.00%
<b>Non-Standard Case (5 Day)</b>													
a. Total units reported	34,945	31,207	35,399										101,551
b. No. of units that achieved clients' charter	34,945	31,207	35,399										101,551
c. No. of units that not achieve clients' charter	0	0	0										0
d. Performance achieved	100.00%	100.00%	100.00%										100.00%
<b>2) Housing Loan (8 days)</b>													
a. Total units reported	1,944	2,027	2,037										6,008
b. No. of units that achieved clients' charter	1,944	2,027	2,037										6,008
c. No. of units that did not achieve clients' charter	0	0	0										0
d. Performance achieved	100.00%	100.00%	100.00%										100.00%
<b>3) Real Property Gains Tax (8 days)</b>													
a. Total units reported	981	891	924										2,796
b. No. of units that achieved clients' charter	981	891	924										2,796
c. No. of units that did not achieve clients' charter	0	0	0										0
d. Performance achieved	100.00%	100.00%	100.00%										100.00%
<b>4) Estate Duty (8 days) - Effective February 2018</b>													
a. Total units reported	10,887	8,727	9,120										28,734
b. No. of units that achieved clients' charter	10,887	8,727	9,120										28,734
c. No. of units that did not achieve clients' charter	0	0	0										0
d. Performance achieved	100.00%	100.00%	100.00%										100.00%
<b>5) Rental (10 days)</b>													
a. Total units reported	1,530	762	359										2,651
b. No. of units that achieved clients' charter	1,530	762	359										2,651
c. No. of units that did not achieve clients' charter	0	0	0										0
d. Performance achieved	100.00%	100.00%	100.00%										100.00%
<b>6) Conversion of Land Use (10 days)</b>													
a. Total units reported	588	660	2,011										3,259
b. No. of units that achieved clients' charter	588	660	2,011										3,259
c. No. of units that did not achieve clients' charter	0	0	0										0
d. Performance achieved	100.00%	100.00%	100.00%										100.00%
<b>7) Land Alienation (10 days)</b>													
a. Total units reported	1,461	1,251	1,718										4,430
b. No. of units that achieved clients' charter	1,461	1,251	1,718										4,430
c. No. of units that did not achieve clients' charter	0	0	0										0
d. Performance achieved	100.00%	100.00%	100.00%										100.00%
<b>8) Privatisation &amp; Corporatisation (20 days)</b>													
a. Total units reported	32	16	14										62
b. No. of units that achieved clients' charter	32	16	14										62
c. No. of units that did not achieve clients' charter	0	0	0										0
d. Performance achieved	100.00%	100.00%	100.00%										100.00%
<b>9) Purchase &amp; Sale (20 days)</b>													
a. Total units reported	121	326	97										544
b. No. of units that achieved clients' charter	121	326	97										544
c. No. of units that did not achieve clients' charter	0	0	0										0
d. Performance achieved	100.00%	100.00%	100.00%										100.00%
<b>10) Land Acquisition (30 days)</b>													
a. Total units reported	913	300	554										1,767
b. No. of units that achieved clients' charter	913	300	554										1,767
c. No. of units that did not achieve clients' charter	0	0	0										0
d. Performance achieved	100.00%	100.00%	100.00%										100.00%
<b>11) Bill Payment (14 days)</b>													
a. Total bills received	674	1,361	2,108										4,143
b. No. of bills that achieved clients' charter	674	1,361	2,108										4,143
c. No. of bills that did not achieve clients' charter	0	0	0										0
d. Performance achieved	100.00%	100.00%	100.00%										100.00%