

## 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	7,876	9,628								45,702
b. No. of units that achieved clients' charter	10,038	8,515	9,645	7,876	9,628								45,702
c. No. of units that not achive clients' charter	0	0	0	0	0								0
d. Performance achieved	100.00%	100.00%	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	27,474	33,078								162,103
b. No. of units that achieved clients' charter	34,945	31,207	35,399	27,474	33,078								162,103
c. No. of units that not achive clients' charter	0	0	0	0	0								0
d. Performance achieved	100.00%	100.00%	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	1,570	1,791								9,369
b. No. of units that achieved clients' charter	1,944	2,027	2,037	1,570	1,791								9,369
c. No. of units that did not achive clients' charter	0	0	0	0	0								0
d. Performance achieved	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	981	891	924	699	1,046								4,541
b. No. of units that achieved clients' charter	981	891	924	699	1,046								4,541
c. No. of units that did not achive clients' charter	0	0	0	0	0								0
d. Performance achieved	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	10,887	8,727	9,120	7,025	7,883								43,642
b. No. of units that achieved clients' charter	10,887	8,727	9,120	7,025	7,883								43,642
c. No. of units that did not achive clients' charter	0	0	0	0	0								0
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	100.00%								100.00%
<b>5) Rental (10 days)</b>													
a. Total units reported	1,530	762	359	213	288								3,152
b. No. of units that achieved clients' charter	1,530	762	359	213	288								3,152
c. No. of units that did not achive clients' charter	0	0	0	0	0								0
d. Performance achieved	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	588	660	2,011	483	721								4,463
b. No. of units that achieved clients' charter	588	660	2,011	483	721								4,463
c. No. of units that did not achive clients' charter	0	0	0	0	0								0
d. Performance achieved	100.00%	100.00%	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	1,413	1,539								7,382
b. No. of units that achieved clients' charter	1,461	1,251	1,718	1,413	1,539								7,382
c. No. of units that did not achive clients' charter	0	0	0	0	0								0
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	100.00%								100.00%
<b>8) Privatisation &amp; Corporatisation (20 days)</b>													
a. Total units reported	32	16	14	7	16								85
b. No. of units that achieved clients' charter	32	16	14	7	16								85
c. No. of units that did not achive clients' charter	0	0	0	0	0								0
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	100.00%								100.00%
<b>9) Purchase &amp; Sale (20 days)</b>													
a. Total units reported	121	326	97	208	66								818
b. No. of units that achieved clients' charter	121	326	97	208	66								818
c. No. of units that did not achive clients' charter	0	0	0	0	0								0
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	100.00%								100.00%
<b>10) Land Acquisition (30 days)</b>													
a. Total units reported	913	300	554	477	183								2,427
b. No. of units that achieved clients' charter	913	300	554	477	183								2,427
c. No. of units that did not achive clients' charter	0	0	0	0	0								0
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	100.00%								100.00%
<b>11) Bill Payment (14 days)</b>													
a. Total bills received	674	1,361	2,108	1,572	1,767								7,482
b. No. of bills that achieved clients' charter	674	1,361	2,108	1,572	1,767								7,482
c. No. of bills that did not achive clients' charter	0	0	0	0	0								0
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	100.00%								100.00%