

## JPPH Monthly Clients' Charter Performance Report For Year 2025

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	9,027	8,553	9,377	9,498	9,491	9,006							54,952
b. No. of units that achieved clients' charter	9,027	8,553	9,377	9,498	9,491	9,006							54,952
c. No. of units that not achive clients' charter	0	0	0	0	0	0							0
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%							100.00%
<b>Non-Standard Case (5 Day)</b>													
a. Total units reported	30,232	30,608	33,594	30,512	36,247	30,793							191,986
b. No. of units that achieved clients' charter	30,232	30,608	33,594	30,512	36,247	30,793							191,986
c. No. of units that not achive clients' charter	0	0	0	0	0	0							0
d. Performance achieved	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	2,032	2,232	2,667	1,843	2,467	4,287							15,528
b. No. of units that achieved clients' charter	2,032	2,232	2,667	1,843	2,467	4,287							15,528
c. No. of units that did not achive clients' charter	0	0	0	0	0	0							0
d. Performance achieved	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	544	543	859	378	475	572							3,371
b. No. of units that achieved clients' charter	544	543	859	378	475	572							3,371
c. No. of units that did not achive clients' charter	0	0	0	0	0	0							0
d. Performance achieved	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	8,842	8,349	9,762	6,566	9,346	8,383							51,248
b. No. of units that achieved clients' charter	8,842	8,349	9,762	6,566	9,346	8,383							51,248
c. No. of units that did not achive clients' charter	0	0	0	0	0	0							0
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%							100.00%
<b>5) Rental (10 days)</b>													
a. Total units reported	11,099	1,870	3,078	3,174	1,946	6,959							28,126
b. No. of units that achieved clients' charter	11,099	1,870	3,078	3,174	1,946	6,959							28,126
c. No. of units that did not achive clients' charter	0	0	0	0	0	0							0
d. Performance achieved	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	390	1,473	986	334	1,431	737							5,351
b. No. of units that achieved clients' charter	390	1,473	986	334	1,431	737							5,351
c. No. of units that did not achive clients' charter	0	0	0	0	0	0							0
d. Performance achieved	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	1,080	2,681	1,294	1,056	782	715							7,608
b. No. of units that achieved clients' charter	1,080	2,681	1,294	1,056	782	715							7,608
c. No. of units that did not achive clients' charter	0	0	0	0	0	0							0
d. Performance achieved	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	77	35	31	72	660	23							898
b. No. of units that achieved clients' charter	77	35	31	72	660	23							898
c. No. of units that did not achive clients' charter	0	0	0	0	0	0							0
d. Performance achieved	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	59	336	135	15	138	145							828
b. No. of units that achieved clients' charter	59	336	135	15	138	145							828
c. No. of units that did not achive clients' charter	0	0	0	0	0	0							0
d. Performance achieved	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	340	521	1,443	127	639	296							3,366
b. No. of units that achieved clients' charter	340	521	1,443	127	639	296							3,366
c. No. of units that did not achive clients' charter	0	0	0	0	0	0							0
d. Performance achieved	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	750	1,515	2,031	1,258	1,741	1,747							9,042
b. No. of bills that achieved clients' charter	750	1,515	2,031	1,258	1,741	1,747							9,042
c. No. of bills that did not achive clients' charter	0	0	0	0	0	0							0
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%							100.00%