

## Laporan Pencapaian Piagam Pelanggan Bulanan Di JPPH Bagi Tahun 2025

| Perkhidmatan JPPH Piagam Pelanggan                                 | Jan     | Feb     | Mac     | Apr     | Mei     | Jun     | Jul     | Ogos    | Sept    | Okt     | Nov | Dis | JUMLAH  |
|--------------------------------------------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-----|-----|---------|
| <b>1) Duti Setem</b>                                               |         |         |         |         |         |         |         |         |         |         |     |     |         |
| <b>Harta Tanah Standard (1 Hari)</b>                               |         |         |         |         |         |         |         |         |         |         |     |     |         |
| a. Jumlah unit dilapor                                             | 9,027   | 8,553   | 9,377   | 9,498   | 9,491   | 9,006   | 11,763  | 10,247  | 10,123  | 11,720  |     |     | 98,805  |
| b. Jumlah Unit Mencapai Sasaran Piagam                             | 9,027   | 8,553   | 9,377   | 9,498   | 9,491   | 9,006   | 11,763  | 10,247  | 10,123  | 11,720  |     |     | 98,805  |
| c. Jumlah Unit Tidak Mencapai Sasaran Piagam                       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       |     |     | 0       |
| d. Petunjuk Prestasi Pencapaian                                    | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |     |     | 100.00% |
| <b>Bukan Harta Tanah Standard (5 Hari)</b>                         |         |         |         |         |         |         |         |         |         |         |     |     |         |
| a. Jumlah unit dilapor                                             | 30,232  | 30,608  | 33,594  | 30,512  | 36,247  | 30,793  | 39,151  | 35,934  | 35,517  | 41,475  |     |     | 344,063 |
| b. Jumlah Unit Mencapai Sasaran Piagam                             | 30,232  | 30,608  | 33,594  | 30,512  | 36,247  | 30,793  | 39,151  | 35,934  | 35,517  | 41,475  |     |     | 344,063 |
| c. Jumlah Unit Tidak Mencapai Sasaran Piagam                       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       |     |     | 0       |
| d. Petunjuk Prestasi Pencapaian                                    | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |     |     | 100.00% |
| <b>2) Pinjaman Perumahan (8 hari)</b>                              |         |         |         |         |         |         |         |         |         |         |     |     |         |
| a. Jumlah unit dilapor                                             | 2,032   | 2,232   | 2,667   | 1,843   | 2,467   | 4,287   | 2,867   | 2,486   | 2,081   | 2,465   |     |     | 25,427  |
| b. Jumlah Mencapai Sasaran Piagam                                  | 2,032   | 2,232   | 2,667   | 1,843   | 2,467   | 4,287   | 2,867   | 2,486   | 2,081   | 2,465   |     |     | 25,427  |
| c. Jumlah Tidak Mencapai Sasaran Piagam                            | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       |     |     | 0       |
| d. Petunjuk Prestasi Pencapaian                                    | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |     |     | 100.00% |
| <b>3) Cukai Keuntungan Harta Tanah (8 hari)</b>                    |         |         |         |         |         |         |         |         |         |         |     |     |         |
| a. Jumlah unit dilapor                                             | 544     | 543     | 859     | 378     | 475     | 572     | 586     | 510     | 367     | 583     |     |     | 5,417   |
| b. Jumlah Mencapai Sasaran Piagam                                  | 544     | 543     | 859     | 378     | 475     | 572     | 586     | 510     | 367     | 583     |     |     | 5,417   |
| c. Jumlah Tidak Mencapai Sasaran Piagam                            | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       |     |     | 0       |
| d. Petunjuk Prestasi Pencapaian                                    | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |     |     | 100.00% |
| <b>4) Harta Pusaka Kecil (8 hari) - Berkuatkuasa Februari 2018</b> |         |         |         |         |         |         |         |         |         |         |     |     |         |
| a. Jumlah unit dilapor                                             | 8,842   | 8,349   | 9,762   | 6,566   | 9,346   | 8,383   | 11,957  | 10,605  | 9,223   | 9,715   |     |     | 92,748  |
| b. Jumlah Mencapai Sasaran Piagam                                  | 8,842   | 8,349   | 9,762   | 6,566   | 9,346   | 8,383   | 11,957  | 10,605  | 9,223   | 9,715   |     |     | 92,748  |
| c. Jumlah Tidak Mencapai Sasaran Piagam                            | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       |     |     | 0       |
| d. Petunjuk Prestasi Pencapaian                                    | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |     |     | 100.00% |
| <b>5) Sewaan (10 hari)</b>                                         |         |         |         |         |         |         |         |         |         |         |     |     |         |
| a. Jumlah unit dilapor                                             | 11,099  | 1,870   | 3,078   | 3,174   | 1,946   | 6,959   | 1,861   | 3,633   | 2,026   | 2,158   |     |     | 37,804  |
| b. Jumlah Mencapai Sasaran Piagam                                  | 11,099  | 1,870   | 3,078   | 3,174   | 1,946   | 6,959   | 1,861   | 3,633   | 2,026   | 2,158   |     |     | 37,804  |
| c. Jumlah Tidak Mencapai Sasaran Piagam                            | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       |     |     | 0       |
| d. Petunjuk Prestasi Pencapaian                                    | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |     |     | 100.00% |
| <b>6) Pengubahan Kategori/ Syarat Kegunaan Tanah (10 hari)</b>     |         |         |         |         |         |         |         |         |         |         |     |     |         |
| a. Jumlah unit dilapor                                             | 390     | 1,473   | 986     | 334     | 1,431   | 737     | 628     | 1,113   | 987     | 1,346   |     |     | 9,425   |
| b. Jumlah Mencapai Sasaran Piagam                                  | 390     | 1,473   | 986     | 334     | 1,431   | 737     | 628     | 1,113   | 987     | 1,346   |     |     | 9,425   |
| c. Jumlah Tidak Mencapai Sasaran Piagam                            | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       |     |     | 0       |
| d. Petunjuk Prestasi Pencapaian                                    | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |     |     | 100.00% |
| <b>7) Pemberimilikan Tanah (10 hari)</b>                           |         |         |         |         |         |         |         |         |         |         |     |     |         |
| a. Jumlah unit dilapor                                             | 1,080   | 2,681   | 1,294   | 1,056   | 782     | 715     | 1,378   | 1,098   | 1,565   | 1,444   |     |     | 13,093  |
| b. Jumlah Mencapai Sasaran Piagam                                  | 1,080   | 2,681   | 1,294   | 1,056   | 782     | 715     | 1,378   | 1,098   | 1,565   | 1,444   |     |     | 13,093  |
| c. Jumlah Tidak Mencapai Sasaran Piagam                            | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       |     |     | 0       |
| d. Petunjuk Prestasi Pencapaian                                    | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |     |     | 100.00% |
| <b>8) Penswastaan &amp; Pengkorporatan (20 hari)</b>               |         |         |         |         |         |         |         |         |         |         |     |     |         |
| a. Jumlah unit dilapor                                             | 77      | 35      | 31      | 72      | 660     | 23      | 47      | 51      | 19      | 15      |     |     | 1,030   |
| b. Jumlah Mencapai Sasaran Piagam                                  | 77      | 35      | 31      | 72      | 660     | 23      | 47      | 51      | 19      | 15      |     |     | 1,030   |
| c. Jumlah Tidak Mencapai Sasaran Piagam                            | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       |     |     | 0       |
| d. Petunjuk Prestasi Pencapaian                                    | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |     |     | 100.00% |
| <b>9) Pembelian &amp; Penjualan (20 hari)</b>                      |         |         |         |         |         |         |         |         |         |         |     |     |         |
| a. Jumlah unit dilapor                                             | 59      | 336     | 135     | 15      | 138     | 145     | 516     | 633     | 360     | 394     |     |     | 2,731   |
| b. Jumlah Mencapai Sasaran Piagam                                  | 59      | 336     | 135     | 15      | 138     | 145     | 516     | 633     | 360     | 394     |     |     | 2,731   |
| c. Jumlah Tidak Mencapai Sasaran Piagam                            | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       |     |     | 0       |
| d. Petunjuk Prestasi Pencapaian                                    | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |     |     | 100.00% |
| <b>10) Pengambilan Tanah (30 hari)</b>                             |         |         |         |         |         |         |         |         |         |         |     |     |         |
| a. Jumlah unit dilapor                                             | 340     | 521     | 1,443   | 127     | 639     | 296     | 523     | 274     | 561     | 1,156   |     |     | 5,880   |
| b. Jumlah Mencapai Sasaran Piagam                                  | 340     | 521     | 1,443   | 127     | 639     | 296     | 523     | 274     | 561     | 1,156   |     |     | 5,880   |
| c. Jumlah Tidak Mencapai Sasaran Piagam                            | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       |     |     | 0       |
| d. Petunjuk Prestasi Pencapaian                                    | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |     |     | 100.00% |
| <b>11) Pembayaran Bil (14 hari)</b>                                |         |         |         |         |         |         |         |         |         |         |     |     |         |
| a. Jumlah Bil Diterima                                             | 750     | 1,515   | 2,031   | 1,258   | 1,741   | 1,747   | 1,767   | 2,042   | 1,734   | 1,820   |     |     | 16,405  |
| b. Jumlah Bil Mencapai Sasaran Piagam                              | 750     | 1,515   | 2,031   | 1,258   | 1,741   | 1,747   | 1,767   | 2,042   | 1,734   | 1,820   |     |     | 16,405  |
| c. Jumlah Tidak Mencapai Sasaran Piagam                            | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       |     |     | 0       |
| d. Petunjuk Prestasi Pencapaian                                    | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |     |     | 100.00% |