

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
1) Stamp Duty													
Standard Case (1 Day)													
a. Total units reported	9,027	8,553	9,377	9,498	9,491	9,006	11,763	10,247	10,123	11,720	10,029	10,859	119,693
b. No. of units that achieved clients' charter	9,027	8,553	9,377	9,498	9,491	9,006	11,763	10,247	10,123	11,720	10,029	10,859	119,693
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%
Non-Standard Case (5 Day)													
a. Total units reported	30,232	30,608	33,594	30,512	36,247	30,793	39,151	35,934	35,517	41,475	40,467	38,934	423,464
b. No. of units that achieved clients' charter	30,232	30,608	33,594	30,512	36,247	30,793	39,151	35,934	35,517	41,475	40,467	38,934	422,924
c. No. of units that not achieve clients' charter	0	0	0	0	0	0	0	540	0	0	0	0	540
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	98.50%	100.00%	100.00%	100.00%	100.00%	99.87%
2) Housing Loan (8 days)													
a. Total units reported	2,032	2,232	2,667	1,843	2,467	4,287	2,867	2,486	2,081	2,465	2,365	2,559	30,351
b. No. of units that achieved clients' charter	2,032	2,232	2,667	1,843	2,467	4,287	2,867	2,486	2,081	2,465	2,365	2,559	30,351
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 achived	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%
3) Real Property Gains Tax (8 days)													
a. Total units reported	544	543	859	378	475	572	586	510	367	583	610	758	6,785
b. No. of units that achieved clients' charter	544	543	859	378	475	572	586	510	367	583	610	758	6,785
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 achived	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%
4) Estate Duty (8 days) - Effective February 2018													
a. Total units reported	8,842	8,349	9,762	6,566	9,346	8,383	11,957	10,605	9,223	9,715	9,634	9,951	112,333
b. No. of units that achieved clients' charter	8,842	8,349	9,762	6,566	9,346	8,383	11,957	10,605	9,223	9,715	9,634	9,951	112,333
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 achived	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%
5) Rental (10 days)													
a. Total units reported	11,099	1,870	3,078	3,174	1,946	6,959	1,861	3,633	2,026	2,158	1,564	1,271	40,639
b. No. of units that achieved clients' charter	11,099	1,870	3,078	3,174	1,946	6,959	1,861	3,633	2,026	2,158	1,564	1,271	40,639
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 achived	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%
6) Conversion of Land Use (10 days)													
a. Total units reported	390	1,473	986	334	1,431	737	628	1,113	987	1,346	714	901	11,040
b. No. of units that achieved clients' charter	390	1,473	986	334	1,431	737	628	1,113	987	1,346	714	901	11,040
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 achived	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%
7) Land Alienation (10 days)													
a. Total units reported	1,080	2,681	1,294	1,056	782	715	1,378	1,098	1,565	1,444	952	1,120	15,165
b. No. of units that achieved clients' charter	1,080	2,681	1,294	1,056	782	715	1,378	1,098	1,565	1,444	952	1,120	15,165
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 achived	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%
8) Privatisation & Corporatisation (20 days)													
a. Total units reported	77	35	31	72	660	23	47	51	19	15	30	13	1,073
b. No. of units that achieved clients' charter	77	35	31	72	660	23	47	51	19	15	30	13	1,073
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 achived	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%
9) Purchase & Sale (20 days)													
a. Total units reported	59	336	135	15	138	145	516	633	360	394	182	1,028	3,941
b. No. of units that achieved clients' charter	59	336	135	15	138	145	516	633	360	394	182	1,028	3,941
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 achived	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%
10) Land Acquisition (30 days)													
a. Total units reported	340	521	1,443	127	639	296	523	274	561	1,156	3,476	3,080	12,436
b. No. of units that achieved clients' charter	340	521	1,443	127	639	296	523	274	561	1,156	3,476	3,080	12,436
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 achived	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%
11) Bill Payment (14 days)													
a. Total bills received	750	1,515	2,031	1,258	1,741	1,747	1,767	2,042	1,734	1,820	2,035	2,035	20,475
b. No. of bills that achieved clients' charter	750	1,515	2,031	1,258	1,741	1,747	1,767	2,042	1,734	1,820	2,035	2,035	20,475
c. No. of bills that did not achieve clients' charter	0	0	0	0	0	0	0	0	0	0	0	0	0
d. Performance achived	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%