

JPPH Monthly Clients' Charter Performance Report 2026

JPPH Clients' Charter	January	February	March	April	May	June	July	August	September	October	November	December	TOTAL
1) Stamp Duty													
Standard Case (1 Day)													
a. Total units reported	10,646												10,646
b. No. of units that achieved clients' charter	10,646												10,646
c. No. of units that not achieve clients' charter	0												0
d. Performance achieved	100.00%												100.00%
Non-Standard Case (5 Day)													
a. Total units reported	34,269												34,269
b. No. of units that achieved clients' charter	34,269												34,269
c. No. of units that not achieve clients' charter	0												0
d. Performance achieved	100.00%												100.00%
2) Housing Loan (8 days)													
a. Total units reported	2,234												2,234
b. No. of units that achieved clients' charter	2,234												2,234
c. No. of units that did not achieve clients' charter	0												0
d. Performance achieved	100.00%												100.00%
3) Real Property Gains Tax (8 days)													
a. Total units reported	407												407
b. No. of units that achieved clients' charter	407												407
c. No. of units that did not achieve clients' charter	0												0
d. Performance achieved	100.00%												100.00%
4) Estate Duty (8 days) - Effective February 2018													
a. Total units reported	9,187												9,187
b. No. of units that achieved clients' charter	9,187												9,187
c. No. of units that did not achieve clients' charter	0												0
d. Performance achieved	100.00%												100.00%
5) Rental (10 days)													
a. Total units reported	2,153												2,153
b. No. of units that achieved clients' charter	2,153												2,153
c. No. of units that did not achieve clients' charter	0												0
d. Performance achieved	100.00%												100.00%
6) Conversion of Land Use (10 days)													
a. Total units reported	570												570
b. No. of units that achieved clients' charter	570												570
c. No. of units that did not achieve clients' charter	0												0
d. Performance achieved	100.00%												100.00%
7) Land Alienation (10 days)													
a. Total units reported	920												920
b. No. of units that achieved clients' charter	920												920
c. No. of units that did not achieve clients' charter	0												0
d. Performance achieved	100.00%												100.00%
8) Privatisation & Corporatisation (20 days)													
a. Total units reported	24												24
b. No. of units that achieved clients' charter	24												24
c. No. of units that did not achieve clients' charter	0												0
d. Performance achieved	100.00%												100.00%
9) Purchase & Sale (20 days)													
a. Total units reported	461												461
b. No. of units that achieved clients' charter	461												461
c. No. of units that did not achieve clients' charter	0												0
d. Performance achieved	100.00%												100.00%
10) Land Acquisition (30 days)													
a. Total units reported	619												619
b. No. of units that achieved clients' charter	619												619
c. No. of units that did not achieve clients' charter	0												0
d. Performance achieved	100.00%												100.00%
11) Bill Payment (14 days)													
a. Total bills received	694												694
b. No. of bills that achieved clients' charter	694												694
c. No. of bills that did not achieve clients' charter	0												0
d. Performance achieved	100.00%												100.00%