

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	7,917											18,563
b. No. of units that achieved clients' charter	10,646	7,917											18,563
c. No. of units that not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%
Non-Standard Case (5 Day)													
a. Total units reported	34,269	27,808											62,077
b. No. of units that achieved clients' charter	34,269	27,808											62,077
c. No. of units that not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%
2) Housing Loan (8 days)													
a. Total units reported	2,234	2,019											4,253
b. No. of units that achieved clients' charter	2,234	2,019											4,253
c. No. of units that did not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%
3) Real Property Gains Tax (8 days)													
a. Total units reported	407	691											1,098
b. No. of units that achieved clients' charter	407	691											1,098
c. No. of units that did not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%
4) Estate Duty (8 days) - Effective February 2018													
a. Total units reported	9,187	7,574											16,761
b. No. of units that achieved clients' charter	9,187	7,574											16,761
c. No. of units that did not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%
5) Rental (10 days)													
a. Total units reported	2,153	1,822											3,975
b. No. of units that achieved clients' charter	2,153	1,822											3,975
c. No. of units that did not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%
6) Conversion of Land Use (10 days)													
a. Total units reported	570	409											979
b. No. of units that achieved clients' charter	570	409											979
c. No. of units that did not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%
7) Land Alienation (10 days)													
a. Total units reported	920	916											1,836
b. No. of units that achieved clients' charter	920	916											1,836
c. No. of units that did not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%
8) Privatisation & Corporatisation (20 days)													
a. Total units reported	24	20											44
b. No. of units that achieved clients' charter	24	20											44
c. No. of units that did not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%
9) Purchase & Sale (20 days)													
a. Total units reported	461	771											1,232
b. No. of units that achieved clients' charter	461	771											1,232
c. No. of units that did not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%
10) Land Acquisition (30 days)													
a. Total units reported	619	1,233											1,852
b. No. of units that achieved clients' charter	619	1,233											1,852
c. No. of units that did not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%
11) Bill Payment (14 days)													
a. Total bills received	694	1,435											2,129
b. No. of bills that achieved clients' charter	694	1,435											2,129
c. No. of bills that did not achieve clients' charter	0	0											0
d. Performance achieved	100.00%	100.00%											100.00%