

## JPPH Monthly Clients' Charter Performance Report 2026

JPPH Clients' Charter	January	February	March	April	May	June	July	August	September	October	November	December	TOTAL
<b>1) Stamp Duty</b>													
<b>Standard Case (1 Day)</b>													
a. Total units reported	10,646	7,917	8,438	10,925									37,926
b. No. of units that achieved clients' charter	10,646	7,917	8,438	10,925									37,926
c. No. of units that not achieve clients' charter	0	0	0	0									0
d. Performance achieved	100.00%	100.00%	100.00%	100.00%									100.00%
<b>Non-Standard Case (5 Day)</b>													
a. Total units reported	34,269	27,808	28,059	34,976									125,112
b. No. of units that achieved clients' charter	34,269	27,808	28,059	34,976									125,112
c. No. of units that not achieve clients' charter	0	0	0	0									0
d. Performance achieved	100.00%	100.00%	100.00%	100.00%									100.00%
<b>2) Housing Loan (8 days)</b>													
a. Total units reported	2,234	2,019	2,419	2,589									9,261
b. No. of units that achieved clients' charter	2,234	2,019	2,419	2,589									9,261
c. No. of units that did not achieve clients' charter	0	0	0	0									0
d. Performance achieved	100.00%	100.00%	100.00%	100.00%									100.00%
<b>3) Real Property Gains Tax (8 days)</b>													
a. Total units reported	407	691	669	394									2,161
b. No. of units that achieved clients' charter	407	691	669	394									2,161
c. No. of units that did not achieve clients' charter	0	0	0	0									0
d. Performance achieved	100.00%	100.00%	100.00%	100.00%									100.00%
<b>4) Estate Duty (8 days) - Effective February 2018</b>													
a. Total units reported	9,187	7,574	9,296	7,942									33,999
b. No. of units that achieved clients' charter	9,187	7,574	9,296	7,942									33,999
c. No. of units that did not achieve clients' charter	0	0	0	0									0
d. Performance achieved	100.00%	100.00%	100.00%	100.00%									100.00%
<b>5) Rental (10 days)</b>													
a. Total units reported	2,153	1,822	2,274	1,961									8,210
b. No. of units that achieved clients' charter	2,153	1,822	2,274	1,961									8,210
c. No. of units that did not achieve clients' charter	0	0	0	0									0
d. Performance achieved	100.00%	100.00%	100.00%	100.00%									100.00%
<b>6) Conversion of Land Use (10 days)</b>													
a. Total units reported	570	409	794	708									2,481
b. No. of units that achieved clients' charter	570	409	794	708									2,481
c. No. of units that did not achieve clients' charter	0	0	0	0									0
d. Performance achieved	100.00%	100.00%	100.00%	100.00%									100.00%
<b>7) Land Alienation (10 days)</b>													
a. Total units reported	920	916	1,647	1,190									4,673
b. No. of units that achieved clients' charter	920	916	1,647	1,190									4,673
c. No. of units that did not achieve clients' charter	0	0	0	0									0
d. Performance achieved	100.00%	100.00%	100.00%	100.00%									100.00%
<b>8) Privatisation &amp; Corporatisation (20 days)</b>													
a. Total units reported	24	20	31	54									129
b. No. of units that achieved clients' charter	24	20	31	54									129
c. No. of units that did not achieve clients' charter	0	0	0	0									0
d. Performance achieved	100.00%	100.00%	100.00%	100.00%									100.00%
<b>9) Purchase &amp; Sale (20 days)</b>													
a. Total units reported	461	771	1,367	368									2,967
b. No. of units that achieved clients' charter	461	771	1,367	368									2,967
c. No. of units that did not achieve clients' charter	0	0	0	0									0
d. Performance achieved	100.00%	100.00%	100.00%	100.00%									100.00%
<b>10) Land Acquisition (30 days)</b>													
a. Total units reported	619	1,233	719	681									3,252
b. No. of units that achieved clients' charter	619	1,233	719	681									3,252
c. No. of units that did not achieve clients' charter	0	0	0	0									0
d. Performance achieved	100.00%	100.00%	100.00%	100.00%									100.00%
<b>11) Bill Payment (14 days)</b>													
a. Total bills received	694	1,435	1,665	1,350									5,144
b. No. of bills that achieved clients' charter	694	1,435	1,665	1,350									5,144
c. No. of bills that did not achieve clients' charter	0	0	0	0									0
d. Performance achieved	100.00%	100.00%	100.00%	100.00%									100.00%